



Employee & Retiree Service Center

Pay Statement Help/Troubleshooting

Visit the **mySSPR web page** if—

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

Contact the MCPS Help Desk by telephone at 240-740-9000 or via **email** if—

- you need assistance printing your Pay Statement, or
- you don't remember your MCPS username or password.

Contact your timekeeper if the—

- 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 240-740-8100 or via **email** if—

- you can't access your Pay Statement,
- you are missing a Pay Statement,
- you want to save your Pay Statement but don't know how,
- you need a further explanation of the pay codes or attendance codes,
- you would like to change personal information displayed on Hub+, or
- you would like ERSC to prepare an official employment verification for you.