

Paystub RISM Quick Start Guide

Establishing your account:

Step 1 – Confirm your identify

You will need your employee ID number (Provided on your paper advice or by your agency's payroll office)
You must be enrolled in direct deposit

- Using any web browser, navigate to <http://www.paystubri.ri.gov>
- Click the "Sign Up Now" button
- Enter your last name (note: please make sure you enter your last name exactly as it appears on your normal paycheck.)
- Enter your Employee ID Number
- Enter your birthdate
- Click the "Continue" button.

On the next screen, confirm your identity by clicking the "Yes, Continue" button. (If the following screen does not match your name and current agency, click the "No" button and contact your payroll office.)

Step 2 – Select your username and password

On the next screen, enter your email address. You may use any valid email address, work or personal. Your email address will be your username in the system.

If you don't have an email address, check the "I don't have email" box. Your user name will be your Employee ID Number.

NOTE: You are strongly encouraged to use an email address for your username. If you do not use an email address you will not be sent notifications of when new payroll information is available and you cannot recover a lost password. If you do forget your password you will need to repeat the entire registration process!

Choose a password using the guidelines provided (at least 8 characters containing at least one capitol letter and one number or symbol.)

Enter your password again.

Click the "Sign Up" button.

If you provided an email address, the system will automatically send you a verification email to confirm your address. See the section on verifying your email address to learn more.

You will be redirected to the sign-in page.

Your account is now established.

Signing into the system:

As soon as you have established your account you can use the system.

On the Sign In page, enter your email address and password or your employee ID number and password.

If you are using an incorrect password, after 10 (ten) failed attempts to sign in, you will receive a message “Too many failed attempts to sign in.” This will lock you out of your account for 60 minutes.

If you forget your password, click the “Forgot Password” button and follow the instructions on the screen.

NOTE: Remember, you must be using an email address as your username to reset your password. If you are using your Employee ID Number, and have forgotten your password you will need to establish a new account following the instructions above.

Correcting your Email Address

If you incorrectly entered your email address when establishing your account, follow these steps to correct it.

On the Sign In page enter your employee ID number as the username. Enter your password.

Once signed in, click on the “Change Your Email” link in the navigation.

Enter your correct email address and click the “Update” button.

Your email address will be instantly updated and you will automatically be sent a verification email at your corrected address.

Viewing your Paystub:

Paystubs will be available to view at midnight on the effective pay date. To view your most recent paystubs, click on the “Home” link or “Payroll Information” link on the navigation area on the left side of your screen.

NOTE: The “Home” link will show the five newest paystub records. The “Payroll Information” link will allow you to page through all of your paystub records that exist in the system. The system only contains paystub data from the payroll period starting in September of 2014. It does not contain historic records!

Paystub records are sorted newest first, to oldest. Each paystub is dated to match the payroll date and notes the agency, office or department that issued the check. If you received two checks during one payroll period you will see two paystub records with the same date.

To view a paystub record, click on the “View” button next to that record.

NOTE: Paystub records are presented in PDF format. You must have a PDF viewer on your computer or electronic device. Viewers are free and may be downloaded from <http://get.adobe.com/reader/> or other sites.

You can view, print or save your paystub to your local computer. All of these functions are specific to type of computer you are using (i.e. mac or PC) and the brand of browser (Internet Explorer, Chrome, Firefox etc...)

When you are done viewing your paystub, hit the “Back” button on your browser to return to the previous page. If you click the “X” button to close the window, you will exit the application.

Verifying your Email Address:

When you first sign up for Paystub RISM, the system will automatically send you a verification message at the email address you entered.

To verify your email address, click or cut and paste the link contained in the email into your web browser.

If you did not receive, or need another verification email, click the “Resend Email Verification” link in the navigation. Another email will be sent.

NOTE: Verification of your email is not required, but system messages regarding new payroll deposits will only be sent to those users with verified email addresses. Also remember that if you change your email address, you will need to verify your new address following the same procedure.

Using the Notification Center:

From time to time the system administrator will post important messages and documents that should be reviewed. These messages may also contain links to other documents. Some notification messages are targeted at specific agencies and departments while other messages may be for all State employees.

If you have unread notifications, you will be taken to the notification center as soon as you log into the system.

Unread notifications are marked with a red explanation point.

To read and confirm a message, click on the message subject. Once you have reviewed the message, click the “Yes, I have Read the Message” button at the end of the message. You will be returned to the notification page and the message will be marked with a gray explanation point, indicating that it has been reviewed.

Changing Your Email Address:

Users can change their email address at any time.

Click on the “Change Your Email” link in the navigation.

Enter your new email address and click the “Update” button.

Your email address will be instantly updated and you will automatically be sent a new verification email at your new address.

NOTE: Your new email address will also immediately become your new username. Employees who opted to not use an email address when establishing their account can use the change email feature to establish an email address in the system.

Changing your Password:

Users can change their password anytime and are encouraged to change it at least once every three months.

To change your password, click on the “Change Password” link.

On the following page, enter your existing password, your new password and confirm your new password by entering it again. Click the “Update” button.

Remember that passwords must meet certain rules pertaining to minimum length and mix of characters. These rules are noted on the change password page.

Your password will instantly be changed and you will use this new password next time you log in.

NOTE: Your password is private and encrypted within the system. If you forget your password, you will need to reset it using the “Forgot Password” link on the sign-in page.

Signing Out of the System:

It is important to always securely sign out of the system when you are finished.

Click the “Sign Out” link to exit the system.

NOTE: To protect your privacy, the system will automatically sign you out if you are inactive in the service for more than 15 minutes.

Frequently Asked Questions

Do I need to use my State email address or can I use my personal email address?

You can use either address.

If both my spouse and I are State employees, can we use the same email address to set up our accounts?

No. Each user must have a unique email address as this becomes your unique username.

How many payroll periods will be kept in the system?

Payroll records will be cumulative – added to the system each period for the next three years.

I lost/misplaced my pay stubs. How do I get my employee ID number?

Please contact your agency’s payroll office to obtain your employee ID number.

Can I use my Social Security Number instead of my Employee ID?

No. To ensure that your security is protected, the system does not use social security numbers.

Is there a number I can call if I forget my password?

No. Passwords are one way encrypted in the system and cannot be seen by anyone. If you forget your password, use the “Forgot Password” button on the sign-in page.

I completed the registration process so why do I get a message “username is not valid” when I try to login?

You may have entered your email address incorrectly when first registering. Login using your employee ID number as your username (same password). Once logged in, you can confirm your email address and correct if necessary.

Can I save my paystubs to my computer?

Yes. Use the “Save Page” function of your browser or PDF viewer to save a copy of your paystub.

If I change my email address, does that new address globally change within the state?

No. Your email address is local to this application only and will not change anywhere other than within this system.