

## Employees FAQ

### Q: How will I receive my paystub?

A: You will receive an email from the Treasurer's Office a few days before payday with a copy of your pay stub. If you don't receive it, please check your spam folder and mark the Treasurer's Office as a safe sender.

### Q: How do I open my paystub?

A: The password is the last four digits of your social security number.

### Q: When will I be paid?

A: Direct Deposits are processed by the bank into your account on Thursdays.

Town employees are paid weekly.

The Fire Dept. employees are paid the second Thursday of the month.

School employees are paid bi-weekly. First payroll of the new school year is the last Thursday in August.

### Q: How can I access old pay stubs or tax documents?

A: Login to Employee Self Service.

<https://www.townofholliston.us/employment-personnel/links/employee-self-service>

The username is your Employee ID number and your last name (ex. 1234Smith)

The password is the last 4 digits of your social security number until you create a new password.

### Q: How do I update my address or change my name?

A: Complete this form and bring it to the Town Hall, Treasurer's Office. These changes must be made in person for your security. **A new Social Security Card is required for a name change.** <https://www.townofholliston.us/tax-collector-treasurer/files/employee-change-form>

### Q: Do I need to do anything if my marital status has changed?

A: If your name has changed, complete this form and bring it to the Town Hall, Treasurer's Office. These changes must be made in person for your security. **A new Social Security Card is required for a name change.**

<https://www.townofholliston.us/tax-collector-treasurer/files/employee-change-form>

**\*\*If you are not changing your name you may want to review your W-4 and M-4 deductions\*\***

If you wish to change your benefit elections upon marriage, you must do so within 30 days of marriage. Contact HR at 508-474-3335.

**Q: How do I change my Direct Deposit?**

**A:** Complete this form and bring it to the Town Hall, Treasurer's Office. Please bring a voided check or a bank direct deposit form. These changes must be made in person for your safety.  
<https://www.townofholliston.us/employment-personnel/files/direct-deposit-form>

**Q: Why is TD BANKNORTH listed under Deposits? I don't have an account with them.**

**A:** TD BANKNORTH is the account for Teacher, Paraprofessional, and Secretary union dues.

**Q: What is UNIBANK for Savings on my pay stub?**

**A:** This is the account for Flexible Spending and Health Savings Account contributions.

**Q: How do I contact the Massachusetts Retirement System (MTRS)?**

**A:** Email: <https://mtrs.state.ma.us> Phone: 617-679-6877

**Q: How do I contact the Middlesex County Retirement System (MCRS)?**

**A:** Email: <https://middlesexretirement.org> Phone: 978-439-3000

**Q: How do I contact Empower (OBRA and Smart Plan)?**

**A:** Email: [www.massserviceteam@empower.com](mailto:www.massserviceteam@empower.com) Phone: 877-457-1900

**Q: How do I contact the Town Payroll Department?**

**A:** call 508-429-0602

**Q: How do I contact Human Resources?**

**A:** call 508-474-3335 or email [Townhr@holliston.k12.ma.us](mailto:Townhr@holliston.k12.ma.us)