

## **ePayslip, frequently asked questions**

### **1. What is an ePayslip?**

An ePayslip is an online alternative to the printed paper payslip you usually receive. It contains the same pay information as a paper payslip and will look the same too, so it will be easy to compare the online version with the paper payslip you've previously received.

### **2. Do I have to opt for an ePayslip?**

No. Currently it is our intention to continue to offer paper payslips to all staff that prefer that option and no one will be forced to accept this change.

### **3. 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.

### **4. 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.

### **5. What information will my new ePayslip contain?**

The information on your ePayslip will replicate the information you received on your paper payslips.

### **6. How secure is my personal information?**

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

### **7. Who has access to my ePayslip?**

You and the Payroll team who upload your payslips.

### **8. Why do you need my email address?**

If you need to reset your password or security questions this email address will be where the reset details are sent to. This will ensure the site is available for you 24 hours a day 7 days a week. Also as part of the settings you can have an email alert to confirm your new payslip is available to view.

### **9. How long will my payslips be shown on the website?**

All of your payslips added to the site will be available to view for seven years while you are employed with us.

10. **How can I update or change my details, including passwords and security questions?** All of this information is on the site under the 'My details' section. You can update or change any details needed on here.
11. **Will I be told when my new payslip is available to view on the site?**  
If you have an email address and have ticked the box to receive updates, then yes a reminder will be sent.
12. **What happens if I forget my user name and / password.**  
Should this occur follow the instructions on the ePay site and you will be able to retrieve your details by requesting a reset to your password. We recommend you register your email address to ensure your new password can be sent to you directly.
13. **What are the password requirements?**  
Passwords need to be a minimum of 8 characters long, with at least one lower case and upper case letter and at least one number.
14. **Why have we decided to implement ePayslips?**  
Payslips online allows The Enfield Payroll Team to send you your pay information quicker. It allows quick communication with you, where ever you may be, at work, home or on-the-go. ePayslips are a simple way of becoming more environmentally friendly by reducing the amount of paper we're using.
15. **What happens if I leave the company? Can I still access my ePayslips?**  
You will be able to access your payslips for 6 months after you have left the company. If you wish you can print copies before leaving to have a paper record.
16. **Can I still have a paper version of my payslip?**  
We'll not provide a paper copy but when you view your ePayslip on the ePay service you will be provided with an option to print a copy in PDF format.
17. **Can I use ePayslips when applying for loans/mortgages?**  
Yes. All your payslips are kept in one secure place on the ePay service and you can print copies in a PDF format should you need them for a loan or mortgage application. Some banks may even accept you accessing and showing them your ePayslips online if you are unable to provide a printed copy. However, we suggest that you check with your bank whether they require printed copies and how far back you will need to show.
18. **Is the ePay service reliable?**  
Datagraphic will deliver our ePay service. They are one of the UK's leading providers of secure online payslips. Almost 300,000 payslips are uploaded each month to their service for employees in organisations across the UK to access.