

Emailing FAQ

This article will cover the common issues and scenarios you may face when emailing your employees.

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Troubleshooting

General Troubleshooting

1. **Company policy does not allow attachments in emails:** Please ensure your company's email settings allow for attachments to be received. Harmony sends paystubs and tax forms as password-protected PDFs. If your company policy does not allow for attachments from third-party emails, it may be blocked. Please consult your IT department or whoever is in charge of your emails to check if your email policies allow for email attachments.
2. **Emails are being sent to junk folder or blocked (marked as spam):** Harmony uses a third-party email service and all emails will be sent from a Paymate domain email. This email is neither monitored nor can it send replies. Your employees must ensure to whitelist the email or mark as not spam if they wish to receive emails that are being filtered.

My Employees Did Not Get Their Paystubs

This is a common scenario and is likely due to a few reasons.

1. **The employees have not been setup with the correct email.**
Harmony by default, will first try to send emails to the *"Work Email"* on the employee profile followed by the *"Personal Email"*. To review, navigate to Configuration > Employees > Employee List and select the employee(s) in question. Review the profile and make any changes required to their emails. Remember to save before closing.
2. **The email is being sent to spam or blocked.**
Harmony sends emails through Paymate's third-party service. The email is being sent from a Paymate-dedicated email address that is not monitored and replies are automatically deleted. This email will be provided to you as part of your implementation. If you are not sure what the email address is, please contact your administrator or Paymate Support if you no longer have it. Employees may need to whitelist this email in their email service to ensure it is being sent correctly.
Paymate's third-party service will identify if an email was delivered (email was accepted by the recipient's email provider), but cannot identify what happens after acceptance. The receiving server may queue the email for later delivery or even drop the email. This would have been caused by additional filtering from the receiving server. Paymate does not have control over this scenario.
3. **The paystub was never sent as an email.**
Next to each employee's name on step 4 of the payroll process, there will be a checkmark next to each employee's name if they have been selected to receive emailed paystubs. Harmony requires that all employees' paystubs are either printed or emailed (they must have at least one checkmark). Sometimes, an employee is mistakenly selected to be printed when it they are meant to be emailed. You can still send out the paystub by going to Payroll > Payroll Employees > Paystub History if you have already posted the payroll.
4. **The employee is using a Gmail email address.**
With Gmail, the inbox is sorted into several different tabs - Primary, Social, Promotions, Updates, and Forums. If the employee does not have these tabs enabled, they will see the emails as normal, otherwise the email may have landed in a different tab. Please ensure that your employee checks all tabs in their Gmail inbox.

My Employees Did Not Receive Email Notifications

This is likely due to a few common reasons that can be easily rectified.

1. **Notifications have not been properly configured.**
Harmony, by default, has all notifications off for users. There are a couple of items you should review, including the Email Settings and Notification setups. Both of these sections must be set up before the emails can be sent out.
 - a. *Email Settings* can be accessed by navigating to the module selection screen > Settings > Setup > Email Settings. Here, you can configure the individual email templates as well as add new templates. These templates are assigned to notifications.
 - b. *Notification Settings* can be accessed by navigating to Setup > Notifications in the Time & Attendance or Human Resources modules. Here you can determine which actions send out emails and which do not. You can configure it on a per-employee basis as well as select which template to use for each action. Keep in mind that different modules will have different notifications, so repeat this step for all modules that you have subscribed to.
2. **The manager is not the approver for the employee.**
Harmony notifications can be selected to go out to specific approvers based on the employee approval path. Based on the approval path selection, the manager may not be setup to receive the emailed notification. To review, navigate to the module selection screen > Settings > Approval Paths > Approval Paths. Click on the approval path that the employee should have and ensure that the proper approver name is listed to receive reminders. If they are the person who will receive the email notification, they should also be selected here.

Frequently-Asked Questions

1. How can I change the employee's email for receiving paystubs and tax forms?

Answer: By default, all employees require either a personal email or a work email on their profile. If both exist on their profile, it will go to the Work Email Address. To change this, go to Configuration > Employees > Employee List. Select the employee and make your changes. Remember to save!

2. How can I check if an employee received their paystub/cheque?

Answer: In payroll, paystubs must be emailed or printed prior to the payroll being posted. You will see a check mark next to their name in the email column if the employee was sent an email with the paystub. If emailing, you will also receive a success system message if the emails were sent successfully. You can also send an email to Paymate Support (support@paymatesoftware.com) to request our team to check our internal logs to see if your employees received their paystubs. Please ensure that you provide us with the recipient's email address when doing so. *Note: We only keep logs of emails sent in the past three (3) days. We are unable to pull logs from earlier than three (3) days.*

3. How can I re-email a paystub to an employee?

Answer: Sometimes emails can be lost. If you need to resend a paystub to an employee, you can navigate to Payroll > Payroll Employees > Paystub History. Use the filters to pull up the paystub you're looking to resend, select it, then click the email button to email it.