



## FREQUENTLY ASKED QUESTIONS: EVOLUTION

### **How do I access the Employee Self-Serve portal?**

You can access using the following link: <https://epaybiz.evolutionpayroll.com/ess#/login>

### **An employee forgot their Employee Self-Serve username. What should I do?**

Please contact your company's payroll department.

### **An employee is locked out of Employee Self-Serve. What should I do?**

You can navigate to the Employee > Employee > Self Serve tab to unlock and reset an employee's password.

### **What is my VMR Password?**

Please contact your company's payroll department to obtain.

### **How can I add a 2<sup>nd</sup> check for an employee?**

Navigate to Employee > Employee section and select an employee. Once selected, click on the "Tax and Check Lines Calculator" icon found in the Additional Tools section (top right of screen).

### **How do I run reports?**

You can access by going to Reports > Run Reports and selecting a report from available list. Next, click on the Report Parameters tab, where you can define the parameters of your reports to preview and/or print.

### **What is the Queue?**

The queue is a processing engine run in the background to help expedite a process such as a report or pre-process. Once a process is complete, the Task Queue menu at the bottom of your screen will update. You can access the queue by clicking on the "View" button on the bottom left corner of your screen.

### **What should we do when we have an employee that lives or works in a different state?**

If an employee lives or works in a different state, the employer may need to register with that state. Please contact ePay for assistance in registering for a new state.

### **An employee lost their paystub, W-2, 1099 or 1095. How can I reprint?**

All employee documents are available on the Employee Self-Serve portal. Have the employee login and they can print their own document.

### **Who is my contact person at ePay?**

Authorized contacts can call our office at (508) 832-0800 or use the following emails for questions:

- Payroll Related Inquires: [payroll@epaybiz.com](mailto:payroll@epaybiz.com)
- Tax Related Inquires: [tax@epaybiz.com](mailto:tax@epaybiz.com)