

Payroll FAQs

1. How can I change my tax/ direct deposit information?

- a. To change your tax or Direct Deposit information, you just need to fill out a new form and send it to Payroll. They can be found online on our [forms](#) page, or stop by our office in 1035 James H. Zumberge Hall.

2. When is UltraTime confirming due?

- a. UltraTime hours are due the Monday after the pay period ends at 3:00pm.

3. Where can I pick up my check?

- a. You will need to pick up a paper check if you are not currently enrolled in direct deposit. Faculty, Staff and Students may pick up their check at the Student Assistance Center at the campus where their primary position is worked. For Allendale, it is located in the Student Services Building (150 STU). For Grand Rapids, it is located in DeVos (115C).

4. I will be gone when my next paycheck arrives. How can I have it mailed to me?

- a. Leave a self-addressed stamped envelope at the Student Assistance Center where you currently pick up your checks. They will be able to mail the check to you from there.

5. How can I get a W-2 reprinted?

- a. You may do this in three ways:
 1. Print it off on [My Banner](#)
 2. Send an e-mail to payroll@gvsu.edu with the following information:
 - o Name
 - o G-Number (or last 4 digits of SSN)
 - o Mailing Address (if you are going to pick up the W-2 in person, please indicate that in the email message and please **bring a photo ID** with you.)
 - o Indicate that you would like a reprint of your W-2
 3. You can stop by the Payroll Office in 1035 James H. Zumberge Hall and fill out a [W-2 request form](#). If you are going to pick up the W-2 in person, please **bring a photo ID** with you.

6. How can I change my address?

- a. You can change your address one of two ways:
 1. You may fill out the change of address form (<https://www.gvsu.edu/payroll/forms-5.htm>) and return it to our office.
 2. You may also change your address information on Banner self-service.
 3. Or email payroll@gvsu.edu from your Grand Valley assigned email account with your new address.

7. What do I need to provide to change my name?

- a. Official name changes must be completed with the social security administration before our records can be updated. To start the process, request a name change with the social security administration at <http://www.ssa.gov/ssnumber/>. To complete the legal name change procedures at GVSU, you must visit Payroll to present your Social Security Card in your legal name. For details on how to change your name, please visit <http://www.gvsu.edu/namechange/>

8. How long will it take to set up direct deposit?

- a. With accurate paperwork completed, the direct deposit process may take up to one pay period to take effect.

9. What can I do if I lost my check?

- a. Immediately contact payroll (payroll@gvsu.edu) reporting that your check was either lost or stolen. Please give us your name, G-Number, and date(s) of check(s) (if known).

10. Why does UltraTime only work with certain browsers?

- a. The main issue UltraTime has with browsers like *Google Chrome* or *Safari* is on the original login page. Both browsers save "[cached](#)" versions of pages to save time and make internet browsing faster. Typically, this is a great thing! However, it also means these browsers will save error versions of pages, giving users the impression that they are not successfully logging into UltraTime, when they actually are. There are other aspects of both browsers, that will allow faster page rendering times; but that are not compatible with some of the formatting within UltraTime. For both of these reasons, **we recommend using Internet Explorer or Firefox.**