My HR Info Troubleshooting Guide



How to access your paycheques or banked time balances.

My Pay – View Paycheque Advice (PDF format):

In PeopleSoft version 9.2, Pay Cheques and Direct Deposit Pay advices are available in printable PDF format through View Paycheque in employee self-service. When you navigate to View Paycheque, you will see a listing of paycheques and advices sorted by Cheque Date in descending order. The most recent payment is no longer displayed as a landing page.

Click on the "View Paycheque" link beside the cheque date you wish to view. A check mark in the "PDF File" column indicates there is a printable PDF version available for this particular payment.

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11/10/2022	View Paycheque	City of Hamilton		10/31/2022	11/13/2022			52
10/28/2022	View Paycheque	City of Hamilton		10/17/2022	10/30/2022			22
10/14/2022	View Paycheque	City of Hamilton		10/03/2022	10/16/2022			

The below message will appear, click on "Open"

If the browser indicates your download has been blocked, permit the download by clicking on its Information Bar and selecting "Download File...".

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The PDF paycheque or DDP advice will then appear in a separate window or tab.

To print, click on File>Print. You can also save the file by clicking File>Save as \ldots

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To view another paycheque/advice, close the PDF window or tab and navigate back to the original window.

To view current Year-to-Date banked time values, click on the "Employee Banked Time Balances" link at the top of the page.

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To return to the paycheque listing, click on the "Return to View Paycheque" link.

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