

A modern office interior with a wooden ceiling, grey walls, and light wood flooring. In the foreground, there are several desks with computers, ergonomic chairs, and desk lamps. In the background, there are bookshelves filled with binders and books. The overall atmosphere is professional and organized.

PEOPLELEASE

Employee Welcome Guide

YOUR GUIDE TO GETTING STARTED

PEOPLEPLEASE

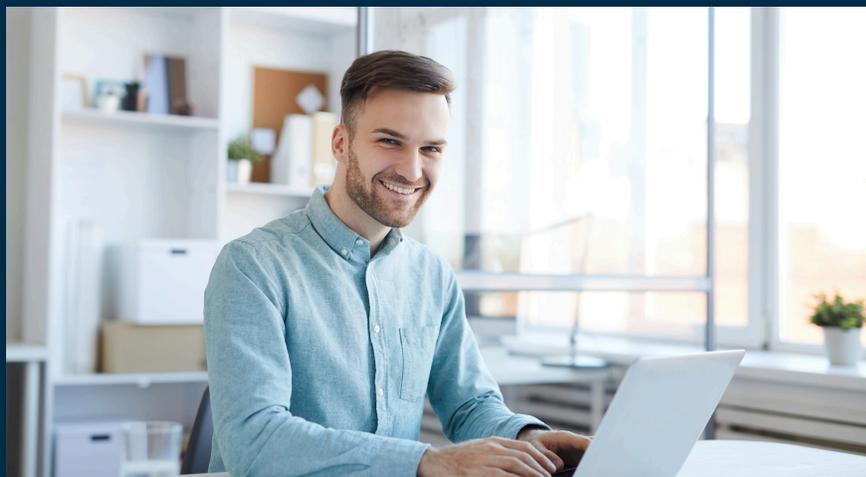
Welcome!

For over a quarter of a century, we've been the go-to experts for businesses in blue- and grey-collar sectors, providing everything from Payroll and Employee Benefits to HR and Risk Management.

As part of our community, your employer is now linked to a vast network of businesses and employees across the country, all benefiting from our tailored, cost-effective business solutions.

This booklet is your guide on helping you get started with the onboarding process if you are new to PEOPLEPLEASE, or if you're already an employee of one of our many valued clients this is the key to unlocking all the resources and benefits that come with our partnership. It's designed to help you make the most of the resources and support we offer.

Let's Dive In



New Employee Onboarding

Steps for Employee Registration and Onboarding

1

Go to www.mypayplease.com
Click **Register**

2

Enter their Last Name and SSN, and then create a User ID and Password.

Note: Employees must enter their Last Name and SSN exactly as entered by HR or it will cause an error.



Tips:

- Use Chrome or Firefox browsers
- Safari browser is not supported
- You may need to clear your browser cookies/cache.

3

After your User ID and Password are created, you will be taken back to the login screen where you can enter the newly created User ID and Password to login.

4

Last, follow steps in the onboarding process and submit each page within the workflow.

Need assistance? We're here to help

Contact our Employee Support Center at esc@peoplease.com
or (833)879-9935 Monday to Friday 8 AM to 8 PM EST

Employee Portal Registration

Registering For Your Employee Account

Access Registration Webpage Here:

www.mypayplease.com



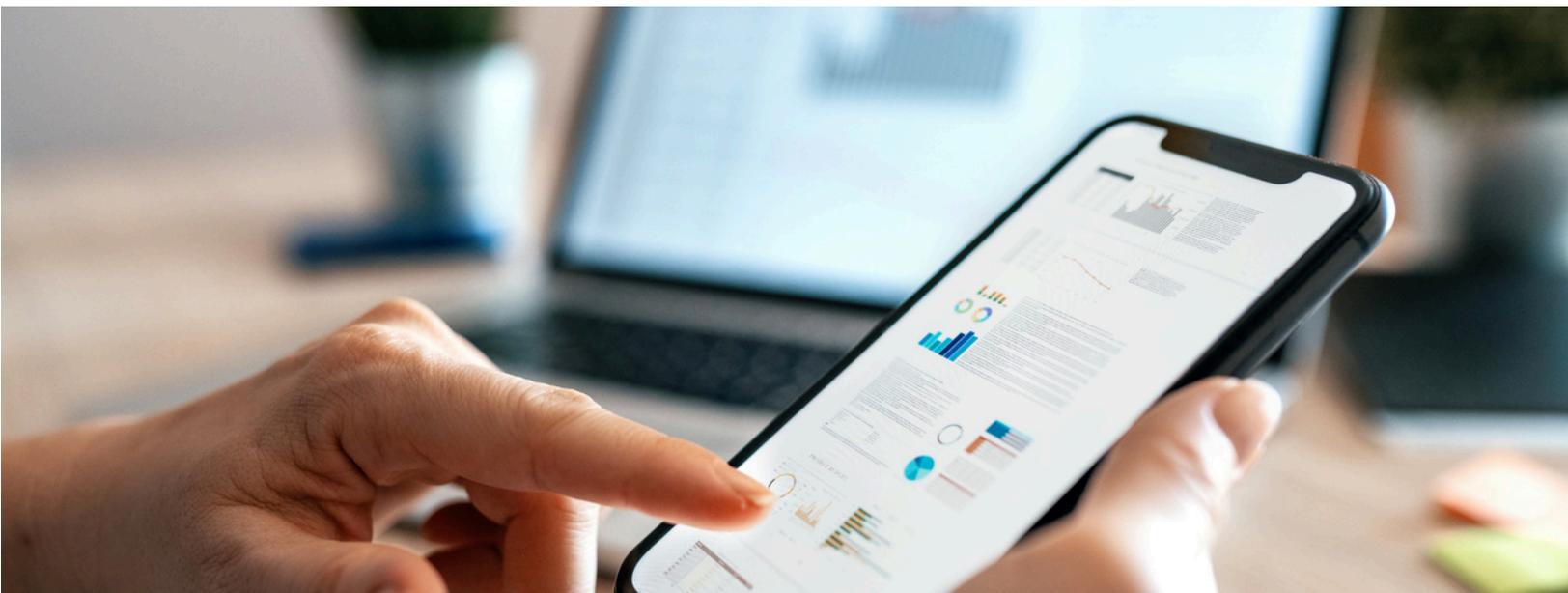
Note: Please use Chrome or Firefox browsers
Don't use Safari Browser on the iPhone/iPad.
It is NOT supported for www.mypayplease.com.

Download the
Employee Portal Mobile App
Application Name: PrismHR



Your Employee Portal gives you access to:

- Paystubs & Payroll Information
- Setup Direct Deposit
- Employee Benefits
- W2 Forms
- Update Tax Information
- Access Resources & Forms
- Time & Attendance Management



PEOPLEASE

Employee Support Center

We're Here to Help

Our Client Solution Center can assist with...

- New Hire Onboarding Assistance
- Employee Portal Access
- Retrieving Username / Password
- Portal Navigation Assistance
- Employee Portal Issues
- Name or Address Updates
- W2 Requests

Contact Us

(833) 879-9935

ESC@peoplease.com

Monday to Friday

8:00AM - 8:00PM EST.

English & Spanish (Se habla español)



Employment Verification

The PEOPLEASE Group uses The Work Number® to provide automated employment and income verification for our clients' employees.

Employees encounter life events and financial choices as consumers, such as buying a home/car or applying for government benefits, that require the verification of employment and/or income.

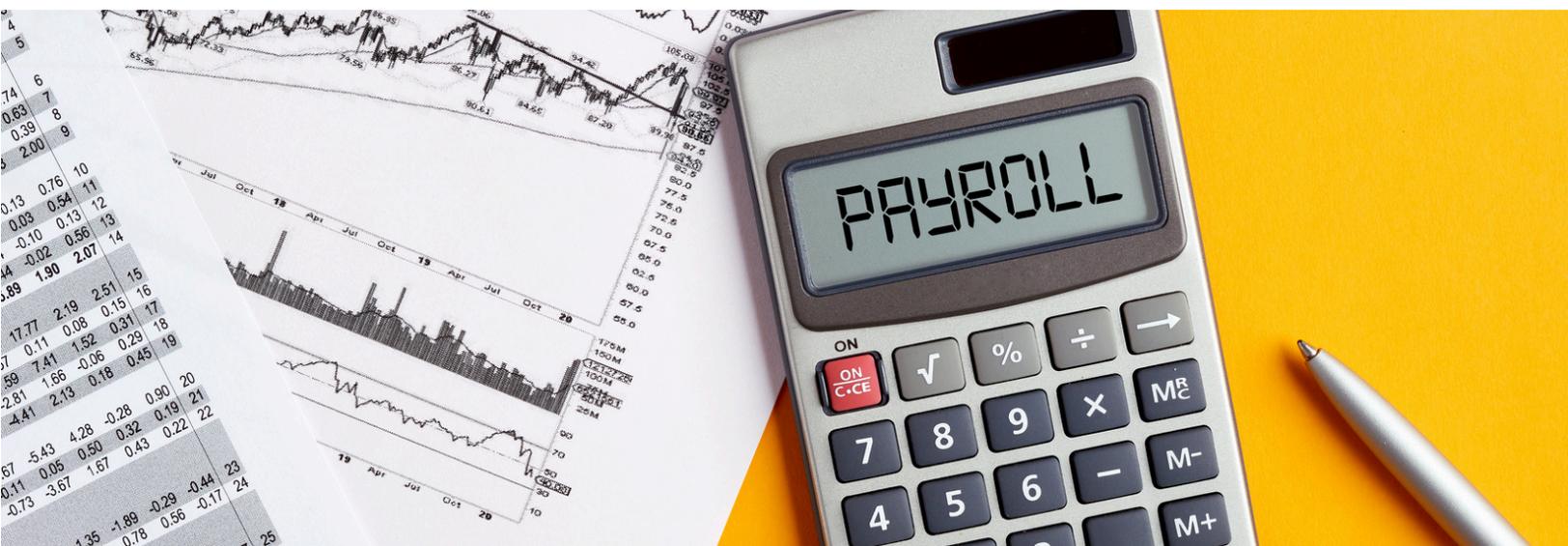
The Work Number® from Equifax Workforce Solutions delivers an automated verification solution that helps streamline the transfer of information between employers and verifiers, ultimately benefiting the employee by creating a more private and secure and possibly accelerated decision process.

The Work Number provides instant employment and salary verifications 24 hours a day, 7 days a week, and reduces the level of employer involvement in the process.

TO VERIFY EMPLOYMENT OR INCOME:

1. Visit **www.theworknumber.com** or call 1-800-367-5690
2. Click **"Get Started Now"** and select the appropriate option
3. Provide Employer Name or **Employer Code is 17760** and Employee's Social Security Number

Each verification request is tracked and can be provided in a report upon request. Additionally, employees have 24/7 access to their Employment Data Report (EDR) through The Work Number website, providing visibility into who has requested their information.



Your Guide to The Work Number

Automated income and employment verifications from The Work Number database

The Work Number® from Equifax helps privately and quickly provide automated income and employment verifications 24 hours a day, 7 days a week to help keep your life moving! No more searching for paystubs!



What can theworknumber.com do for me?

Get an Employment Data Report (EDR):

A consumer report required by the Fair Credit Reporting Act (FCRA) so you can see your personal information and who requested it. We want you to be able to see this report so here's how:

 **866-604-6570**
EDR Request Line
 <https://employees.theworknumber.com/employment-data-report>

Get a Salary Key:

If a verifier asks you for a Salary Key*, click the web link below. This will not happen very much – actually less than 1% of the time in most cases. Salary Keys expire after 90 days.

 <https://employees.theworknumber.com> and login to learn more

Ask for Data Dispute Assistance:

If you notice something inaccurate on your Employment Data Report (EDR) call The Work Number Employee Service Center for assistance:

 **866-222-5880**
M-F 8:00 am - 8:00 pm (ET)
 TTY- hearing impaired:
800-424-0253

If a Verifying Organization Needs Assistance:

(including mortgage lenders, property leasing, financial institutions, a government agency, etc.)

 theworknumber.com
800-367-5690
M-F 8:00 am - 8:00 pm (ET)
 member@equifax.com


*A salary key is a single use, one-time code created by the employee via The Work Number website and provided to the Verifier, granting permission to obtain the employee's information.

Login to theworknumber.com:

1. Start by going to <https://employees.theworknumber.com>
2. Select "Log In" and follow the simple prompts, the **Employer Code is 17760**
If this is your first time – pick "Register Now" - If a returning user – enter your username and password you set up
3. The screen prompts will walk you through all the steps to help verify your identity & keep your account private while offering helpful messages if you have problems.

For Assistance Contact:

The Work Number Employee Service Center
(800) 367-2884
M-F 8:00 am - 9:00 pm (ET)
TTY- hearing impaired: **800-424-0253**

Employee Assistance Program

GuidanceResources®

Guide to Using GuidanceResources® Online



First-time users, follow these simple instructions and start exploring the resources offered to you on GuidanceResources® Online.

- . Go to guidanceresources.com to reach the website.
- . Once on the guidanceresources.com home page, click the **Register** tab.
- . Enter your **Organization Web ID (web ID: Guardian)** and click the Register button.
- . You will then be asked to enter a **User Name** and **Password**. Both can be anything you would like them to be but should be something you will remember. The **User Name** (often your name) must be at least six characters long and should have no spaces (for example: joesmith). The **Security Questions** are meant to prompt you if you forget your password. You must select the button verifying that you are at least 13 years of age, as required by federal law. Be sure to read the **Terms of Use** and click inside the check box to indicate your agreement to those terms. Make sure that you complete all fields that have red asterisks, as these are required fields. When you've finished, click the **Submit** button at the bottom of the page. You should now be on the website.

For Future Logins

You will only need to remember your **User Name** and **Password**. When you get to step 2 above, instead of clicking on the **Register** tab, use the **Login** section and enter your **User Name** and **Password** and click the **Login** button. This will take you directly to GuidanceResources® Online.

If you have any problems registering or logging into GuidanceResources® Online, email Member Services at memberservices@compsych.com.



COMPSYCH®
GuidanceResources® Worldwide

Guardian®



24/7 Live Assistance:
Call: (855) 239.0743
TRS: Dial 711



Online: guidanceresources.com
App: GuidanceNowSM
Web ID: Guardian

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FREQUENTLY ASKED QUESTIONS

How do I activate my Card?

Call 1-866-825-9892 to activate your Card. You will need the last 4 digits of your social security number to access your card. During this call, you will setup a Personal Identification Number (PIN) that can be used for ATM and cash back transactions.

How does the Card work?

Once your Card has been activated and funded by your employer, you can use your Card to make purchases and get cash back anywhere debit cards are accepted worldwide, or withdraw cash from ATMs nationwide.

How can I check the balance on my Card?

Balance and transaction details are available free to you 24 hours a day, seven days a week online at www.myipayrollcard.com or by calling 1-866-825-9892.

Can I use my Card at ATMs?

Yes. You can use your card to withdraw cash at ATM locations nationwide. You also have access to over 24,000 MoneyPass® Surcharge-free ATM locations. If you use any ATMs outside of the MoneyPass ATM network, you may be charged a fee by the ATM operator. See cardholder agreement for details.

Can I use my Card for gas purchases and "pay at the pump?"

We suggest you go inside and ask the cashier to authorize an amount within the remaining Card balance. If you "pay at the pump," an average purchase of gas will be pre-authorized because the final amount is unknown. It can be up to \$100. If your Card balance does not cover this pre-authorized amount, your attempt to pay at the pump will be declined. Also, the amount pre-authorized will be on hold and restricted from use until the merchant settles the transaction. Restaurants, hotels and other merchants may pre-authorize in this same manner.

Can I load additional funds to the Card?

The Card is funded by your employer through direct deposit of payroll. Card may allow cash to be added, tax refunds or funds transferred from other bank accounts. Call 1-866-825-9892 to complete the verification process to make these option available.

Are there any fees for using my Card?

See the Cardholder Agreement for a complete list of fees.

Get your pay immediately on payday with the Free iPay™ Payroll Card.

Now you have a safe and convenient way to make purchases, pay bills and get cash. It's reloadable...and can be used anywhere Debit Mastercard® is accepted.

Get Paid Faster

Your pay is automatically deposited onto your card account, every payday.

24/7 Online Banking

Check your balance, transaction history and update alerts online...anytime.

Surcharge-Free ATMs

Access surcharge-free ATMs nationwide.

Free Messaging Alerts

Unlimited text and e-mail alerts.

For more information visit
myipayrollcard.com



Your pay will be automatically deposited onto your FREE iPay Payroll Card.

Activate and start using your card today!

1. Call 1-866-825-9892 to activate your card and set your 4-digit Personal Identification Number (PIN).
2. Sign the back of your card.
3. Use your card to make purchases anywhere

You do not have to accept this payroll card. Ask your employer about other ways to receive your wages.			
Monthly fee	Per purchase	ATM withdrawal	Cash reload
\$0	\$0.50	\$2.50	N/A
ATM balance inquiry (in-network or out-of-network)			\$1.50
Customer Service (automated or live agent)			\$0
Inactivity (after 90 days with no transactions)			\$3.00
We charge 5 other types of fee. Here are some of them:			
Signature/PIN Decline			\$1.00
ATM Decline			\$1.00
*This fee can be lower depending on how and where this card is used. No overdraft/credit feature. Your funds are eligible for FDIC insurance. For general information about prepaid accounts, visit cfpb.gov/prepaid . Find details and conditions for all fees and services in the Longform Disclosure for iPay.			

PEOPLELEASE

Holiday Schedule

2024 CORPORATE HOLIDAYS

Our offices will be closed in observance of the following holidays:

The PEOPLELEASE Group 2024 PAYROLL HOLIDAY SCHEDULE

2024 PEOPLELEASE CORPORATE HOLIDAYS

Our offices will be closed in observance of the following holidays:

New Year's Day	Monday, January 1 st
Memorial Day	Monday, May 27 th
Juneteenth	Wednesday, June 19 th
Independence Day	Thursday, July 4 th
Labor Day	Monday, September 2 nd
Thanksgiving	Thursday, November 28 th
Day After Thanksgiving	Friday, November 29 th
Christmas	Wednesday, December 25 th

2024 FEDERAL RESERVE BANK SERVICE HOLIDAYS*

New Year's Day	Monday, January 1 st
Martin Luther King, Jr. Day	Monday, January 15 th
Presidents' Day	Monday, February 19 th
Memorial Day	Monday, May 27 th
Juneteenth	Wednesday, June 19 th
Independence Day	Thursday, July 4 th
Labor Day	Monday, September 2 nd
Columbus Day	Monday, October 14 th
Veterans Day	Monday, November 11 th
Thanksgiving	Thursday, November 28 th
Christmas	Wednesday, December 25 th

*Checks/ACH Deposits cannot be marked with any of the above dates.

*No ACH or Wire Payments can be processed on the above dates.





OFFICE HOURS

Monday - Friday, 8am to 8pm EST

Phone: (800) 948-4453

Fax: (843) 849-8384

Email: info@peopleplease.com

MAILING ADDRESS

PEOPLEPLEASE

1 W Church St #200 Orlando, FL 32801
