# **T4 Frequently Asked Questions (FAQ’s)**

**Q: When will I receive my T4 for 2017?**

A: If you have signed up for electronic T4’s, your T4 is available online now. Follow the steps below to access your T4:

* Visit <http://webadvisor.acadiau.ca>
* **Login** with your Acadia username and network password (link on top right of screen)
* Go to the “Employees” menu.
* Select “T4 slips”

If you have not signed up for electronic T4’s, your T4 was mailed to the most recent address on file. It should arrive with you during the first full week of March.

You can sign up for electronic T4’s at any time by logging into WebAdvisor using the steps above. Before clicking “T4 Slips,” click “T4 Online Consent” at the bottom left of the screen. Choose the appropriate option and click submit. Go back to “T4 Slips” and your current and prior year T4’s are available.

Please note that T4 information on a box by box basis cannot be provided by phone. Copies of T4’s may be e-mailed or mailed by post based on the situation of the employee.

**Q: I can’t access my T4 online!**

A: Only current employees with network access are eligible for electronic T4’s. You must log in to Acadia’s network to access WebAdvisor at <http://webadvisor.acadiau.ca> . If you are not a current employee, a T4 was mailed to the most recent address on file.

If you are not connected to Acadia’s network (i.e., from your work computer), you must first set up a Virtual Private Network (VPN) for security purposes. Instructions to set up a VPN are available via the link below:

<https://hub.acadiau.ca/TDClient/KB/ArticleDet?ID=246>

If you receive a message about “the maximum number of cookies have been reached,” this means you need to clear your cache or use a difference browser to access WebAdvisor. The website is working correctly. If you are unsure of how to clear your cache or cookies, please contact Technology Services.

**Q: I moved during the year but didn’t update my address with HR. How do I get my T4?**

A: If a T4 was mailed to an incorrect address, please contact HR. You will need to verify personal information for the status of your T4 to be released. Please note that due to privacy laws, only the person issued the T4 can call or e-mail for further information.

**Q: I’ve been in the same role with Acadia for years. Why did I receive two (or more) T4’s for 2017?**

A: During the calendar year, changes may be made to how Acadia reports employee deductions to Canada Revenue Agency (CRA). This may result in the creation of two T4’s. Both are correct, and must each be reported on your personal income tax return to CRA.

**Q: The numbers on my last pay advice of 2017 don’t match my T4. Is the T4 incorrect?**

A: The pay advices combine Canada Pension Plan (CPP) contributions, Employment Insurance (EI) premiums and both federal and provincial income taxes into on year to date (YTD) total. Adding Box 16, 18 and 22 of your T4 will equal the YTD amount on your pay advice.

**Q: Why is Box 22 (income tax) on my T4 blank?**

A: If you have exempted yourself from tax deductions on the TD1, no income taxes are deducted from your pay. You are still required to pay CPP and EI as per Canada Revenue Agency regulations.

**Q: The Social Insurance Number (SIN) on my T4 is wrong. What do I do?**

A: Please contact HR immediately to investigate the matter.

**Q: Is there another way to get my T4 if none of the above situations apply to me?**

A: There is another way to access a T4, T4A and other issued slips online. By signing up for CRA’s “My Account” program, you can access slips and personal income tax returns from prior years. Please visit the link below for additional information and to determine if this option is right for you:

<https://www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals/account-individuals.html>

**Q: Who do I contact with questions about my T4?**

A: Questions related to faculty payroll (monthly) should be forwarded to Kelli Mahoney ([kelli.mahoney@acadiau.ca](mailto:kelli.mahoney@acadiau.ca); 902-585-1075).

Questions related to the salary or hourly payroll (bi-weekly) should be forwarded to Matthew Bustin ([matthew.bustin@acadiau.ca](mailto:matthew.bustin@acadiau.ca); 902-585-1550).