Electronic T4 FAQ

Key Highlights

Q: What's changing?
A: As of January 20, 2021, the Electronic Pay Statement (EPS) site will offer you access to your T4 tax statements.

Q: When will T4s be made available this year and each subsequent year?
A: Each year, Payroll Services files our T4s in mid-February. Electronic T4s will be made available in the third week of February. Paper T4s will be mailed out by the end of the third week of February only for those staff without access to the Electronic Pay Statement site, including employees who have been terminated or are on leave.

Q: How do I know when my T4 is available on the site?

A: Keep an eye out for PHC wide communications which let you know when the new T4s are available. Additionally, the bi-weekly "Your Pay Statements are ready" reminder emails will notify you in February.

Q: Will electronic T4s look different than the paper T4s?
A: No, the electronic T4 and paper T4 are formatted exactly the same as per the Canada Revenue Agency's guidelines.

Q: How do I access my electronic T4?
A: To get started, go to the Electronic Pay Statement site and follow our T4 step by step guide.

Access & Eligibility

Q: I have a network account but I haven't used it recently. What do I do if my password has expired or I can't remember it?

A: For password resets and network access issues, please contact the Service Desk by calling 604-806-9333.

Q: I am not sure if I have a network login/I do not have a network login. Will I have access to an electronic T4?

In order to access the Electronic Pay Statement site and your electronic T4, you must have a network ID and login.

If you have continued to receive paper pay statements in the mail, you likely do not have a network account and will receive a paper copy of your T4 statements at your home address.

If you would like to have a network account created, you can submit a request through the [Service Now catalogue](#) with the approval of your manager.

Q: What type of browsers should I use to view my T4?

A: The Electronic Pay Statement site is compatible with Internet Explorer 11 or Google Chrome browsers.

Q: I am experiencing problems viewing my T4 using one of the recommended browsers. Who can I contact to help me with browser issues?

A: You can contact the service desk by calling 604-806-9333, or email at vchServiceDesk@phsa.ca for technical browser issues.

Q: Why isn't my T4 showing up when I click "View"?

A: A new tab will populate on your browser with your T4 as a PDF form. If this does not happen when you click "View", please review your pop up blocker settings to ensure that it is not preventing you from viewing your T4 statement.

Q: I am still having trouble viewing my T4?

A: Please contact the Service Desk at 604-806-9333, or email at vchServiceDesk@phsa.ca for troubleshooting support.

Q: I have always received T4s by mail to my home. Will I still receive a paper copy in the mail?

For all active employees with a network account, paper T4s will no longer be mailed to homes starting February 2021. You will have online access to your T4 through the Electronic Pay Statement site.

If your employment either ends or you go on a leave prior to the issue of the T4s, a printed copy will be mailed to your home address on file as you will no longer have network access.

Q: I will be on an extended leave/going on an extended leave; will I still be able to view my T4 online?

Staff on an extended leave at the time the T4 slips are issued in February will be mailed a hard copy.

However, you will also be able to view your T4 online from outside the network by logging in with your network credentials if they remain active. If your password has expired, please contact the Service Desk by calling 604-806-9333.

Q: Why are my T4s from prior years not listed?

T4s prior to 2019 will not be available due to the date of launch for electronic T4s. You also will not see a 2019 T4 if you were not paid any earnings and/or did not receive taxable benefits in 2019.

If you require a T4 prior to 2019, please contact Payroll Services at PayrollPHC@phsa.ca or call 604-297-8683 (Option 2)/1-866-875-5306 (Option 2).

Q: I received an amended T4 in the past. If I am going to receive an amended T4 this year, how will I receive this?

A: Payroll will print and mail your amended T4 and it will also be made available on the site. When you are viewing it online, the original and latest amended version of your T4 slips will be displayed.

Q: I require a T4A/Will T4A be available electronically?

A: The Accounts Payable department issues the following types of T4As: bursaries, scholarships, fellowships and research grants etc. In the event of employee death, a T4A is also generated. Please contact PHSA Accounts Payable at 604-297-9267 for T4A inquiries.

Privacy and Security

Q: How secure is my electronic T4?

A: Your electronic T4 is more secure than a paper T4 statement as it requires your unique username and password. We encrypt all of the data transmissions between your computer and our services using strong industry-standard SSL (secure socket layer) encryption protocols.

An additional layer has been added which requires you to enter your employee ID for verification when attempting to access your T4. The site timeout session has also been reduced to two minutes of inactivity, which means that if you remain on any page within the site for more than two minutes, the site will timeout when you select a new page. You will then be redirected to log in again.

Q: What steps can I take to protect my pay information?

A: It is strongly recommended that you access the Electronic Pay Statement site and your electronic T4 on your personal devices.

It is recommended to save your pay statements and T4 **only** on personal devices. However, if using a work station, be sure to save the pay statement or T4 to your desktop or personal drive only (the network drive at work that only you have access to), not on shared drives or your C: drive. If you save your pay advice or T4 on shared drives or C: drives, other people may be able to view your personal information.

Lastly, always remember to log out every time you view your pay statement or T4 online. To log out completely, you must select "Logout" located on the left-hand corner of the site, and then close the entire browser. Do not simply close the browser tab as it will not ensure you have logged out.

Q: Can I still print my T4 from the Electronic Pay Statement site?

A: As this initiative is designed to save paper, printing pay statements or T4 is not encouraged. However, if you require a copy of a pay statement or T4, it is possible to print one. If you choose to print your pay statement or T4 at work, please do so cautiously as you will be printing personal information in a public space, and others may see your personal information at the printer.

Q: Can I save my electronic T4?

A: Yes, you can save your T4 as a PDF. It is recommended to save your pay statements and T4 only on personal devices. However, if using a work station be sure to save the pay statement or T4 to your personal drive only (the network drive at work that only you have access to), not on shared drives or your C: drive. If you save your pay statement or T4 on shared drives or C: drives, other people may be able to view your personal information.

General T4 and Payroll Inquiries

Payroll Services:
Phone: 604-297-8683 (Option 2)/1-866-875-5306 (Option 2)
Email: PayrollPHC@phsa.ca

Electronic Pay Statement Site Support:

Service Desk
Phone: 604-806-9333
Email: vchServiceDesk@phsa.ca