

Electronic Pay Statements – FAQ

Q. I cannot register for Electronic Pay Statements and receive the message “Unauthorized Access – Contact Payroll Administrator”.

A. You would receive this message if one of the fields is entered incorrectly. Some common errors are:-

- Name not being entered exactly as it appears on the pay statement and in capital letters;
- Client ID is 193423 for all employees;
- Dates being entered in the wrong format. Must be exactly the format shown on the registration screen (**yyyy-mm-dd**);
- Company code is either 1BFQ (the **number one** plus BFQ in capital letters) or 1BFP (the **number one** plus BFP in capital letters). Company code is first four digits of EMPL.PAYEE ID located near bottom right of pay statement.

Q. I cannot login to access my pay statements and tax forms.

A. Some common errors are:-

- Username entered incorrectly. Username is case sensitive and must be entered exactly as provided during registration;
- Passwords entered incorrectly. Passwords are case sensitive and must be entered exactly as created.

Q. I have used the “Forgot my password” feature, but cannot sign in using the computer generated password.

A. It is best to **copy** the new computer generated password and then **paste** it when you are in the Statement Self Service login page to prevent an error entering the computer generated password.

Q. I cannot view my Tax Forms after logging into Statement Self Service. I only see T4 Instructions.

A. Highlight My Tax Forms and press “Open”. There is no need to enter dates to see your tax forms. You need only press “Search” to bring up all tax forms available to you for viewing and/or printing.

This is the same for viewing your pay statements. Pressing “Search” will bring up all pay statements available for viewing/printing.