miPayOnline General Troubleshooting

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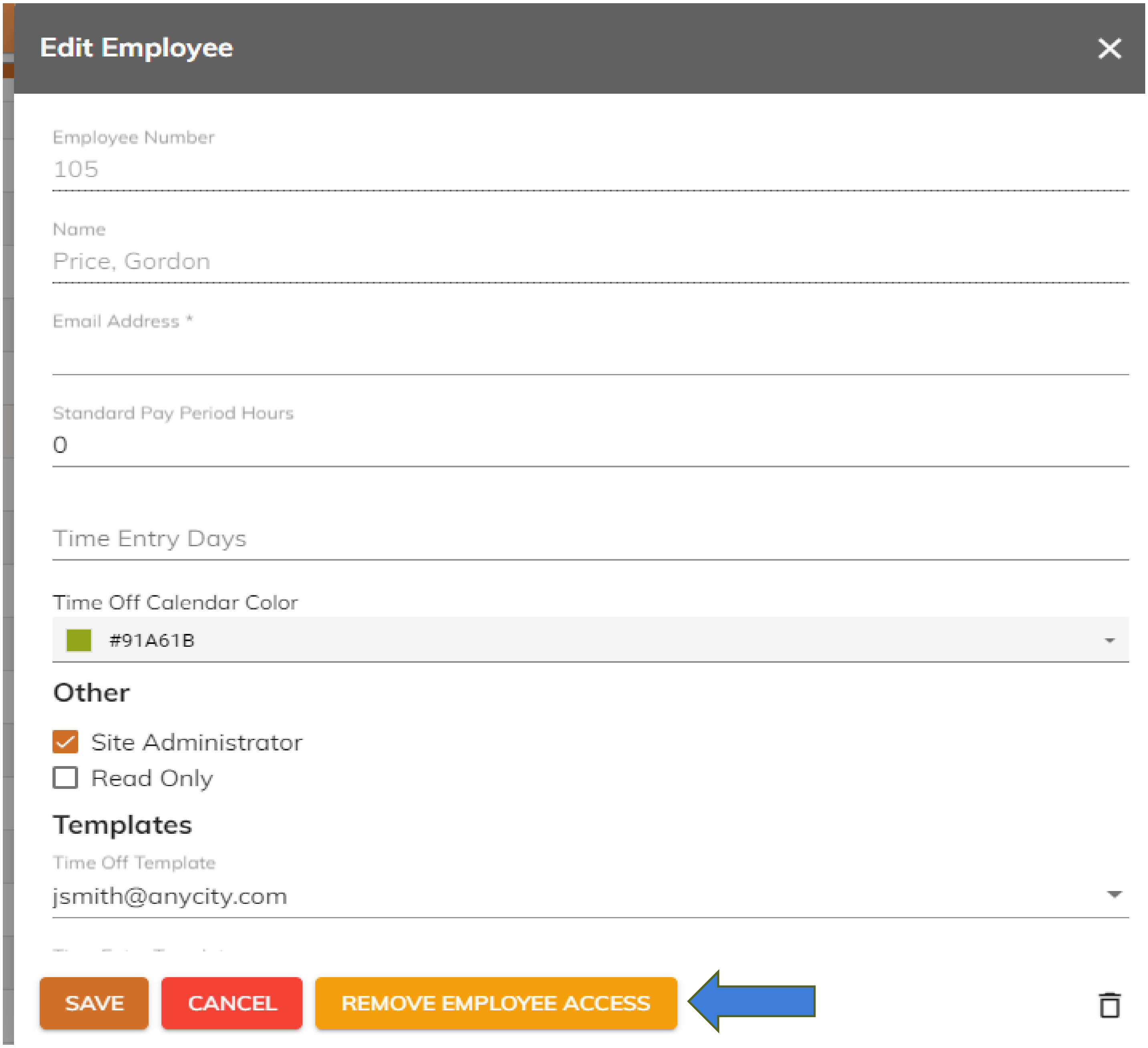
Email Addresses

If an employee worked for another municipality that also used miPayOnline, the employee should use the same email address. They will be able to select between the two profiles to view paystubs and W-2's.

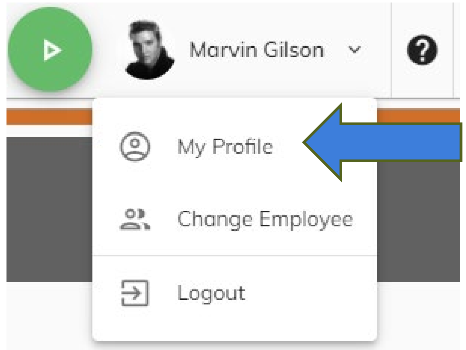
If the email address field for an employee is blank in miPayOnline, and you have the autofill feature turned on, your email address will populate on the employee if you click on the employee's name under Employees. It's recommended you turn off the autofill feature. To correct this, go to Administration>Employees>Employees, click on the employee's name, and then click on Remove Employee Access.



You can now type in the correct email address. You need to also resend a welcome email.

If you typed in the wrong email address (misspelled, for example) in Modify Existing Employees, you can click on the trash can in Edit Employees. You can then enter the correct email address in Modify Existing Employees, and the employee will upload overnight.

If an employee has verified their email address and later decides to change to a different email address, they can do this by going to My Profile. From the upper right corner of the screen, employees can click on the drop down by their name.



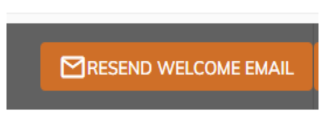
From the My Profile screen General tab, employees can view and update their email address. The email address entered here is the employee login for the website. It's important to remember to click the SAVE button after changes are made. The employee will receive an email confirmation. They will login with the new email address and same password.

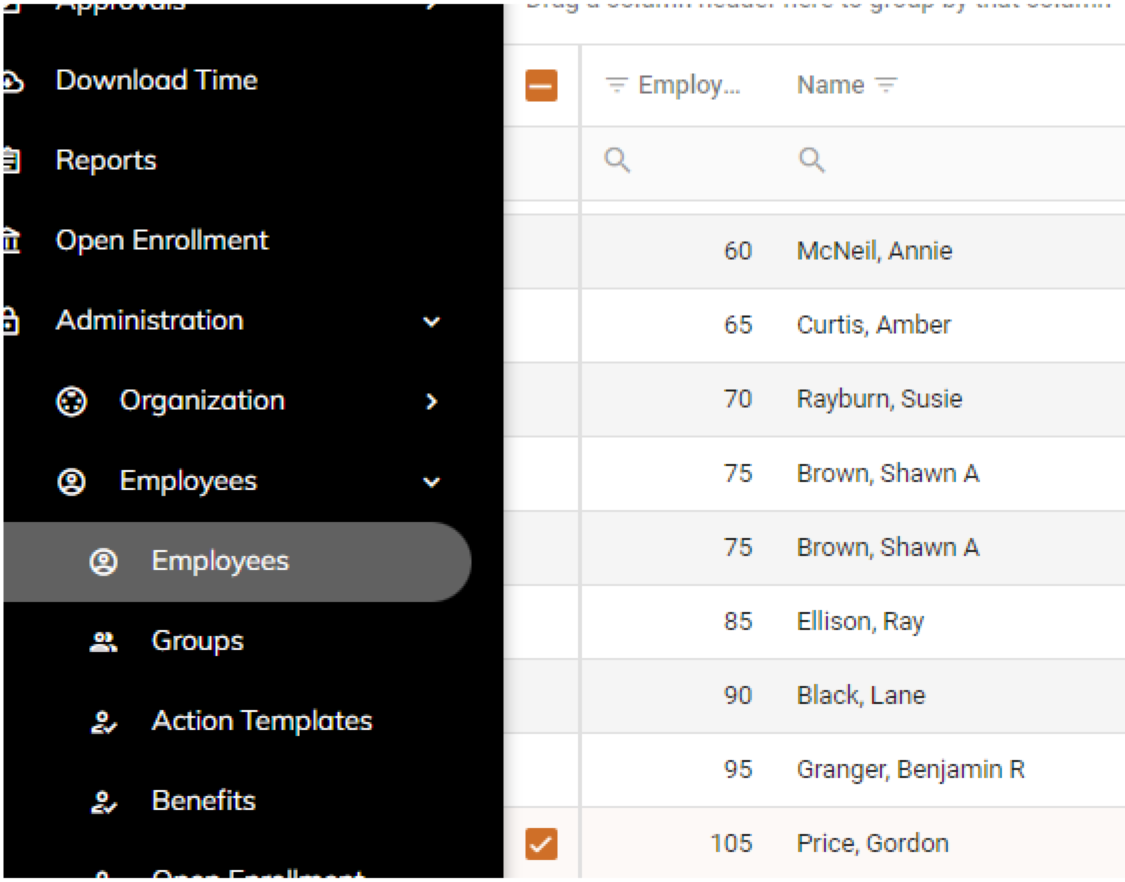
Employee Cannot Login

Use Microsoft Edge or Google Chrome to login to miPayOnline. miPayOnline does not work with Internet Explorer. If an employee did not fully set up their account, they will have issues trying to login. You will need to resend the welcome email.

Resending Welcome Email

Go to Administration>Employees>Employees, check the box next to the employee's name, and then click on RESEND WELCOME EMAIL located in the upper, right portion of the screen.

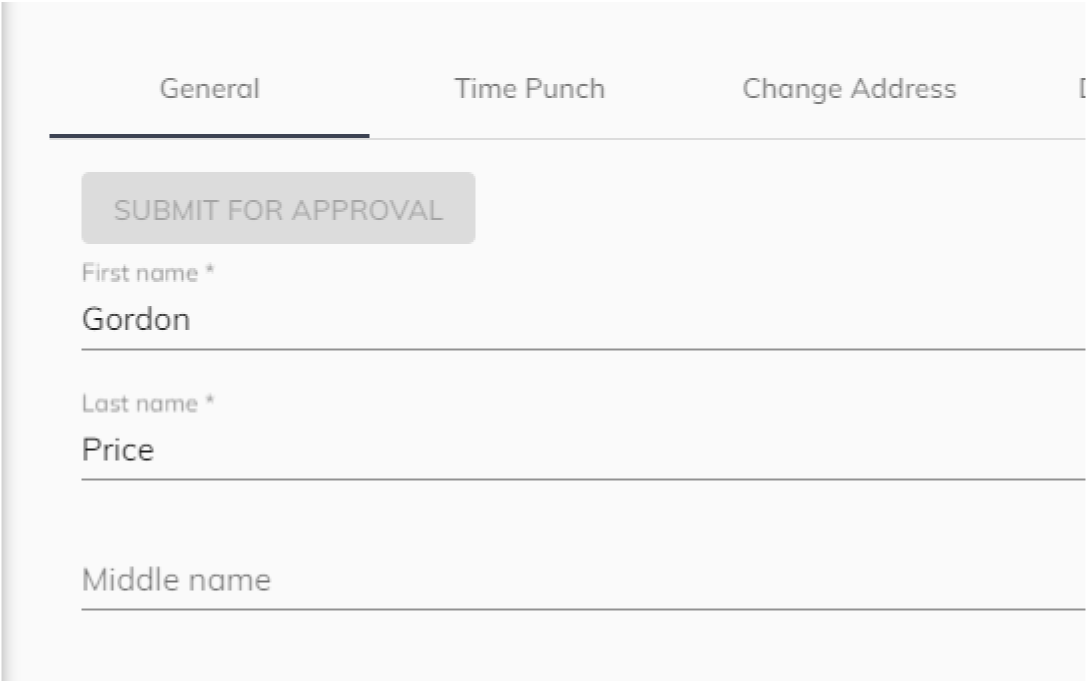


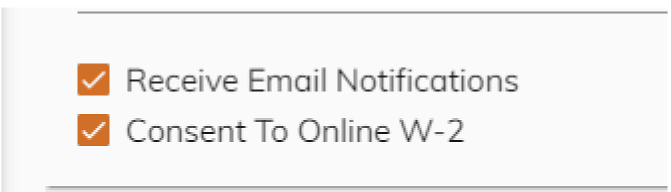


The welcome email is only good for one click and expires after three days.

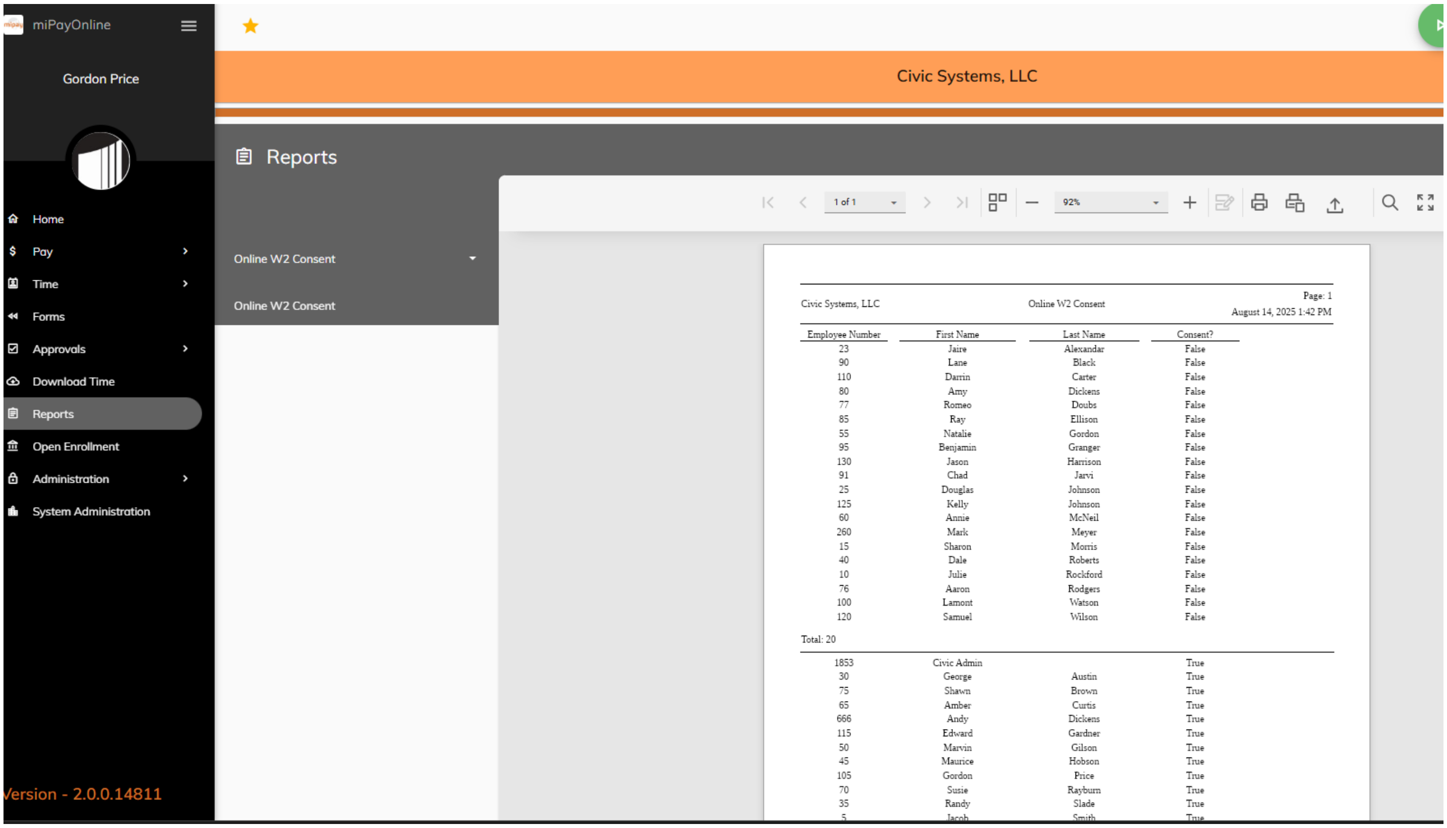
Employee Cannot See W-2

An employee needs to check the box “Consent To Online W-2” in My Profile in order to view the W-2 online. While this option allows an employer to provide only an electronic copy of the W2, most employers have elected to still provide one paper copy.





There is a report called “Online W2 Consent” that identifies employees as Consented to receive online W2’s. Consent? value “False” means the employee has not consented. “Consent?” value “True” means the employee has consented.

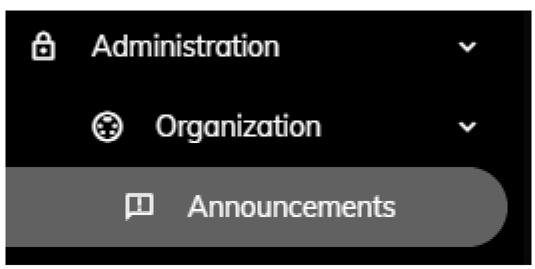


Civic Systems, LLC — Online W2 Consent — Page: 1 — August 14, 2025 1:42 PM

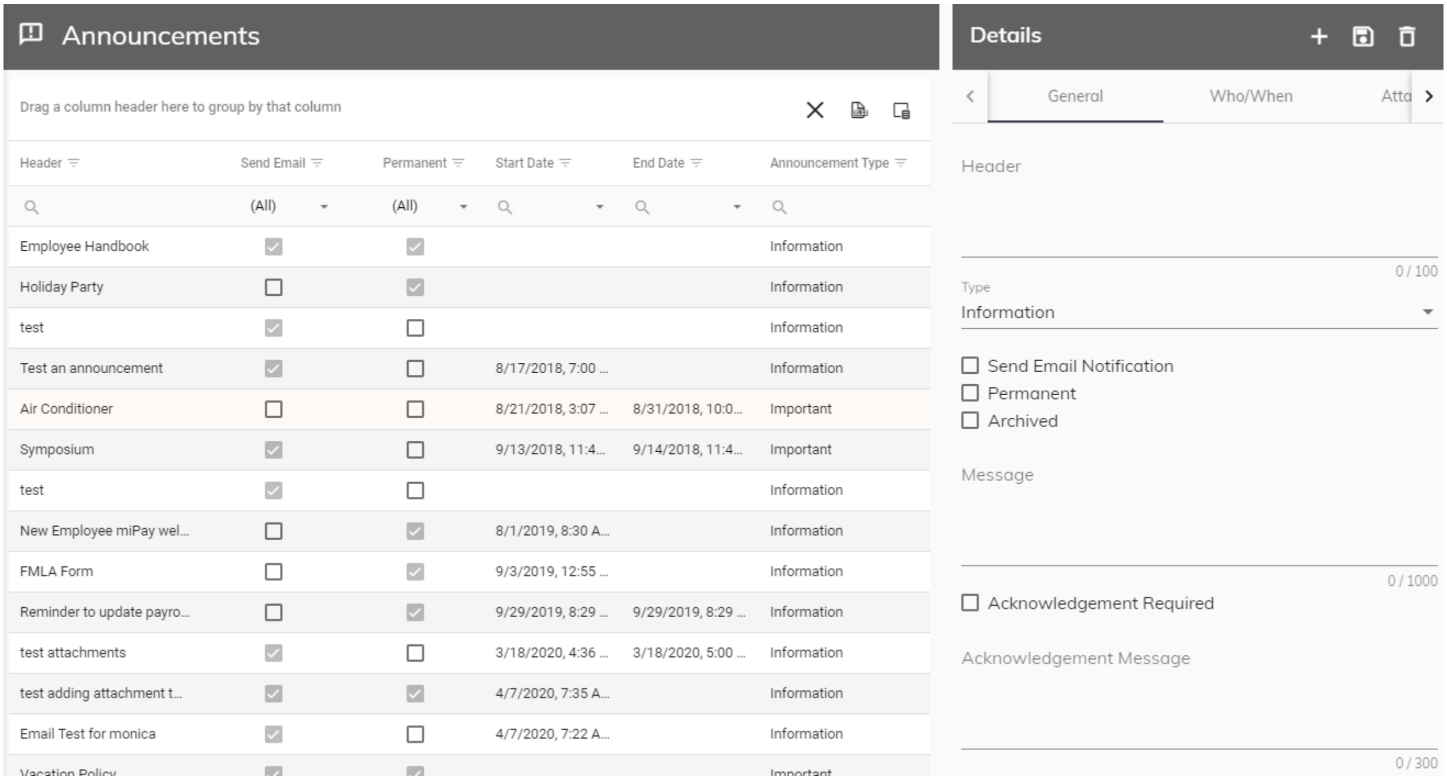
Employee Number	First Name	Last Name	Consent?
23	Jaire	Alexandar	False
90	Lane	Black	False
110	Darrin	Carter	False
80	Amy	Dickens	False
77	Romeo	Doubs	False
85	Ray	Ellison	False
55	Natalie	Gordon	False
95	Benjamin	Granger	False
130	Jason	Harrison	False
91	Chad	Jarvi	False
25	Douglas	Johnson	False
125	Kelly	Johnson	False
60	Annie	McNeil	False
260	Mark	Meyer	False
15	Sharon	Morris	False
40	Dale	Roberts	False
10	Julie	Rockford	False
76	Aaron	Rodgers	False
100	Lamont	Watson	False
120	Samuel	Wilson	False
Total: 20			
1853	Civic Admin		True
30	George	Austin	True
75	Shawn	Brown	True
65	Amber	Curtis	True
666	Andy	Dickens	True
115	Edward	Gardner	True
50	Marvin	Gilson	True
45	Maurice	Hobson	True
105	Gordon	Price	True
70	Susie	Rayburn	True
35	Randy	Slade	True
5	Jacob	Smith	True

Announcements

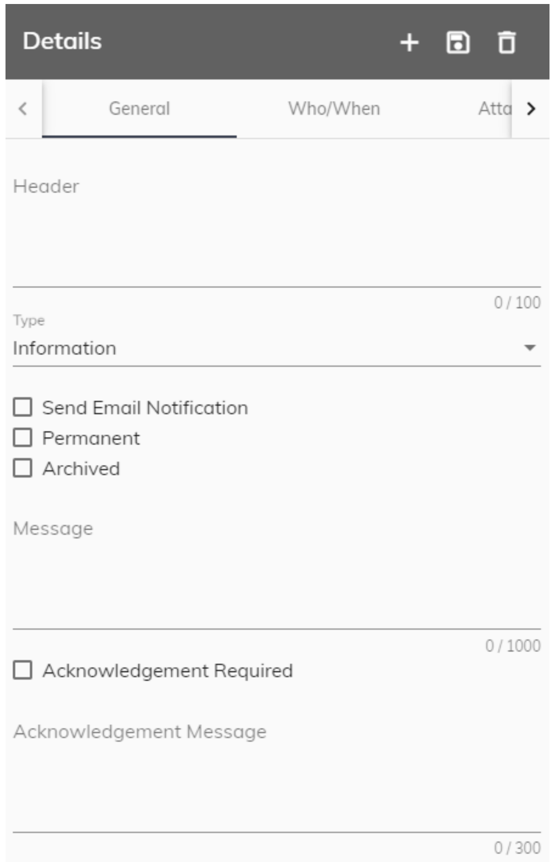
Employees with Site Administration can upload and send Announcements.



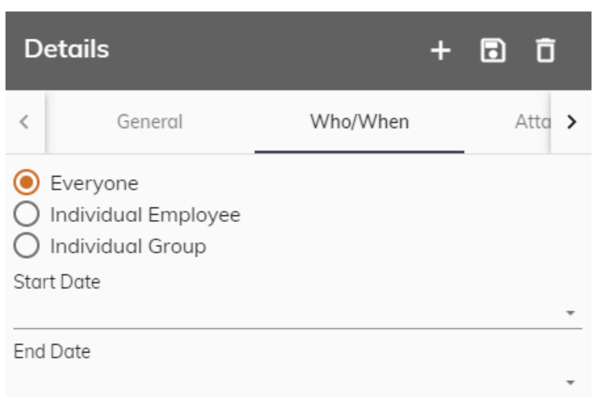
From the Announcements menu you can view past announcements on the left and create new announcements on the right.



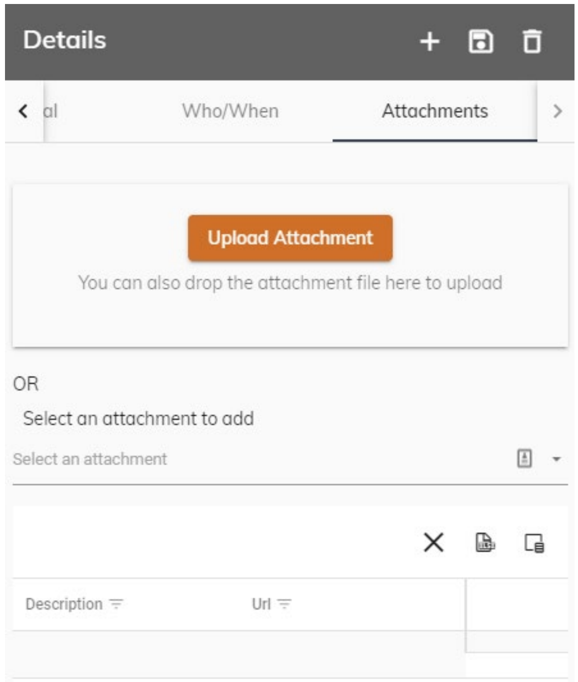
To create a new Announcement, the Site Administrator will click on the plus sign on the upper right side of the screen. Then on the General tab, you will type a title for the announcement in the Header section. The Type of announcement can be Information or Important; information announcements are coded with a blue exclamation point while important announcements are coded with a red exclamation point on the home screen. Next you check the boxes as to whether the site should send an email alerting recipient of the announcement. Check the box for Permanent to have the announcement stay on the right side of the Home screen. Check the box for Archived to “hide” the message on the Home screen; it is still viewable on the Home screen if employees click the three dots to show archived announcements. Next you will type the message of the announcement (this is required).



On the Who/When tab of the announcement you will select who the message should be sent to by clicking the radial dial next to Everyone, Individual Employee or Individual Group. If Individual Employee or Individual Group are selected, you will select the employee or group from a drop down that will appear before the start date. Next select when the message will be available for viewing. Select a Start Date and an End Date, you can leave the start and/or end date fields blank.

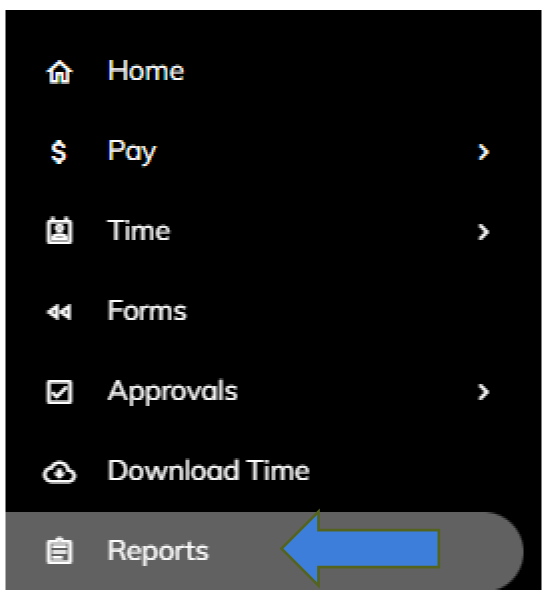


On the Attachments tab you can click Upload Attachment or select an existing attachment to link to the message. Attachments are not required. When finished, click the disk icon to save\send\post the announcement or click the garbage can to delete the message.

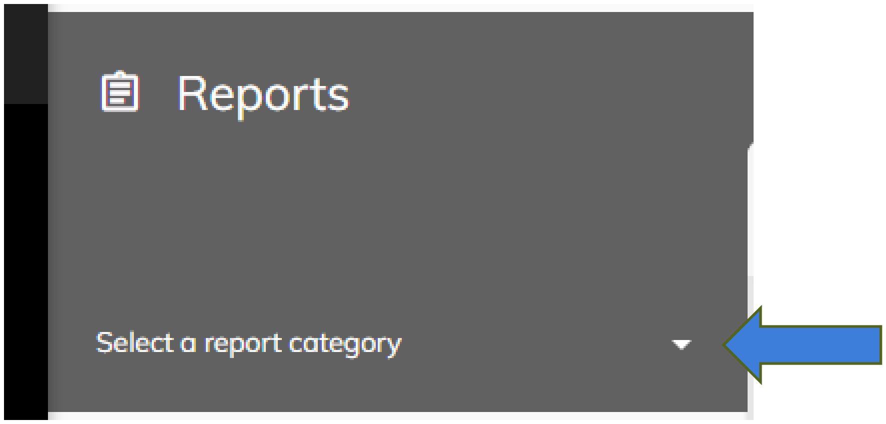


Acknowledgement Reports

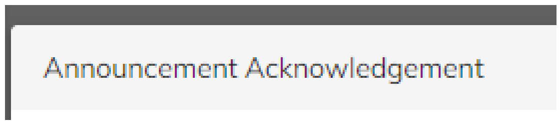
Two commonly used reports are the Announcement Acknowledgement and Online W2 Consent reports. To view these reports, click on Reports.



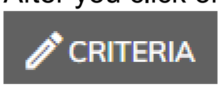
Click the drop-down arrow next to Select a report category.



The Announcement Acknowledgement report will be the first report in the selection.



After you click on the report, you will click on 

to view the report. You can also click on 

if you want to run the report for a specific employee.

Click on the drop-down arrow again and scroll down to find the Online W2 Consent report.

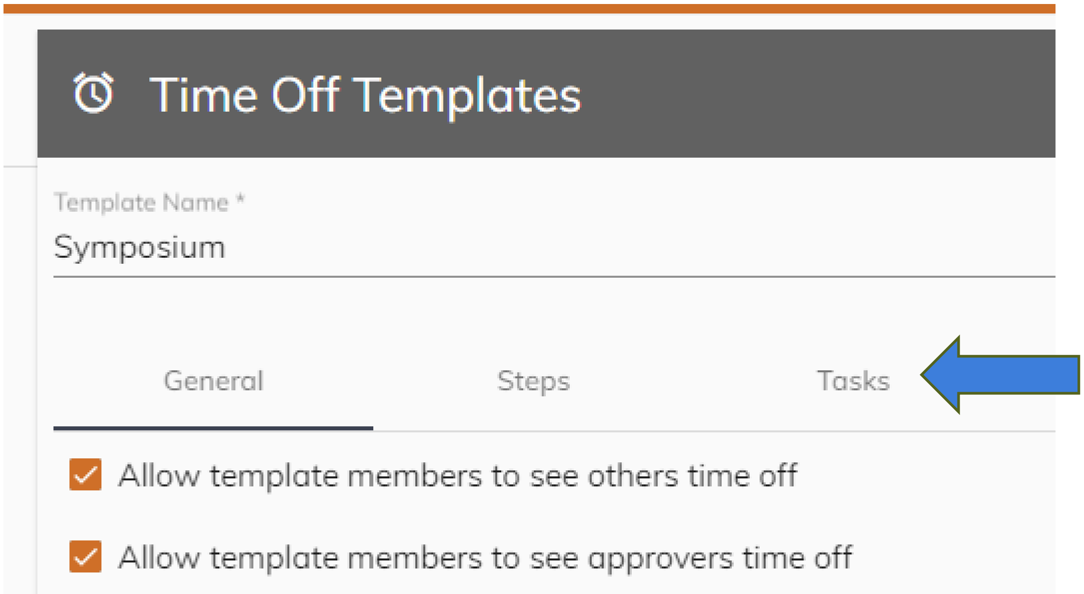
After you click on the report, you will click on 

to view the report. You can also click on 

if you want to run the report for a specific employee.

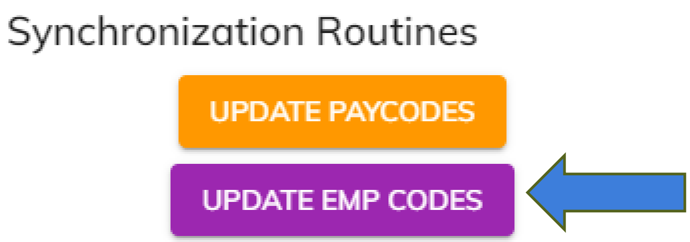
Employee Cannot See Task for Time Off Request

For an employee to request time off, all the time off tasks need to be assigned to the Time Off Templates>Tasks tab. To add a new Task to the Time Off Template, go to Administration>Time Setup>Time Off Templates. Click on the template, and then click on the Tasks tab.



Find the Task from the Available Tasks list, check the box next to the task, and then click 

You also need to verify the employee has the leave time pay code(s) assigned to them in Modify Existing Employees. Add the pay code if it's missing and close Modify Existing Employees. Next, go to miPayOnline>Administration>Time Setup>Time Tasks and click on Update Emp Codes.



Leave Balances Not Updating

Leave balances update when checks are uploaded to miPayOnline. If checks are not uploaded, the pay periods do not update; therefore, the leave balances do not update.

Need to Update Payroll Contact

If a change is needed for the Payroll contact person, you will need to give the employee Site Administrator rights. Go to Administration>Employees>Employees, click on the employee's name, check the box Site Administrator, and then click 

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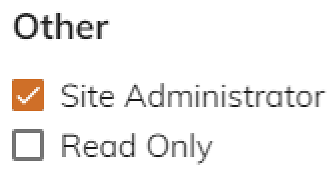

The employee also needs to be added to the Payroll group. Go to Administration>Employees>Groups and click on the payroll group. Find the employee from the Available Employees list, check the box next to the employee's name, click on ADD SELECTED, and then click on SAVE GROUP.