

FAQ's related to At Your Service Online

1. **Question: I recently made a change to my direct deposit information on the At Your Service Online (AYSO) website. When I went into AYSO, I noticed a message stating that my check deposition is "PENDING", what does that mean?**

Answer: [At Your Service Online \(AYSO\)](#) will show a "pending" status until you actually receive your first direct deposit. It usually takes up to 2 pay compute cycles until your direct deposit is activated. To find out if your next pay will be direct deposited or not email Central Payroll at centralpayroll@ucmerced.edu or call Central Payroll at 209-228-2729 for assistance

2. **Question: Who has access to At Your Service Online (AYSO) website?**

Answer: Employees who have access to [At Your Service Online \(AYSO\)](#) include:

- Career, limited, contract and student employees
- Graduate Student employees and Post-Doctoral Scholars
- Separated employees within 12 months from their separation date.

3. **Question: How do I log into At Your Service Online (AYSO)?**

Answer: How to log into [At Your Service Online \(AYSO\)](#) depends on the type of user.

- **New User within 31 days** of your date of hire (within Period of Initial Eligibility [PIE])
 - Username-click on "New User" to create. (You will need to know your Social Security Number XXXXXXXXX).
 - Password: your temporary password is your 8-digit Date of Birth (MMDDYYYY).
- **New User after 31 days** from your date of hire (PIE period has ended)
 - Username-click on "New User" to create. (You will need to know your Social Security Number XXXXXXXXX).
 - Password-your temporary password may have expired. Contact (209)228-2729 for assistance to set up a new temporary password.
- **Prior User** (you previously created an AYSO Username and Password)
 - Enter your previously established Username and Password.
 - If you forgot your username and/or password, click on the Forgot Username or Password link. You will be asked to answer several challenge questions that you created previously.

4. **Question: How do I access my electronic earning statements?**

Answer: To access your online earning statements log into [At Your Service Online \(AYSO\)](#). Click on Earning Statements under Income and Taxes.

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Frequently Asked Questions (FAQ's)

At Your Service Online (AYSO)

5. Questions: How do I enroll in Electronic W-2?

Answer: To enroll in Electronic W-2 go to [At Your Service Online \(AYSO\)](#). Click on W-2 under Income and Taxes and select the electronic delivery method.

6. Question: How do I sign up for direct deposit?

Answer: To enroll in direct deposit or update your direct deposit information, go to [At Your Service Online \(AYSO\)](#). Click on Direct Deposit under Income and Taxes and enter your information.

7. Question: How do I change my direct deposit information?

Answer: To Change your Direct Deposit Information:

- 1) Go to [At Your Service Online \(AYSO\)](#)
- 2) Enter Username and Password
- 3) Click on the “**Direct Deposit**” Link in the “Income and Taxes” Box
- 4) View your current Check Disposition.
- 5) Click “**Continue**” to change how your check is handled.
- 6) Select “**Direct Deposit**” or “**Paper Check**” and Click “**Continue**” For Direct Deposit
- 7) Select **Checking or Savings**
- 8) Enter your **Transit Routing Number** and **Account Number** as provided to you by your bank. See the sample check to identify the proper numbers from your check.
- 9) Click “**Submit**”
- 10) Check the **Authorization Box** and Click “**Confirm**”

8. Question: I recently moved, how do I update my mailing address through At Your Service Online (AYSO)?

Answer: To update your mailing address:

- 1) Log into [At Your Service Online](#).
- 2) On “**About Employee**” click on “Contact Information”
- 3) Click on “**Address**” to update.
- 4) Remember to click on “**Submit**”.

9. Question: When will I receive my W-2?

Answer: The W-2 form must be postmarked by January 31st of each year. If you elected to have paper W-2 your form will be mailed out to the address on your employee record. If you elected electronic W-2 you will receive an email notification when the form is available usually by the end of the third week of January. If you do not know your current W-2 elections please contact Central Payroll at centralpayroll@ucmerced.edu or call Central Payroll at 209-228-2729 for assistance.

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10. Question: If I opt-in for the online W-2, do I have to opt each tax year?

Answer: No, you do not need to update your election each year. Your latest election will remain on file until you change it.

11. Question: Why aren't my December earnings included in my W-2?

Answer: For tax reporting purposes, wages are reported when they are paid, not when earned. December earnings are paid on the first banking day in January are reported in the new tax year.

12. Question: I have work-study; will my work-study be included on the Form W-2?

Answer: Yes, work-study is reportable income thus it will be included on your Form W-2.