

## Frequently Asked Questions

### COMPANY ACCESS CODES AND PASSWORDS

**Q: What do I do if I forgot my password?**

A: Click on the Employee Self Service Login button on the Ahola Home page. Click “I Forgot your password” link at the bottom of the Login page. Enter your email address. Instructions for resetting your password will be emailed to you.

**Q: I don't know my Company Access Code. What do I do?**

A: Your Company Access Code is listed on your registration letter. If you no longer have this letter contact your employer to obtain another copy.

**Q: Do my access code, user Id or password ever expire?**

A: No, you control your personal information from the My Profile screen. Data changes only when you change it.

**Q: I want to change my password. How do I do that?**

A: Once you have logged in, select Change password, which can be found in the menu located on the left side of your screen. Enter your current password and then your new password.

**Q: Once I register do I need my access code for anything else?**

A: No. Your access code is only used during the registration process. Once you have registered you no longer need it.

**Q: Can I change my security questions?**

A: You can change your security question(s) at anytime. Go to Edit Profile to make those changes.

### CHANGING YOUR PERSONAL PROFILE

**Q: I want to change my email address. How do I do that?**

A: Once you have logged in, select Edit Profile, which can be found in the menu located on the left side of your screen. Typing over the current email address will allow you to change your email address.

**Q: I want to change my password. How do I do that?**

A: Once you have logged in, select Change password, which can be found in the menu located on the left side of your screen. Enter your current password and then your new password.

### FAQ FOR EMPLOYEE SELF SERVICE

**Q: Can I sign up for employee self service anytime?**

A: You can register for Employee Self Service at anytime.

**Q: Is my information secure?**

A: Ahola has taken a conservative approach to our security model. This means we are asking and verifying more information than most of our competitors. If the security rules are followed the only access to your data is your employer contact and yourself. (No one has access to employees' passwords.)

**Q: I get an error when I register that my SS# is incorrect. I know I am entering it correctly. What should I do?**

A: Contact your employer. They can review their records and contact Ahola to make the necessary changes. Once Ahola has updated your record you will be able to complete your registration.

**Q: I tried to view my paystub but the message said the “unable to locate any checks for this date range”. What is the problem?**

A: Paystubs are available on the check date. If you try to view them before check date they will not be available. You may also need to review your date range to insure you have selected dates for which you were paid. Paystubs are available for the current calendar year and the previous year beginning with 9/15/08.

**Q: I want to print an old paystub. Can I do that?**

A: Paystubs are available for the current year and the prior calendar year beginning with Sept 15, 2008. If you need a paystub for 2007 or earlier you will need to contact your employer.

**Q: I need a copy of my 2007 W2. Can I get it from the web?**

A: W2s are available for the current year and the past calendar year beginning with 2008. If you need a copy of your W2 for 2007 or earlier you will need to contact your employer.

#### **FAQ ABOUT PAY STUBS**

**Q: I've signed up for web pay stub retrieval. When are my paystubs available for viewing?**

A: Pay stubs are available on the payroll check date. Previous pay stubs will be available for the current year plus two prior years.

**Q: What do I do if I discover error on my Pay Stub?**

A: Errors on your pay stub require your employer to contact Ahola in the same manner they identify errors today.

#### **FAQ FOR EMPLOYER ADMINISTRATORS**

**Q: What is needed for my employees to access their W-2 and/or pay stubs?**

A; The minimum system requirements are located on the Ahola Login page. This all starts with the ability to have Internet access.

**Q: How do I know how many employees have completed their web page registration?**

A: A Registration Status report is available for the employer contact. This report is accessed through the View the Employees button on the Employer Services page or the Employee Status link located on the left menu.

**Q: Whom do I contact if my employees or I have problems with the web service?**

A: The quickest way to alert Ahola of any problems is by using the Customer Service link found on the left hand menu. In the subject line put the title as Web Problem. In the body of the e-mail identify the error message or screen that is causing the system to abort its normal function. A

customer service representative will always answer your request with instructions to correct or retry the process within one business day or sooner.

**Q: Whom do I contact if I believe we have a breach in security?**

A: This is a serious matter. You should immediately contact Ahola via the Customer Service link on our website. These e-mails are delivered to specific customer service representatives. Once notified Ahola will evaluate the situation and take the appropriate action, which may include inactivating your company's web access. Inactivation may cause a re-registration by your employees. Ahola will notify you of any corrective action it takes and you must take action to avoid this breach in the future.

**Q: How do I access individual employee's W-2 or pay stubs?**

A: As the Ahola contact you can view and print an employee's W-2 and pay stub by using the View the Employees button located on the Employer Services Page or by using the Reprint W2s and Reprint Paystub links on the left menu. Click on the print button next to the employee's name and select the appropriate W2 or paystub.

**Q: I see some of my terminated employees but not all of them. Why?**

A: For web access terminated employees are defined as those employees that have been terminated in the current year or the previous calendar year.

**Q: I am a contact for several companies. Do I need a separate login and password for each one of them?**

A: We will automatically link all companies associated with you together so that you will only need one login (email address) and password to access them all.

**Q: My employee cannot access their paystub. They are getting a message "unable to locate any checks for this date range". What is the problem?**

A: Paystubs are available at check date and are available for the current year and the previous calendar year. (Beginning with 9/15/08) Your employee may be trying to access dates outside these parameters. If you are a new client to Ahola, check stubs will only be available for those pay periods that were processed at Ahola.

**Q: What are the minimum system requirements for using your web product?**

A: The following are the minimum system requirements:

- Internet access.
- 300 MHz or faster processor. 600 MHz or faster recommended.
- 256 MB of RAM or greater
- Monitor with 800x600 or higher screen resolution
- Mozilla Firefox 2.0+, Internet Explorer 6.0+
- Adobe® Reader®7+ for printing employee registration letters, paystubs and other reports. You can download this software free of charge from the Adobe website [www.adobe.com](http://www.adobe.com).

**Minimum Bandwidth Requirements**

- 512Kbps download speed is recommended for satisfactory performance and is generally available from cable/DSL providers.

Note: Pop-up and cookie-blocking software must be disabled and JavaScript must be enabled.
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**Additional Requirements for Printing Reports and Employee Registration Letters**

- A laser-quality printer, such as one of the following manufacturers:
  - Brother®

- Epson®
- Hewlett-Packard®
- Lexmark®

System requirements can be accessed at anytime from the Ahola Login page.