

Help/Troubleshooting

Call the MCPS Help Desk (301-517-5800) or contact via e-mail at help_desk@fc.mcps.k12.md.us if:

- You can't access *ePaystub*
 - You can't remember your Outlook user ID and/or your password
 - You would like to change your Outlook password
 - You need assistance printing your *ePaystub*
 - You want to save your *ePaystub* but don't know how
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Contact your timekeeper about:

- Hours worked were not reported by a location
 - Hours worked were reported incorrectly by a location
 - Hours worked were reported against an incorrect position
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Contact the ERSC (301-517-8100) or via e-mail at ERSC@mcpsmd.org if:

- You are missing a pay stub
- You would like to make arrangements to pick up a manual check
- You would like to know when funds viewable on *ePaystub* will be in your account
- You need a further explanation of the pay codes or the attendance codes on *ePaystub*
- You would like to change personal information displayed on *ePaystub*
- You would like the Employee and Retiree Service Center to prepare an official employment verification for you