

## *Frequently Asked Questions - (FAQS)*

### *Why are we moving to a new PeopleSoft payroll system?*

Our District processes our payroll through the San Diego County Office of Education (SDCOE). The SDCOE has been migrating the school districts of our county to their new payroll system and we are in the final group of districts to implement this new payroll system named “PeopleSoft.”

### *Where can I find information about the new PeopleSoft payroll system?*

We have placed information on the Payroll webpage entitled “New Payroll System Information” Please click on the link for information <http://payroll.sweetwaterschools.org/>

### *Where can I find information about the new PeopleSoft online pay stub?*

There are two links on the District’s Payroll webpage to assist you

<http://payroll.sweetwaterschools.org/>

“How to View Your Paycheck” will help you view your pay stub

“How to Read Your Paycheck” will help you with the new information format

### *What should I do if I have a problem with my pay check?*

You should contact Payroll immediately. We have set up both a telephone Hotline and a designated email address for support. They are listed below:

**Hotline** 619-600-4948 or **Email** help [paycheckhelp@sweetwaterschools.org](mailto:paycheckhelp@sweetwaterschools.org)

*Be ready to provide your payroll employee ID number, full name, and contact number. Information on “How to find your Payroll employee ID number” is on the payroll website.*

### *How do I know if I am a certificated or a classified employee?*

Traditionally, certificated employees are teachers, counselors, and most administrators. Classified employees are clerical, custodial, operations, and paraprofessionals. Check with your site secretary if you are unsure.

### *If I want to see my pay stubs from before, where can I go?*

Also on the Payroll website is a link, to the **OLD** “Online Paystub” System. This link is for payroll information prior to 2017.