

## E-PAYSLIPS – FREQUENTLY ASKED QUESTIONS

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### General information about e-payslips

#### **What is an electronic payslip?**

An Electronic payslip is an electronic copy of your payslip.

#### **What does an electronic payslip look like?**

An Electronic payslip is in an identical layout to the paper payslips currently provided, but is in PDF format.

#### **When will I be able to view my electronic payslip?**

If you have access to ESR Self Service you can already access your Electronic payslip. It is available two working days before payday.

#### **What should I do if I think my details on my electronic payslip are not correct?**

If you have a pay query you should contact the Payroll team.

#### **Is it a legal requirement for the hospital to provide me with a payslip and P60?**

The Trust must provide you with a payslip/P60 however they are able to choose whether they provide printed or electronic (online) payslips.

#### **Will the electronic payslip affect my pay or pension?**

No, the electronic payslip is simply a change in the way you are notified about your pay. Your pay will still be transferred via BACs directly into your bank account.

#### **To access my payslip, I will have to use ESR Self Service – will I need training?**

No, it is easy to access your electronic payslip – just follow the steps in the guidance provided.

#### **My mortgage provider and/or bank has requested a hard copy of my payslips, can I get a paper payslip if required?**

Financial institutions such as mortgage lenders should accept a printed copy of your Electronic payslip, but if you run into any problems please contact the Payroll team.

## Accessing my e-payslip

### How easy is it to access my electronic payslip?

You are now able to access information about your pay at any time of the day or week by using your ESR login details that you use to access your mandatory training through the following routes:-

- This link on your work or home computer (<https://my.esr.nhs.uk>)
- Or the ESR app on your mobile (available from the App Store for iPhone or Play Store for android phones)



- If you are a Smartcard user and you don't know your ESR login details, you will need to login to ESR on a work PC to obtain these. Once this is done you can then access your payslips from home or on your mobile. Please see Employee Self-Service main document for further information.

### Is my information secure if I access payslips online?

Yes you will need to have your personal username and password to be able to access your information and these are unique to you. This compares favourably to paper payslips which can easily be misplaced or accidentally picked up by the wrong person.

### Does the password need to be the same as my smartcard password

The password for remote access has a very specific requirement that your smartcard does not, i.e. Passwords must be at least 8 characters, not based on your name or username, contain at least one letter and one number, and not contain repeating or sequential characters. Passwords are case sensitive.

### I cannot remember my username or password - can I reset these on my home computer or mobile?

Yes. You will just need access to your NHS Mail account on your home device to reset your password or obtain your username. You will be sent a link and this must be actioned within 12 hours or it will expire and a further request will need to be made. Once this has been reset you can recommence accessing your payslips on your home/mobile device.

### Who else can access my Payslip?

Only individuals who have a role requiring them to have a User Responsibility Profile which includes access to the records of other staff will be able to access your payslip. (For example HR/Payroll).

**I hold 2 roles, split across different teams, with different managers. Will I be able to see all my payslips from one access, or will I have two?**

ESR access is created against you as an employee, so you only have one access. You will be able to see all your payslips through the one access.

**Can I choose to continue to receive a paper payslip instead?**

No, once you are notified that paper payslips have stopped in your area, they will only be available electronically.

**Can I print my electronic payslip?**

Yes, once you have accessed your PDF Electronic payslip you can save or print it but previous payslips are stored securely on ESR and you are able to access them at any time. You are asked to only print payslips when absolutely necessary to help reduce the RUH's environmental impact.

**When will my paper payslip stop?**

Paper payslips are being phased out across all RUH sites, with a view to ceasing the provision of paper payslips to staff during 2020.

## Leavers and Individuals Retiring and Returning to work

**I am about to go on Maternity Leave – will I be able to access my online Payslip from home?**

If you are a Smartcard user, prior to you going on maternity leave, you will need to ensure you know your ESR Username and password to access ESR remotely. Please see the main document on Employee Self-service which takes you through the steps to access the portal.

**I am currently on maternity Leave/off work due to sickness – will I be able to access my online payslip from home?**

You will need to know your ESR username and password to access ESR remotely. Please see the main document on Employee Self-service which takes you through the steps to access the portal.

If you do not have this information but can access your work emails at home then you can request a new password via 'Forgotten / request Username/Password/Unlock Account' on the ESR login page. You can then request your username. If you do not have access to your work emails at home contact the Payroll Team.

**What happens if I leave the RUH to work elsewhere – will I still be able to access my payslips?**

No, your ESR account is attached to the organisation you work for, so you will not be able to access your electronic payslips once you leave the RUH. You are therefore advised to save any copies of payslips or P60s that you may need before you leave.

**If I retire and return to the hospital will I be able to access payslips I had before I retired?**

Unfortunately as we will need to cease your employment on the pay system to activate your pension, you will be classed as a leaver and your access to your record prior to your retirement will no longer be available.

We would recommend that you download a copy of any payslip or P60 documents you wish to have access to on your home computer or mobile before you leave.

**If I am leaving the Trust how will I receive my P45?**

P45s will still be produced on paper and these will be sent to the home address held within ESR. Please ensure that your details are correct.

If you need to amend your details, please update the 'Personal Details' section on the ESR system.

**Will I still get a paper copy of my P60?**

No, paper copies of your P60 will be phased out at the same time as paper payslips.

You can access them via ESR Self Service using the steps outlined in the user documentation.

## Contact details

**Who do I contact if I have a query on electronic payslips/P60s?**

Please contact Payroll at: [ruh-tr.epayslips@nhs.net](mailto:ruh-tr.epayslips@nhs.net)