

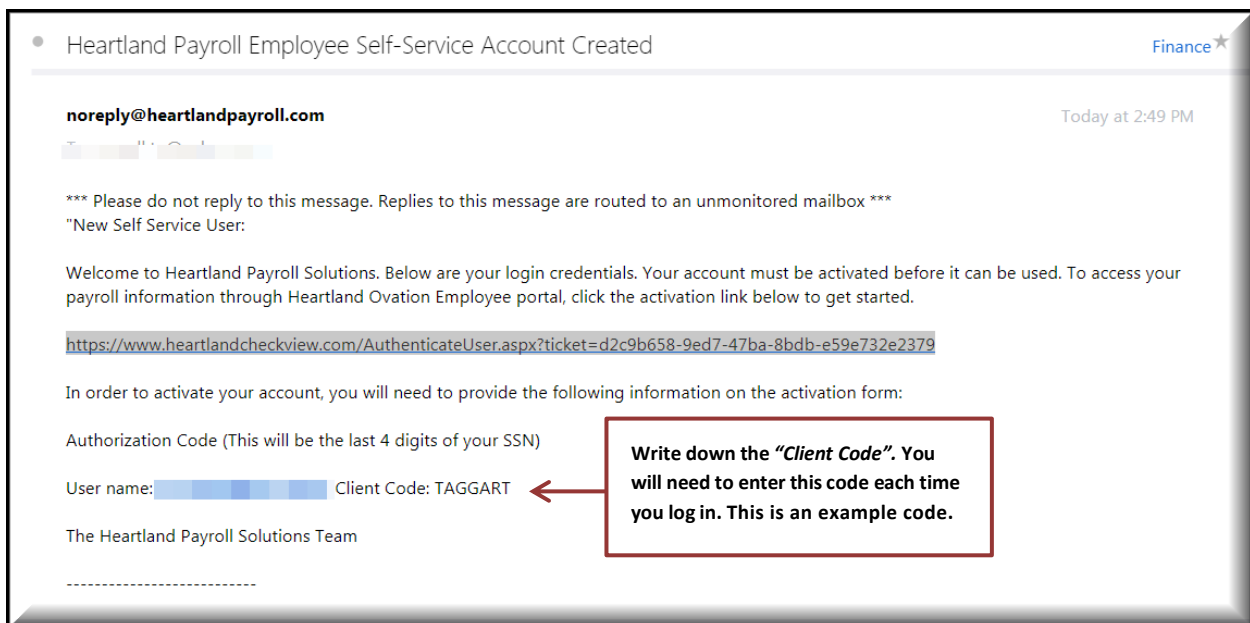
## Heartland Desktop Self-Service Site: Employee Setup, Login, and Navigation

### Important information about Self-Service:

- Account Activation and Password Resets 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](http://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.



**Desktop Site:** Your activation link will bring you to the New User Account Setup page as shown below.

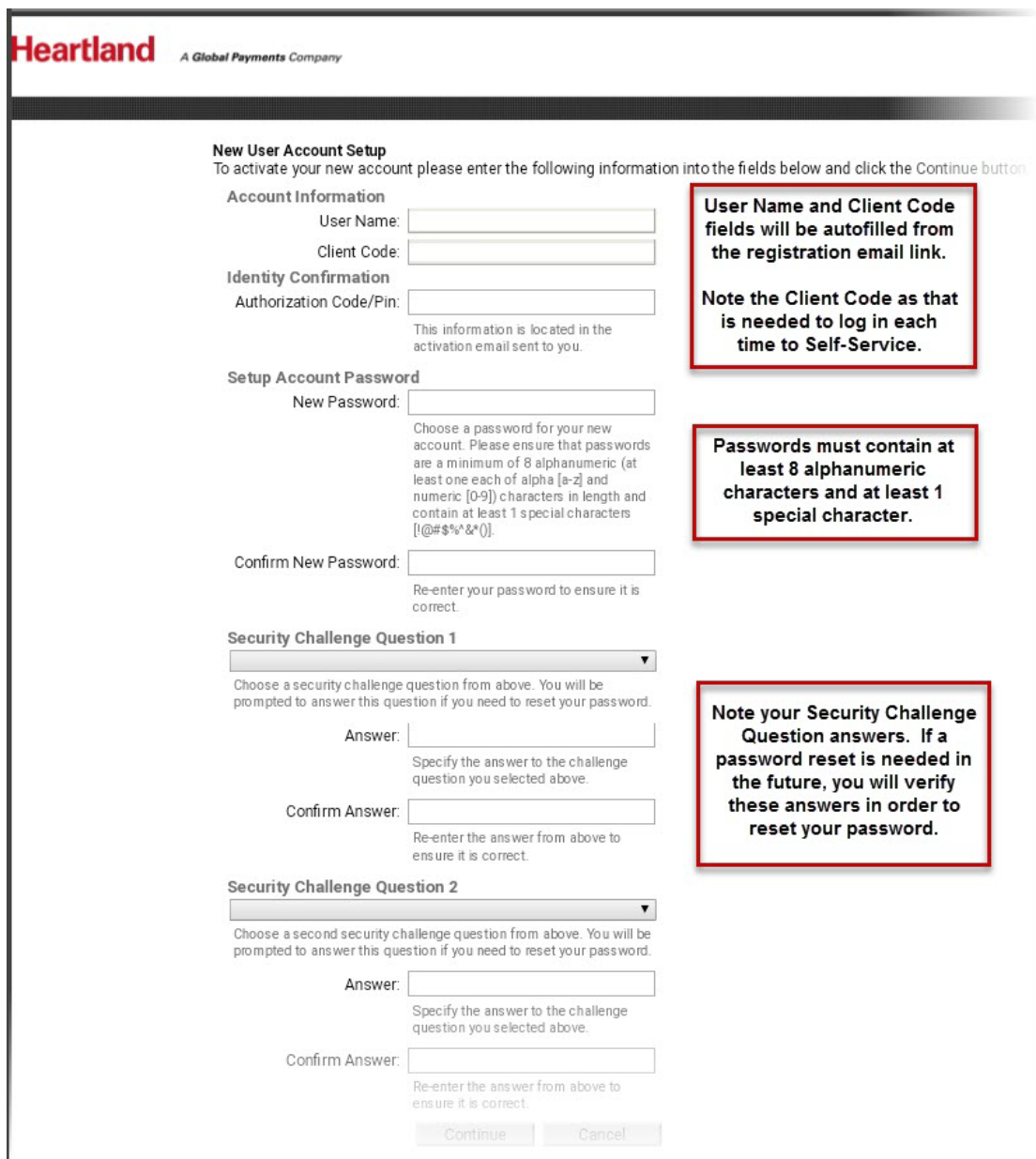
**Authorization Code/Pin:** Enter the last 4 digits of your Social Security Number.

**New Password:** Create your password.

- Password must be 8 characters long.
- **AND** contain a letter, number, and at least one special character such as !@#\$\$%^&\*()

**Security Challenge Questions:** Select 2 security questions and specify your answers.

- The answers to the security questions are case sensitive, so take note of capitalization.
- Retain this information in a safe place. If you forget your password in the future, you can reset it by answering your security challenge questions.



**Heartland** A Global Payments Company

**New User Account Setup**  
To activate your new account please enter the following information into the fields below and click the Continue button.

**Account Information**  
User Name:   
Client Code:

**Identity Confirmation**  
Authorization Code/Pin:   
This information is located in the activation email sent to you.

**Setup Account Password**  
New Password:   
Choose a password for your new account. Please ensure that passwords are a minimum of 8 alphanumeric (at least one each of alpha [a-z] and numeric [0-9]) characters in length and contain at least 1 special characters [!@#\$\$%^&\*()].  
Confirm New Password:   
Re-enter your password to ensure it is correct.

**Security Challenge Question 1**  
  
Choose a security challenge question from above. You will be prompted to answer this question if you need to reset your password.  
Answer:   
Specify the answer to the challenge question you selected above.  
Confirm Answer:   
Re-enter the answer from above to ensure it is correct.

**Security Challenge Question 2**  
  
Choose a second security challenge question from above. You will be prompted to answer this question if you need to reset your password.  
Answer:   
Specify the answer to the challenge question you selected above.  
Confirm Answer:   
Re-enter the answer from above to ensure it is correct.

**User Name and Client Code fields will be autofilled from the registration email link.**

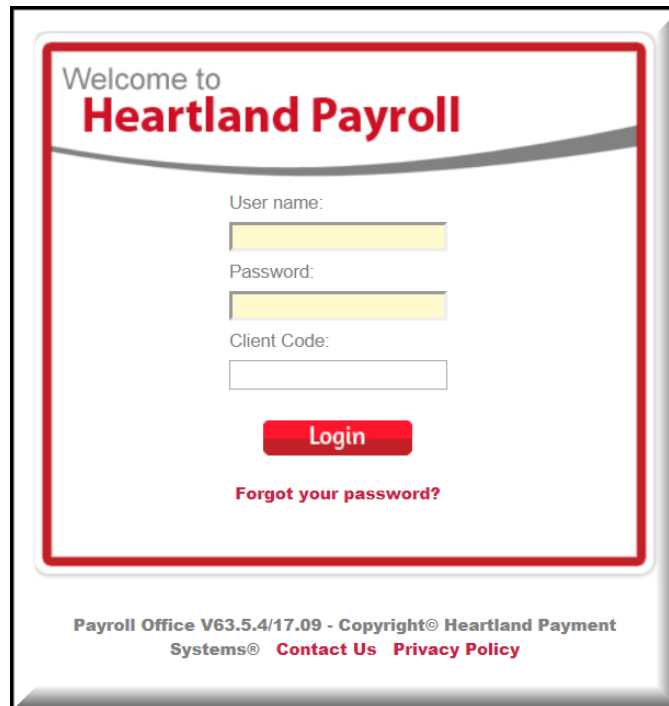
**Note the Client Code as that is needed to log in each time to Self-Service.**

**Passwords must contain at least 8 alphanumeric characters and at least 1 special character.**

**Note your Security Challenge Question answers. If a password reset is needed in the future, you will verify these answers in order to reset your password.**

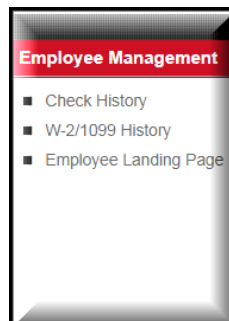
**Desktop Site: Heartland Employee Login to the Self-Service (after account is activated)**

- **Navigate to:** [www.heartlandcheckview.com](http://www.heartlandcheckview.com)
- **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 8 characters and can be a combination of letters and numbers.



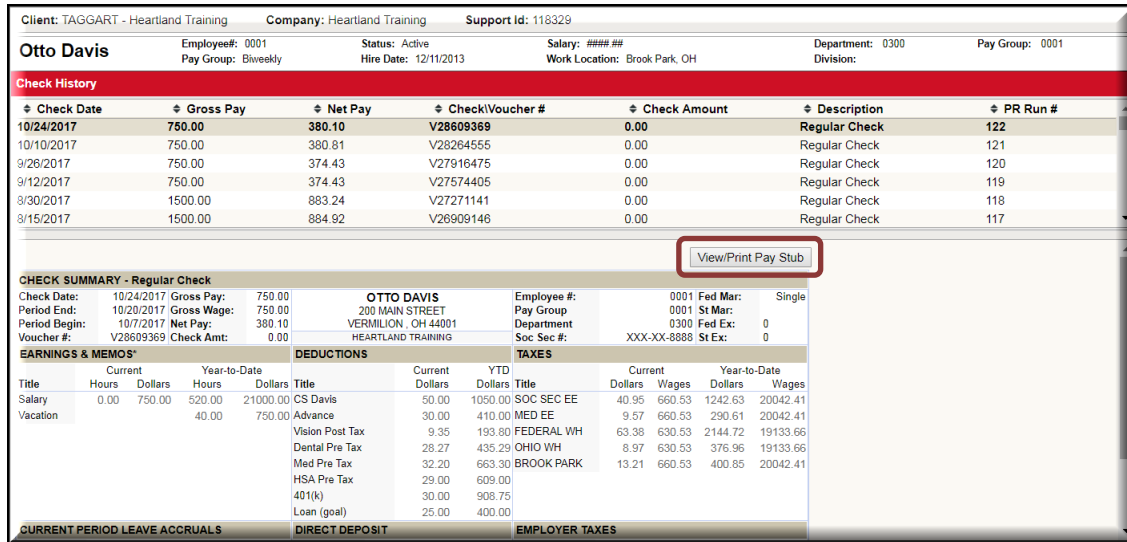
**Employee Navigation: Desktop Site**

- **Check History:** View your pay stubs as they become available.
- **W-2/1099 History:** View current and past W-2s and 1099s.
- **Employee Landing Page:** The page you will see when you first log in.
- **Security Feature:** If you use the forward & backward arrows in your browser window while using Self-Service, you will be logged out. This is designed to protect your information. Please log back in to continue.



### Check History

- Your Check History is a listing of all checks recorded for you in the Heartland system.
- To view and/or print, first select the check date from the list at the top.
- The selected pay stub preview will show beneath.
- Select the *View/Print Pay Stub* button that is located to the top right of the pay stub preview.
- You can then either download or print the stub.



Client: TAGGART - Heartland Training    Company: Heartland Training    Support Id: 118329

**Otto Davis**    Employee#: 0001    Status: Active    Salary: #####    Department: 0300    Pay Group: 0001  
 Pay Group: Biweekly    Hire Date: 12/11/2013    Work Location: Brook Park, OH    Division:

Check Date	Gross Pay	Net Pay	Check Voucher #	Check Amount	Description	PR Run #
10/24/2017	750.00	380.10	V28609369	0.00	Regular Check	122
10/10/2017	750.00	380.81	V28264555	0.00	Regular Check	121
9/26/2017	750.00	374.43	V27916475	0.00	Regular Check	120
9/12/2017	750.00	374.43	V27574405	0.00	Regular Check	119
8/30/2017	1500.00	883.24	V27271141	0.00	Regular Check	118
8/15/2017	1500.00	884.92	V26909146	0.00	Regular Check	117

**CHECK SUMMARY - Regular Check**

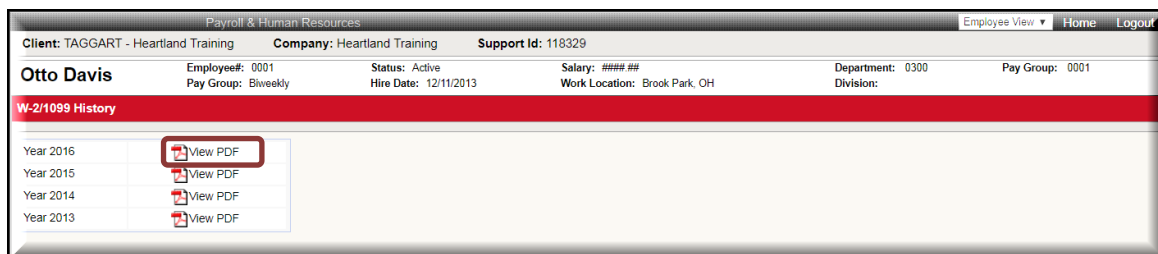
Check Date: 10/24/2017    Gross Pay: 750.00    OTTO DAVIS    Employee #: 0001    Fed Mar: Single  
 Period End: 10/20/2017    Gross Wage: 750.00    200 MAIN STREET    Pay Group: 0001    St Mar:  
 Period Begin: 10/7/2017    Net Pay: 380.10    VERMILION, OH 44001    Department: 0300    Fed Ex: 0  
 Voucher #: V28609369    Check Amt: 0.00    HEARTLAND TRAINING    Soc Sec #:    XXX-XX-8888    St Ex: 0

EARNINGS & MEMOS		DEDUCTIONS		TAXES			
Title	Current Hours	Year-to-Date Hours	Current Dollars	YTD Dollars	Title	Current Dollars	Year-to-Date Dollars
Salary	0.00	750.00	520.00	21000.00	CS Davis	50.00	1050.00
Vacation		40.00	750.00		SOC SEC EE	40.95	660.53
					MED EE	9.57	660.53
					FEDERAL WH	63.38	630.53
					OHIO WH	8.97	630.53
					BROOK PARK	13.21	660.53
						400.85	20042.41
							19133.66
							19133.66
							400.85
							20042.41

**CURRENT PERIOD LEAVE ACCRUALS**    **DIRECT DEPOSIT**    **EMPLOYER TAXES**

### W2/1099 History

- Select the correct year and click *View PDF*.
- You can then either download or print the document.







Payroll & Human Resources    Employee View    Home    Logout

Client: TAGGART - Heartland Training    Company: Heartland Training    Support Id: 118329

**Otto Davis**    Employee#: 0001    Status: Active    Salary: #####    Department: 0300    Pay Group: 0001  
 Pay Group: Biweekly    Hire Date: 12/11/2013    Work Location: Brook Park, OH    Division:

**W-2/1099 History**

Year 2016	 View PDF
Year 2015	 View PDF
Year 2014	 View PDF
Year 2013	 View PDF

**Need assistance with Self-Service?** You can reset your password on the login screen as needed. If you are unable to reset your password or get locked out of your account, please contact your employer's payroll department. The Payroll Specialists at Heartland are not able to speak with employees directly.