

# NEW E-PAYSLIP SYSTEM

## New e-payslip system now launched

From 01/08/2020 you will need to log in to the new e-payslip system as the old has now been disabled.

## How to access your payslip (on the NEW e-payslip system)

The new system provides improvements, such as the ability to reset your own password and receive PIN reminders via the system, rather than having to contact the e-Payslip support team.

We have been transferring users to the new system in stages over the past few months and we have let you know via post to your home address or via email to your 'bradford.gov.uk' address with details of your new password and PIN and your username.

What can I access on the e-payslip system?

You can access both current and historic:

- e-payslips
- P60s

How do I access the new system?

1. Go to [www.epayslips.bradford.gov.uk](http://www.epayslips.bradford.gov.uk)
2. Select "Log in" on the top right of the



- page
3. Enter your log in details which will have been emailed or posted to you:
    1. Username: this will be detailed in your letter. If you do not know this, please telephone 01274 43 2415 (Council staff) or 01274 432428 (School based staff)
    2. Password: if forgotten, select "Forgot your password" (you must have registered an email address first for your password to be sent)
    3. Pin: if forgotten, select "Forgot your pin" (you must have registered an email address first for your password to be sent)
  4. If you are logging in for the first time, you must also: Register an email address – you must do this to fully use the system. Please use a private email address (not your work one)
  5. Once logged in, you can change your password by selecting "Change password" near the top right of the page

## About your payslip

You should be able to view your payslip up to 6 days before you are due to be paid.

Please see below for guidance on understanding your payslip:

 [Sample Payslip Information](#)

If your payslip is not available to view after this time or you have not been paid, ring the appropriate Payroll team on the contact details above.

## Unauthorised access

If you attempt to connect or access this system and you are not an authorised user you will breach the Computer Misuse Act 1990, which is a criminal offence.

# Frequently Asked Questions

## **It is the first time that I have tried to log in and I can't access the E-Payslip system**

- Make sure you have used the correct E-payslip website address  
<https://epayslips.bradford.gov.uk>
- Please ensure you have used the correct username, password and PIN as detailed in the two letters you were sent
- If you have lost this information, please contact the E-Payslip team on 01274 433939

## **Where can I access the e-payslip system?**

You can access the system on any internet enabled device, whether that's a work computer, home computer, tablet or mobile phone.

## **Can I use ESS to access the E-Payslips website?**

YES – As we have migrated all users to the new system, the link in ESS has been updated so this points to the new website. Please remember to save the new website address in your favourites.

## **How do I report system issues or give feedback?**

Please report issues or give feedback by calling 01274 433939 – you will need your username or payroll number to hand when you call so the team can locate your account.

## **My account is showing as locked**

You have entered your log in details incorrectly three times, please contact the E-Payslip team on 01274 433939 to reset your account. You will need your username or payroll number to hand when you call so the team can locate your account.

## **I have forgotten my PIN or password**

Please ensure that you have registered a personal email address and use the forgotten password or PIN links on the log in page - <https://epayslips.bradford.gov.uk>

## **I have requested my password / PIN to be sent to me via the forgotten password / PIN option but it hasn't arrived?**

- Make sure you have checked the correct email account
- Check your junk e-mail folder
- You may not have previously registered an email address; contact the E-Payslips team on 01274 433939 who will be able to assist. Please note that usernames, passwords and PINs will not be issued over the phone.

## **I have not registered an email address and have forgotten my PIN or password**

Contact the E-Payslips team on 01274 433939 who will be able to assist.

## **How do I change the email address in the system that is used for password or PIN reminders?**

Please call 01274 433939 and the E-Payslip team will help you to reset this.

## **What happens when I leave – will I still be able to view my e-payslip?**

You will be able to access your e-payslips up until the end of the tax year you have left in - the tax year runs from 6th April to 5th April the following year. Please remember to download your payslips / P60s from the system in this period.

**NOTE** – if you need printed copies, you will be charged £5.00 per item.

## **Who do I contact if I can't see my payslip once logged in or I have been paid incorrectly?**

If your payslip is not available to view or you have not been paid, please ring the appropriate Payroll team on the contact details below:

- Internal Payroll (Council employees) - 01274 432415
- External Payroll (Education and External Businesses) - 01274 432428