

Please see below information as provided to us by PSPC on how employees who do not have access to 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 GoC employees who do not have access to VPN upon request. Generally, requests for documents or paystubs come from GoC employees on leave, former employees or retirees who do not have access to CWA 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 States: 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-paye-pay-services/paye-centre-pay/cn-cu-eng.html>