Frequently Asked Questions

Use this document to respond to questions from your team about changes related to our payroll system upgrade.

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Why are we making this change?
This move represents an important shift in how employees get pay information and help.

New pay resources are available to give you more freedom and flexibility in how and when you receive and view this information, with online self-service and live support options.

In addition, these resources are available to all hourly employees—giving them access to their pay information in ways they've never had before. This means managers can spend less time responding to questions and more time managing their business.

Encouraging employees to opt for electronic pay statements and tax forms can also help us reduce paper waste at our units.

How are these new pay resources related to our new Kronos time and attendance system?
These are different systems. The Kronos system, launched in 2018, helps us better schedule and track time and attendance for hourly employees and collect Paid Time Off for salary employees. The new pay resources rolled out in 2019 provide new ways for all employees to view their pay information and get help in the future.

About Your Pay Statements and Tax Forms

Are my pay dates changing?
No, there is no change to when employees are paid or how often.

When can I see my latest pay statements in Employee Self Service (ESS)?
Starting Jan. 4, 2019 for hourly employees and Jan. 11, 2019 for salary employees, you can view and download your latest pay statements in ESS on each pay date.

Do I have to receive paperless pay statements?
You do not need to go completely paperless, but we encourage all employees to do so.

If you're an hourly employee, you can choose to receive only electronic copies of your pay statements once you register for Employee Self Service (ESS). If you're a salary employee, you can only receive electronic pay statements and need to log in to ESS to access these pay statements.

ESS gives you a safe and convenient way to view and download your pay statements and year-end tax forms from anywhere using your computer, smartphone or tablet. Often times, these statements and forms are available online sooner than your print copies. In addition, eliminating print pay statements and tax forms increases the privacy of your information, via your password-protected account, and helps reduce paper waste at our unit.

In order to receive only electronic pay statements, you need to first sign up for Direct Deposit if you are not already.

Are my pay statements still available in English and French?
Yes, your print and online pay statements and tax forms are available in English or French, based on the preference you provided to your manager.

Can I print my pay statements and tax forms from Employee Self Service (ESS)?
Yes, you can download your pay and tax documents as PDF files and either save them to your computer or print out paper copies.

How do I get my pay statements and tax forms if I don't register for Employee Self Service (ESS)?
If you're an hourly employee, you will continue to receive print copies of your pay statements here at the unit whether you register for ESS or not. Once you register for ESS, you can choose to receive only electronic copies of your pay statements. Your year-end tax forms will be sent to the home address we have on file and, starting with the 2019 tax year, will also be available online when you register for ESS.

If you're a salary employee, you can only receive electronic pay statements and need to log in to ESS to access these pay statements. You can do so through [Sodexo_Net](#) without registering or you can register using a personal email to access ESS while away from work or if you leave Sodexo. Having a personal email on file also lets you reset your password online if you forget it.

What pay statements and tax documents are available in Employee Self Service (ESS)?
All pay statements are available online with ESS starting with the Jan. 4 pay date for hourly employees and the Jan. 11 pay date for salary employees. In addition, all employee T4s and RL1s will be available starting with the 2019 tax year.

What if I leave Sodexo? How can I get my pay statements and year-end tax forms?
You can access Employee Self Service for 540 days after you leave Sodexo and log in at any time within that period to download or print off your pay statements and year-end tax forms.

If you did not choose to receive only electronic pay statements, these will still be sent to your unit. In addition, print copies of your year-end tax forms will be sent to the home address we have on file.

About Employee Self Service

Do I have to register for Employee Self Service (ESS)?
It's not required that you register for ESS, but we encourage all hourly employees to do so.

ESS is the easiest way for you to get your pay and tax information.

If you're an hourly employee, you need to register if you want to access ESS. When you do, you can view and download your pay statements and year-end tax forms online when and where you need them – often times, sooner than you receive print copies. You can even access ESS from your smartphone if you register using the mobile app.

If you're a salary employee, you can access ESS through Sodexo_Net without registering. However, registering with a personal email lets you access your pay and tax information while away from work or if you leave Sodexo. Having a personal email on file also lets you reset your password online if you forget it.

What happens if I don't have an email? Can I still register?
If you're an hourly employee, you don't need to have a personal email address on file to register.

You can contact the ADP Employee Service Center at 1 833 793 5294 to receive your user ID and temporary password. When you do, you need to provide your name, date of birth and either your Employee ID or the last four digits of your SIN to confirm your identity.

However, we encourage you to provide a personal email address to your manager so you can reset your password on your own if you forget it. You can set up a free email account with Google, Microsoft, Yahoo or another service. If you don't have a home computer or Internet-connected mobile device, you can use a computer at most local libraries or at work if a kiosk is available at your unit.

If you're a salary employee, you can access ESS through Sodexo_Net without registering. We also encourage you to register for ESS using a personal email so you can access your pay and tax information while away from work or if you leave Sodexo. Having a personal email on file also lets you reset your password online if you forget it.

All employees have access to ESS for 540 days after they leave Sodexo.

What should I do if I don't receive my Employee Self Service (ESS) user ID and password?
If you're an hourly employee, you should only receive your ESS user ID and password by email if you provided a personal email address to your manager before January 2019. If you did provide an email address, you should receive two emails from ADP (do.not.reply@gvservice.adp.com) – one with your ESS user ID and one with your temporary password. Otherwise, you should contact the ADP Employee Service Center at 1 833 793 5294 to receive your user ID and temporary password. When you do, you need to provide your name, date of birth and either your Employee ID or the last four digits of your SIN to confirm your identity.

If you're a salary employee, you should receive two emails from ADP (do.not.reply@gvservice.adp.com) – one with your ESS user ID and one with your temporary password. These are sent to your personal email address, if you have one on file, or your Sodexo email address.

If you don't receive these emails, you should contact the ADP Employee Service Center at 1 833 793 5294.

I'm having trouble registering for Employee Self Service (ESS). What should I do?
Contact the ADP Employee Service Center at 1 833 793 5294 to speak with an ADP representative in English or French between 7:30 a.m.-5:30 p.m. Eastern Time (ET) Monday through Friday. You need to provide your name, date of birth and either your Employee ID or the last four digits of your SIN to confirm your identity.

What should I do if I forget my Employee Self Service (ESS) user ID or password?
Click the **Reset Password** link on the ESS log-in page below where you enter your user ID and password. You need to answer two of your security questions and to create a new password.

Is Employee Self Service (ESS) available in English and French?
Yes, you can view content on Employee Self Service (ESS) in multiple languages, including English and French, by changing your language preference under **Settings** at the top right of your screen.

How can I access Employee Self Service (ESS)?
If you're an hourly employee, you can access ESS by entering the following URL in to any web browser and logging in using your user ID and password: https://portal.globalview.adp.com/sodexoglobal.

If you're a salary employee, you can access ESS under the Quick Links section on the Sodexo_Net homepage or from the **Payroll** page without registering. You can also enter the following URL in to any web browser and log in using your user ID and password: https://portal.globalview.adp.com/sodexoglobal.

Is there a mobile app for Employee Self Service (ESS)?
Yes, you can download the free **ADP Mobile Solutions** app for iPhone, Android and Samsung devices from the appropriate app store for your device. You can also access the mobile version of ESS directly by entering the following URL on your smartphone: http://mobile.adp.com.

You need to complete a separate registration to access ESS using the mobile app. To register:

1. Log in to ESS.

2. Go to **Settings** by clicking on your name at the top right of your screen.

3. You will see your Mobile ID beginning with 3XXXXXX under the **Go Mobile** section.

4. Click the **Next** button (a *Please Wait* message will display).

5. Create and enter a mobile password.

6. Click **Save**.

Is my pay and personal information secure?
Definitely. Your account is be password-protected. When you register for Employee Self Service (ESS) using a personal email, you are asked to create a new, unique password. We encourage you to keep your user ID and password private. You also need to answer a series of security questions when you register and will be prompted to answer two of these questions if you forget your password.

In addition, if you need to contact the ADP Employee Service Centre, you need to verify your identify by confirming your full name, date of birth and either your Employee ID or the last four digits of your SIN.

I use Total Access today. What happens to my old pay statements and tax forms?*
Total Access is available until June 15, 2019. We recommend that you log in to Total Access before then to download or print off any documents from 2018 or earlier you may want for your records.

*Only applies to salary employees and hourly employees at Manitoba Hydro.

About ADP Employee Service Centre

When should I contact the ADP Employee Service Centre?
You should continue to go to your manager or union representative if you have pay questions or need help. Now, you can also contact the ADP Employee Service Centre for help with general questions about pay statements and Employee Self Service (ESS). You can submit a question online with ESS or call at 1 833 793 5294 to speak directly with knowledgeable ADP representatives, in English or French. These representatives are available Monday through Friday, from 7:30 a.m. to 5:30 p.m. Eastern Time (ET) and can provide you with an answer or find the right team to provide one.

When is the ADP Employee Service Centre available?
You can contact 1 833 793 5294 and speak directly with a live ADP representative in English or French Monday through Friday, from 7:30 a.m. to 5:30 p.m. Eastern Time (ET). You can also submit questions at any time online through Employee Self Service (ESS) and, if it's after business hours, you'll receive a response the next available business day in most cases.

Should I contact the ADP Employee Service Centre instead of my union representative?
You should continue to go to your union representative like you have done in the past. You can also contact the ADP Employee Service Centre at 1 833 793 5294 for general questions about pay statements and Employee Self Service (ESS). They will forward your questions to the appropriate Sodexo contact if they're unable to provide an answer.