AURIS™

Employee Guide to Self-Service

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First-time users
Go here for the steps
to set up your account

Logging In

Employee Self-Service (ESS) allows you to log in and access your pay stubs and W-2s/1099s whenever you need them.
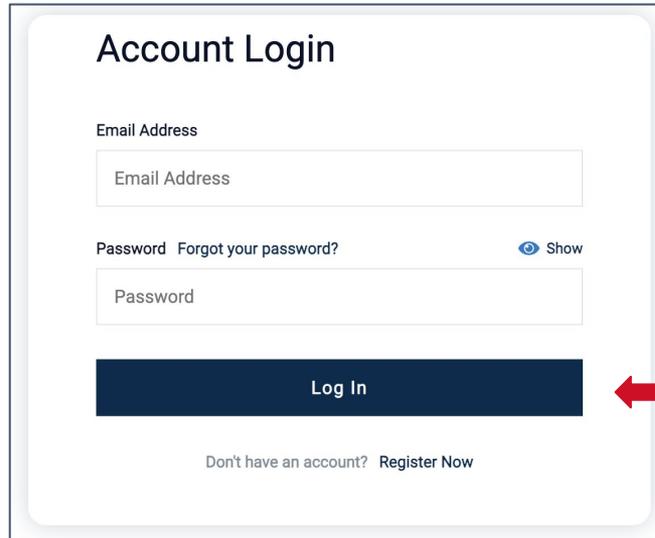
Pay stubs will be available to view as of each check date that you were paid. W-2s/1099s will be issued for each year you received wages and will be available by the end of January the following year.

How to access your ESS account
1. Go to https://m.heartlandcheckview.com to log in.
2. Enter the associated email address and password.
3. Select the *Log In* button.

First-time users
Go to the Set Up Your Account section to get started.

Account Login

Email Address

Email Address

Password Forgot your password?   👁 Show

Password

Log In

Don't have an account? Register Now

Home

You will be taken to the *Home* screen once you have logged in. From here, you can view your pay stubs as well as your W-2s (once available):

- Select *Paychecks* to view current and past pay stubs.
- Choose *W-2 Forms* to see current and past W-2/1099s.
- Collapse the Navigation Menu by choosing the Blue [<] icon.

Employee Self Service

- Home
- Direct Deposits
- Messages
- My Profile
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Heartland Homes
Home

Welcome back, Winston Employee
Hope you are having a great day.

Active Messages
0
View

Action Required
0
View

Paychecks: View Your Pay Stubs

When you select the *Paychecks* option from the left menu, the bottom half of the screen will show all pay stubs you have available to view. The most recent stub shows at the top of the list.

To print a pay stub, select the *Pay Stub* link for the desired date. When the preview window appears, select *Download*. Your check will be viewed as a PDF file. You can print or save it.
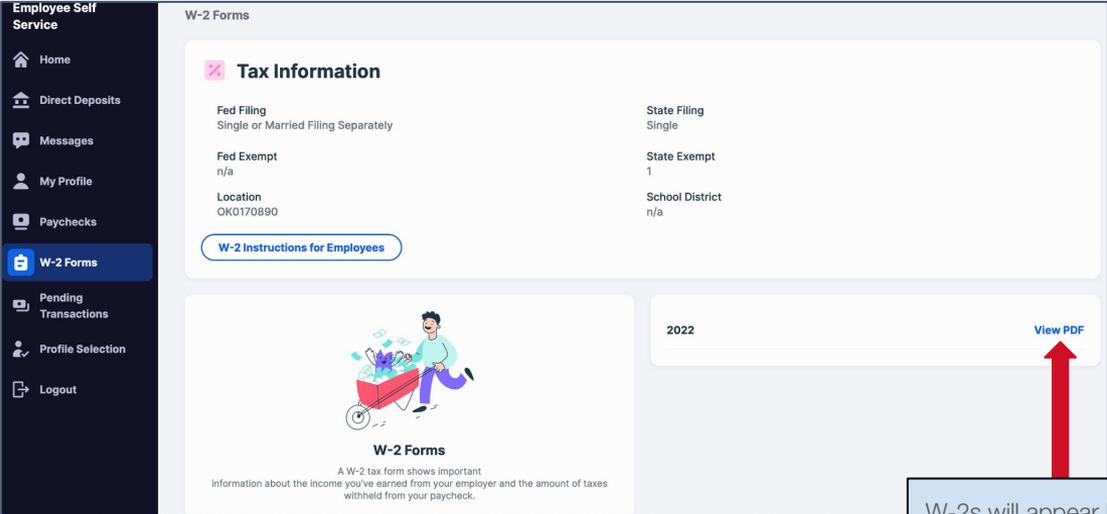

Choose the *Pay Stub* link.

Select the *Download* button in order to print/download your pay stub.

W-2 Forms: View W-2 or 1099 Forms

When you choose *W-2 Forms*, you will see a *View PDF* option for each year a W-2 and/or 1099 was issued to you.

💡 *A W-2 will not be available to view until your company has processed the last payroll for the year and Auris has completed your company's year-end tax filing.*

To print a copy, select the *View PDF* option on the right side of the screen. When the preview window appears, choose the *Download* option.

W-2s will appear here, as they become available.

Select *Download* to view, print, or save your W-2.

Enhanced Features

Enhanced Employee Self-Service features allow employees to submit Update Requests for Name, Address, Tax, and Direct Deposit information. *(Optional, based on company preference.)*

For Enhanced Employee Self-Service features, your menu will contain additional options, *Employee Updates* or an Edit Pencil icon, where you can edit your information to submit an update request. You will receive an email when your update request is received, and a second email once your approver verifies your information.

Information Needed to Submit an Update Request: Your company policy may require specific information to verify and approve your update request. Please see your payroll administrator regarding your company's policy.

Update Request Verification Process: Your request will be submitted to your assigned approver at your company for verification before the change to your information becomes active.

Review and Confirmation: Your approver will review per your company's guidelines and accept or reject the information.

Employee Update Request Received ➤   🖶 ⬈

Dear Ella Elizabeth Employee,

We have received your request Ella Elizabeth Employee, to update one of the following: Name, Address, Tax or Direct Deposit information.

The request has been submitted to your approver, and you will receive a follow-up email once your request has been reviewed. If you did not submit an update request, please contact your company's payroll administrator immediately.

Thank you!

My Profile: Name/Address Updates (Enhanced Feature)

If your company has enrolled in the Enhanced Employee Self-Service features, you will be able to select the pencil icon to submit an update request. You will receive an email when your update request is received, and a second email once your approver accepts or denies your updates.

Winston Employee

SSN: XXX-XX-6683
Date of Birth: December 22, 2007
Marital Status:

The pencil icon will allow you to make changes to your personal employee information.

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Select *My Profile* to edit the Personal or Address fields.

Address

Address 1
680 Castle Street

Address 2
N/A

City
YUKON

State
OK

Zip
73099

Tax

Fed Filing
Single or Married Filing Separately

State Filing
Single

Fed Exempts
N/A

State Exempts
1

Res Location
OK0170890

Contact

Personal Email
N/A

Office Phone
N/A

Mobile Phone
N/A

My Profile: Tax Updates (Enhanced Feature)

If your company has enrolled in the Enhanced Employee Self-Service features, you will be able to select the pencil icon to submit an update request. You will receive an email when your update request is received, and a second email once your approver accepts or denies your updates.

Choose *My Profile* to edit your Tax information.

Select the Pencil icon to change the tax filing status.

You are able to update the Federal Income Tax and or State Income Tax information (if applicable).

Direct Deposits: Update Requests (Enhanced Feature)

If your company has enrolled in the Enhanced Employee Self-Service features, you will be able to select the pencil icon to submit an update request. You will receive an email when your update request is received, and a second email once your approver accepts or denies your updates.

Choose the *Add New Account* button to add a new direct deposit.

Direct Deposit Settings
Please configure your direct deposit information. You can add multiple bank accounts.

Add New Account

n/a

Status
Active

Account Type
Prepaid Card

Process Sequence
Remaining Net

Amount
n/a

Percent
n/a

Account #
XXXXX0000

Routing #
124001545

Choose *Direct Deposits* to edit your banking information.

Select the Pencil icon to edit the active banking information.

See the next page for a glossary of Direct Deposit options.

Direct Deposit Updates - Details of Options

Status: Active, Prenote, or Inactive. Always choose *Prenote* for brand new direct deposit accounts. This sends a test file to verify your account information to ensure that the direct deposit will be successful. Once your direct deposit request has been approved by your company, the prenote process can take up to 2 check dates for the direct deposit to become active. You will receive a live paycheck when the account is in *Prenote* status.

Account Type: This is the *ACH* account type used for direct deposits. Verify the account type with your financial institution if unsure of the type of account for direct deposit purposes.

Sequence:

> **1, 2, 3, (Numbers):** Used for partial direct deposits. Sequence in the order of importance. (Example: Account 1 will receive funds first, then Account 2, etc.)

> **Remaining Net:** Used in two scenarios -

>> **1.** Most Common: One direct deposit account for entire Net Pay.

>> **2.** 💡 Last account to receive remaining Net Pay after the partial 1, 2, 3, etc. direct deposits.

Amount or Percent: For partial direct deposits, designate either a dollar amount or a percent of your Net Pay to be deposited to this account.

Routing Number: Number used by your bank to accept external direct deposits. It could be labeled *ACH* Routing Number. Verify with your financial institution.

Account Number: Account number used by your bank to accept external direct deposits. Verify with your financial institution if needed.

Description: This optional description provides a label for the account to make it easy to identity when there are multiple accounts being used.

*Your company may require additional forms to verify/approve your direct deposit change. Please see your payroll administrator regarding your company's policy.

Profile Selection - Multiple Companies

If you work for multiple companies who process payroll with Auris, you can access your information with each business using the Profile Selection screen. Select other profiles here to switch between companies.

*You must use the same email address across all accounts to be able to switch profiles.

Logout

When you have completed using the Self-Service site, select *Logout* on the bottom, left portion of the screen.

Employee Self Service

- 🏠 **Home**
- 🏦 **Direct Deposits**
- 💬 **Messages**
- 👤 **My Profile**
- 📷 **Paychecks**
- 📄 **W-2 Forms**
- 📇 **Pending Transactions**
- 👤 **Profile Selection**
- ➡️ **Logout**
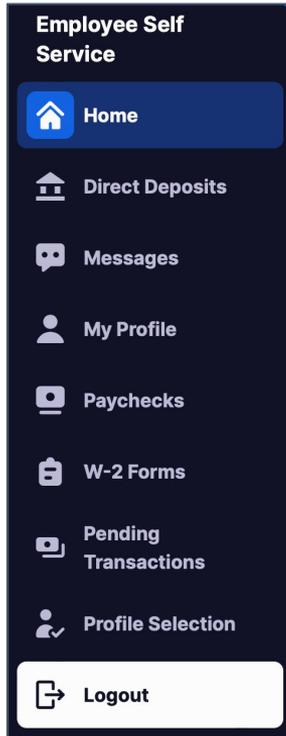
To login after registering, access the mobile site:
https://m.heartlandcheckview.com

Or download the
Auris Payroll+ app:

IOS: Apple App store
Android: Google Play
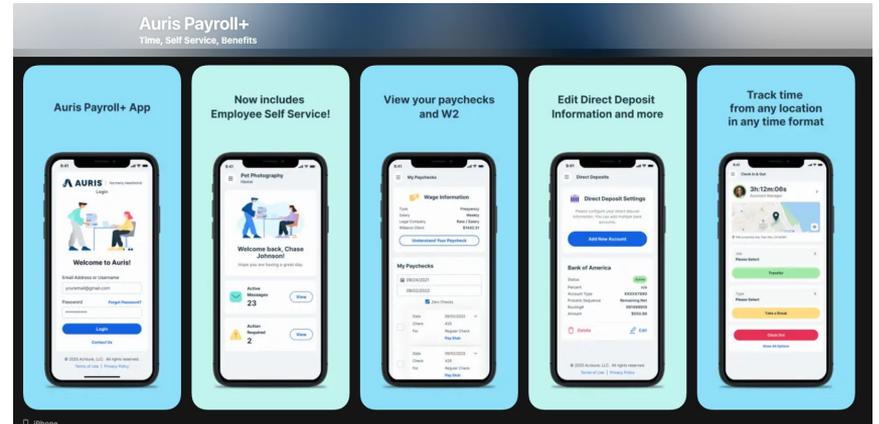
Self-Service Frequently Asked Questions (FAQ)

Forgot your password? You can reset your password on the login screen by choosing the *Forgot your password?* link.

Are you locked out? Successive attempts lock the account for longer time periods. Wait for at least 30 minutes, and reattempt or select *Forgot your password?* on the login screen to create a new password.

Can't find your registration email? Navigate to https://m.heartlandcheckview.com and choose the *Register Now* link to set up your password and Multi-Factor Authentication (MFA). Your username is the email address that your employer used to set up your access. It could be either a work email address or a personal email address.

Is the MFA going to be required every time I log in? Users will only be required to re-authenticate every 45 days if the box is checked next to *Don't ask me again for 45 days on this browser*. Users will have to authenticate all new devices or when the cache/cookies have been cleared from the current device.

Need to change your MFA option? Whether you changed cell phone numbers or you'd like to change your authentication option (App or Text), please contact your employer. They can reset your MFA Factor. The next time you log in, our system will prompt you to set up MFA again, allowing you to change numbers or methods.

Need to change your email address? Provide your new email to your employer and request that your profile be updated so you can use it for Self-Service. Once your profile is updated, you will receive an email to complete the registration process using your new email address.

Please contact your employer for further assistance. The Payroll Specialists at Auris are not authorized to speak with employees directly.

Set Up Your Account

Once your employer has set you up as a Self-Service user, you will receive an email to set up your account.

Select the link in the email to start the one-time registration process.
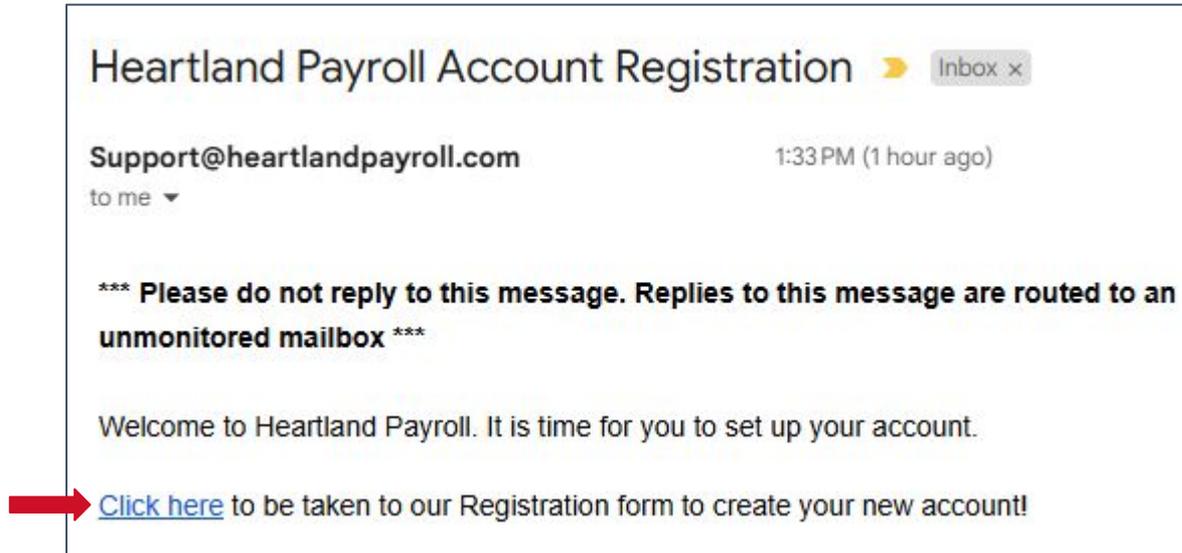
Set Up Your Account

Enter your *Email Address* and choose *Send Verification Code*.

Set Up Your Account

Check your email associated with your account to get the code.

Verify your email address

Thanks for verifying your (email address) account!

Your code is: (six digit code will be listed here)
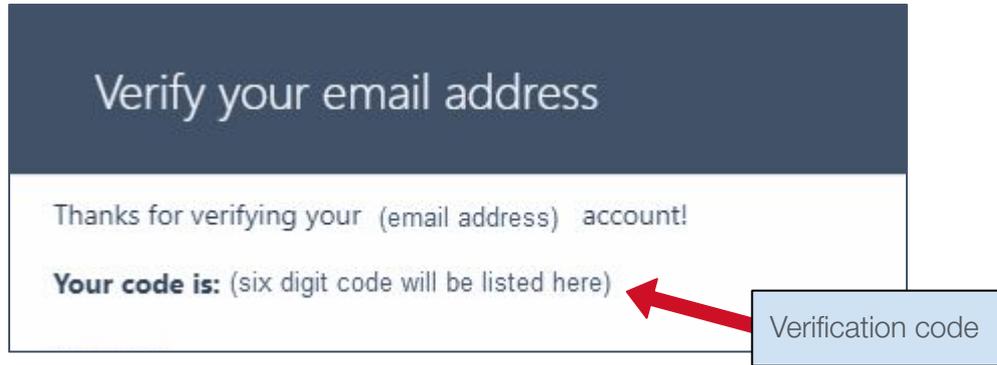
Verification code

Set Up Your Account

Enter the verification code from the email and select *Verify Code*.

Ready to get started?

First let's verify your email address.

All fields are required.

Verification code has been sent. Please copy it to the input box below.

Email Address

> your email address

Verification Code

> Verification Code

Verify Code

Didn't get a confirmation code? Send New Code.

Set Up Your Account

Enter your first name, last name, create a new password, and select *Register Now*.

Set Up Your Account

Select *GET STARTED*.

Set Up Your Account

Choose one of the authentication options (app or text) and follow the on-screen instructions to set up Multi-factor Authentication (MFA), which is an extra layer of security for your account.

Option 1: Authenticator App

Set Up Your Account

Follow the on-screen instructions to download the *Authy* (Mobile), *Microsoft Authenticator* (Mobile), or *Google Authenticator* (Mobile) app, enter the code, and select *VERIFY*.

1. Select the authenticator app preferred.
- Authy
- Microsoft Authenticator
- Google Authenticator

2. Scan your QR code
Open the authenticator app and scan the image with your mobile phone.
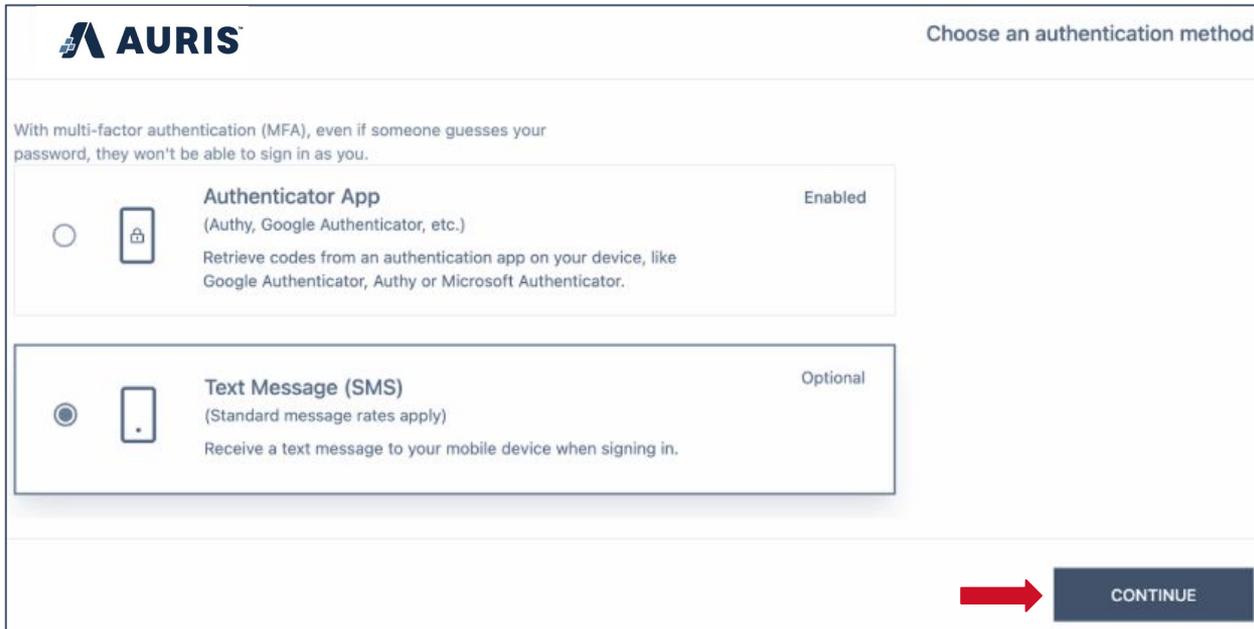
3. Verify your code
Enter the 6-digit verification code

4. Select *VERIFY*
This completes the one-time setup process!

Set Up Your Account

If you would prefer to receive a text message sent to your mobile device instead of using an authentication app (option 1), choose the Text Message (SMS) option and follow the on-screen instructions to set up Multi-factor Authentication (MFA).

Option 2: Text message (SMS)

Set Up Your Account

Enter your *Phone Number* and choose *SEND CODE*.
Text will say, "Use verification code ###### for Auris authentication."

Set Up Your Account

Enter the code sent to the phone number entered. Choose *VERIFY* to complete the one-time setup process. You will automatically be logged into your ESS account.

Logging In After Registering
See the Logging In section.