

MEMORANDUM

State of Alaska

Dept. of Transportation & Public Facilities
Alaska Marine Highway System
7559 No. Tongass Highway
Ketchikan, AK 99901-9101

To: All AMHS Employees Date: September 24, 2009

From: Captain John Falvey Subject: On-Line Paystubs
General Manager

The new State policy of posting PAYSTUBS to the Employee Documents On-Line web site (<https://fin.admin.state.ak.us/empldocs/ops/index.jsp>) - instead of mailing paystubs to employees - has caused a flood of requests to AMHS for User IDs and/or Passwords. In order to accommodate the large volume of requests from AMHS employees, I am implementing the following policy:

If you are unable to access your PAYSTUB online, please do one of the following:

- Send an email requesting User ID and/or Password to amhs.soa.accounts@alaska.gov. In the email include your name, contact information, and (if you are a vessel employee, Mariner's number listed on your Merchant Marine Document (MMD), your Reference Number *or* the expiration date listed on your (MMC) Merchant Mariner Credential), for employment verification (do not send your Social Security number). Email requests will be processed before voice mail requests on Mon., Wed., and Fri. between 3:30 pm & 5:00 pm (on a first-come, first-serve basis). User ID, Password, and instructions for accessing your email account and online paystub information will be sent to the email address you used to send in the request.
- If email is currently not available to you, please **call (907) 228-6826** - which is the SOA Password Voice Mail account. In your voice mail message include your name, contact information, and (if you are a vessel employee...Merchant Mariners Document/Credential (MMD/MMC) number *or* expiration date) for employment verification. The voice mail requests will be processed secondary to the email requests on Mon., Wed. and Fri. between 3:30 pm & 5:00 pm in the order they were received. Your call will be returned providing a User ID and Password information.

It is the employee's responsibility to remember their User ID and Password and see to it that they change their Password every 90 days (when prompted – prompt will be sent to your State email account, which can be accessed via SOA webmail).

"Providing for the safe movement of people and goods and the delivery of state services."