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## Welcome to **Ahola's Employee Self Service (ESS)**.

Our Employee Self Service offers Internet services for businesses and their employees who wish to take advantage of a secure environment where they can access their payroll and W2 information.

**To begin using ESS, you must first complete a one-time registration process as described in the Registration section of this document.**

As a registered ESS user, client administrators will be able to:

- Choose what ESS features are best for your company.
- Create registration letters for your employees.
- Review what employees have received registration letters and have registered.
- View and/or print employee paystubs for the current year and the previous calendar year, beginning September 15, 2008.
- View and/or print W2s for the current and previous year, beginning with 2008.
- View payroll, quarter and year-end reports for current year and the previous calendar year, beginning with 2008.

As a registered ESS user, employees will be able to:

- View and/or print their paystubs for the current year and the previous calendar year, beginning with September 15, 2008.
- View and/or print their W2s for previous and current year, beginning with 2008.

## **SYSTEM REQUIREMENTS**

To use Ahola's EES, you will need:

### **Minimum product 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 Login page.

Login

Welcome. To access the site's secure features, please enter your username and password.

For returning users whose web access was setup prior to 7/1/2009, please click [here](#) to change the username on your account to be your email address. If your username is already your email address, please disregard this notice.

E-mail address:

Password:

Login

[Forgot your password?](#) | [Not registered yet?](#)

[Minimum System Requirements](#)

## COMPANY ADMINISTRATOR REGISTRATION

You must register in order to use Ahola's ESS. You only need to register once.

### Information You Will Need to Register

Company Administrators will be asked for:

- Access Code (provided on your registration letter)
- Your Company's federal employer identification number (EIN will be verified against our records for user registration.)
- Your name
- Your Social Security Number
- Your date of birth
- E-mail address (this will be used as your log in name)
- A secure 6 character password
- 3 Security, knowledge based questions and answers

### Registration – Part 1

To register, go to Ahola.com and select "Employer Services Login".



At the bottom of the login page select "Not registered yet?"

[Forgot your password?](#) | [Not registered yet?](#)

Enter your eight-digit company access code found on your registration letter.

Note: Ahola generates Company Administrators' registrations letters. Company administrators create their employees' registration letters.

Your company name will be displayed next to your access code.

**MY PROFILE**

Company  
Access Code: 32949031 Sample Corporation X

Federal Tax ID: [ ] - [ ] [ ?]

Full Name: [ ] [ ]

SSN #: [ ] - [ ] - [ ]

Date Of Birth: [ ] - [ ] - [ ]

Email: [ ] [ ?]

Confirm Email: [ ]

**TERMS AND CONDITIONS**  
I agree to abide by the terms and conditions set forth by The Ahola Corporation security form regarding the use of this site. In no event will the Ahola Corporation be liable to you or to any party for damages of any kind arising out of or relating to the use of the Ahola web site services or the personal and confidential

Accept  Decline [Print Disclaimer](#)

Enter your company's nine-digit employer identification number (e.g. 34-9999999)

Enter your First Name and then your Last Name.

Enter your Social Security Number.

Enter your Date of Birth using the drop down boxes.

Enter the Email Address that you wish to use to receive registration information as well as other notifications related to your Employee Self Service selections. This email address will be used as your login.

Confirm your Email Address.

Read the Terms and Conditions statement and then select Accept. (Unless you accept the Terms and Conditions you cannot complete your registration).

Submit your registration information.

After you submit your profile information, you will be sent a link to complete Part 2 of the registration process. This link is active for 48 hours. If you do not complete the second part of your registration within 48 hours you will need to re-register.

**Registration Confirmation E-mail Sent**  
An e-mail has been sent to you with instructions required for the completion of your registration. The registration link contained in the e-mail is valid for 48 hours.



**Registration Steps**  
1. Enter your Company and Contact Information  
2. Review the Terms and Conditions  
3. Create a Password and select your security questions and answers

For questions related to your web registration or specific web offerings, please use the [Customer Service](#) page. A Customer Service Representative will contact you within one business day.

Questions related to registration or web features should be sent to Ahola through the “Customer Service” link found on the left menu or by clicking on the “Customer Service” link in the registration instructions. **See Customer Service.**

## Registration – Part 2

Click on the registration link contained in the registration email.

**Thank you for registering with Ahola Payroll Services.**

Ahola's Employee Self Service features will give you and your employees access to their payroll information when and where it's convenient for them.

To complete your registration you will need to select a password and choose several unique questions and answers that can be used to validate your identity. Protect your privacy by selecting a strong password. Do not share your password or unique security answers with others.

To complete your Employee Self Service registration please click the link at the bottom of this email.

If you have any questions about the registration process, please contact our Customer Service Department at 440-717-7620, option 7.

Use of the Ahola website constitutes your agreement with our disclaimer.

Click [here](#) to complete the registration process.

Enter your personal password. Passwords must be a minimum of six characters and contain at least one numeric and one alpha character. There is no limit to the length of your password. It can contain special characters (e.g. % & \$). Passwords are case sensitive. Adding some complexity to your password is strongly suggested to protect your identity.

Enter password:

\*As you enter your password, you will be notified how complex it is. The more complex your password, the more secure your information is.

Note: Your password is case sensitive and must be at least 6 characters. It must also contain at least one number.

Reenter password:

Security Question 1:

Security Question 2:

Security Question 3:

Reenter your password.

Select three different Security questions and type in your answers. These questions will be used to identify you in the case of a forgotten password or a possible security problem. Select questions/answers that are not common knowledge. This will help maintain a unique and confidential layer of security protection.

“Submit”.

Immediately after registering, you will be able to update your user registration information, select Employee Self Service options, change your email address, password and update your security questions.

Questions related to registration should be sent to Ahola through the “Customer Service” link located on the left menu. **See Customer Service.**

## EMPLOYEE REGISTRATION

You must register in order to use Ahola’s Employee Self Service. You only need to register once.

### Information You Will Need to Register

Employees will be asked for:

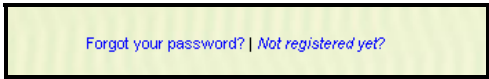
- Access Code (provided on your registration letter)
- Your name
- Your Social Security Number (Your Social Security Number will be verified against our records for user registration.)
- Your date of birth
- E-mail address (this will be used as your log in name)
- A secure 6 character password
- 3 Security, knowledge based questions and answers

## Registration – Part 1

To register, go to Ahola.com and select “Employee Services Login”.



At the bottom of the login page select “Not registered yet?”



Enter your eight-digit company access code found on your registration letter. “Enter”.

Note: Ahola generates Company Administrators’ registrations letters. Company administrators create their employees’ registration letters.

Your company name will be displayed next to your access code.

A registration form titled "MY PROFILE". It contains several input fields: "Company Access Code" (with a value of 32944350 and "Sample Corporation X" next to it), "Full Name" (two text boxes), "SSN #" (three text boxes with dashes), "Date Of Birth" (three dropdown menus), "Email" (one text box with a red question mark icon), and "Confirm Email" (one text box). Below these fields is a "TERMS AND CONDITIONS" section with a scrollable text area containing a disclaimer. At the bottom, there are radio buttons for "Accept" and "Decline", a "Print Disclaimer" button, and a "Submit" button.

Enter your First Name and then your Last Name.

Enter your Social Security Number.

Enter your Date of Birth.

Enter the Email Address that you wish to use to receive registration information as well as other notifications related to your Employee Self Service selections. This email address will be used as your login.

Confirm your Email Address.

Read the Terms and Conditions statement and then select Accept. (Unless you accept the Terms and Conditions you cannot complete your registration).

“Submit” your registration information.

After you submit your profile information, you will be sent a link to complete Part 2 of the registration process. This link is active for 48 hours. If you do not complete the second part of your registration within 48 hours you will need to re-register.

**Registration Confirmation E-mail Sent**

An e-mail has been sent to you with instructions required for the completion of your registration. The registration link contained in the e-mail is valid for 48 hours.

Questions related to registration or web features should be directed to your company’s payroll administrator.

## Registration – Part 2

Click on the registration link contained in the registration email.

**Thank you for registering with Ahola Payroll Services.**

Ahola’s Employee Self Service features will give you access to your payroll information when and where it’s convenient for you.

To complete your registration you will need to select a password and choose several unique questions and answers that can be used to validate your identity. Protect your privacy by selecting a strong password. Do not share your password or unique security answers with others.

To complete your Employee Self Service registration please click the link at the bottom of this email.

If you have any questions about the registration process, please contact your employer. They will contact Ahola to troubleshoot any login or security issues.

Use of the Ahola website constitutes your agreement with our disclaimer.

Click [here](#) to complete the registration process.

Enter your personal password. Passwords must be a minimum of six characters and contain at least one numeric and one alpha character. There is no limit to the length of your password. It can contain special characters (e.g. % & \$). Passwords are case sensitive. Adding some complexity to your password is strongly suggested to protect your identity.

Enter password:

\*As you enter your password, you will be notified how complex it is. The more complex your password, the more secure your information is.

Note: Your password is case sensitive and must be at least 6 characters. It must also contain at least one number.

Reenter password:

Security Question 1:

Security Question 2:

Security Question 3:

Reenter your password

Select three different Security questions and type in your answers. These questions will be used to identify you in the case of a forgotten password or a possible security problem. Select questions/answers that are not common knowledge. This will help maintain a unique and confidential layer of security protection.

“Submit”.

Immediately after registering, you will be able to update your user registration information, change your email address, password and update your security questions.

Questions related to registration or web features should be directed to your company’s payroll administrator.

## YOUR ESS PASSWORD

At the time of registration, you must enter your own personal password. Your password must contain any combination of six letters and numbers (e.g. 56789A or frog28). There is no maximum length for your password. Special characters are allowed and passwords are case sensitive. Secure your password and do not share it with anyone.

Your email address and password are both required to log into Ahola’s Employee Self Service.

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**IMPORTANT:** *Your password is for your use only and may not be disclosed to anyone else. If you believe your password has been compromised, you should change it immediately using the Edit Profile feature on the Ahola website.*

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## SECURITY

Ahola Corporation prides itself on our commitment to security. All of our information is sent over the web with a secure line using Hypertext Transfer Protocol Secure (HTTPS) from VeriSign. VeriSign is the leading Secure Sockets Layer (SSL) Certificate Authority enabling secure e-commerce, communications, and interactions for Web sites, intranets, and extranets. It is the **most trusted mark** on the Internet and enables the **strongest SSL encryption** available to every site visitor. The user’s password is encrypted on our database so that no one can retrieve it. Our servers are behind a firewall to prevent any unauthorized access.

## LOGIN

To access the Login page select either the “Employer Services Login” (Company Administrators) or “Employee Services Login” (Employees) on Ahola’s Home page.



Enter your email address.

E-mail address:	<input type="text"/>
Password:	<input type="password"/>
	<input type="button" value="Login"/>

Note: Clients that were using the Ahola website to retrieve reports prior to July 1, 2009 will be prompted to change their login name to an email address. See **Existing User Login**.

Enter your password. Press “Enter” or click on “Login”.

## EXISTING USER LOGIN

To access the Login page select either the “Employer Services Login” (Company Administrators) or “Employee Services Login” (Employees) on Ahola’s Home page.



After your first login after 7/1/09, you will be prompted to change your user name to your email address. To make this change, click on the “here” link in the Login page instruction message.

### Login

Welcome. To access the site's secure features, please enter your username and password.

*For returning users whose web access was setup prior to 12/15/2008, please click [here](#) to change the username on your account to be your email address. If your username is already your email address, please disregard this notice.*

Your current user name will be prefilled.

**Begin using your E-mail Address as your username**

Ahola is switching to an e-mail address based login process. Please enter your existing username below then confirm the e-mail address you wish to use as your new username.

Current username:	<input type="text" value="csample"/>
Password:	<input type="password"/>
E-mail address:	<input type="text"/>
Confirm E-mail address:	<input type="text"/>
	<input type="button" value="Submit"/>

Enter your current password.

Enter your email address. (This address will be used to send you notifications regarding your Employee Self Service elections.)

Confirm your email address.

“Submit”.

The username change is immediate. You will need to use your email address for all future logins.

## EXPIRED LOGIN

Your web session will automatically expire after 20 minutes of non-use. You will be logged out automatically and be prompted with a system message to login again.

**Login**

*Your current session has expired. Please log back in to continue.*

## FORGOT YOUR PASSWORD

On the Login page select “Forgot your password?”

[Forgot your password?](#) | [Not registered yet?](#)

Enter your email address. (Users that have logged in at least once will have their email address prefilled.) Instructions for resetting your password will be emailed to you.

**Forgot Password**

Enter your e-mail address below and we will send you instructions for resetting your password.

*For returning users whose web access was setup prior to 7/1/2009, and who are not using their e-mail address to login, please check this box:*

Enter e-mail address:

Note: Existing clients who had web access prior to 7/1/09 must click the box in addition to entering their email address.

*For returning users whose web access was setup prior to 7/1/2009, and who are not using their e-mail address to login, please check this box:*

An email link will be sent to your email address.

Click on the link in the Forgot Password Request email.

Subject: Ahola: Forgot Password Request

Please follow the link below to reset your password:

<http://remotemanager/ResetPassword.aspx?q=0E1D6616-804C-466B-B95C-8900D197A05A>

Enter your new password.

**Password Reset**

Below please choose your new password, and answer the security question.

Enter new password:

Reenter password:

Security Question 1: What is your favorite book/story from childhood?

Security Question 2: What is your favorite fictional character?

Security Question 3: What is your favorite food?

Reenter your new password.

Answer each of the three security questions. (Clients with web access prior to 7/1/09 will have only one security question to answer.)

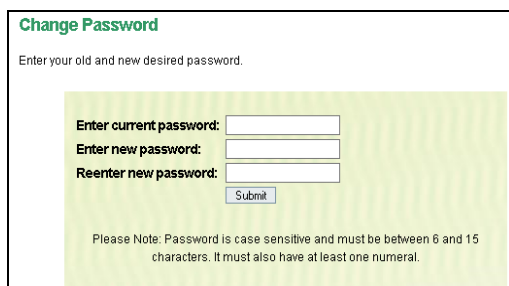
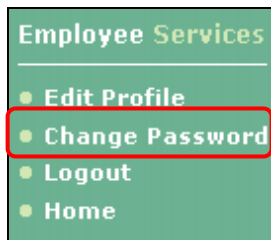
“Submit”.

## CHANGE PASSWORD

You may change your password as often as you like. Passwords must be a minimum of six characters. Passwords must be made up of a combination of alpha and numeric characters. Special characters (e.g. \$, &, %) can be used. Passwords are case sensitive.

Your password should not be shared. If you believe the confidentiality of your password has been breached, it should be changed immediately.

The Change Password page can be accessed from the left menu of any of the Employer or Employee Services pages by selecting "Change Password".

A screenshot of the "Change Password" web form. At the top, it says "Change Password" and "Enter your old and new desired password." Below this is a light green shaded area containing three input fields: "Enter current password:", "Enter new password:", and "Reenter new password:". A "Submit" button is located below the reenter field. At the bottom of the form, there is a "Please Note" section with the text: "Please Note: Password is case sensitive and must be between 6 and 15 characters. It must also have at least one numeral."

Enter your current password.

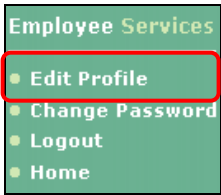
Enter your new password.

Reenter your new password.

Submit.

## EDIT PROFILE

The purpose of the My Profile page is to allow you to update your personal web information whenever you need to. This page can be accessed from the left menu of any of the Employer or Employee Services pages by selecting "Edit Profile".



The following information can be changed to keep your profile current:

- Full Name
- Date of Birth
- Email
- Security questions

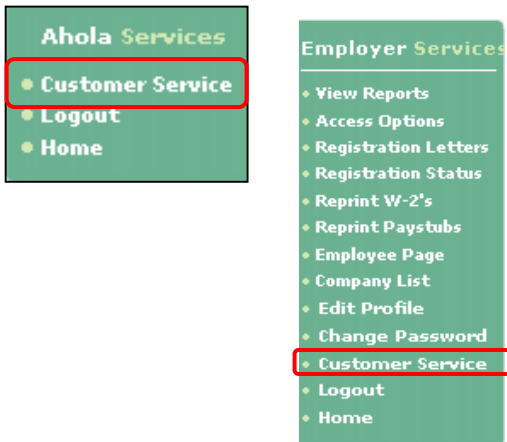
Note: Changing your name or date of birth will not update your payroll record. This must be done through Ahola's payroll system. If you need to change your name or date of birth, contact your payroll administrator who will contact your company's Ahola payroll processor.

To update any of these fields, type over the current information.

"Submit". (Select "Cancel" if you wish to withdraw your changes.)

## CUSTOMER SERVICE

Company Administrators with questions regarding registration, web features and functionality should contact The Ahola Corporation by using the "Customer Service" link. The Customer Service link is found on the Ahola and Employer Services pages on the left menu. Customer Service will respond to your inquiry within one business day.



Select "Customer Service" from the left menu.

The client Customer Service Portal page will be displayed.

Complete each field

- Contact Name – Your name
- Email – Your email address
- Phone – The telephone number where you can be reached during business hours
- Company – Your company name
- Subject – Reason for Inquiry
- Description – Describe in detail your question or problem.
- Client # - Your four digit client number
- General Inquiry Area – Choose one
  - Web Inquiry
- Case Purpose – Choose one
  - Web Registration
  - Web Paystub Retrieval
  - Web Report Retrieval
  - Web W2 Retrieval
  - W2 Web Approval

“Submit Query”.

## MULTIPLE COMPANY CLIENTS

If you are a contact for more than one company, you will need to register only once. During registration we will link the companies you are associated with together. This will give you one login and password to use for all your associated companies.

Once you have logged in you will be presented with a list of the companies associated with you. Select the company you wish to access by clicking on the company name.

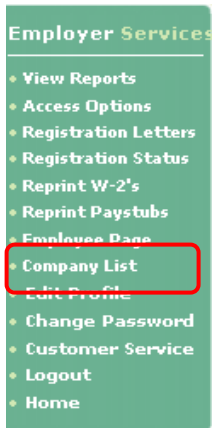
Company Name	Client
<a href="#">Use Your Tab Key Inc</a>	0001
<a href="#">Sample Corporation X</a>	9900

You will be taken to the Ahola home page. Choose either “Employer Services” or “Employee Self Service”.

Once you are logged in you can change the company you are working with from either the “Employer Services Page” or the “Employee Self Service Page”. Use the drop down next to “Current company” to select a new company. Click on the company name and the chosen company will be available.

**Employee Self Service Page**  
Welcome Cheryl Laskowski. Please choose a company and select a self-service option.  
Current company:

You can also access the “Company List” from the left menu.



## EMPLOYER SERVICES PAGE

The Employer Services Page's purpose is to give employers a starting point for all their web functions. From this page, employers will have access to:

- "View the Options" - Select and maintain their company's web options; Report Retrieval, W2 Access, Paystub Access, Terminated Employee Web Access.
- "View the Employees" - Gives them access to employee registration letters, registration information for your employees, view and printing paystubs and W2s, and a listing of terminated employees for the current year and the prior calendar year. **See View the Employees.**
- "View the Reports" – Gives users the ability to view/print payroll, quarterly and year-end reports for the current year and previous full calendar year. **See View the Reports.**

Each company will have at least one Company Web Administrator. This administrator's role is to maintain their company's web selections and act as the web liaison between Ahola and their company. Administrators will use the "View the Options" function to select and change their company's web options. **See View the Options.**

Also found on the Employer Services Page is the Message Center. The Message Center is used to communicate important information needed to maximize a company's web experience. **See Message Center.**

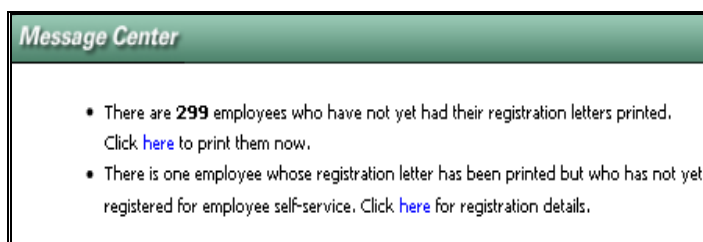
Once the Company Web Administrator has made their web selections for their company, the left Employers Services menu will have links to each available employer feature as well as individual user features (e.g. edit profile, change password.)

To access the Employer Services Page, login using the "Employer Services Login" button or "Online Payroll"/"Employer Services" on the Ahola Home page or click on "Employer Services" on the left menu from any Employer Services page. Only individuals that have been assigned employer roles can access this page.



## MESSAGE CENTER

The Message Center is designed to assist employers in managing their web features and monitoring their employees' web usage.



The following are some samples of the messages displayed in the message center.

- If the company's web options haven't yet been set, a reminder is displayed.
  - "Company access options have not yet been set. Click [here](#) to set them now or go to *Access Options*."
- If employees exist who have not yet had registration letters printed display how many. (Two possible messages depending on whether there is one or more than one.)
  - "There is one employee who has not yet had their registration letter printed. Click [here](#) to print it now."
  - "There are <n> employees who have not yet had their registration letters printed. Click [here](#) to print them now."
- Displays a count of employees who have had registration letters printed but have not yet registered. (Two possible messages depending on whether there is one or more than one.)
  - "There is one employee whose registration letter has been printed but who has not yet registered for employee self-service. Click [here](#) for registration details."
  - "There are <n> employees whose registration letters have been printed but who have not yet registered for employee self-service. Click [here](#) for registration details."

- If W2 Access has been enabled the user is notified that their company's W2s are ready to be approved but haven't been yet.
  - "Employee W2s are ready to be approved. Click [here](#) to review them now."

It is suggested that employers review messages in the Message Center each time they log in to stay up to date with new Ahola offerings and reminders about time sensitive tasks.

## COMPANY OPTIONS PAGE

To access the Company Options Page click on the "View the Options" button on the Employer Services page or select "Access Options" on the left menu.



Note: Only Company Administrators have access to the Company Options Page.

Select one or more of the self-service features. Your selections can be changed at anytime and are effective immediately. All selections are made on behalf of all the employees within your company.

<input type="checkbox"/>	Report Retrieval	
<input type="checkbox"/>	W2 Access	
<input type="checkbox"/>	Paystub Access	
<input type="checkbox"/>	Terminated Employee Web Access	

- "Report Retrieval" - Enables payroll, quarter and year-end report accessibility. Reports are available for current year and the previous calendar year (beginning with 2008). Employees that have not been given employer contact rights will not be able to use this function.
- "W2 Access" - Enables employer/employee access to view current year and last year's W2s.
- "Paystub Access" – Enables employer/employee access to employees' current and previous calendar year paystubs. (Paystubs will be available beginning 9/15/08 forward.)
- "Terminated Employee Web Access" – Enables terminated employees to access the same web options that were selected for active employees. Terminated employees are defined as those terminated in the current year or the previous calendar year.

Once you have checked the web features that you wish to enable select "Submit". (If you select "Cancel" your changes will not be saved.)

Activated features can be accessed through the Employer Services Page buttons or through the links on the left menu.

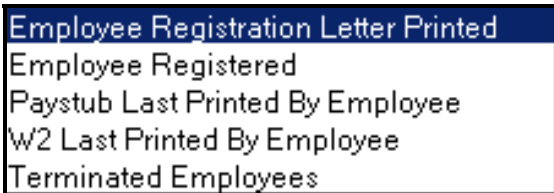
## EMPLOYEE STATUS PAGE

To access the Employee Status Page click on the “View the Employees” button on the Employer Services page or select “Employee Status” on the left menu.



Using the view drop down, select the report/feature you would like to access. (Your choices will be based on the web features that were enabled by your company’s web administrator.)

Choose from the following list (this list varies, depending on which web feature has been activated by employer):



- “Employee Registration Letter Printed” - Displays a list of all employees and the date their web registration letters were printed.
- “Employee Registered” - Displays a list of all employees and the date they registered for the web.
- “Paystub Last Printed By Employee” - Displays list of all employees and the last date they printed a paystub. Also includes the ability to print an employee’s paystub.
- “W2 Last printed By Employee” - Displays a list of all employees and the last date they printed a W2. Also includes the ability to print an employee’s W2.
- “Terminated Employees” – Displays a list of terminated employees. List will show all employees terminated during the current year and the previous full calendar year.

### Employee Registration Letter Printed

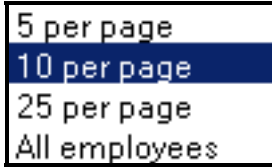
The purpose of this report is to give employers the ability to generate registration letters for their employees. The registration letter includes a unique access code for each employee. This code is validated against payroll data to insure confidentiality and security.

To view the report select from the Employee Status Page View drop down “Employee Registration Letter Printed” or “Employee Letter” from the left menu.



The report lists all employees, their department numbers, employee numbers and the dates each web registration letter was printed. The report can be sorted by clicking on the column heading to be used as the sort criteria.

You can set the display range by using the display drop down.



If you have allowed terminated employees web access (**See Company Options Page**), at the bottom of the page there will be two check boxes. These control how you handle terminated employees. By checking the “Show terminated employees” in list box, you will add all your termed employees to the report grid. Once this box is checked the other box for “Print registration letters for recently terminated employees” will be activated. These boxes make it possible for you to include or exclude terminated employees when you are printing your registration letters. Terminated employees will be highlighted pink in the grid for easy identification. (Terminated employees are defined as those terminated in the current year or the previous calendar year.)

Under the employee list are the “Check All and Clear All” options. This allows you to check all your employees for printing (this is the system default) or clear the boxes so you can select one or more letters to be printed. Letters can be printed whenever needed.

Note: The “Check All” and “Clear All” selections only affect the employee records that are displayed. To check or clear all employees, you must first set your display to “All employees”.

To print letters check the boxes next to the employees’ names that you wish to print letters for.

Click on “Print Letters”.



Wait for the download to be completed. Open the file and print the letters.

Close the file.

Select “Return to employee list”.



Once you have selected print letters the system will automatically fill the Letter Printed date for those employees that you had checked. This does not disable your ability to print the letter again. Letters can be printed for an individual as many times as needed.

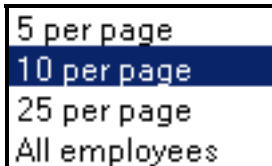
## Employee Registered

The purpose of this report is to give employers a snap shot of who within their company has registered for Employee Self Service. To view the report select from the Employee Status Page View drop down "Employee Registered" or "Registration Status" from the left menu.

### Employee Registered

The report lists all employees, their department numbers, employee numbers and the dates each employee successfully registered for Employee Self Service. The report can be sorted by clicking on the column heading to be used as the sort criteria.

You can set the display range by using the display drop down.



If you have allowed terminated employees web access (**See Company Options Page**), at the bottom of the page there will be a check box for "Show terminated employees". If you check this box, your termed employees will be added to the report grid. Terminated employees will be highlighted pink in the grid for easy identification. (Terminated employees are defined as those terminated in the current year or the previous calendar year.)

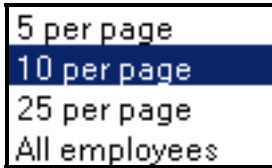
## Paystub Last Printed By Employee

This report gives employers a snap shot of who within their company has printed their paystubs and gives them the ability to print paystubs for employees if necessary. To view the report select from the Employee Status Page View drop down "Paystub Last Printed By Employee" or "Reprint Paystubs" from the left menu.

### Paystub Last Printed By Employee

The report lists all employees, their department numbers, employee numbers and the last date an employee printed their paystub. The report can be sorted by clicking on the column heading to be used as the sort criteria.

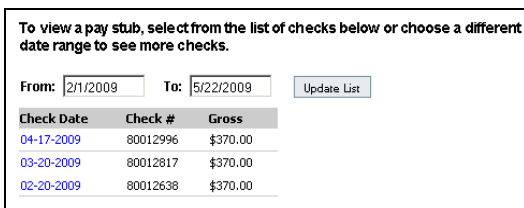
You can set the display range by using the display drop down.



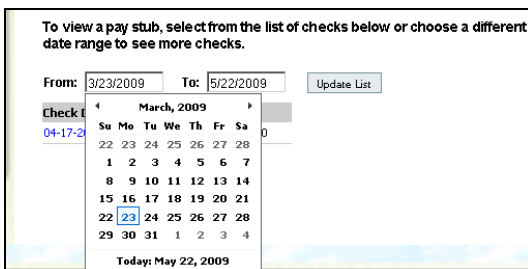
If you have allowed terminated employees web access (**See Company Options Page**), at the bottom of the page there will be a check box for “Show terminated employees”. If you check this box, your termed employees will be added to the report grid. Terminated employees will be highlighted pink in the grid for easy identification. (Terminated employees are defined as those terminated in the current year or the previous calendar year.)

To print a paystub for an employee, click the “Print Paystub” button to the right of the employee’s name.

A list of check dates will be displayed. If the check date that you are looking for is in list click on the check date to view the paystub.



If you need to change the date range (the date range defaults to the last 60 days) type over the dates with the appropriate range (use the date format mm/dd/yyyy with slashes) or use the calendar function to select your dates. Paystubs are available for the current calendar year and the previous year beginning with 9/15/08.



Click “Update list”. Check dates within your date range will be displayed.

Click on the date of the check you wish to view. The check will be displayed.

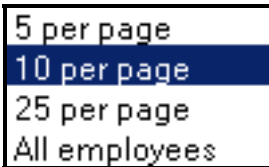
## W2 Last Printed By Employee

This report gives employers a snap shot of who within their company has printed their W2s and gives them the ability to print W2s for employees if necessary. To view the report select from the Employee Status Page View drop down “W2 Last Printed By Employee” or “Reprint W-2’s” from the left menu.

### W2 Last Printed By Employee

The report lists all employees, their department numbers, employee numbers and the last date an employee printed their W2. The report can be sorted by clicking on the column heading to be used as the sort criteria.

You can set the display range by using the display drop down.

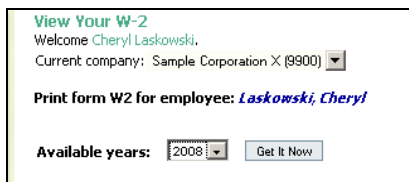


A screenshot of a dropdown menu for displaying the number of records per page. The menu is open, showing four options: "5 per page", "10 per page", "25 per page", and "All employees". The "10 per page" option is currently selected and highlighted in blue.

If you have allowed terminated employees web access (**See Company Options Page**), at the bottom of the page there will be a check box for “Show terminated employees”. If you check this box, your termed employees will be added to the report grid. Terminated employees will be highlighted pink in the grid for easy identification. (Terminated employees are defined as those terminated in the current year or the previous calendar year.)

To print a W2 for an employee, click the “Print W2” button to the right of the employee’s name.

Choose the year from the Available years drop down. W2s are only available from 2008 forward. W2s will be available for the current year plus one previous year.



A screenshot of the "View Your W-2" interface. It displays a welcome message: "Welcome Cheryl Laskowski." Below this, it shows the current company as "Sample Corporation X (9900)". The interface prompts the user to "Print form W2 for employee: Laskowski, Cheryl". At the bottom, there is a section for "Available years" with a dropdown menu set to "2008" and a "Get It Now" button.

Click “Get it Now”. The W2 will be displayed.

## Terminated Employees

This report gives employers a snap shot of terminated employees. The list will show all employees terminated during the current year and the previous full calendar year.

## Terminated Employees

The report lists all terminated employees, their department numbers, employee numbers and termination date. It also displays whether the employee has registered. Terminated employees are defined as employees whose status is terminated with an effective date in the current year or the previous calendar year. The report can be sorted by clicking on the column heading to be used as the sort criteria.

You can set the display range by using the display drop down.

Employee Status Page  
Welcome Cheryl Laskowski.  
Your current company selection is Sample Corporation X (9900)

View: Terminated Employees    Display: 25 per page

Dept	Empl	Name	Termination Date	
0100	000002	Hill, Dave	1/10/2009	Not Reg'd
0500	000010	Kidd, Billy D	2/1/2009	Not Reg'd
0100	000012	Schmoe, Joe	1/1/2009	Not Reg'd
0100	000013	Test, John	2/1/2009	Not Reg'd
0100	000005	Whittaker, Mary-j	2/1/2009	Not Reg'd

To report the information in the list, click on the column heading to be used as the sort criteria.  
Click the heading again to reverse the sort direction.

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5 per page  
10 per page  
25 per page  
All employees

## VIEW THE REPORTS PAGE

To access the View Reports page click on the “View the Reports” button on the Employer Services page or select “View Reports” on the left menu. You can also access this feature from the Ahola Home page by clicking on the “Online Payroll” button and then selecting “Payroll Report Retrieval”.

View the Reports

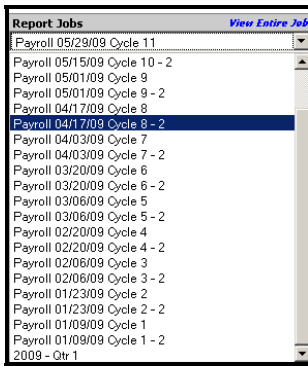
AHOLA PAYROLL SERVICES  
America's First Family Payroll Company

Services    Online Payroll    Payroll Resources

Payroll, quarterly and year-end reports are available for the current year and the previous calendar year. You may view individual report or an entire report job.

To access a report or report job select the appropriate reporting year from the drop down box.

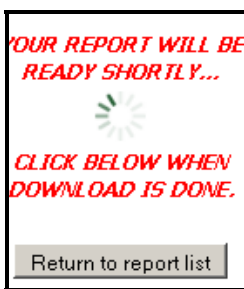
Select a payroll or quarter from the Report Jobs drop down box.



The Individual report grid will update to display the individual reports within the report job that was chosen. Click on “View Entire Job” or the job name to view the reports within the report job. To view an individual report click on that report name.



Once reports are downloaded you can print or save them. Click “Return to report list” when you are done.



## EMPLOYEE SELF SERVICE PAGE

Clients can select for their employees paystub retrieval and/or W2 retrieval. Once the employer has selected the options, employees can access those features from the Employee Self Service pages.

Employee's access to the web is ended as soon as the employee's status is changed from active to terminated in the Ahola payroll system. Terminated employees may continue to have access to the web self service features if their employer has chosen to allow terminated employees web access.

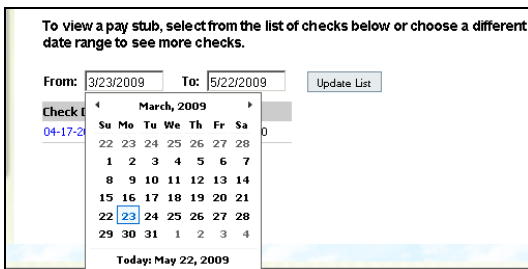
To access the Employee Self Service Page, login using the "Employee Self Service Login" button or "Online Payroll"/"Employee Self Service" on the Ahola Home page or click on "Employee Service" on the left menu from any Employee Self Service page.

## View Your E-Paystub

To view a paystub click on the "View Your E-Paystub" button or "View ePaystub" on the left menu. Paystubs are available for the current year and the previous calendar year. Paystubs are available from 9/15/08 forward.



A list of checks for the past two months will be displayed (the date range defaults to the last 60 days). If the check you are looking for is not in the list you can change the date range by typing over the dates with the appropriate range (use the date format mm/dd/yyyy with slashes) or use the calendar function to select your dates. Paystubs are available for the current calendar year and the previous year beginning with 9/15/08.



Click Update list. Check Dates within your date range will be displayed.

Check Date	Check #	Gross
05-30-2009	12704	\$1,498.23
05-30-2009	12696	(\$2,048.24)
05-30-2009	12696	\$2,048.24
05-16-2009	12688	\$1,705.47
05-02-2009	12680	\$130.00
05-02-2009	12679	\$1,145.89
04-18-2009	12672	\$260.00
04-18-2009	12671	\$1,265.83
04-04-2009	12663	\$1,315.13

Click on the date of the check you wish to view. Your selection will be displayed.

## View Your W-2

To view a W2 click on the “View Your W2 “button or “View W-2’s” on the left menu.



Select the year from the Available Year drop down. W2s are available for the current year and the prior calendar year, beginning with 2008 W2s.

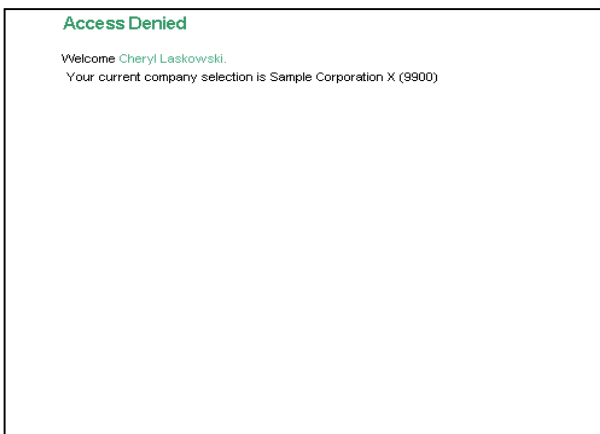
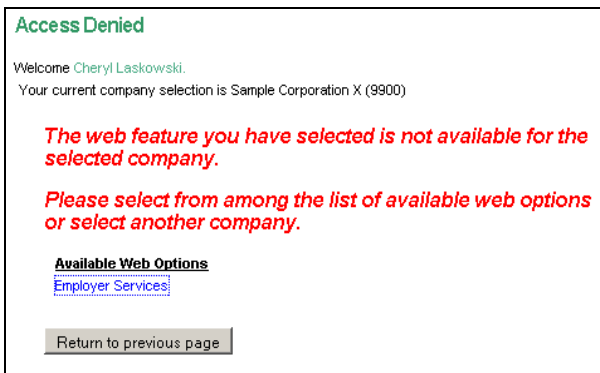
<b>Available years:</b> <input type="text" value="2008"/> <input type="button" value="Get It Now"/>
---

Click “Get It Now”.

Your W2 will be displayed.

## HELP/ERROR MESSAGES

**Access Denied** - The user has selected a web feature that has not been activated by the company administrator for a particular company or they have selected a feature that they do not have rights to access.



*The web feature you have selected is not available to you.*

*Please select from among the list of available web options.*

**Available Web Options**

[Employer Services](#)

[Return to previous page](#)

**Entered Information does not Match our Records** - The Social Security Number entered does not match the record on file at Ahola. Employers can contact Customer Service by using the “Customer Service” link to resolve the problem.

**Entered information does not match our records. Please try again.**

**Invalid Access Code. Please Try Again.** - The access code entered is not a valid access code. User should refer to their registration letter for their correct access code. If issue continues, the employer should contact Ahola Customer Service using the “Customer Service” link.

**Invalid access code. Please try again.**

**Invalid User ID** - User’s login name has been entered incorrectly. User ID is the user’s email address. If the user was registered before 7/1/09 the User ID is either a unique user name chosen by the user or their email address.

**Invalid user ID**

**Invalid Date** - A date has been entered using a format other than mm/dd/yyyy. Verify that the format is correct and slashes are used to separate the month, day and year.

**Invalid date**

**You are Already Registered Under This Social Security Number** - A user already exists with the Social Security Number being entered. If the user has never registered they should

contact their company administrator so they can contact Ahola's Customer Service Department to resolve the issue.

You are already registered under this social security number.  
You cannot register again.

**Invalid Old Password** - User is entering an invalid password when attempting to change their password. If user does not know their existing password they can select logout and then forgot password.

ERROR: Invalid old password

**Password is Required** - The password field has been left blank.

Password Is Required

**Passwords Do Not Match** - Passwords entered on the registration page do not match. Passwords must be a combination of alpha and numeric characters. The minimum character length is 6. User should verify their entries and resubmit.

Passwords Do Not Match

**Must Contain at Least 1 Number** - User has entered a password that contains no numerals. Passwords must be a combination of alpha and numeric characters. The minimum character length is 6.

Must contain at least one number.

**Password Must Contain at Least 1 Num** - User has entered a password that contains no numerals. Passwords must be a combination of alpha and numeric characters. The minimum character length is 6.

ERROR: Password must contain at least 1 num

**Password Must Contain at Least 1 Alp** - User has entered a password that contains no alpha characters. Passwords must be a combination of alpha and numeric characters. The minimum character length is 6.

**ERROR: Password must contain at least 1 alp**

**Reentered password does not match** - User has entered a password that does not match the first password entry on the page. User should verify their confirmation password entry to insure it is the same as their first entry.

**ERROR: Reentered password does not match.**

**Invalid Password** - The password entered does not match Ahola's records. User should verify they have typed their password correctly. Users are given three attempts at entering their password correctly before they are directed to reset their password.

**Invalid password**

**Required** – A field has been left blank that is required for validation

**Required**

**Failed 3 Logins** - The user has entered their password incorrectly 3 times. User is provided a link to reset their password.

**Failed 3 logins.**  
Please click [here](#) to reset your password.

**Password Reset Information has been e-mailed to you** – The user has either entered their password 3 times incorrectly and has used the link to request a password reset or the user has chosen Forgot Your Password on the login page. Once the user has entered their email address and clicked Submit the system will present this message.

**SUCCESS: Password reset information has been e-mailed to you.**

**Password Updated** - User has successfully changed their web password.

**SUCCESS: Password updated.**

**Please Select 3 Different Security Questions** - One or more of the security questions chosen are the same. User needs to choose three different questions.

**Please select 3 different security questions**

**Your Employer has not yet Enabled any Employees Self Service Features** - An employee has registered before their employer administrator has chosen any self service options. Once the employer administrator has selected these options the employee will be able to access them immediately.

*Your employer has not yet enabled any employee self service features.*

**Unable to locate email address** – The user has selected Forgot Your Password and has entered an email address that does not match Ahola’s records. User must enter the address they used as registration to rest password.

**ERROR: Unable to locate email address.**

**Unable to Locate Specified Pay Stub** – User should try accessing the requested paystub again by single clicking on the link for the paystub. If the same results occur after single clicking, the paystub is not available. Employees should contact their employer administrator. Administrators should contact Customer Service using the “Customer Service” link on the left menu.

*Unable to locate specified pay stub.*

**Unable to Retrieve Specified Report** - The report being requested is not available. The user should contact Customer Service by clicking on “Customer Service” on the left menu and indicate the report that was being requested so they can research the problem.

*Unable to retrieve specified report.*

**We were Unable to Locate any Checks for the Selected Range of Dates** – Paystubs are available from 9/16/08 forward. Paystubs can be viewed for the current year and the previous calendar year. The user should make sure the range is correct. If the date range is a valid range employees should contact their employer administrator. Administrators should use the “Customer Service” link provided.

*We were unable to locate any checks for the selected range of dates.  
Please contact your employer if you need assistance.*

*We were unable to locate any checks for the selected range of dates.  
Please contact [customer service](#) if you need assistance.*

**W2s have not Yet Been Released** - The year-end reports for the company are in process and have not been released. Company Administrators can contact Customer Service by using the left menu “Customer Service” link if they believe there is an issue.

*W2s have not yet been released.*

**The Web Feature you have Selected is not Available to You** - An employee has elected “Employer Services Login” rather than Employee Self Service Login. Clicking on “Employee Services” link will take user to the correct Employee Service page. If this is not the problem contact Customer Service.

**Companies**

Welcome Cheryl Laskowski.  
Your current company selection is Sample Corporation X (9900)

*The web feature you have selected is not available to you.  
Please select from among the list of available web options.*

**Available Web Options**  
[Employee Services](#)

**No Employees were Selected for Printing** – User has selected print registration letters from the Employee Status page without checking employees.

*No employees were selected for printing.*