Employee Q&A

1. **How can I get my pay statement (also known as check stub or direct deposit advice)?**

   a. **Log in** online to view/print/save your current or prior pay statements. You will need your NetID and password to log in. **OR**

   b. If you do not have access to a computer, ask your departmental bookkeeper to print your pay statement for you.

2. **Can I still get a paper copy of my pay statement?**

   a. You will no longer get a paper copy of your pay statement from the University Payroll Office.

   b. To get a paper copy, see question number 1 above.

3. **How will I know when my pay statement is available?**

   a. Your pay statement will be available **here** on payday.

   b. You will receive an e-mail reminder the day prior to payday.

4. **What do I need in order to log in online?**

   a. You will need your NetID and password to **log in**.

   b. You will need to have Adobe Reader on your computer. See question #8 located in the document **Technical Requirements: Q & A** for more details.

   c. You must have a relatively recent version of a compatible internet browser on your computer. The browser settings must make the website a trusted site and allow its pop-up windows. See question #2 located in the document **Technical Requirements: Q & A** for more details.

5. **What is a NetID and how do I know what mine is?**

   a. All faculty, staff and students at the University of Tennessee have a NetID and password. Your NetID permits secure access to a variety of Web-based applications. Applications that request NetID authentication vary by campus. However all campuses require NetID authentication to access online pay statements.

   b. If you do not know your University NetID, search for yourself in the UT Online Directory. c**lick here**.

6. **This is my first time to use my NetID. How do I set up my password for the first time?**

   a. If you are an employee in the Knoxville area, at UT Martin or UT Space Institute, **click here**.

   b. If you are an employee at UT Health Science Center, **click here**.

   c. If you are an employee at UT Chattanooga, **click here**.

7. **I forgot my NetID password. What should I do?**

   a. If you are an employee in the Knoxville area, at UT Martin, or UT Space Institute, **click here**.

   b. If you are an employee at UT Health Science Center, **click here**.

c. If you are an employee at UT Chattanooga, **click here**.

8. **What is Adobe Reader? How do I know if I have Adobe Reader – and what version I have?**

   a. Adobe Reader is free software you will need to have on your computer in order to read the pay statement. See question #9 located in the document **Technical Requirements: Q & A** for more details.

9. **How do I get Adobe Reader (or an updated version)?**

   a. See question #8 located in the document **Technical Requirements: Q & A** for information on downloading Adobe Reader.

10. **Tell me about browsers? What does that mean? What works, what doesn't work, how do I know what I have?**

    a. See question #2 located in the document **Technical Requirements: Q & A** for information on browsers.

11. **What do I need to know about cookies?**

    a. See question #5 located in the document **Technical Requirements: Q & A** for information on cookies.

12. **How do you know my e-mail? What e-mail should I check? What if I am not receiving my e-mail notifications?**

    a. E-mail notifications concerning Online Pay Statements will be sent to your [NetID]@tennessee.edu e-mail address.

    b. Check your junk mail to see if the e-mail is being routed there. If so, set UTPAYROLL@TENNESSEE.EDU as a safe sender so that the e-mail will route to your inbox.

    c. If this is not the e-mail you normally use, you need to forward this e-mail to your preferred e-mail.

        ▪ If you are an employee at UT Chattanooga, **click here**.

        ▪ If you are an employee in the Knoxville Area, **click here**

        ▪ If you are an employee at UT Health Science Center, **click here**.

        ▪ If you are an employee at UT Martin, **click here**.

        ▪ If you are an employee at UT Space Institute, **click here**.

13. **What if my log-off doesn't work?**

    a. If you are using Internet Explorer 8, the portal does not yet fully support this recent update. See question #7 located in the document **Technical Requirements: Q & A** for more information on switching your Internet Explorer into compatibility view.

    b. Make sure you allow pop-ups. See question #6 located in the document **Technical Requirements: Q & A** for more information on internet settings including pop-ups.

14. **If I received a paycheck instead of using direct deposit, am I still going to get my check?**

a. If you get an actual paycheck instead of using direct deposit, you will still get a check. There is no change in the method or timing of your paycheck distribution.

15. **If I received a paycheck instead of using direct deposit, can I get a copy of my check advice using the online system?**

    a. Yes, you can log in **here** to view/print/save a copy of your pay statement.

16. **If I received a paycheck instead of using direct deposit, can my departmental bookkeeper print a copy of my check advice for me?**

    a. No. If you received a paycheck instead of using direct deposit, you must **log in** online to print another copy of your pay statement.

17. **If I use a public machine to view my pay statement, is there anything I need to do to be assured that I do not leave any traces behind?**

    a. For details on how to be make sure you have cleared temporary files and prevented your pay statement from being stored on a public machine, see question #11 located in the document **Technical Requirements: Q&A**