

MyPay provides associates of Montefiore Medical Center and Montefiore IT with 24/7 access to electronic pay stubs and pay history through a secure on-line portal.

- ***If you are enrolled in direct deposit***, you will automatically be enrolled in MyPay. If you do not wish to be enrolled, you must complete **Section A** of the CANCELLATION OF DIRECT DEPOSIT/OPT OUT OF MyPay form and **cancel** your direct deposit.
- ***If you receive a pay check*** and wish to enroll in MyPay, you need to sign up for direct deposit and enroll in the MyPay program by filling out a DIRECT DEPOSIT/OPT INTO MyPay form. You will not automatically be enrolled.

Customer Service Representatives are available from 8:00 AM to 9:00 PM EST Monday through Friday at (888) 665-3729. There are help links on the MyPay portal <https://paperlesspay.talx.com/montefiore> that provide step-by-step instructions through a transaction.

Go to MyPay online to view your pay stub details or call (888) 665-3729 and use the interactive voice response (IVR) service to hear a summary of your pay stub information.

Forms are available on the HR Intranet, mymontebenefits.com or email MyPay@montefiore.org. Hard copies are available in Staffing and Payroll Departments.

Send completed forms to MyPay@montefiore.org or fax (914) 349-8385.

MyPay

FREQUENTLY ASKED QUESTIONS

1.	Q:	What services does MyPay provide?
	A:	MyPay provides associates of Montefiore Medical Center and Montefiore IT with 24 x 7 access to electronic pay stubs and pay history through a secure on-line portal.
2.	Q:	How do I enroll in MyPay?
	A:	Associates who are enrolled in direct deposit will automatically be enrolled in MyPay. Associates who receive pay checks will need to sign up for direct deposit and enroll in the MyPay program by filling out a DIRECT DEPOSIT/OPT INTO MyPay form.
3.	Q:	How do I opt out of MyPay?
	A:	Associates who receive direct deposit statements should complete Section A of the CANCELLATION OF DIRECT DEPOSIT/OPT OUT OF MyPay form and <u>cancel</u> direct deposit in order to receive pay checks. Associates who currently receive pay checks will not be enrolled in MyPay and will continue to receive pay checks.
4.	Q:	Is assistance available for MyPay users if needed?
	A:	Yes, Customer Service Representatives (CSRs) are available from 8:00 AM to 9:00 PM EST Monday through Friday, and can be reached at (888) 665-3729. There are help links on the MyPay portal that provide step-by-step instructions through a transaction.
5.	Q:	Can I still continue to receive printed direct deposit statements as I do today?
	A:	Yes, this option is available to union associates only . Union associates who wish to continue to receive printed direct deposit statements will need to complete Section B of the OPT OUT OF MyPay form and elect to receive printed direct deposit statements. Associates who elect this option will not be able to access their pay statements on the MyPay portal.
6.	Q:	Can past pay stubs be accessed in addition to the current pay period on MyPay?
	A:	Once the transition of all associates to MyPay has been completed, the pay stubs dating back to the first pay period of 2016 will be uploaded.
7.	Q:	How are MyPay services accessed?
	A:	MyPay can be accessed online at https://paperlesspay.talx.com/montefiore . Here, associates can view pay stub details. Associates can also call (888) 665-3729 where they will be prompted via an interactive voice response (IVR) service to hear a summary of their pay stub information, including check date, total hours worked, and net pay.
8.	Q:	How secure is my personal data and payroll information on the MyPay portal?
	A:	The MyPay portal is very secure. Our MyPay vendor, Equifax, was selected, in part due to its track record of extensive security measures and safeguarding clients' sensitive payroll data since its initial launch in 1995. Associate's pay data is securely stored in a world-class data center. Associates are required to enter their six digit EZID (be sure to include leading zeros) and PIN (Personal Identification Number) for access to their data.

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9.	Q:	Can I still access the MyPay portal if I leave or retire from Montefiore?
	A:	Yes, terminated or retired associates can access the MyPay portal indefinitely after they are no longer employed by Montefiore, provided they were enrolled in direct deposit prior to termination or retirement. Associates are encouraged to record their EZIDs as it will be the USER ID to log onto the MyPay portal.
10.	Q:	Can I set up text message or email alerts to notify me when new pay stubs have been posted and can be viewed?
	A:	Email alerts can be set up but not text message alerts.
11.	Q:	Can I view my W2 statements electronically on MyPay?
	A:	No, not at this time. We hope to provide this service at a future date.
12.	Q:	Will my electronic pay statement look the same as my direct deposit statement?
	A:	No, there are some slight formatting differences, but the same information that is currently displayed on direct deposit statements will be displayed on the electronic pay statements.
13.	Q:	Will the Payroll Department accept scanned Direct Deposit/MyPay Forms?
	A:	Yes, scanned forms are accepted. Associates should expect to receive direct deposit no later than 2 pay cycles from the time the forms are submitted to Payroll.
14.	Q:	Who should Direct Deposit/MyPay Forms be directed to?
	A:	Completed forms can be sent via email to MyPay@montefiore.org or via fax to (914) 349-8385.
15.	Q:	Are Social Security Numbers required on the Direct Deposit/MyPay Forms?
	A:	No, EZIDs are required; not Social Security Numbers.
16.	Q:	Are Social Security Numbers displayed on associate's paychecks?
	A:	No, EZIDs are displayed; not Social Security Numbers.
17.	Q:	How can I access the Direct Deposit/MyPay Forms?
	A:	The forms will be posted electronically on the HR Intranet and mymontebenefits.com . Hard copies are available at Staffing and Payroll Departments. They can also be requested by emailing MyPay@montefiore.org .
18.	Q:	Who should I contact if I do not know my EZID?
	A:	If your EZID is not displayed on the back of your Montefiore ID, you can contact your manager or the Human Resources Information Center at (914) 349-8570 for your EZID number.

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19.	Q:	Can I receive a pay check and/or paper statements (or direct deposit statements), plus view my electronic pay statement on MyPay?
	A:	No, we can only offer one option to associates.
20.	Q:	Is there a MyPay app for smartphones?
	A:	Not at this time, however, our MyPay vendor, Equifax, is currently developing an app. In the meantime, the MyPay portal can be accessed from any mobile device with a browser, including smartphones, by typing the URL https://paperlesspay.talx.com/montefiore .
21.	Q:	How do I obtain printed pay statements from MyPay?
	A:	Pay statements can be printed from the MyPay site from any computer or mobile device that is connected to a printer.
22.	Q:	How do I save the MyPay site to My Favorites?
	A:	From the MyPay landing page, right click on the link on the right side of the page that says "add this page", select Add to Favorites. When prompted to Add this bookmarklet, name the page, and select save.
23.	Q:	I noticed that there are additional rows listed under Pay Summary. What do these rows represent?
	A:	These rows represent the totals of your current and year-to-date earnings and deductions for each section in bold above.
24.	Q:	How do I access MyPay if I am logged into Montefiore's network remotely?
	A:	If you are logged into Montefiore's network remotely, you will not be able to access the MyPay portal from the Intranet. You must log into the MyPay portal from the internet via a web browser, such as Internet Explorer.
25.	Q:	Can I log into MyPay from a search engine, such as Google or Bing?
	A:	You must enter the MyPay URL in the address bar when logged into the internet. For security reasons, the MyPay URL will not appear in a web search bar.
26.	Q:	Can I make changes to my personal information (e.g., address) or tax elections in MyPay?
	A:	No, the process for making changes to your personal information and tax elections has not changed. To change your personal information you should contact HRIC. To change your tax elections you should fill out the applicable forms, which are posted on the HR intranet, and submit them to HRIC for processing.
27.	Q:	Can I use an existing log-in with another Equifax on-line service, such as The Work Number or I-9 Verifications, to log into MyPay?

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FREQUENTLY ASKED QUESTIONS

	A.	Yes, an existing log-in to The Work Number or I-9 Verifications can be used to log into MyPay, however, if this log-in has not been used in 18 months or more, you will need to call the MyPay hotline to have your password reset. This is a security measure that has been put into place by Equifax, our MyPay vendor.
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