

Frequently Asked Questions



Can I receive an e-mail when my latest pay statement is available?

Yes. To set this option, log in to iPayStatements and click **Change Your Notification Options**. Then select **Send e-mail notification when new pay statements are available**. It is possible that, because of random Internet problems, you may receive your e-mail notification after payday. However, this will not affect your direct deposit.

Why do I need Adobe Reader?

iPayStatements uses a special format that lets you view and print your pay statements that look just like a printed pay statement you would receive from APU. Adobe Reader is used to display this special format (also called PDF). You can download the latest version of the Adobe Reader from iPayStatements.

Why do I need to use my personal e-mail when I register?

It is suggested that you use your personal e-mail address instead of your APU address at the time of registration so if you were to depart APU as your employer and would like to have access to your pay statement/W-2 history. If you were using iPayStatements with a previous employer and that employment was the prior 3 years your pay statements/W-2's from that employer will be posted on iPayStatements. Be sure to keep your personal e-mail address updated with ADP.

I can't log in and I can't remember the answer to my security questions. What should I do? Please send an email to apupayroll@apu.edu

When I try to view my pay statement, a "File Download" window is displayed indicating I should open the file or save it to disk. What should I do?

This problem can be fixed by downloading the latest version of Adobe Reader. Click **Cancel** to close the "File Download" window. Click , and then click the Adobe Reader link to download the latest version of Adobe Reader.

When I try to view my pay statement, the screen displays "Retrieving your Information..." and nothing else happens.

This may be fixed by downloading the latest version of Adobe Reader. Click , and then click the Adobe Reader link to download the latest version of Adobe Reader.

Some features on the iPayStatement site don't seem to be working.

Blocking all pop-ups may prevent important features in iPayStatements from working properly. ADP recommends that you turn off any pop-up blockers while using iPayStatements. For more information about pop-up blockers, refer to the iPayStatements on line help.