



## My Pay Info: Registration Instructions

### GENERAL INFORMATION

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

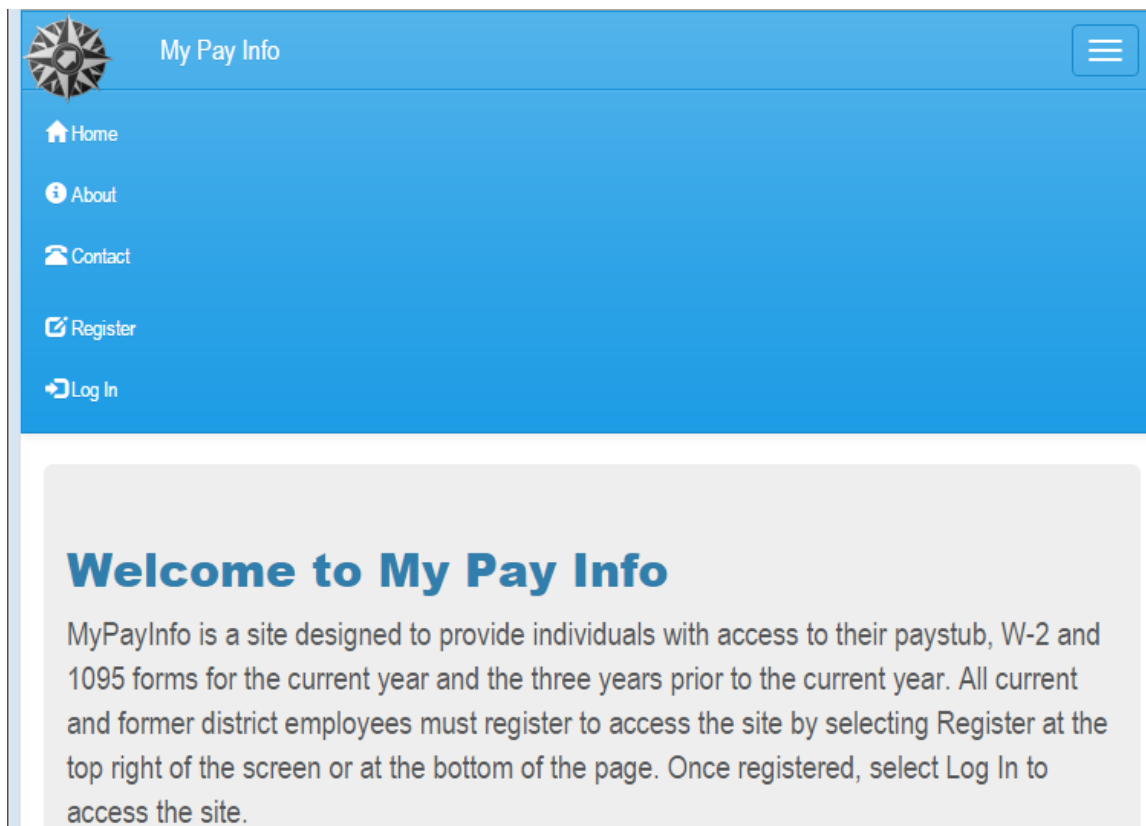
- Pay stubs
- W-2 forms
- 1095-C forms

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.

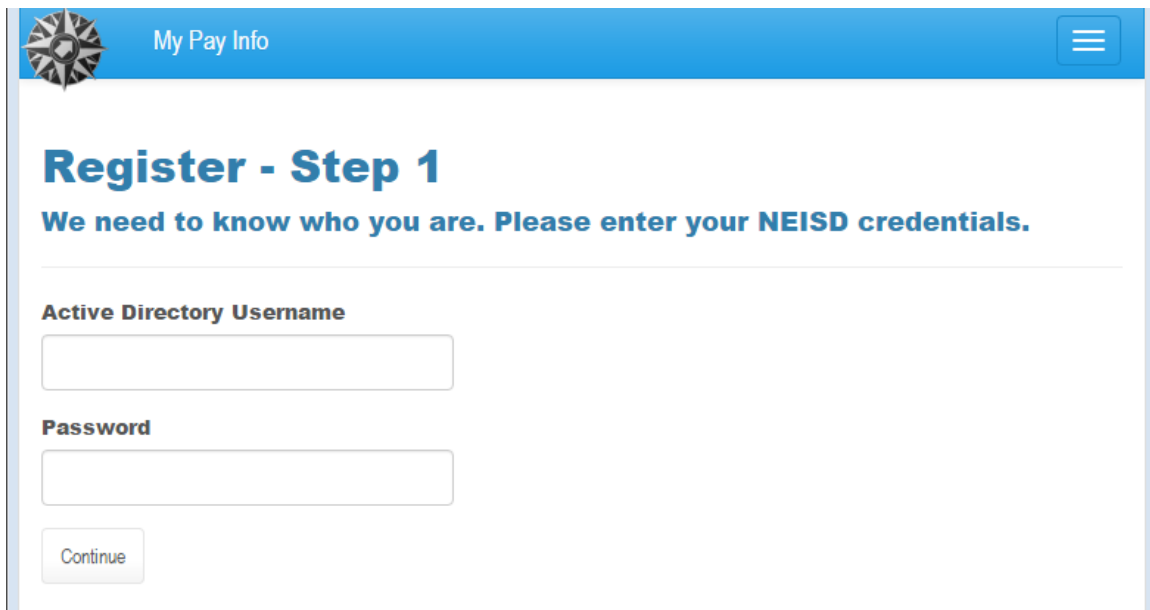
### REGISTER USING ACTIVE DIRECTORY CREDENTIALS

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](http://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.

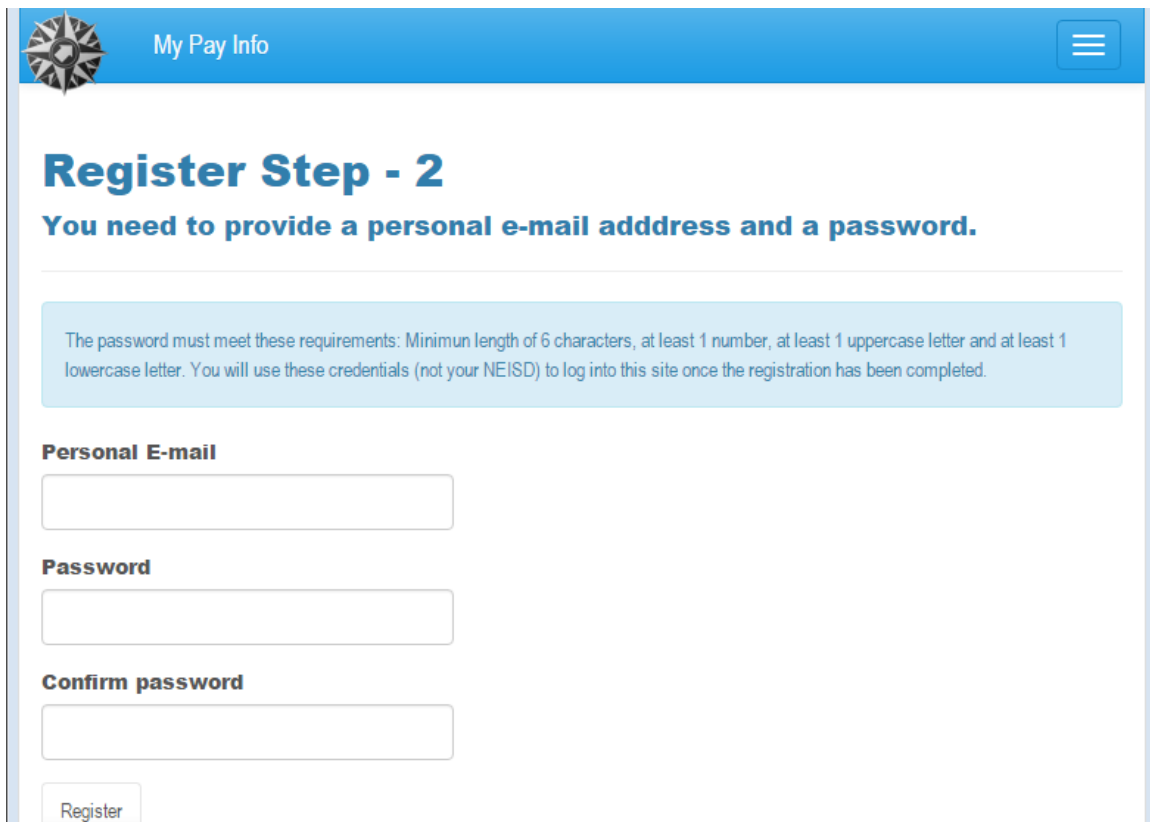


2. Enter the employee's Active Directory Username and Password; these are the credentials current employees use to access NEISD systems.  
Click "Continue."



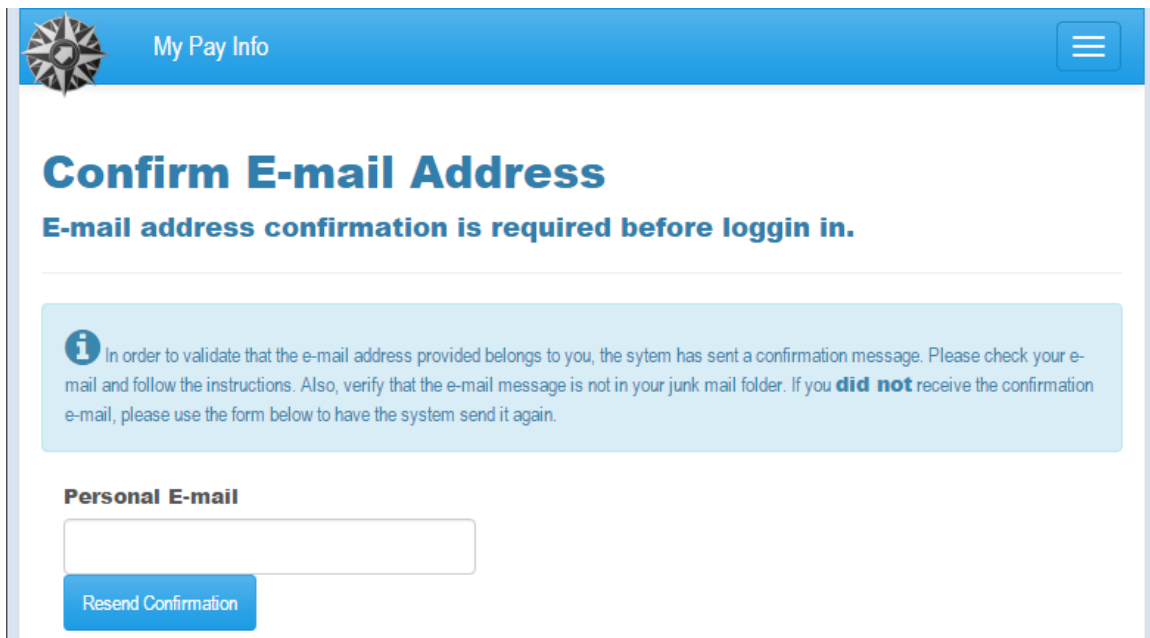
The screenshot shows a web browser window with a blue header bar. On the left of the header is a circular logo with a star-like pattern. To the right of the logo is the text "My Pay Info". On the far right of the header is a hamburger menu icon. Below the header, the main content area has a title "Register - Step 1" in large blue font. Below the title is a subtitle in blue: "We need to know who you are. Please enter your NEISD credentials." Below this is a form with two input fields. The first is labeled "Active Directory Username" and the second is labeled "Password". Below the password field is a button labeled "Continue".

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 browser window with a blue header bar. On the left of the header is a circular logo with a star-like pattern. To the right of the logo is the text "My Pay Info". On the far right of the header is a hamburger menu icon. Below the header, the main content area has a title "Register Step - 2" in large blue font. Below the title is a subtitle in blue: "You need to provide a personal e-mail address and a password." Below this is a light blue box containing the text: "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 is a form with three input fields. The first is labeled "Personal E-mail", the second is labeled "Password", and the third is labeled "Confirm password". Below the "Confirm password" field is a button labeled "Register".


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.”



**My Pay Info**

## Confirm E-mail Address

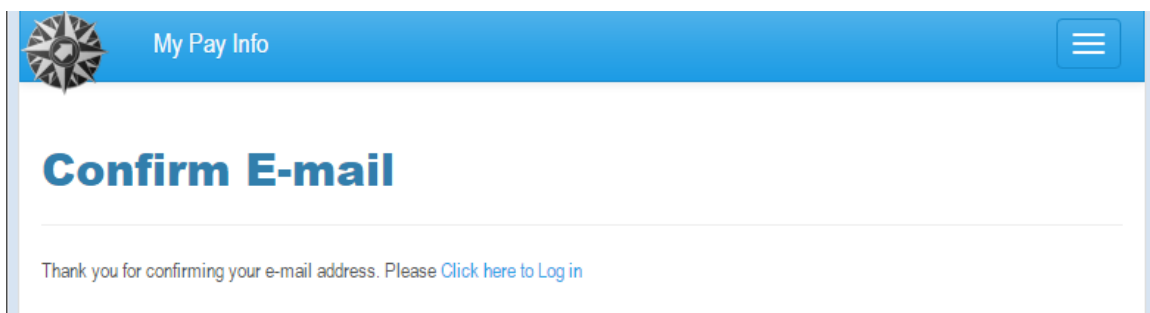
**E-mail address confirmation is required before login in.**

 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.

**Personal E-mail**

Resend Confirmation

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.



**My Pay Info**

## Confirm E-mail

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](mailto: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.