Q&A

Electronic Pay Statements – Frequently Asked Questions

KEY BENEFITS

What is changing?

As of November 23, 2018, you will have access to your pay statements online from work and from home through a new online portal available at providencehealthcare.org/electronicpay. Login using your organizational network ID and password.

This is the same information that you would typically use to login to a computer at your worksite and for other online services like the Internal Job Postings website.

What are the benefits of electronic pay statements?

Easy and convenient access
- View your pay statement at work or from external personal devices such as your home computer via web browser.
- Employees will have a seamless view to their pay advice using their current network ID/password.

Enhanced security
- Non-essential personal information is removed.
- Project technology complies with all VCH/PHC security and privacy requirements.
- Decreased distribution errors
- No more discrepancy between your work site and the delivery location of your statement.

Earlier delivery
- Pay statements will be available online days before paper statements are generally delivered.

Improved access to previous statements
- Statements for previous 7 years plus current year if they exist will be available.

Greater ownership for staff
- Flexibility to view, download, save and print your pay advice in a self-serve model.

Handy information to better understand pay statements
- Glossaries of codes and explanation of statements are readily available

Contribution towards organization's green initiatives
- Reduces carbon emissions and the amount of paper used

Will my electronic pay statement be significantly different from my paper statement?

No. All pay related information on your paper statement will be available on your electronic pay statement; however, the layout of your electronic pay statement has been streamlined so it's easier to read and locate specific details; for example, the electronic pay statement will include a glossary of payroll earnings codes and a guide on how to understand your pay statement.

Q&A

When will my electronic pay statement be available?

Your electronic pay statement will be ready to review online midweek before Friday pay days. As a reminder, you will receive an email notification sent to your work email address.

Can I continue to receive my paper pay statement?

No. After the official launch of the online portal, employees will no longer receive paper statements. If you need a paper copy, you will have the option to save or print your pay statement at your convenience. The online portal also allows you to access, download and print past pay statements of up to 7 years, eliminating the wait time for pay statement reprints.

Will I be able to access prior year pay statements?

Yes. Following CRA record accessibility guidelines, you will have access to the last 7 years of pay statements, plus the current year, to print or download onto your personal computer.

If you terminate your employment with PHC, you can contact Payroll to request your pay information. Your final pay statement will also be mailed to you directly.

PRIVACY AND SECURITY

How secure is my electronic pay statement?

Electronic pay statements are more secure than paper statements as only you have access to your username and password. Hard copy pay statements can be lost or stolen putting your personal information at risk; online distribution offers greater security of your personal information allowing only you to view, download or print your pay statement securely and only when necessary.

We encrypt all of the data transmissions between your computer and our services using strong industry-standard SSL (secure socket layer) encryption protocols.

What measures have been taken to ensure my personal data is protected?

Personal information such as home addresses, department/job site addresses and employee IDs have been removed from the online pay statements. Additionally, bank account details are not available or stored anywhere on the online site.

What steps can I take to protect my pay information?

Always remember to log out after viewing your pay statement every time you use the online site. To log out completely, you must close the entire browser; closing the tab will not ensure you have logged out.

If you are printing your pay statement, make sure to pick it up at the printer immediately.

Q&A

ACCESS

Who can access their pay statement online?

All employees with valid network credentials will be able to see their pay statements online either at work or off-site from anywhere in Canada or continental U.S.

How do I access my electronic pay statement?

1. Go to the online portal available at providencehealthcare.org/electronicpay.
2. Log in with your domain\username and password (Ensure you enter a backslash "\").

   Enter: **INFOSYS\username** and your corresponding PHC **password** as below.
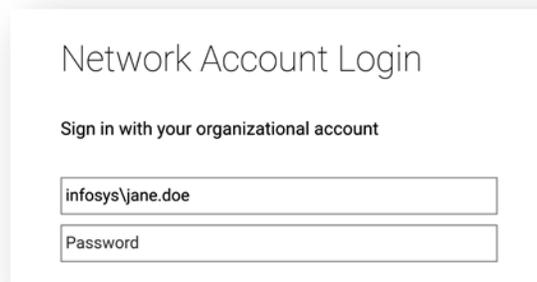
3. Upon successful authentication, you will be directed to the Electronic Pay Statement home page.
4. When you're done with your pay statement, ensure that you log out and completely close the web browser (not just the electronic pay statement tab).

I don't know the name of my domain. How do I find this out?

Below are the common domains (what you typically use to log in to a computer at your worksite):

Business Area	Domain
Vancouver Coastal Health	VCH\
Vancouver Coastal Health	VRHB\
Providence Health Care	INFOSYS\
Provincial Health Services Authority	PHSABC\
Fraser Health Authority	SFHR\
Interior Health Authority	VIHA\

What web browser should I use to view my electronic pay statement?

The online portal is compatible with Internet Explorer (IE 8 or higher) or Google Chrome web browsers.

Q&A

I have a network account, but I use a generic log in on a shared computer to access the network. How do I see my pay statement?

To see your pay statement online while at work, it is strongly recommended that you log out of the generic account and log in under your work account to access your pay statement; remember to log off the station afterwards.

If you chose to access your pay statement while logged on to a shared computer under a generic log in, you will be prompted to authenticate yourself by entering your username and password.

Once you have viewed your statement, be sure to completely close the browser and not just the electronic pay statement tab.

I don't have a network ID and password. How do I get one?

If you do not have an active network account, you will need to connect with your leader and get them to submit an IT form requesting a network account be setup for you.

If you are unsure whether you have a network ID, please contact the Help Desk at 604-806-9333.

It's important to remember that your network password will expire every 3 months. If your password has expired, you can reset it by accessing your email anytime at webmail.vch.ca where you will be prompted to choose a new password for your network account.

My web browser prompts me to save my password when I log onto the online web portal. Should I do this?

It is also strongly recommended that you do not use your web browser's "Autosave Password" feature to protect your personal data.

If you are using a public workstation, do not save password and select "No".

CONTACTS

We're here to help!

Technical Support:
For access issues to the online portal, contact Service Desk at vchServiceDesk@phsa.ca or phone 604-806-9333.

Timekeeping/Workforce Scheduling services:
Contact your timekeeper/portfolio staffing clerk.

Payroll Customer Service:
For pay inquires, contact Payroll at PayrollPHC@phsa.ca or call 604-297-8683 (Option 2) / 1-866-875-5306 (Option 2).