



MyChugach: Frequently Asked Questions

Q. When will my paystub be available?

A. Paystubs for regularly scheduled pay cycles will be available the day prior to the check date. Unscheduled check dates may take longer.

Q. Who should I contact if I do not see my paystub?

A. Click on the HELP button on the main screen and complete the form.

Q. When will my direct deposit be effective?

A. It can take up to two pay cycles for your direct deposit changes.

Q. What effective date do I enter for my change of address?

A. You must enter the current date. You cannot enter a past or future effective date.

Q. When will my address change be effective?

A. Your change of address will be effective immediately. However, depending on the payroll process, you may not see the change until your next check.

Q. When will my W-4 changes be effective?

A. Your changes will be effective in the system immediately. However, depending on the payroll process, you may not see the change until your next check.

Q. I am unable to make personal changes.

A. ESS may be temporarily locked for changes. Changes will not be permitted while payroll is processing. Please try again later.