

# PROSERVICE HAWAII ONLINE SERVICES

## EMPLOYEE ACCESS GUIDE



Online services provide you with access to log in to our secure network to view your individual HR-related information, 24 hours a day, 7 days a week. Access includes the capability to view real-time personal information regarding check stubs, health care benefits, paid time off, flex spending, 401(k) reports and contact information.

Access includes the ability to view and print your information only.

The Employee Access Guide includes instructions on the following:

- I. Employee Registration
- II. Access Overview
- III. Viewing and Printing your Check Stub
- IV. Retrieving and Reprinting your W-2

## I. Employee Registration

Registration and returning login is accessible from the ProService website:

1. Go to [www.proservice.com](http://www.proservice.com)
2. Select "Employee Login"

Figure 1

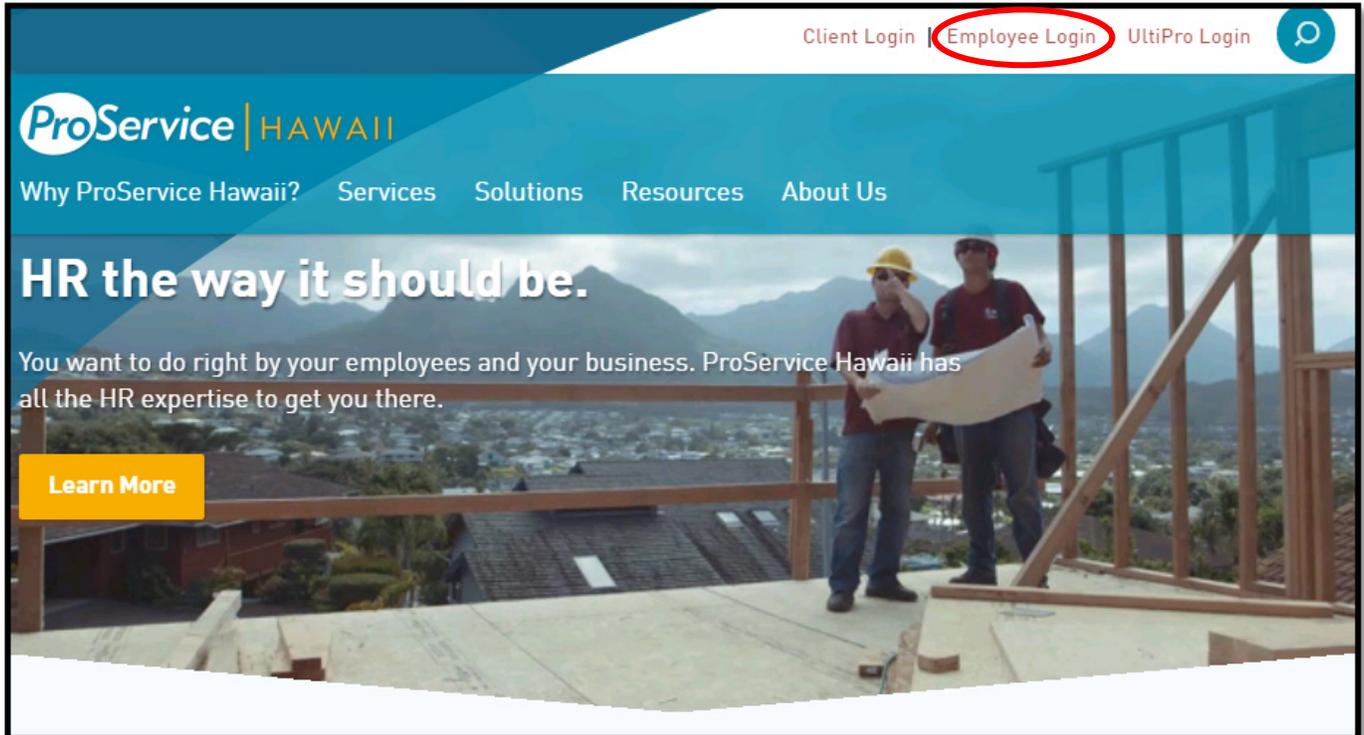


Figure 2

A screenshot of the ProService Hawaii Employee Login page. It features the ProService | HAWAII logo and the tagline "The smarter way to do HR." Below this is the tech support number "1-888-892-8878". The main heading is "Employee Login". There are input fields for "Username" and "Password". A link for "Password Reminder" is located below the password field. At the bottom, there are "Register" and "Login" buttons.

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4. Enter your Last Name (as it appears on your check stubs); Birth Date; Social Security Number; a valid email address; and what you would like your Username to be (something you will remember).

Figure 3



The screenshot shows the ProService Hawaii registration page. At the top, the logo reads 'ProService | HAWAII' with the tagline 'The smarter way to do HR.' and 'Tech Support: 1-888-892-8878'. The main heading is 'Registration'. Below it are six input fields: 'Last Name', 'Birth Date', 'Soc-Sec-Num', 'Email', 'Confirm Email', and 'Create Username'. At the bottom of the form are two buttons: 'Back' and 'Continue'.

5. Once you click "Continue", an email will be sent to you that contains your temporary password.
6. Return to the Employee Login Page (**Figure 2**). Enter the login you created and the temporary password you received via email.

## II. Access Overview

Employee capabilities include access to view and print the following information:

- ✓ Administration
  - Password Change
- ✓ Inquiries
  - 401K Summary
  - Benefits Summary
  - Check Stub
  - Employee Overview
  - Flex Spending
  - Paid Time Off
  - Payroll Inquiry
  - W-2 Reprint

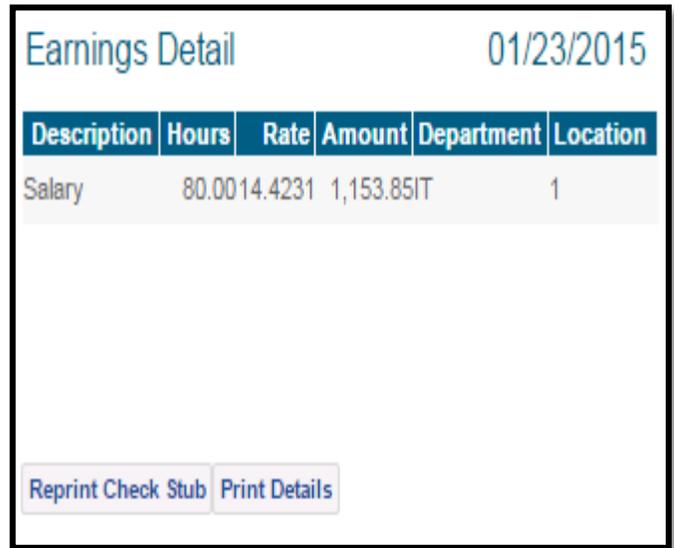
### III. Viewing and Printing your Check Stub

From the menu on the left-hand side (see **Figure 4**), select “Compensation”, then “Check Stub”. A listing of all current year check stubs will appear. A drop down for prior year checks is available. Select the appropriate pay date for the pay stub you wish to view in detail (see **Figure 5**). Select “Reprint Check Stub” to print a copy of the pay stub. Select “Print Details” to print all information.

Figure 4



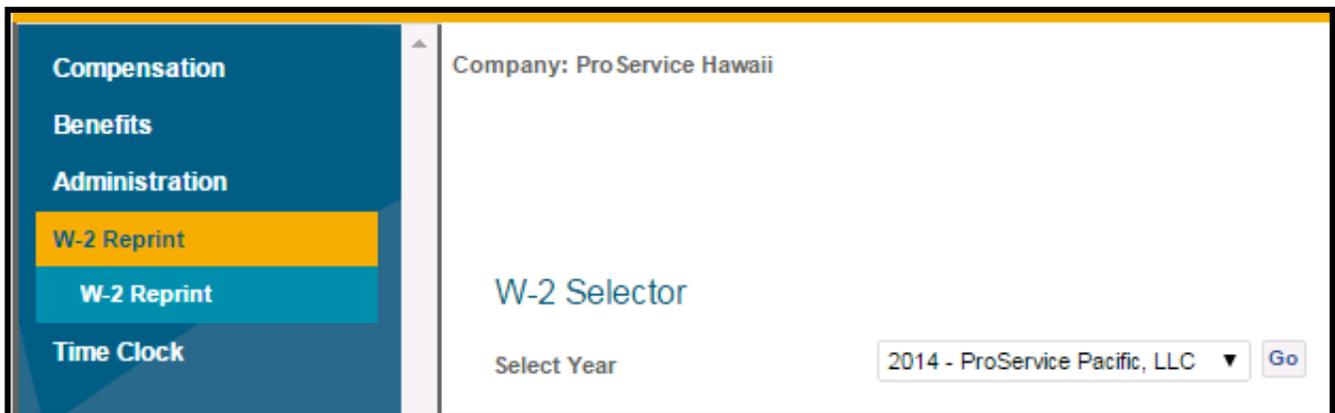
Figure 5



### IV. Retrieving and Reprinting your W-2

From the menu on the left-hand side (see **Figure 6**), select “Inquiries”, then “W-2 Reprint”. A drop-down menu will appear. Select the appropriate year for the W-2 you wish to reprint, and select the “Go” button.

Figure 6



A window will pop up asking whether you wish to Open or Save the W-2 PDF File. To print a new copy, select “Open”, then print the PDF that appears.