

myTime Frequently Asked Questions

Updated: 05/30/2018

Enrollment Instructions can be found at:

<https://mytime.longbeachdatacenter.com/enroll.pdf>

Q: I can't get to the site or the link seems broken.

A: We've had reports of clients blocking access at worksites. If you cannot access <https://mytime.longbeachdatacenter.com> from your work location then it is blocked. Submit a request to the IT department at your worksite or access the site from home.

Q: How do I register?

A: To register, you need to have your employee ID and a valid email address. Your employee ID is listed on any previous paystub, or provided by your employer. If you do not have access to a paystub, please contact your employer for your employee ID. Registration requires email validation—a code will be sent to the email you provide to ensure that it is a valid email address. You will need to enter this code on the myTime site to complete your registration. You can register for the site, here:

<https://mytime.longbeachdatacenter.com/pages/register.aspx>

Q: I'm trying to register on the site, but it is saying my last name or employee ID is incorrect.

A: There could be two reasons for this. If you are a new employee or just starting an assignment with your employer, it can take up to one week after your start date for your information to be loaded in the system. If you are a contract employee who stopped an assignment and started a new one through the same employer, you can still access your account. If it has been a week since your start date, contact myTime support at mytime@longbeachdatacenter.com or 562-284-5444 to verify that we have the correct information on file.

Q: Should I register using my work email address?

A: myTime recommends that you register on the site using a personal email address, so that in the event that you are unable to access your work email, you can still access myTime. Access to myTime requires a code that is sent to your email on file. If your email is your work email and you cannot access this, you will not be able to login into myTime.

Q: How do I log in?

A: Visit the site at <https://mytime.longbeachdatacenter.com> to log in. Enter your username and password. If correct, the screen will prompt you for an authorization code. Select "Send Authorization Code" and the system will generate and email you a code to the email you provided when you registered on the site. Enter this code on the site to continue. Please note that two factor authentication codes expire after fifteen minutes of being issued. If you are not receiving this code, please check your spam folder.

Q: Do I have to enter the "two-factor authentication code" every time I login?

A: Yes, for the safety and security of your account, we require that an authorization code be sent to your email address on file and entered into the myTime system on every login attempt.

Q: What do I do if I forgot my username?

A: You can retrieve your username, here:

<https://mytime.longbeachdatacenter.com/pages/resetpassword.aspx> select the "I forgot my username" link. Or contact myTime Support at mytime@longbeachdatacenter.com or 562-284-5444

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Q: What do I do if I forgot my password?

A: You can reset your password here:

<https://mytime.longbeachdatacenter.com/pages/resetpassword.aspx> or contact myTime Support at mytime@longbeachdatacenter.com or 562-284-5444

Q: How do I change my username?

A: Once logged into the site, on the left-hand side of the screen, select "Employee Information", and under the "Login Information" section, select "change username". This will take effect the next time you login to the system.

Q: How do I change my password?

A: Once logged into the site, on the left-hand side of the screen, select "Employee Information", and under the "Login Information" section, select "change password". This will take effect the next time you login to the system.

Q: What do I do if I haven't received a validation code?

A: Validation codes can take up to five minutes to be received depending on your e-mail provider. Validation codes are generated and immediately sent when requested. If you are having problems receiving this, please check your spam folder and verify that we have the correct email on file for you. Otherwise, contact myTime Support. myTime@longbeachdatacenter.com or 562-284-5444

Q: How do I verify that you have the correct contact information for me?

A: Once logged into the site, on the left-hand side of the screen, select "Employee Information". Verify the information. If there are any discrepancies, please select the "Update Information" option and correct any errors.

Q: How do I update my mailing address or personal information?

A: Once logged into site, select "Employee Information" on the left-hand side of the screen. Select the "Update Employee Information" button. Complete the form and select "submit". An email confirmation of the requested change will be sent to the email address we have on file for you and to your employer. Please note: any requested changes do not take effect until you receive confirmation from your employer. Any correspondence received from the myTime system only serve as updates, not changes. Any changes made by your employer will be reflected on the myTime system within 5-7 business days.

Q: How do I view my paystub?

A: Once logged into the site, on the left-hand side of the screen, select "Last Paycheck" to view the most recent paycheck or select "paycheck history" to view a history of your paychecks. Please note that "View Last Paycheck" will show you the most recent stub that we have on file. If you are expecting multiple stubs or payments for a certain pay period, please visit the "Paycheck History" tab to view these records.

Q: I'm trying to print my paystubs, but they're getting cut off.

A: Before printing your paystub, be sure to press the "Download Stub" button at the top left corner of the pay stub. This will generate a PDF that you can then save, print, or download. Printing directly from the webpage will cause the paystub image incomplete.

Q: What if there is a problem with my pay?

A: Contact your employer.

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Q: What is the difference between the “Download Stub” and the “Download Detail Stub” buttons when I am viewing a paystub?

A: The download stub button generates a one page summarized stub. The download detail stub button will generate a detailed stub.

Q: Why is my W2, 1095C or downloaded Paystub blank?

A: The encoding that we use to securely generate and fill the pdf is not supported across all platforms. Currently, this is fully supported from any desktop computer. Mobile phone users may experience issues when trying to view this from your device. However, mobile users have the ability to view their paycheck stub online without downloading it.

Q: How do I get my W-2 and other tax documents online?

A: In order to be able to receive your W-2 and other tax documents online, you need to grant consent for us to transmit this data. If you did not grant consent during your initial registration, you will need to select the “tax information tab” once logged into the employee portal and grant your consent. If you are not prompted to grant consent, you may have already elected for electronic delivery. You can verify your tax form delivery status on the “employee information” tab.

Q: What if I don’t want electronic W-2 or would like to revoke my consent?

A: If you choose not to elect for electronic delivery, you will receive a paper W-2 and any other tax forms to the address that we have on file. Please ensure that your address is correct by visiting the “employee information” tab and making any changes if needed. To revoke your consent, visit the “employee information” tab and scroll down to the tax information section. Select the “revoke consent” option to revoke your online tax forms consent.

Q: How do I get my W-2?

A: Once logged into the site, on the left-hand side of the screen, select “Tax Information”. Enter the last four digits of your social security number and your birthday in a MM/DD/YYYY format, using forward slashes. Once verified and if you have a W-2 available, there will be a link for you to download it.

Q: How do I get my 1095-C?

A: Once logged into the site, on the left-hand side of the screen, select “Tax Information”. Enter the last four digits of your social security number and your birthday in a MM/DD/YYYY format, using forward slashes. Once verified and if you have a 1095-C available, there will be a link for you to download it.

Q: I entered my Social Number and date of birth to access my W-2 / 1095-C and the system says that it is incorrect. What do I do?

A: Contact myTime Support at mytime@longbeachdatacenter.com or 562-284-5444 to verify that we have correct information for you on file.

Q: What if I notice a problem with my W-2 or 1095-C?

A: Contact your employer immediately.

Q: How do I change my W-4?

A: Once logged into the site, on the left-hand side of the screen, select “W4 Information”. Complete the form and select “submit”. The system will email you and your employer a copy of the W4 request, if we are able to process it. The system will alert you if the request requires further attention. Please note: any requested changes do not take effect until you receive confirmation from your employer. Any

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correspondence received from the myTime system only serve as updates, not changes. Any changes made by your employer will be reflected on the myTime system within 5-7 business days.

Q: How do I change my state withholding election?

A: Employees in Arizona and Indiana have the ability to request this change on myTime. Any others will have to contact their employer or myTime Support.

Q: How do I change my direct deposit information?

A: Once logged into the employee portal, navigate to the payroll tab. Select "Direct Deposit". Here, you can verify the current status of your direct deposit as well as request to stop, change, or start direct deposit. If you would like to start or change direct deposit, please complete the form and attach a voided check or direct deposit authorization form from your bank. Please note that it may take up to two weeks before you receive your first direct deposit and you will receive paper checks to the address we have on file until then.

Q: I'm enrolled in direct deposit and I have a split deposit. How do I change the split amount?

A: Once logged into the employee portal, navigate to the payroll tab. Select "Direct Deposit". Here, you can select "change split deposit amount" and update it with the new value. However, if you are trying to have the split deposit go into a new bank account, you will first need to submit a "start direct deposit" request.

Q: My bank account has been compromised and I would like to stop direct deposit. What do I do?

A: Contact your employer immediately.

Q: Who do I contact if I have questions about my payroll or employee information?

A: Your employer.

Q: Who do I contact if I have questions about the myTime Site?

A: myTime Support. myTime@longbeachdatacenter.com or 562-284-5444

Q: Will I lose access if I am no longer working for my employer?

A: No, you will not lose access to your account. You will have access indefinitely.