



Payslips and P60s are accessible anywhere on an appropriate device via the secure epayslip portal. Details of how to access your payslip are attached and below you will find a list of frequently asked questions to help answer any queries you might have about the epayslip system.

1. What is an epayslip?

An epayslip is an online alternative to the printed paper payslip and P60's employees usually receive. It contains all the same pay information as a paper payslip or P60.

2. Can I access my epayslip outside of work?

Yes, your epayslips can be accessed on any Internet enabled device in work, at home or on-the-go.

3. What devices can I view my epayslip on?

You can view your epayslips on any Internet enabled device such as a PC, laptop, tablet or smartphone.

4. How will I know when a new epayslip is ready to view?

You will receive an email notification to say your new payslip or P60 is ready to view via the online portal. Please note you will never receive your payslip or P60 through an email. If you do not register an email address on the secure epayslip portal then you will not get these reminders. However, even if you do not register an email address you can still access your epayslips

5. What will my new epayslip look like?

Once you have logged into your online portal you will be able to access your payslip folder, this is where all your payslips and P60's will be kept. In this folder you will be able to view a snapshot (i.e. in a list format) of your payslip. This list version will show the tax year, tax period, your gross pay, total deductions and your net pay. In your payslips folder you can also view your payslip in full, which will look similar to your previous paper payslips. From here you also have the option of printing a paper copy of your payslip. You can also save your payslip as a PDF file and attach this to an email.

6. What information will my new epayslip contain?

The information on your epayslip will replicate the information you received on your paper payslips and P60's.

7. Will my epayslips be sent to me by an email?

No. We will never send your payslips or P60 via email as we believe this is not a secure method. You will only be able to view them on the secure online portal. However, you will receive an email notification when your new payslip or P60 is ready to view, if you have entered your email address.

8. Will I be able to access my old payslips through the new epayslip system?

From the point of Go Live going forwards you will be able to view your payslip and P60's. No historical payslip information prior to Go Live will be loaded to the payslip portal. However over time you will be able to view current year plus previous three years history.

9. How secure is my personal information?

Your payroll information is processed through a secure ISO27001 accredited UK facility, which conforms to best practice for information. The secure website, where you will access your epayslips, is hosted in the UK and developed to banking standards.

10. Who has access to my epayslip?

Only you and the system administrators who are there to help you should you have questions about your payslip or online access. In other words the same members of SCC staff who currently have access.

11. What are the password requirements?

Your User Name will be your National Insurance number, which is 9 characters (alpha-numeric). You will then set your own password which will need to be a minimum of 8 characters long, with at least one lower case and upper case letter and at least one number. Three security questions will also need to be set and answered

12. Why has my employer decided to implement epayslips?

Implementing ePayslips will allow Surrey County Council to send you your pay information quicker. It will also allow you to access this information wherever you may be, at work, home or on-the-go. ePayslips is also a simple way of helping us become more environmentally friendly by reducing the amount of paper that is put into circulation. It will also save Surrey money on postage & handling costs.

13. What happens if I leave the company? Can I still access my epayslips?

Your payslips and P60's will still be available to you until the end of July in the tax year following your leaving date. For example, if you leave Surrey County Council at any time from, say May 2016 through to Feb 2017 you would still be able to access your payslips and P60's until the end of July 2017.

14. Can I still have a paper version of my payslip?

Yes. When you view your epayslip on the online portal you will be provided with an option to print a copy or save this in a PDF format. It is possible that some financial institutions will still insist on seeing paper versions of payslips, if you are trying to get a bank loan or mortgage, for example and you need to prove your income for the past 3-6 months. In circumstances where the financial institution requests a hard copy payslip on the official pre-printed stationery, these can be provided to employees. In most cases though, the financial institution will accept a PDF version of the payslip or they will accept a simple hard copy version which can be printed locally by the employee themselves. The PDF file can be attached to an email once saved.

We will still provide paper payslips as well as epayslips for the first 2 months of implementation.

15. Can I use epayslips when applying for loans/mortgages?

Yes. As per the paragraph above, all your payslips are kept in one secure place on the online portal and you can print copies yourself or save these in a PDF format should you need them for a loan or mortgage application.

16. If I have a specific reason for still receiving a paper payslip will I be able to?

Yes. We have an 'Exception Policy' where an employee would need to demonstrate a valid case as to why they cannot receive their payslip or P60 electronically.