Frequently Asked Questions

1. HOW TO ADD OR UPDATE MY DIRECT DEPOSIT BANKING INFORMATION?

To add/update your direct deposit, you must log into your HRCloud portal. Click “Pay” then click on “Direct Deposit” on the left side of the dashboard. To edit existing account information, click on the “Account Type” and enter the necessary changes. Click “Save” when finished.

Click “Add Account” to enter new account information. Enter the information in the required fields then click the “Add” button. Click “Save” when finished.

Please note, new direct deposit accounts may take up to 2 weeks to become active.

Click here to access How to Guide.

2. HOW DO I UPDATE MY W-4 INFORMATION?

To update your W4 tax withholding information, you must log into your HRCloud portal. Click “Taxes” on the left side of the dashboard. Then click “Tax Withholdings.” You can make changes to this information by clicking the appropriate field and updating the information. Click “Save” when finished.

3. HOW DO I ACCESS MY W-2?

To access your W-2, you must log into your HRCloud portal. Click “Taxes” on the left side of the dashboard. Then click on “W-2”.

4. HOW DO I ACCESS MY PAYSTUB?

To access your paystubs, you must login to your HRCloud portal. Click “Pay” on the left side of the dashboard, then select “Pay History”. For more details, click “view stub” on the voucher. You can then download/print a copy of the paystub by clicking “view check”.

Click here to access How to Guide.

5. WHAT SHOULD I DO IF I’M LOCKED OUT OF HRCLOUD OR HAVE FORGOTTEN MY USERNAME OR PASSWORD?

If you are unsure of your password, click on the “Forgot Password?” link and enter your username. Once you enter your username and select “Submit”, an email will be generated to you with directions on resetting your password.

If you are unsure of your username, click on the “Forgot Username?” link and enter your email address. Once you enter your email address and select “Submit”, an email will be generated to you with your username.

6. HOW DO I UPDATE MY PERSONAL/CONTACT INFORMATION IN HRCLOUD?

To update your personal/contact information, you must log into your HRCloud portal. Click “Personal” on the left side of the dashboard, then select either “personal info” or “contact info”. Click “Save” after any changes.

7. WHAT SHOULD I DO IF I'M UNABLE TO PROCEED WITH ENROLLING IN BENEFITS ELECTRONICALLY?

If you are eligible to make benefit elections but are redirected to the login page after clicking on "Benefits – Benefit Enrollment", please be sure to disable your web browser's pop-up blocker to assure functionality of the HRCloud portal.

8. HOW DO I ACCESS MY INFORMATION FOR VARIOUS ACCOUNTS SUCH AS (AETNA, BRI, PAYFLEX, BLUESTAR, PETASSURE AND METLIFE)?

For information about our vendors, you can view the "Benefits at A Glance" document on HRCloud. To access this document, click on "Documents" on the left then "Employee Documents" below that. Next, click "Benefits at A Glance" under "Files and Forms" towards the right of the page.

9. WHAT STEPS SHOULD I FOLLOW TO MAKE CHANGES TO MY BENEFITS?

To make a change to your benefits, you would need to contact employee@extensisgroup.com . Depending on the benefit that you would like to make a change to, you may be required to have a qualifying life event. The qualifying event must be within the past 30 days to be considered. The qualifying event proof must contain the effective date and your name.

Click here to view list of qualifying life events.

Please note that you can make a change to your E-trac and HSA at any time by completing the DocuSign form on HRCloud. (Documents – Employee Documents)

10. HOW DO I MAKE CHANGES TO MY EXTENSIS 401(K) CONTRIBUTION?

If your 401K is managed through BlueStar you can view your account and contributions on www.myplanconnection.com

If your 401K is not with BlueStar, consult with your onsite HR Administrator for more information.