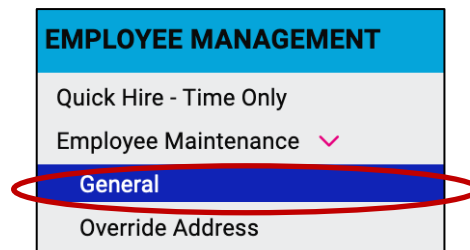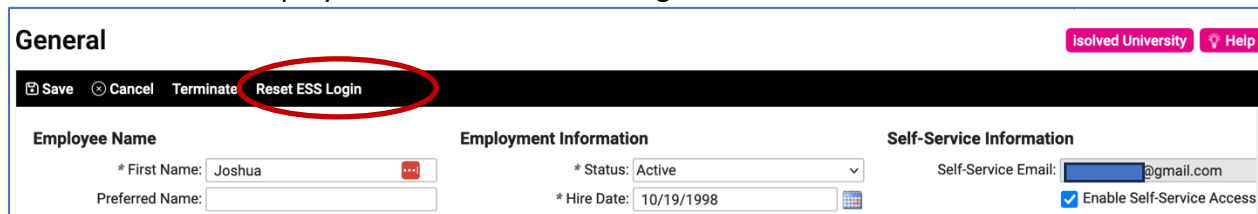# Employee Self Service (for business owner/payroll admin)

Your employees are sent an email to activate their Employee Self Service (ESS) account when your business is set up in our software or when the new hire is entered. Inevitably, someone will forget to activate their account during the 72 hours the link is active, or they will forget their login information and need ESS to be re-activated. You can resend the link yourself. **Do not have your employees email or call PayPlus. For security and privacy reasons, we do not communicate directly with the employees of our clients.**

Resend activation email to a single employee
1. On the **Employee Management** menu, select **Employee Maintenance** and then **General**.
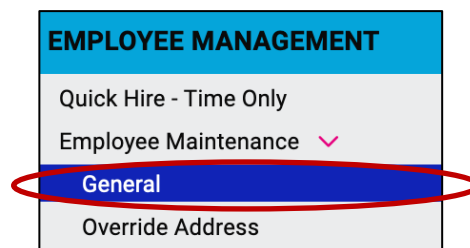

2. Select the employee and click Reset ESS Login.

Resend activation email when employee's email was changed or was entered incorrectly
1. On the **Employee Management** menu, select **Employee Maintenance** and then **General**.

2. Select the employee. Uncheck the **Enable Self-Service Access** box and click **Save**.

3. Check the box again and enter the new or corrected email address.
4. Click **Save** and the activation email will be sent to the employee.

If your employee is having trouble with employee self service:
1. Make sure they are logging into **payplus.myisolved.com** and not simply isolved.com.
2. If they didn't receive the link, have them check their spam folder for a message from payplus@myisolved.com.
3. Send them the link to this video: https://learning.myisolved.com/library/quick-help-videos/viewing-your-pay-history-or-w2
4. Refer to the ESS troubleshooting document: https://learning.myisolved.com/library/articles/4115

If your employee is locked out of their employee self service account:
After 3 unsuccessful login attempts, the employee will be locked out of their account. The system will reset after 10 minutes and their access will be restored. You can also unlock their account:

1. On the **Employee Management** menu, select **Employee Maintenance** and then **General**.
2. Select the employee. Click **Unlock account** and then click **Save**.

If your employee needs pay stubs but can't/won't use ESS:
You can download and print employee pay stubs.

1. On the **Employee Self-Service** menu, select **Pay History** and then select the employee from the list.

EMPLOYEE SELF-SERVICE

Pay History

W2/ACA/1099 Forms
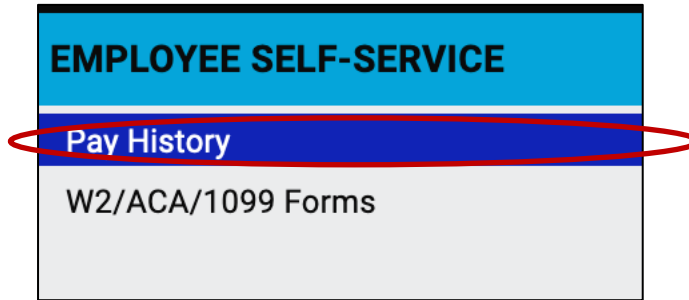
2. Select the pay period for which you want the pay stub.
3. On the black bar, click **View/Print Pay Stub**.

Pay History

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Year: 2024

Check Date	Gross Pay	Total Hours	Net Pay	Check\Voucher #	Check Amount	Description	PR Run #
10/31/2024	0.00	0.00	0.00	V001107	0.00	Regular Check	68
10/15/2024	2244.00	86.67	1146.55	66316	1146.55	Regular Check	67
09/30/2024	2244.00	86.67	1988.53	66301	1988.53	Regular Check	66

🖨 View/Print Pay Stub

Earnings & Memos*

	Curr Hrs/Units	Curr $	YTD Hrs/Units	YTD $
GTL		36.83		699.77
Regular	86.67	2244.00	953.37	24684.00
*Dental Pre-Tax		100.00		1800.00
*Medical Pre-Tax		100.00		1800.00
*401K Match		60.70		677.33

Current Period Leave Accruals

	Hours Accrued	Hours Taken	Available Balance
PDO	0.00	0.00	240.00

Deductions

	Curr $	YTD $
Child1	25.00	275.00
Child1 Fee	2.00	22.00
Pretax Dental	175.40	1834.00
Pretax Med	200.89	2008.90
401K	74.71	833.66
LTD	10.53	115.83

Direct Deposit

Account	Deposit Amount

Employee Taxes

	Curr $	Curr Wages	YTD $	YTD Wages
SOC SEC EE	254.53	1904.54	1335.53	21540.87
MED EE	59.53	1904.54	312.34	21540.87
FEDERAL WH	175.49	1829.83	1754.90	20707.21
MASSACHUSETTS WH	73.95	1829.83	814.11	20707.21
OHIO WH		1829.83		20707.21
FAIRVIEW PARK	38.09	1904.54	424.92	21540.87
MA PFL EE	7.33	2304.70	80.65	25361.33

Employer Taxes

Videos

Employee self-services ESS (resending activation email)
https://learning.myisolved.com/library/quick-help-videos/resending-an-ess-activation-email

Employee self-service: view YTD pay history and YTD tax info
https://learning.myisolved.com/library/quick-help-videos/viewing-your-pay-history-or-w2