

## **Pay stubs for employees who do not have VPN access**

Public Services and Procurement Canada (PSPC) has provided the following information on how employees who do not have access to a virtual private network (VPN) can request pay related documents during the COVID-19 pandemic.

The Client Contact Centre uses **epost Connect** to send protected B documents such as paystubs and tax slips to current or former Government of Canada employees who do not have access to VPN upon request. Generally, requests for documents or paystubs come from Government of Canada employees on leave, former employees or retirees who do not have access to compensation web applications, as they are considered inactive. However, given the current circumstances there are no restrictions as to who can receive this service.

For more information, employees can contact the Client Contact Centre in Canada or the United States: 1-855-686-4729; outside of Canada and the United State: 1-506-424-4330 or by completing and submitting a Phoenix [feedback form](#) online.

More information about the Client Contact Centre can be found on the PSPC external site:

<https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/services-pay-pay-services/pay-centre-pay/cn-cu-eng.html>