



ACE Personal Profile FAQs

1. When will I receive an email notification?

By setting up your personal profile, you choose when you would like to receive an email notification. ACE can send you an email notification when your W-2 and/or direct deposit (EFT) pay stub arrives at ACE.

2. How do I get set up to receive an email notification?

Click on “View Personal Profile” on the ACE Main Page:

1. Enter your email address in the “E-mail Address” and “Confirm E-mail Address” boxes.
2. Choose the applications from which you wish to receive notification: W-2 and/or Direct Deposit Pay Stub .
3. Click on “Save.

3. Can I receive notification of one ACE application and not another?

Yes. When setting up your personal profile, you have the option of selecting the specific application from which you wish to receive an email notification. Next to each application, select “Yes” if you want to be notified and select “No” if you do not want to be notified.

4. Can I change my email address changes?

Yes, To change your email address:

1. Select “View Personal Profile” on the ACE Main Page.
2. Delete your old email address in the “E-mail Address” and “Confirm E-mail Address” boxes.
3. Enter your new email address in the “E-mail Address” and “Confirm E-mail Address” boxes.
4. Select “Save.

5. Why can't I reply to automatic e-mail notifications from ACE??

ACE is set up as a notification-only email address. It cannot accept incoming email.

6. Will I receive “junk” email?

No. ACE will only send you emails when there is activity on your account or there is important information regarding your account.

7. Can I choose later not to receive an email notification?

Yes. To change your notification status:

1. Select "View Personal Profile" on the ACE Main Page.
2. Select the "No" option on the notification you wish to cancel.
3. Select "Save."