

Frequently Asked Questions – Page 1

**Q: When do I get paid?**

A:

- Management/Staff/Faculty: Last business day of each month
- Temps: The 10<sup>th</sup> of each month  
(or prior business day if the 10<sup>th</sup> is a weekend or holiday)

**Q: How do I receive my pay?**

A:

- If you are on direct deposit, the pay should be available in your account by payday
- If you are receiving paper checks, your check will be available for pick up on payday and up to 10 days thereafter. Unclaimed checks will be mailed to the home address we have on file.

Cashier Service Window hours (400 bldg, first floor):

MTW	10:00a-4:00 pm
Th-F (open <u>only</u> when it's payday)	8:30a-12:00 pm

Please note, your first paycheck will be a paper check that can be picked up if you enrolled in direct deposit

**Q: How do I enroll, cancel or change direct deposit?**

A: Please send a direct deposit form to [payroll@solano.edu](mailto:payroll@solano.edu) (see below for form location)  
– Please provide the back up required to verify the account number

**Q: How do I change my Federal and/or State withholdings or filing status?**

A: Please send a W4 and/or DE-4 form to [payroll@solano.edu](mailto:payroll@solano.edu) (see below for form location)

**Q: How do I to enroll or make a change to CalPERS 457 tax shelter? (Not applicable to Temps)**

A: Please send an enrollment or change form to [payroll@solano.edu](mailto:payroll@solano.edu) (see below for form location)

Please note, these changes must be submitted by the deadline noted below

- Management/Staff/Faculty: The 12<sup>th</sup> of the month
- Temps: The 22<sup>nd</sup> of the month

Forms are located here: <https://welcome.solano.edu/human-resources-forms/>  
(Scroll down to Payroll Team and the Forms are on the right side)

## Frequently Asked Questions – Page 2

**Q: How do I to enroll or change 403(b) tax shelter?** (Not applicable to Temps)

A: Please email [payroll@solano.edu](mailto:payroll@solano.edu)

- If you're opening a new account, establish the account first with the 403(b) provider
- Visit <https://www.envoyplanservices.com/> click ONLINE SRA and follow the prompts to add a new account or change an existing amount
- Deadline for this process is the last day of the month to reflect a change in the following month's payroll. (For example, if you make the change on October 21, it will reflect on your November 30 payroll)

**Q: I am an adjunct and it appears my paid hours do not reflect my worked hours**

A: Please contact your dean and/or department admin to confirm the information that was sent to HR.  
*Your department dean and/or admin will work with HR to resolve any discrepancies*

**Q: When will I receive my W2?**

A: W2 forms are mailed out on or before January 31, if you have not consented to electronic W2.

You may consent to receive your W2 electronically (you will not receive a paper form)

[https://ssb.solano.edu/PROD/bwpxtxs.P\\_W2Consent](https://ssb.solano.edu/PROD/bwpxtxs.P_W2Consent)

*You may also receive 1095-C electronically (this applies to employees who receive medical benefits)*

### Selection Criteria

	My Choice
Consent to receive W-2 electronically:	<input checked="" type="checkbox"/>
Consent to receive 1095-C electronically:	<input checked="" type="checkbox"/>

Once available (typically end of 3<sup>rd</sup> week of January), click Tax Forms on your employee tab in mysolano. Click W-2 Wage and Tax Statement to select the year you wish to view, and click Display

### Tax Forms

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[Electronic Regulatory Consent](#)  
[W-2 Wage and Tax Statement](#)  
[W-2c Corrected Wage and Tax Statement](#)  
[1095 Employer-Provided Health Insurance Offer and Coverage Statement](#)

### W-2 Wage and Tax Statement

You may adjust the display size by selecting View in the menu

**Tax Year:**

**Employer or Institution:**

Once the W2 appears on your screen, if you need to print to paper, click Printable W2 at the bottom of the form, and enter PIN. If you don't have a PIN established, please see enclosed instructions and email [helpdesk@solano.edu](mailto:helpdesk@solano.edu) if assistance is needed.

W2 FAQ for general information: [https://www.solano.edu/finance\\_admin/2324/W2%20FAQs.pdf](https://www.solano.edu/finance_admin/2324/W2%20FAQs.pdf)



# How-To Update your MySolano Pin/Password

**Note:** This process is not intended to update your Network Password. It is only to update your PIN within My.Solano.

**Step 1:** From the MySolano login page, select “Find Username/Reset Password.”

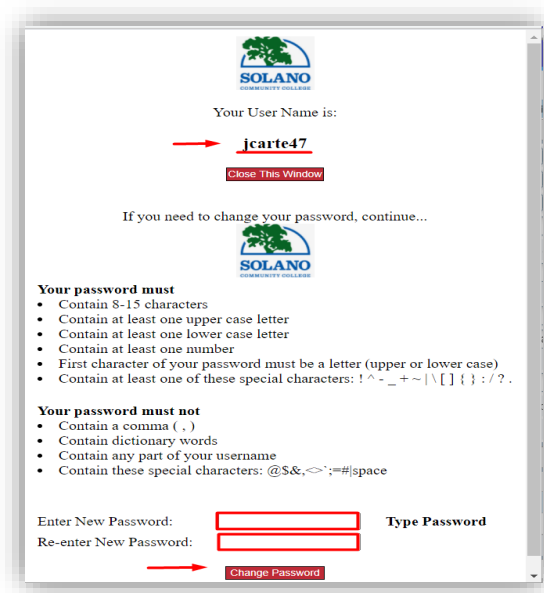
**Step 2:** Next, complete all requested fields and then click “Look Up.”

**Step 3:** Please answer your “Secret Question,” and then click “Look Up.”

**Note:** If you don't know the answer to your secret question, please contact [helpdesk@solano.edu](mailto:helpdesk@solano.edu), and one of our Tech Specialist will be able to assist you.

**Step 4:** “Enter New Password” and then “Re-enter New Password.” As this will only update your PIN within My.Solano, it is recommended that you enter in the same Password that you currently use for your Network access.

Once you enter your password in both fields, please click “Change Password.” Wait for 30 minutes for your PIN to update within the system.

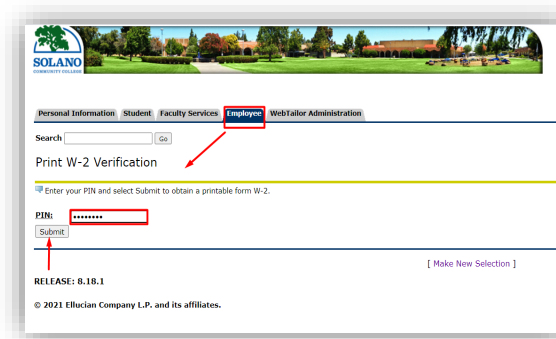


The screenshot shows a web browser window with the Solano Community College logo at the top. Below the logo, it says "Your User Name is:" followed by "jcarte47" in red text with a red arrow pointing to it. A "Close This Window" button is below the username. The text "If you need to change your password, continue..." is followed by another Solano logo. Below that, there are two sections of password requirements:

- Your password must**
  - Contain 8-15 characters
  - Contain at least one upper case letter
  - Contain at least one lower case letter
  - Contain at least one number
  - First character of your password must be a letter (upper or lower case)
  - Contain at least one of these special characters: ! ^ \_ + ~ | \ [ ] { } : / ? .
- Your password must not**
  - Contain a comma ( , )
  - Contain dictionary words
  - Contain any part of your username
  - Contain these special characters: @ \$ & , < > ' ; = # | space

At the bottom, there are two input fields: "Enter New Password:" and "Re-enter New Password:". Both fields are empty and have a red box around them. To the right of the "Enter New Password:" field is the text "Type Password". Below the "Re-enter New Password:" field is a red arrow pointing to a "Change Password" button.

After 30 minutes you should be able to use this PIN within My.Solano to access areas that require a PIN to get into such as Print W-2 as shown below.



The screenshot shows the My.Solano website interface. At the top, there is a navigation menu with tabs for "Personal Information", "Student", "Faculty Services", "Employee", and "Web/lor Administration". The "Employee" tab is selected and highlighted with a red box. Below the navigation menu is a search bar with a "Go" button. The main content area is titled "Print W-2 Verification" and includes the instruction "Enter your PIN and select Submit to obtain a printable form W-2." Below this instruction is a "PIN:" label followed by a red box containing "\*\*\*\*\*". A "Submit" button is located below the PIN field. At the bottom of the page, there is a footer with the text "RELEASE: 8.18.1" and "© 2021 Ellician Company L.P. and its affiliates." A "[ Make New Selection ]" link is also visible in the bottom right corner.

Should you come across any technical difficulties with resetting your MySolano password, please contact [helpdesk@solano.edu](mailto:helpdesk@solano.edu), and someone will assist you promptly.