



# CEPAS

COLUMBUS EMPLOYEE  
PAYSTUB ACCESS SYSTEM

## USER GUIDE

---

## Table of Contents

1.0. INITIAL LOGIN AND PROFILE SETUP (FIRST TIME USER).....	3
1.1. Access the Login Page.....	3
1.2. Pop-Ups .....	3
1.3. Initial Login.....	4
1.4. Change Password .....	5
1.5. Profile Maintenance .....	5
1.6. Home Page / Menu Options .....	6
2.0. REGULAR LOGIN (RETURNING USER) .....	7
2.1. Home Page (Login Page).....	7
3.0. ACCESSING YOUR PAY STUB .....	8
3.1. View Pay Stub.....	8
3.2. Select a Pay Stub .....	8
3.3. Print a Pay Stub .....	9
3.4. Save a Pay Stub .....	9
4.0 USER PROFILE.....	10
4.1. Password Maintenance (Change Password).....	10
4.2 Profile Maintenance .....	11
4.3 Logout.....	11
5.0. SUPPORT FOR USER-RELATED ISSUES .....	12
5.1. General Support Information.....	12
5.2. Forgotten Username or Unable to Login.....	12
5.3. Password Reset .....	14
APPENDIX .....	16
Agreement and Terms.....	16
Frequently Asked Questions (FAQ) .....	16
Check the Version of Adobe Acrobat Reader on Your Computer.....	18

## ACCESSING THE E-PAY STUB SYSTEM

### 1.0. INITIAL LOGIN AND PROFILE SETUP (FIRST TIME USER)

#### 1.1. Access the Login Page

Open your browser and in the address bar, type in <https://ess.columbus.gov/Login.aspx>



Note: The recommended browser is Internet Explorer version 7 or higher. To find out the version of your browser, Click on the **“Help”** link. Then click on **“About Internet Explorer”**



This shows the version of the Internet Explorer.

Note: The version will vary on different computers.

#### 1.2. Pop-Ups

For some versions of Internet Explorer, a user may get a pop-up with the message below when attempting to login to the E-Pay Stub system. When this occurs, click the **“Yes”** button to allow the pop-up. This will enable you to access the E-Pay Stub site.



### 1.3. Initial Login

**1.3.1.** Type in your username or email address and initial password and then click the “**Login**” button.

Note: your username and initial password was distributed with your paper pay stub.

**1.3.2.** When you enter the correct information and click the login button, the system will display a dialog box notification to change your password and setup your profile.

**1.3.3.** Click the “**OK**” button. This will enable you to change your password.

## 1.4. Change Password

1.4.1. Type in a new password of your choice and verify the new password.

Note: The new password should be between 8 and 16 characters, and must include uppercase letters, lowercase letters and numbers.

1.4.2. Click the “**Change Password**” button. The system will display a dialog box confirming that your password change has been submitted.

1.4.3. Click the “**OK**” button. This will display the “**Profile Maintenance**” page.

## 1.5. Profile Maintenance

**CEPAS**  
COLUMBUS EMPLOYEE  
PAYSTUB ACCESS SYSTEM

**User Profile**

- Home Page
- Password Maintenance
- Profile Maintenance

**Pay Stub**

- View Pay Stubs

**CEPAS**  
COLUMBUS EMPLOYEE  
PAYSTUB ACCESS SYSTEM

**User ID** qasr0001

**Security Question 1** Who was your childhood hero? ▾

**Answer:** hero

**Security Question 2** What was your dream job as a child? ▾

**Answer:** job

You may provide an email address below. The purpose is to receive a temporary password by email (if you select that option). This can also be used as your User ID when logging in.

**E-Mail Address (Optional)**

**I accept the terms and conditions below:**

**Agreement and Terms**

By using this Web site, you agree to the following Terms as well as the [columbus.gov privacy policy page](#) (link opens in separate window). The Terms and Privacy Policy may change at any time, and such changes will be posted. It is your responsibility to review these Terms. By continuing to use this Web site, you consent to any changes to the Terms and

**Change Profile**

### 1.5.1. Select Security Questions and Answers

Select any two questions from the drop down list and provide answers to the questions that you selected.  
Note: This will help to authenticate you if you need to reset your password.

### 1.5.2. Provide Email Address

You may provide an email address if you prefer. This is useful if you would prefer to reset your password at a later time and receive a new temporary password through your email. It will also be used to send you a confirmation message when your password is reset by the system.

### 1.5.3. Accept Terms and Conditions \*

Click inside the check button to accept the terms and conditions for use of the website, and click the **“Change Profile”** button.

Note: You will not be able to use the system without completing this step.

**1.5.4.** Click the **“Change Profile”** button. The system will display a dialog box confirming that your profile change has been submitted.

Note: You will be able to access the E-Pay Stub system without having to wait for 15 minutes.

**1.5.5.** Click the **“OK”** button. This will display the Home Page.

\* The complete text of the Terms and Conditions is listed in Appendix B.

## 1.6. Home Page / Menu Options

The Employee Pay Stub Home Page is the main page from where you can make selections for the activities that you wish to perform. The available menu options and their functionalities are described below:

**CEPAS**  
COLUMBUS EMPLOYEE  
PAY STUB ACCESS SYSTEM

Welcome, Adam (qasr0001) [logout]

**User Profile**  
Home Page  
Password Maintenance  
Profile Maintenance

**Pay Stub**  
View Pay Stubs

Welcome to the City of Columbus E-Pay Stub site!

**To view your Pay Stub... Click the View Pay Stub link on the left.**

Need assistance? Click [here](#) to contact the Technology Service Desk.

Please note that current e-Pay Stubs are not available until 10:00am on Thursday of pay week.

Your last logon was: 2016-10-18 10:35:05  
Your Employee ID is: 6001

No current announcements...

### 1.6.1. City of Columbus logo

Click on the logo at any point to return to the Home page.

### 1.6.2. User Profile

The User Profile tab enables you to change your profile information at any time.

### 1.6.3. Password Maintenance

Click on this link to change your password

### 1.6.4. Profile Maintenance

Click on this link to change your security questions and answers. You may also enter an email address or change an existing email.

### 1.6.5. Pay Stub

The Pay Stub tab enables you to view your current or historical pay stub information that is available on the system.

### 1.6.6. View Pay Stub

Click on this link to view a list of all your available pay stubs

### 1.6.7. Need Assistance

Click on the link “**here**” to contact the Technology Service Desk.

### 1.6.8. Logout

Click on this link to logout of the E-Pay Stub system. It is recommended that you logout whenever you have completed your activity on the system.

## 2.0. REGULAR LOGIN (RETURNING USER)

### 2.1. Home Page (Login Page)

This is the page that is visible to a user that has previously completed the setup profile step.

Login with your username and personal password that you chose when you setup your profile previously (not the password that you got with your paper pay stub).

 **CEPAS**  
COLUMBUS EMPLOYEE  
PAYSTUB ACCESS SYSTEM

User ID/Email:

Password:

[E-Pay Stub User Guide](#) [First time user? Click to Register](#)

[Terms and conditions](#) [Click here if you are unable to login.](#)

Upon successful login, the system will display the E-Pay Stub Home page.



Welcome, Adam (qasr0001) [logout]

---

**User Profile**

Home Page

Password Maintenance

Profile Maintenance

**Pay Stub**

View Pay Stubs

Welcome to the City of Columbus E-Pay Stub site!

**To view your Pay Stub... Click the View Pay Stub link on the left.**

Need assistance? Click [here](#) to contact the Technology Service Desk.

Please note that current e-Pay Stubs are not available until 10:00am on Thursday of pay week.

Your last logon was: 2016-10-18 10:35:05  
Your Employee ID is: 6001

No current announcements...

## 3.0. ACCESSING YOUR PAY STUB

### 3.1. View Pay Stub

This link enables you to view your current pay stub or any past pay stubs.

**Pay Stub**

View Pay Stub

**3.1.1.** Click on the link “**View Pay Stub**”. This will display a list of available pay stubs on the system.




---

**User Profile**

Home Page

Password Maintenance

Profile Maintenance

**Pay Stub**

View Pay Stubs

**Sick Leave Reciprocity**

Make SLR Election

2016	2015	2014	2013	2012	2011
<a href="#">2016-10-13 (Deposit: 2016_PP21) - Pay Period #21</a>					
<a href="#">2016-09-29 (Deposit: 2016_PP20) - Pay Period #20</a>					
<a href="#">2016-09-15 (Deposit: 2016_PP19) - Pay Period #19</a>					
<a href="#">2016-09-01 (Deposit: 2016_PP18) - Pay Period #18</a>					
<a href="#">2016-08-18 (Deposit: 2016_PP17) - Pay Period #17</a>					
<a href="#">2016-08-04 (Deposit: 2016_PP16) - Pay Period #16</a>					
<a href="#">2016-07-21 (Deposit: 2016_PP15) - Pay Period #15</a>					
<a href="#">2016-07-07 (Deposit: 2016_PP14) - Pay Period #14</a>					
<a href="#">2016-06-23 (Deposit: 2016_PP13) - Pay Period #13</a>					
<a href="#">2016-06-09 (Deposit: 2016_PP12) - Pay Period #12</a>					
<a href="#">2016-05-26 (Deposit: 2016_PP11) - Pay Period #11</a>					
<a href="#">2016-05-12 (Deposit: 2016_PP10) - Pay Period #10</a>					
<a href="#">2016-04-28 (Deposit: 2016_PP09) - Pay Period #9</a>					
<a href="#">2016-04-14 (Deposit: 2016_PP08) - Pay Period #8</a>					
<a href="#">2016-03-31 (Deposit: 2016_PP07) - Pay Period #7</a>					
<a href="#">2016-03-17 (Deposit: 2016_PP06) - Pay Period #6</a>					
<a href="#">2016-03-03 (Deposit: 2016_PP05) - Pay Period #5</a>					
<a href="#">2016-02-18 (Deposit: 2016_PP04) - Pay Period #4</a>					
<a href="#">2016-02-04 (Deposit: 2016_PP03) - Pay Period #3</a>					
<a href="#">2016-01-21 (Deposit: 2016_PP02) - Pay Period #2</a>					
<a href="#">2016-01-07 (Deposit: 2016_PP01) - Pay Period #1</a>					

### 3.2. Select a Pay Stub

**3.2.1.** Click on any pay stub in the list to select the pay stub. It will automatically open in Adobe Acrobat Reader.

Note: If you do not have Adobe Acrobat Reader installed on your computer, the system will provide you with a link to a free download of Acrobat Reader from the Adobe website.

### 3.3. Print a Pay Stub

There are two ways to print your pay stub, dependent on the version of Adobe Reader that is installed on your computer.

For instructions on how to check the version of Adobe Reader installed on your computer, go to Appendix C.

#### 3.3.1. Using Adobe Reader X version 10.1.2

3.3.1.1. Select the pay stub as described in 3.2.1. above.

3.3.1.2. Move your mouse around the bottom of the page until the Adobe function icons appear.

3.3.1.3. Click on the **Printer** icon. This will display the list of available printers on your computer.



3.3.1.4. Choose the printer where you want to print.

3.3.1.5. Click the **“Print”** button. **3.3.2. Using other versions of Adobe Reader lower than version X.10.1.2.**

3.3.2.1. Select the pay stub as described in 3.2.1 above.

3.3.2.2. With the pay stub open, click on the File menu at the top of the page.

3.3.2.3. Click the **“PRINT”** option to display the list of available printers on your computer.

3.3.2.4. Choose the printer where you want to print.

3.3.2.5. Click the **“Print”** button.

### 3.4. Save a Pay Stub

There are two ways to save your pay stub, dependent on the version of Adobe Reader that is installed on your computer.

For instructions on how to check the version of Adobe Reader installed on your computer, go to Appendix C.

#### 3.4.1. Using Adobe Reader X version 10.1.2

3.4.1.1. Select the pay stub as described in 3.2.1. above.

3.4.1.2. Move your mouse around the bottom of the page until the Adobe function icons appear.



3.4.1.3. Click on the **Disk** icon. This will open a dialog box to enable you specify the location on your computer to save the pay stub.

3.4.1.4. Select the location that you wish to save your E-Pay Stub.

3.4.1.5. For the **Save As type**, confirm your selection as Adobe PDF Files (.pdf)

3.4.1.6. Click the **“Save”** button.

#### 3.4.2. Using other versions of Adobe Reader lower than version X.10.1.2

3.4.2.1. Select the pay stub as described in 3.2.1 above.

3.4.2.2. With the pay stub open, click on the **File** menu at the top of the page.

3.4.2.3. Click on the **“Save As”** option. This will open a dialog box to enable you specify the location on your computer to save the pay stub.

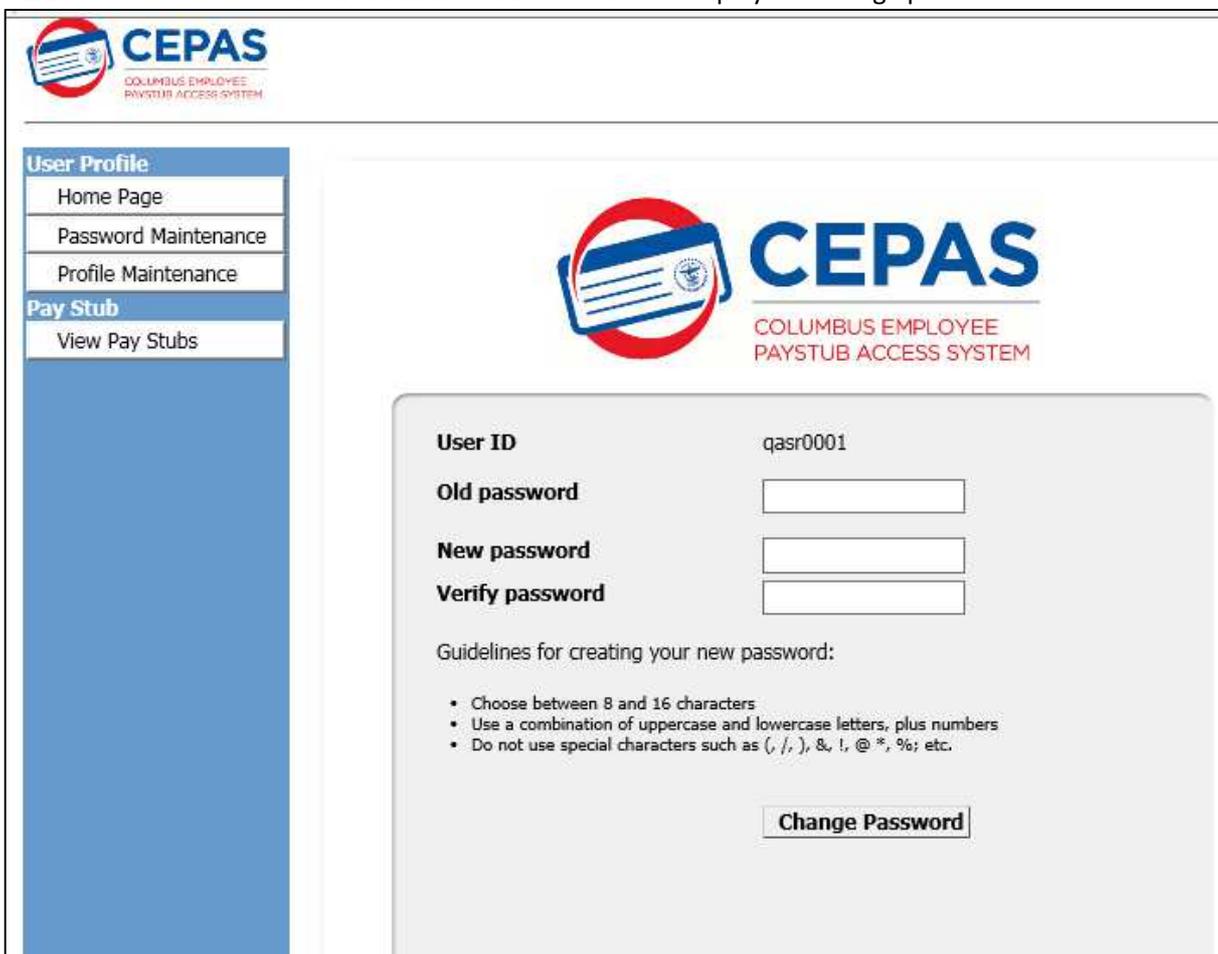
## 4.0 USER PROFILE

This feature enables you to change your password through the **“Password Maintenance”** link. It also gives you access to the **“Profile Maintenance”** page where you can change your security questions and answers or save an email address or change an existing email address.

### 4.1. Password Maintenance (Change Password)

This feature will enable you to change your previously selected password.

4.1.1. Click on the link **“Password Maintenance”**. This will display the change password screen.



The screenshot shows the CEPAS (Columbus Employee Paystub Access System) interface. On the left is a blue navigation sidebar with the following menu items: "User Profile" (with sub-items "Home Page", "Password Maintenance", and "Profile Maintenance"), "Pay Stub" (with sub-item "View Pay Stubs"), and a large blue block at the bottom. The main content area features the CEPAS logo and the text "COLUMBUS EMPLOYEE PAYSTUB ACCESS SYSTEM". Below this is a form for changing the password. The form includes the following fields and labels: "User ID" (pre-filled with "qasr0001"), "Old password" (with an empty text box), "New password" (with an empty text box), and "Verify password" (with an empty text box). Below the form, there are "Guidelines for creating your new password:" followed by a bulleted list: "Choose between 8 and 16 characters", "Use a combination of uppercase and lowercase letters, plus numbers", and "Do not use special characters such as (, /, ), &, !, @, \*, %; etc.". At the bottom of the form is a "Change Password" button.

4.1.2. Type in your new password and verify the new password.

4.1.3. Click the **“Change Password”** button.

## 4.2 Profile Maintenance

This feature will enable you to make changes to your previously selected security questions and answers. You may change only one or both questions and/or answers. You can also type and save an email address in the provided field.

**4.2.1.** Click on the link “**Profile Maintenance**”. This will display the change profile screen.

**CEPAS**  
COLUMBUS EMPLOYEE  
PAYSTUB ACCESS SYSTEM

**User Profile**

- Home Page
- Password Maintenance
- Profile Maintenance

**Pay Stub**

- View Pay Stubs

**CEPAS**  
COLUMBUS EMPLOYEE  
PAYSTUB ACCESS SYSTEM

**User ID** qasr0001

**Security Question 1** Who was your childhood hero?

**Answer:** hero

**Security Question 2** What was your dream job as a child?

**Answer:** job

You may provide an email address below. The purpose is to receive a temporary password by email (if you select that option). This can also be used as your User ID when logging in.

**E-Mail Address (Optional)**

**I accept the terms and conditions below:**

**Agreement and Terms**

By using this Web site, you agree to the following Terms as well as the [columbus.gov privacy policy page](#) (link opens in separate window). The Terms and Privacy Policy may change at any time, and such changes will be posted. It is your responsibility to review these Terms. By continuing to use this Web site, you consent to any changes to the Terms and

**Change Profile**

**4.2.2.** Click on a security question to select it and type in the answer in the box. Repeat this for the second question if you wish to make changes.

**4.2.3.** Type in an email address, if you wish to.

**4.2.4.** Click the “**Change Profile**” button to save your changes.

Note: The check box to accept the terms and conditions is automatically checked on this screen. Do not change it.

## 4.3 Logout

Click on the “**Logout**” link to end your session after you have completed viewing your pay stub information.

**CEPAS**  
COLUMBUS EMPLOYEE  
PAYSTUB ACCESS SYSTEM

Welcome, Adam (qasr0001) [Logout]

## 5.0. SUPPORT FOR USER-RELATED ISSUES

The support information is available to assist you if you have difficulty with accessing or using the E-pay stub system. This could be due to forgotten username or password or any other general issue.

The screenshot shows the login interface for CEPAS. At the top left is a logo consisting of a red circle with a blue and white document icon inside. To the right of the logo, the text 'CEPAS' is displayed in large blue letters, with 'COLUMBUS EMPLOYEE PAYSTUB ACCESS SYSTEM' in smaller red letters below it. The login form is a light gray rounded rectangle containing two text input fields. The first field is labeled 'User ID/Email:' and the second is labeled 'Password:'. Below these fields is a 'Log In' button. At the bottom of the form, there are four links: 'E-Pay Stub User Guide' (purple), 'First time user? Click to Register' (blue), 'Terms and conditions' (purple), and 'Click here if you are unable to login.' (purple).

### 5.1. General Support Information

The general support information page will provide you with available options to address issues that you may encounter when using the E-Pay Stub System.

**5.1.1.** On the E-Pay Stub login page, click on the link **“Click here if you are unable to login”** to access the general support information page.

### 5.2. Forgotten Username or Unable to Login

If you forget your username or are unable to login, you may call the Service Desk or send an email to the Service Desk to request for assistance. The contact information for the Service Desk can be assessed through the general support information page.

**5.2.1.** Click on the link **“Contact Service Desk for Assistance”**. This will display the contact information for the Service Desk.



# CEPAS

COLUMBUS EMPLOYEE  
PAYSTUB ACCESS SYSTEM

## **Password Related Issues:**

You may choose any of the options below if you forget your password:

- If you are a new employee, click [here](#) to Register with the E-Pay Stub site.
- If you have already setup your user profile and have specified security questions, click [here](#) to Reset Password by Answering Security Questions.
- If you have already set up your user profile and have specified an email address, click [here](#) to Reset Password by Email.
- Click [here](#) to Contact Service Desk for direct assistance.

Click [here](#) to return to the login page.



### **Service Desk Contact Information**

You may reach the City Service Desk in the following ways:

- Call 614-645-5758 or just 5-5758 within the City (Service Desk Line).
- Monday through Friday, 7:00 a.m. to 5:00 p.m.

Kiosk users, please contact your payroll officer for additional assistance.

Click [here](#) to return to the login page.

## **5.3. Password Reset**

If you forget your password, you will be able to reset your password and get a new temporary password to access the E-pay Stub system. There are three options available for password reset.

Note: After you login with the new temporary password, you will be required to change the password to your preferred choice.

### **5.3.1. Reset Password by Email**

This option will enable you to receive a new temporary password by email. The new password will be sent to the email address that you provided when you setup your profile.

Note: Only select this option if you have already provided an email address and if you will be able to access your email account from the computer at your current location.

5.3.1.1. Click on the link **“Reset Password by Email”** on the general support information page.

5.3.1.2. Type in your username in the blank field and click the **“Submit”** button.

5.3.1.3. Click on the **“Confirm”** link if you want your new temporary password to be sent to your email address. The system will display a confirmation message that your password has been reset.

Note: For security reasons, only partial characters of your email address will be displayed on the screen.

5.3.1.4. Access your email account and locate the email from the Sender **“CEPAS”** and the subject **“E-Pay Stub notice”**.

5.3.1.5. Open the email and retrieve your new temporary password. Click on the link **“Login”** within the email message to access the login page. Then input your username and the temporary password to login.

### **5.3.2. Reset Password by Answering Security Questions**

If you forget your password, you can choose to reset your password by answering the two security questions that you provided when you set up your profile.

5.3.2.1. Click on the link **“Reset Password by Answering Security Questions”** on the general support information page.

5.3.2.2. Type in your username in the blank field and click the **“Request Your Security Questions”** button.

5.3.2.3. Type in the correct answers that you provided to the security questions you selected when you setup your profile, then click the **“Submit”** button. The system will display fields for you to change your password.

5.3.2.4. Type in the new password and verify the new password. Click the **“Change Password”** button. The system will display a confirmation that your password has been changed.

5.3.2.5. Click on the link **“here”** to return to the login page. Then access the system by typing in your username and the new password you created.

### **5.3.3. Contact Service Desk to Reset Password**

If you forget your password, you can contact the Service Desk to reset your password to a new temporary password.

5.3.3.1. Click on the link **“Contact Service Desk”** to access the contact information for the Service Desk.

## APPENDIX

### Agreement and Terms

By using this Web site, you agree to the following Terms as well as the Privacy Policy (link to Columbus.gov privacy policy page). The Terms and Privacy Policy may change at any time, and such changes will be posted. It is your responsibility to review these Terms. By continuing to use this Web site, you consent to any changes to the Terms and Privacy Policy.

**Use:** This Web site is intended for personal use as outlined in the FAQs (link to FAQs).

**Access:** You may not obtain, or attempt to obtain, access to any information not associated with your account. This includes obtaining or attempting to obtain login information or passwords required to access the information of other accounts. You may not use the login information of another person, unless they specifically authorized you to do so.

**Computer Requirements:** To use this Web site, you must have the hardware, software, and connectivity outlined in the FAQs (link to FAQs).

**Limitations:** You are responsible for protecting the information associated with your account beyond the controls in place to safeguard its presentation on this Web site.

**Unauthorized activity:** You may not intentionally provide any false information for any purpose associated with use of this Web site. You may not use this Web site in any manner that could impact any City of Columbus Information System. Unauthorized activity is further described in applicable statutes and subject to enforcement accordingly.

### Frequently Asked Questions (FAQ)

#### 1. Who will have access to E-Pay Stub?

All active City of Columbus employees. It will not be accessible to retired or separated employees

#### 2. When will E-Pay Stub be made available to employees?

E-Pay Stub will be available January 2012. Employees will receive needed information prior to site go-live.

#### 3. Where will employees be able to access on-line pay stub information?

E-Pay Stub will be available via the Internet and therefore accessible from any PC with Internet access, i.e. home, library, etc.

#### 4. Who is going to give me my User ID and password?

Employees will be provided with the site address, User ID and password via a letter distributed with their paper pay stub in January 2012.

#### 5. When will employees receive their User IDs and Passwords to access on-line pay stubs?

All active City of Columbus employees will receive their User IDs and Passwords in January 2012

#### 6. What if I do not receive my User ID and Password?

Employees should contact their payroll clerk

#### 7. What if I am unable to log in?

Employees should contact the DoT Service Desk on x5-5758 with any issues

#### 8. What information will be accessible?

E-Pay Stub will contain same data as current paper stubs

#### 9. What functionality will be available through the on-line pay stub site?

Employees will be able to view, print and save pay stub information. Employees will be responsible to secure their saved or printed pay stubs.

#### 10. When will updated pay stub information be available for the current pay cycle?

By 10am on Thursday of the pay week

**11. What historical pay stub information will be available through the on-line pay stub site?**

Pay stub information will be available back to the first pay cycle in January 2011

**12. Will employees receiving paper checks have access to E-Pay Stub?**

Yes, all active City of Columbus employees will have access to their E-Pay Stub including those receiving paper checks

**13. Will employees continue to receive paper pay stubs in addition to having access to on-line pay stubs?**

No, employees receiving direct deposit will receive paper stubs with January 2012 pay cycles only. Beginning February 2012, direct deposit employees will no longer receive paper pay stubs. Employees receiving paper checks will continue to receive paper checks.

**14. All employees do not have internet access. How will they access E-Pay Stub?**

Kiosks designated for on-line pay stubs will be placed at various locations across city work sites enabling employees to access their on-line pay stubs

**15. Will employees be able to print pay stubs from the Kiosk?**

Yes, all Kiosk PC's will have access to a printer

**16. Do employees need to enroll to access on-line pay stubs?**

No, all active City of Columbus employees will be automatically enrolled

**17. How do I log in to access on-line pay stubs?**

All active City of Columbus employees will receive their User IDs and Passwords in January 2012. These will be used to log into their account on the website

**18. What is my password?**

Initial password will be employee's date of birth in the format of Mmmddyyyy which is the 3 letter abbreviation for the Month with the first letter capitalized, 2 digit day, and a 4 digit year. For example, an employee with birthday May 3, 1968 would enter "May031968".

Employees will be prompted to change their password with first log in. Passwords will need to be between 8 – 16 characters in length and should not be one that can be easily guessed by others. The password must contain at least one uppercase letter, one lowercase letter and one number.

Be creative by randomly mixing numbers with upper and lower case letters. This will increase the security of your account.

**19. How often will I need to change my password?**

The option to prompt employees for periodic password resets is not available through the application at this time. Therefore, employees will be responsible for periodic password changes. Employees can perform password changes on the E-Pay Stub site. Frequent password changes are recommended to increase the security of your account.

**20. What if I forget my password?**

Employees will have three options to reset passwords:

1. Receive a temporary system generated password by email, if an email address was provided when creating a User profile.
2. Receive a temporary password by correctly answering the security questions that were provided when creating a user profile.
3. Contact the DoT Service Desk on x5-5758

**21. How will the Service Desk know User IDs and passwords?**

The Service Desk will only have access to User ID and user profile information. Once an employee logs in and changes his/her password, the Service Desk will not have access to the new password. If an employee forgets his/her password

and needs assistance with logging in, the Service Desk will assist with password reset after the employee correctly answers his/her security questions. The Service Desk will not have direct access to an employee's pay stub information

**22. Is the site secure?**

Yes, the site follows current City of Columbus internet security guidelines

**23. Are there any browser restrictions?**

Yes, employees will need to use Internet Explorer 7.0 or greater. Other browsers e.g. Chrome, Firefox, Opera, Netscape, etc. may not facilitate access

**24. Where can I find more information?**

More information can be found on the E-Pay Stub intranet site: <https://www.columbus.gov/hr/>

**Check the Version of Adobe Acrobat Reader on Your Computer**

The following steps will show you how to check the version of Adobe Acrobat Reader installed on your computer.

1. Click on the Windows logo at the bottom left corner of your screen. . This will open a short view of programs installed on your computer.
2. Click on the link "**All Programs**". This will display the list of programs that are installed on your computer.
3. Search through the list to locate the program that contains the words **Adobe Reader** with the logo. When you find it move your computer mouse over it to highlight it.
4. With your computer mouse over the **Adobe Reader** link, click on it to open the program.
5. With the program open, click on the "**Help**" link at the top of the screen.
6. Move your mouse to the link that contains the words "**About Adobe Reader...**" and click on it.
7. Locate the version of **Adobe Reader** on the open page on your screen. **This shows the version of the Adobe Reader.**  
**Note: The version will vary on different computers.**