



# Portal Employer User Guide

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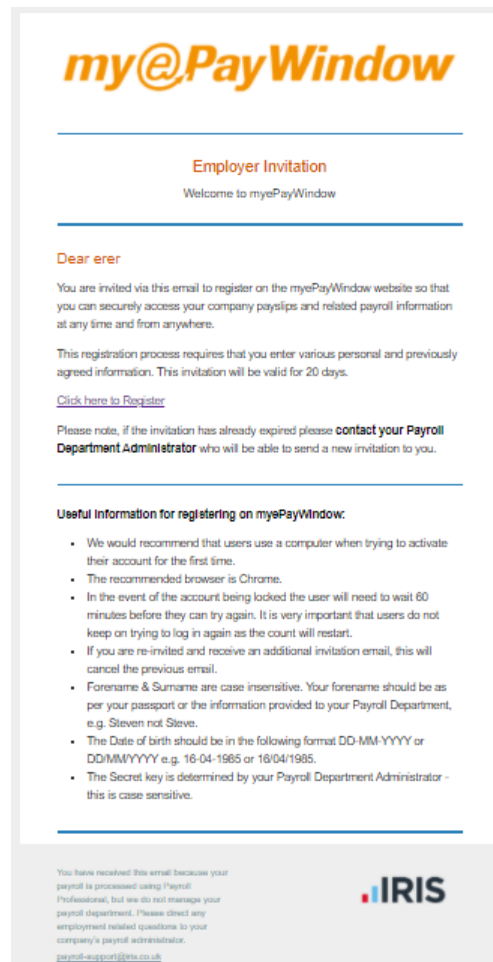
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## Employer Registration

Once you, as an Employer user, have been connected and invited to the Portal from the Payroll Professional application; you will receive an email invitation with a 'link' that will take you to the Portal website to start registration. The invitation link within the email is valid for 20 days.



**Note:** The text in the invitation email differs slightly between Employer users and Employee users in that Employees are advised to have a previous payslip to hand when they go through the registration process as they will require their NI number to verify their identity (or passport number if they don't have an NI Number). We do not explicitly state the requirement for an NI number in the email for security reasons and Employees who do not have an NI number should be individually pre-warned of this registration requirement. Employer users registering will need to have prior knowledge of a 'secret' keyword pre-agreed with the Payroll department (see step 1 below)

### Registration Step 1 – Verify Identity

The first step of registration is to verify that you are genuine. The details on this screen (see below) need to match your details set up in the Payroll software. All fields must be entered correctly to verify your identity and for the registration process to continue to step 2.

Note: First Name is as per the Payroll Employer or Employee record. If you have more than one name in this field, any one of the names can be entered. For example, if you are known as 'John James' either John or James can be entered in the First Name entry field.

Note: Secret key is a word you have agreed with your Payroll department, for example this could be a pre-existing report password.

The screenshot shows the 'my@PayWindow' logo at the top left and 'First time login' at the top right. Below the logo is a progress bar with three steps: '1 Verify identity' (highlighted in orange), '2 Give consent', and '3 Set-up account'. The main heading reads 'We need to verify your identity before creating your account'. Below this are five input fields: 'Email Address' with an envelope icon, 'First Name' with a person icon, 'Last Name' with a person icon, 'Date Of Birth' with a person icon, and 'Secret Key' with a person icon. At the bottom is a large orange button with a checkmark icon and the text 'Verify your identity'.

## Registration Step 2 – Give consent

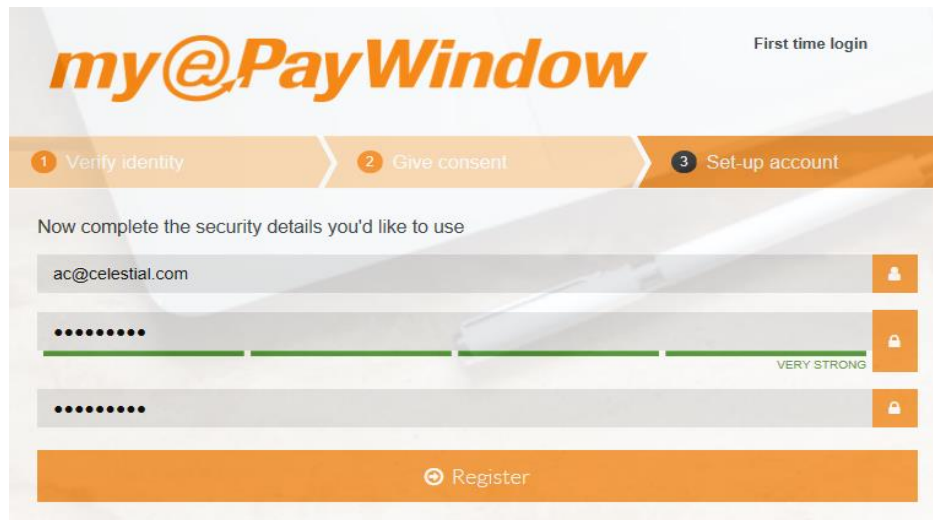
On completing Step 1 successfully, the registration process moves to Step 2, consent. By scrolling to the foot of the **Give consent** window and clicking the **'I agree'** button, the registration process moves to step 3.

The screenshot shows the 'my@PayWindow' logo at the top left and 'First time login' at the top right. Below the logo is a progress bar with three steps: '1 Verify identity', '2 Give consent' (highlighted in orange), and '3 Set-up account'. The main heading reads 'In this Privacy Policy references to we, our or us are to Star Computers Limited. References to the Website are to myePayWindow.com'. Below this is a list of six items, each with a dropdown arrow: '1. What Information we Collect', '2. Why we need it', '3. What we do with your Information', '4. How long we keep it', '5. How we protect your Information', and '6. Your Consent'. At the bottom are two buttons: a green button with a checkmark icon and the text 'I agree', and a red button with an 'X' icon and the text 'I do not agree'.

## Registration Step 3 – Set-up account

This step involves you setting up your Portal username and password:

- Username – minimum 6 characters – maximum 64 characters, an email address can be used if this more easily remembered. Password – minimum 8 characters – maximum 40, 1 upper case, 1 lower case, 1 special, 1 numeric. Note: an existing ePayslips password can also be used.



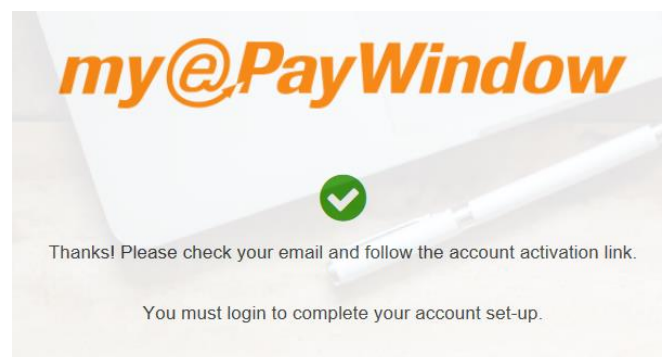
The screenshot shows the 'my@PayWindow' registration interface. At the top right, it says 'First time login'. Below the logo, there is a progress bar with three steps: 1. Verify identity, 2. Give consent, and 3. Set-up account (which is currently active). The main heading reads 'Now complete the security details you'd like to use'. There are three input fields: the first contains 'ac@celestial.com', the second contains a password (represented by dots) with a green strength indicator below it that says 'VERY STRONG', and the third contains another password (represented by dots). A large orange 'Register' button is at the bottom.

Note: A special character is a punctuation type character from your keyboard such as (!,?, %, =, \*)

The password strength for any entered password is shown dynamically on screen, the password strength indicator will only change to green and very strong, when you have entered a password meeting the criteria.

The password will need to be entered a second time to verify it and you will not be able to register until they match.

On clicking the **Register** button, the following message is displayed. You will then receive an email to activate your user account, so the full registration process is not yet complete.

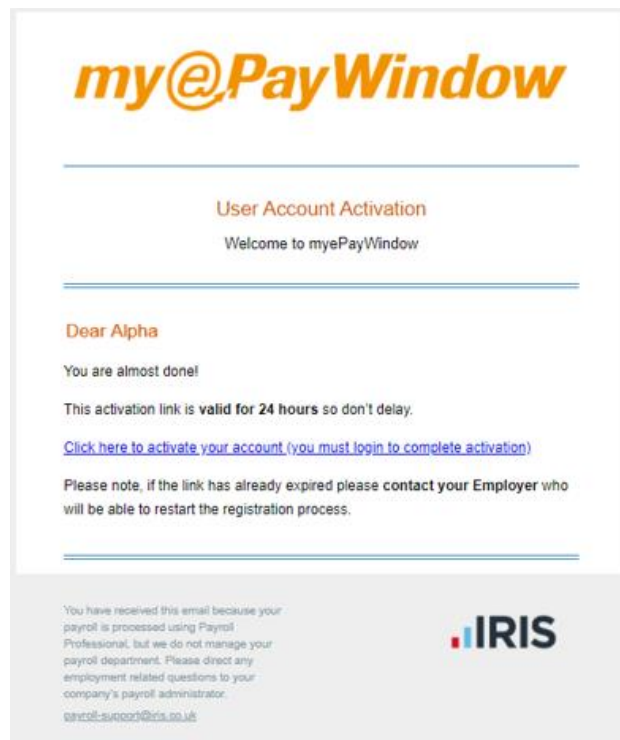




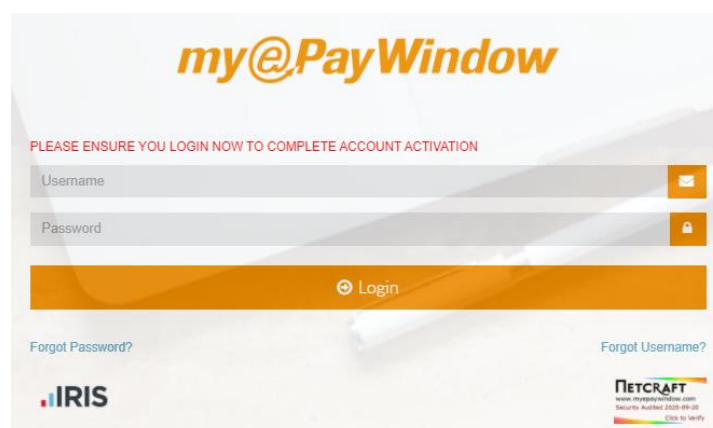
## Registration Step 4 - Activate account

The final step in registration involves clicking the activation link in the email sent to you in Step 3, and then successfully logging in to the Portal.

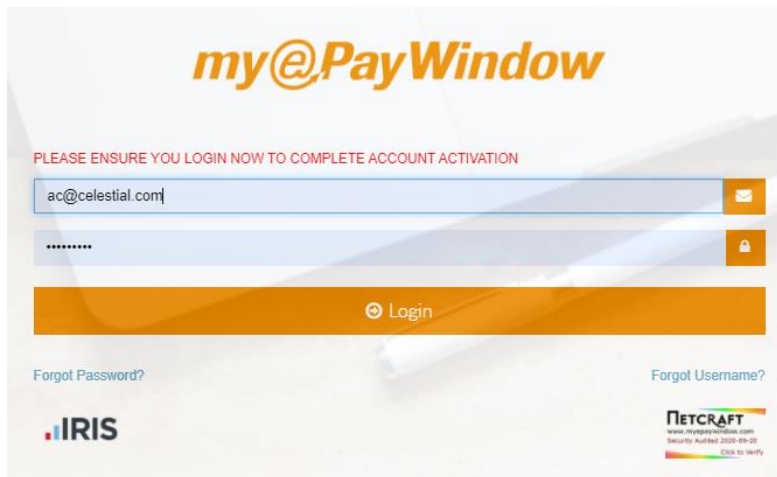
**Warning** – If the activation link is not used within 24 hours then the registration process will need to be re-started from the link in the initial invitation email if it is within 20 days. If more than 20 days have passed you will need to ask to be re-invited by your Payroll Department.



On clicking the activation link you will be automatically directed to the login screen on the Portal where you must login to complete registration.



Enter the login details created during step 3 and click 'login', this will complete the registration process.



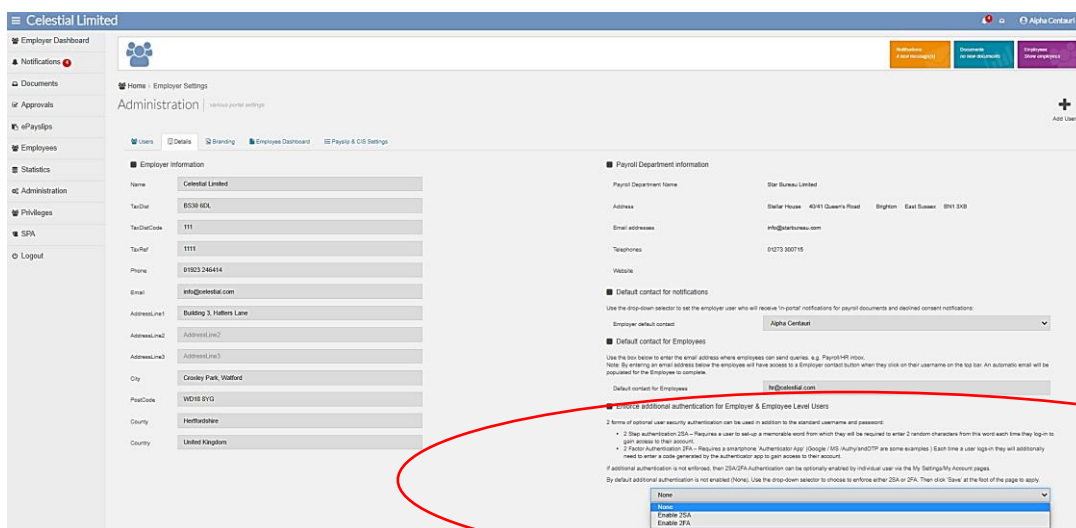
## Additional authentication – 2SA/2FA

2 forms of optional user security authentication can be used in addition to the standard username and password:

- 2 Step authentication 2SA – Requires a user to set-up a memorable word from which they will be required to enter 2 random characters from this word each time they log-in to gain access to their account.
- 2 Factor Authentication 2FA – Requires a smartphone 'Authenticator App' (Google / MS /Authy/andOTP are some examples) Each time a user logs-in they will additionally need to enter a code generated by the authenticator app to gain access to their account.

If additional authentication is not enforced, then 2SA/2FA Authentication can be optionally enabled by individual user via the My Settings/My Account pages.

By default, additional authentication is not enabled (None). Use the drop-down selector to choose to enforce either 2SA or 2FA for Employer only users or Employer & Employee users. Then click 'Save' at the foot of the page to apply.



## 2 Step Authentication

If 2SA is enforced for your users, the user will be asked to create a memorable word. The Memorable word can only contain letters and digits and be between 6 and 12 characters in length

Once 2SA is selected, the option to select 2SA on Employer Users only will appear. Tick the box to enforce 2SA for Employer users only. Save employer details. If the Employer only box is left un-ticked, then all Employer & Employee users will have 2SA enforced.

Enforce additional authentication for Employer & Employee Level Users

2 forms of optional user security authentication can be used in addition to the standard username and password:

- 2 Step authentication 2SA – Requires a user to set-up a memorable word from which they will be required to enter 2 random characters from this word each time they log-in to gain access to their account.
- 2 Factor Authentication 2FA – Requires a smartphone 'Authenticator App' (Google / MS /Authy/andOTP are some examples ) Each time a user logs-in they will additionally need to enter a code generated by the authenticator app to gain access to their account.

If additional authentication is not enforced, then 2SA/2FAAuthentication can be optionally enabled by individual user via the My Settings/My Account pages.

By default additional authentication is not enabled (None). Use the drop-down selector to choose to enforce either 2SA or 2FA. Then click 'Save' at the foot of the page to apply.

Enable 2SA ▼

Employer Only

Once 2SA is enforced here:

- All Employer & Employee Users (unless you have selected Employer only) will need to create a memorable word between 6 and 12 characters in length when they next log in.
- On subsequent login the User will be required to enter 2 random characters from this word.
- If the User forgets their memorable word, it can be reset during the logon process.
- If you only require Employer Users to have 2SA enforced here, tick the Employer only box above. All Employer users will need to create a memorable word.

Once 2SA has been enforced, the user will be prompted to enter a new memorable word when they log in. Once Submit is selected the memorable word will be saved to the user's account.

my@PayWindow First time memorable word

Please enter the new memorable word you would like to use

The Memorable Word must only have characters, digits and maximum 12 characters long

Memorable Word

The memorable word and confirmation memorable word do not match.

Confirm Memorable Word

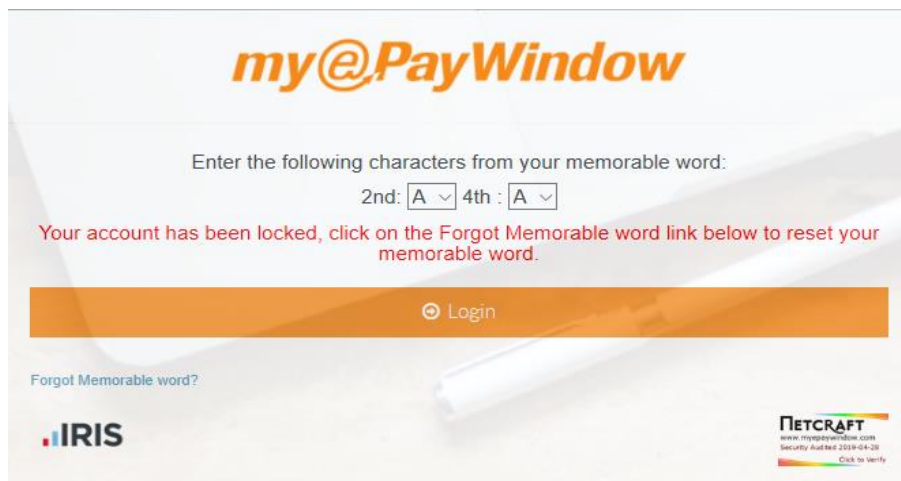
Once a username and password are entered a second page is displayed where the user must enter two random characters from their memorable word.



A message is displayed if incorrect characters are entered.



After 3 incorrect attempts the account will be locked.

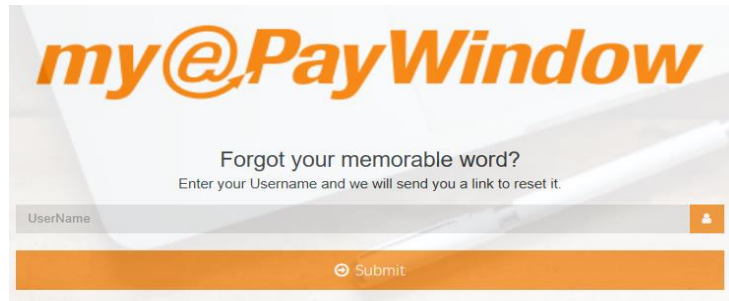


If the account is locked the user will need to wait an hour to re-enter the 2 characters from the memorable word or contact their Payroll department/Employer to unlock the account.

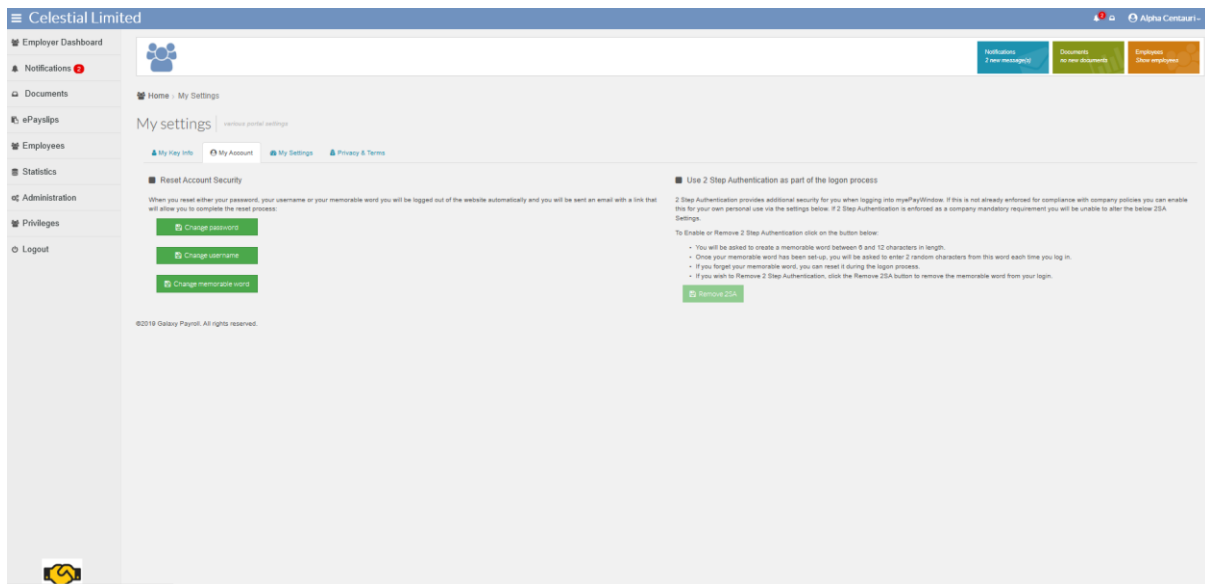
## Forgot Memorable word reset during login

To reset the memorable word, click the 'Forgot Memorable Word' link

Enter your username to receive a reset link via email. The User must provide the verification details in the email to reset the memorable word and gain access to their account



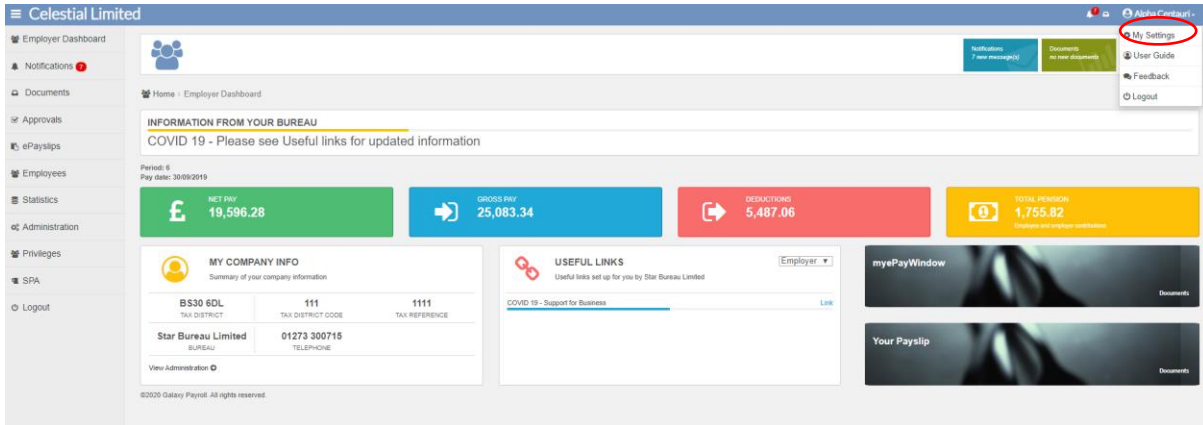
As 2SA has been enforced at company level the User will be unable to edit personal settings under My Settings/ My Account.



## Individual User 2SA Activation

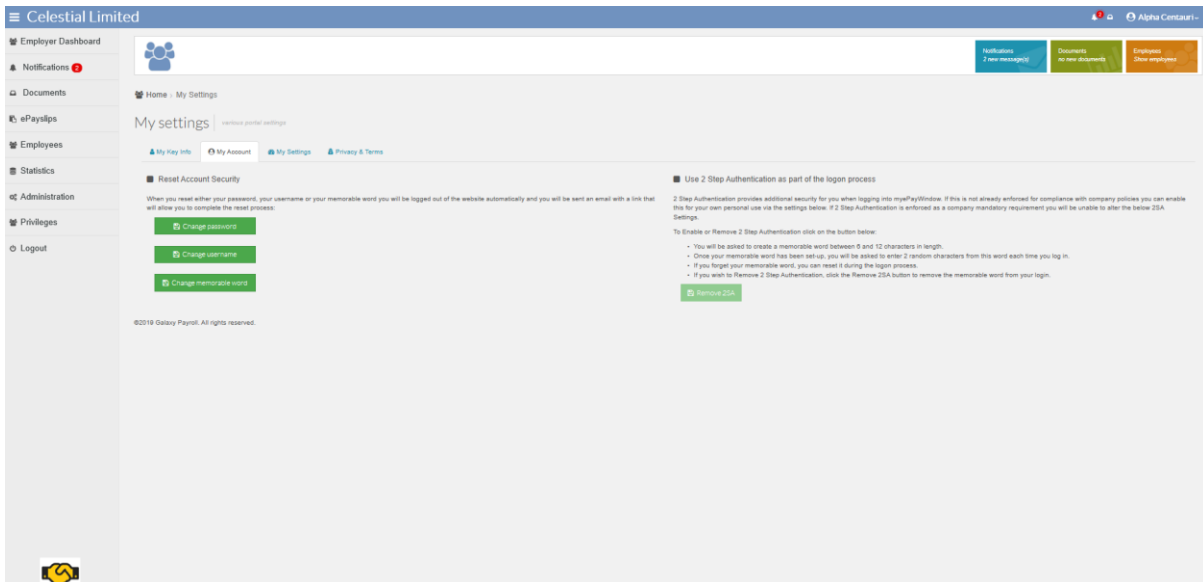
An individual can Enable 2 Step Authentication for their myePayWindow account provided that 2SA hasn't been enforced via Administration at Employer/Payroll department Level.

From the Top-bar click on the username and My Settings.

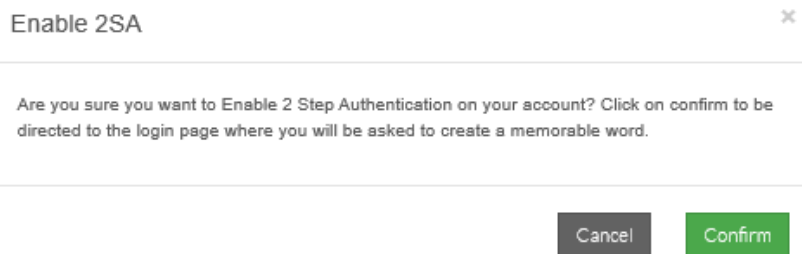


On the My Account tab, click the Enable 2SA button.

If the Enable 2SA/ Remove 2SA button is greyed out, 2 Step Authentication has been enforced and users cannot change this setting.



Click the confirm button to set-up your memorable word.



Users will be next asked to enter their username & password, after which they can 'set-up' the memorable word. The Memorable word can only contain letters and digits and be between 6 and 12 characters in length.

If the Enable 2SA/ Remove 2SA button is greyed out, 2 Step Authentication has been enforced and users cannot change this setting.

If 2SA is not enforced, a user can Remove 2SA from their account via My Settings/My Account and the Remove 2SA button.

Once a user has confirmed this action, they will be directed to the login page.

Enter the Username, Password and 2 characters from your memorable word to confirm the remove 2SA action.

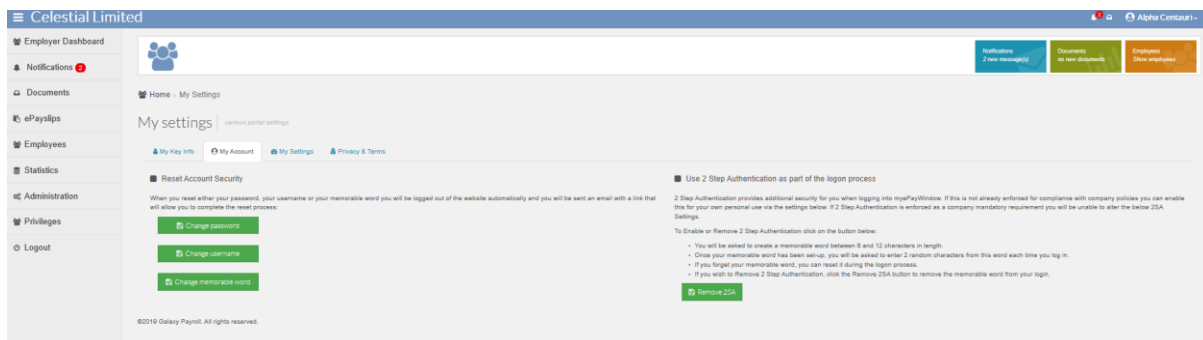




## Forgot Memorable word reset during login

To reset the memorable word, click the 'Forgot Memorable Word' link

Enter your username to receive a reset link via email. The User must provide the verification details in the email to reset the memorable word and gain access to their account



## 2 Factor Authentication

2FA can be enforced under Administration for Employer only users or Employer & Employee users.

Once 2FA is selected, the option to select 2FA on Employer Users only will appear. Tick the box to enforce 2FA for Employer users only. Save employer details. If the Employer only box is left un-ticked, then all Employer & Employee users will have 2FA enforced.



## ■ Enforce additional authentication for Employer & Employee Level Users

2 forms of optional user security authentication can be used in addition to the standard username and password:

- 2 Step authentication 2SA – Requires a user to set-up a memorable word from which they will be required to enter 2 random characters from this word each time they log-in to gain access to their account.
- 2 Factor Authentication 2FA – Requires a smartphone 'Authenticator App' (Google / MS /Authy/andOTP are some examples ) Each time a user logs-in they will additionally need to enter a code generated by the authenticator app to gain access to their account.

If additional authentication is not enforced, then 2SA/2FA Authentication can be optionally enabled by individual user via the My Settings/My Account pages.


By default additional authentication is not enabled (None). Use the drop-down selector to choose to enforce either 2SA or 2FA. Then click 'Save' at the foot of the page to apply.

Enable 2FA

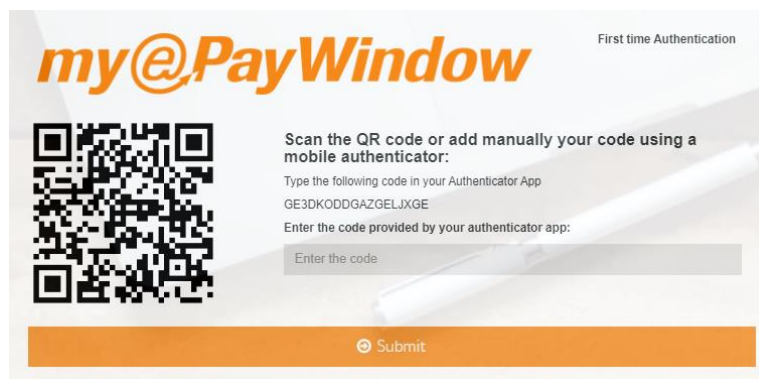
Employer Only

Once 2FA is enforced:

- All Employer & Employee Users (unless you have selected Employer only) will need to download a smartphone authenticator app and when they next log in, scan or copy/paste the QR code to link their account to the app.
- On subsequent login the user will be required to enter a code generated by the app.
- If a User is unable to access their smartphone they can reset 2FA during the logon process. Click on Forgot Authenticator and enter your username to receive an email link to verify your identity and reset 2FA.
- If you only require Employer Users to have 2FA enforced here, tick the Employer only box above. All Employer users will need to scan a QR code when they log in.

 Save Employer details

Once 2FA has been enforced, the user will be prompted to scan a QR code when they next log in.



my@PayWindow First time Authentication

Scan the QR code or add manually your code using a mobile authenticator:

Type the following code in your Authenticator App  
GE3DKODDGAZGELJXGE

Enter the code provided by your authenticator app:

Enter the code

Submit

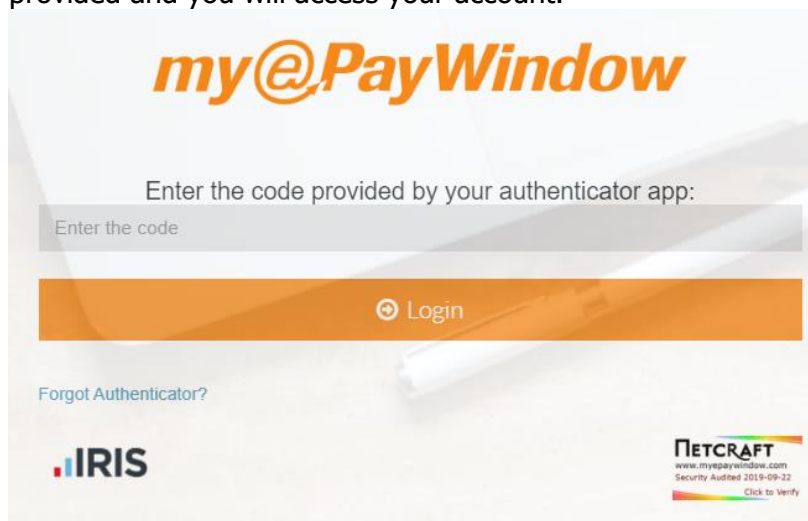
Ensure you have your “authenticator app” installed on your smartphone.

Scan the code or enter manually to access your account.

Note: If you are using your smartphone for first time authentication, either copy and paste the long code or hold your finger down on the QR code. You will be asked if you wish to

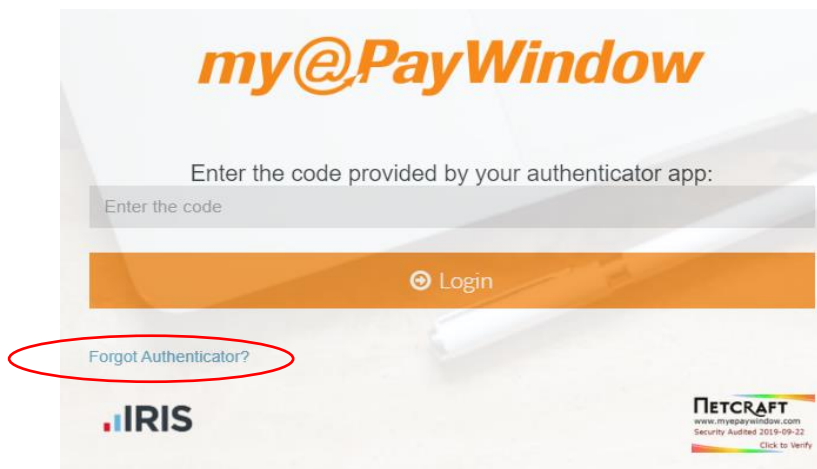
open in "Authenticator". Your chosen authenticator app will open, and you will be asked to add the token.

The app will provide you with a code which you will need to enter to access your account. Enter the code provided and you will access your account.



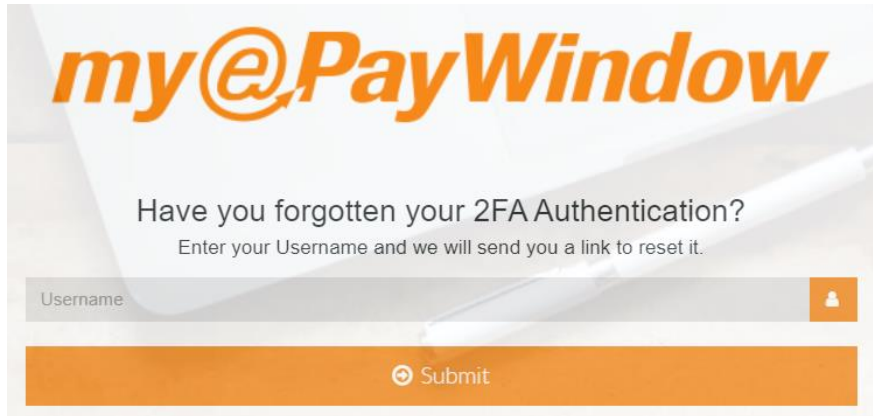
If the account is locked the user will need to wait an hour to re-enter or contact their Payroll Department/Employer to unlock the account.

#### **Forgot Authenticator - reset during login**

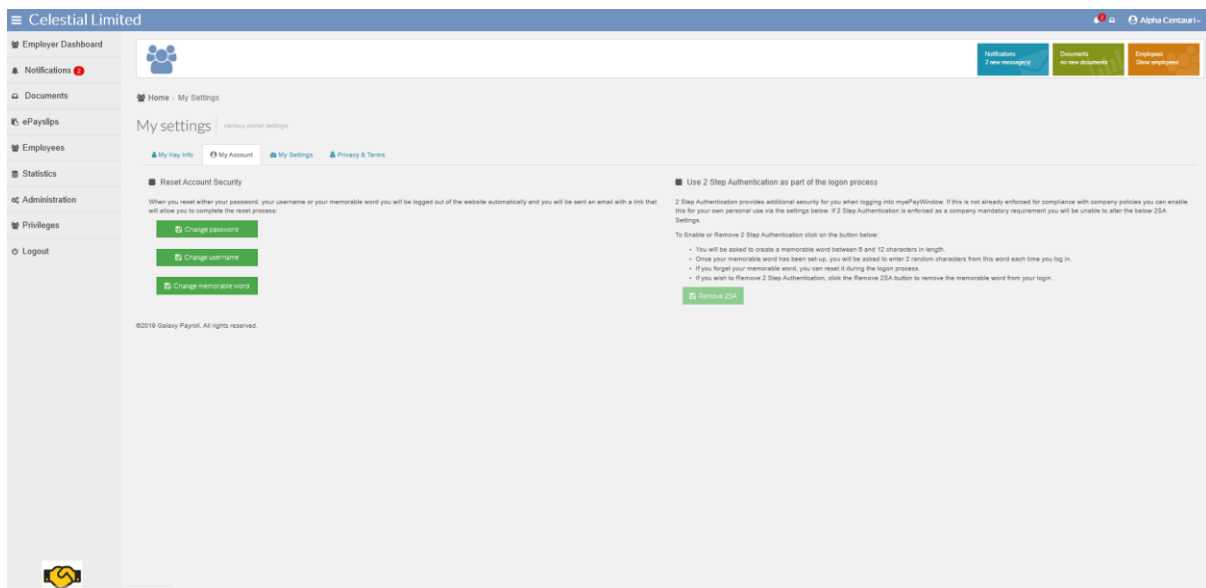


Click on forgot authenticator?

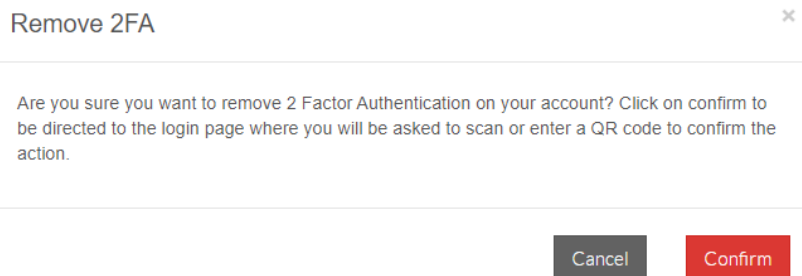
Enter your username to receive a reset link via email. The User must provide the verification details in the email to reset the authenticator and gain access to their account



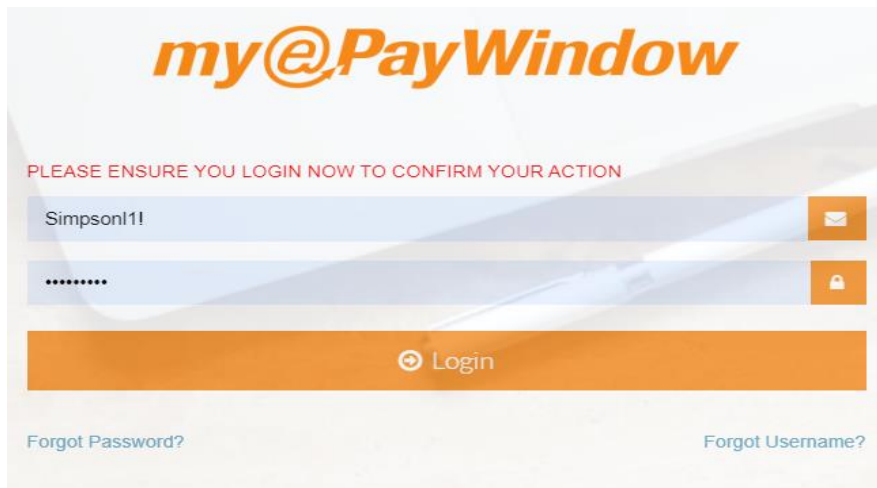
If 2FA is not enforced, a user can Remove 2FA from their account via My Settings/My Account and the Remove 2FA button.



Once a user has confirmed this action, they will be directed to the login page.

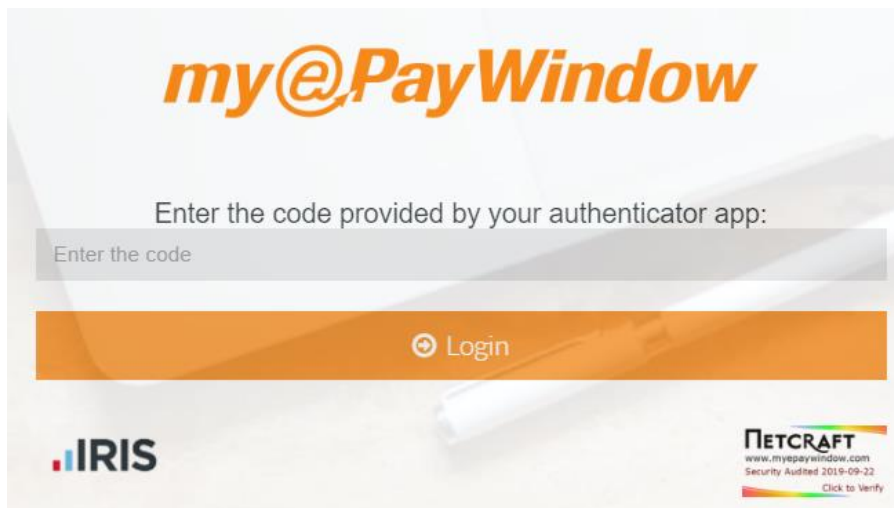


Enter the Username and Password



The image shows the login page for my@PayWindow. At the top, the logo "my@PayWindow" is displayed in orange. Below it, a red warning message reads "PLEASE ENSURE YOU LOGIN NOW TO CONFIRM YOUR ACTION". There are two input fields: the first contains the username "Simpson11" and has an envelope icon on the right; the second contains masked characters "....." and has a lock icon on the right. Below these fields is a large orange "Login" button with a right-pointing arrow icon. At the bottom, there are two links: "Forgot Password?" on the left and "Forgot Username?" on the right.

Enter the code provided from the authenticator app to confirm the removal of 2FA

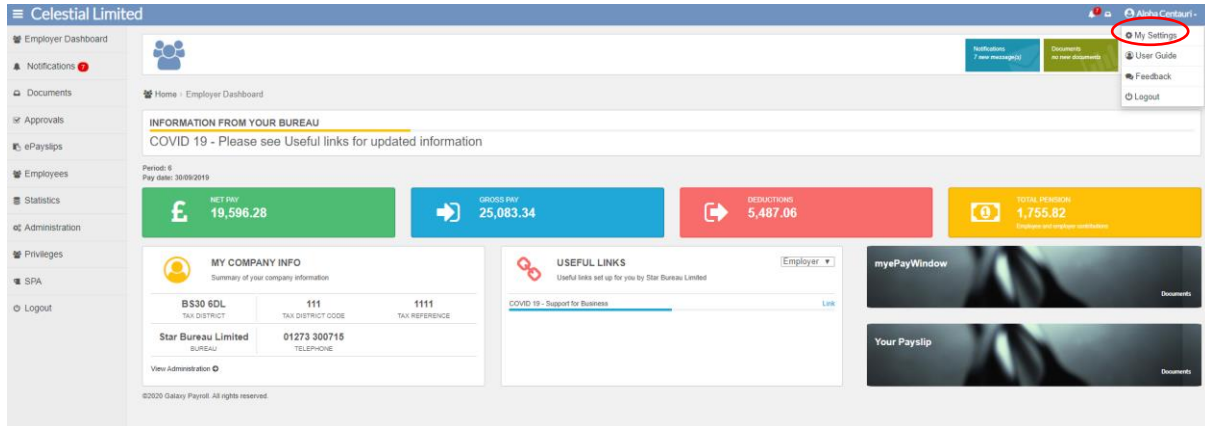


The image shows the 2FA verification page for my@PayWindow. At the top, the logo "my@PayWindow" is displayed in orange. Below it, the text "Enter the code provided by your authenticator app:" is centered. Underneath is a grey input field with the placeholder text "Enter the code". Below the input field is a large orange "Login" button with a right-pointing arrow icon. At the bottom left is the IRIS logo. At the bottom right is the NETCRAFT logo, which includes the website "www.mypaywindow.com", the text "Security Audited 2019-09-22", and a "Click to Verify" link.

## Individual User 2FA Activation

An individual can Enable 2 Factor Authentication for their myePayWindow account provided that 2SA/2FA hasn't been enforced via Administration at Employer/Payroll Department Level.

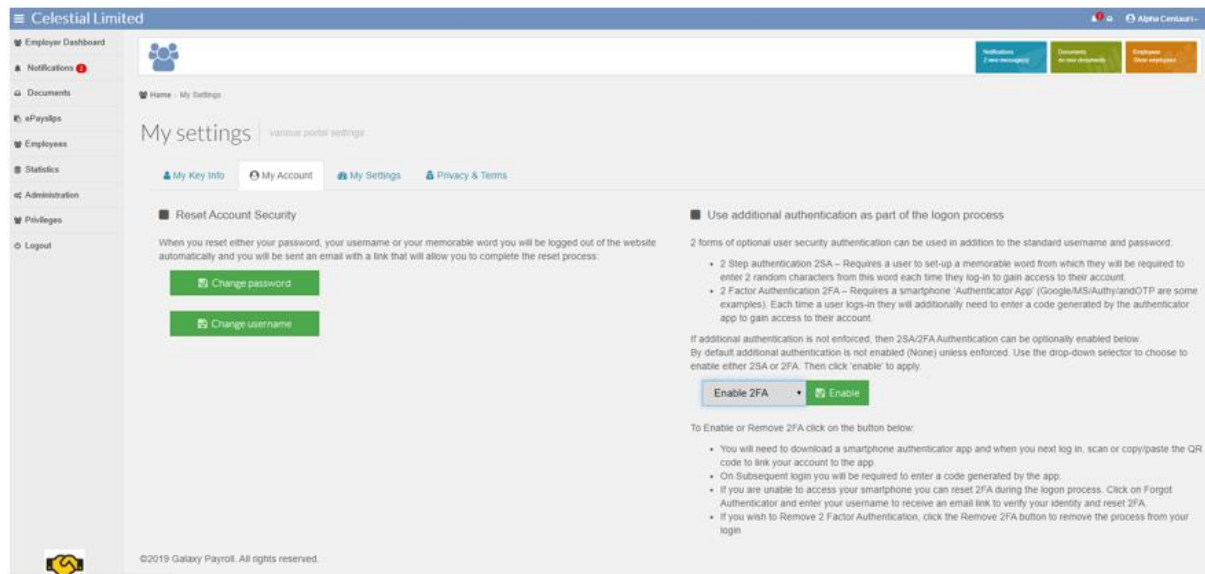
From the Top-bar click on the username and My Settings.



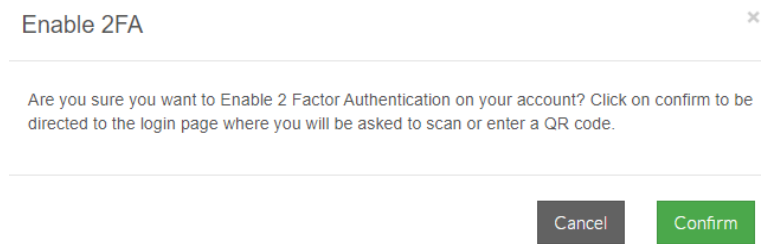
On the My Account tab, click the Enable 2SA button.

If the Enable 2SA/ Remove 2SA button is greyed out, 2 Step Authentication has been enforced and users cannot change this setting.

Click the enable button to set-up 2FA



Click on confirm



Users will be next asked to enter their username & password, after which they will be asked to scan the QR code or add manually using the authenticator app

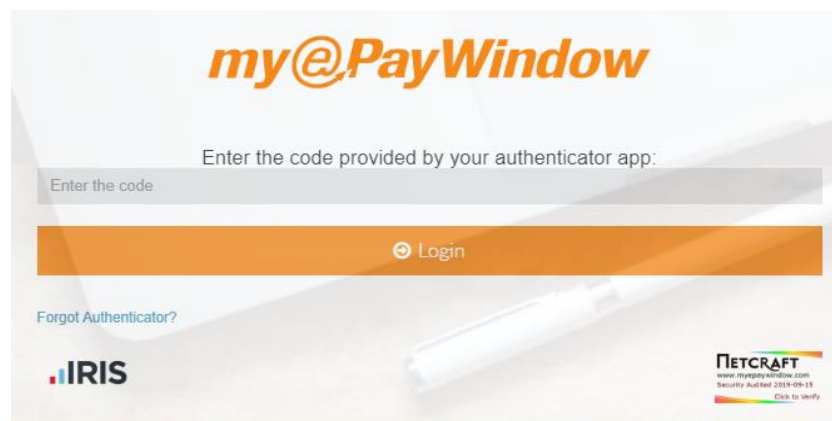
Ensure you have your "authenticator app" installed on your smartphone.

Note: If you are using your smartphone for first time authentication, either copy and paste the long code or hold your finger down on the QR code. You will be asked if you wish to open in "Authenticator". Your chosen authenticator app will open, and you will be asked to add the token.

The app will provide you with a code which you will need to enter to access your account. Enter the code provided and you will access your account.



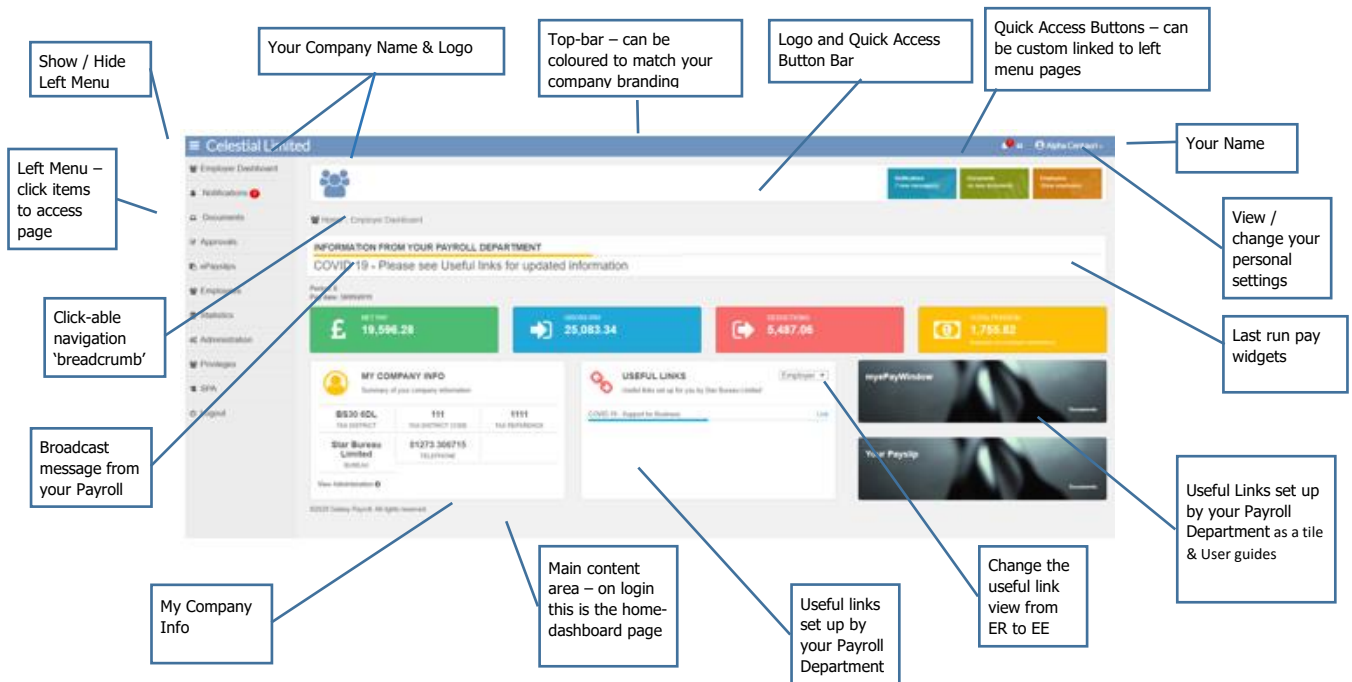
Enter the code provided



# Using the Portal

## myePayWindow user interface

The diagram below describes the main elements of the Portal site. The layout and options are essentially the same for all Portal users, the main difference being the options available in the 'Left-menu' and the contents of the home-dashboard page.



After logging in to the Portal you will arrive at your Home-Dashboard page from where you can access various menu options and Portal features:

- **Home-Dashboard** – Your home screen, provides data insights regarding your Payroll activity, last pay run, Company info and Pension contributions for the last pay run.
- **Notifications** – a list of various notifications regarding your Payroll, for example payslip and report delivery
- **Documents** – This area contains the reports, Macros sent to you from your Payroll department and any documents uploaded by you (and for them).
- **ePayslips** – Listing of all payslips, CIS Statements, P60s, P45s and P11Ds that have been sent to the Portal, payslips/statements for each period can be opened and viewed
- **Employees** – Listing of current, leaver & CIS employees. Current employees are displayed by default and a leavers/CIS view can be switched using the Current-Leavers-CIS drop-down selector
- **Statistics** – Population Statistics – A snapshot from the last month provides graphs by month or for a selected period
- **Administration** – This is the Portal Administration area for your Company and Employees for you as the Employer
- **Privileges** – This is where you can create Employee Groups based on the Analysis Groups held in Payroll Professional, add your Employees to, create roles, set custom Privileges and assign Employer Users.



- *My Settings* – This is where your personal Portal settings can be viewed and changed. This includes setting 2SA/2FA and enabling email notifications.

## Top-bar



The **Top-bar** (see above) appears at the top of the Portal screen and can be coloured to match your company branding.

The information displayed on the **Top-bar** from left to right is as follows:

- *Burger icon* – hides/shows the Left Menu
- *Company name* - Your company name
- *Notification alert icon* – shows the number of new notifications
- *Documents alert icon* – shows the number of new documents
- *Logged in User Name* – Your name

## Burger Icon and Company name

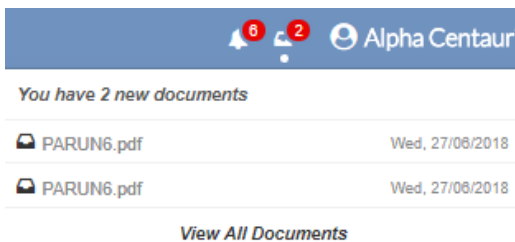


The **Burger icon** next to the company name allows you to collapse the Left Menu, allowing the main Portal content to be maximised in the display area.

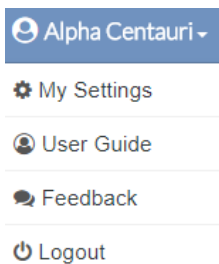
## Notification and Document alert icons



The **Alert icon** badges show you the number of new items received for Notifications and Documents, clicking on either of the **Alert icons** will allow you to see summary of the corresponding new items and you can access them directly using the 'View All Documents/Notifications' link.



## Logged in User Name (you)





By clicking your **User Name**, you can access the My Settings area, user guide and other options as per the dropdown list displayed.

## Logo & Quick Access bar

The **Logo & Quick Access** bar is located directly under the **Top-bar**.



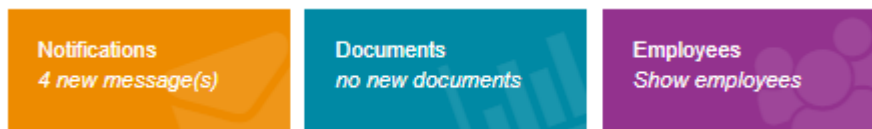
When a Logo has been set (see **Administration – Branding** section) it will display on the left hand side of the **Logo & Quick Access** bar.



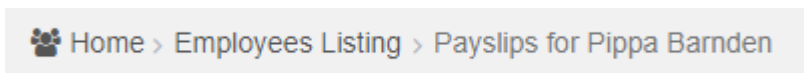
Additionally, a Logo URL can be set up so that when a user (Employer or Employee) clicks the Logo image (see above) they will be redirected to the web page specified.

A Payroll Department logo can be set up to show on the base of the Employers left menu (See **Administration – Details** section)

The **Quick Access buttons** appear on the right-hand side of the **Logo & Quick Access** bar. The quick access buttons can be customised so that they link to the left menu page options as required (see **My Settings – My Settings**)



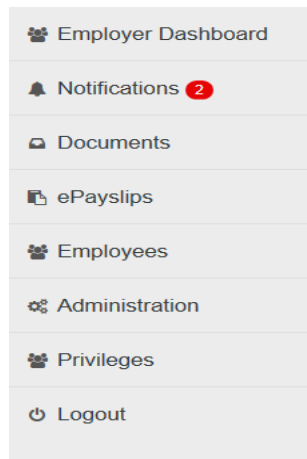
## Navigation 'Breadcrumb'



The **Navigation breadcrumb** shows the site location for the current page. You can click on the various sections within the **Navigation breadcrumb** to navigate to the page required (so in the example above by clicking 'Employees Listing' you will go back to the Employees Listing page)

## Left Menu

The Left menu allows you to access the main content pages within the Portal. For Notifications and Documents, the number of new items received is displayed in the menu in a red 'alert badge'.



The options available in the left menu vary according to your Portal User type. For example, Employees have no access to Employees or Administration and can only see their own information.

## Home-Dashboard page

INFORMATION FROM YOUR PAYROLL DEPARTMENT  
 COVID 19 - Please see Useful links for updated information

Period: 6  
 Pay date: 30/09/2019

<b>NET PAY</b> £ 19,596.28	<b>GROSS PAY</b> 25,083.34	<b>DEDUCTIONS</b> 5,487.06	<b>TOTAL PENSION</b> 1,755.82 <small>Employee and employer contributions</small>
-------------------------------	-------------------------------	-------------------------------	--

**MY COMPANY INFO**  
Summary of your company information

<b>BS30 6DL</b> <small>TAX DISTRICT</small>	<b>111</b> <small>TAX DISTRICT CODE</small>	<b>1111</b> <small>TAX REFERENCE</small>
<b>Star Bureau Limited</b> <small>PAYROLL DEPARTMENT</small>	<b>01273 300715</b> <small>TELEPHONE</small>	

[View Administration](#)

**USEFUL LINKS**  
Useful links set up for you by Star Bureau Limited

COVID 19 - Support for Business [Link](#)

**myePayWindow Guide**  
Documents

**Payslip Example**  
Documents

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As the name suggests the Home – Dashboard page is your site home page and is where various 'dashboard' content is displayed.

**Broadcast Message** – Your Payroll Department can set up a Broadcast message that will show on all Employer dashboards. Employer users can set up Broadcasts for their employees by clicking on **View Administration** or accessing **Administration/Employee Dashboard** from the left menu. Please see the administration section for further guidance.

The Home-Dashboard is where various dashboard widgets can be displayed to show summary information relating to your payroll

**My Last Pay Run** widget, this shows the breakdown for the last pay run, Period details, the Total Pay, Deductions, Net Pay & Total Pension contributions (ER & EE) these figures are a total for all employees paid in the period. The ePayslips can be accessed from this by clicking on the widget.

Note: If Employer Privileges are enabled and users **do not** have access rights to all information the **My Last Pay Run widget** will not show.

The **My Company Info** widget displays Employer Tax information – Tax district, Tax District code and Tax Reference. Your Payroll Department name and telephone number if relevant. You can access your company Administration settings by clicking on **View Administration**.

The **Useful Links** widget displays useful links that have been set up by your Payroll Department to display on the employer dashboard. You can create Employee useful links by clicking on **View Administration** or accessing **Administration/Employee Dashboard** from the left menu. See the Administration section for further guidance.

## Notifications

The screenshot shows the 'Notifications' page for 'Celestial Limited'. The page header includes the company name and a user profile 'Alpha Centauri'. A sidebar on the left contains navigation options: Employer Dashboard, Notifications (with a red notification icon), Documents, ePayslips, Employees, Administration, Privileges, and Logout. The main content area is titled 'Notifications' and shows 'You have 2 Notification(s)'. Below this is a search bar and a table of notifications. The table has columns for Title, Received, Type, State, and Due (days). Two notifications are listed: 'Monthly 09/2018 payslips are ready for publishing' and 'Monthly 09/2018 payslips have been published', both received on 'Thu 08/11/2018'. The 'State' column shows 'Not Read' for both. At the bottom of the table, there are action buttons: 'Mark All Read', 'Mark All Archived', and 'Archive'. A 'Current' selector is located at the top right of the table area.

The Notifications page shows various notifications that are sent to you. Notifications are a result of actions carried out in the Payroll Professional application or actions on the Portal. You can click to sort on the various column headings in the notification list.

To manage your notifications, you can mark them individually or collectively as 'read' and remove them from the 'current' view by archiving them. Use the **Current/Archive selector** at the top right-hand side of the notifications list to switch views.

As an Employer you receive Notifications after the following events:

- <sup>1</sup> Payslips are ready for publishing – Employees cannot see Payslips yet but you can review now in advance of the publish date
- <sup>1</sup> Payslips have been published – On the day when Employees are able to access their payslips
- <sup>1</sup> CIS Statements are ready for publishing – CIS contractors cannot see statements yet but you can review now in advance of the publish date
- <sup>1</sup> CIS Statements have been published – On the day when CIS contractors are able to access their statements
- <sup>1</sup> P45s have been published– when P45s are uploaded by your Payroll Department
- <sup>1</sup> [YearYYYY] P60s have been published for [X] Employees – when P60s are uploaded for X number of Employees by your Payroll Department
- <sup>1</sup> P11Ds are available for [X] Employees – when P11Dss are uploaded for X number of Employees by your Payroll Department
- Your Payroll Department has downloaded a document you have uploaded for them

- A new Payroll report / document /Macro or group report has been sent to you by your Payroll department – View notes attached to the document.
- Your Payroll Department has deleted a document – Most likely uploaded in error or superseded
- Advance warning that a document will be deleted in 10 days – reminder to download a copy if you want to retain a copy
- AE letters have been uploaded for [X] Employees – where X is the number applicable
- An Employee has declined consent to use the Portal either during or after Portal registration
- An Employee Leaver Portal account will be deleted in 10 days
- An Employer Leaver Portal account has been deleted
- Portal terms and conditions have been updated – myePayWindow usage terms have changed and you will need to confirm your agreement.

### Notes:

<sup>1</sup> In the current Portal version, these notifications are only sent to the default Employer User, you define this user via **Administration - Details**

Archived notifications are automatically deleted by portal housekeeping routines 3 months after their 'due' date' or the 'received date' when there is no notification due date.

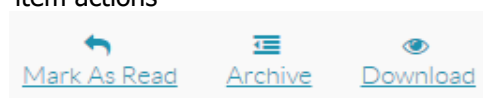
You can choose via **My Settings** if you want to receive an email reminder summary for new notifications received in the past hour.



Notifications have the following features:

- Title – Description of the notification
- Received date – the date the notification is received
- A 'Type' – either Pay run data, Starters and leavers, Other, Registration, Information
- A 'State' – High (needs attention), Moderate, or Low (most are High by default)
- Due date (Xd) – For documents sent by Employers, the accompanying notification will show the pay date for which the document applies and how many days (Xd) remain between now until this date (this will dynamically update)

Notification actions:

Click '+ / -' in the end column or anywhere on notification to expand or collapse view to see 'item actions'



- Mark as Read/Unread – this decrements/increments the Icon 'badge'  in the menu and top bar  and bolds/ un-bolds the entry in the listing
- Archive / Un-Archive – once read a notification can be moved to the archive list
- Download – for notifications that relate to documents
- Payslip – view the payslips/CIS Statements
- Multi-select Actions – by clicking the select tick-box  you can select multiple notifications and apply actions from the actions shown at the footer of the notifications listing e.g. Archive or Mark as Read

## Documents

The Documents page shows a list of all documents that have been sent to you by your Payroll department via Payroll Professional and any files uploaded by you for the attention of your Payroll department. Individual reports, Macros and group reports are shown in this listing. You can click on the column headings in the documents list to sort in ascending/descending order. You can manage documents by marking them as 'read' and can permanently delete them. You can switch between the current and deleted documents view by using the **Current/deleted selector** at the top right-hand side of the documents list.

**Note:** Documents will only be retained for a maximum time period of 3 months from the date of upload. After this time an automatic housekeeping routine will delete the documents. You will receive a notification 10 days prior to deletion for each item due to be deleted so it is recommended you download documents locally for your records. When you delete a document, it is permanently deleted. The deleted view is a 'reminder' view of your deleted documents. If you accidentally delete a document, ask your Payroll department to upload it again.

Documents have the following features:



- Name – The document name
- Received date – the date the document was received
- Size – the file size in kilobytes
- Type – usually Pay run data, Starters & Leavers, Macro, Report or Other
- Status – Published, Submitted, Received or Downloaded
- Submitted by – details of the user that submitted by

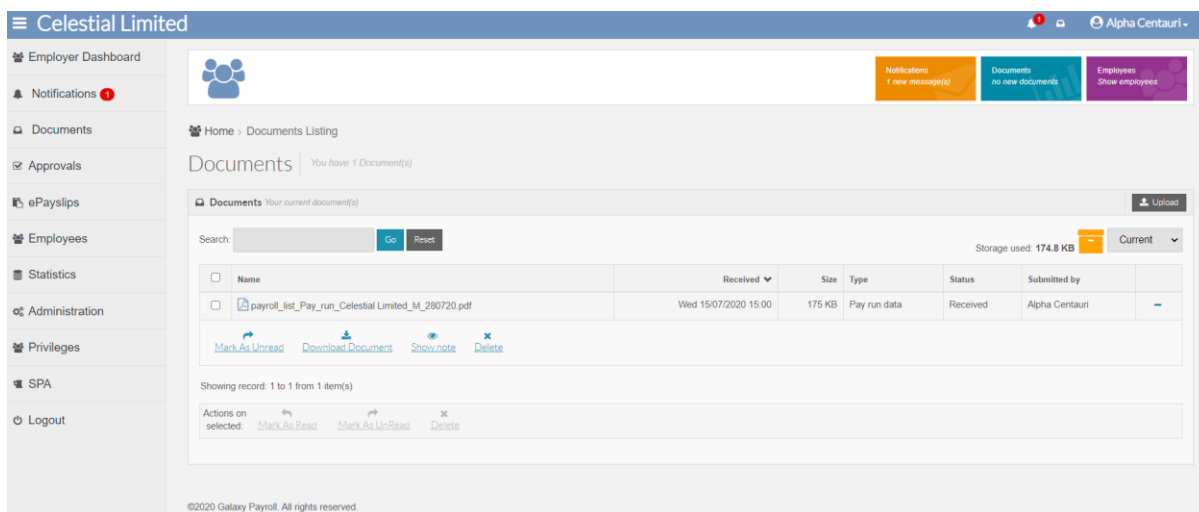
The status of a document sent to you by your Payroll department is initially shown as **Published**. When you download a copy of the document its status updates to **Downloaded**. The status of the documents you upload (see Uploading Documents section) have an initial status of **Submitted**, when you upload. Your Payroll department will receive a notification that you have uploaded a file and once they have downloaded the file the document status will update to **Received**. If you or another Employer user download the document first, before the Payroll department user, the status will be updated to **Downloaded** so you will know that only documents with the status of 'Received' have really been received by your Payroll department.

Document actions:

Click '+ / -' or anywhere on document to expand or collapse the view to see 'item actions'

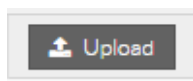


- Mark as Read/Unread – this decrements/increments the Icon 'badge'  in the menu and top bar  and bolds/un-bolds the entry in the listing
- Delete – permanently deletes the document and creates an entry in the deleted view
- Download – downloads a copy of the document
- Show Note – View the note attached to the document
- Multi-select Actions – by clicking the select tick-box  you can select multiple documents and apply actions from the actions on selected area at the footer of the notifications listing e.g. Mark as Read/Unread or Delete



## Uploading Documents

As an Employer user, you can upload documents to the Portal for you and your Payroll department via the **Documents** page. To upload a document, use the **Upload** button located at the top right-hand side of the documents listing. Documents are sent securely and encrypted while stored on the Portal to ensure a safe end to end process.



The **Upload** button opens the **Upload Document** page from where you can specify the type of file you wish to upload.

You must first choose the **Type of data** from the following options:

- Pay run data
- Starters & leavers
- Other

For Pay run data and Starters & Leavers you will need to set the Pay run **Frequency** relevant to the data you are uploading.

The **Pay Date** field allows you to set the pay date for the data being uploaded.

By clicking **Choose File**, you can browse your computer and select a file for upload. Only the following file formats are allowed:

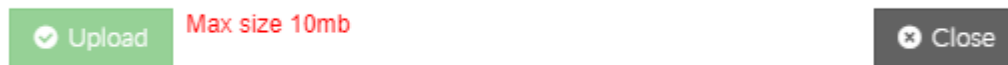
- XLSX, XLS
- DOCX, DOC
- PDF
- XML
- CSV
- TXT
- PRCX
- ZIP
- JPG
- PNG

Using the 'send notification to' drop-down you can specify to which Payroll department user a notification will be sent. Only change the default setting if this has been previously agreed with your Payroll department.

**Note:** Your Payroll department does have the ability to choose additionally to receive an email notification to a central mail account (i.e a specified mail account they choose) whenever you upload a document. This will allow them to have oversight in the event your normal payroll contact is not available.

The maximum file size that can be uploaded is 10MB.

A message will appear, and the upload button will be unavailable if the file is over 10MB



Once a file has been selected click on **Upload** and the document will be uploaded to your documents area. A notification is sent at the same time to the Payroll department user specified.

Upload Document ✕

Select the type of upload and processing date:

Type of data: Pay run data ▾

Frequency?: Monthly ▾

Pay Date?: 14/04/2020 ✕

Notes:

Browse for the file to upload, Max size 10mb

File types allowed: XLS,XLSX,DOC,DOCX,PDF,XML,CSV,TXT,PRCX,ZIP,JPG,PNG

Choose File myePayWindow\_Manual\_V6 (U2-2019).pdf

For enhanced security your file is dynamically encrypted, it may take a few moments for the page to refresh once you click upload

Send notification to:

N Payroll ▾

Upload
Close

You (The Employer user) will receive a notification when the Payroll department user has downloaded the document.

If the Payroll department deletes a document you will receive a notification to tell you.

Notifications - Your current notifications					
Search: <input type="text"/>					Current ▾
Title	Received	Type	State	Due (days)	
PARUN6.pdf has been deleted by your payroll bureau	Thu 28/06/2018	Information	High		+

**Note:** The Document uploaded to the Payroll department will be renamed based on the File name, Report, Client name and the date.

Name	Received	Size	Type	Status	Submitted by	
P11DHISTAccommodation_Pay_run_Celestial Limited_M_140420.xlsx	Tue 14/04/2020 11:34	9 KB	Pay run data	Submitted	Alpha Centauri	+

## ePayslips Payslips by Period

The ePayslips left menu option displays the Payslips by period page. For each period in the list payslips are available to either view or download for all employees that were payroll processed.

The data grid details the Pay Date and Publish Date for reference.

	Tax Year/Period	Pay Date	Publish Date	Frequency	
<input type="checkbox"/>	2019/6	Monday 30th September 2019	Thursday 26th September 2019	12	+
<input type="checkbox"/>	2019/5	Friday 30th August 2019	Thursday 26th September 2019	12	+
<input type="checkbox"/>	2019/4	Wednesday 31st July 2019	Thursday 26th September 2019	12	+
<input type="checkbox"/>	2019/3	Friday 28th June 2019	Thursday 26th September 2019	12	+
<input type="checkbox"/>	2019/2	Friday 31st May 2019	Thursday 26th September 2019	12	+
<input type="checkbox"/>	2019/1	Tuesday 30th April 2019	Thursday 26th September 2019	12	+
<input type="checkbox"/>	2018/12	Friday 29th March 2019	Thursday 26th September 2019	12	+
<input type="checkbox"/>	2018/11	Thursday 28th February 2019	Thursday 26th September 2019	12	+
<input type="checkbox"/>	2018/10	Thursday 31st January 2019	Thursday 26th September 2019	12	+
<input type="checkbox"/>	2018/9	Monday 31st December 2018	Thursday 10th January 2019	12	+
<input type="checkbox"/>	2018/8	Friday 30th November 2018	Thursday 10th January 2019	12	+
<input type="checkbox"/>	2018/7	Wednesday 31st October 2018	Wednesday 19th December 2018	12	+

Click on a period in the listing to expand the entry and access the 'View' action:

	Tax Year/Period	Pay Date	Frequency	
<input type="checkbox"/>	2018/6	Friday 28th September 2018	12	view

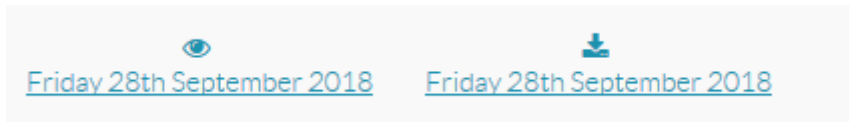
Click the **view action** for the Pay period chosen:

This will open a page listing of employees.

	FirstName	LastName	Pay Date	Tax Year/Period	Net Pay	
<input type="checkbox"/>	na	na	Friday 28th September 2018	2018/6	2273.84	+
<input type="checkbox"/>	Azmat	Hoddell	Friday 28th September 2018	2018/6	2273.84	+
<input type="checkbox"/>	Angela	Bealey	Friday 28th September 2018	2018/6	2273.84	+
<input type="checkbox"/>	Julie	LeMaire	Friday 28th September 2018	2018/6	2273.84	+
<input type="checkbox"/>	Howard	Matthews	Friday 28th September 2018	2018/6	2273.84	+



Click on any Employee name to access actions to either **view** or **download payslips** as required.



To download payslips for all employees use the check-box in the header of the first column to select all, or selectively set the check-box against required Employees and then at the footer of the Employees list click **Actions on selected: Download**

**Payslips**

Search:  Go Reset

<input type="checkbox"/>	Forename	Surname
<input checked="" type="checkbox"/>	Howard	Matthews
<input type="checkbox"/>	Julie	LeMaire
<input checked="" type="checkbox"/>	Angela	Bealey
<input type="checkbox"/>	Azmat	Hoddell
<input checked="" type="checkbox"/>	Pippa	Barnden

Showing record: 1 to 5 from 5 item(s)

Actions on selected: [Download](#)

When viewing an online payslip, you can use the **Previous** and **Back** buttons to scroll through each employee’s payslips in the selected period. The payslip layout will display according to the template you have set (see **Administration-payslip settings**)

**Payslip Monthly 11** Publish Date: 28/02/2018 < Previous Next >

Z B. Barry Rashid Celestial Limited  
 NI Letter & No: A AA222222A Period: 11  
 Tax Code: 1150L Pay By: Cash  
 Date: 28/02/2018

DESCRIPTION	RATE	UNITS DUE	AMOUNT (£)	THIS YEAR (£)
Salary			2000.00	6000.00
Ers NIC TP: 182.16 Ers NIC YTD: 546.48	Ers Pension TP: 100.00 Ers Pension YTD: 300.00		<b>TOTAL &gt;</b>	
			2,000.00	
Tax			200.00	600.00
National Insurance			158.40	475.20
Pension Contribs.			40.00	120.00
			398.40	
Total taxable pay to date: 5,880.00				
Tax District: BS30 6DL	Tax Reference: 111/1111		<b>NET PAY &gt;</b>	
			1601.60	

## CIS Sub-Contractors

Sub-contractors are set-up in Payroll as a specific type of Employee (refer to Payroll professional help file)

The following information needs to be completed prior to inviting a sub-contractor to register and create an account on the portal: -

- Email address
- First Name
- Surname
- DOB
- NI Number or Passport Number (If actual NI Number or Passport number is not available, enter a chosen word in the passport number field so the Sub-Contractor can register successfully).

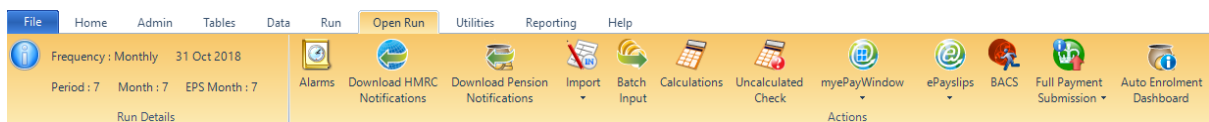
Once this information has been added, the sub-contractor can be invited as per regular employees (refer to myePayWindow user guide).

## Creating & uploading CIS Statements

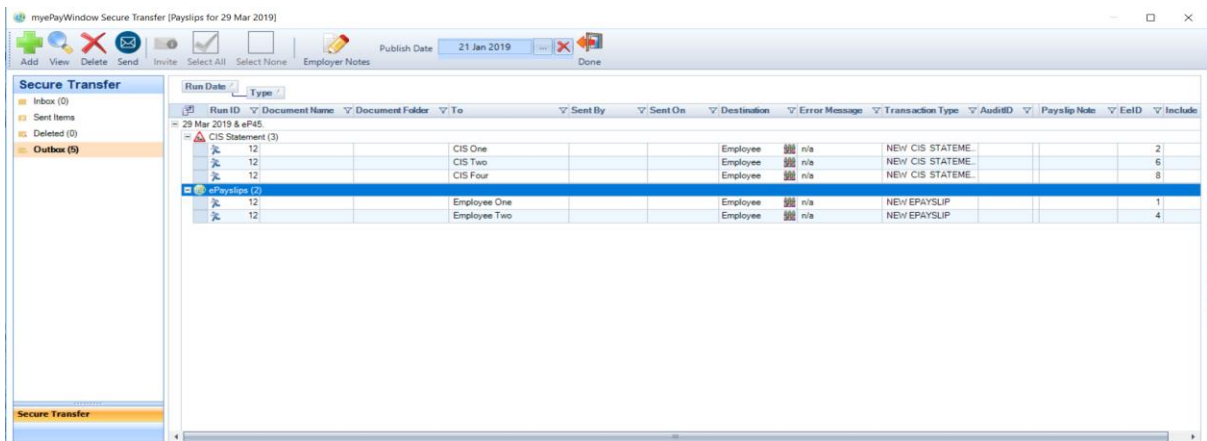
When a pay run has been completed, CIS Statements based on PASCSTAT/PSSCSTAT will automatically be sent to the **myePayWindow Open run**, Secure Transfer Outbox.

**If you wish to print paper CIS Statements, please run the reports prior to sending the CIS Statements to the Portal.**

To send CIS Statements to the Portal (Employer & Employee per period), go to **Open run**, **myePayWindow**, secure transfer outbox.



From the **Outbox**, you can 'expand' the date stamped CIS entry to see its details. In the example below, you can see both CIS Statements and ePayslips (x) where x is the number of statements/payslips to be sent to the Portal.

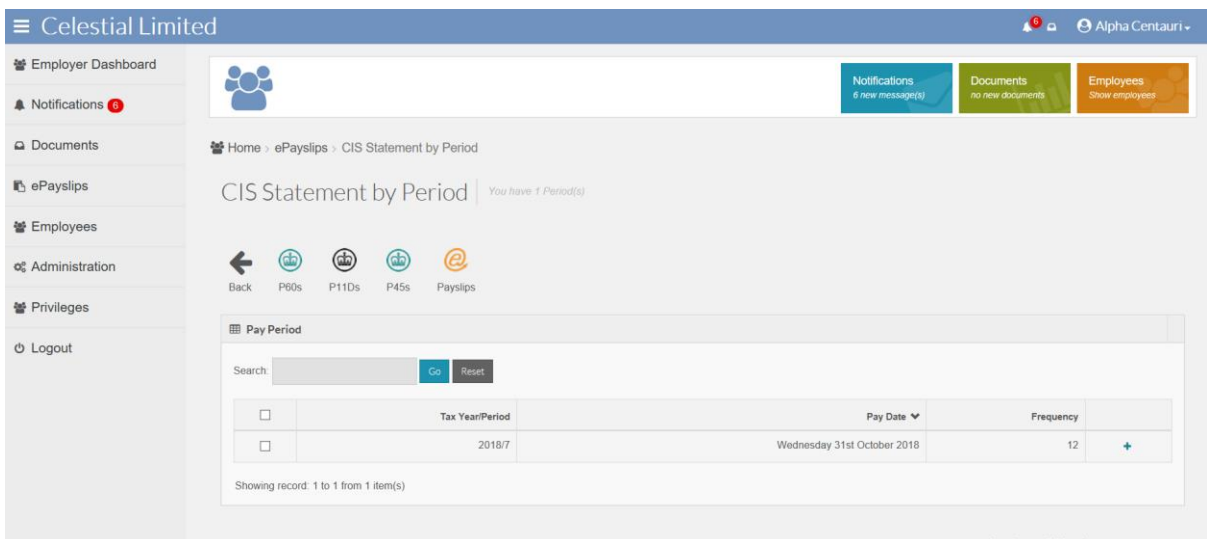


## CIS Statements by Period

From the Payslips by Period page click the CIS Statements icon to view your CIS Statement (as available & when uploaded by your Payroll Department)

Click icons to switch view to P60s, P11Ds, P45s or Back to Payslips by Period

For each period in the list CIS are available to either view or download for all CIS Contractors that were payroll processed.



Click on a period in the listing to expand the entry and access the 'View' action:



Click the **view action** for the Pay period chosen:



This will open a page listing of CIS Contractors

CIS Statements						
Search: <input type="text"/> <input type="button" value="Go"/> <input type="button" value="Reset"/>						
<input type="checkbox"/>	Forename	Surname	Pay Date ▼	Tax Year/Period	Total Payable	
<input type="checkbox"/>	Neil	Armstrong	Wednesday 31st October 2018	2018/07	96	+

Showing record: 1 to 1 from 1 item(s)

Actions on selected:

Click on any CIS Contractor name to access actions to either **view** or **download CIS Statements** as required.



To download CIS Statements for all contractors use the check-box in the header of the first column to select all, or selectively set the check-box against required Contractors and then at the footer of the list click **Actions on selected: Download**

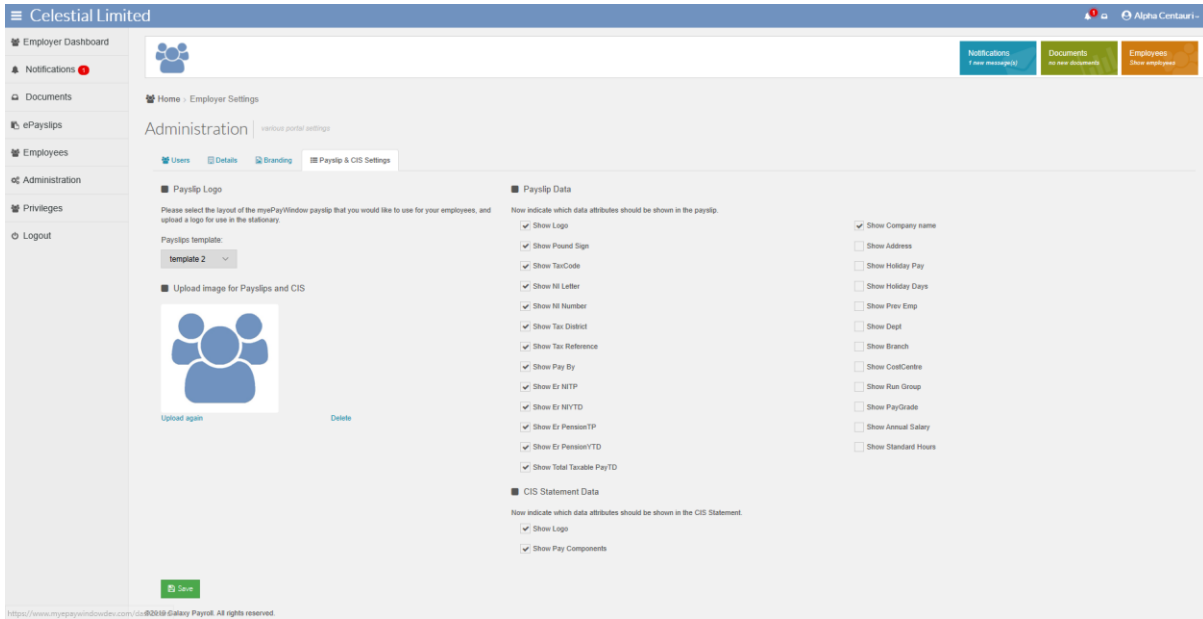
CIS Statements						
Search: <input type="text"/> <input type="button" value="Go"/> <input type="button" value="Reset"/>						
<input checked="" type="checkbox"/>	Forename	Surname	Pay Date ▼	Tax Year/Period	Total Payable	
<input checked="" type="checkbox"/>	Neil	Armstrong	Wednesday 31st October 2018	2018/07	96	-

Showing record: 1 to 1 from 1 item(s)

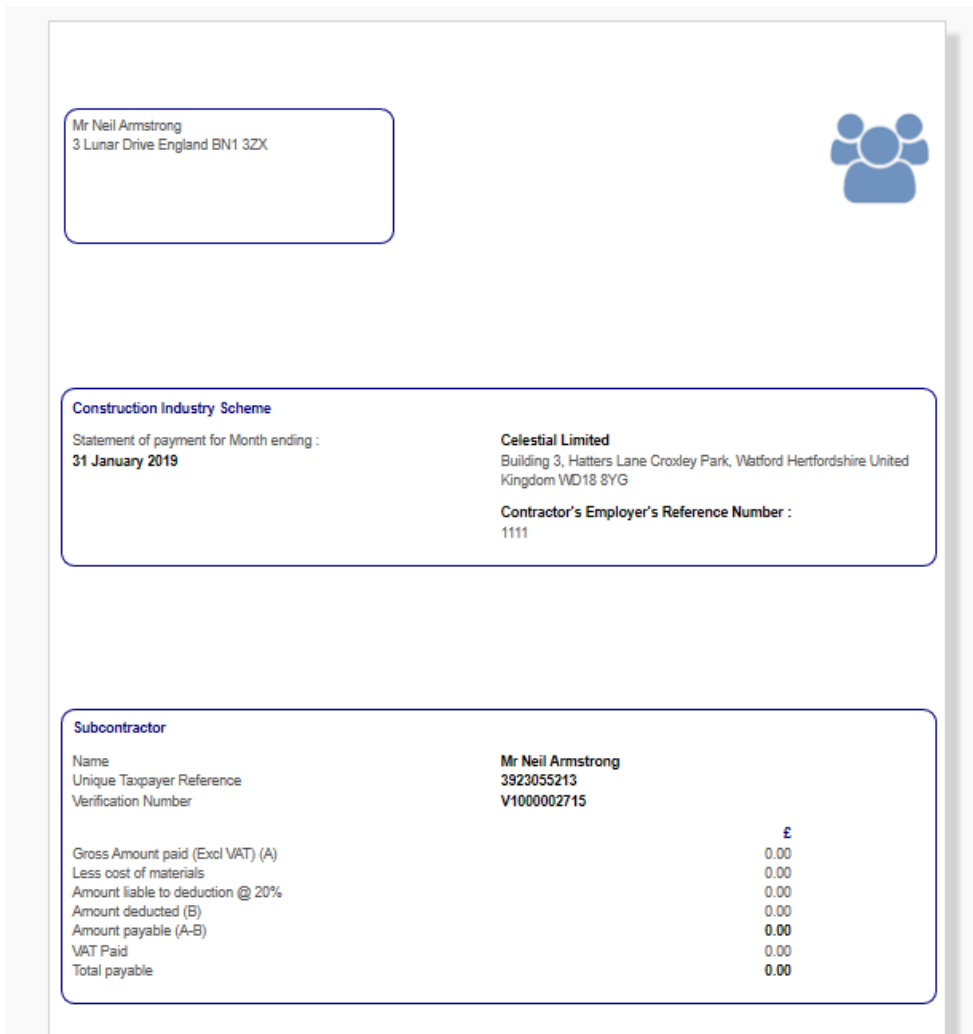
Actions on selected:

When viewing an online statement, you can use the **Previous** and **Back** buttons to scroll through each CIS Statement in the selected period.

The CIS Statement settings can be changed under the Administration menu on the left, click on the Payslip & CIS Settings and tick CIS Statement data box to show the Pay Component data on page 2 of the statement. Click on show logo to show the logo on the CIS Statements.



The layout for page 1 of the Statement will display as below: -



Mr Neil Armstrong

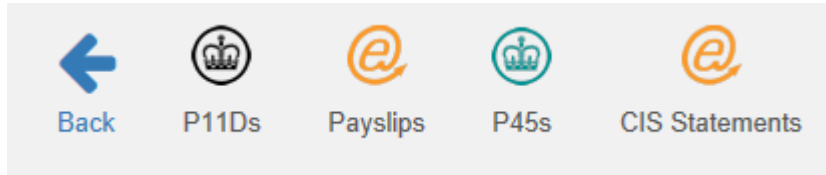
**Pay Component Breakdown**

Labour	Units	Rate	Due
Hours	0.00	15.00	0.00

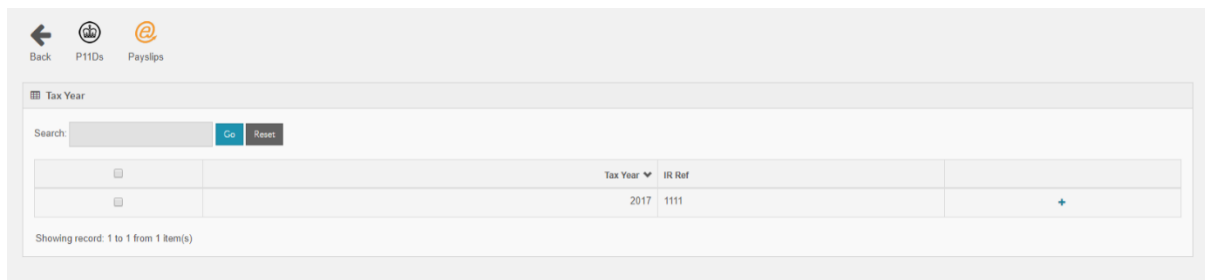
## P60s and P11Ds

From the Payslips by Period page click the P60s or P11Ds icons to view your P60s or P11Ds by Period (as available & when uploaded by your Payroll Department)

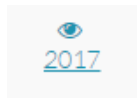
Click icons to switch view to P11Ds, back to Payslips by Period, P45s or CIS Statements



Search for P60s by Tax Year, click column heading to sort ascending, descending, click '+ / -' or anywhere on the entry to expand or collapse the view to open the view icon.



To view P60s for Tax year, click on the view icon for the selected Tax Year.

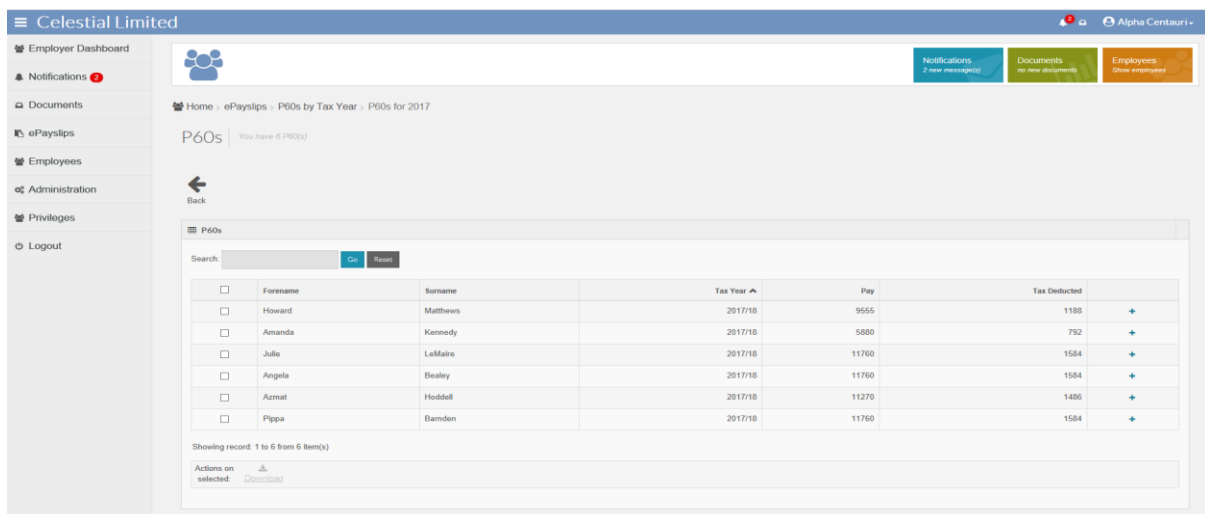


You can search P60s in the listing by Forename, Surname, Tax Year, Pay, Tax deducted (click column heading to sort ascending / descending).

To 'select all' use the checkbox at the top of the first column, this allows a multi-select download

action. Clicking  will download P60s for Employees selected.

Click '+ / -' or anywhere on Payslip entry to expand or collapse view, to view or download



P60 actions for period by employee; **View** or **Download**



Click on the Navigation Breadcrumb to go back to P60 listing by Employee or Tax year or (or Home etc.)

**Celestial Limited** | Alpha Centauri

Employer Dashboard | Notifications (2 new messages) | Documents (no new documents) | Employees (Show employees)

Home > ePayslips > P60s by Tax Year > P60 for 2017 > P60

**P60 Tax Year 2017** | Next >

**This is a printed copy of an eP60**

**P60 End of Year Certificate**  
Tax year to 5 April: **2018**

**Employee's details**  
Surname: Matthews  
Forenames or initials: Edward  
National Insurance Number: KA11111A  
NHS/Local Authority Number: [Redacted]

**Pay and Income Tax details**

	Pay	Tax deducted
	£	p
In previous employment:	0.00	0.00
In this employment:	9555.00	1155.00
<b>Total for year:</b>	<b>9555.00</b>	<b>1155.00</b>

Final tax code: 1155, M

**National Insurance contributions in this employment**

NIC	Earnings at the Lower limit (E.L.) (between earnings are equal to or exceed the E.L.)	Earnings above the E.L. up to and including the Primary Threshold (PT)	Earnings above the PT, up to and including the Upper Earnings Limit (U.E.L.)	Employer's contributions on all earnings above the PT
A	£	£	£	£
1	1950	700	70.00	843.00
2				
3				

**Statutory payments included in the pay for this employment (see above)**

Statutory Payment	£	p
Statutory Sick Pay	0.00	
Statutory Adoption Pay	0.00	
Statutory Paternity Pay	0.00	
Statutory Shared Parental Pay	0.00	

**Note: P60's should be run at the appropriate time of distribution e.g. At year end to ensure that any leavers that left during the year are removed from the P60 upload. You are unable to delete P60s from the secure transfer box once uploaded.**

You are able to export the P60 report as a document and upload to the portal



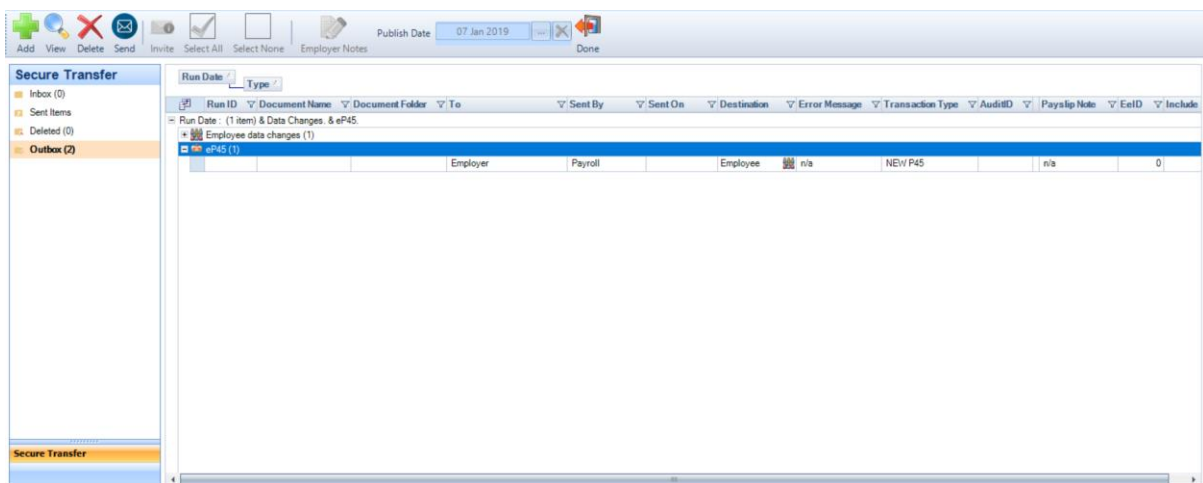
## P45s

**Note: Parts of the Payroll program may not be applicable to an Employer user unless they process their own payroll.**

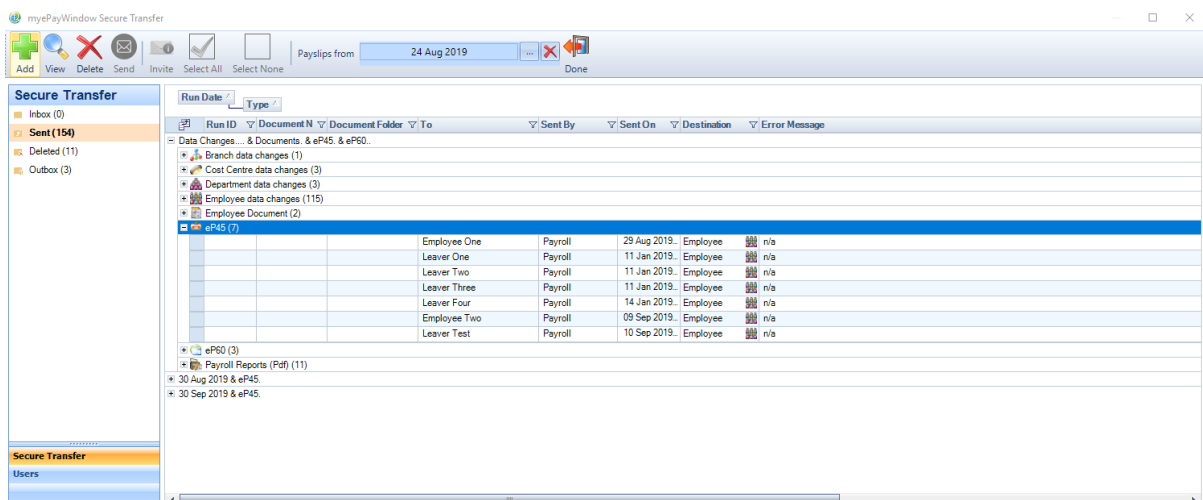
The leaver tick box needs to be entered against the Employee record in Payroll Professional in order for the Employee to be shown as a 'leaver' in the Portal Employees listing. This can be via the leaver tick box or when you close the period.

To create the P45, a leave date must be entered in Payroll Professional and also a Full Payment Submission needs to be successfully completed before the eP45 is automatically generated and sent to the **Open Run, myePayWindow**, Secure transfer outbox.

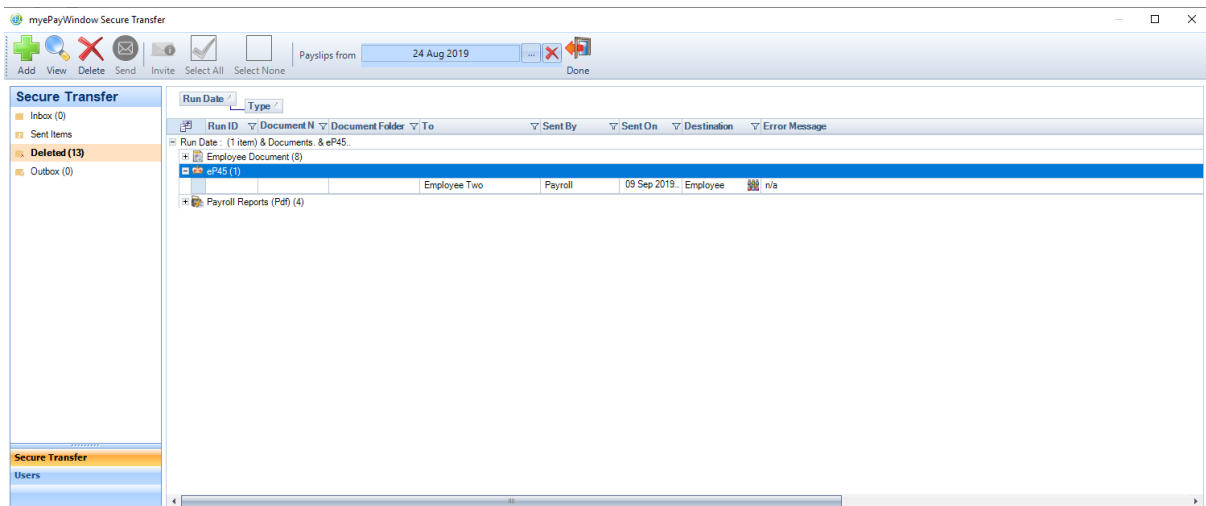
From the **Outbox**, you can 'expand' a date stamped entry to see its details. In the example below you can see eP45 (x) where x is the number of P45s to be sent to the Portal. Click Send.



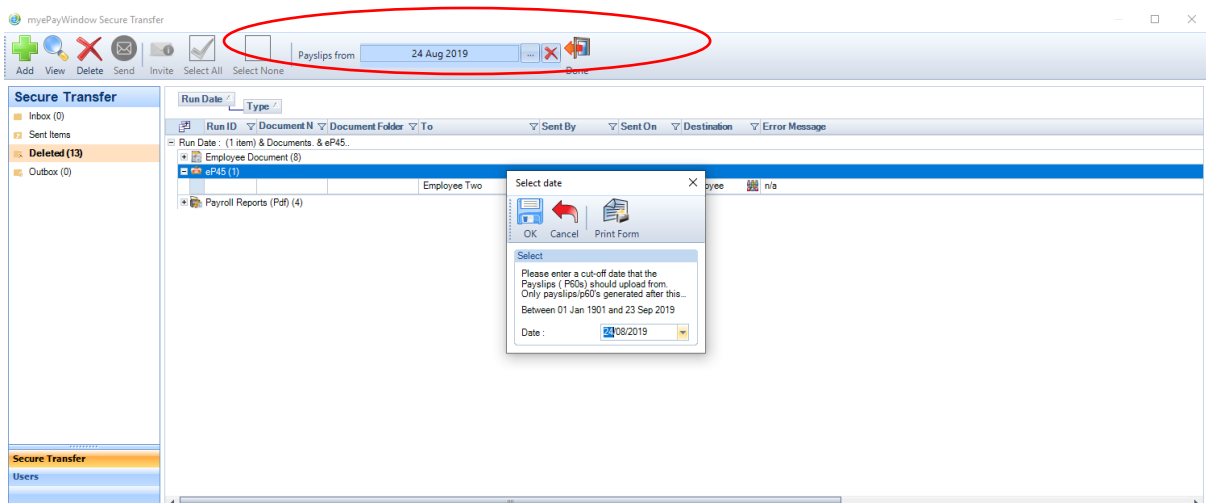
Click on the sent items to view sent P45s and further information on name and what date sent.



Click on delete items to view deleted P45s.



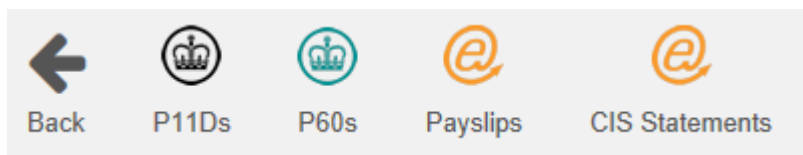
Note: If you wish to see historical items, ensure that the payslips from date box on the top tool bar reflects the period you require.



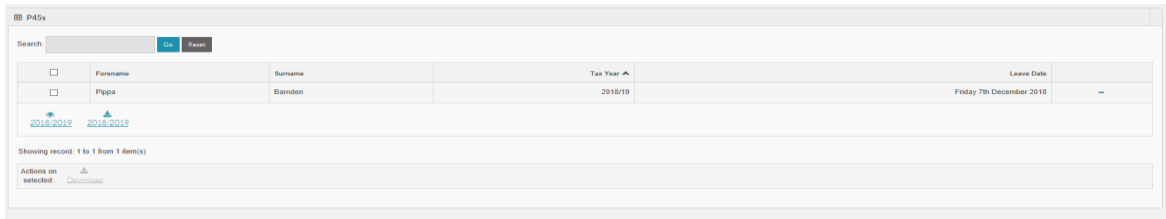
## P45 View in myePayWindow

From the ePayslips by Period page click the P45s icons to view your P45s by Period (as available & when uploaded by your Payroll Department)

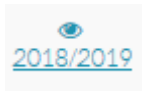
Click icons to switch view to P11Ds, P60s, CIS Statements or Back to Payslips by Period



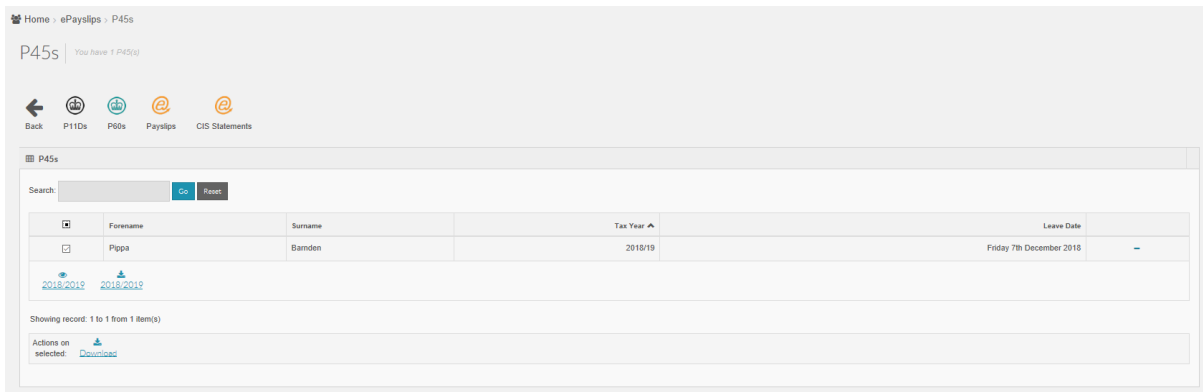
Search for P45s by name or leave date, click column heading to sort ascending, descending, click '+' / '-' or anywhere on the entry to expand or collapse the view to open the view icon.



To view P45s, click on the view icon for the selected Tax Year.



To 'select all' use the checkbox at the top of the first column, this allows a multi-select download action. Clicking [Download](#) will download P45s for Employees selected.



P45 actions for period by employee; **View** or **Download**



Click on **View** (see below) or **Download** to a PDF document

**P45 Part 1A**  
Details of employee leaving work  
Copy for employee

**HM Revenue & Customs**

<p><b>1</b> Employer PAYE Reference Office number / Reference Number 111 / 1111</p> <p><b>2</b> Employee's National Insurance number AA777777A</p> <p><b>3</b> Title - enter MR, MRS, MISS, MS or other title MRS Surname or family name BARNDEN First name(s) PIPPA</p> <p><b>4</b> Leaving date (DD MM YYYY) 07 12 2018</p> <p><b>8</b> This employment pay and tax, if no entry here, the amounts are those shown at box 7 Total pay in this employment Total tax in this employment</p> <p><b>9</b> Works number/Payroll number and Department or branch (if any) 7</p> <p><b>10</b> Gender (Enter 'X' in the appropriate box) Male <input type="checkbox"/> Female <input checked="" type="checkbox"/></p> <p><b>11</b> Date of birth (DD MM YYYY) 01 01 1970</p>	<p><b>5</b> Student Loan deductions <input type="checkbox"/> Student Loan deductions to continue</p> <p><b>6</b> Tax code at leaving date 1188L <small>Please tick or insert '1' (digits), enter 'X' in the box below. Week intervals <input type="checkbox"/></small></p> <p><b>7</b> Last entries on Payroll record/Deductions Working Sheet. <b>Complete only if tax code is substantive.</b> If there is an 'X' at box 6 there will be no entries here. Week number <input type="checkbox"/> Month number <input checked="" type="checkbox"/> Total pay to date 23820.00 Total tax to date 3122.86</p> <p><b>12</b> Employee's private address TEST ADDRESS 1 TEST ADDRESS 2 TEST ADDRESS 3 Postcode BL1 1AA</p> <p><b>13</b> Verify that the details entered in items 1 to 11 on this form are correct. Employer name and address CELESTIAL LIMITED BUILDING 3, HATTERS LANE UNITED KINGDOM Postcode M15 1BY Date (DD MM YYYY) 03 01 2019</p>
--	--

**To the employee**  
The P45 is in 3 parts. Please keep this part (Part 1A) safe. Copies are not available. You might need this information in Part 1A to fill in a tax return if you are self-employed.  
Please read the notes in Part 2 and accompanying Part 1A. The notes give some important information about what you should do next and what you should do with Parts 2 and 3 of this form.

**To the new employer**  
If your new employer gives you this Part 1A, please return it to them. Check the information on Parts 2 and 3 of this form is correct and transfer the information onto the general record/Deductions Working Sheet.

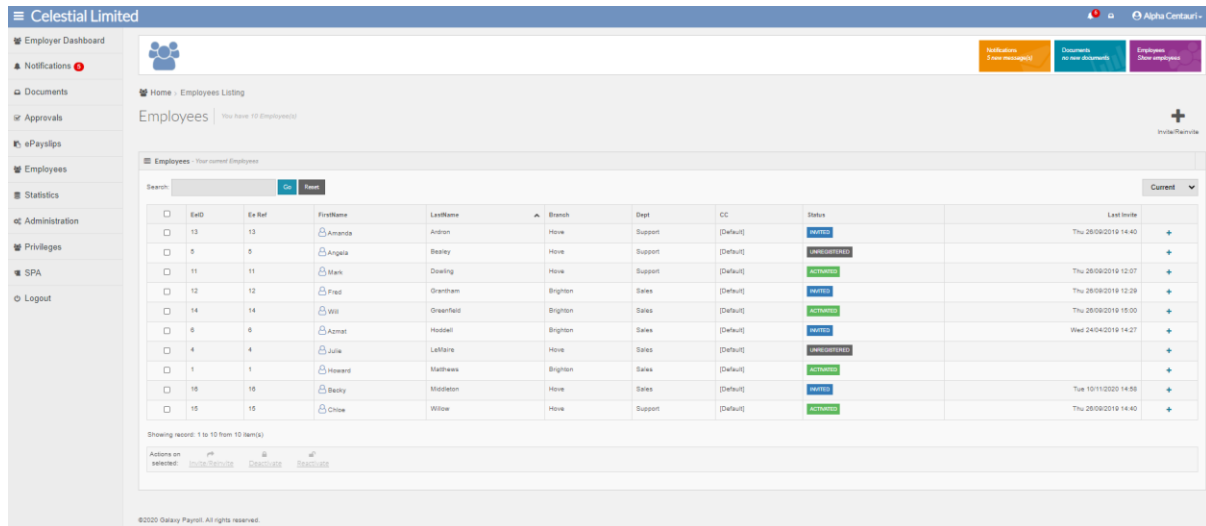
**Tax credits and Universal Credit**  
Tax credits and Universal Credit are flexible. They adapt to changes in your life, such as leaving a job. If you need to let us know about a change in your income, phone **0845 300 2000**.

**HMRC Form P45**

Click on the Navigation Breadcrumb to go back to P45 listing by Employee or Tax year or (or Home etc.)

## Employees

The **Employees** option in the **Left Menu** opens a page showing all Employees within your company and their status on the Portal. Click anywhere on an Employee user entry, or on the '+' button to see the actions available for each individual Employee – the actions available will vary depending upon the user status. Multi-select actions are also available.

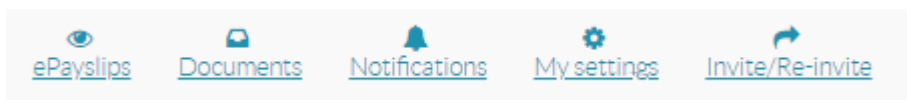


## Portal status definitions

A Portal user's status (Employer User, Employee) will be one of the following.

- Unregistered – user (Payroll Department User, Employer User, Employee) not yet invited
- Invited – Invitation sent from Payroll Professional or myePayWindow no action taken by user yet. A date & time stamp of when the user was last invited will show in the last column on the grid.
- Activating – User has received invitation and is going through registration
- Activated – User has completed registration and is set up
- Deactivated – User account has been Deactivated by Employer or Payroll Department
- Declined – User has not given Consent, or withdrawn Consent
- Locked – User has five failed login attempts, account locked for one hour. The Status will no longer show as Locked (Red) in the datagrid. Select Reset/Unlock to see the status. Privacy Pending – User has not yet agreed to recently updated terms of use/Privacy

For Employees with a status of Unregistered, Invited, Activating or Declined, the actions available are as follows:



For already Activated or Deactivated Employees additional actions are available to either Deactivate or Activate.

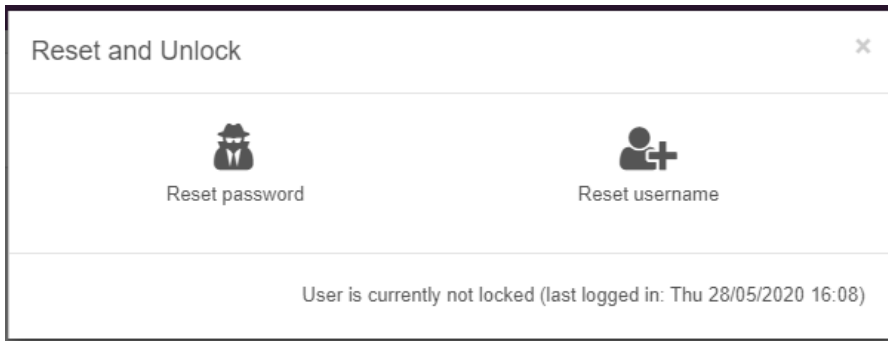


The actions for available for each employee are:

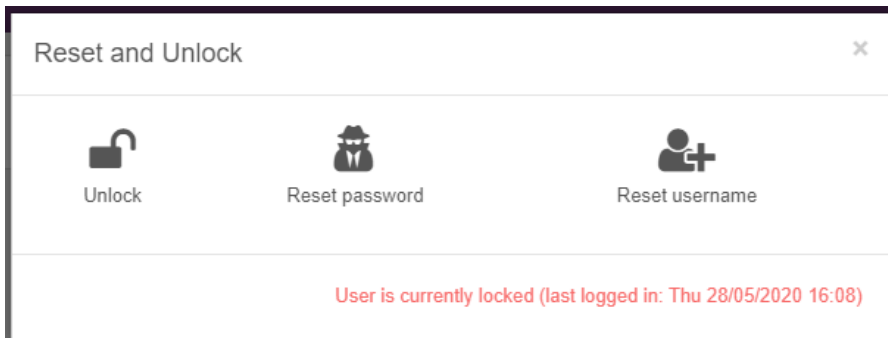
45

Payroll Professional –myePayWindow Employer User guide – V25 (U3-2022)

- ePayslips – view payslips, P60s, P11Ds, P45s for the selected Employee
- Documents – view documents that have been sent to an Employee E.g. Auto Enrolment letter
- Notifications – see the notifications sent to an Employee
- My settings – access the Employee settings (see the email address they have used for their Portal account)
- Invite/Re-invite – Send Invitations and re-invitations for Employees not currently registered
- Deactivate-Reactivate – temporarily deny-reinstate activated Employee access to the Portal
- Reset memorable word – Send / initiate a reset memorable word email for a specific Employee
- Reset/Unlock– Send / initiate a reset password/username email for a specific Employee and unlock.



If the user is locked out a message will show in red and an unlock action will appear. select unlock to reactivate the user.



## Leavers view

Use the drop-down selector at the top right-hand side of the Employees listing to switch the view to see Employees who have been set as 'leavers' or 'CIS' by your Payroll Department in the Payroll software application.

Home > Employees Listing

Employees You have 2 Employee(s)

+  
Invite/Reinvite

Employees - Your Leavers Employees

Search:    Leavers ▾

<input type="checkbox"/>	EelD	Ee Ref	Forename	Surname	Branch	Dept	CC	Status	Last Invite	Leave Date	
<input type="checkbox"/>	1	1	Payslip	Smith	[Default]	[Default]	[Default]	ACTIVATED	Fri 14/05/2021 14:39	Sat 01/05/2021 00:00	+
<input type="checkbox"/>	3	3	Leaver	Smith	[Default]	[Default]	[Default]	ACTIVATED	Fri 14/05/2021 14:23	Mon 05/04/2021 00:00	+

Showing record: 1 to 2 from 2 item(s)

Access to myePayWindow, for leavers shown in this view, will remain open for 15-months after their leave date in line with P11Ds so that Employees have sufficient time to download their payslips and other documents. after a further 1 months their data is automatically removed from myePayWindow. Both the Employee and the Employer will be sent notifications 10-days in advance of the account closure and the Employer is notified when an Employee account is finally closed.

You can manage Employee leavers until their account removal as per 'current' Employees using the actions available.

## CIS view

Employees - Your CIS Employees

Search:    Current Leavers  
CIS

Use the drop-down selector at the top right-hand side of the Employees listing to switch the view to see Employees who have been set as 'CIS' by your Payroll department in the Payroll software application.

Employees - Your CIS Employees

Search:    CIS ▾

<input type="checkbox"/>	EelD	Ee Ref	FirstName	LastName	Branch	Dept	CC	Status	Last Invite	
<input type="checkbox"/>	8	8	Neil	Armstrong	[Default]	[Default]	[Default]	ACTIVATED		-

[CIS Statement](#) [Documents](#) [Notifications](#) [My settings](#) [Deactivate](#) [Reset/Unlock](#)

The actions for available for CIS Contractors are:

- CIS Statement – view Statements for the selected Contractor
- Documents – view documents that have been sent to a Contractor
- Notifications – see the notifications sent to a Contractor
- My settings – access the CIS settings (see the email address they have used for their Portal account)
- Invite/Re-invite – Send Invitations and re-invitations for CIS Contractors not currently registered
- Deactivate-Reactivate – temporarily deny-reinstate activated CIS Contractors access to the Portal
- Reset memorable word - Send / initiate a reset memorable word email for a specific CIS Contractor

- Reset/Unlock– Send / initiate a reset password/username email for a specific Employee and unlock.

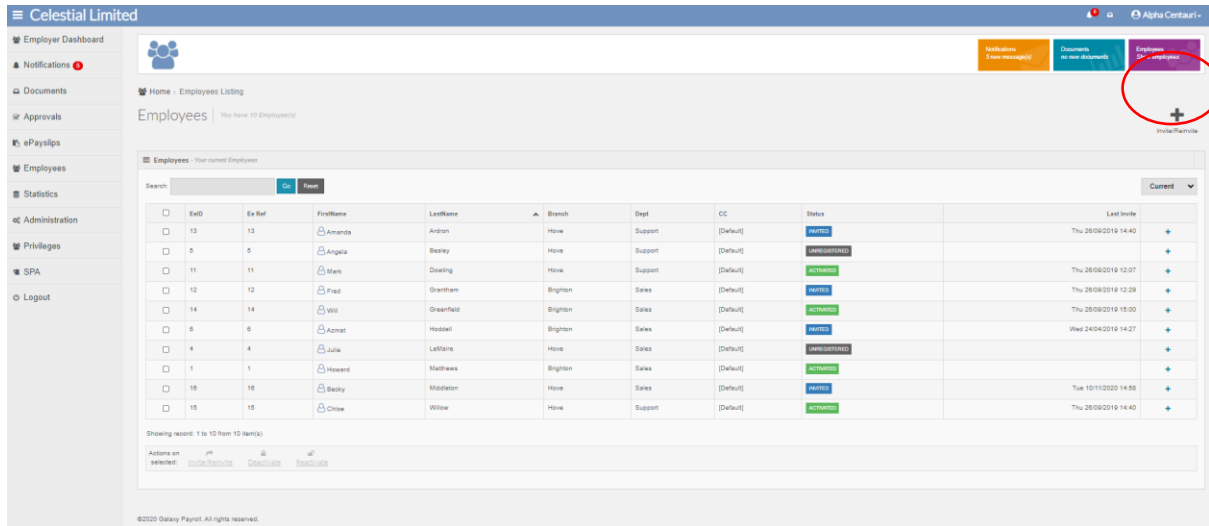


## Invite/Reinvite

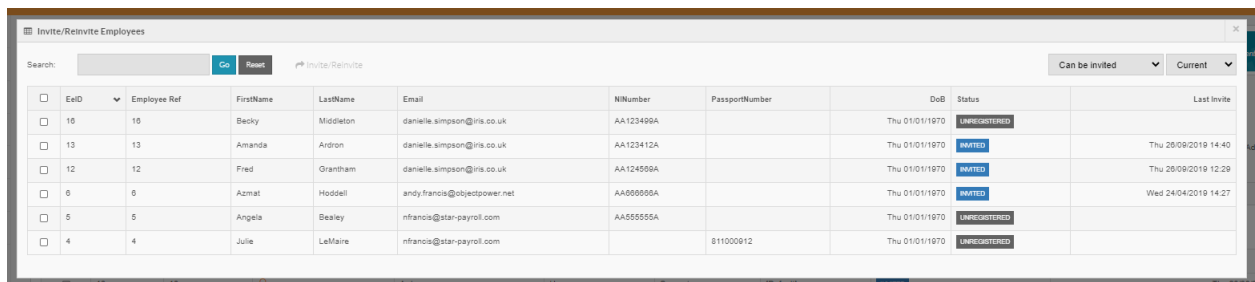
Employer users can Invite/Re-invite multiple employees. This will enable users to view missing employee information.

From the left menu select **Employees**

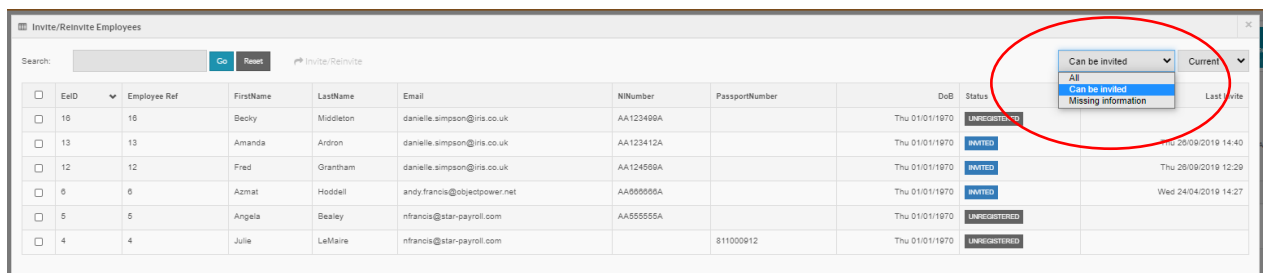
Click on Invite/Re-invite action in the top right corner



A pop up will appear which details the employees that are available to be invited, these will include users that are an unregistered or invited (but not activated) on myePayWindow.



On the top right there are two dropdowns. The first one filters the employees by All, can be invited or Missing information



- **All** – All Employees available for invite
- **Can be invited** – These employees have the required information to be successfully invited
- **Missing information** – These employees require further information to be completed before they can be invited. This will usually be an email address, NI number or Passport number.

Invite/Reinvite Employees										
Search: <input type="text"/> <span>Go</span> <span>Reset</span> <span>Invite/Reinvite</span>										Missing information
<input type="checkbox"/>	EeID	Employee Ref	FirstName	LastName	Email	NINumber	PassportNumber	DoB	Status	Last Invite
<input type="checkbox"/>	8	8	API Eight	Pelevend Two	missing value	JR450617A		Thu 01/01/1987	UNREGISTERED	

To Invite employees, use the boxes on the left to select individuals or tick the top box to select all  
Click on Invite/Reinvite to invite these employees.

Invite/Reinvite Employees										
Search: <input type="text"/> <span>Go</span> <span>Reset</span> <span>Invite/Reinvite</span>										Can be invited
<input type="checkbox"/>	EeID	Employee Ref	FirstName	LastName	Email	NINumber	PassportNumber	DoB	Status	Last Invite
<input checked="" type="checkbox"/>	16	16	Becky	Middleton	danielle.simpson@iris.co.uk	AA123499A		Thu 01/01/1970	UNREGISTERED	
<input checked="" type="checkbox"/>	13	13	Amanda	Andron	danielle.simpson@iris.co.uk	AA123412A		Thu 01/01/1970	INVITED	Thu 28/09/2019 14:40
<input checked="" type="checkbox"/>	12	12	Fred	Grantham	danielle.simpson@iris.co.uk	AA124599A		Thu 01/01/1970	INVITED	Thu 28/09/2019 12:29
<input checked="" type="checkbox"/>	6	6	Azmat	Hoddell	andy.francis@objectpower.net	AA666666A		Thu 01/01/1970	INVITED	Wed 24/04/2019 14:27
<input checked="" type="checkbox"/>	5	5	Angela	Bealey	nfrancis@star-payroll.com	AA555555A		Thu 01/01/1970	UNREGISTERED	
<input checked="" type="checkbox"/>	4	4	Julie	LeMaire	nfrancis@star-payroll.com		811000612	Thu 01/01/1970	UNREGISTERED	

Confirm that you would like to multi-invite these employees

**Multi-invite User** ✕

Are you sure you want to Multi-invite these users ?  
This action cannot be undone.

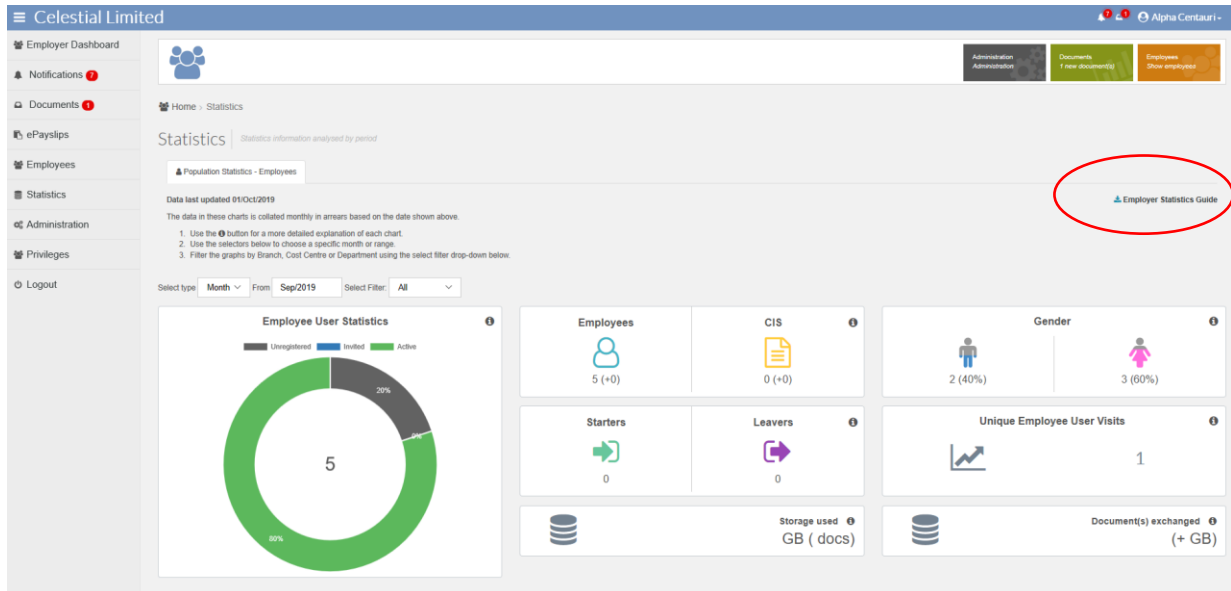
Multi-invite
No

The second dropdown allows you to filter by Current employees, Leavers or CIS.

Invite/Reinvite Employees										
Search: <input type="text"/> <span>Go</span> <span>Reset</span> <span>Invite/Reinvite</span>										Can be invited
<input type="checkbox"/>	EeID	Employee Ref	FirstName	LastName	Email	NINumber	PassportNumber	DoB	Status	Last Invite
<input type="checkbox"/>	16	16	Becky	Middleton	danielle.simpson@iris.co.uk	AA123499A		Thu 01/01/1970	UNREGISTERED	
<input type="checkbox"/>	13	13	Amanda	Andron	danielle.simpson@iris.co.uk	AA123412A		Thu 01/01/1970	INVITED	Thu 28/09/2019 14:40
<input checked="" type="checkbox"/>	12	12	Fred	Grantham	danielle.simpson@iris.co.uk	AA124599A		Thu 01/01/1970	INVITED	Thu 28/09/2019 12:29
<input type="checkbox"/>	6	6	Azmat	Hoddell	andy.francis@objectpower.net	AA666666A		Thu 01/01/1970	INVITED	Wed 24/04/2019 14:27
<input type="checkbox"/>	5	5	Angela	Bealey	nfrancis@star-payroll.com	AA555555A		Thu 01/01/1970	UNREGISTERED	
<input type="checkbox"/>	4	4	Julie	LeMaire	nfrancis@star-payroll.com		811000612	Thu 01/01/1970	UNREGISTERED	

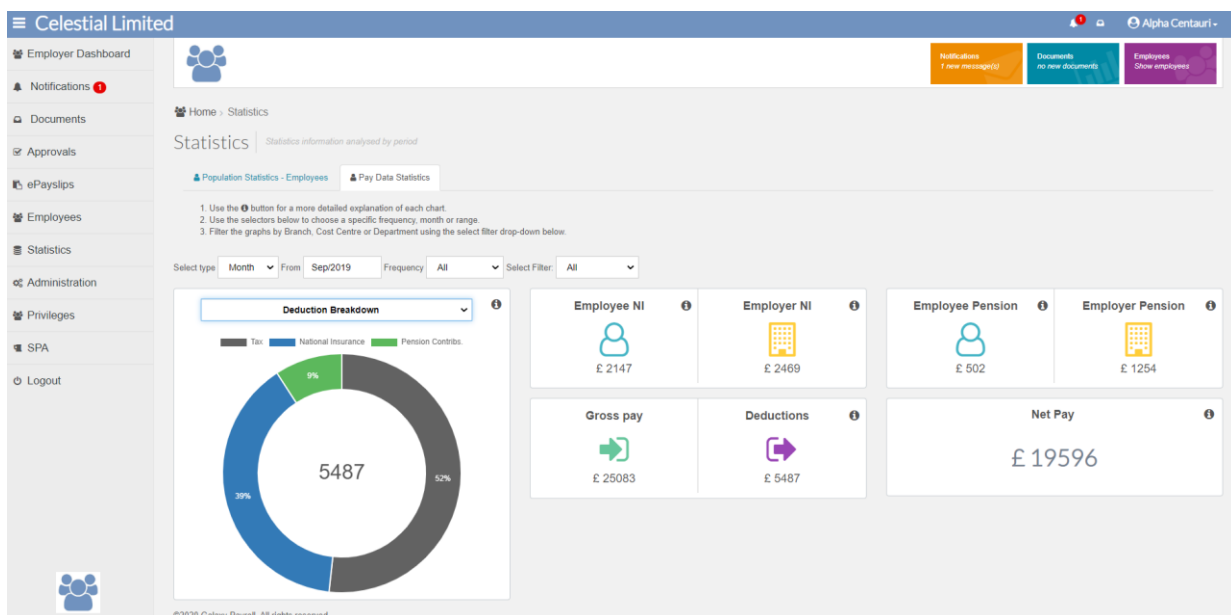
## Statistics – Population Statistics – Employees

Please refer to the Employer Statistics Guide located on the Statistics page for further information on the charts available. The user guide is also available on the Customer support website.



## Statistics – Pay Data Statistics

Please refer to the Employer Statistics Guide located on the Statistics page for further information on the charts available. The user guide is also available on the Customer support website.



## Administration

The Administration page provides access to the following Employer administration functions via the 'tabs':

- Users tab - A list of all the Employer users and their Portal status. These users can be sent reset password or username emails as required. Whilst the deactivate action can be seen here it has no effect as only Payroll department users can deactivate Employer users.
- Details tab - The Employer address details as held in the Payroll application, the default Employer contact and the Payroll department contact address information.
- Branding tab – This is where you can set the Portal colour scheme for you and your Employees and add a company Logo as required.
- Employee Dashboard tab – This is where you can customise your Employees dashboards including creating a broadcast for all employees and setting up useful links.
- Payslip & CIS Settings – From here you can define which items to display on the online payslip view including a payslip company logo if required. You can define what items to display on a CIS Statement.

## Administration-Users

This tab shows the Employer-level Users connected to the Portal together with their Portal Status.

The screenshot shows the 'Administration-Users' page. The header includes 'Celestial Limited' and 'Alpha Centauri'. The left sidebar contains navigation options: Employer Dashboard, Notifications (6 new message(s)), Documents (no new documents), Employees (Show employees), ePayslips, Administration, Privileges, and Logout. The main content area shows 'Administration' with sub-tabs for Users, Details, Branding, and Payslip & CIS Settings. The 'Users' tab is active, displaying a table of users:

<input type="checkbox"/>	FirstName	LastName	Status	Last Login	
<input type="checkbox"/>	Alpha	Centauri	ACTIVATED	Fri 28/12/2018	+
<input type="checkbox"/>	Penny	Wise	ACTIVATED	Tue 27/11/2018	+

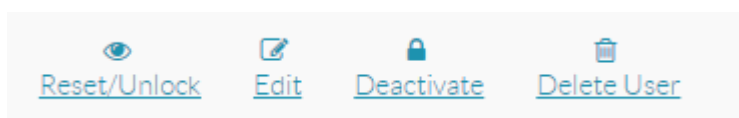
Showing record: 1 to 2 from 2 item(s)

Click anywhere on an Employer user entry, or on the '+' button to see the actions available for the individual user – The actions available will vary depending upon the user status:

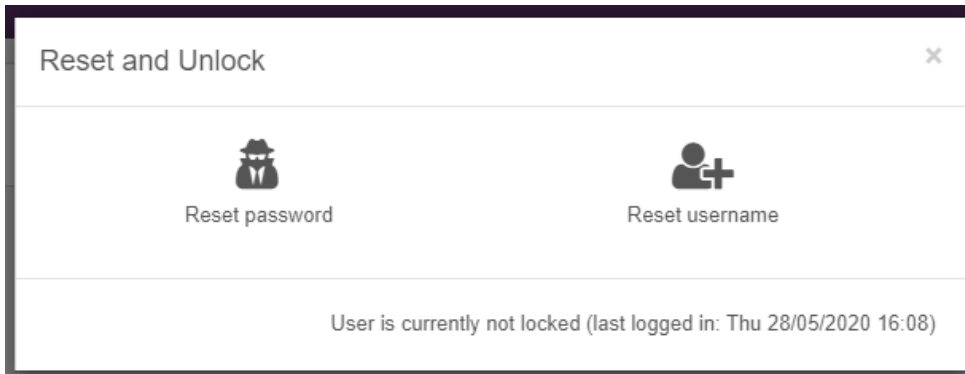
For Employer users with a status of Invited, Activating, the actions available are as follows:



For Employer users with a status of Activated, Deactivated, the actions available are as follows:



- Reset/Unlock – Reset Password – Send a Password reset email to an Employer User/Reset Username – Send a Username reset email to the Employer user - also includes a last login date and time stamp



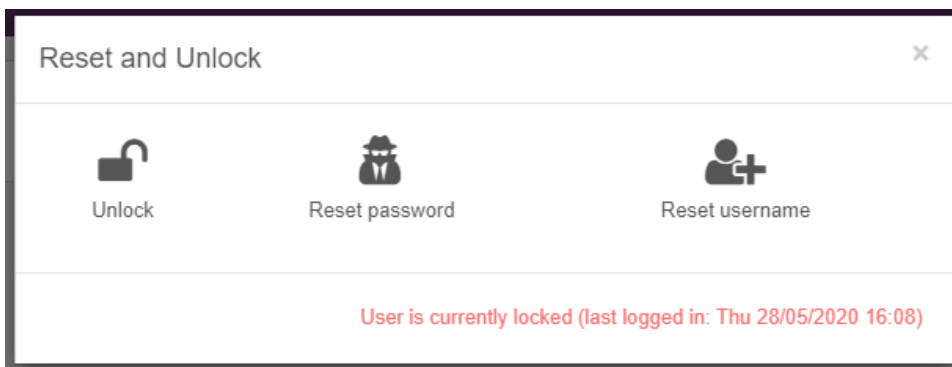
- Deactivate -Reactivate – To deny/reinstate access to an Employer user
- Delete – Delete user.

If a user is locked out of their account, they will no longer show as a red locked status.



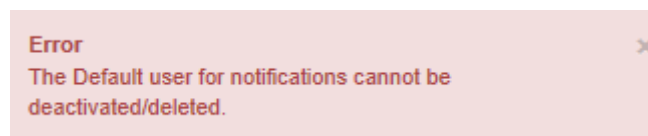
To see if a user is locked click on

The message in red will advise if the user is locked and the unlock icon will appear. Click on unlock to reactivate your user.



If an Employer user leaves and they have an activated Portal user account, the user cannot be deleted but their Portal account should be deactivated.

If you attempt to deactivate the Default User, you will receive the following error message.

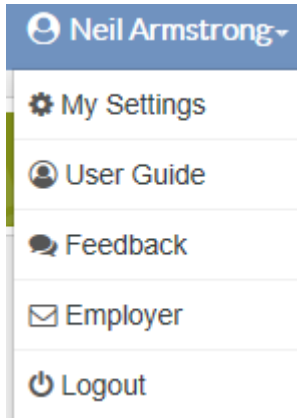


## Administration-Details

This tab shows:

- **Employer Information** - your (the Employer) company address and contact information as held in the **Payroll Professional** application.
- **Payroll Department information** – Your Payroll department address details as held in the Payroll application
- **Default contact for notifications** – Allows you to set the default contact to receive Payslip/P60/P45/CIS Statements and P11D notifications from Payroll Department. Click in the drop-down selector and then **Save Employer details** (see below)

- **Default contact for Employees** – Allows you to set the default contact (email) where employees can send queries e.g. payroll/HR inbox. By entering an email address here, the employee will have access to an Employer contact button when they click on their username on the top bar.



- Enforce 2 Step Authentication for Employer only or Employer & Employee Level Users – Provides additional security for your Employer & Employee users. The user can choose to enable 2SA/2FA via My Settings/ My account pages. Tick Enable 2SA/2FA and then **Save Employer details** (see below) for more information see Additional Authentication (Page 9)

■ Enforce additional authentication for Employer & Employee Level Users

2 forms of optional user security authentication can be used in addition to the standard username and password:

- 2 Step authentication 2SA – Requires a user to set-up a memorable word from which they will be required to enter 2 random characters from this word each time they log-in to gain access to their account.
- 2 Factor Authentication 2FA – Requires a smartphone 'Authenticator App' (Google / MS /Authy/andOTP are some examples ) Each time a user logs-in they will additionally need to enter a code generated by the authenticator app to gain access to their account.

If additional authentication is not enforced, then 2SA/2FA Authentication can be optionally enabled by individual user via the My Settings/My Account pages.

By default additional authentication is not enabled (None). Use the drop-down selector to choose to enforce either 2SA or 2FA. Then click 'Save' at the foot of the page to apply.

None ▼

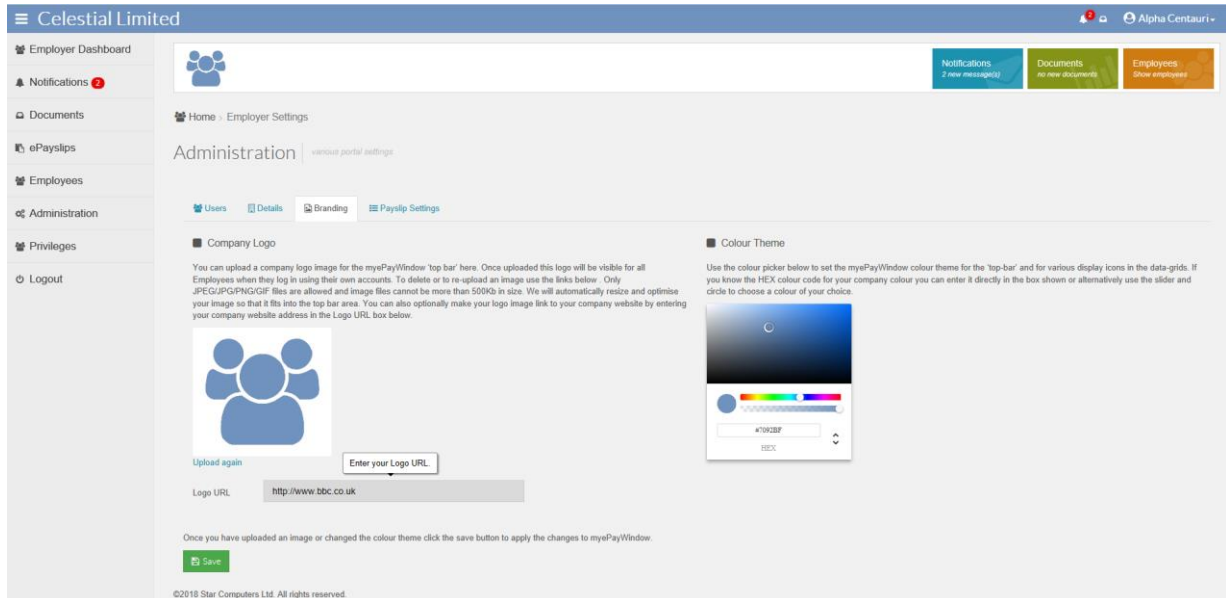
None

Enable 2SA

Enable 2FA

## Administration-Branding

From this page the colour of the Portal's 'Top-bar' and the icons in the Notifications, Documents, and Employee listings can be set to match with your company branding. A Logo and a Logo URL can also be added. The Logo URL will allow a website link to be set so that when a user clicks on the Logo it will take them to the company's website (or another site of your choice).



**Company Logo** – drag or click in the blue area to upload a logo image to the Portal, images cannot be larger than 500kb in size and will automatically be resized. Click upload again to replace an existing logo image.

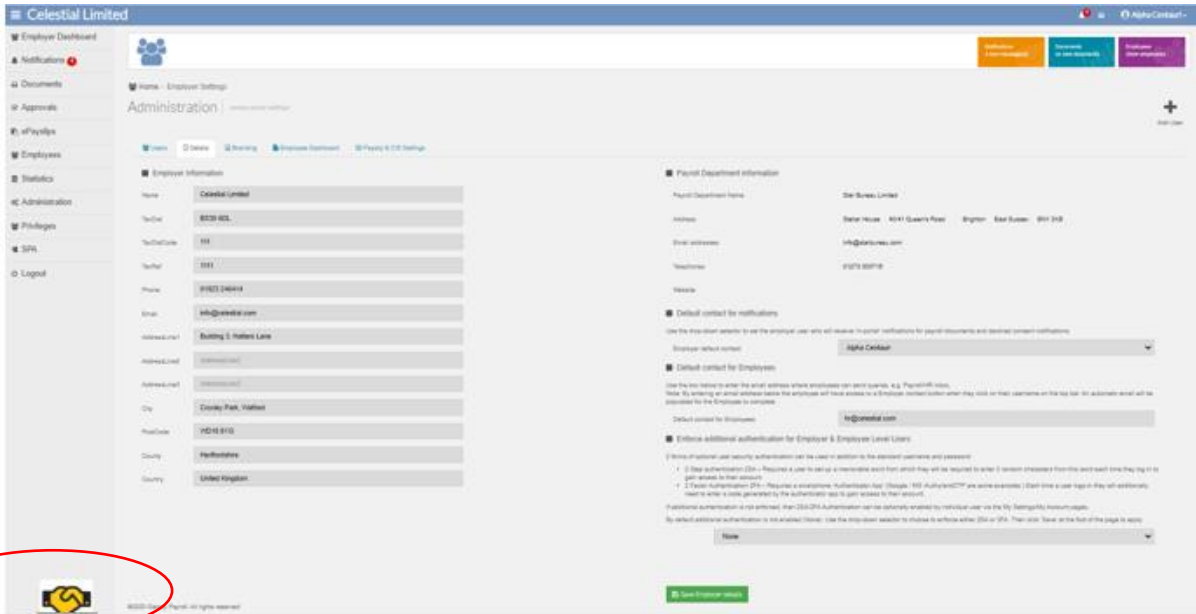
**Colour theme** – use the slider or colour pane or enter a HEX / RGB / HSL colour code.  
**Note:** Depending on the web browser you are using; you may be able to add a browser tool that will allow you to find out the colour code used on an existing website page element. If you do this, you will be able to match exactly the Portal with colour of your own website.

**Logo URL** - Type a URL here that can be followed when users click your logo image.

Click **Save**, to apply the Logo to the Portal and your chosen colour setting.

**Note:** If the Payroll department has selected the option to show their Payroll department Logo on Employers left menu, the logo will show as below.



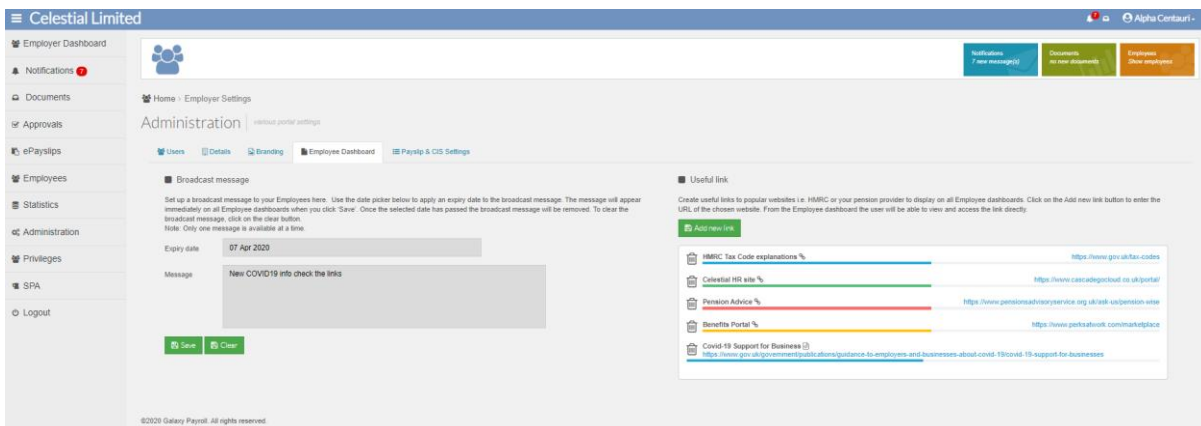


## Administration-Employee Dashboard – Broadcast Message

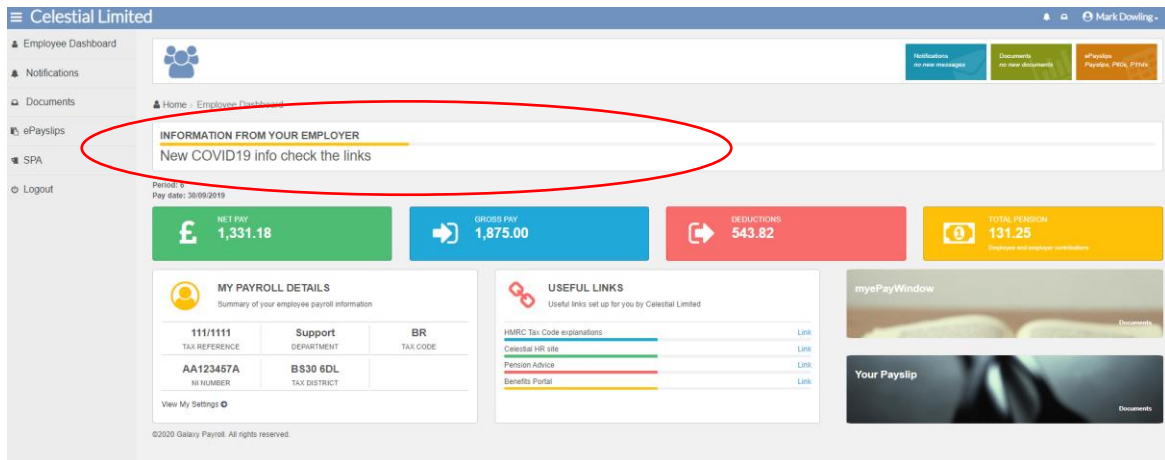
From this page a Broadcast Message & Useful links can be created to show on the employee dashboard.

Navigate to **Administration/Employer Dashboard**.

Use the date picker below to apply an expiry date to the broadcast message. Enter the message text (a maximum of 500 characters). Click save. This broadcast message will show immediately on all your 'Employee' dashboards. Only one message can be displayed at a time. A message remains on display until it is replaced, removed or the date expires. If you wish to remove the message you will need to click on clear and then 'save' and the message will be removed from the Employee dashboard.



The broadcast message will display as below on the Employee Dashboard:-



## Administration-Employee Dashboard – Useful Links

Navigate to **Administration/Employee Dashboard**. Click on the add new link button

Useful link ✕

Title

Url link

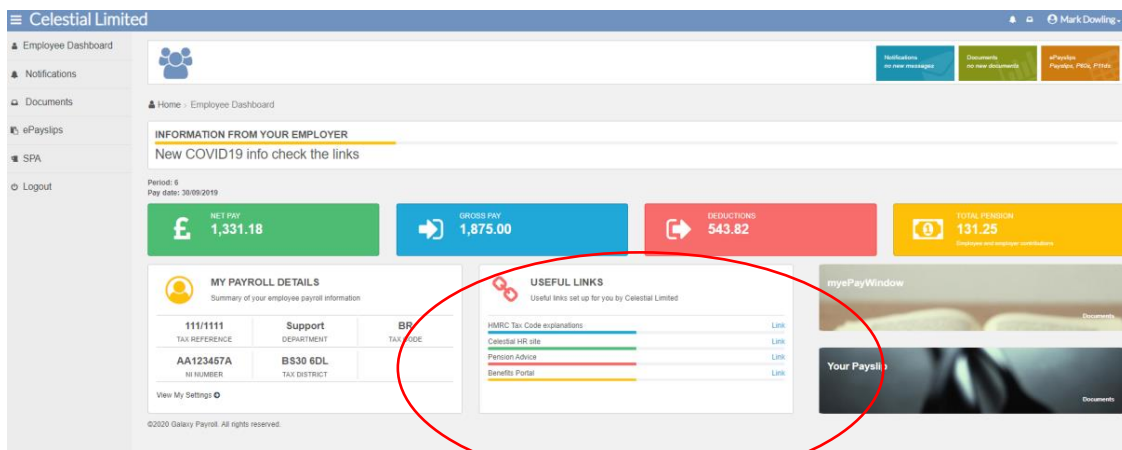
Type  Website  Document

Display  Link  Tile

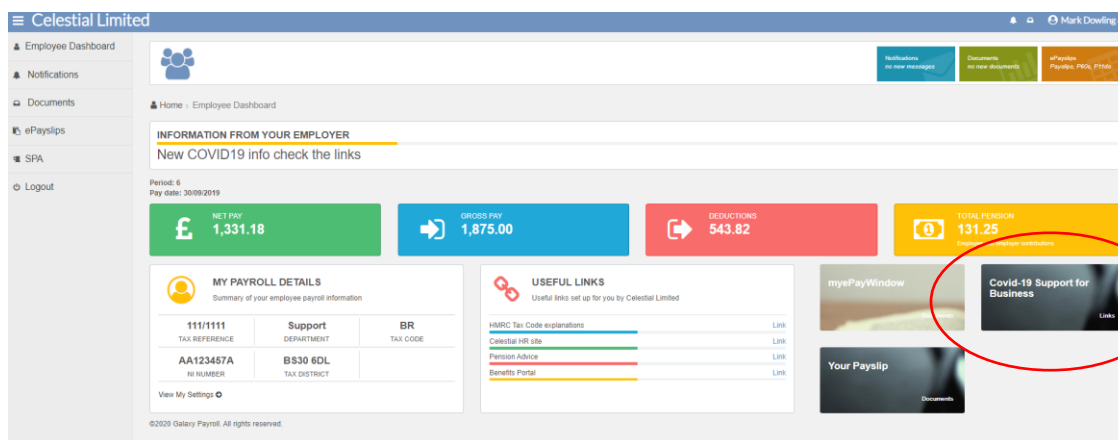
1. Enter the Title of the useful link e.g. HMRC
2. Enter the URL of the website or Document
3. Choose whether you would like the website shown as a link or a tile on the dashboard

Click on Save new link

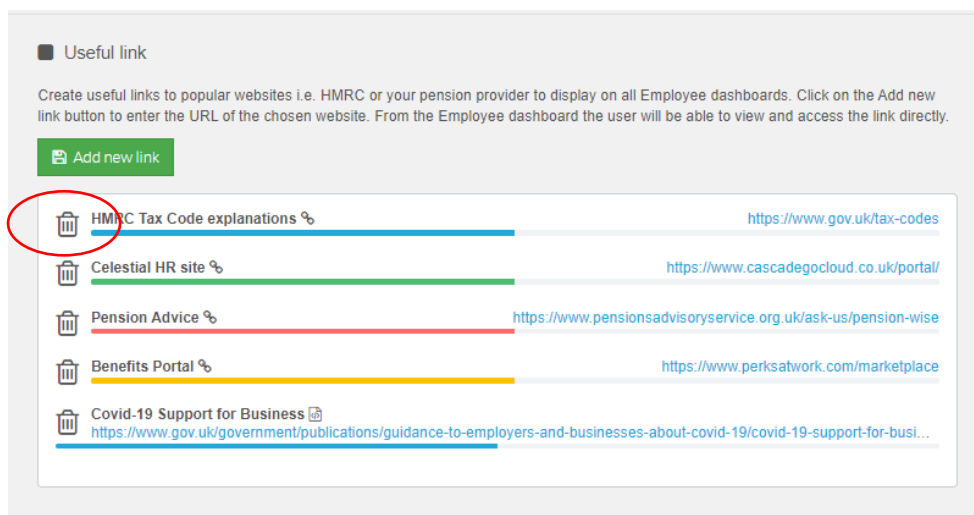
The useful link has been created on the Employee dashboard. You can create as many useful links as you like, however we recommend that create 5-8 Useful links and two tiles on the dashboard.



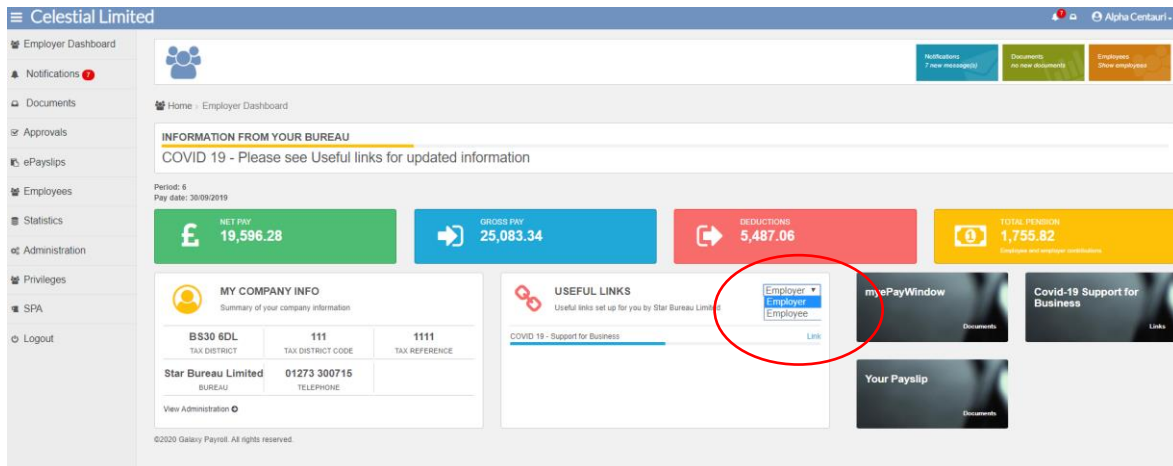
Below shows an example of a useful link as a tile.



To delete a useful link, navigate to **Administration/Employee Dashboard** and click on the bin icon. This will remove the link from the Employee dashboard.



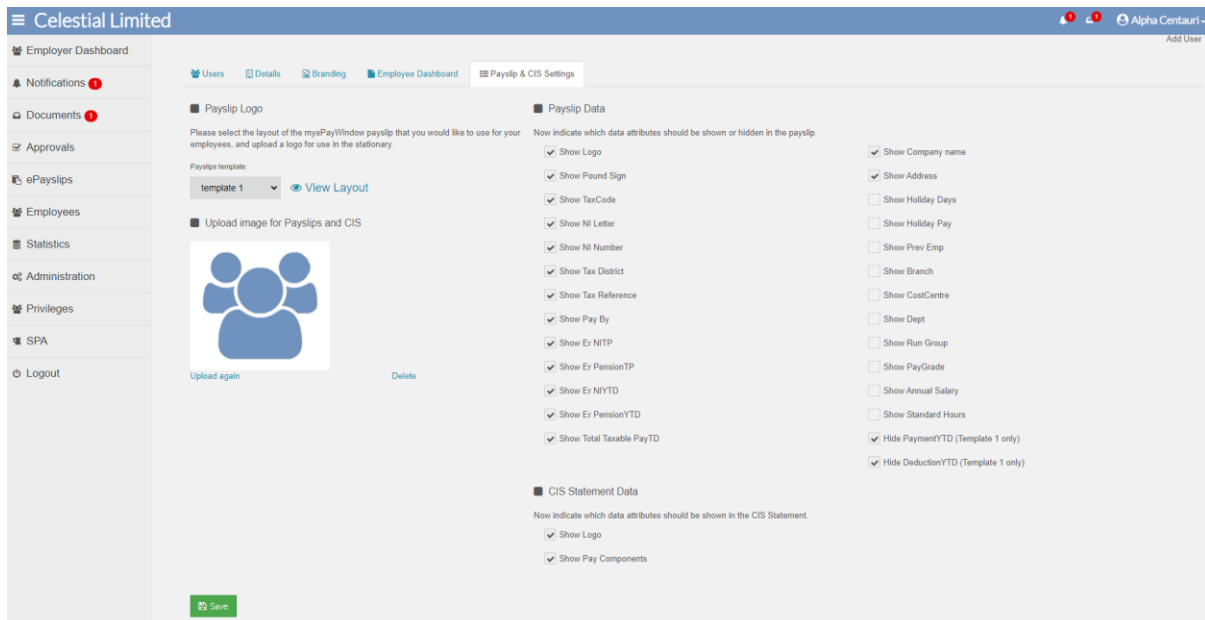
From the **Employer dashboard** you can switch the view from your Employer Useful links (set up by the Payroll department) and the view from the Employee useful links (set up by the employer). Use the dropdown box to choose the view.



## Administration-Payslip Settings

Employer users can set the company logo to appear on the online payslip views and those details to include on the payslip. Click **Save** to apply the changes.

- Payslip Template - This drop-down allows different online Payslip templates to be used. Currently, there are 2 templates available. Template 1 is the default if this is not set. Click on the View Layout button to see a preview of the templates.
- Payslip data - Online Payslip settings, the most frequently used options for the templates are defaulted to display for convenience. Add/remove check marks as required.
- Upload images - Click in the logo box to upload an initial Logo to appear on Payslips views – use 'Upload again' to replace with a different logo.
- CIS Statement Data – Click on Show Logo to show the logo on CIS Statements, click on show Pay Component to show page 2 on the CIS statement.



## Employer Level Privileges

The Privileges page provides access to the following Employer functions:

- Employee Groups tab - Create New Employee Group(s) and add Employees based on the Analysis group in Payroll Professional (Branch, Cost Centre or Department).
- Roles-privileges tab - set-up new access Role(s) with appropriate privileges
- Groups-Roles-Users tab - add the required Role(s) to each Employee Group(s) and add the Employer Users to each Role (remove them from the Full Access Role as required).

Employer level privileges can be set-up either by an Employer level user or alternatively, a Payroll department level user, with the appropriate permissions, can do this on the Employer's behalf. Employer level privileges do not need to be used but any new Employer users added from now onwards will need to be assigned required access permissions (see below).

### Existing Employer Users

Existing Employer Users are automatically added to the default Full Access Role with full access privileges to all Employees.

### New Employer Users

When you add a new Employer user, they will have no access until they are added to Roles in the various Employee Groups.

The screenshot shows the 'Privileges' page in the myePayWindow system. The page is titled 'Privileges' and shows a list of Employee Groups. The 'All Employees' group is highlighted as the 'Default' group. Below the list, there are instructions on how to add and edit groups, and how privileges work. The instructions state that myePayWindow Employees are automatically added to the default All Employees group, and that privileges are used to customise access for Employer Users. The instructions are numbered 1, 2, and 3, and describe the steps for creating new groups, setting up roles, and adding users to roles.

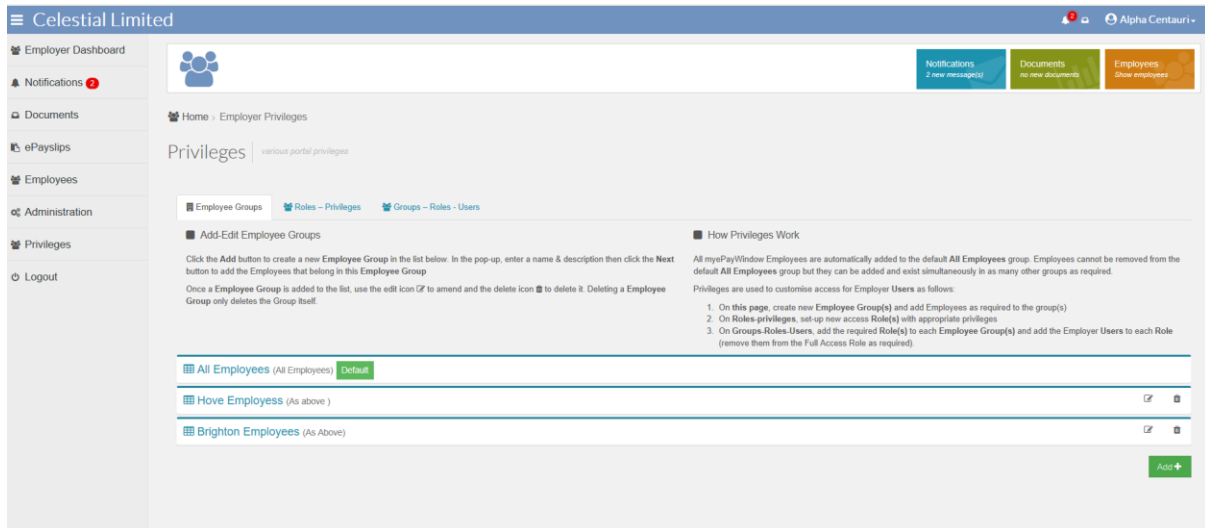
Notes: Depending on the Role an Employer User belongs to, access to the Privileges page may be restricted or unavailable.

You do not need to use Employer Privileges but please read this section carefully to ensure how Privileges impact myePayWindow operation.

## Step 1 - Create a new Employee Group (s)

From the Privileges - Employee Groups page, you can create a logical Employee group and add Employees to it.

**Note:** All myePayWindow Employees are automatically added to the default All Employees group. Employees cannot be removed from the default All Employees group, but they can be added and exist simultaneously in as many other groups as required.



Click the Add button at the bottom of the Employee Group listing to Add a **Group** (to edit or delete a Group use the Icons per Group in the listing).

You must enter an Employee Group Name (100 Characters) and provide a description (500 Characters).

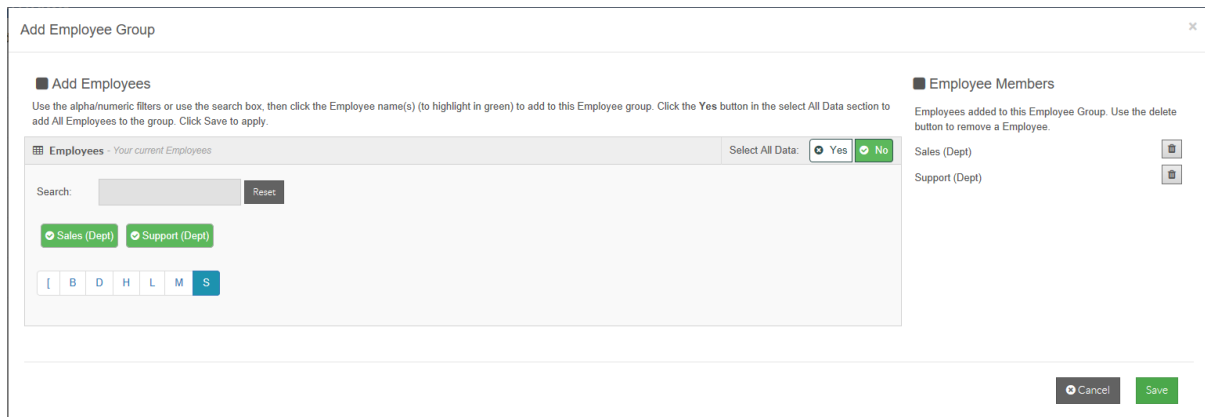
Add Employees (by analysis group) to the Employee Group(s)

Use the alpha/numeric filters or use the search box, then click the Branch, Cost Centre or Department name(s) (to highlight in green) to add to the Employee group. You can Click the 'Yes' button in the select All Data section to add All Employees to the group.

**Note:** When you choose 'Select All Data' a group entry called 'All Data' is automatically included in the Employee Members section and not individual Employees names.

To remove individual Employees from the Group, click the waste-bin Icon in the Employee Members section of the screen.

When you have chosen all the Employees for this Group, Click Save to apply.



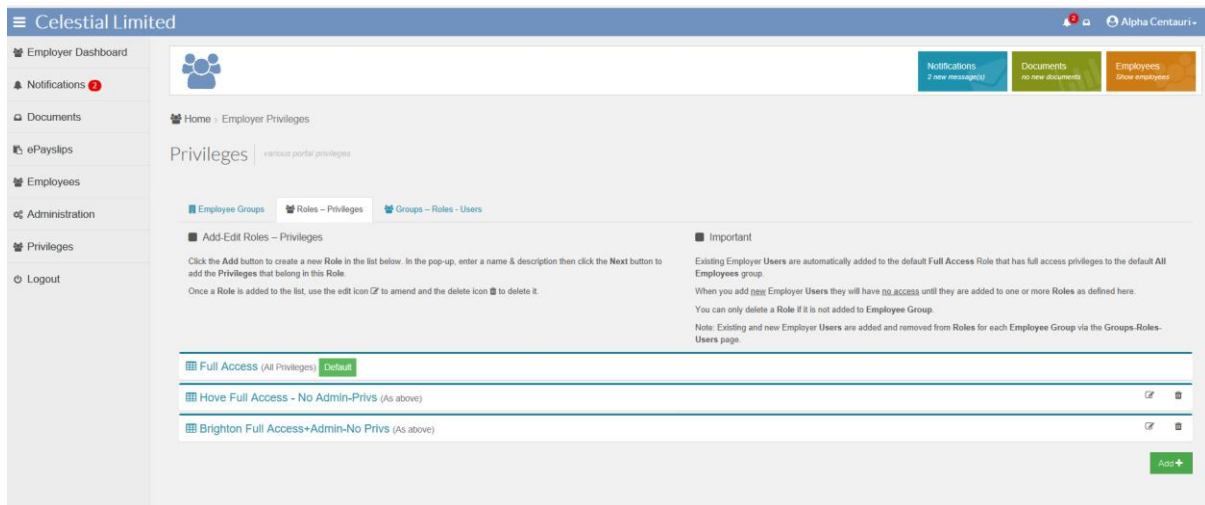
## Step 2 Create Roles – Privileges

On the Privileges - Role-privileges page create a **Role** and add **Privileges** to it:

Notes: Existing Employer Users are automatically added to the default Full Access Role that has full access privileges to the default All Employees group.

When you add new Employer Users, they will have no access until they are added to one or more Roles as defined here.

You can only delete a Role if it is not added to an Employee Group.



Click the Add button at the bottom of the Roles listing to Add a **Role** (to edit or delete a role use the Icons per Role in the listing).

You must enter a Role Name (100 Characters) and provide a description (500 Characters).

**Add Role Privileges**

**Add Role name and description.**  
 Tip: To make it easier when adding Roles to Employee Groups and Employer Users to Roles (Groups-Roles-Users tab) it helps if the Role name reflects the level of Privileges available e.g. 'No ePayslips access'

Role Name:

Role Description:

**What is a Role?**  
 A Role defines the set of Privileges a Employer user will inherit once they are added to this Role.

Cancel Next

Click next to Add Role Privileges...

## Add Role **Privileges**

Role Privileges allow different levels of access to myePayWindow menus and the actions available within them. **All** main menu item can be **Allowed**, or alternatively **Custom** access can be used to refine access to the individual menus as required (**Full Access, No Access, Read only**). For example, using the selectors on the left below, this **Role** can be set up with **Read only** access to the Employees menu, **No access** to the ePayslips, Administration and Privileges menu. Note: setting the ePayslips menu to **No access** will override any higher level **Full Access** which would otherwise allow Employees payslips to be viewed. Therefore, in this example, a user in this role will have no access to the ePayslips left menu, will be able to see a list of Employees but will be unable to invite/re invite or deactivate/activate Employee accounts. Further, the ePayslips 'action' for an Employee will be disabled.

Choose the access levels using the selectors below, click save to apply.

**Add Role Privileges**

**Add Privileges**  
 When **All menu** access is **Allowed** all left menu options in myePayWindow and associated 'actions' are accessible to the Role.  
 With **Custom** privileges, **left menu** access can be defined per Role and also (where available) access to the 'actions' available per menu. Choose the access levels using the selectors below and click the save button to apply them to this Role.

**What are Role Privileges?**  
 Role Privileges allow different levels of access to myePayWindow menus and the actions available within them. A main menu item can be **Allowed** or alternatively **Custom** access can be used to further refine access (**Full Access, No Access, Read only**). For example, using the selectors on the left, a **Role** can be set up to **Allow** access to the Employees menu but with **Read only** access to the Employees 'action' but with **No access** to the ePayslips action. Note: setting the ePayslips action to **No access** will override any higher level **Full Access** which would otherwise allow Employees payslips to be viewed.

All menu Access:

- Employees - Menu:
- ePayslips - Menu:
- Administration - Menu:
- Privileges - Menu:

Cancel Save



### Step 3 – Add Roles and users to Employee Groups

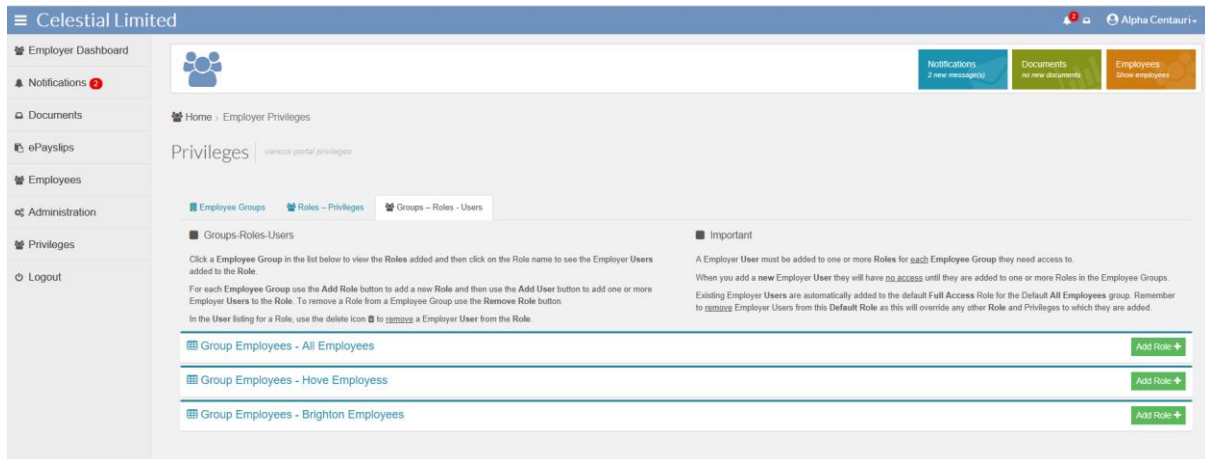
The final step is to add **Roles** to **Employee Groups** and Employer **Users** to the Roles as required.

Notes: An Employer User must be added to one or more Roles in each Employee Group they need access to.

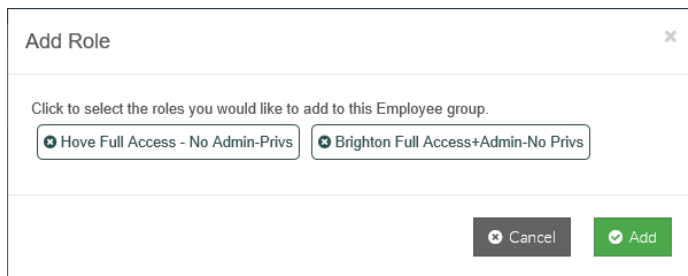
When you add a new Employer User, they will have no access until they are added to one or more Roles in the Employee Groups.

Existing Employer Users are automatically added to the default Full Access Role for the Default All Employees group. Remember to remove Employer Users from this Default Role as this will override any other Role and Privileges to which they are added.

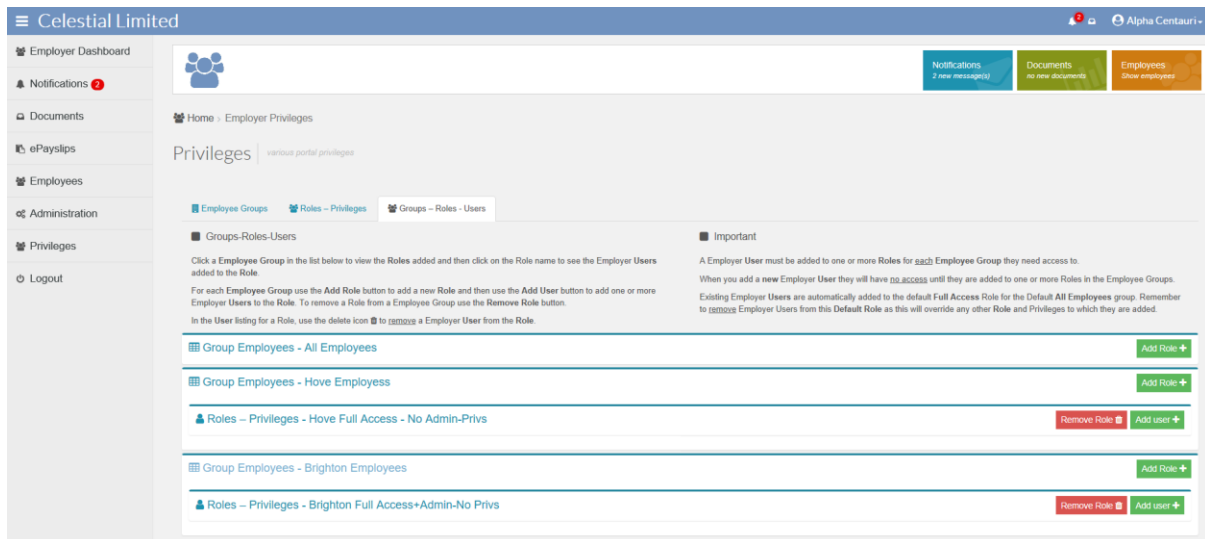
For the required Employee Group in the listing click the Add Role button.



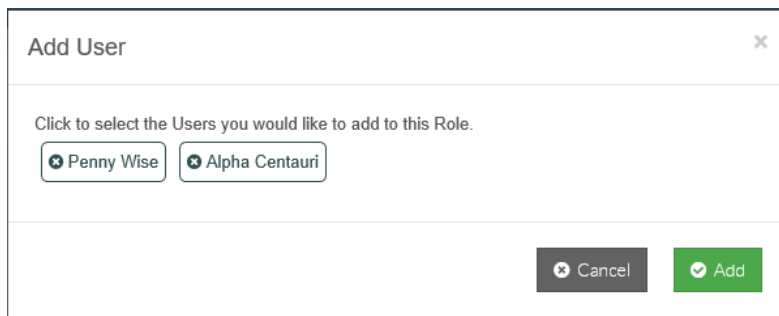
Select the roles you would like to add to the Employee Group. Click on Add.



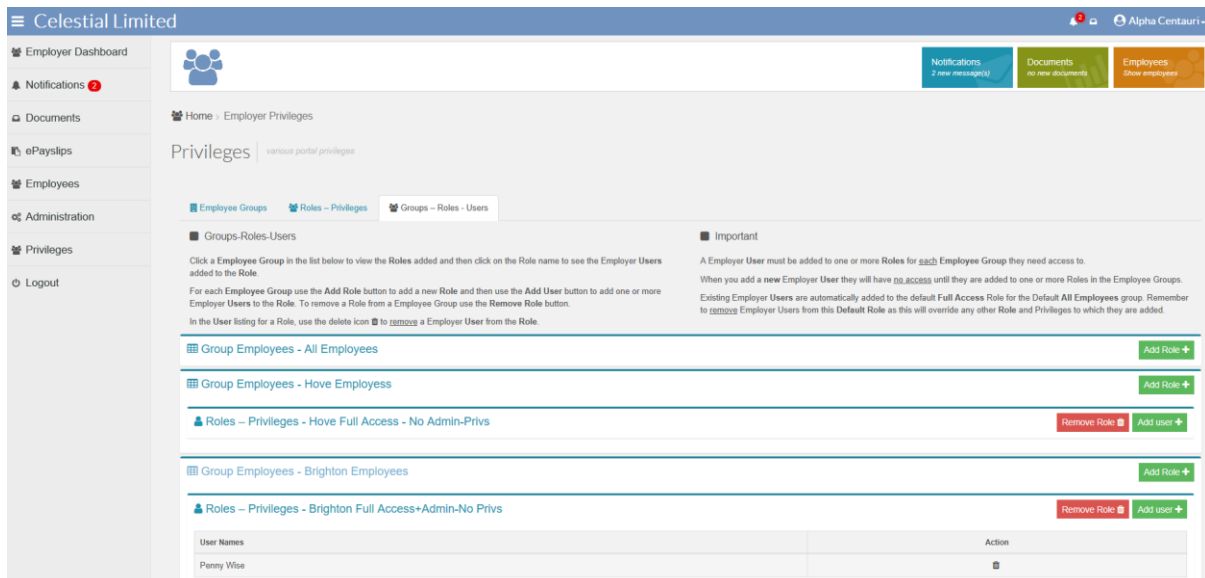
Click on the Add User button or the Remove Role Button to delete the Role.



Select the users you would like to add to the Role. Click on Add.



Use the waste-bin icon to delete users from the role.



## Privileges - Best practice

Once you start using Privileges to restrict access to one or more Employee Groups it is good practice to:

1. Create an alternative 'All Employees - Unrestricted' Employee Group and add all Employees to this by Analysis Group (not as 'All Data').
2. Create an alternative 'Employer Full Access' Role without Administration and Privileges access.
3. Add the 'Employer Full Access' Role to the 'All Employees - Unrestricted' Employee Group and add the majority of Employer Users to this role (see 4 below).
4. Leave your Employer Administrator in the default Full access role and default 'All Employees Group' and remove all other Employer Users – so your 'Super' or 'Admin' user retains Full access to everything.

Step-by-step:

Step 1 – Add 'All Employees – Unrestricted' Employee Group.

The screenshot shows a dialog box titled "Add an Employee Group". It has two main sections. The first section, "Add an Employee Group name and description.", contains two text input fields. The "Name" field contains "All Employees - Unrestricted" and the "Description" field also contains "All Employees - Unrestricted". The second section, "What is an Employee Group?", contains a small text box with the instruction: "Use Employee Groups to logically group Employees together by Analysis Group e.g. Branch, Department or Cost centre." At the bottom right of the dialog are "Cancel" and "Next" buttons.

The screenshot shows the same dialog box, now at the "Add Employees by Analysis Groups" step. The "Employees" section shows a list of "Your current Employees" with a search box and a "Reset" button. Below the list are three green buttons: "[Default] (Branch)", "[Default] (CostCentre)", and "[Default] (Dept)". To the right, the "Analysis Group Membership" section shows a list of analysis groups: "[Default] (Branch)", "[Default] (CostCentre)", and "[Default] (Dept)", each with a delete icon. At the bottom right are "Cancel" and "Save" buttons.

## Step 2 – Add 'Employer Full Access' Role-Privilege.

**Add Role Privileges** ✕

**■ Add Role name and description.**

Tip: To make it easier when adding Roles to Employee Groups and Employer Users to Roles (Groups-Roles-Users tab) it helps if the Role name reflects the level of Privileges available e.g. 'No ePayslips access'

Role Name:

Role Description:

**■ What is a Role?**

A Role defines the set of Privileges a Employer user will inherit once they are added to this Role.

Cancel
Next

**Add Role Privileges** ✕

**■ Add Privileges**

When All menus access is Allowed all left menu options in myePayWindow and associated 'actions' are accessible to the Role.

With Custom privileges, left menu access can be defined per Role and also (where available) access to the 'actions' available per menu. Choose the access levels using the selectors below and click the save button to apply them to this Role.

**■ What are Role Privileges?**

Role Privileges allow different levels of access to myePayWindow menus and the actions available within them. A main menu item can be Allowed or alternatively Custom access can be used to further refine access (Full Access, No Access, Read only). For example, using the selectors on the right, a Role can be set up to Allow access to the Employees menu but with Read only access to the Employees 'action' but with No access to the ePayslips action. Note: setting the ePayslips action to 'No access' will override any higher level 'Full Access' which would otherwise allow Employees payslips to be viewed.

**All menus Access** Custom

- Approvals - Menu No Access
- Employees - Menu No Access
- ePayslips - Menu No Access
- Administration - Menu No Access
- Privileges - Menu No Access
- Statistics - Menu No Access
- Document Upload No Access

Cancel
Save

## Step 3 – Add Employer 'Full Access Role' to 'All Employees Unrestricted' and Add Employer Users.

**Add User** ✕

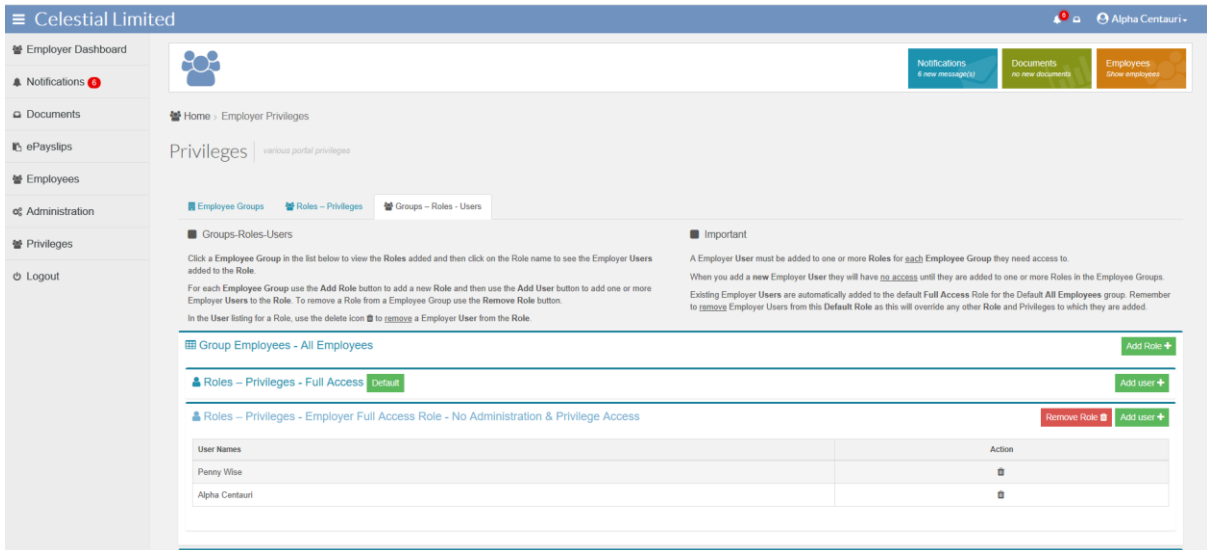
Click to select the Users you would like to add to this Role.

✕ Penny Wise

✕ Alpha Centauri

✕ Cancel
✔ Add

## Step 4 – Remove all other Employer Users from Default All Employees Group – leave 'Super' User in Default Full Access Role.



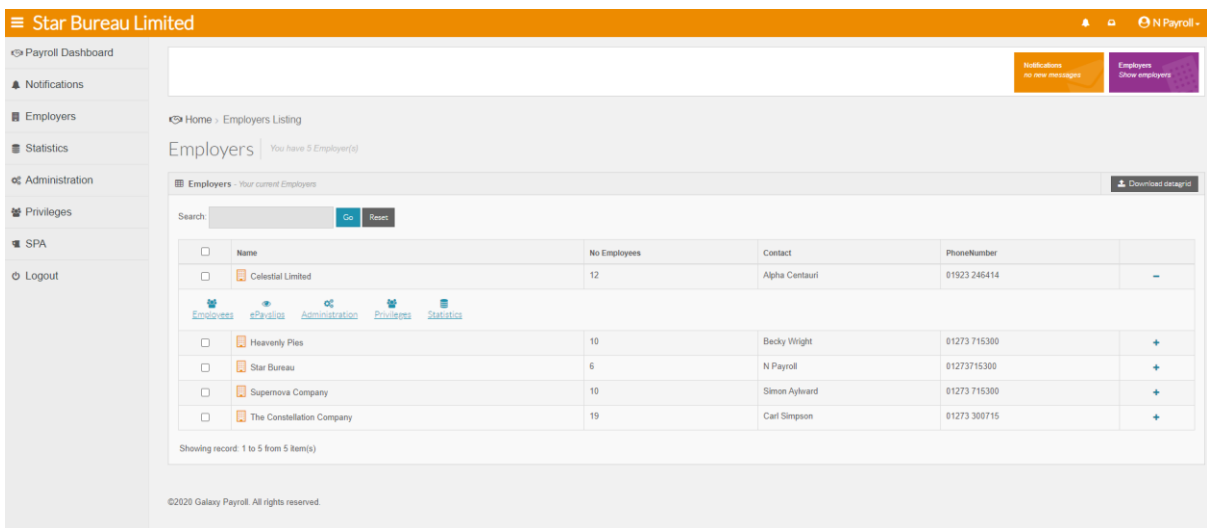
Note: from V13 U1-2021 a Document only privilege will be available.

Note: Please remember any new Employer Users will have no privileges assigned by default so you will need to add them to a Role for them to have access to any Employees.

## Employer Privileges set from Payroll Department Level

Employer Privileges can be set through the Payroll department user.

Click on Employers, select the Employer and click on Privileges.



The Employer Privileges pages will be accessible. Follow steps 1-3 as above.

## My Settings

The My Settings page contains various tabs concerning your individual Portal user settings and details. These features will be extended in future releases:

- My Key Info
- My Account
- My Settings
- Privacy & Terms

### My Settings - My Key Info

- My Key Info – Your (The Employer) details as held in the Payroll Professional application and your last Portal login date, the date you were invited to join the Portal and your Portal 'role'.

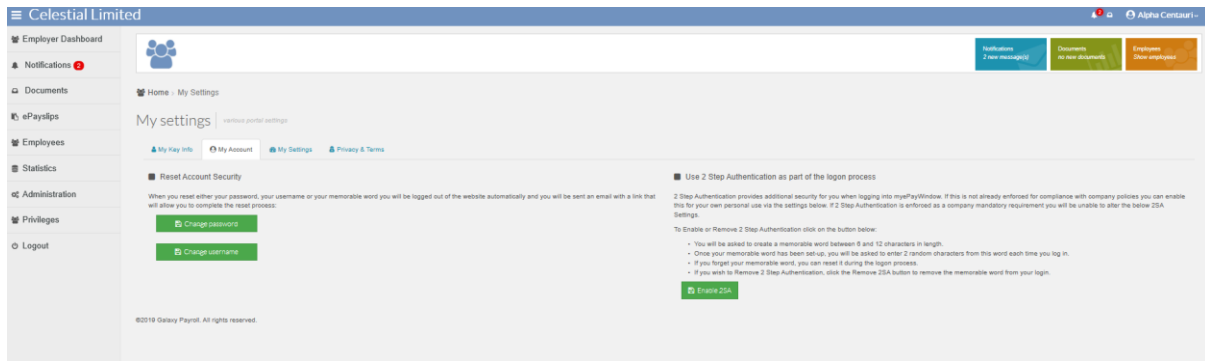
**Note:** You are unable to edit these fields. Any Data changes required here must be made in Payroll Professional and updated from there via Data/myePaywindow.

The screenshot displays the 'My settings' page for 'Alpha Centauri' in the 'Celestial Limited' portal. The page is divided into a sidebar and a main content area. The sidebar contains navigation links: Employer Dashboard, Notifications (7 new messages), Documents, ePayslips, Employees, Administration, Privileges, and Logout. The main content area has a header with 'Home - My Settings' and 'My settings | various portal settings'. Below this, there are four tabs: My Key Info (selected), My Account, My Settings, and Privacy & Terms. The 'My Key Info' tab shows a 'Basic Information' section with the following details: Title (Mr), First Name (Alpha), Last Name (Centauri), Gender (Male), Date Of Birth (01-01-1970), Secret key (0BD4E1AC2101124CA5EFA102C2B200A2573F627C5DC), Phone (01923 222333), Email (nfrancis@star-payroll.com), Address (81 Rickmansworth Avenue, Rickmansworth), and City (Rickmansworth). To the right, a 'Portal' section displays: Last Login (03/12/2018 15:51), Invited (11/07/2018 15:03), and Role (Portal Employer).

### My Settings - My Account

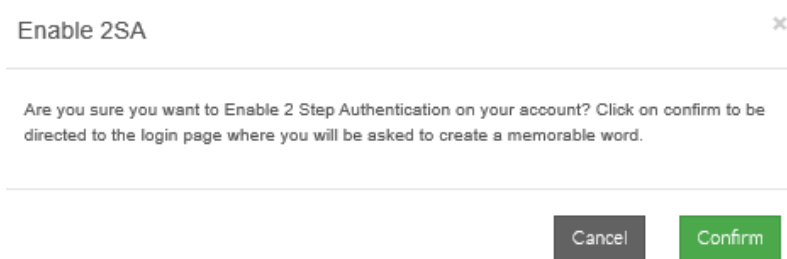
- Change password – On clicking this you will be logged out immediately and an email will be sent to your registered portal email address (the address held by your Payroll department and to which your Portal invitation was sent). The email will contain a link to reset your password. You will be required to verify your identity so have a previous payslip to hand.
- Change username – On clicking this you will be asked to confirm your registered portal email address (the address held by your Payroll department and to which your Portal invitation was sent) you will then be logged out and an email will be sent to this registered portal email address. The email will contain a link to reset your username. You will be required to verify your identity so have your verification details to hand.
- Enable 2 Step or 2 Factor Authentication on your account – this provides additional security for you when logging into myePayWindow. If 2SA/2FA is enforced at a company level, you will not be able to edit the settings here.

Click **Change password or Change username**, to start the reset process.

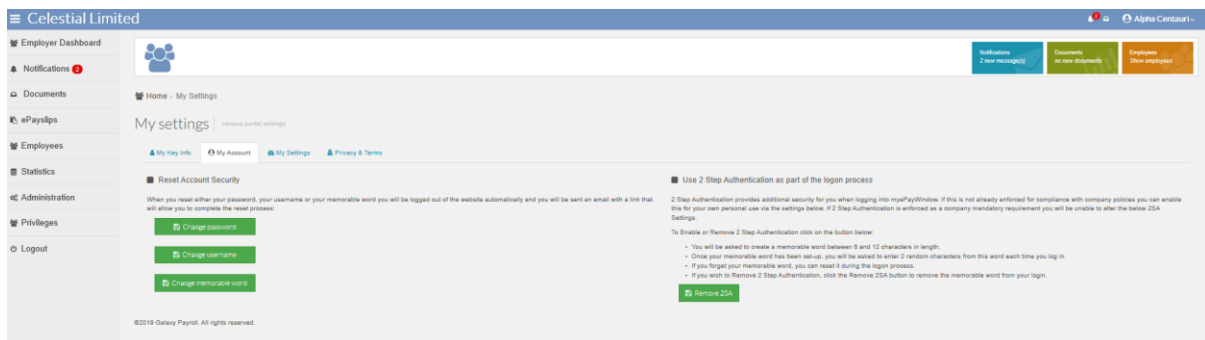


## Enable 2 Step Authentication

2 Step authentication 2SA – Requires a user to set-up a memorable word from which they will be required to enter 2 random characters from this word each time they log-in to gain access to their account.



If you have 2SA Enabled, you will see a **Change Memorable word** button, click on this to change your memorable word.



Click on the **Remove 2SA** button to remove 2SA, you will no longer be prompted for 2 random words from your memorable word when you log in.

## Remove 2SA



Are you sure you want to remove 2 Step Authentication on your account? Click on confirm to return to the login page. You will need to enter your username, password and 2 characters from your memorable word to remove the 2SA action.

Cancel

Confirm

**Note:** If 2SA is enforced at a company level you will be unable to change the settings at a personal level here.

## Enable 2 Factor Authentication

2 Factor Authentication 2FA – Requires a smartphone 'Authenticator App' (Google / MS /Authy/andOTP are some examples) Each time a user logs-in they will additionally need to enter a code generated by the authenticator app to gain access to their account.

## Enable 2FA



Are you sure you want to Enable 2 Factor Authentication on your account? Click on confirm to be directed to the login page where you will be asked to scan or enter a QR code.

Cancel

Confirm

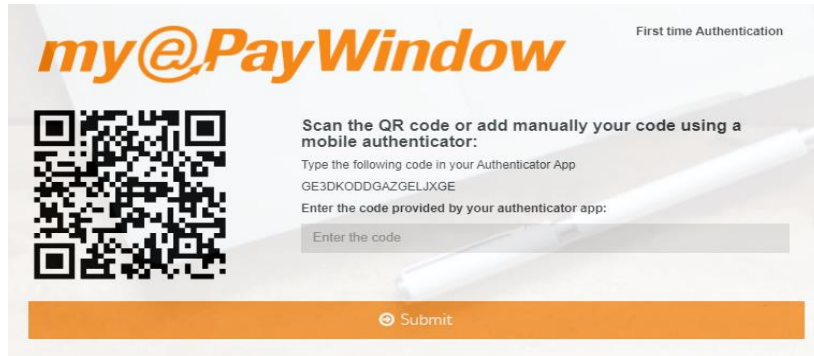
Users will be next asked to enter their username & password, after which they will be asked to scan the QR code or add manually using the authenticator app

Ensure you have your "authenticator app" installed on your smartphone.

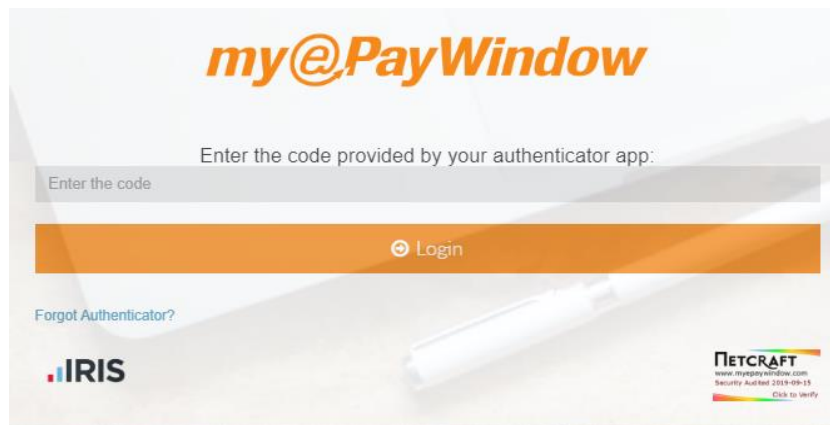
Note: If you are using your smartphone for first time authentication, either copy and paste the long code or hold your finger down on the QR code. You will be asked if you wish to open in "Authenticator". Your chosen authenticator app will open, and you will be asked to add the token.

The app will provide you with a code which you will need to enter to access your account. Enter the code provided and you will access your account.

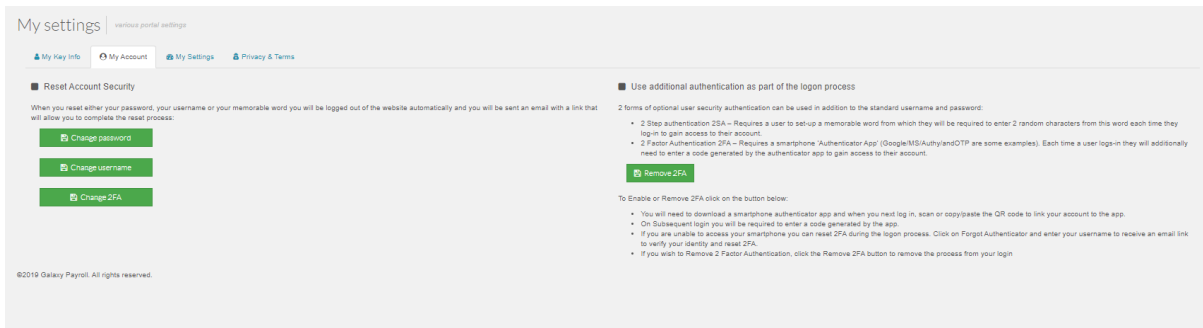




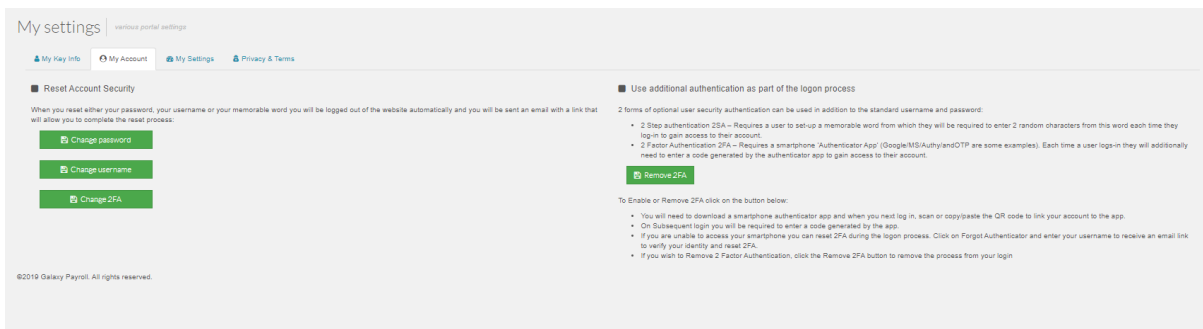
Enter the code from the authenticator app



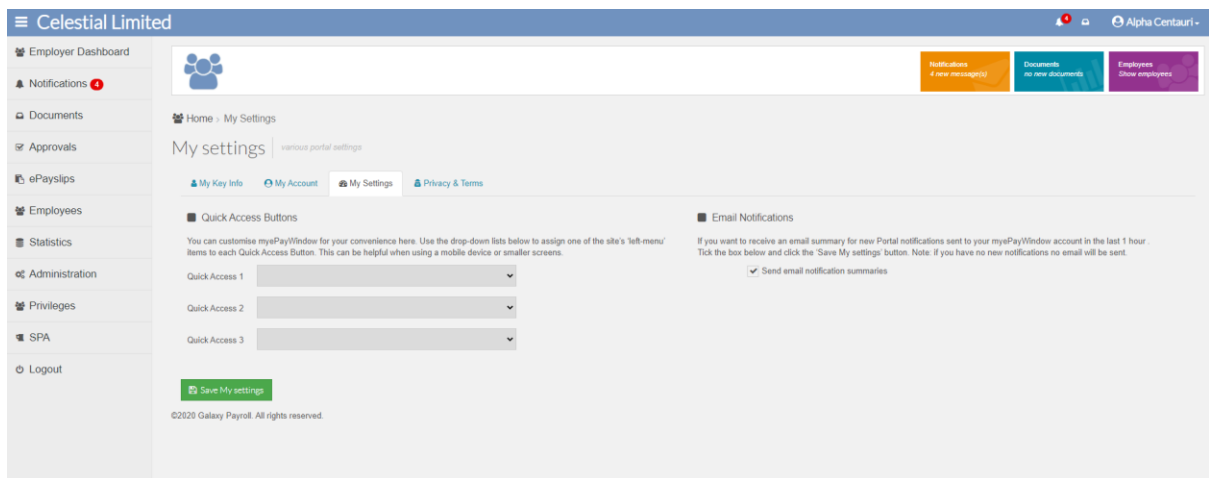
If you have 2FA Enabled, you will see a **Change 2FA** button, click on this to reset 2FA



Click on the **Remove 2FA** button to remove 2FA, you will no longer be prompted for a code from the authenticator app when you log in.



## My Settings - My Settings

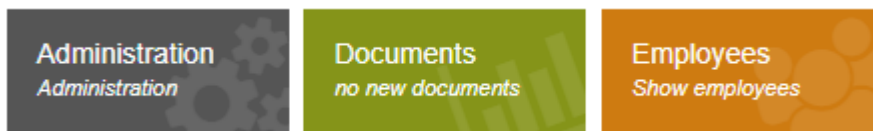


The My Settings tab allows you to personalise the Portal as follows:

- Quick Access Buttons – for easier user access via a smartphone or small tablet

Use the drop-down selectors to assign a left-menu item to **Quick access button 1, 2, 3** click **Save Dashboard** to save changes and apply.

Note: The Quick access buttons are for convenience when accessing the Portal on a mobile device. (You can set your favourite menu item to the Quick access button (3) that will be closest to your thumb on a smartphone! – see screenshot over the page)



- Email Notifications – to opt to receive email notification summary to your registered Portal account email address. From update V10 (U3-2020) this box will be ticked by default for all new users.

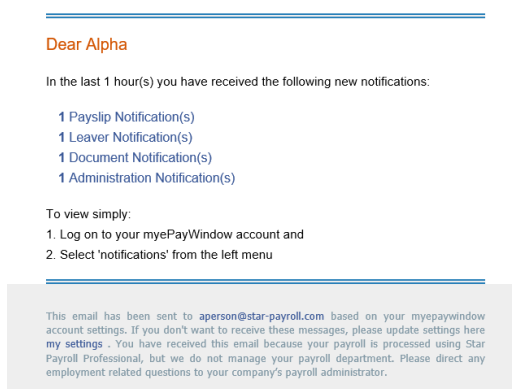
Use this tick box to opt in/out of to receiving an an email summary for new Notifications. An email summary will be sent to your registered account email addresses (see My Key Info) if you have new, unread notifications in the last 1 hour.

Email Notifications

If you want to receive an email summary for new Portal notifications sent to your myePayWindow account in the last 1 hour . Tick the box below and click the 'Save My settings' button. Note: if you have no new notifications no email will be sent.

Send email notification summaries

Employer User Example summary email Notification:



**Please note:** If the publish date of the pay data item is future dated the employee will receive a daily email notification (around 8am) on the publish date. If the Publish date selected is today then the employee will receive an email notification within the hour.

## My Settings - Privacy & Terms

- Privacy and Terms – View/download myePayWindow terms and privacy and access Consent option

All Portal users must provide their consent to use the site upon registration. Once you have set up your account you can scroll this window to access a 'Consent' withdrawal button and click '**I do not agree**' button if you wish to discontinue using the site. This action will deactivate your account immediately and your Portal status will be set to Declined. A notification will be sent to other employer users and your Payroll department user to confirm this fact.

The screenshot shows the 'My settings' page for 'Celestial Limited'. The left sidebar contains navigation options: Employer Dashboard, Notifications, Documents, ePaylips, Employees, Administration, Privileges, and Logout. The main content area is titled 'My settings' and includes a 'Privacy & Terms' link. Below this, there is a section for 'Download PDF version' with a callout box that says 'Click to download copy of Privacy & Terms'. The main content area displays the 'myePayWindow DATA PROTECTION' terms and conditions, including sections for 'Acceptance of Terms', 'Modifications', 'Copyright', 'Permitted Use', 'Disclaimer and Limitation of Liability', and 'Third Parties'.

Any user that declines consent will need to be re-invited if they subsequently decide they want to use the Portal.

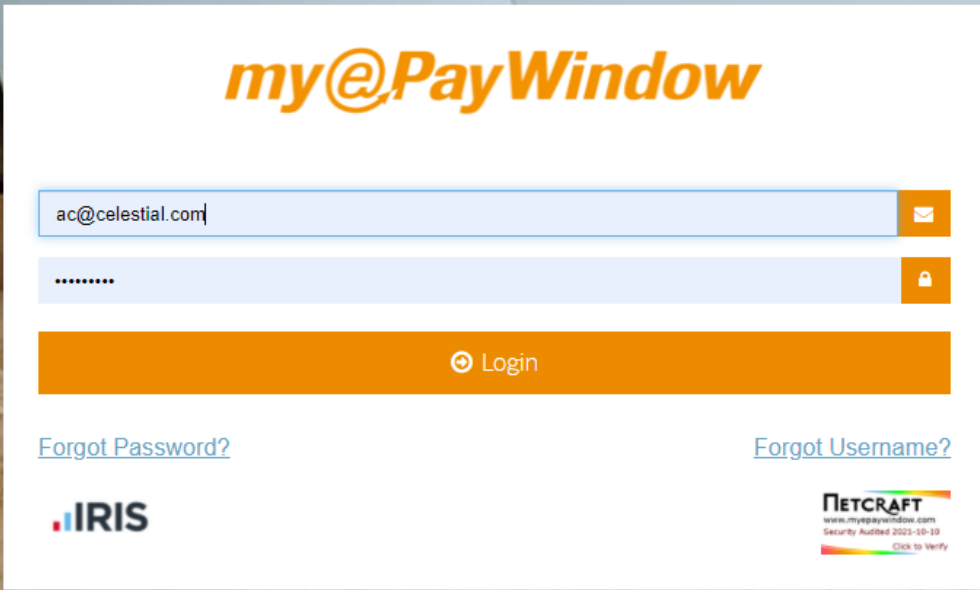
## Re-setting Usernames and Passwords

Re-setting usernames and passwords is a fully automated process (i.e. they do not require Payroll department or Employer user intervention although such resets can be initiated by Payroll department or Employer users if required). The term 'user' applies to any Portal user i.e. Employee, Employer or Payroll department user. Any of these 'users' can initiate a reset directly from the Portal login page or once logged in to the portal via My Settings/ My Account options. Resetting Username and Passwords require the user to have access to their registered portal email account.

### Automated password reset

#### Step 1 – From Portal login page

From the login page the user can click on **Forgot Password?** To start the reset process.



#### Step 2 – Request link

On clicking Forgot Password a new screen will appear requesting the user to enter the account Username. Enter the username and click **Submit**



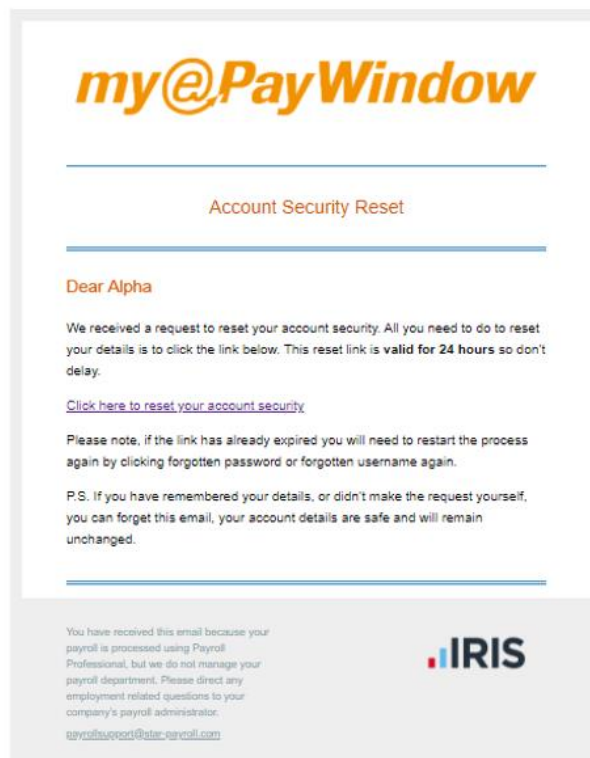
### Step 3 – Confirmation of reset

Once the username has been submitted a message appears on the screen to confirm that an email has been sent to the registered email address for the user.



### Step 4 – Receive reset email

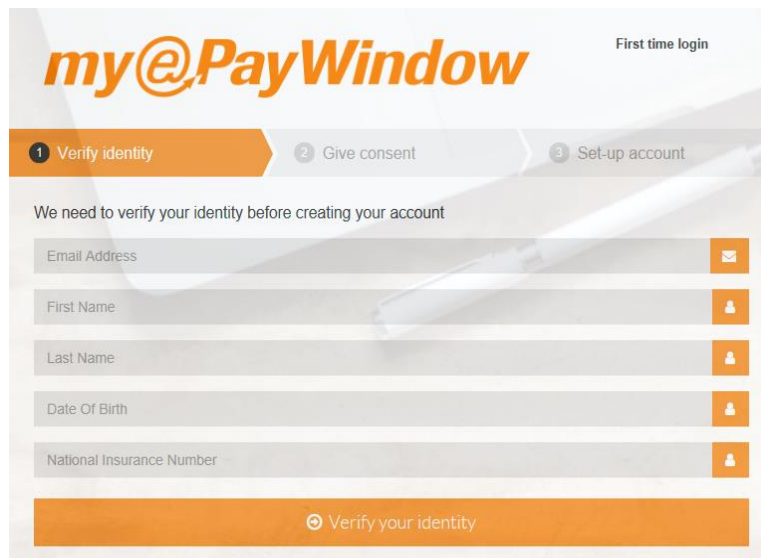
The user will receive an email (to their payroll registered email address) with a link to complete the password reset. The link in the email will redirect the user to the Portal where they will be asked to verify their account, this link is only valid for 24 hours.



### Step 5 – Verify identity

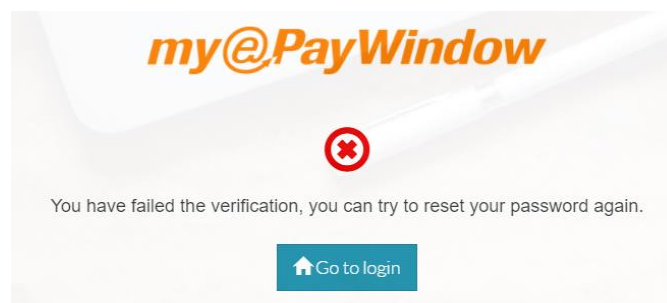
All fields must be completed correctly in order to complete the identity verification and to continue with the reset.

Note: The last field in verify identity screen for an Employer User will be the 'secret word' agreed with your Payroll department (Not the National Insurance Number, as this is required for Employee Users)



### Step 5a – Verification failure

After 5 failed attempts at identity verification an error message is displayed, and the process will need to be restarted. This message will also be displayed if the reset link has expired.



### Step 6 – Enter new password

Once the user has verified identity correctly, they will be able to set a new password. The two password entry fields must match, there is no limit on the number of attempts.

Passwords will be validated and need to meet the following complexity rules.

- 1 upper case character
- 1 lower case character
- 1 special character
- 1 numeric character
- Contain between 8-40 characters

The screenshot shows the 'my@PayWindow' interface for password reset. At the top right, there is a link for 'Forgot your password'. Below the logo, a progress bar indicates two steps: '1 Verify identity' and '2 Reset password', with the second step being active. The main instruction reads 'Please enter the new password you'd like to use'. There are two input fields: 'Password' and 'Confirm Password'. The 'Password' field has a lock icon on the right, and the 'Confirm Password' field has an eye icon and a lock icon. At the bottom, there is a large orange button labeled 'Reset' with a circular arrow icon.

### Step 7- Change Password confirmation

On clicking **Reset** the password change will be confirmed as successful and the user can continue to the login screen by clicking **Go to login**

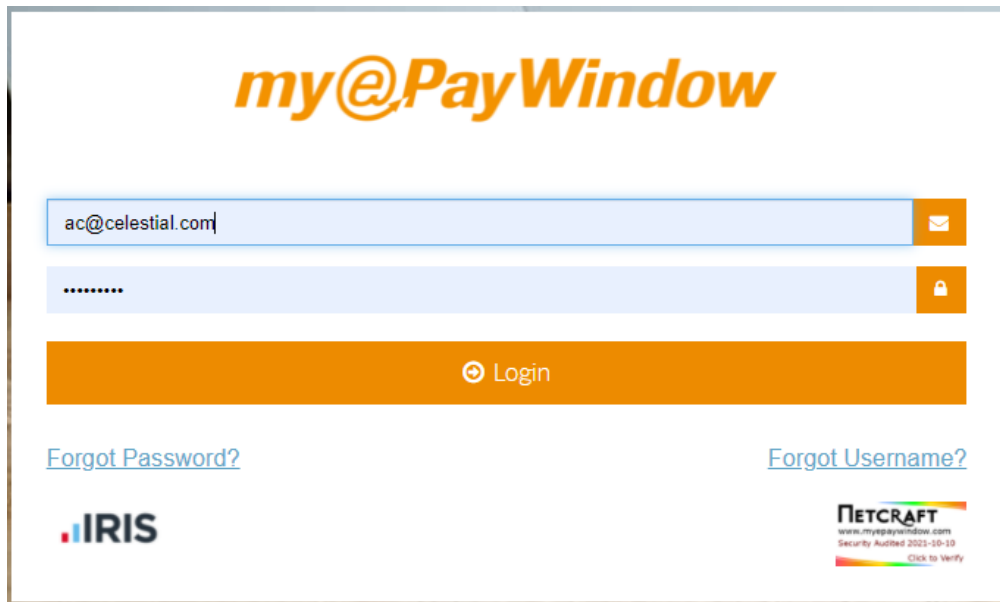




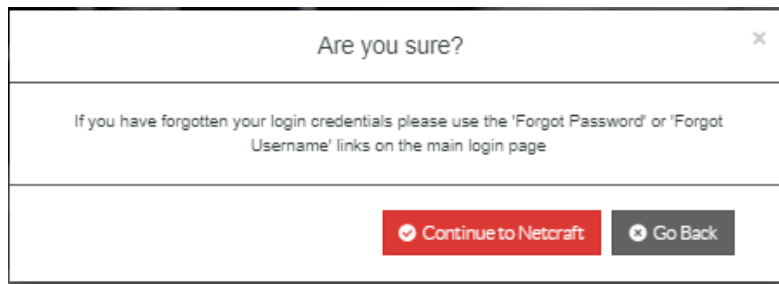
## Automated username reset

### Step 1 – From login

From the login page the user can click on **Forgot Username?** To start the reset process.



**Note:** If the User accidently clicks on the Netcraft seal (under forgot username?) a pop up will appear to direct the user back to the Forgot Username link.



### Step 2 – Request link

On clicking Forgot Username a new screen will appear requesting the user to enter the email address associated with account Username. Enter the email address and click **Submit**.



## Step 2a – Email address used with multiple Employers

If an email address is used for more than one Employer, for example, when an employee works for two employers and uses the same email address for both, a warning message will be displayed. In such situations the Employee (or Employer or Payroll department user) will be asked to contact the Employer directly for the employment concerned so that an email link to reset can be sent to them (this can be done by the Employer or Payroll department from the Portal).



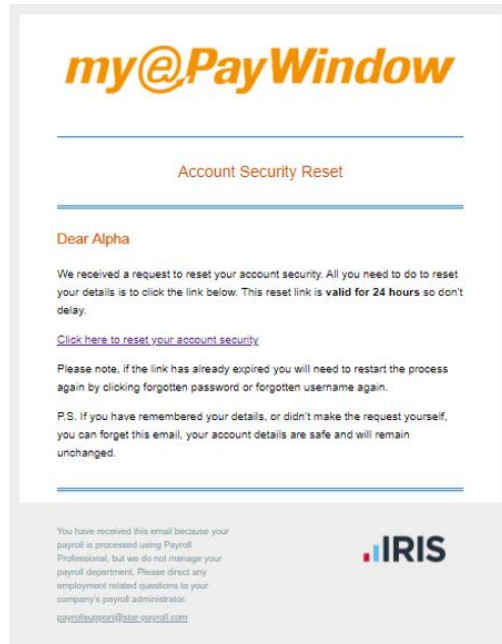
## Step 3 – Confirmation of reset

Once the email has been submitted a message appears on the screen to confirm that an email has been sent to the registered email address for the user.



## Step 4 – Receive reset email

The user will receive an email (to the specified payroll registered email address) with a link to complete the username reset. The link in the email will redirect the user to the Portal where they will be asked to verify their account, this link is only valid for 24 hours.



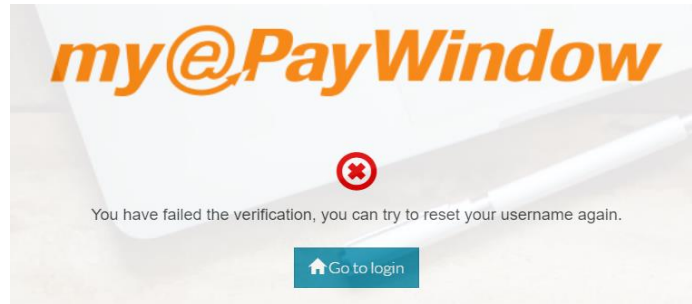
## Step 5 – Verify identity

All fields must be completed correctly in order to verify identity and continue with the reset.

Note: The last field in verify identity screen for an Employer User will be the 'secret word' agreed with your Payroll department (Not the National Insurance Number, as this is required for Employee Users)

## Step 5a – Verification failure

After 5 failed attempts at verifying identity the user will get a warning page and the process will need to be restarted. This page will also be displayed if the reset link time has expired.



## Step 6 – Enter new username

When the user has verified identity correctly, they will be presented with a screen to enter a new username. The Username must be at least six characters in length and Users are prompted that an email address can be used as this may be more memorable (note: when an email address is used as a username it may not necessarily be the same as the registered Payroll email address for the user).



## Step 7- Change Username confirmation

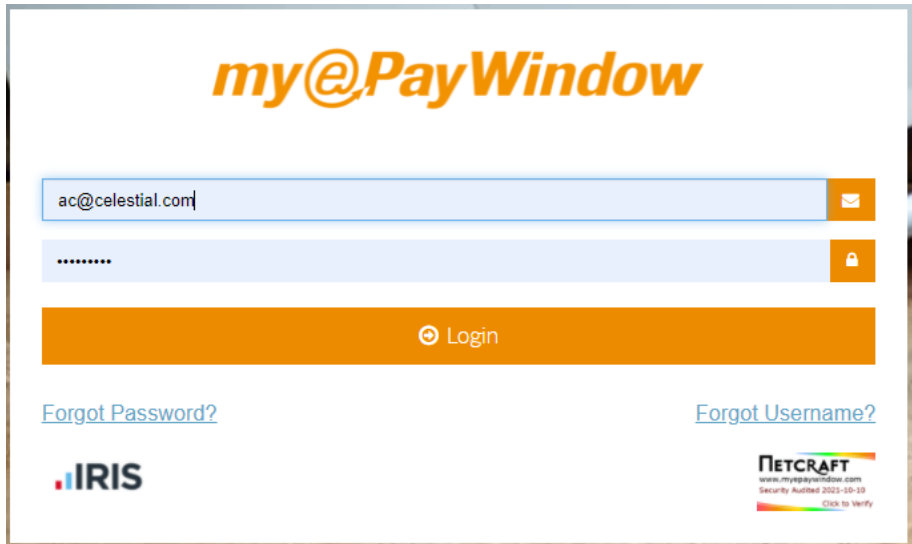
On clicking **Reset** the Username change will be confirmed as successful and the user can continue to the login screen by clicking **Go to login**.



## Automated Memorable Word reset

### Step 1 – From login page

Complete the Username & Password as normal.



On the second page click on **Forgot Memorable Word?** To start the reset process.



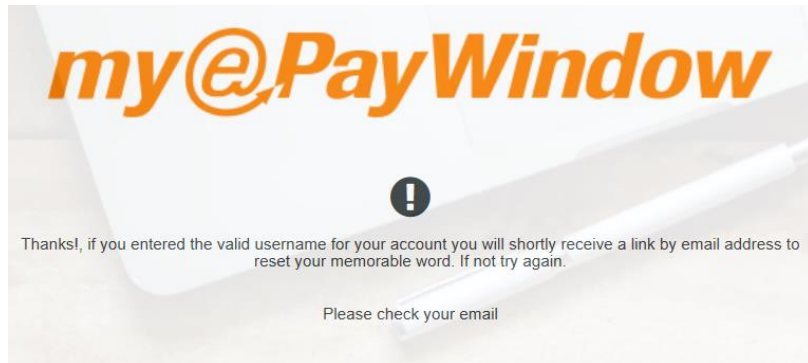
### Step 2 – Request link

On clicking Forgot Memorable word? a new screen will appear requesting the user to enter the username associated with the account. Enter the username and click **Submit**.



### Step 3 – Confirmation of reset

Once the username has been submitted a message appears on the screen to confirm that an email has been sent to the registered email address for the user.



### Step 4 – Receive reset email

The user will receive an email (to the specified payroll registered email address) with a link to complete the memorable word reset. The link in the email will redirect the user to the Portal where they will be asked to verify their account, this link is only valid for 24 hours.

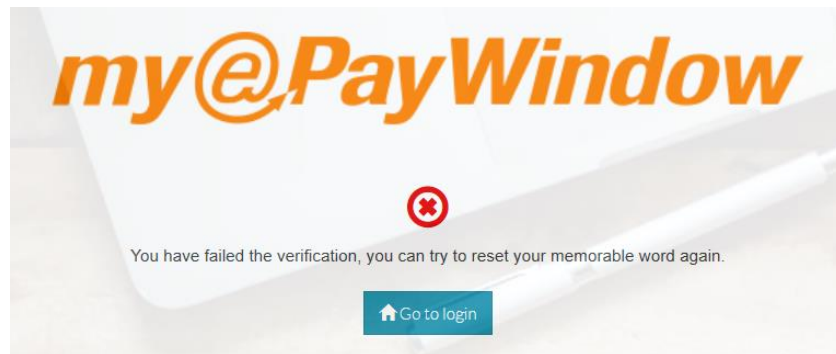
### Step 5 – Verify identity

All fields must be completed correctly in order to verify identity and continue with the reset.

A screenshot of the my@PayWindow website showing the identity verification form. The logo 'my@PayWindow' is at the top left, and 'Forgot your memorable word' is at the top right. Below the logo is a progress bar with two steps: '1 Verify identity' (highlighted in orange) and '2 Reset memorable word'. The main heading is 'We need to verify your identity before changing your memorable word'. There are four input fields: 'Email Address' with an envelope icon, 'First Name' with a person icon, 'Last Name' with a person icon, and 'Date Of Birth' with a person icon. At the bottom is a large orange button with a circular arrow icon and the text 'Verify your identity'.

## Step 5a – Verification failure

After 5 failed attempts at verifying identity the user will get a warning page and the process will need to be restarted. This page will also be displayed if the reset link time has expired.





## Step 6 – Enter new memorable word

When the user has verified identity correctly, they will be presented with a screen to enter a new memorable word. The memorable word must be at least 6 – 12 characters in length.

**my@PayWindow** First time memorable word

Please enter the new memorable word you would like to use.

The Memorable Word must only have characters, digits and maximum 12 characters long

Memorable Word

The memorable word and confirmation memorable word do not match.

Confirm Memorable Word

Submit

## Automated 2FA reset

### Step 1 – From login page

Enter username and password

**my@PayWindow**

Enter the code provided by your authenticator app:

Enter the code

Login

Forgot Authenticator?

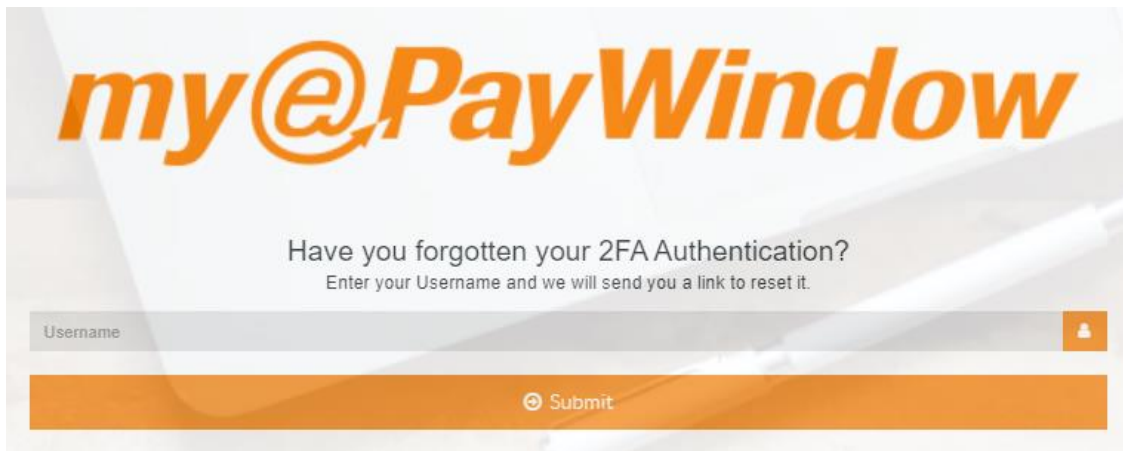
IRIS

NETCRAFT  
www.my@paywindow.com  
Security Audited 2019-09-22  
Click to Verify



## Step 2 – Request link

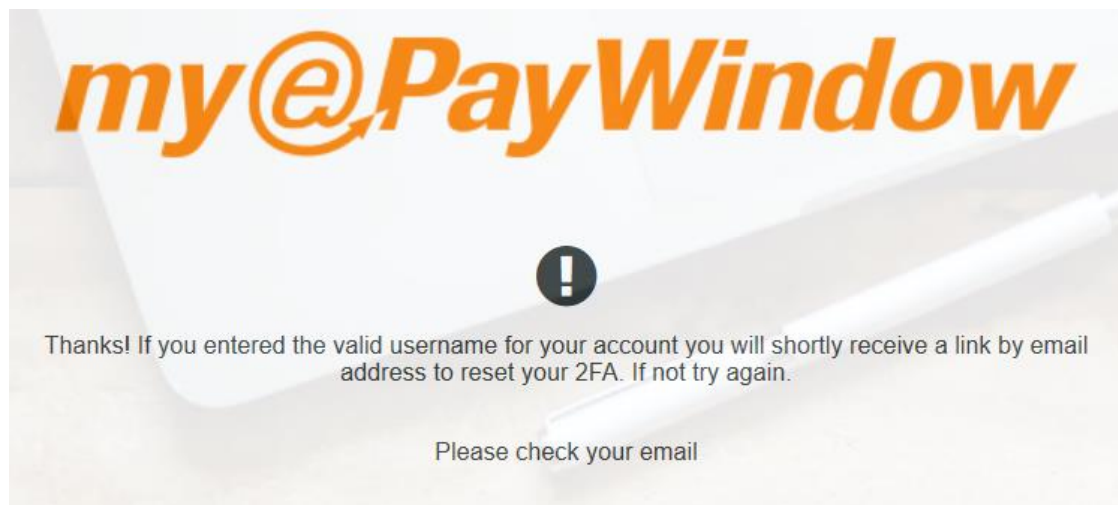
On clicking Forgot Authenticator? a new screen will appear requesting the user to enter the username associated with the account. Enter the username and click **Submit**.



The screenshot shows the my@PayWindow logo at the top. Below it, the text reads: "Have you forgotten your 2FA Authentication? Enter your Username and we will send you a link to reset it." There is a text input field labeled "Username" with a small bell icon to its right. Below the input field is a large orange button with a circular arrow icon and the text "Submit".

## Step 3 – Confirmation of reset

Once the username has been submitted a message appears on the screen to confirm that an email has been sent to the registered email address for the user.



## Step 4 – Receive reset email

The user will receive an email (to the specified payroll registered email address) with a link to complete the 2FA reset. The link in the email will redirect the user to the Portal where they will be asked to verify their account, this link is only valid for 24 hours.

## Step 5 – Verify identity

All fields must be completed correctly in order to verify identity and continue with the reset.

**my@PayWindow** [Forgot your 2fa](#)

1 Verify identity 2 Reset 2fa

We need to verify your identity before changing your 2fa

Email Address

First Name

Last Name

Date Of Birth

Verify your identity

## Step 6 – Reset 2FA

When the user has verified identity correctly, they will be presented with a screen to scan or enter a code.

**my@PayWindow** [Forgot your 2fa](#)

1 Verify identity 2 Reset 2fa

Scan the QR code or add manually your code using a mobile authenticator:

Type the following code in your Authenticator App  
GBRDGYLCGE4GMLJQME

Verify the code provided by your authenticator app:

Code

Reset

## myePayWindow maintenance

From time to time myePayWindow will require maintenance updates which are normally conducted outside normal business hours. During periods of maintenance the myePayWindow website will be taken out of service. If a user tries to access the website directly through a web browser the following message page will be displayed:

