



FAQ's about Employee Self Service

Q: How do I sign up for online access to my pay stubs and W-2?

A: Once you have begun your first assignment through Area Networks, you will receive an employee self service registration letter via email that contains your personal company access code. You will need this code to sign up for our online pay stub and W-2 service. The following instructions for accessing our payroll service's website are also included in this email:

1. Visit our website at www.areanetworks.com and click on the Staffing Services link, found on the Solutions drop down.
2. Click on **ACCESS YOUR PAY STUB/W-2**, in the lower right corner of the screen. This will open a link to our payroll service, Ahola Corporation.
3. If you are a new user, click on the link for Not registered yet? This will open the Account Registration Page. From this point, follow the instructions for a first time login. Each step has a FAQ section and help screens to make this as simple as possible.
4. Once you have registered for the first time, you will be able to access your payroll information anytime, via a secure login. Be sure to create a password that is not easily linked to you, change your password regularly, and do not share your password with anyone else, so it is not compromised.

If you need more detailed instructions, you may also click on the link Registering for Self Service, found at the bottom of the Staffing Services page on the Area Networks website.

Q: Can I sign up for employee self service anytime?

A: You can register for employee self service anytime after you receive your registration letter.

Q: I've worked the first week of my assignment, but haven't received my registration letter. I want to access my pay stub. What should I do?

A: You should receive your registration letter on or before your first pay date, (the Friday after your first work week). If you have not received it by then, the email address we have on file for you may be out of date or invalid. Contact Area Networks and we will arrange to send your company access code to you via fax or regular mail. When you call, be sure to give us your current email address, so we can contact you about future job opportunities!

Q: Is my online information secure?

A: Our payroll service has taken a conservative approach to their security model. This means they ask for and verify more information than most of their competitors. If the security rules are followed, only your employer (Area Networks) and you have access to your data, and no one except you has access to your password.

Q: When I register, I get an error that my Social Security Number is incorrect. I know I am entering it correctly. What should I do?

A: Contact your Area Networks representative. We will confirm that our records are correct and contact our payroll service to make any necessary changes. Once our payroll service has updated your record, you will be able to complete your registration.

Q: I tried to view my pay stub but the message said, “Unable to locate any checks for this date range.” What’s the problem?

A: Pay stubs are available for viewing on the check date. If you try to view them before the check date they will not be available. You might also want to confirm the date range you entered, to make sure you have entered a time period during which you were paid.

Q: I want to print an old pay stub. Can I do that?

A: Yes. Pay stubs are available online for the current year and prior calendar years back through September 15, 2008.

Q: I need a copy of my W-2 for a previous year. Can I get it from the web?

A: Area Networks W-2s are available for past calendar years beginning with 2008. If you need a copy of your W-2 for 2007 or earlier you will need to contact your Area Networks representative.

FAQ's about your Pay Stub

Q: Once I've signed up, when are my pay stubs available for viewing?

A: Pay stubs are available on the payroll check date. Previous pay stubs are available for the current year and prior calendar years back through September 15, 2008.

Q: What should I do if I discover an error on my pay stub?

A: If there is an error on your pay stub, contact your Area Networks representative. We will handle the correction and notify our payroll service.

FAQ's about Company Access Codes and Passwords

Q: What should I do if I forget my password?

A: Visit our payroll service's website and click on the Employee Self Service Login button. Click on the [Forgot your password?](#) link and enter your email address. Instructions for resetting your password will be emailed to you.

Q: I don't know my company access code. What should I do?

A: Your company access code is listed in your registration letter, which is sent to you via email. If you no longer have this email, contact your Area Networks representative.

Q: Do my access code, user ID or password ever expire?

A: No. You control your personal information from the **My Profile** screen of our payroll service's website. This information changes only when *you* change it.

Q: I want to change my password. How do I do that?

A: Once you have logged in to our payroll service's website, select **Change Password**, which can be found on the menu located to the left side of your screen. You will be asked to re-enter your current password and then your new password.

Q: Once I register do I need my access code for anything else?

A: No. Your access code is only used during the registration process. Once you have registered, you no longer need it.

Q: Can I change my security questions?

A: Yes. You can change your security questions at any time. Once you have logged in to our payroll service's website, select **Edit Profile**, which can be found on the menu located to the left side of your screen.

Q: I don't remember my password and I can't remember the answers to my security questions. What should I do?

A: Contact your Area Networks representative. We will obtain the answers to your security questions on your behalf and forward that information to you. You will then be able to use those answers to reset your password.

FAQ's about Changing your Personal Profile

Q: I have a new email address. How do I update my record?

A: Once you have logged in to our payroll service's website, select **Edit Profile**, which can be found on the menu located to the left side of your screen. Typing over the current email address will allow you to update your record. Be sure to also notify your Area Networks representative, so we may contact you with future job opportunities.

Q: How do I change my password?

A: Once you have logged in to our payroll service's website, select **Change Password**, which can be found on the menu located to the left side of your screen. You will be asked to enter your current password and then your new password.