



FREQUENTLY ASKED QUESTIONS



PayrollOrg BOOKSHELF

LINK FOR PayrollOrg BOOKSHELF: <https://bookshelf.payroll.org/>

Q. Is the website for the PayrollOrg Bookshelf on the PayrollOrg website?

A. Yes. You can find a link for the PayrollOrg Bookshelf on the PayrollOrg home page at the top. Links to the PayrollOrg Bookshelf are also in the [Directory by Category](#), [Alphabetical Directory](#), and under both the “Compliance” and “News & Resources” tabs under the heading [Books & Products](#). The direct link for the PayrollOrg Bookshelf is <https://bookshelf.payroll.org>, which you can bookmark or add to your favorite sites using your web browser.

PRODUCTS

Q. What products and publications are available on the PayrollOrg Bookshelf?

A. The PayrollOrg Bookshelf is the online platform for these publications and products:

- Federal and State Payroll Compliance Resource
- *Federal Payroll Non-Tax Laws & Regulations*
- *Federal Payroll Tax Laws & Regulations*
- *Guide to Federal and State Garnishment Laws*
- *Guide to Federal and State Wage & Hour Laws*
- *Guide to Local Payroll Taxes*
- *Guide to State Payroll Laws*
- *Payroll Currently*
- *Payroll Practice Fundamentals*
- Payroll Source Plus®
- *PayState Update*
- *The Payroll Source*®
- *The Payroll Source*® study guide version (current and prior year)

Q. What is the difference between Payroll Source Plus® and The Payroll Source® Online?

A. Payroll Source Plus® is PayrollOrg’s online, subscription-based payroll reference library. It contains four publications – *The Payroll Source*®, *Federal Payroll Tax Laws & Regulations*, *Federal Payroll Non-Tax Laws & Regulations*, *Guide to State Payroll Laws* – and a subscription to the electronic newsletter *PayState Update*. The Payroll Source® Online is an electronic subscription-based version of *The Payroll Source*® only.

Q. What is the difference between the PayrollOrg Bookshelf and My Bookshelf?

A. The PayrollOrg Bookshelf is the online platform for all of the compliance publications available from PayrollOrg. My Bookshelf is where you will see the publications you have purchased and are subscribed to receive. The My Bookshelf view requires a user to sign in, and each view will be customized to reflect the publications to which the user is subscribed. Every PayrollOrg member has access to *Payroll Currently* as a member benefit so the member’s view of My Bookshelf will reflect at least that publication; all other publications and subscriptions are available for purchase.

Q. What do I receive on the PayrollOrg Bookshelf if I am a PayrollOrg member?

A. All PayrollOrg members receive *Payroll Currently* as a membership benefit. *Payroll Currently* is a monthly electronic newsletter covering federal payroll compliance news and issues. Every issue of *Payroll Currently* includes “Inside Washington” – the latest news from the PayrollOrg’s Government Relations office on lobbying efforts and other actions – along with a topical index. All other publications and subscriptions on the PayrollOrg Bookshelf are available for purchase.

OFFLINE FUNCTIONALITY

Q. Is there offline functionality for the PayrollOrg Bookshelf?

A. The PayrollOrg Bookshelf is an internet-based product, so you must be connected to the internet and logged in with your PayrollOrg ID or username and password for access. The core publications of Payroll Source Plus® are updated and require an online connection with your PayrollOrg username and password. These include *The Payroll Source*®, *PayrollOrg's Guide to State Payroll Laws*, *Federal Payroll Tax Laws & Regulations*, and *Federal Payroll Non-Tax Laws & Regulations*.

There are some static publications on the PayrollOrg Bookshelf (generally added annually and *not* updated throughout the year) that can be downloaded and accessed offline. Static downloadable publications with offline functionality include *The Payroll Source*® study guide version, *Payroll Practice Fundamentals*, *Guide to Local Payroll Taxes*, *Guide to Federal and State Garnishment Laws*, and *Guide to Federal and State Wage & Hour Laws*. *Payroll Currently* and *PayState Update* are electronic newsletters published monthly and biweekly, respectively. **Caution:** Because these publications are not updated during the year (once published), readers using these publications must check to ensure that the content has not been updated since the date of publication.

UPDATES

Q. How often are updates made to the publications on the PayrollOrg Bookshelf?

A. Many of the publications are updated throughout the year, generally on a quarterly basis, or as needed based on major changes to laws, regulations, and guidance. This includes *The Payroll Source*®, *Guide to State Payroll Laws*, *Federal Payroll Tax Laws & Regulations*, and *Federal Payroll Non-Tax Laws & Regulations*. These books are also printed, with new editions published each year in March.

Static publications are generally replaced on the PayrollOrg Bookshelf with the current edition once per year. They are not updated until the next annual edition is available. These publications may be downloaded or viewed online in the e-reader. If you would like to keep multiple editions, download the PDF of these publications by clicking the arrow icon. These publications include *The Payroll Source*® study guide version, *Payroll Practice Fundamentals*, *Guide to Local Payroll Taxes*, *Guide to Federal and State Garnishment Laws*, and *Guide to Federal and State Wage & Hour Laws*.

Q. What is the best way to use the publications on the PayrollOrg Bookshelf to stay updated on payroll compliance news and developments?

A. It is recommended that you read *Payroll Currently* every month and refer to the updated *The Payroll Source*® (available in *The Payroll Source*® Online, *Payroll Source Plus*®, and *Federal and State Payroll Compliance Resource*) for your payroll-related research needs and questions. If you are a multi-state employer, subscribe to *PayState Update* for the latest state and local payroll news published biweekly.

You can download and keep *The Payroll Source*® study guide version but remember it will become outdated as it is not updated throughout the year.

ONLINE EDITIONS

Q. The publication I purchased is not updated throughout the year. How long will I have access to it?

A. If you purchased *Payroll Practice Fundamentals*, *Guide to Local Payroll Taxes*, *Guide to Federal and State Garnishment Laws*, or *Guide to Federal and State Wage & Hour Laws*, you have access to a static electronic version on the PayrollOrg Bookshelf and a downloadable PDF file. Your access to both ends when the next edition is published. So, for example, if you purchased the 2023 edition of *Guide to Local Payroll Taxes*, you can view it and download it until the 2024 edition is published. Once the 2024 edition is published, the 2023 edition is removed from the PayrollOrg Bookshelf.

THE PAYROLL SOURCE® STUDY GUIDE VERSION

Q. What is the difference between *The Payroll Source*® study guide version and *The Payroll Source*® Online?

A. *The Payroll Source*® study guide version matches the print edition of *The Payroll Source*® and is not updated throughout the year. For example, *The Payroll Source*® Study Guide, 2023-2024, is the complete 2023 edition of *The Payroll Source*® for those studying for CPP or FPC exams administered from September 9, 2023, through September 7, 2024. It is current as of January 1, 2023. (CPP or FPC exams administered from September 9, 2023, through September 7, 2024, feature questions based on federal laws and regulations in effect as of January 1, 2023). *The Payroll Source*® Online is updated throughout the year and will contain more up-to-date information as the year goes on. This means it will be different from the study guide version at some point.

Q. Can the entire *The Payroll Source*® publication be saved as a PDF? Can I keep it after my subscription ends?

A. The study guide version has links at the beginning of the Table of Contents that provide an easy way to download the PDF version of the study guide, as well as its supplement. This means you can keep *The Payroll Source*® study guide version and its supplement after your subscription ends. The current online version of *The Payroll Source*®, which is updated during the year, cannot be downloaded or saved.

Q. Can I get the PDF version of *The Payroll Source*® study guide if I bought the hardcover book?

A. PayrollOrg does not provide the PDF of *The Payroll Source*® study guide version to hardcover book purchasers. The PDF version is available only if you purchase the online version in one of PayrollOrg's Bookshelf products (e.g., *Payroll Source Plus*®, *The Payroll Source*® Online, or *Federal and State Payroll Compliance Resource*).

Q. Since there are two study guide versions of *The Payroll Source*® available, which one do I use?

A. Two study guides are always available. Both are clearly labeled with the edition year. The description for each explains which certification exams apply. The previous year's edition of the study guide is removed from the PayrollOrg Bookshelf when the next edition of the study guide is published (usually in March). Make sure you download any study guides you wish to keep.

SIGNING OUT

Q. What happens if I do not sign out and try to sign back in?

A. After you have finished your session, remember to sign out. If you are on a page of a publication (opened from the Table of Contents or by clicking on a link from the Search window), click on the Home icon (shaped like a house; the word "Home" appears when you hover your mouse over it). You can also sign out from the Search window or the My Bookshelf page by clicking the Menu link, which will bring out a prompt to search or sign out.

If you do not sign out and instead hit the X button on your browser to close it, the system will think you are still signed in. If you try to sign in again, you may receive a message that you have exceeded the maximum number of user sessions allowed under your license. If you sign out correctly when you are done with your session, there is no limit to the number of times you can sign in and out.

If you find yourself locked out, wait 30 minutes and sign in again. The problem should have resolved itself since sessions expire after 30 minutes of inactivity.

ARCHIVES

Q. Does PayrollOrg maintain previous editions of its publications?

A. Generally, only the current year publications are available. There are some exceptions. The previous year's edition of *The Payroll Source*® study guide version is available. The previous year's issues of the electronic newsletters are also available (e.g., throughout 2023, all of the 2022 issues of *Payroll Currently* and *PayState Update* are available; in 2024, all the 2023 issues will continue to be available). You must connect to the internet to access them, but then you can download them and read them offline.

INTERNET BROWSER AND SPEED

Q. Does the PayrollOrg Bookshelf perform better using a particular internet browser?

A. The most commonly used web browsers include Apple Safari, Brave, Google Chrome, Microsoft Edge, Mozilla Firefox, and Opera. You can use any of the major web browsers in a reasonably current version (check the numeric version of your browser when you open it, usually in a "settings" area). PayrollOrg does not recommend one browser over another. However, in our use and testing of the platform, our staff generally uses Chrome and Firefox. A reliable and fast browser will load pages on the PayrollOrg Bookshelf quickly and make sure features, like the Table of Contents, display correctly.

Q. Is internet speed a factor in accessing the PayrollOrg Bookshelf?

A. Yes. Besides your browser, you can also test the speed of your internet connection to make sure it is reasonably fast. Internet speed will tell you how much data can be transferred over the web, determine what types of activities you can do (e.g., videoconferencing, streaming videos, gaming), and whether multiple devices can connect at once. This is important whether you access the PayrollOrg Bookshelf at the office, a remote location, or at home. Search online for "internet speed test" to bring up websites that enable you to test the speed of your internet connection.

DEVICE USE

Q. Can I use the PayrollOrg Bookshelf on my computer and smartphone?

A. Yes. You can use the PayrollOrg Bookshelf on your computer, laptop, tablet, and smartphone. This makes it very easy to access whether you are in the office or working from a different location, such as an offsite meeting or home office.

Be advised that you cannot use the PayrollOrg Bookshelf on more than two devices at the same time. Otherwise, the system thinks multiple users are trying to access it and will lock you out when you try to access it from a third device.

Q. Can I add an icon for the PayrollOrg Bookshelf to my smartphone's home screen?

A. Yes. To make the PayrollOrg Bookshelf readily viewable and accessible from your mobile phone, you can add an icon. For an iPhone, open the Safari browser and enter bookshelf.payroll.org in the address bar. Touch the Action Key at the bottom of the screen (square icon with the arrow). The "Add to Home Screen" button will create a shortcut on your home screen. Pressing the "Add to Home Screen" button also allows you to name your shortcut. The process for adding an icon for an Android smartphone is very similar.

PRINTING

Q. Can I print from the online publications?

A. Yes. You can print directly from the e-reader, or you can download and print certain publications, including *The Payroll Source*® study guide version, *Payroll Practice Fundamentals*, *Guide to Local Payroll Taxes*, *Guide to Federal and State Garnishment Laws*, *Guide to Federal and State Wage & Hour Laws*, *Payroll Currently*, and *PayState Update*. For more information about printing, see the How to Use the Bookshelf guide at <https://bookshelf.payroll.org/help/>.

ANNUAL SUBSCRIPTION, RENEWAL, AND COST

Q. Does my annual one-year subscription start at the beginning of a calendar year (January 1), when I purchase it, or when I first use it?

A. Your one-year subscription begins when you purchase it. It is not based on the calendar year or when you first start using your subscription. For example, if you purchased your subscription on July 1, 2023, but do not use it until August 10, 2023, you will still have access only through June 30, 2024.

Q. How do I know the expiration date for my subscription?

A. Your profile on the PayrollOrg website (sign in to payroll.org required) includes a feature called “My Subscriptions” that allows you to easily see your subscriptions and their expiration dates. After signing in, click on your name to go to the “My Account” page. You will be able to access your subscription information from this page. You can also consult your purchase email or contact Customer Service at 210-224-6406 or customerservice@payroll.org.

Q. If I renew my subscription before it ends, will the new subscription date begin with the renewal date or the end date of the previous subscription?

A. A renewed subscription begins when the previous subscription ends. For example, if your subscription runs through June 30, but you renew in May, the new subscription will expire at the end of the following June. You are not penalized for renewing early.

Q. Is there a discount for renewing my subscription?

A. When you renew your subscription to Payroll Source Plus® before your expiration date, you can save an additional 15%. Your discount is reflected in your cart at checkout. The 15% offer does not apply to multi-user licenses, which are already significantly discounted.

Q. Is there an auto-renewal feature I can use for my subscriptions so I have uninterrupted access?

A. Yes. To set up auto-renewal, sign in to your account on the PayrollOrg website and click on your name to view your account information. Click on “My Subscriptions.” From there, select the subscription you would like to have auto-renewal for. You will then see a toggle button that will allow you to turn the auto-renewal feature on.

Once auto-renewal is selected, you will receive an email confirming your enrollment. You will be sent a notice 30 days in advance of your renewal date. The [Auto-Renewal Terms and Conditions](#) explain more about how the feature works.

Q. I’m considering a purchase of Payroll Source Plus® or Federal and State Payroll Compliance Resource. Is there any way to try them out first?

A. Yes. PayrollOrg offers a 30-day free trial of [Payroll Source Plus®](#) and [Federal and State Payroll Compliance Resource](#). These free trials are accessed through the PayrollOrg Bookshelf and are limited to one per customer.

Q. How do I find the purchase price for subscriptions and products?

A. You can easily find pricing on the PayrollOrg website. Use the [Directory by Category](#), and select the product you are interested in under the “Publications” heading. Pricing is available for members, colleagues, and nonmembers, with members receiving the largest discount. Unlike other companies, PayrollOrg is upfront with prices, and everyone pays the same price. You do not have to request prices, nor do we “customize” them for you.

Q. Is the purchase price for a subscription a one-time fee?

A. No. Your purchase price gives you access to one year of the subscription service. If you purchased Payroll Source Plus®, Federal and State Payroll Compliance Resource, or any of the standalone products, including The Payroll Source® Online, you will have access to the publication(s), along with the content updates that are made during that one-year period at no extra charge. This is similar to other online payroll publications in the industry.

Q. Can I share my subscription?

A. No. When you purchase a subscription, you are buying an individual or single-user license in accordance with PayrollOrg's intellectual property protection policy. See the separate [Terms and Conditions of Use](#). You use your PayrollOrg ID or username and password to sign in and you will see that stamped on your file along with the PayrollOrg copyright to protect against use infringement.

Q. How do I justify the cost of Payroll Source Plus® to my employer?

A. PayrollOrg offers Payroll Source Plus®, an online payroll compliance and research-ready library, at a competitive and affordable price for payroll professionals. Online competitor publications are typically two to three times this cost and may include services you do not need. At PayrollOrg, we have a unique combination of expert staff who contribute to the publications. Our staff attorneys research, write, and update the publications. Our Government Relations team works directly with government agency leaders and lawmakers, making sure we have the latest information, and that the payroll impact is known. Finally, our expert payroll trainers, who are all payroll practitioners, explain the practical impact of compliance requirements, with detailed examples. With this dedicated team all contributing their first-hand knowledge and expertise, we feel the quality and value of the products is far superior to competing products.

You do not have to be a PayrollOrg member to purchase Payroll Source Plus®, but PayrollOrg members receive the largest discount. Also, when you renew your subscription to Payroll Source Plus® before the expiration date, the cost is reduced by 15%. To receive an even deeper discount, you should consider the multi-user licenses for three or more people at the same company or in the same local chapter (prices decrease the more licenses you buy). You could also consider alternative products that do not cost as much, like Federal and State Payroll Compliance Resource or The Payroll Source® Online.

Q. Will the cost of my subscription drastically increase every year I renew?

A. No. PayrollOrg increases the prices on products and services in line with annual consumer price index increases. While you can expect a modest increase when you renew, you will not be surprised by an enormous increase in your subscription price.

MULTI-USER LICENSES

Q. How do I purchase Payroll Source Plus®, The Payroll Source® Online, or Federal and State Payroll Compliance Resource for multiple people?

A. For significant cost savings, a multi-user license is available for three or more people at the same company or in the same local chapter. This is a smart option for payroll departments and other groups, including local chapters. PayrollOrg members receive the largest discount and will pay less than half the cost of a regular subscription if they have three or more users. Only the purchaser of the multi-user license needs to be a PayrollOrg member to receive the member price for all users in the group. For example, if you have three people buying a multi-user license: one member and two nonmembers – all three will each pay the member price as long as the PayrollOrg member places the order. Each person uses his or her own PayrollOrg ID or username and password to access his or her own subscription.

Q. Do I have to buy multi-user licenses in certain increments?

A. Multi-user licenses start at three people at the same company or in the same local chapter. You can buy additional licenses in any increment if the users are at the same company or in the same local chapter. Other companies often require you to buy a larger number of minimum licenses and in certain increments (e.g., 10, 15, 20). PayrollOrg does not require you to buy licenses you will not use and do not need. Pricing is set incrementally (for 3-5, 6-10, 11-20, 21-50, and 51-100 users) and decreases at each level (i.e., the price per user is lower the more you buy).

Q. How do I activate a multi-user license?

A. Contact Customer Service by phone or email to set up your individual users. All activation codes are good for one year from the date of purchase. The code must be redeemed within 15 days of purchase for a full year of access. Once licenses are purchased, they cannot be refunded.

TRANSFERRING SUBSCRIPTIONS

Q. What happens if I have a one-year subscription and I leave my company? Do I still have the subscription or does it stay with my company?

A. It depends on who purchased the one-year subscription. If it was a personal purchase, then the subscription stays with you and you can continue to use your PayrollOrg ID or username and your password to log into My Bookshelf. However, if your company purchased the subscription, it may request a transfer of the subscription from you to another employee. The company should contact PayrollOrg Customer Service at 210-224-6406 or customerservice@payroll.org.

FPC OR CPP EXAM PREPARATION

Q. Can I use The Payroll Source® Online to study for the CPP exam?

A. Yes. By using The Payroll Source® Online, you can get an overview of the key topic areas on the CPP exam. Sections 1-14 of the *The Payroll Source*® cover payroll topics. At the end of each section there are Review Questions and Exercises, which contain true or false questions and multiple choice questions to test your payroll knowledge. Some sections contain practice problems for you to solve.

Section 15 helps payroll professionals prepare for the CPP exam. This section also contains four practice tests that each have 25 sample questions, for a total of 100 sample questions. There are also an additional 100 multiple choice bonus CPP exam questions and answers that you can use to test your knowledge. The answer key for these questions lists the section in *The Payroll Source*® that explains the payroll concept the question is testing. Remember that a number of study aids are available as additional preparation for the CPP exam. No one study tool should be considered the only basis for exam preparation.

Q. Is Payroll Source Plus® included if I am taking an FPC or CPP Boot Camp?

A. Payroll Source Plus® is not included in PayrollOrg's FPC and CPP Boot Camp courses but can be purchased separately. If you are a PayrollOrg member, then you have access to *Payroll Currently* and its features on the PayrollOrg Bookshelf as a benefit of PayrollOrg membership.

MORE INFORMATION

Q. What PayrollOrg Bookshelf resources are available?

A. Resources to help you get the most out of the PayrollOrg Bookshelf include:

- How to Use the Bookshelf guide: <https://bookshelf.payroll.org/help/>
- PayrollOrg Bookshelf 60-minute tutorial webinar: <https://bookshelf.payroll.org/tutorial>
- PayrollOrg Bookshelf help videos: <https://www.payroll.org/bookshelf-help/>

CUSTOMER SERVICE

Q. Who do I contact if I have a question about the PayrollOrg Bookshelf?

A. Please call PayrollOrg Customer Service at 210-224-6406 or send an email to customerservice@payroll.org.