

## **E-Payslips - Frequently Asked Questions (FAQ)**

### **1. What is the e-Payslip service?**

The e-Payslip is a service available on e-Payroll, and means that you may now receive electronic payslips instead of paper copies. It is part of the wider e-Payroll Self Service functionality which also allows you to view your payroll records, including historical pay details and personal information. The link to Self Service is noted below:

<https://workforce.mhs.scot.nhs.uk/eYou/Authentication/Login.aspx>

### **2. Who can access e-Payslips?**

Most employees within NHS Scotland can now receive electronic payslips instead of paper copies. Within NHSGG&C it has been agreed in partnership that all staff with the exception of some staff groups who do not have regular access to a PC will receive electronic payslips in January 2019.

All staff within NHSGGC are required to read and act in accordance with the appropriate Information Governance and Information Security Policies.

**It is crucial that all staff remember to log out of their computer, laptop or other electronic device when they walk away from it.**

Staff using Single Sign On are reminded that they will be automatically signed into e-Payslips (as they will be to all relevant NHS sites) when they use their single sign-on tool. All Information Governance documents can be found on Staffnet at:

<http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/eHealth/InfoGovIndex/Pages/InfoGov.aspx>

### **3. How do I get access to e-Payslips?**

If you already have access to e-Payroll, then please refer to the **"e-Payslip Guidance Document"** which explains how to set up your e-Payslip.

If you don't already have access to e-Payroll, or have not used your access, then a security envelope – similar to your current paper payslip – will be produced for you and sent to your home address. This security envelope will detail your individual username and password and also the link to "Workforce Systems" where e-Payroll is available. You can then refer to the **"e-Payslip Guidance Document"** which explains how to set up your e-Payslip.

### **4. Which staff groups will not be set to receive e-Payslips?**

Staff who do not have regular access to a PC will not be set to receive an e-Payslip; e.g., Estates, catering and domestic staff. It is important to note that these staff groups can still opt in to receive an e-Payslip, should they not automatically change in January 2019.

### **5. What's the benefit of an e-Payslip?**

There are benefits to you as an employee, and to NHSGG&C as an organisation.

**For you:** Faster, and easy access to your last 12 months payslips in one place – save, print and reprint payslips at your convenience. The risk of your payslip being lost or misplaced is significantly reduced

**For GG&C:** Reduced costs of printing on specialised stationery, and transport, and/or postage costs. Productivity benefits, as Payroll no longer have to handle large volumes of payslips. Speedier and more secure delivery of payslips to employees

## **6. What happens when I am first opted in for e-Payslips?**

When you are opted in for e-Payslips, the next time a payroll is processed you will not receive a paper payslip and your e-Payslip will be available on e-Payroll.

## **7. Will I be able to save or print my e-Payslip?**

Yes e-Payslips can be viewed as a pdf file then saved and/or printed if required.

## **8. I do have access to a PC, but can I still get a paper copy of my payslips?**

You will no longer receive your payslip on the specialised stationery however, if you need to, you can print a copy of your e-Payslip from your PC.

## **9. Will my bank, etc., accept an electronic payslip as proof of salary/employment?**

Electronic payslips are widely accepted by banks and other institutions as proof of pay. Some institutions may not currently accept electronic payslips in the same way that some institutions do not currently accept paper payslips as proof of earnings. If you encounter any issues with this then please contact your designated Payroll Officer for assistance.

## **10. I am employed by GG&C, but am currently based in another Health Board. Can I still access my e-Payslip?**

This could apply to doctors and dentists in training placed with other NHS Health Boards, or employees on secondment.

Yes, your e-Payroll user name and password will allow you to access your e-Payslip through a secure NHS connection within the Board you are currently working in.

## **11. How secure are e-Payslips?**

E-Payslips are available through a secure NHS connection within the Board you are currently working in.

Your individual access is via a secure username and password.

Staff using **Single Sign On** are reminded that they will be automatically signed into e-Payslips.

**It is crucial that all staff remember to log out of their computer, laptop or other electronic device when they walk away from it.**

When your e-Payslip is printed or stored outside the e-Payroll system, you should treat them as you would anything with personal identifiable information. Personal devices cannot be routinely, securely connected to the NHSGG&C network and (as an example) emails sent to external addresses are not always secure.

## **12. Will I be able to access previous e-Payslips?**

You will be able to view 52 weeks (12 months) payslips, on a rolling basis, through e-Payroll Self Service. If there are exceptional circumstances and you require payslip information in excess of the previous 52 weeks, please contact payroll at: [Payroll.SupportTeam@ggc.scot.nhs.uk](mailto:Payroll.SupportTeam@ggc.scot.nhs.uk)

## **13. Should I save my e-Payslips?**

As noted above, the system will retain 12 months or 52 weeks of payslips on a rolling basis. If you wish, it is possible to download and save copies of any payslip you may need after 12 months or 52 weeks in a secure location of your own choosing.

#### **14. How will I know when my latest e-Payslip is available?**

e-Payslips will automatically be available on the Friday before payday for monthly paid staff and every Wednesday for weekly paid staff, and so you will see your payslip much sooner than your current paper payslip.

It should be noted that Payroll Staff will still be undertaking post-payroll checks between the release of e-Payslips and your actual pay date so could be subject to change – this is the same as with your paper payslip just now.

#### **15. Will I get my P60 electronically as well?**

P60's are not currently planned to be available electronically, and will continue to be paper based for the foreseeable future.

#### **16. Can I access e-Payslip if I don't have a GG&C or NHS email address?**

You can only access e-Payroll Self Service through a secure NHS network. FAQ 10 provides additional detail for GG&C employees who work in a different Health Board.

You can use a non-NHS email address for the purposes of re-setting your password.

You will need to record an email address in the system to allow you to use the e-Payslip service and reset your password if you forget it.

Please see "**e-Payslip Guidance Document**" for details of how to set up an email address within e-Payroll Self Service.

#### **17. What happens if I am getting electronic payslips and then go on maternity leave?**

You will automatically be reverted to paper payslips for the duration of your maternity leave which will be sent to your home address. It is therefore important that you ensure your correct and current home address is held on your payroll record – you will see this on your e-Payslip.

You will automatically be reverted back to an e-Payslip when you return to work.

#### **18. What happens if I am on sick leave?**

For short term absence we would not expect any change as you will be able to view your payslip as soon as you return to work. If, however, you are unfortunate enough to be off for a longer period of sick leave then payroll require notification from either you or your line manager that this is the case and that paper payslips are required for the duration of the absence. These will then be sent to your home address. It is therefore important that you ensure your correct and current home address is held on your payroll record – you will see this on your e-Payslip.

You will automatically be reverted back to an e-Payslip when you return to work (this may be delayed until the following pay period due to the way in which payroll receive absence information).

#### **19. What happens if I leave NHS GG&C?**

If you are leaving NHS GG&C, when this is recorded on the payroll system it will automatically ensure that your final payslip is a paper payslip. This will be sent to your home address, along with your P45.

**If you have any other questions please contact:**

**[GGCEPayroll.Team@ggc.scot.nhs.uk](mailto:GGCEPayroll.Team@ggc.scot.nhs.uk)**