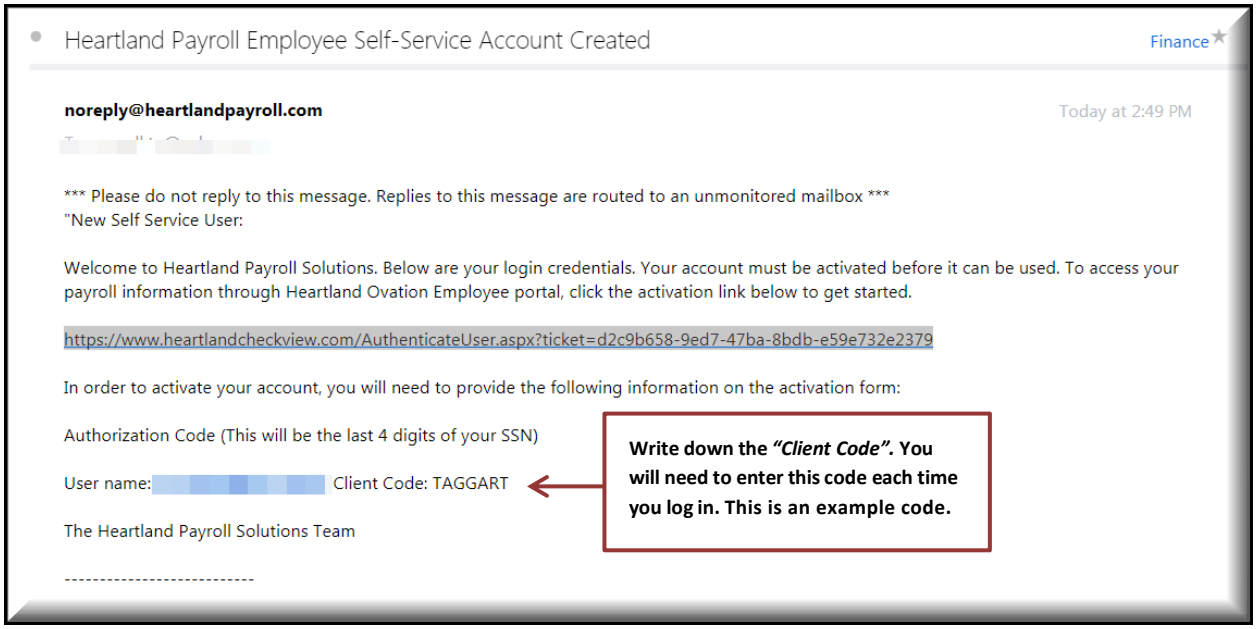
Heartland Mobile Self-Service Site: Employee Setup, Login, and Navigation

Important information about Self-Service:

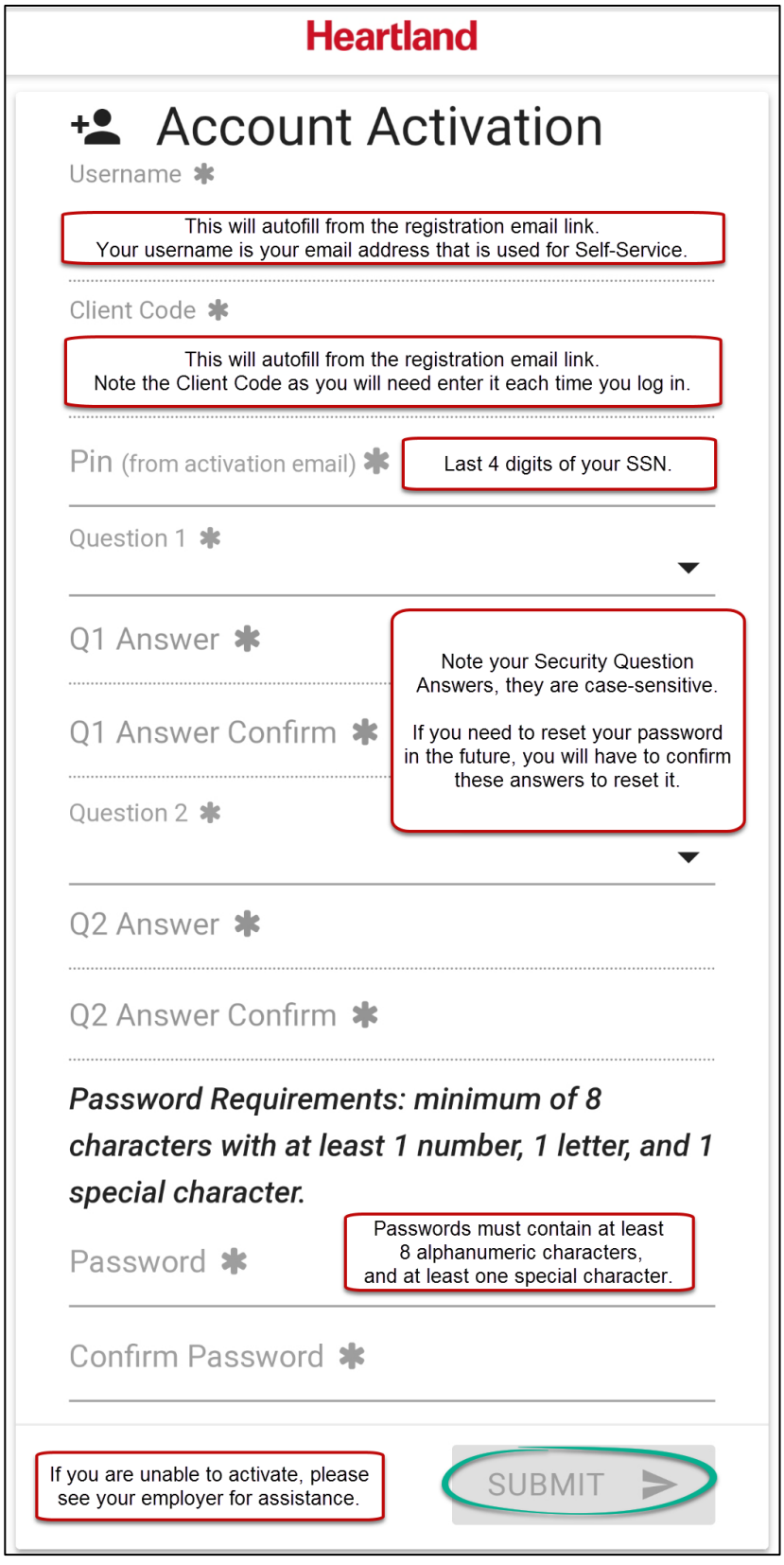
- Account Activation and Password Resets can be can be done on a desktop, laptop, tablet or smartphone. If you are using a tablet or smartphone, you will be directed to the mobile site.
- You have 5 attempts to enter your login information before being locked out for security purposes. If you receive a message that your account is locked, please contact your employer to unlock your account.
- If you forget your password, you can reset it on the login screen by verifying your security challenge question answers. If you are unable to reset your password, please contact your employer for assistance.
- Need assistance with Self-Service? Please contact your employer or employer's payroll department. The Payroll Specialists at Heartland are not able to speak with employees directly.

Employee Setup: Activating your Self-Service Access on a Desktop

- When setup is completed for Self-Service access, you will receive a Heartland welcome email that looks like the one below.
- If you have not received your welcome email within an hour or so, please check your junk/spam email folder. If the email is not received, please let your employer know.
- Upon receipt of the email, click on the link or copy and paste into your web browser.
- The link is only valid to activate your access. Once your activation has been completed, visit www.heartlandcheckview.com to access your Self-Service account.
- **Client Code:** Make note of the 8 character (often alphanumeric) Client Code in your welcome email. You will need to enter this code to access Self-Service each time you log in.

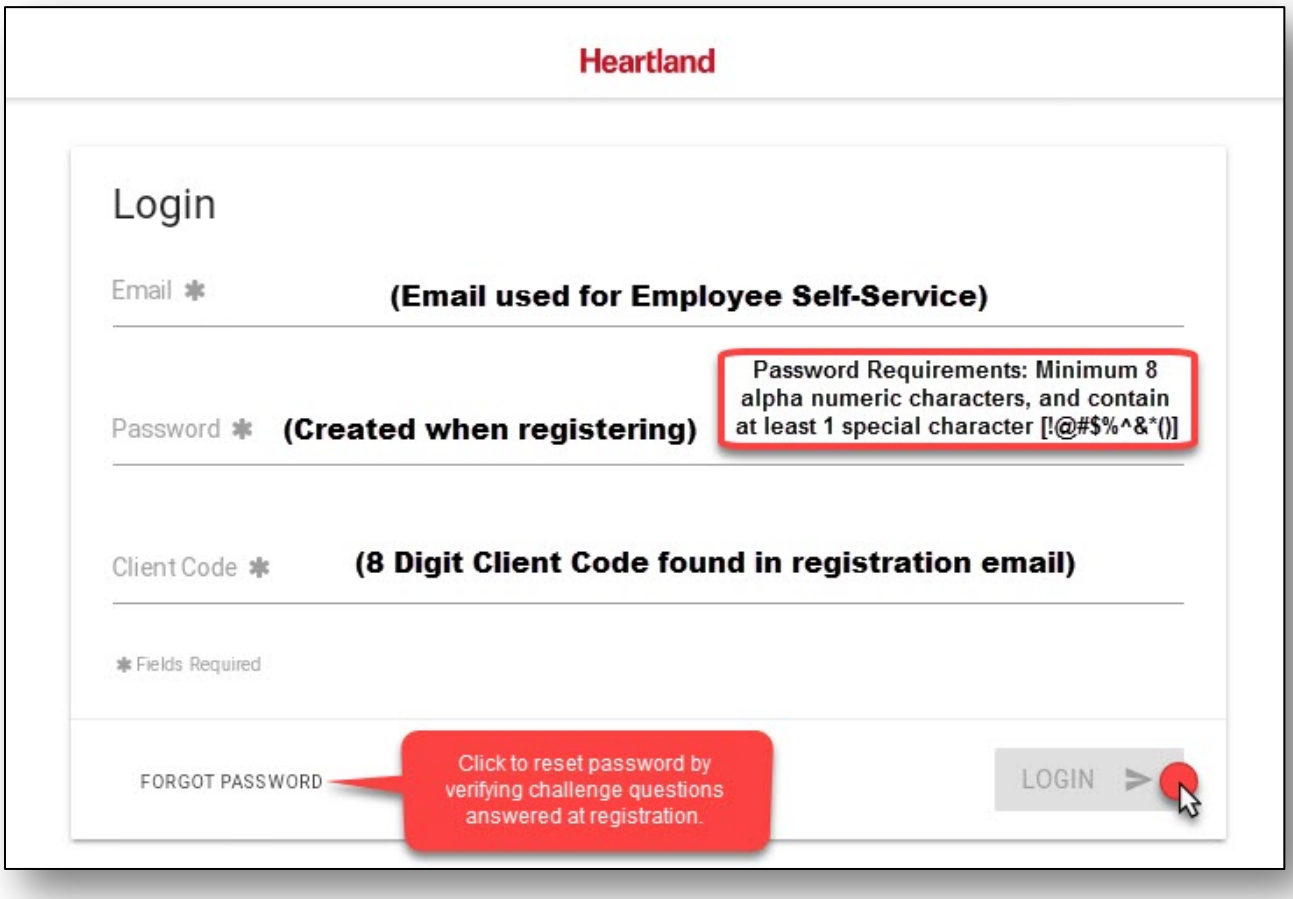


Mobile Site: Your activation link will bring you to the Account Activation page, see details below:



Mobile Site: Heartland Employee Login to Self-Service (after account is activated)

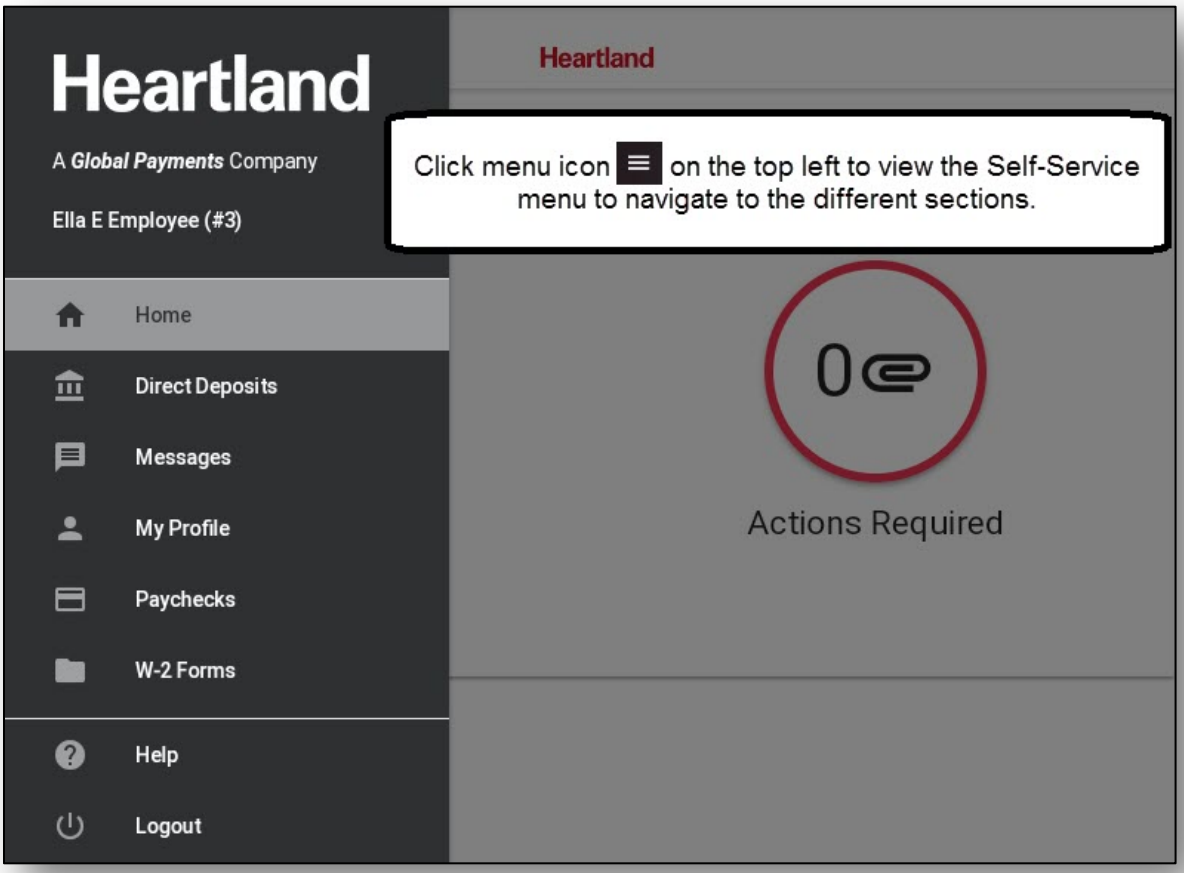
- ***Navigate to*:** www.heartlandcheckview.com on a tablet or a smartphone. You will be redirected to the mobile site automatically.
- **User name:** Enter your email address that is connected to your Self-Service access.
- **Password:** Enter the password you created during the activation process.
  - The password is case sensitive; be mindful of capitalization.
- **Client Code:** Enter the Client Code provided in the welcome email that you received. The Client Code is usually an 8 character combination of letters and numbers.
- **Forgot Password:** Click the "Forgot Password" link to reset your password by verifying the security challenge questions answered at registration.



Mobile Site: Employee Navigation

- **Home:** The page you will see when you first log in
- **Direct Deposits:** View your direct deposit info
- **Messages:** If any company messages are available, they will display here
- **My Profile:** View your employee profile information
- **Paychecks:** View your pay stubs as they become available
- **W-2 Forms:** View current and past W-2s and 1099s
- **Help:** Click for information on Self-Service
- **Logout:** Click to end your session and log out

Click on the menu icon on any screen to view the menu (pictured below).



Company messages and acknowledgements are located on the Home & Messages Pages.