



GENERAL INFORMATION

My Pay Info allows current and former NEISD employees to access information using a **personal e-mail** address, including:

- Pay stubs
- W-2 forms
- 1095-C forms

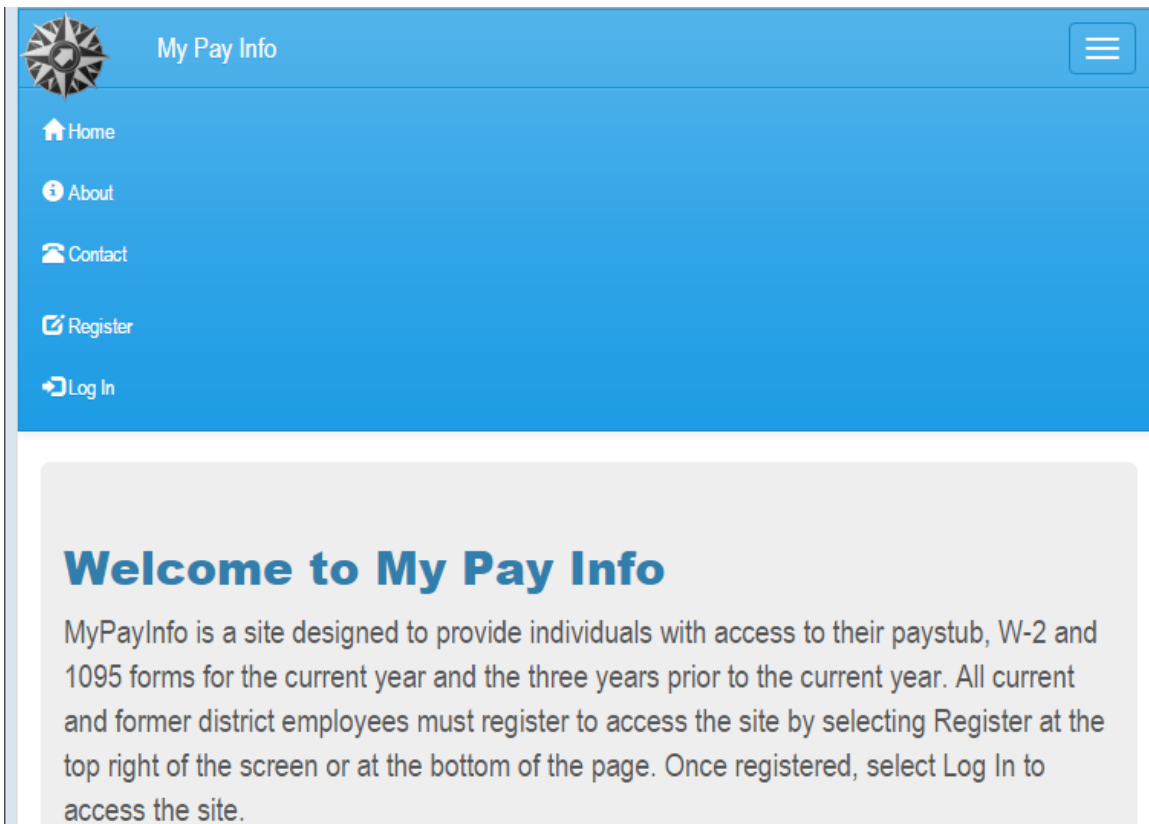
Current employees may register for *My Pay Info* using their [Active Directory credentials](#) or by [requesting an electronic invitation](#) from the Payroll Department. Users must have a valid **personal e-mail** account, and must be able to access the e-mail account within 24 hours of registering.

REGISTER USING ACTIVE DIRECTORY CREDENTIALS

Current employees who do not know their Active Directory credentials will need to contact the NEISD Help Desk at 210-356-4357. Payroll cannot assist with retrieving this information or resetting passwords.

1. Use any web browser to go to the *My Pay Info* website at mypayinfo.neisd.net; users do **not** need to be on the NEISD network.

Click the three lines in the top right corner. Then click “Register” on the menu.



2. Enter the employee's Active Directory Username and Password; these are the credentials current employees use to access NEISD systems.
Click "Continue."



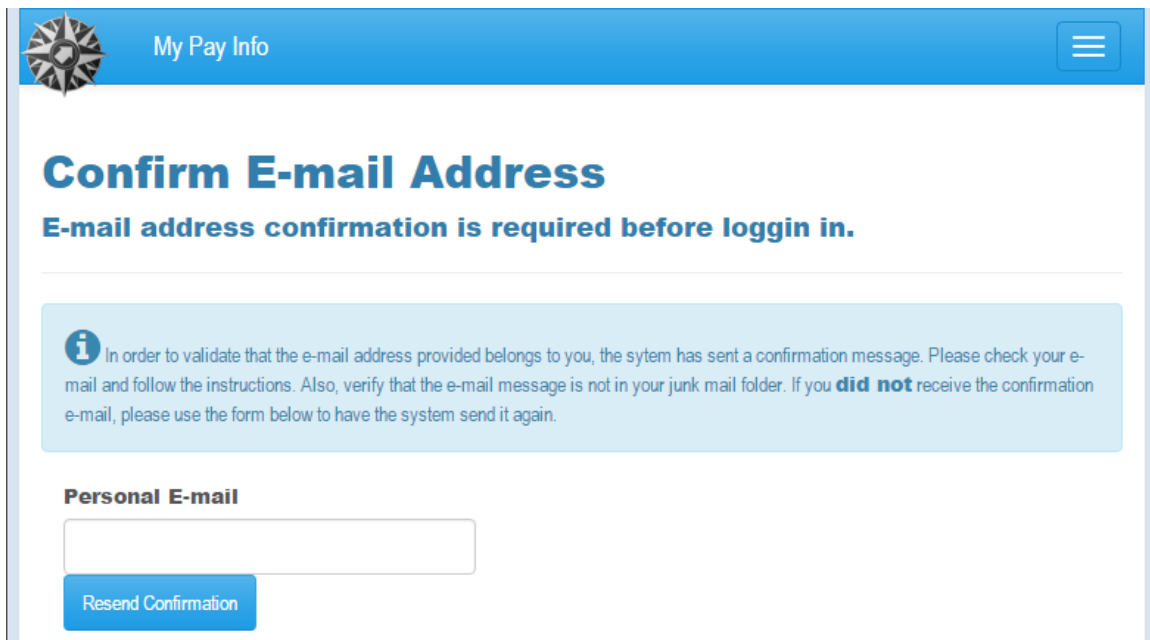
The screenshot shows a web page titled "My Pay Info" with a blue header. On the left is a logo, and on the right is a hamburger menu icon. The main content area has the heading "Register - Step 1" and the instruction "We need to know who you are. Please enter your NEISD credentials." Below this are two input fields: "Active Directory Username" and "Password". At the bottom left is a "Continue" button.

3. Enter a **personal e-mail** address and a password. Confirm the password and click "Register."
(The password must meet the security requirements provided on the website.)



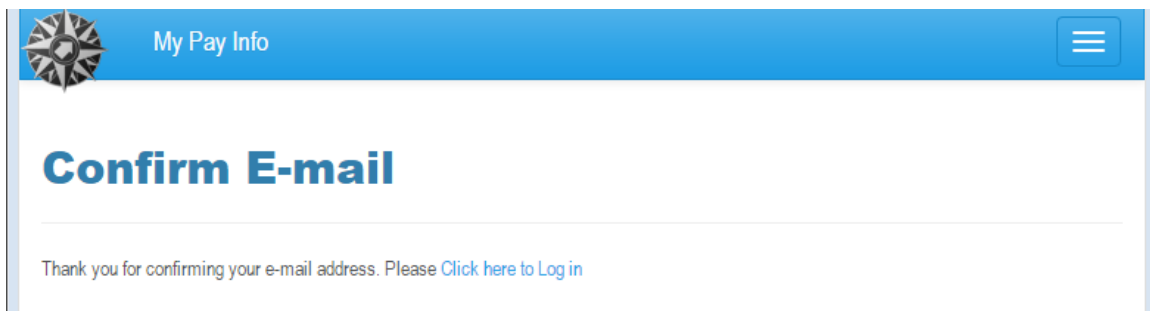
The screenshot shows a web page titled "My Pay Info" with a blue header. On the left is a logo, and on the right is a hamburger menu icon. The main content area has the heading "Register Step - 2" and the instruction "You need to provide a personal e-mail address and a password." Below this is a light blue box containing password requirements: "The password must meet these requirements: Minimum length of 6 characters, at least 1 number, at least 1 uppercase letter and at least 1 lowercase letter. You will use these credentials (not your NEISD) to log into this site once the registration has been completed." Below the box are three input fields: "Personal E-mail", "Password", and "Confirm password". At the bottom left is a "Register" button.

4. Confirm the e-mail address.
Log in to the **personal e-mail** account provided during registration.
Look for an e-mail from "Payroll" with the subject "NEISD MyPayInfo requests account confirmation."
5. If the e-mail is not in the inbox, check the junk and/or spam folders.
If the e-mail is not received, return to *My Pay Info*.
Verify the e-mail address is correct and click "Resend Confirmation."



The screenshot shows the 'My Pay Info' header with a logo and a menu icon. The main heading is 'Confirm E-mail Address' with a sub-heading 'E-mail address confirmation is required before login in.' Below this is an information box with an 'i' icon and text: 'In order to validate that the e-mail address provided belongs to you, the system has sent a confirmation message. Please check your e-mail and follow the instructions. Also, verify that the e-mail message is not in your junk mail folder. If you **did not** receive the confirmation e-mail, please use the form below to have the system send it again.' Underneath is a section titled 'Personal E-mail' with an empty text input field and a blue 'Resend Confirmation' button.

6. Once the e-mail is received, open the message and click the link to validate the e-mail account.
The browser will automatically redirect to *My Pay Info* upon confirmation.



The screenshot shows the 'My Pay Info' header with a logo and a menu icon. The main heading is 'Confirm E-mail'. Below the heading is a message: 'Thank you for confirming your e-mail address. Please [Click here to Log in](#)'.

7. Log in to *My Pay Info* using the personal e-mail address and the password.

REGISTER BY REQUESTING AN INVITATION

Contact the Payroll Customer Support Help Desk (210-407-0186 or payroll@neisd.net) to request an invitation to *My Pay Info*. Provide the following information with the request:

- First and last name as shown in NEISD records
- Employee number or the last four digits of the Social Security Number
- **Personal e-mail** address
- Telephone number

Payroll will send an e-mail with the subject “Invitation to register at NEISD MyPayInfo” to the e-mail address provided. The e-mail will contain a link that is valid for 24 hours.

1. Click on the link to begin the registration process; the browser will redirect to *My Pay Info* to register the new account.

2. Complete all fields, create a password, and click “Register” at the bottom of the screen. (The password must meet the security requirements provided on the website.)

My Pay Info

Register New Account

You need to provide a personal e-mail address and a password.

The password must meet these requirements: Minimum length of 6 characters, at least 1 number, at least 1 uppercase letter and at least 1 lowercase letter. You will use these credentials to log into the site once the registration has been completed.

First Name

Last Name

Birth Date

Personal E-mail

Password

Confirm password

Last 4 SSN

3. The user will automatically be logged on once registration is complete.