

PAYROLL FAQ - FREQUENTLY ASKED QUESTIONS

If your question is not answered here, please contact the payroll office by phone, email or in person UC0002A in the basement of the Agora.

Our Website - <https://www.lakeheadu.ca/faculty-and-staff/departments/services/finance/payroll>

Our Staff

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Payroll Services Manager

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Debbie Meredith

Payroll Analyst – questions on payrolls for all full-time staff and faculty

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Enza Michaliuk

Payroll Analyst – questions on payrolls for part-time employees, graduate assistants and post-doctoral fellows, inquiries re myTime card for supervisors and employees

Phone:(807) 343-8010 Ext. 8721

Email payroll.analyst2@lakeheadu.ca

Derek Klement

Payroll Analyst – general inquiries on all payrolls, request Record of Employment, banking changes, TD1 tax changes, assistance with T4 on myInfo

Phone:(807) 343-8010 Ext. 8078

Email: payroll.analyst3@lakeheadu.ca

For Employees:

1. Password:

You do not know or have forgotten your user name and password. Your user name and password are the same as for your Lakehead University email account. Contact the Human Resources department at (807) 343-8334 or the Technology Services Centre (TSC) help desk at (807) 346-7777 for password assistance and reset.

2. Access: How can I access myInfo, for Employees tab?

You cannot access myInfo for Employees or the Time card (time card system).

- a. Your hiring paperwork may not be complete or processed in the system. Contact your supervisor to see if the paperwork has been submitted to Human Resources. If it has, contact the Payroll Office or Human Resources and we can determine the status in the system.
The pay period may be closed. Check the payroll schedules at [Payroll forms and schedules](#).
- b. Time worked outside of the pay period cannot be entered on-line and must be manually recorded on a late time card, approved by the supervisor and sent to the payroll office. This is a labor-intensive process and may cause delays in payment to employees. Manual time cards will not appear in the on-line employee time history. The late time card form can be found at [Payroll forms and schedules](#).
- c. Your position or contract may be ended, you can check your position or contract start/end dates on myInfo, in the Employee's tab, My Financial Profile, my Position Summary or My Stipends.

3. Where do I find my pay stub or pay cheque?

You will receive a system generated email notifying you that your pay stub is ready for viewing on myInfo. Log into [myInfo](#), select the Employees Tab, Financial Profile block, My Pay Stub. Any position(s) and stipend(s) you may have will also show in the My Financial Profile block.

4. Where do I find my T4 and/or T4A?

You will find your T4 and your payroll related T4A on myInfo, for Employees tab, usually sometime in February after the year in question.



5. Why did I not get paid? When will I get paid?

- a) You may not have the correct payroll deposit date. Check the deposit dates on [Payroll forms and schedules](#) link for all the various payrolls. If you are unsure which schedule pertains to you, contact the payroll office.
- b) You did not enter your hours in the electronic myTime card system. Complete a late time card, have your supervisor sign and drop off at the payroll office.
- c) You cannot access the myTime card system. You have not been set up in the system. Please see your supervisor. If they are unable to help you contact Human Resources at 807-343-8334 or human.resources@lakeheadu.ca.
- d) If no success in or for other reasons. Contact the payroll office.

6. I did not receive my email notification for the upcoming payroll deposit date.

Contact the payroll office.

7. The deposit amount is not correct or there is an error on my Pay Stub.

Contact the payroll office.

8. I want to change my bank account

Complete a [Payroll Deposit – Bank Direction Form](#) and drop off at the payroll office.

9. **How do I get a Record of Employment.** You can request an ROE by contacting the payroll office. It may already have been completed. Your Record of employment is sent directly to the Service Canada website. Instructions on how to access your Record of Employment are available here http://www.servicecanada.gc.ca/eng/ei/employers/view_roe.shtml. You will need to register at Service Canada here <http://www.esdc.gc.ca/en/msca/index.page>.