



ePayslips

Frequently Asked Questions

Supporting your school's success.

Providing you with proactive and tailored HR, Payroll & Pensions, Safeguarding and Health & Safety support.

We listen. We support. You achieve.

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1. Unable to Register for ePayslips

Q: Why can't I register for ePayslips?

A: This might be for one of the following reasons:

- Your date of birth and NI number are not matching our system. Please check that you are entering these correctly. Your date of birth needs to be entered as YY/MM/DD and selected from the pull down menu, this shouldn't be entered manually. If that is correct, please check with your school that your details have been entered correctly onto our HR portal.
- You can only register if you have received a registration email from EPM and follow the link within the email.
- If you have not received a registration email please check your school has updated the portal with your email address. The school can request a new registration email via the epayslip report on the portal.
- Please do not remove the auto filled information in the Registration ID box, as below:



EPayslips Registration

Registration

Please complete the details below to continue:

Registration ID:

Registration ID cannot be blank

National Insurance Number:

Date of Birth:

Submit

2. Change to Personal Details/Email Address

Q: How do I update my personal details?

A: If you need to change your name, date of birth, national insurance number, title or home address please contact the office staff at your school as they will need to update this information on our HR Portal.

Q: How do I change the email address registered to my ePayslip account?

A: If you need to change the email address that is registered to your ePayslip account please contact the office staff at your school as they will need to update this information on our HR Portal.

Q: Why haven't I received the registration email from EPM, when the school has started the registration process?

A: This might be for one of the following reasons:

- If you have not received a registration email please check your school has updated the portal with your email address. The school can request a new registration email is sent via the epayslip report on the portal

3. Username

Q: What is my username?

A: Your username is your payroll number, which starts with the letter 'E' and is followed by 6 numbers. This could also have letters at the end.

If you are unsure what your username is you can either:

- Find this on the registration email that you received to register for ePayslips
- Contact a member of the office staff at your school who can advise you of this
- Go to www.epm-epayslips.co.uk/Login.aspx and click on forgotten username and enter your email address

Forgotten Username

Request your Username

Please confirm your email below to continue

Enter your email address:

- 1 Enter the email address that you used when registering with the EPayslips website
- 1 An email containing a username reminder will be sent to the registered email address

Q: Why do I have more than one username?

A: If you work at more than one school who use EPM Ltd for payroll, you will have a different log in per school. This is due to each school being a different employer. The start of the username will be the same; however, the username will have different letters at the end.

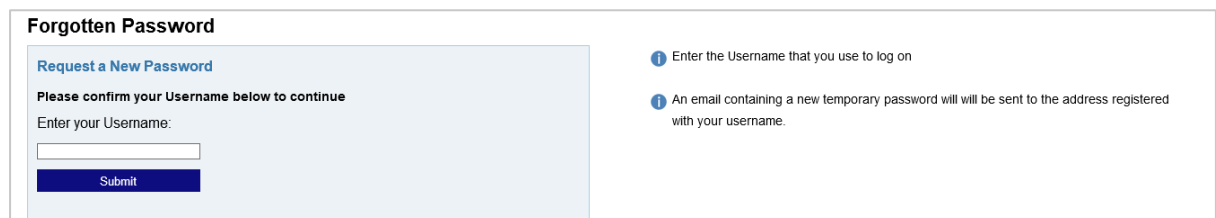
Q: Why has my username changed?

A: If your school has converted to an academy or multi-academy trust you will be issued with a new username. This is due to the change of employer.

4. Password

Q: If I have forgotten my password, how do I log on?

A: Please go to the website www.epm-epayslips.co.uk/Login.aspx and click on 'forgotten your password?'



The screenshot shows a web form titled "Forgotten Password". On the left, there is a light blue box with the heading "Request a New Password". Below this heading, it says "Please confirm your Username below to continue" and "Enter your Username:". There is a text input field and a dark blue "Submit" button. To the right of the form, there are two informational icons (blue circles with white 'i') and text: "Enter the Username that you use to log on" and "An email containing a new temporary password will be sent to the address registered with your username."

5. Locked Out

Q: If I have locked myself out of my ePayslip account, how do I unlock the account?

A: Please call epayslip support team on 01480 431993 with the following details:

- Your username
- Your name
- School name
- Your memorable word

We will be able to unlock you while you are on the phone. Please note the office working hours are Monday to Thursday 8.30am to 5pm and Friday 8.30am to 4.30pm.

Or if you prefer, email helpdesk@epm.co.uk with the following details:

- Your username
- Your name
- School name
- Request to be unlocked

You will be notified by email once your account is unlocked. Please note that this is not an automated request, so may take up to 24 hours for the account to be unlocked.

6. P45

Q: Can I view my P45 on my ePayslip account?

A: No. A P45 will be sent to your employer at the end of your last working month.

7. Left a School

Q: What happens if I leave the school?

A: If you leave the school, you are advised to download your pay information as soon as possible. Your ePayslip account will remain active until 31 March or up to a maximum of 5 months after your final day of employment depending which comes first.

8. EPM ePayslip Website

Q: Where do I log onto my ePayslip account?

A: The website for ePayslips is www.epm-epayslips.co.uk/Login.aspx

9. Memorable Word

Q: What should I do if I have forgotten my memorable word?

A: If you need to enter your memorable word but have forgotten what this is, please click on 'Forgotten your memorable word'. You will need to enter the email address registered to your account. An email will then be sent to you with your memorable word. Please note within the email is the memorable word; it is not a clue/hint.

- Please check your junk/spam box as your registration email might have been sent there automatically by your email provider. Please add our email addresses to your 'safe email list'; these are epayslips@epm.co.uk and service@epm.co.uk. Once these email addresses have been added, please ask your school to action the link in the epayslip support report on the HR portal.

10. Need to Re-register

Q: Why can't I re-register for my ePayslip account?

A: If you cannot access your ePayslip account, please do not try to re-register. If you have forgotten your password or username, please click on 'Forgotten your username' or 'Forgotten your Password' and follow the necessary instructions.

Q: How do I know if I am registered for ePayslips?

A: Please speak to your school and they will be able to confirm if you are registered. Your username and the email address are linked to the account.

11. Email Addresses

Q: Can I use my work email address when registering for ePayslips?

A: We would advise that you use your personal email address rather than your work email address. This is so that you can access any emails regarding change of password during school holidays and any other times outside of school hours.

12. Pay Queries

Q: Who do I speak to if I have been paid incorrectly?

A: If you have a query regarding your pay, please contact the relevant person in your school office. They should be able to answer your query. If they are unable to resolve the issue they will liaise with their Payroll Adviser at EPM. Please be aware that EPM are unable to take instructions from employees and that all instructions need to come to EPM via the school.

Q: Who do I speak to if my tax code is wrong?

A: All tax codes are set by HMRC and not by EPM Ltd. Therefore, please contact HMRC if you have a query with your tax code. HMRC contact details are:

T: 0300 200 3300

W: www.gov.uk/government/organisations/hm-revenue-customs/contact/income-tax-enquiries-for-individuals-pensioners-and-employees

13. P60

Q: Can I view my P60 on my ePayslip account?

A: Yes. Your P60 will be available on your ePayslip account at the end of the financial year. Once you have logged in you will see 'MY P60S' in the menu bar. Please click on this to access a list of your current and historical P60s. Highlight and click on any record in the list to view the one(s) required. It is recommended that you print or save copies of your P60 each year.

14. Receiving Payslips via Email

Q: Why haven't I received my payslip by email this month?

A: The payslips are not sent by email but are available to view on our website. Please log on to www.epm-epayslips.co.uk

15. Not Receiving Emails from EPM

Q: Why haven't I received my new password or memorable word by email yet?

A: Please check your junk/spam box as it might have been sent there automatically by your email provider. Please add epayslips@epm.co.uk and service@epm.co.uk to your 'safe email list' then request the email again.

16. Web Browsers

Q: Which Web browsers are supported?

A: EPM ePayslips has been designed to work on most modern browsers and devices. As a guide, the following popular browsers are supported. Keeping web browsers up to date is important for security reasons. EPM look to support the two latest versions of Google Chrome and Firefox, other versions and browsers are supported on a best efforts basis.

Internet explorer 9, 10, 11



Google Chrome



Mozilla Firefox



17. Having Problems with ePayslips

Q: Who can I contact if am having problems with my ePayslip account?

A: If our Q&A guide hasn't answered your question please send an email to helpdesk@epm.co.uk. Please include your name, employee number and your problem/question. A member of the team will contact you to rectify the problem.