

## CenterPoint Employee Portal - Publish Pay Advices

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<b>Document #:</b>	3365	<b>Product:</b>	CenterPoint® Payroll
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### Prerequisites:

- » The Publish Pay Advices module allows you to provide online pay advices for directly deposited pay for employees or for paper checks. See the [Direct Deposit](#) document for specific information about setting up and using the add-on module.
- » The [CenterPoint Employee Portal Setup](#) document must be completed before continuing.

This document includes the following topics:

[Enroll Individual Employees in the Publish Payroll Advices Service](#)

[Additional Employee Documentation](#)

[Publish Payroll Advices](#)

[Option A - While Processing a Pay Run](#)

[Option B - After Posting a Pay Run](#)

[Remove Published Pay Advices](#)

[Resend an Available Advice Notification to an Employee](#)

[Unenroll Employees from the Publish Payroll Advices Service](#)

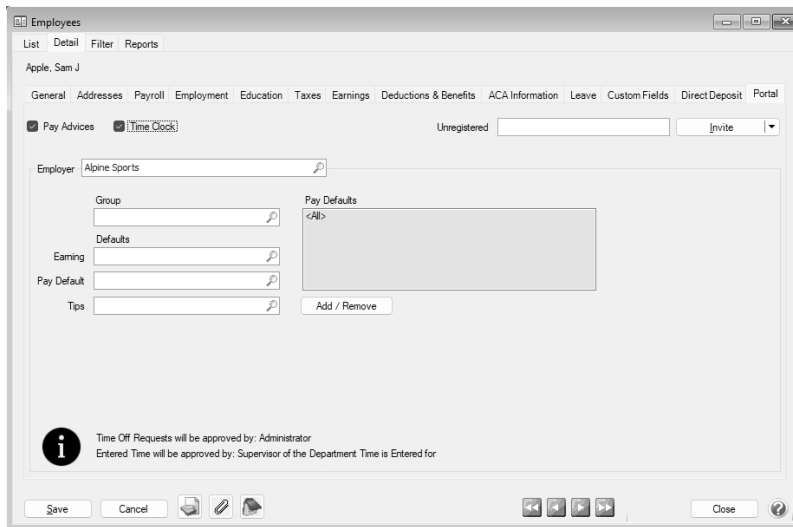
[Synchronize CenterPoint Payroll Information with Publish Pay Advices](#)

[Frequently Asked Questions](#)

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## Enroll Individual Employees in the Publish Payroll Advices Service

1. From CenterPoint Payroll, select **Setup > Employees > Portal** tab.
2. Click the **Pay Advices** check box to indicate that direct deposit advices or paper check advices should be published online.



3. If you would like CenterPoint to send the employee an enrollment email with instructions for registering, enter the email address in the **Unregistered** box and then click **Invite**. If you choose not to send the enrollment email, you will need to provide instructions to your employee outside of CenterPoint.

 Note: The Employee Enrollment email notification text from **Employee Portal > Settings > Employee Notifications** will be sent to the employee email address entered here.

4. See the [Frequently Asked Question](#) section of this document for information about troubleshooting Publish Pay Advices.
5. Click **Save**.
6. Click **Close**.

### Additional Employee Documentation:

The following documentation is available and can be distributed to your employees. Click the link below to view the documentation.

- » [Employee Quick Reference for Publish Pay Advices](#) – This document contains concise information about using Publish Pay Advices.

## Publish Payroll Advices

### Option A - While Processing a Pay Run

1. Process payroll following your usual procedure until you make your selections on the **6. Print Checks** tab, continue with Step 2.
2. Select the **Publish Pay Advices** check box to publish payroll advices for the employees enrolled in the Publish Payroll Advices service.

Note: The posting Options selection will be saved for each database you process payroll for.

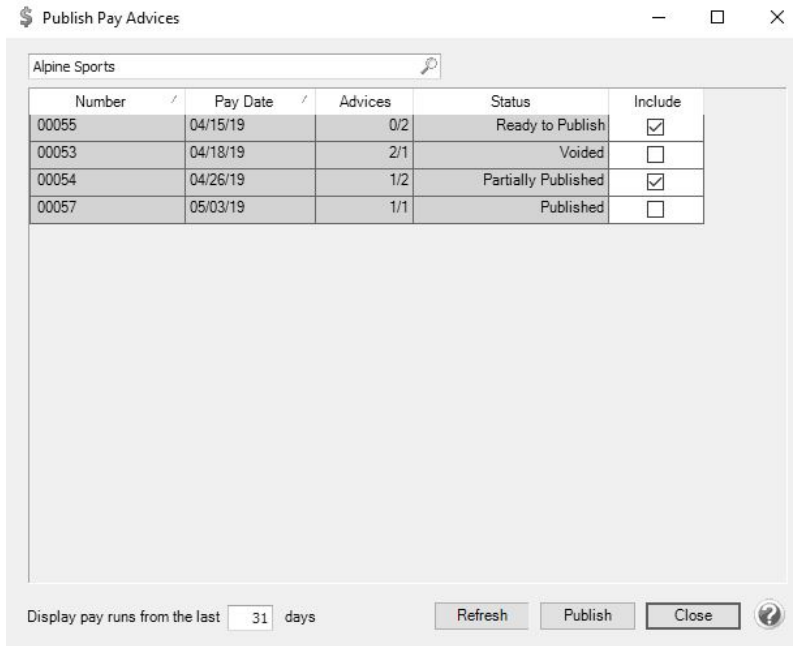
3. Continue processing payroll as you normally do.
4. At the payroll successfully posted message, click **OK**.
5. If you selected the **Publish Pay Advices** check box, choose the date the advices will be made available to employees (the date will default to the pay date) and then click **Publish**.

Note: The Advice Published email notification text from **Employee Portal > Settings > Employee Notifications** will be sent to the email address the enrolled employees registered with from [noreply@redwingsoftware.com](mailto:noreply@redwingsoftware.com) on the date selected above at 12 AM. Advices will not be available online and email notifications will not be sent until the date selected above.

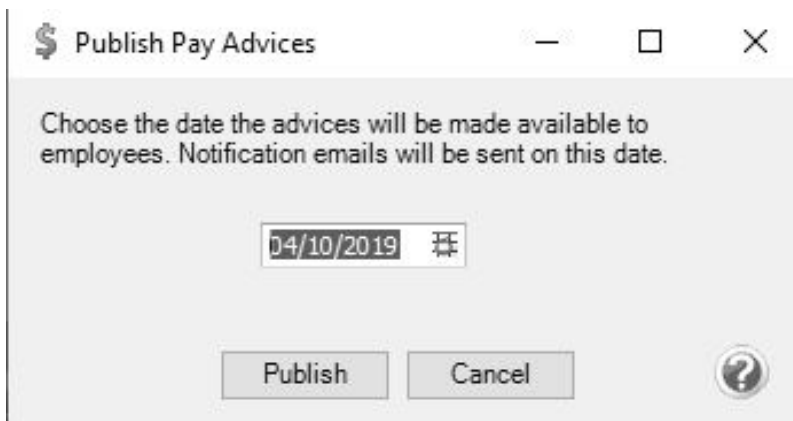
### Option B - After Posting a Pay Run

1. Select **Employee Portal > Pay Advices > Publish Advices**.
2. The last 31 days of pay runs will be displayed with the status of the published pay advices for the pay run.

Note: The default to display the last 31 days of pay runs can be changed. Click **Refresh** to redisplay the screen if the filter is changed.

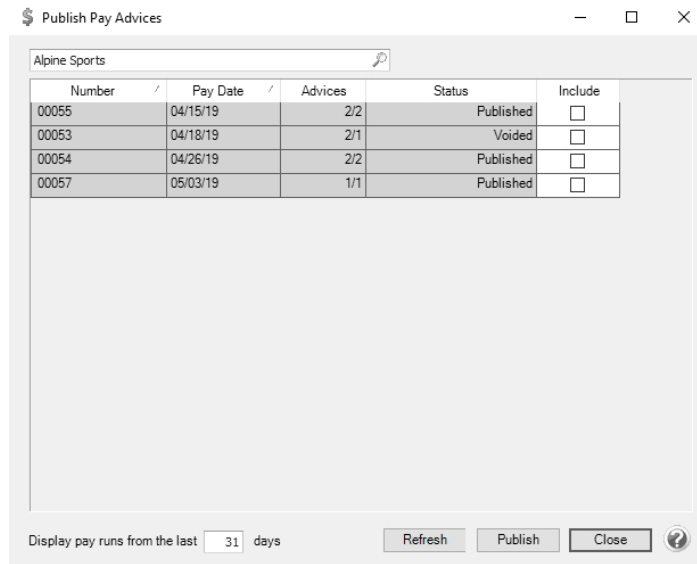


3. Under the **Advices** column, the first number is the advices that have already been published
4. Under the **Status** column, the following can display
  - » **Published** - This status displays when a pay run includes enrolled employees that had the Publish Pay Advice check box selected when the pay run was posted and payroll advices were published.
  - » **Ready to Publish** - This status displays when a pay run includes enrolled employees and the Publish Pay Advice check box was not selected when a pay run was posted.
  - » **Partially Published** - This status displays when payroll advices have been published and one or more advices were removed in Processes > Publish Pay Advices > Remove Advices.
  - » **Voided** - This status displays when a pay check or pay run for an enrolled employee with published pay advices has been voided.
5. To publish payroll advices for a pay run with a **Ready to Publish**, **Partially Published**, or **Voided** status, select the **Include** check box and then click **Publish**.
6. Choose the date the advices will be made available to employees (the date will default to the current system date) and then click **Publish**.



Note: The Advice Published email notification text from **Employee Portal > Settings > Employee Notifications** will be sent to the email address the enrolled employees registered with from [noreply@redwingsoftware.com](mailto:noreply@redwingsoftware.com) on the date selected above at 12 AM. Advices will not be available online and email notifications will not be sent until the date selected above.

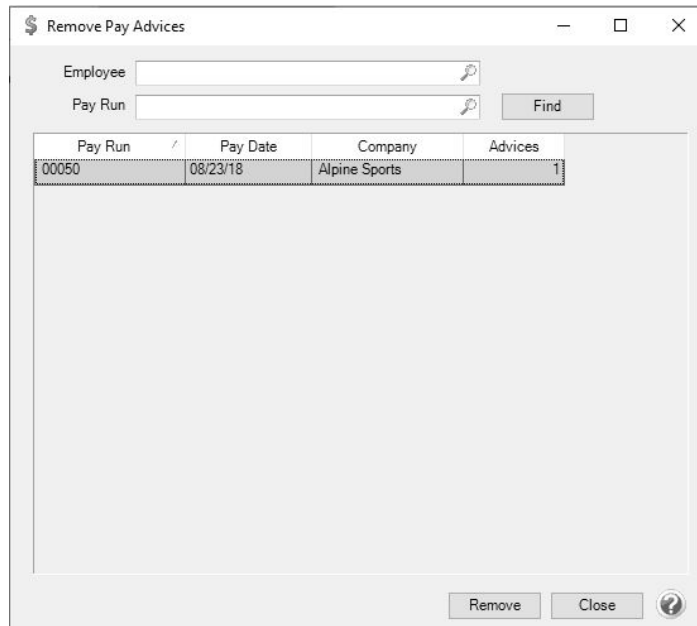
7. The status of the pay runs will change to a Published status as shown below.



8. Click **Close**.

## Remove Published Pay Advices

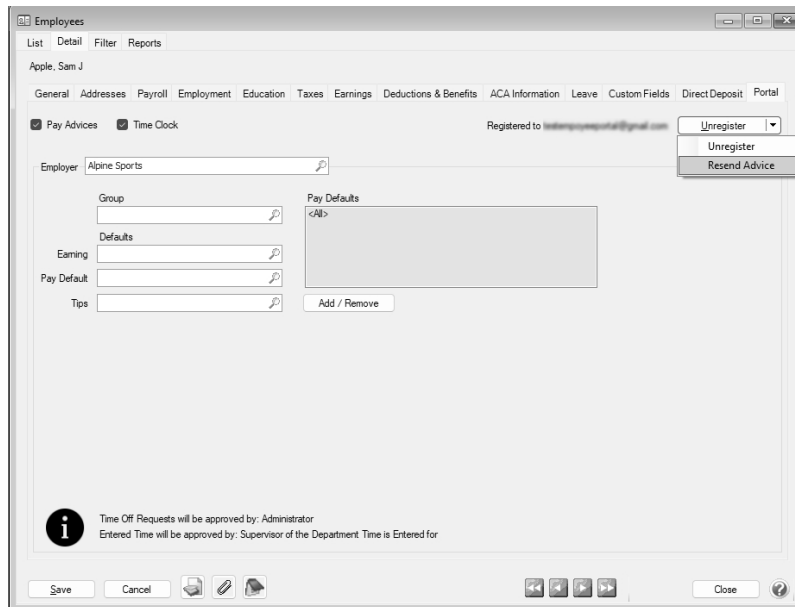
1. Select **Employee Portal > Pay Advices > Remove Advices**.
2. Select an **Employee** you want to remove published pay advices for or leave blank to include all employees.
3. Select a **Pay Run** you want to remove published pay advice in or leave blank to include all pay runs for the selected employee.
4. Click **Find**.



5. Click **Remove**. All pay advices displayed will be removed. Individual pay advices can be selected if you select a specific employee and pay run combination.
6. At the *Remove Publish Pay Advices form the web. Are you sure?* message, click **Yes**.

## Resend an Available Advice Notification to an Employee

1. Select **Setup > Employees > Portal** tab.
2. In the box next to **Registered "employee email address"** box, click the drop-down arrow and select **Resend Advice**
3. At the *Are you sure you want to send advice available email for this employee?* message, click **Yes..**




 Note: The Advice Published email notification text from **Employee Portal > Settings > Email Notifications** will be sent to the email address the enrolled employee registered with from [noreply@redwingsoftware.com](mailto:noreply@redwingsoftware.com).

4. Click **Close**.

## Unenroll Employees from the Publish Payroll Advices Service

1. Select **Setup > Employees > Portal** tab.
2. Unselect the **Pay Advices** check box.
3. Click **Save**.

 Note: The Employee Unenrolled email notification text from **Employee Portal > Settings > Email Notifications** will be sent to the email address the enrolled employee registered with from [noreply@redwingsoftware.com](mailto:noreply@redwingsoftware.com).

4. Click **Close**.

## Synchronize CenterPoint Payroll Information with Publish Pay Advices

Publish Pay Advices and CenterPoint Payroll data is continuously synchronized. If employee and company data is not reflected correctly in CenterPoint Pay Advices (online) then the data can be resynchronized.


1. Select **Employee Portal > Settings..**
2. Click **Synchronize**.
3. Click **OK**.

## Frequently Asked Questions

### **Q: Can the default e-mail messages be changed?**

**A:** Yes. To change email messages:

1. In CenterPoint Payroll, select **Employee Portal > Settings** and select the **Employee Notifications** tab.
2. Select the **Type** of email message that you wish to customize. The email types are:
  - » Employee Enrollment
  - » Advice Published
  - » Employee Unenrolled
3. The Subject and Message of the email can be edited to any text you prefer. If you want the system to insert fields from a list of Subject fields, click the **Insert Fields** button from the top right side of the screen. If you want the system to insert fields from a list of Message fields, click the **Insert Fields** button from the bottom left side of the screen.
4. Select the **Field** to insert, and then click **Insert**. The selected Field will display in between square brackets [ ].

 **Note:** If you select a field or enter/change text and you want to display the original/previous information, click the **Reset** button.

### **Q: The notifications that are sent from CenterPoint Publish Pay Advices specifies a contact name and email address for questions. Where does this information come from?**

**A:** The contact email address used in the notifications is set in **Employee Portal > Settings > Administration** tab in the **Contact Name** and **Contact Email** boxes.

### **Q: I have an email address setup in Setup > Employees on the General tab for an employee, but they are not receiving Advice Published email notifications at that email address. Where are the notifications being sent?**

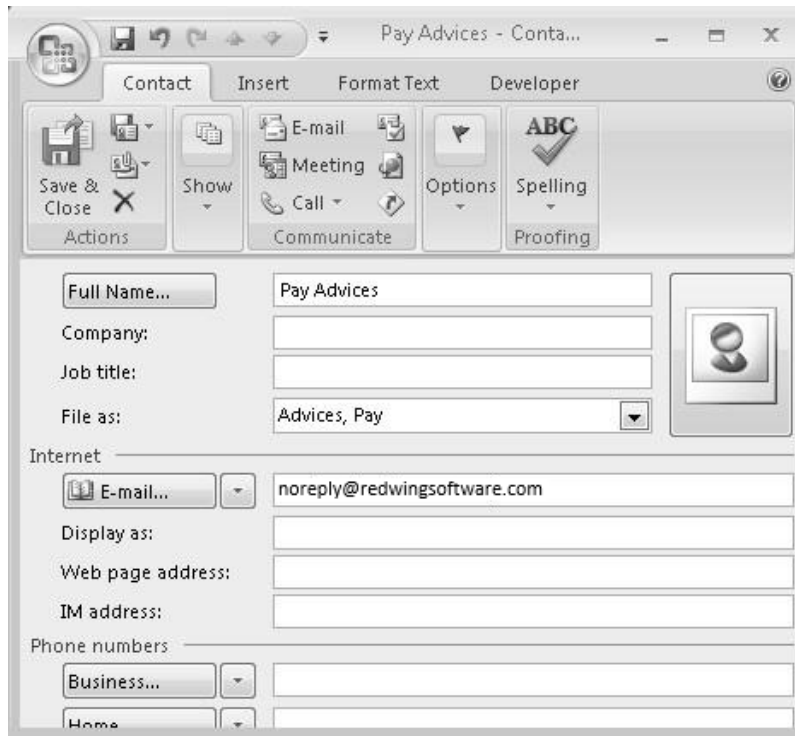
**A:** The employee will only receive pay advice notifications at the email address they specified in their Employee Portal settings.

### **Q: I had to void a pay run (an individual pay check) in CenterPoint Payroll that had already been published. Do I need to do anything in Publish Payroll Advices?**

**A:** When a payroll check or entire pay run is voided in CenterPoint Payroll, it will be marked as Voided in the Processes > Publish Pay Advices > Publish Advices screen in the Status column. If you wish to remove the voided pay run, it can be removed by selecting the **Include** check box and clicking **Publish** (the employee will not be sent an Advice Published notification). If a corrected pay run is processed, that new pay run/check can be published (there may be additional charges depending on which employee(s) pay advice was published and the month it was published).

### **Q: An employee didn't receive an email when they were enrolled in web services or when new advices were published.**

**A:** If an employee didn't receive a specific email, they should look in their Spam or Junk mail folders for the missing emails. This can happen if the employees email software categorizes the emails from the Publish Pay Advices service as junk or spam. To alleviate this from happening, enrolled employees should go into their email software and add noreply@redwingsoftware.com as a contact. All emails sent from CenterPoint Publish Pay Advices will come from that email address. Once an email address is added as a contact, it should normally be received into their in-box. This is an example of a contact added in Microsoft Outlook:



Alternatively, if an employee is familiar with marking a domain as safe in their email software, the @redwingsoftware.com domain can be added as a safe domain.

**Q: Is it possible to resend an Enrollment or Available Advice email notification to an employee?**

**A:** Yes, you can resend both by following the steps below:

#### **Resend an Available Advice Notification to an Employee**

1. Select **Employee Portal > Pay Advices** tab.
2. In the box next to **Registered "employee email address"** box, click the drop-down arrow and select **Resend Advice**.
3. At the *Are you sure you want to send advice available email for this employee?* message, click **Yes**.
4. Click **Save**.

#### **Resend an Enrollment Email Notification to an Employee**

1. Select **Setup > Employees > Portal** tab.
2. In the **Unregistered** box, enter the email address and then click **Invite**.

**Q: Will employees be notified when a new pay run is published?**

**A:** Yes. Each time a new pay run is published either from Processes > Pay Employees or Processes > Publish Pay Advices > Publish Advices, Advices Published the Advice Published email notification text from Employee Portal > Settings > Email Notifications tab will be sent to the enrolled employees (that were included in that pay run) to the email address the employee registered with from noreply@redwingsoftware.com on the date you chose to have advices available to employees at 12 AM. The text of the e-mail will be similar to this:

George T Aspen,

Your latest pay advice is now available for viewing online at <https://payadvices.redwingsoftware.com>.

This is an automated message from 'noreply@redwingsoftware.com', please do not respond to this e-mail address. If you have questions or concerns, please contact 'Payroll Administrator at payrolladministrator@payroll.com'.

**Q: Is there any type of reporting that will allow me to review which pay runs have been published?**

**A:** Yes. In CenterPoint Payroll, select **Reports > Reports > Publish Pay Advices > Payroll Advice Publishing Activity** to show which pay runs have been published.

**Q: My CenterPoint Payroll data and web services are not reflected correctly. How can I ensure they are in sync??**

**A:** Publish Pay Advices and CenterPoint Payroll data are continuously synchronized. If employee and company data is not reflected correctly in CenterPoint Pay Advices (online) then the data can be resynchronized using the **Synchronize** button in **Employee Portal > Registration** tab..

**Q: Where do I change the format of the published advice?**

**A:** The published advice uses the format selected for printed advices. To choose a different format, select **File > Preferences > Payroll > Printing- Advices** .

**Q: Do I need to print paper advices for employees who are getting a published pay advice?**

**A:** No, if you do not wish to print pay advices for an employee because they are enrolled in Publish Pay Advices, go to **Setup > Employees > Direct Deposit** tab and uncheck the **Print Pay Advice** box. When payroll is posted and you are prompted to print pay advices, only advices for those employees with Print Pay Advice selected will print.

**Q: I published advices and everything went well, except some of my employees have overflow stubs. When I published payroll advices, those employees only received the first sheet of their stub. What should I do?**

**A:** If you have employees with numerous benefits, deductions, and taxes the system may, depending on the advice format selected, print some of their information on an overflow stub (2nd piece of paper). When advices are published, only one page is published, so we recommend you switch your format to Check/Detail (File > Preferences > Payroll > Printing - Advices > Select Advice Type) if you have employees with numerous benefits, deductions and taxes. The Check/Detail format will print all of the information on one sheet instead of two.

To correct those that were published before the advice format was changed, follow the instructions above to remove the pay run. After changing the Advice Type to Check/Detail, the pay run should be published again.

**Q: What type of security is in place for published payroll advices?**

**A:** Please refer to the [Web Services Security](#) topic for detailed information on the multiple levels of security built into CenterPoint Publish Pay Advices. CenterPoint also offers database security, please refer to the [Users & Security](#) topic for detailed information. The security policies used by CenterPoint Publish Pay Advices are as follows:


- » **Employee Portal > Pay Advices > Publish Advices > Allow Publish Advices**
- » **Employee Portal > Pay Advices > Remove Advices > Allow Remove Advices**
- » **Employee Portal > e Settings > Allow Set of Employee Portal Settings**
- » **Reports > Reports > Publish Pay Advices > Payroll Advice Publishing Activity > All Access**

**Q: I published my advices, but forgot to enroll one of my employees prior to publishing. What should I do?**

**A:** First, enroll the employee using the [Enroll Individual Employees in the Publish Payroll Advices Service](#) section in this document. Then publish the same pay run again from **Employee Portal > Pay Advices > Publish Advices** by selecting the **Include** check box and then clicking **Publish**. Only the newly enrolled employee will receive an email notification the second time this pay run is published.


**Q: How can an employee change their password for payroll web services online?**

**A:** An employee can change their password in CenterPoint Employee Portal by following the steps below:

1. From a web browser, enter <https://employeeportal.redwingsoftware.com>
2. On the menu on the left side of the screen, select  **Settings** and then click **View Account**.
3. Click **Change Password**.
4. An email will be sent to your current email address.
5. Open the Red Wing Software Change Password email and click the [here](#) link.
6. Enter your **Current Password**, **New Password**, and **Confirm New Password**, and then click **Update Password**.

**Q: Do I have to publish immediately after processing payroll or can I wait until pay day to publish?**

**A:** Pay advices can be published either during a pay run or after a pay run, and you choose the date the advices will be made available to employees.

 Note: The Advice Published email notification text from Employee Portal > Settings > Email Notifications will be sent to the email address the enrolled employees registered with from [noreply@redwingsoftware.com](mailto:noreply@redwingsoftware.com) on the date selected above at 12 AM. Advices will not be available online and email notifications will not be sent until the date selected above.

**Q: Can I publish a previous month's pay advices?**

**A:** Yes you can publish pay runs from previous months, however you be will billed for any pay run(s) published from prior months.

Example: If you started using the CenterPoint Publish Pay Advices module in March and decided you wanted to publish pay advices for pay runs from January and February giving employees access to all of their pay advices for the current year, you will get billed for pay runs published from January and February even if they were not published until March.