



Employee & Retiree Service Center

ePaystub Help/Troubleshooting

Visit the [myID website](#) if—

- you can't remember your MCPS password, or
- you need to change your MCPS password.

Contact the MCPS Help Desk by telephone at 301-517-5800 or via [e-mail](#) if—

- you can't access ePaystub,
- you need assistance printing your ePaystub,
- you want to save your ePaystub but don't know how, or
- you don't remember your MCPS username.

Contact your timekeeper if—

- hours worked were not reported by a location,
- hours worked were reported incorrectly by a location, or
- hours worked were reported against an incorrect position.

Contact the Employee and Retiree Service Center (ERSC) by telephone at 301-517-8100 or via [e-mail](#) 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, or
- you would like ERSC to prepare an official employment verification for you.