

## Registration and Access – Troubleshooting for Retirees

### **I am having trouble viewing my online check stubs. What steps can I take if I am receiving errors or the check stubs are not displaying properly?**

- 1 Please check to be sure your device meets the following requirements on:
  - <http://www.paycor.com/system-requirements>
- 2 **Pop-up blockers:** Your pop-up blocker utility could prevent you from viewing your check stub by blocking or closing your browser when you click the “employee sign in” button. To avoid this issue, hold down the CTRL button while clicking the “employee sign in” button. This will override the pop-up blocker and allow the sign in screen to appear as normal. Another option is to set your pop-up block program to “always allow pop-ups from this site” and/or add [https://\\*.paycor.com](https://*.paycor.com) to your list of Trusted sites.

### **I am having trouble completing the registration process. What steps can I take to ensure I register right the first time.**

- 1 Please check to be sure your device meets the following requirements:
  - <http://www.paycor.com/system-requirements>
- 2 Be sure you have the following items ready and in hand before you continue:
  - Your Email Address – If is recommended that you do not use a shared email address because sign in information will be sent to this address.
  - Registration Instructions – These will be provided by MCC, and will include the Access Code **65881** that is required when signing up for a User Name.

### **I have tried all of the troubleshooting steps above and I still cannot view or register for Online Check Stubs. What do I do now?**

Please contact the MCC Benefits Team at [benefits@micatholic.org](mailto:benefits@micatholic.org) or (800) 395-5565. They are authorized to reset your access codes and can assist you with any questions you may have.