



My HR Info TroubleShooting Guide

Are you having difficulty with one of the following? Click on the link and a resolution will be provided:

[My Pay – Printing Paycheque Advice \(PDF format created after June 24, 2011\):](#)

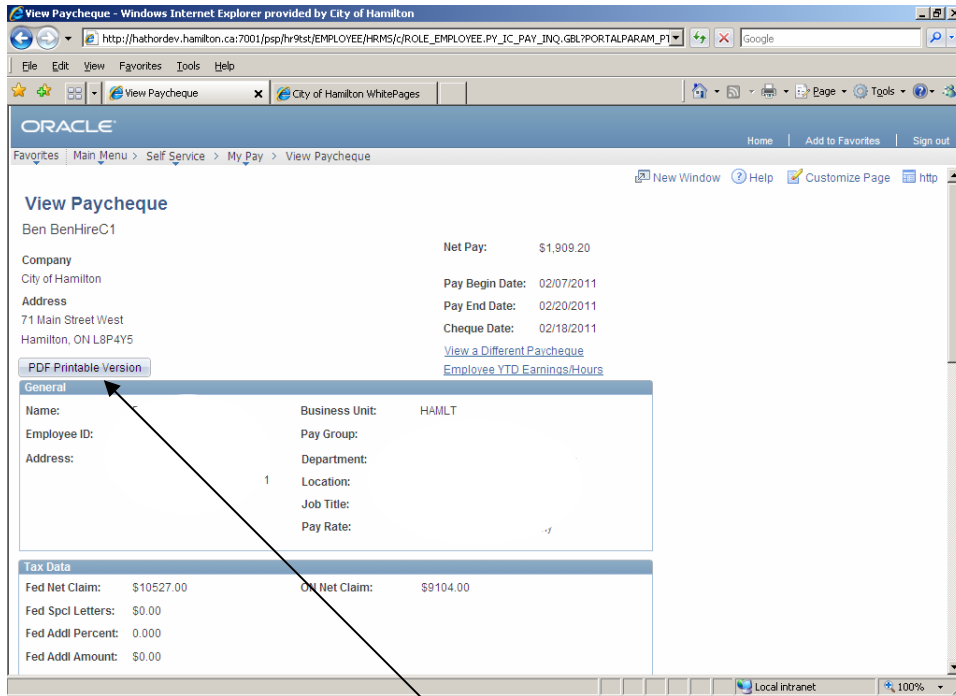
[My Pay – Printing Paycheque Advice \(non PDF formats created on or before June 24, 2011\):](#)

[Job Opportunities – Attaching and Viewing Resumes](#)

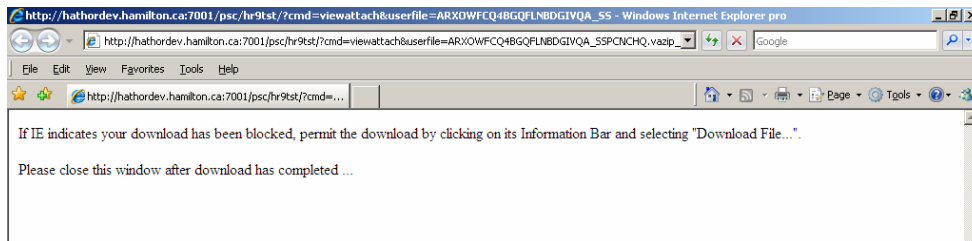
[Error Messages When Attempting to Access Jobs Open to the Public/My HR Info](#)

My Pay – Printing Paycheque Advice (PDF format created after June 24, 2011):

In Peoplesoft version 9.1, Pay Cheques and Direct Deposit Pay advices are available in printable PDF format through View Paycheque in employee self-service. PDF versions will not be available for cheques and advices created in an earlier version of Peoplesoft (on or prior to June 24, 2011). When you navigate to View Paycheque, as always, the most recent cheque/advice is available to view.



With version 9.1 there is now a button available on the left under the address called “PDF Printable Version”. When you click on this button, the following screen briefly appears.



The PDF paycheque or DDP advice will then appear in a separate window. To print, click the printer icon or click on File>Print.

City of Hamilton 71 Main Street West Hamilton ON L8P4Y5 905546-2489		Pay Group: SAL-Salary - Other Pay Begin Date: 02/07/2011 Pay End Date: 02/20/2011	Business Unit: HAMILT Cheque #: 82690 Cheque Date: 02/18/2011
Ben BenHireC1 11 D...	Employee ID: 11551 Department: Location: Job Title: Pay Rate:	TAX DATA: Federal Quebec ON Net Claim: 10,527.00 Amount: 9,104.00 Special Letters: Addl. Percent: Addl. Amount:	
HOURS AND EARNINGS			
		TAXES	
Description	Rate	Current Hours	Earnings
Regular Earnings - Salary	33.317000	88.00	2,931.90
		132.00	4,397.85
		Current	YTD
		579.63	769.65
		138.47	206.40
		52.19	78.28
		770.29	1,054.33
TOTAL:		88.00	2,931.90
		132.00	4,397.85
		770.29	1,054.33
BEFORE-TAX DEDUCTIONS		AFTER-TAX DEDUCTIONS	
Description	Current	YTD	Description
OMERS Pension Plan	252.41	363.93	
			Current
			YTD
		0.00	55.30
		0.00	2.27
		0.00	41.04
		0.00	371.88
		0.00	0.00
TOTAL:		252.41	363.93
		0.00	0.00
		0.00	0.00
		252.41	363.93
TOTAL GROSS		CIT TAXABLE GROSS	
Current:	2,931.90	2,679.49	
YTD:	4,397.85	4,074.96	
		770.29	
		1,054.33	
		252.41	
		363.93	
		1,909.20	
		2,979.59	
NET PAY DISTRIBUTION			
Payment Type			Amount
Cheque #00000000082690			1,909.20

To view another paycheque/advice, close the PDF window and return to the original "View Paycheque" page. Click on the hyperlink "[View a Different Paycheque](#)".

View Paycheque

Ben BenHireC1

Company: City of Hamilton

Address: 71 Main Street West, Hamilton, ON L8P4Y5

Net Pay: \$1,909.20

Pay Begin Date: 02/07/2011

Pay End Date: 02/20/2011

Cheque Date: 02/18/2011

[View a Different Paycheque](#)

[Employee YTD Earnings/Hours](#)

[PDF Printable Version](#)

General	
Name:	Business Unit: HAMILT
Employee ID:	Pay Group: Salary - Other
Address:	Department:
	Location:
	Job Title:
	Pay Rate:
Tax Data	
Fed Net Claim:	\$10527.00
ON Net Claim:	\$9104.00
Fed Spct Letters:	\$0.00
Fed Addl Percent:	0.000
Fed Addl Amount:	\$0.00

There is a new column on the right side of the page called "PDF File". A check mark in this box indicates there is a printable PDF version available for this particular payment.

View Paycheque - Windows Internet Explorer provided by City of Hamilton

http://hathordev.hamilton.ca:7001/psp/hr9st/EMPLOYEE/HRMS/c/ROLE_EMPLOYEE.PY_IC_PAY_INV.GBL?PORTALPARAM_P1

ORACLE

Home | Add to Favorites | Sign out

Favorites | Main Menu > Self Service > My Pay > View Paycheque

New Window | Help | Customize Page | http

View Paycheque

Ben BenHireC1

Review your available paycheques below. Select the cheque date of the paycheque you would like to review.

Paycheque Selection

Cheque Date	Company	Job Title	Pay Begin Date	Pay End Date	Net Pay	Paycheque Number	PDF File
2011-02-18	City of Hamilton		02/07/2011	02/20/2011	\$1909.20	82690	<input checked="" type="checkbox"/>
2011-02-04	City of Hamilton		01/24/2011	02/06/2011	\$1070.39	82405	<input type="checkbox"/>

Done | Local intranet | 100%

To retrieve the payment information, just click on the hyperlink for the check date.

[Return to Top](#)

My Pay – Printing Paycheque Advice (non PDF formats created on or before June 24, 2011):

Are you experiencing difficulties when attempting to print your older paycheque advices? If so, the following steps can be followed to ensure your paycheque advice is printed from Internet Explorer.

If you have never printed your paycheque advice, your browser settings must be configured with the following steps:

1. Login to MyHRInfo and click on **Self Service** from the Menu
2. Click on **View Paycheque**
3. Minimize the PeopleSoft Menu by clicking on the **minus sign** in the Menu (not on your browser window)
4. Click anywhere on the **paycheque** in the screen
5. On the tool bar click on **File** and select **Print Preview**
6. Select **Only the selected frame** from the drop down box
7. Click on the **Page Setup** icon located next to the print button
8. Delete the text from the **header** and **footer** fields - these must be blank
9. Be sure that the orientation is set to **portrait**
10. Your margins will depend upon your printer. However, you can set all four **margins to 0** and they will default to your printer's minimum setting. You can adjust your margins to display your paycheque so that it is reader-friendly and does not cut off any information.
11. Print your paycheque advice

Once you have configured your browser settings, you can print any subsequent paycheque advices using the following steps:

1. Login to MyHRInfo and click on **Self Service** from the Menu
2. Click on **View Paycheque**
3. Click anywhere on the **paycheque** in the screen
4. Minimize the PeopleSoft Menu by clicking on the **minus sign** in the Menu (not on your browser window)
5. On the tool bar click on **File** and select **Print Preview**
6. Select **Only the selected frame** from the drop down box
7. Print your paycheque advice

[Return to Top](#)

Job Opportunities – Attaching and Viewing Resumes:

If you are attaching a resume:

- You are allowed one attachment only; if submitting a resume and cover letter, they must be saved as one file before uploading.
- ensure the maximum size of the resume does not exceed 200 kb.
- acceptable file types are: .doc, .docx, .txt, .pdf., .rtf

File Names:

Your resume attachment file name must not contain a “.” unless it is directly before the filename extension:

- Correct Example: John_Doe.doc
- Incorrect Example: John.Doe.doc

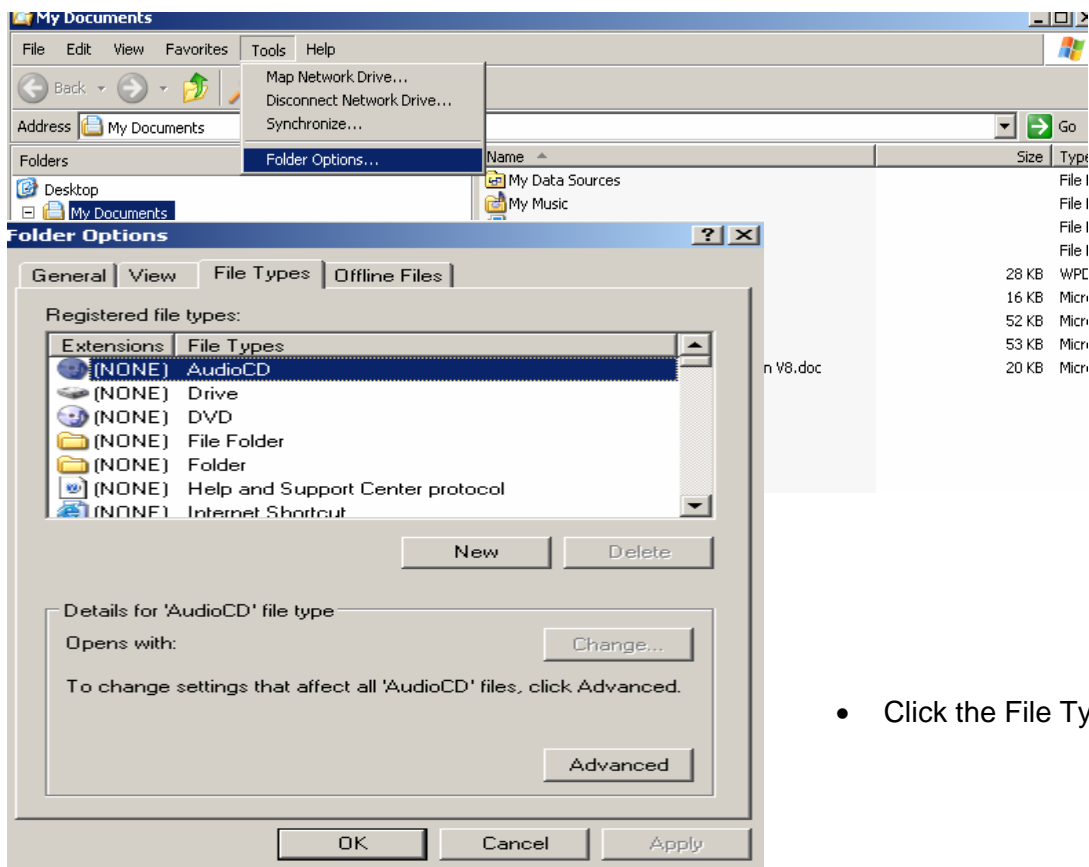
Disable any Pop-Up Ad Blocker software you may have on your machine. This type of software has shown to cause problems when attempting to attach resumes online. Enable the Pop-Up Ad Blocker software once the resume has been successfully submitted.

Disable any 3rd party toolbar add-ons that stop pop-ups, such as Google Toolbar. These add-ons may prevent you from viewing your resume attachment.

Viewing your resume attachment using Internet Explorer 6.x:

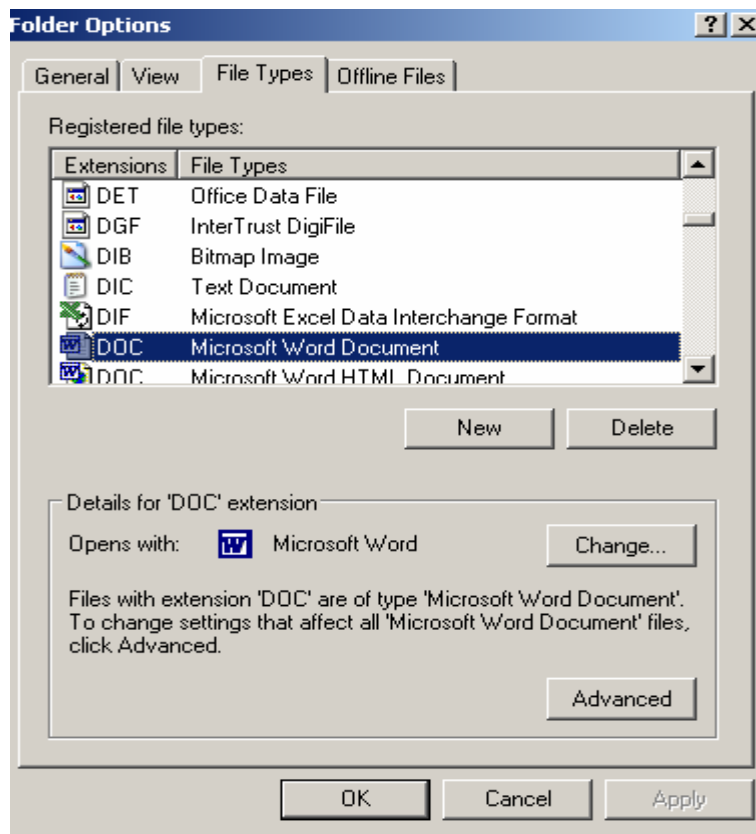
Once you've uploaded your resume attachment, if you cannot view it when you click on your resume attachment link, this is due to a security setting in the IE 6.x browser which causes attachments to be inaccessible when using Microsoft Windows XP. To view resume attachments, the following computer configuration is required to your PC:

- Open Windows Explorer
- Click on Tools
- Select Folder Options

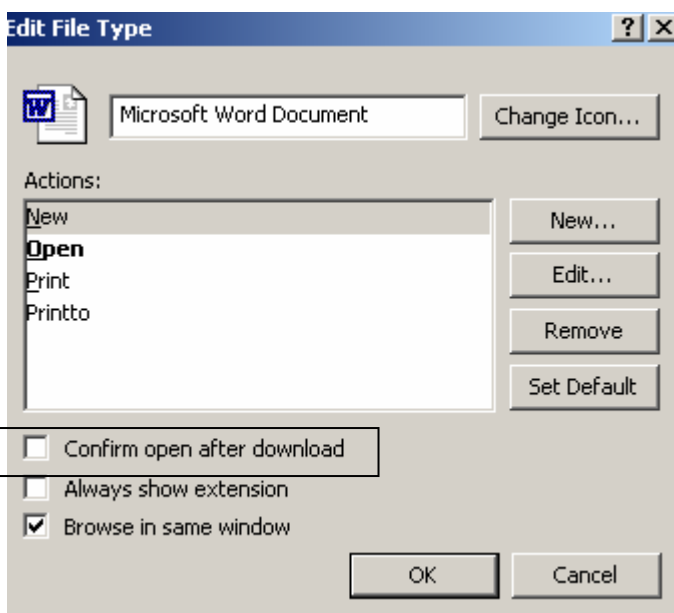


- Click the File Types tab:

- Scroll Down and select the file type of your resume attachment (e.g. File Type DOC; or File Type: TXT, RTF, PDF).
- Click on the Advanced Button



- Remove the Check mark from the “Confirm open after download” option, click OK when done. You will now be able to view your attachment when you click on the document’s link in Job Opportunities.



[Return to Top](#)

Error Messages When Attempting to Access Jobs Open to the Public/My HR Info:

Is your screen displaying one of these messages?

1. {Processing Processing Processing} then timing out?

If the page you are attempting to access is saved in Favourites it is possible the bookmark has been corrupted. Delete the bookmark and navigate to it rather than using Favourites.

If you are unsuccessful in navigating to your destination:

Delete All Temporary Internet Files, Cookies and History from your Browser

2. "Web Server is incorrectly configured."

Navigate to: Start – **Programs - Internet Explorer – Tools – Internet Options – Privacy**

Check that the slider bar located under the heading Settings is set to Medium. A setting higher than this will disable cookies and cause the above message to be generated.

3. "You are not authorized to view this page."

This error normally occurs when your password has been reset or when you have many browser windows open on your PC. Close all open browser windows, re-open a new browser window and navigate back to the page you were on. If the error still occurs, do a complete shutdown.

Navigate to: **Start – Shutdown**

If you still get a 'Not Authorized' error, verify that you have the most current browser version downloaded to your machine. The recommended browser by PeopleSoft and for accessing PeopleSoft is Internet Explorer.

Navigate to: **Start – Programs - Internet Explorer – Help – About Explorer**

4. Invalid Userid/Password (for My HR Info):

Applies to City of Hamilton Employees only:

The User ID and password is case sensitive. If either one is entered in the wrong case or in the wrong format, you will receive either one of the above two error messages (#3, #4).

User ID's and passwords:

Your User ID is the letter E (in caps) followed by your Employee ID. For example, if your Employee ID is 012345 (0 is a zero, 1 is one) then your userid ID would be **E012345**.

If you have never used **My HR Info** or haven't signed in for awhile, your password may have expired by now. If your password has expired or if you require a new password, click on the link **FORGOT YOUR PASSWORD?** to generate a new password. This link can be found on the **My HR Info** page, to the right of the **Userid / Password** yellow Sign In button.

If you require assistance, the **Forgot Password Help** document will step you through the process of generating a new password. This link can be found on the **My HR Info** page, to the left of the **Userid / Password** yellow Sign In button.

[Return to Top](#)