

iPay General Support FAQ's

For past and present Maxim Healthcare Services employees

What is iPay?

iPay is an ADP product that allows Maxim Healthcare employees to view up to 3 years of pay stub history, as well as 3 years of W-2 tax forms.

Who can access iPay?

Any Maxim Healthcare employee who registered with iPay during their employment with the company. Employees who are terminated cannot register with iPay.

My information is incorrect on my paystub and/or W-2, how can I correct this?

To correct or change information that appears on your paystub and/or W-2, please contact your local Maxim branch office.

I'm a first time user, how do I register?

To register with iPay, you will need the *Instructions for Registering with iPay* directions. These directions can be found on the Maxim Payroll website by [clicking here](#).

Will my iPay account ever expire?

No. Your iPay account will hold up to 3 years of paystub and W-2 information. After the 3 years of no employment activity with Maxim, you will be able to login to iPay however no information will be displayed. Furthermore, paystubs and W-2's cannot be redisplayed after the 3 year time span – a request will have to be submitted through your local office.

I forgot my password, how do I retrieve it?

On the iPay homepage, click *Forgot Password* and answer the prompts that follow. After answering the questions successfully, your password will be automatically sent to the email address you supplied during iPay registration.

I forgot my user ID, how do I retrieve it?

On the iPay homepage, click *Forgot User ID* and answer the prompts that follow. After answering the questions successfully, your user ID will be automatically sent to the email address you supplied during iPay registration.

Do I need a digital certificate to log into iPay?

No. A digital certificate is not needed.

Can I access iPay from my home computer (or another computer), or just my Maxim office?

iPay can be accessed from any computer with an active internet connection.