

Table of Contents

Introduction	1
Purpose	1
Benefits	1
Multi Browser Support.....	2
Initial Access to ePayAdvice System.....	2
Help Feature	4
Viewing the Pay Advice or T4s	4
View Pay Advice	5
View T4s	6
Print the pay advice or T4.....	7
Search for a particular pay advice	8
Search for a particular T4	9
Notes Feature	10
Logout.....	12
How to Change the Current Password	13
Locked Account	14
Forgotten Password.....	15
Using Mobile Devices	16
Blackberry devices	16
Apple and Android Devices	16
Trouble Shooting	17

Introduction

Purpose

This system is to provide a central place for employees to be able to access their pay advice and T4s.

Benefits

- It will allow for guaranteed, on-time delivery of pay advices, regardless of location
- Employees will have easier access to their pay advice information
- Employees will have earlier access to their pay information and can identify any issues and have them corrected quicker
- It is environmentally friendly
- It is a safe and secure option
- Easy access for up to two years plus current year's pay advices and seven years of T4s

Multi Browser Support

This application can be accessed using various browsers. However, instructions provided in this document are based on using **Internet Explorer**. Use of other browsers may look slightly different.

Initial Access to ePayAdvice System

To access the ePayAdvice website:

1. Open Internet Explorer.
2. In the address bar, type the following and press enter.
<https://epayadvice.docagent.ca>
3. The following screen will appear and provides information on how the User ID is created; what the default password is; and how to reset the password if it is forgotten. It also provides contact information if assistance is required and list Frequently Asked Questions.

Help

Welcome to e-Pay for employees!

LOG-IN

Your **User ID** is as follows:

- Position 1 – 1st character of the first name in Upper case
- Position 2 – 1st character of the last name in lower case
- Position 3 – 2nd number of the Social Insurance number
- Position 4 – 4th number of the Social Insurance number
- Position 5 – 6th number of the Social Insurance number
- Position 6 – 8th number of the Social Insurance number
- Positions 7 and 8 – the numeric month of the birth date
- Positions 9 and 10 – the numeric day of the birth date

Example: If your name is Joel Ward, SIN is 123 456 789 and birthdate is January 27, your User ID will be Jw24680127

Your default **password** is a combination of your birthdate and your initials. For example, you are Joel Ward and your birthdate is January 27, 1960, your default password will be 01271960Jw. The birthdate format is MMDDYYYY with leading zero and no spaces. Upon first login, you will be prompted to change your password. You will also be prompted to choose and answer a security question.

Forgot Password?

If you forget your password, please input your User ID and then click the "Forgot Password" on the right hand side of the screen and correctly answer the security question that you chose at the initial sign on. When your security question has been correctly answered, your password will be reset to your default password (as described above). Upon your next login, you will be required to change your password.

Contact Information

If you have questions related to your pay statement or T4, please contact your immediate supervisor.

If you need assistance with logging into the system, please contact us at ePayHelp@extendicare.com.

Additional Information

Please click here for answers to [frequently asked questions](#).

Please note pay statements may appear for your review prior to the pay date. If you have any questions with regards to your deposit amount, please contact your immediate supervisor.

Should you have any questions, please contact us at ePayHelp@extendicare.com.

You will be able to access up to two (2) years of pay statements and seven (7) years of T4s.

User ID
Md11111111

Password

Login

Forgot Password?

Available on the App Store

ANDROID APP ON Google play

GET ADOBE® READER®

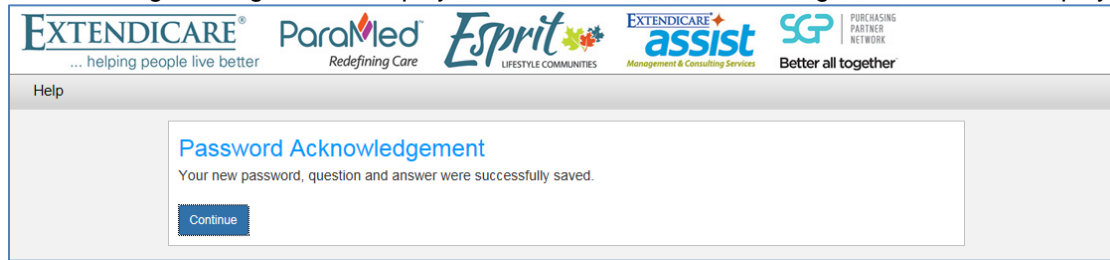
Version : 2.0.6016.33005

4. The first time ePayAdvice is accessed, a new password must be created and a security question and answer provided. Enter the User ID and password following the example provided on the screen below. Then click on the **Login** button.

Tip: To view the password that was typed into the field, click on the **eye** icon as shown with the red arrow left screen below and the password will be displayed as in the right screen below.

5. The following screen will be displayed. Enter a new password following the rules into both **New Password** and **Confirm New Password** boxes. For the **Security Question**, select a question that is easy to remember. Then in the **Answer** box, enter the answer. Click **OK** button when done.

- The following message will be displayed. . Click **Continue** and the login screen will be displayed again.



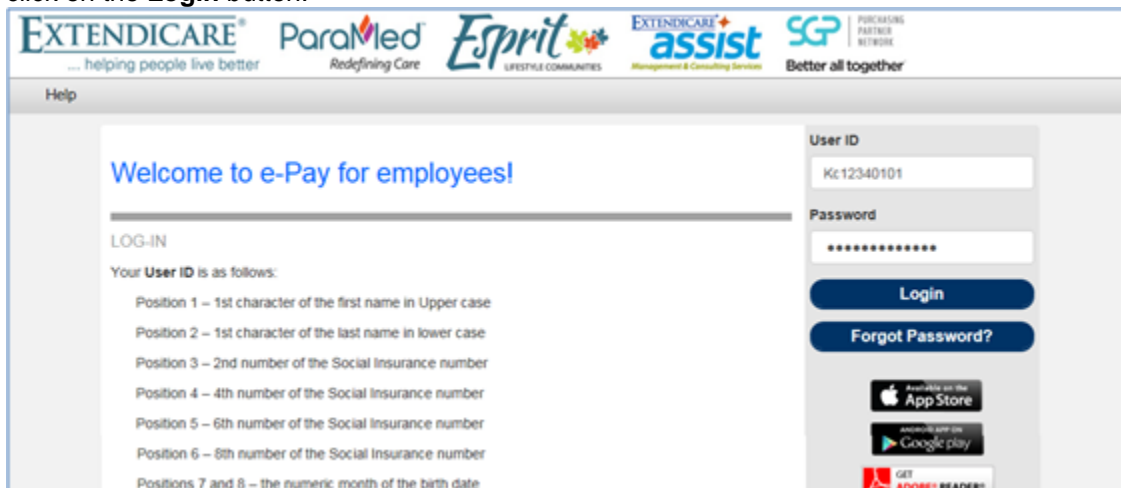
Help Feature

The **Help** feature is available on any screen. Near the top left corner click on the **Help** link to open this User Guide document as shown below. Note that the User Guide will open in a new window.

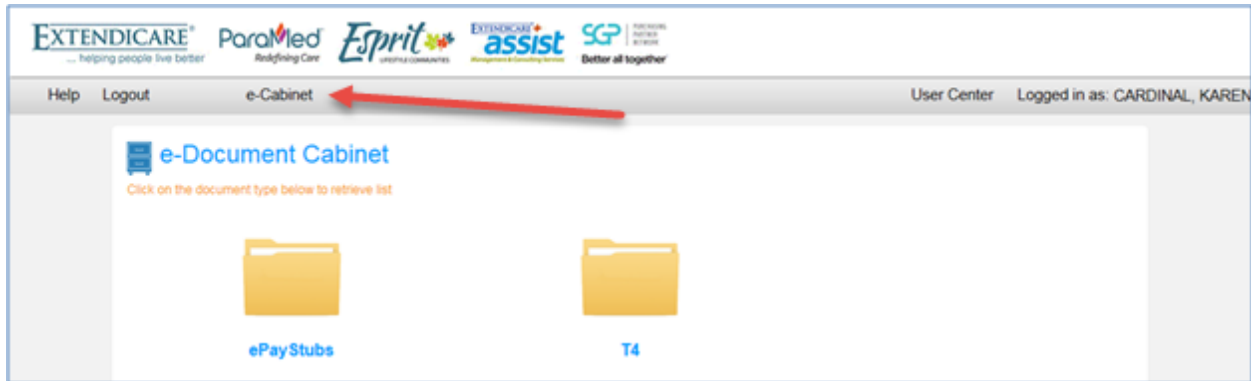


Viewing the Pay Advice or T4s

- Open Internet Explorer.
- In the address bar, type in the following and press enter.
<https://epayadvice.docagent.ca>
- On the following screen, enter the User ID and password following the example provided on the screen. Then click on the **Login** button.

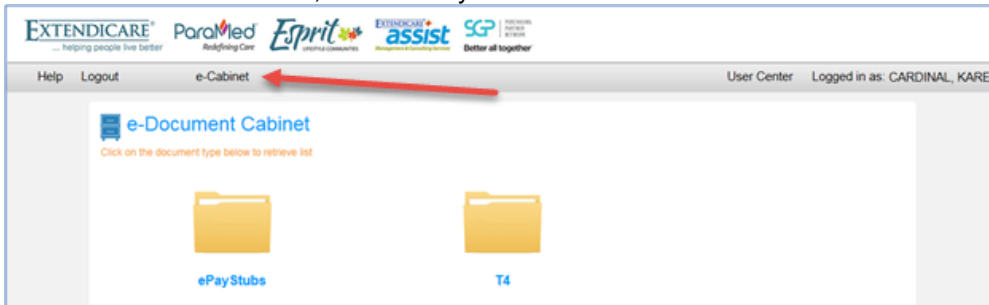


- The following screen will be displayed. Click on the e-Cabinet link, indicated by the red arrow, at any time to come back to this screen.

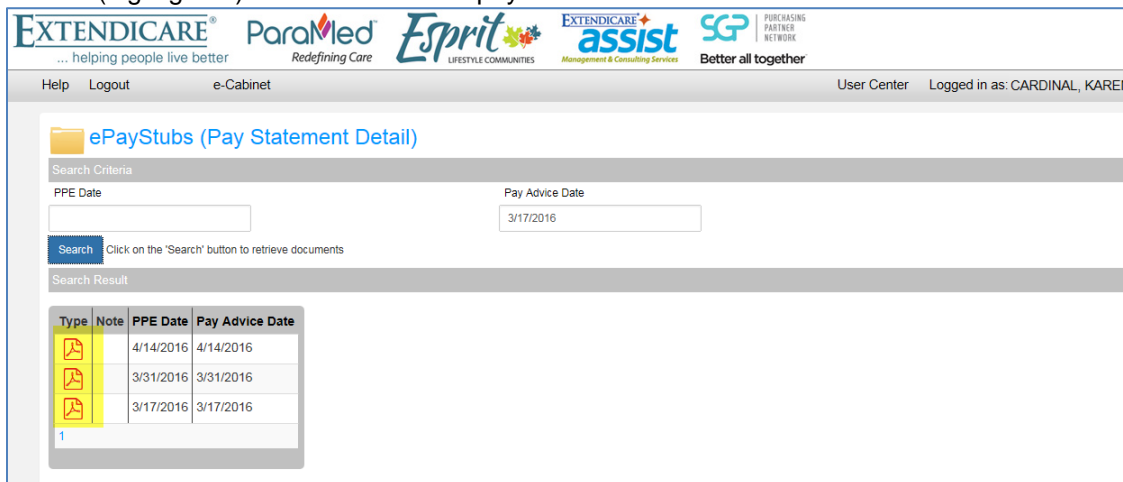


View Pay Advice

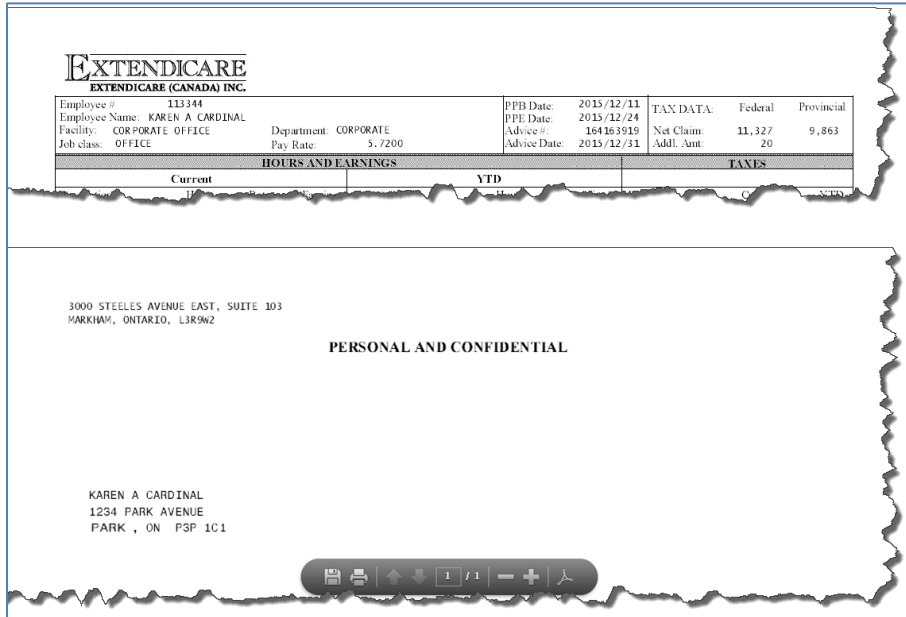
- Click on the e-Cabinet link, indicated by the red arrow as shown below.



- Click on the **ePayStubs** icon and a screen similar to the one below will appear. Note the files listed may be different. Most current pay advice will be at the top of the list. Click on any one of the icons in the **Type** column (highlighted) to view associated pay advice.

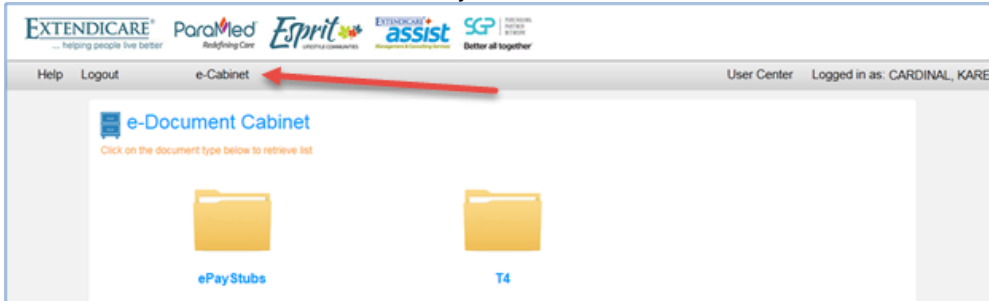


- The pay advice in PDF format will be displayed in a new window which looks similar to the paper copy.

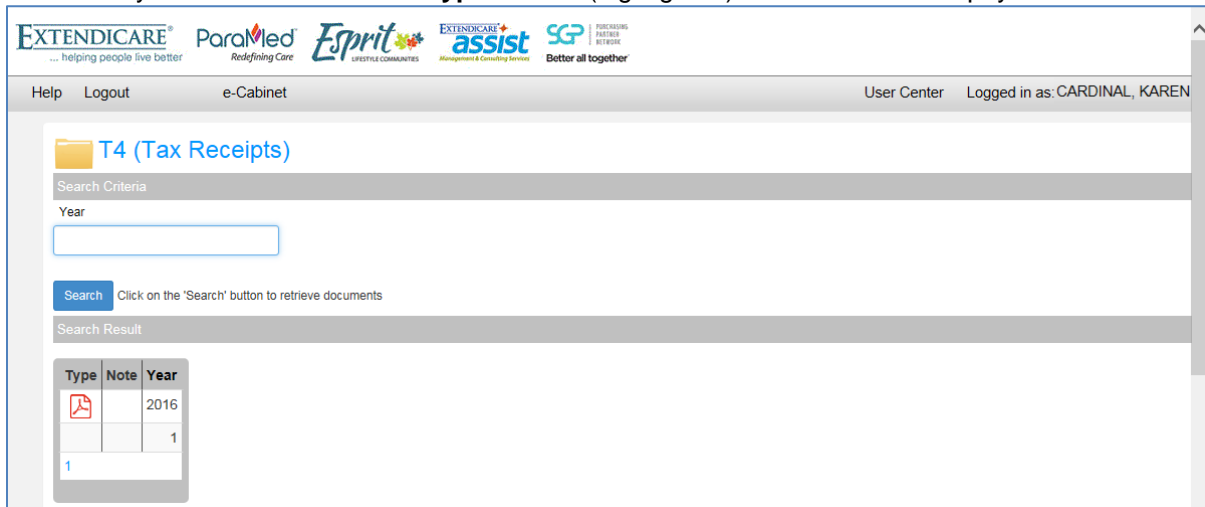


View T4s

- Click on the e-Cabinet link, indicated by the red arrow as shown below.



- Click on the **T4** icon and a screen similar to the one below will appear. Note the files listed may be different with the most current one at the top of the list. Also note that one may have more than one T4 in a given year. Click on any one of the icons in the **Type** column (highlighted) to view associated pay advice.



- The T4 in PDF format will be displayed in a new window which looks similar to the paper copy.

T4
Statement of Remuneration Paid
Etat de la rémunération payée

Year: 2016

Employer's name: EXTENDICARE (CANADA) INC. 3000 STEELES AVE. EAST STE. 103 MARKHAM, ON L3R 4T9

14 Employment income - line 101: 06
22 Income tax deducted - line 437: 42

10 Province of employment: ON
16 Employer's CPP contributions - line 300: 30
24 Insurable earnings: 00

28 Social insurance number: [redacted]

30 Employment code: [redacted]

36 Employer's DFP contributions - line 308: [redacted]

38 CFP-PPF pensionable earnings: [redacted]

78 Fishers - Gross income: [redacted]

79 Fishers - Net partnership amount: [redacted]

80 Fishers - Shareperson amount: [redacted]

81 Placement or employment agency workers: [redacted]

82 Tax drivers and drivers of other passenger-carrying vehicles: [redacted]

83 Barbers or hairdressers: [redacted]

84 Public transit pass: [redacted]

85 Employee-paid premiums for private health services plans: [redacted]

Print the pay advice or T4

- Open the pay advice or T4 to be printed.
- Scroll towards the bottom until the row of icons appears as shown by the red arrow.

EXTENDICARE
EXTENDICARE (CANADA) INC.

Employee #	113344	PPB Date:	2015/12/11	TAX DATA:	Federal	Provincial
Employee Name:	KAREN A CARDINAL	PPE Date:	2015/12/24	Net Claim:	11,327	9,863
Facility:	CORPORATE OFFICE	Department:	CORPORATE	Addl. Amt:	20	
Job class:	OFFICE	Pay Rate:	5,7200			

HOURS AND EARNINGS **TAXES**

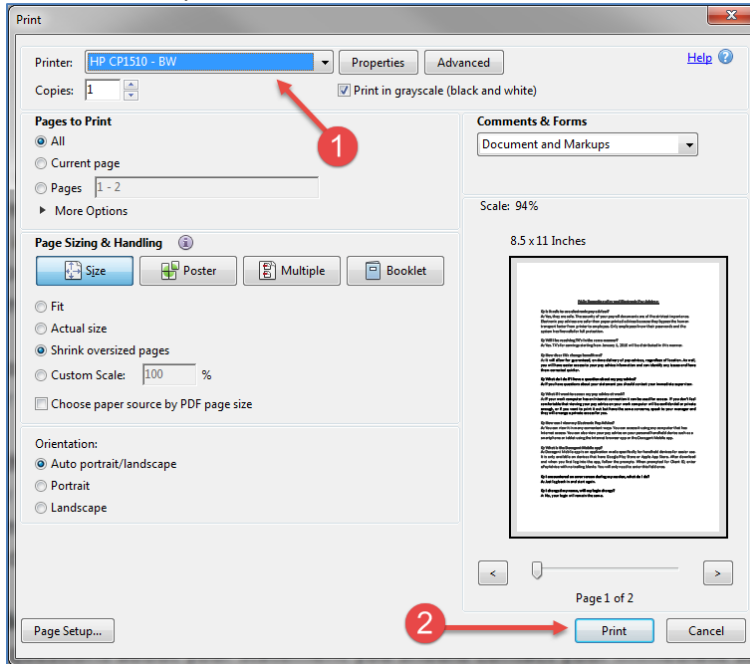
Current YTD

3000 STEELES AVENUE EAST, SUITE 103
MARKHAM, ONTARIO, L3R9W2

PERSONAL AND CONFIDENTIAL

KAREN A CARDINAL
1234 PARK AVENUE
PARK, ON P3P 1C1

- Click on the **Printer** icon and a window similar to below will appear. Select the printer required and click on the **Print** button to print.



Tip: Do not use the **Print** option from Internet Explorer. It does not print the pay advice but just a blank page. Use the option as noted in step 3 above.

Search for a particular pay advice

Search capabilities for pay advices can be by Pay Period ending date (PPE) or Pay Advice date. Please note the format of the search date is mm/dd/yyyy.

- Go to the ePayStubs screen. Enter the Pay Advice date in the **Pay Advice Date** box. Then click on the **Search** button.

Type	Note	PPE Date	Pay Advice Date
		4/14/2016	4/14/2016
		3/31/2016	3/31/2016
		3/17/2016	3/17/2016

2. Results similar to below will be displayed.

ePayStubs (Pay Statement Detail)

Search Criteria

PPE Date Pay Advice Date

Search Click on the 'Search' button to retrieve documents

Search Result

Type	Note	PPE Date	Pay Advice Date
		3/17/2016	3/17/2016

Search for a particular T4

Search capabilities for T4s can be by Year.

1. Go to the T4 screen. Enter the year in the **Year** box. Then click on the **Search** button.

T4 (Tax Receipts)

Search Criteria

Year

Search Click on the 'Search' button to retrieve documents

Search Result

Type	Note	Year
		2016

2. Results similar to below will be displayed.

T4 (Tax Receipts)

Search Criteria

Year

Search Click on the 'Search' button to retrieve documents

Search Result

Type	Note	Year
		2016

Notes Feature

Notes can be added to a given pay advice or T4. If there is a note attached to a given advice or T4, it will be shown as below in the yellow highlighted area. In this example, there are no notes attached to any of the pay advices listed.

ePayStubs (Pay Statement Detail)

Search Criteria

PPE Date: Pay Advice Date:

Search Click on the 'Search' button to retrieve documents

Search Result

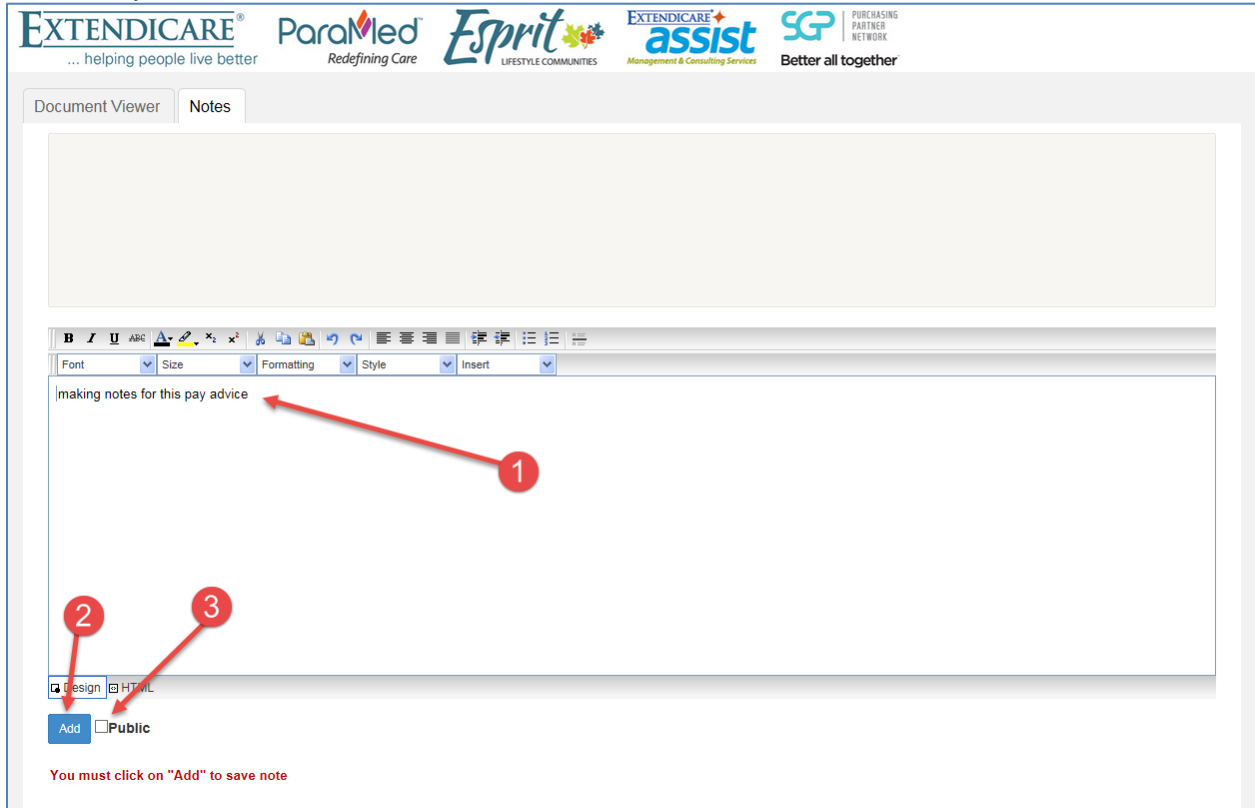
Type	Note	PPE Date	Pay Advice Date
		4/14/2016	4/14/2016
		3/31/2016	3/31/2016
		3/17/2016	3/17/2016

1. Open the pay advice or T4 to add the note.
2. Near the top left corner are two tabs called **Document Viewer** and **Notes**. Click on the **Notes** tab as indicated by the red arrow.

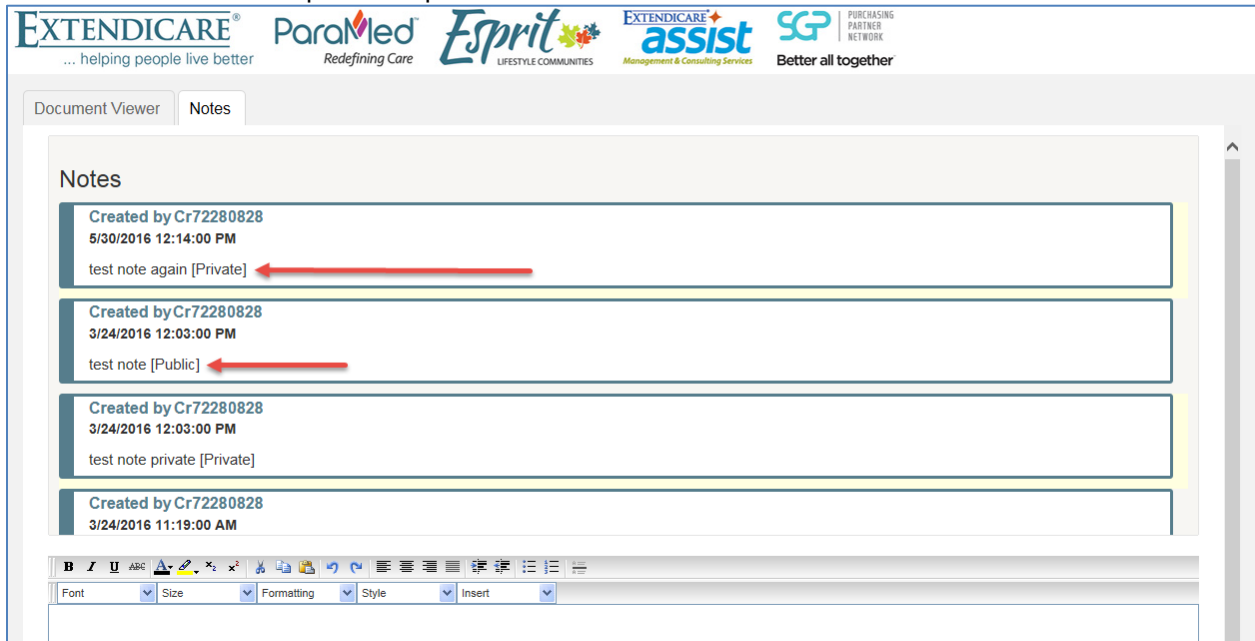
Document Viewer | **Notes**

EXTENDICARE
EXTENDICARE (CANADA) INC.

3. The following screen will be displayed. Type the note in the area indicated by the number 1. Once completed, click on the **Add** button to save the note. To share the note with the payroll administrator, click on **Public** as indicated by the number 3.



4. The note is saved when the message appears as indicated by the red arrow below. Notice that each note will show whether the note is private or public.



5. A Note icon will now appear beside the pay advice to indicate that a note was added. Refer to the red arrow.

Type	Note	PPE Date	Pay Advice Date
		4/14/2016	4/14/2016
		3/31/2016	3/31/2016
		3/17/2016	3/17/2016

Logout

After viewing the pay advice, remember to logout.

Click on the **Logout** option near the top left corner of the screen as shown by the red arrow below. The login screen will be displayed. (Second screen)

Welcome to e-Pay for employees!

LOG-IN

Your **User ID** is as follows:

- Position 1 – 1st character of the first name in Upper case
- Position 2 – 1st character of the last name in lower case
- Position 3 – 2nd number of the Social Insurance number
- Position 4 – 4th number of the Social Insurance number
- Position 5 – 6th number of the Social Insurance number

User ID:

Password:

Login

Forgot Password?

Available on the **App Store**

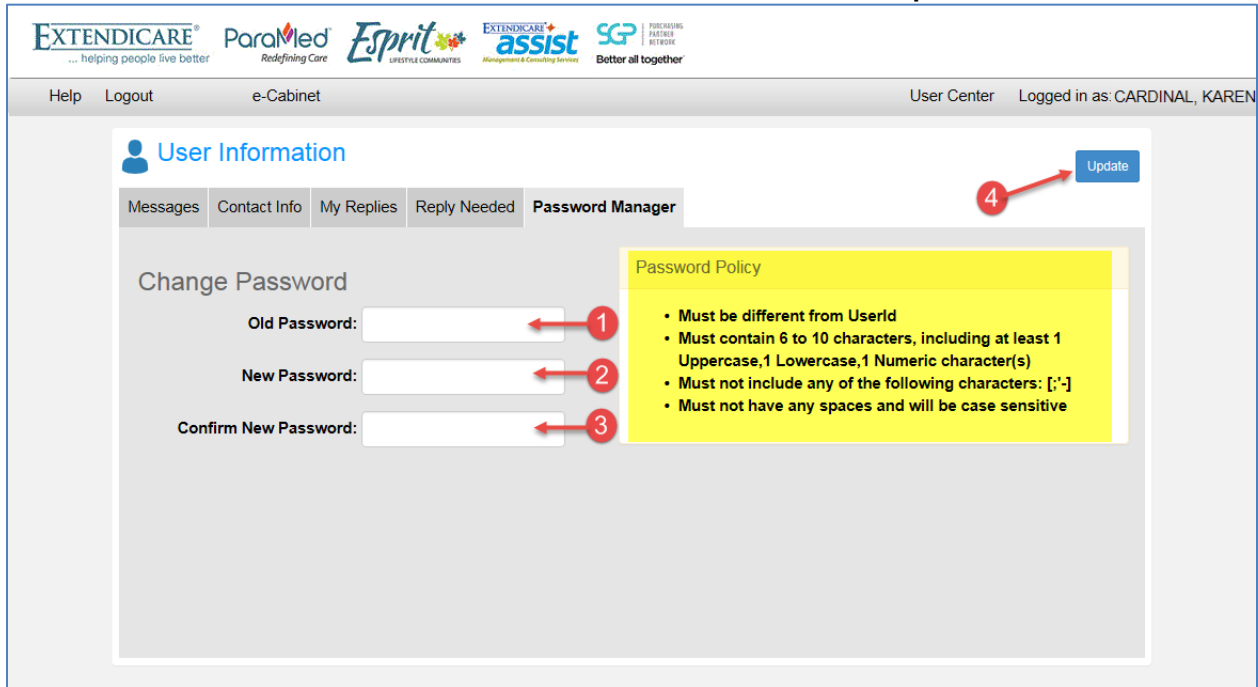
GET IT ON **Google Play**

How to Change the Current Password

1. Log into ePayAdvice.
2. Near the top right side is the **User Center** link as shown below. Click on it.

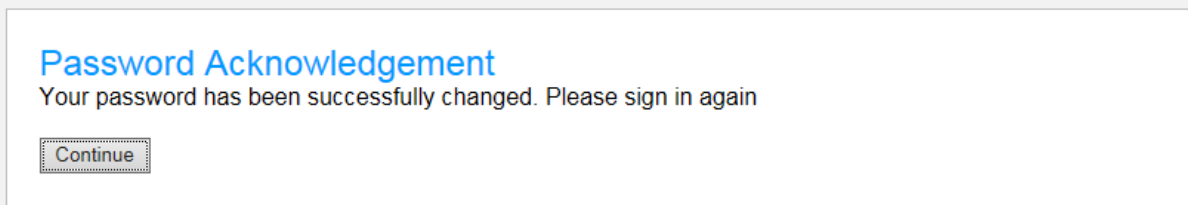


3. The following screen is displayed. Enter the current password in the **Old Password** box and a new password in both the **New Password** and **Confirm Password** boxes. Then click on the **Update** button.



Remember the password rules highlighted in yellow above. If at least one of the criteria is not used, an error message will appear just above the Password Policy section stating which criterion is missing.

4. The password has changed successfully when the below message appears. Click on the **Continue** button and the login screen will appear.



Locked Account

For added security, there is a limit on the attempts at entering the password.

After a number of invalid password attempts, a message will be displayed, similar to the screen below, warning that the next invalid attempt will lock the account.

This screenshot shows the e-Pay login interface. At the top, there are logos for EXTENDICARE, ParaMed, Esprit, assist, and SGP. Below the logos is a navigation bar with a 'Help' link. The main content area is titled 'Welcome to e-Pay for employees!' and includes a 'LOG-IN' section. Under 'LOG-IN', it states 'Your User ID is as follows:' and lists five positions: Position 1 (1st character of first name in upper case), Position 2 (1st character of last name in lower case), Position 3 (2nd number of Social Insurance number), Position 4 (4th number of Social Insurance number), and Position 5 (6th number of Social Insurance number). On the right side, there is a 'User ID' input field containing 'Md11111111' and a 'Password' input field. Below the password field, a red warning message reads: 'Account will be locked if the next attempt is unsuccessful'. At the bottom right, there are two buttons: 'Login' and 'Forgot Password?'.

Final invalid attempt will lock the account displaying the following message. Contact support by emailing ePayHelp@extendicare.com to have the account unlocked.

This screenshot shows the e-Pay login interface after a final invalid attempt. The layout is identical to the previous screenshot, but the red warning message now reads: 'Your account has been locked due to 5 invalid attempts. Please email ePayHelp@extendicare.com for help'. The 'Login' and 'Forgot Password?' buttons remain visible at the bottom right.

Once the account has been locked, the following message will be displayed until the account gets unlocked.

This screenshot shows the e-Pay login interface with the account locked. The red warning message reads: 'Your account has been locked. Please email ePayHelp@extendicare.com for help'. The 'Login' and 'Forgot Password?' buttons are still present at the bottom right.

Forgotten Password

A password can be reset if forgotten.

1. Open Internet Explorer.
2. In the address bar, type in the following and press enter.
<https://epayadvice.docagent.ca>
3. On the following screen, enter the User ID only. Then click on the **Forgot Password?** button.

The screenshot shows the e-Pay login interface. At the top, there are logos for EXTENDICARE, ParaMed, Esprit, EXTENDICARE assist, and SGP. Below the logos is a 'Help' link. The main content area says 'Welcome to e-Pay for employees!' and 'LOG-IN'. Under 'LOG-IN', it says 'Your User ID is as follows:' followed by instructions: 'Position 1 – 1st character of the first name in Upper case', 'Position 2 – 1st character of the last name in lower case', 'Position 3 – 2nd number of the Social Insurance number', and 'Position 4 – 4th number of the Social Insurance number'. On the right side, there is a 'User ID' input field containing 'Kc12340101' and a 'Password' input field. Below these fields are 'Login' and 'Forgot Password?' buttons. Red circles with numbers '1' and '2' point to the 'User ID' field and the 'Forgot Password?' button, respectively.

4. The following screen will appear. In the **Answer** box, enter the answer to the Password Question. Then click on the **OK** button.

The screenshot shows the 'Password Manager' screen. At the top, there are logos for EXTENDICARE, ParaMed, Esprit, EXTENDICARE assist, and SGP. Below the logos is a 'Help' link. The main content area says 'Password Manager'. Underneath, it says 'Security Question:' followed by a radio button and the text 'What was/is your favourite pet's name?'. Below this is an 'Answer' input field. At the bottom, there are 'OK' and 'Cancel' buttons.

5. The password has been reset to the default password when the following screen is displayed. Click the **Continue** button.

The screenshot shows the 'Password Acknowledgement' screen. At the top, there are logos for EXTENDICARE, ParaMed, Esprit, EXTENDICARE assist, and SGP. Below the logos is a 'Help' link. The main content area says 'Password Acknowledgement' and 'Your password has been reset to your default password.' Below this is a 'Continue' button.

6. The main login page will appear.

7. Follow the instructions from the **Initial Access to ePayAdvice System** to recreate the password and security question.

Using Mobile Devices

ePayAdvice is viewable on mobile devices.

Blackberry devices


Currently there are no apps available on Blackberry devices to view one's pay advice. One can use the browser and follow the above instructions. The only part different is that after selecting to view a pay advice, a new window will open, then a second window called **downloads** will open. One must save the PDF first before viewing.

Apple and Android Devices

Apple and Android devices has an app available to use for viewing the pay advice. To change the current password, one must go to the actual website to change the password (See section on "How to Change the Current Password" above).

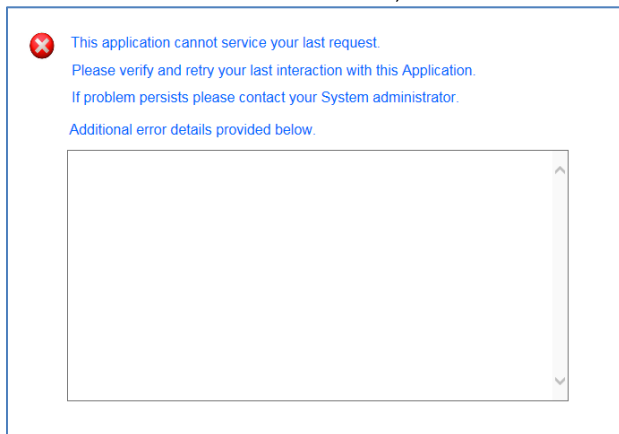
1. Go to the app store depending on the mobile device used.
2. Search for **docagent mobile** and download it.
3. Once downloaded, open the app.
4. Select **Canada** and then select **Confirm**.
5. In the next screen, enter the following:
 - User ID:** userID provided
 - Password:** password provided
 - Client ID:** **epayadvice** (need to enter this only once)

Select **Login**.

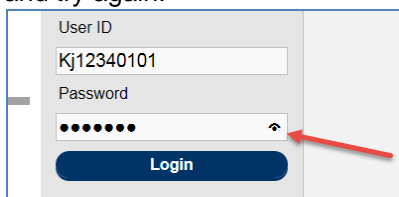
6. Click  to logout of the app.

Trouble Shooting

1. For security reasons, ePayAdvice will automatically close a pay advice or ePayAdvice session after a period of time if it is left opened.
2. When the below screen is shown, the session has timed out. Close the browser and log in again.



3. When trying to log in and the system does not accept the User ID and password used, use the **Eye** symbol as indicated by the red arrow below to verify the password is typed in correctly. If it does not work, close the browser and try again.



4. When sending an email to ePayHelp@extendicare.com, please provide the following information:
 - Full Name
 - Facility Name or number
 - Exact problem including any error messages or screen shots

Do not include the password.