



Marathon County Electronic Paystub Access

FREQUENTLY ASKED QUESTIONS (FAQ)

How can I get my paystub information?

Every employee will have electronic access to their paystub information. To give the most comprehensive access possible, we put in place several mechanisms for our staff. The specifics of how you get access are detailed on the Employee Resources website, under the “Paystub Info” tab, available [here](#).

Does the new electronic process change when I actually get paid?

No. The date that your check is deposited in your account does not change. The only change is how you receive the paystub. You might have electronic access more quickly than if we hand-delivered a paper paystub, but you don't get paid any sooner.

How often do I need to change my password?

All employees must change their password every 90 days.

How do I change my password?

Employees with access to a network computer, either at their work station or within their department, have the ability to change their password on their own. Specific directions to do so are on the Employee Resource webpage, under the “Paystub Info” tab. If you work on a non-county network computer (ADRC, Clerk of Courts, Central Wisconsin Airport), you need to call the CCIT Helpdesk (715-261-6710) to reset your password. **Please note:** There is no way for anyone to change/reset their password via the portal.

What if I forget my username or password?

If you forget your username or password, or both, call the CCIT Helpdesk at 715-261-6710.

Will my co-workers have access to see my paystub?

No. Each employee will have access only to their personal paystubs.

What if there is an error on my electronic paystub?

The process to address any errors on your paystubs doesn't change. Simply reach out to your supervisor and he or she can point you in the right direction.

How do I get a paper copy of my paystub?

Paystubs can be printed directly from the (“S”) drive or the portal. If you are viewing your paystub from a county-network computer, you can print to any connected network printer. If you are viewing your paystub through the web portal, you can print to any accessible home or public printer.