



## NC Office of State Human Resources *Temporary Solutions*

### Frequently Asked Questions for Temporary Employees

**1. How do I receive my paycheck stub?**

You must print your check stubs from the BEACON online portal. When you begin an assignment, you will be given access to the website. It will remain active while you are on an assignment and you will be responsible for printing your check stub. They are not printed and mailed by the Office of State Controller or Temporary Solutions.

**2. How do I change my direct deposit information?**

You must complete a new direct deposit form that is located on our website and attached the voided check or bank documentation with both the routing and account number and submit it to [temporary.solutions@nc.gov](mailto:temporary.solutions@nc.gov).

**3. What do I need to do if I need to change my address or phone number?**

You must complete the change of address form that is located on our website and submit it to [temporary.solutions@nc.gov](mailto:temporary.solutions@nc.gov). We will update the information in the system.

**4. What do I need to do to update my tax deductions?**

You must complete a new W4 for the federal withholding changes. If you are changing your state tax withholdings, then you will need to complete the NC4 form. These forms are submitted to [temporary.solutions@nc.gov](mailto:temporary.solutions@nc.gov) for processing.

**5. Who do I need to notify that I am taking my 31 day break?**

Email [temporary.solutions@nc.gov](mailto:temporary.solutions@nc.gov) stating when you are taking your 31 day break and let them know that you are available for additional assignments.

**6. Am I eligible for holiday pay?**

If you are scheduled to work on the holiday, you will be paid at time and a half for the hours worked. If you do not work on the holiday, Temporary Solutions does not pay holiday pay leave benefits.

**7. Who decides my work schedule and my work hours?**

Your work schedule is determined by the program where you are placed. They will inform you of the business needs and you will be required to work the designated schedule as they set forth at the beginning of the assignment.

**8. What if I do not like my assignment?**

Notify your placement counselor. They will work with you to help make the assignment a better one. If that is not possible, they will begin to look for an alternate assignment. You should always contact your placement counselor first.

**9. What happens if I get a permanent position with the State?**

As soon as you have been offered the position and a start date has been set, contact your placement counselor. They will work with you during the transition. This is very critical. Permanent positions are paid on a monthly pay schedule (once a month). They will be able to provide you with information as to when expect your final check with Temporary Solutions.

**10. Is parking provided?**

Parking is dependent upon where your assignment is located. Some agencies that are not located in downtown Raleigh have free parking at their respective locations. However, if you are on assignment in the downtown area, your supervisor will let you know if they have spaces available for you while working on the assignment. If they do not, you can contact the State Parking Office and get a space. It is not free.

**11. What if I am offered another position before my assignment ends?**

Contact your placement counselor and let them know. They will need to work with the agency to ensure that they have coverage for you prior to you leaving the assignment.

**12. What happens if I am sick and cannot work?**

You need to contact your supervisor on the assignment. Any absences and late arrivals need to be communicated directly to the supervisor. If you have tried and cannot speak with them, please leave a voicemail for them and then contact your placement counselor at Temporary Solutions as well. They will follow up with the program as well.

**13. Who is exempt from the 31 day break?**

- a.) Retirees who are not seeking a permanent position. You are required to sign a form attesting to this. It is part of the new hire paperwork.
- b.) Full time students are also exempt from the 31 day break. They are required to supply an official class schedule each semester to remain exempt from the 31 day break. If the student has met the 11 month students while working in student status, the 31 day break will be required upon graduation or at the end of the student status.

**\*\***Upon graduation, students may continue to work through the end of the month that they graduated, and the 31 day break would be required beginning the following month.

**\*\***Each semester, students are required to submit an updated class schedule to show their enrollment for the following semester. If they have met the 11 months and are unable to provide that documentation and have not enrolled for the upcoming semester, they will be required to take the 31 day break at the end of the month. (This is normally in December & May.) Otherwise, they will be permitted to continue the assignment only until they have met the 11 months.

**14. Whom do I contact if I have questions about my NCID? What if I get locked out or forget my password?**

Please contact Temporary Solutions at 984-236-1040, ask to speak with the NCID administrator.

**15. How do I get my personnel number?**

Shortly after you have been placed on your first assignment, Temporary Solutions will notify you via email with your personnel ID number. This number will not change and will remain the same for all future assignments.

**16. Am I eligible to join the NC State Employee's Credit Union (NCSECU)?**

Yes, after receiving your first paycheck from Temporary Solutions, you will be able to join the NCSECU. You can contact your local branch for details or visit the website at [www.ncsecu.org](http://www.ncsecu.org)