

How do we set-up our Bureau to use the Portal?

- In order to use the Portal your Bureau will need to be licensed for ePayslips. If you don't have this your Account Manager can arrange it for you.
- Functionality is available in Payroll Professional to allow you to set-up your Bureau and Bureau users, your Employers, Employer user and their Employees.

What are the Star pre-requisites for providing access to the Portal for an Employer?

- The Bureau must be registered with Star to use ePayslips/myePayWindow (need a bureauID)
- The Bureau will need to 'connect' with Portal and have at least one Bureau user 'activated' (so this user will have completed the connection and 'Portal registration and account set-up' and be able to login to the Portal)
- For the Employer payroll concerned:
 - There needs to be at least one Employee in the data-file
 - The bureau user will then need to:
 - Open the data file and enter their Portal credentials to communicate with the Portal securely.
 - Enter/amend the Employer details and 'connect' the Employer
 - At this point the Employer details, Branch, Dept, CC and employees are uploaded to the portal to await Employer/Employee user invitation & registration

Do we need to speak with our IT department before setting up the Portal?

- Yes, for the following reasons:
- To ensure you are using up to date web browser software (Chrome, Firefox, Edge, IE, Safari)
- Email communication – It is essential that the Bureau and Employer ensure that their email servers and email filtering systems allow/trust emails from myePayWindow.com – if this is not managed it is possible that Portal registration emails will be treated as 'spam' by mail filters.
- Pre-warn Employees to expect an invitation email because if they mark an email as Junk it may delay all emails to other employees at their company
- As a bureau, if you have not used Star ePayslips before you will need to ensure that your firewall allows communication over port 443 and to the specific service URLs

How do we set-up if we are an Employer who does not use a Payroll Bureau?

- As an Employer who does not use a Payroll service provider (Payroll Bureau) you will need to register as both a Bureau and an Employer Portal user. This means you will need to register a Bureau user and also an Employer user with separate accounts (and with separate email addresses)

Will each member of the Payroll team individually need to register?

- Ideally yes, as the intention is for each team member to interact with their own Employers only and to do this they will need their own account. For each Bureau user on the Portal a payroll licence is required and they will go through a registration process via email to set-up their individual account.
- You can nominate a single bureau user as the default notifications recipient for all Employers so that one person (payroll manager) has oversight on all inbound documents to the portal.
- A central email account can be added in the myePayWindow administration setup where copy email notifications will be sent for all employees.

What does Portal 'connection' and invitation involve?

- The Portal 'connection' process is initiated from within the Payroll Professional desktop application. It is simple and involves the entry of basic information (for Bureau, Employer and Employees and then clicking a 'connect' button. You should ensure you have Employer consent before you commence the process. Once 'connect' is clicked, basic data is sent to the Portal and an invitation email can then be sent. For the Bureau and Employer users invitations are sent by clicking the 'Connect' button and for Employees this is done via the Portal secure transfer/users screen. An email is sent containing a link that when clicked, takes the recipient through the account set-up process on the Portal.

What basic information is needed for 'Portal registration & account set-up' by each type of user?

- For the Bureau and Bureau user:
 - Be set-up as a payroll user in Payroll Professional
 - Email address, First name , Last name, Date of Birth, Secret Key (Payroll Professional password)
- For the Employer and Employer user:
 - Be set-up as an Employer user in Payroll Professional
 - Email address, First name , Last name, Date of Birth, Secret Key (Agreed by the Bureau and Employer and communicated in advance)
- For Employees
 - Email address, First name , Last name, Date of Birth, NI Number or Passport (if NI is not available)
 - Be set-up as an Employee in Payroll Professional
- For CIS Sub-Contractors
 - Email address, First Name, Last Name, Date of Birth, NI Number or Passport (if NI number or Passport number is not available please enter a chosen word/number in the Passport field)
 - Be Set-up as a CIS Sub-Contractor in Payroll Professional

Does Portal registration need to be done during the pay run?

- No, registration can happen at any time and preferably in advance of critical payroll deadlines

What does Portal registration and account set-up involve?

- After clicking the 'connect' button in Payroll Professional for each user (Bureau, Employer and Employee) designated users will receive a Portal invitation email.
- The email will include a 'link' to proceed to the registration screens on the Portal
 - This link will be valid for 20 days after which it will expire and in which case the Bureau will need to resend invitation emails from Payroll Professional
- On clicking the [registration link](#) in the invitation email a user (Bureau, Employer, Employee) will be taken through a number of steps in order to:
 - Step1: Identify and verify themselves on the Portal with their basic registration information – click 'verify' once data is entered, proceed to next screen:
 - Step 2: Confirm or withhold Consent to use the Portal site, if confirmation is provided, the user will continue with account set-up. If Consent is denied, the account will be locked and the Bureau/Employer notified (will depend on which user type)
 - Step 3: Portal account set-up. Choose a Portal username (You can use your email address but it must meet the username minimum requirements – 6 Chrs), set-up a Portal password (This

could be the same as an existing ePayslips password but it must comply with minimum password requirements; 8-20 Chrs including Upper,Lwr,Special Chr,Numeric) – Click ‘Register’ – an activation email is sent with an [activation link](#)

- Step 4: Open the activation email and click on the [activation link](#) to activate your account – the activation email will be valid for 24 hours (if it expires then either the Bureau will need to resend invitation emails from Payroll Professional or for Employees the Employer can re-invite from the Portal)
- Step 5: Log in to the Portal using the user’s newly created account (username and password)

Can I still restore databases when I am using myePayWindow?

- Yes, there are several occasions where you may need to restore, see below for different scenarios when restoring:
- Scenario 1 – When the Employer has already been connected to the Portal, Payroll professional will ask if you wish to reconnect to the existing Portal data existing for this Employer. Click Yes and this will restore access to the prior data uploaded, click No to create a new Employer ID (this means you will need to add/invite new Employer users and Employees to the Portal)
- Scenario 2 – Restoring to a period prior to when new Employees (in later periods) were added and invited to the Portal. If you attempt to upload Employee data that already exists on the Portal and this data is uploaded in a different sequence, an Error message will be displayed and you will not be able to restore. If you get this message, contact Star Support for assistance.

Can the Portal invitation email be personalised?

- Not initially, we will provide a standard invitation. In later releases we do plan to provide the facility to personalise the invitations

What happens if Employees do not have email addresses?

- Only those Employees who have email addresses against their Employee record in Payroll Professional will be able to be invited to join and login to the Portal (Export/Import tools are available to help with this).
- All Employees’ data will be uploaded to the Portal so that an Employer has a complete overview of their payroll.
- Those that don’t join will have to receive a paper payslip sent by the Bureau or alternatively the Employer could download, print and distribute payslips themselves
- All payslip reports available (from V3) in Payroll Professional will automatically include all Employees that have not yet been invited to the portal therefore need paper payslips
- Should an Employee subsequently get an email address then they can be invited to join the Portal at that time by the Employer from the Portal or by the Bureau from Payroll.

What else is the email address for Employees, Employer and Bureau users used for?

- Any forgotten username or password requests will be managed directly by the Portal itself via email using the email address associated with their account
- If you switch on outbound email notifications, they will be sent to this email account

How does an Employee change the email address that was used to set up their account?

- This can only be done from Star Payroll Professional by 'updating' to the Portal the information held against the Employee/Employer user/Bureau user
- We plan to make it possible to change the email address by the user in the Portal in a later release

Do I have to use the Bureau Privileges function?

- No, all existing Bureau users will have the default **full access** role, if you wish to retain 'full access' for all staff/Employer Users you do not need to do anything.
- However, when you add a **new** staff/Employer user they will have no access to any clients and bureau portal functions until they are added to the Default role in the Default All Clients Group.

What happens if my Bureau has multiple users and we would like to apply restrictions to particular Clients or specific areas of the Portal for those users?

- Bureau level users have the ability to restrict access to Clients and also limit the access to certain areas of the Portal.
- Bureau level users with access to 'Privileges' will be able to add Clients to Client Groups, create roles, set Privileges and add Users to the role.

What happens if an Employer has multiple users responsible for different branches, departments or cost centres?

- From V4 (EOY)19 Employer level users will have the ability to restrict access to Employee Groups and also limit the access to certain areas of the Portal. Employer level users with access to 'Privileges' will be able to add Employees to Employee Groups based on Branch, Cost Centre or Department (Analysis groups), create roles, set Privileges and add Users to the role

I have existing users set up on the Portal. What Privileges will they have?

- Existing Staff/Employer Users are automatically added to the default **Full Access** Role with full access Privileges to all Clients/Employees.
- Remember to remove those existing Staff/Employer users from the default **Full Access** Role who should not have this access

I have a new user to set up on the Portal. What Privileges will they have?

- When you add a **new** staff/employer user they will have no access until they are added to a role in the various Client Groups you have created.

Do Bureau Privileges affect the hidden payroll?

- No, privileges will not impact the hidden payroll feature and this will continue to work as previously.
- Using Privileges, it is also possible to restrict access to a specific payroll (i.e. the internal payroll) so you can achieve the same functionality with Privileges.

Can an Employer choose not to have any Employees accessing the Portal?

- Yes, all the Employees' data will still be uploaded but the Employees do not need to be sent invitations to register and join unless this is required.
- In such situations, the Employer will still benefit from their payroll overviews and will be able to communicate and send and receive documentation securely to and from the Bureau via the Portal

If an Employer already has ePayslips will prior Payslips need to be uploaded again once they start using the Portal?

- No. For Employers & their Employees who already use ePayslips all their Payslips data will automatically be available to them via their Portal account once they are connected, registered and can login.

Can you upload historic payslips to the Portal for Employers who are new to the Portal and who have not used ePayslips before?

- Yes. For Employers who have been processed with Star but have never used ePayslips the bureau can choose how many historic pay runs to upload to the portal when the Employer is connected to the Portal. By default, the upload 'outbox' for the Portal will only show pay data for the last 30 days but you can override this as required if you want to upload data from further back in time.

How are you able to get pre-approval for payslips before publishing Payslips?

- Documents and data are sent to the Portal from 2 areas in Payroll Professional during an 'open run' or at any time from the Data menu.
- In an open run you can calculate Employees as many times as you need before sending Payslips to the Portal. Each time you recalculate, any waiting payslips in the 'outbox' are automatically over-written.
- If you generate reports while in the open run e.g. a Payslip report for the Employer to approve go to the Data menu to send the report to the Portal. Any reports generated in the open run will be available here, the Payslips will only be sent if they are selected, so the 'include' column would have to be ticked. This means they cannot be sent to the Portal inadvertently.
- When you get approval, go back to the open run, complete any further re-calculations and then send the payslips.

Can you delete Portal ePayslips?

- Yes, a Bureau Portal user is able to delete epayslips for an entire run or for specific Employees if this have been uploaded in error from Payroll Professional (Previously this could only be done via the ePayslips menu in Payroll Professional and by individual Employee).
- ePayslip deletion is only possible through the Bureau User's Portal account and if they have the necessary privileges for the Client.

Can you upload CIS Statements to the Portal for Sub-Contractors?

- Yes, from V2019 if a Sub-Contractor is calculated in the pay run a CIS Statement will be produced and sent to the myePayWindow secure transfer 'outbox' in Payroll Professional alongside ePayslips.
- CIS Sub-Contractors will need to register for the Portal to access their CIS Statements.

Can I upload eP45s for leavers?

- Yes, from V4(EOY)19 eP45s can be uploaded to the Portal.
- In Payroll Professional, the leave box needs to be ticked for the employee and a leave date entered and a successful Full Payment Submission filed.
- The P45 will be sent to myePayWindow secure transfer 'outbox' in Payroll Professional alongside ePayslips & CIS Statements from where it can be uploaded to myePayWindow.

How will the Portal help with EU-GDPR? - Will the Bureau be able to upload reports to the Employer via the Portal?

- Yes, it will be possible for any Star reports, report macros and group reports and other files to be uploaded securely (XLSX/DOCX/PDF/XML/CSV/ZIP/PRCX) to the Portal at any time negating the need to use email and directly from Payroll Professional. Employers get Portal are notifications when new documents are sent.
- It will also be possible to deliver auto enrolment letters directly to an Employee's Portal account from Payroll Professional from the auto-enrolment dashboard or as single documents at any time. Employees receive a notification when a new AE letter is uploaded.

Payslips, P60s, P11Ds will be uploaded to the Portal and accessible to Employees and Employers in a similar way to the existing (but with new screens) Star's ePayslips service. When uploaded Payslips can be viewed immediately by Employers for verification and the Bureau can set a publish date from when payslips are visible to Employees. Employers are notified when Payslips are available (for checking) and both Employer and Employees when payslips are published for viewing. If the Employer or Employee have enabled email notifications, they will receive an email notifying them of awaiting Notifications

Can an Employer user delete a document/report uploaded in error?

Yes, the Employer can delete a document/report through myePayWindow. If the report/document has not been downloaded by the Bureau User, then an error message will advise that the document has been deleted and unable to download.

Can an Employer upload payroll changes for the Bureau via the Portal?

- Yes, from V2 the Employer can upload files of type: XLS,XLSX,DOC,DOCX,PDF,XML,CSV,TXT,PRCX,ZIP,JPG,PNG only but with a file size limit of around 5MB – (sufficient for a very big payroll spreadsheet, note this can include output from Star's PDC program if used by the Bureau and Employer)
- The Bureau will be 'notified' that a file has been uploaded and if the uploaded file is pay run data (or other data), and the Employer is required to specify the designated pay run date to which it applies – this date is included in the Bureau notification and the uploaded filename

Do you have any plans to increase the permitted size (5mb) for uploads from the employer to the bureau?

- No, not at the moment, however if you are scanning documents to myePayWindow and scan in black and white rather than colour and you will be able to upload significantly more documents - E.g. With Starter declaration forms in colour each form is around 533kb so this means only 9 can be uploaded under the 5mb limit however, when scanned in black & white each form is only around 44kb meaning 113 forms can be sent under the 5mb limit. So check your scanning options!

How can the bureau have oversight on all documents sent in by clients?

- An email for centralised notifications can be set up within the bureau administration area within the Portal. The email that is set will receive an email for each notification sent to individual bureau users.

How will the Portal deal with Employee level EU-GDPR requests to be forgotten?

- For Employees leaving employment with an Employer:
 - Their data and access to it will subsequently be retained for 3 months. During this time the ex-Employee can download or print copies as required.
 - After 3 months their account will be disabled.
 - After 12 months their data will be anonymised
- The Portal will require all users initially to confirm their consent to use “it”, either at registration or at any time after, a user can review the Portal privacy terms and terms of use and withdraw their consent if desired. If they do decline on sign-up or at any time after, their account will be immediately disabled and notifications sent to both the Employer and the Bureau. The account will either subsequently be enabled or the data anonymised according to the Employer’s instructions.

How long will documents uploaded by clients or published by the bureau remain on the Portal?

- The intention is that the Portal is used for information delivery and not for long time storage.
- AE letters for employees are held for 12 months and other Reports and documents are retained for 3 months from the date of upload after which they are deleted automatically by Portal house-keeping routines. Employers will receive a notification 10 days prior to deletion so that have time to download and save documents in good time.

Will Employees be able to change their address or other information via the Portal?

- Not initially, but we do plan to allow them to change certain information like address data should an Employer want this facility

Are ‘PIN’ resets a thing of the past?

- Yes, and Employees will be able to manage their usernames and passwords without any intervention from the Bureau and directly access forgotten password and username features on the login page
- The fact that Employees can use their email address as their username will help them at least remember it more easily than the former ePayslips UID

Can I still send Paper payslips for those Employees not yet using the Portal?

- Yes, there are new reports you can use to produce paper payslips for those Employees who are ‘unregistered’ or not yet active on myePayWindow.

Can I still send paper CIS Statements for those Sub-Contractors not yet using the Portal?

- Yes, the CIS Statement report has been filtered to produce paper statements for those Sub-Contractors who are 'unregistered' or not yet active on myePayWindow.
- If you run the PASCSTAT/PSSCSTAT report prior to uploading the statements to myePayWindow all Sub-Contractors will show.

Can an Employer use their existing ePayslips login and password?

- Yes. when setting up their Portal account they could use their ePayslips UID as their username but we are recommending they use an email address as their username as this may be more memorable
- It is possible they could set-up the same password for the Portal as they use for ePayslips
- Existing credentials used on ePayslips will not automatically be used as ePayslips and the Portal are separate services

Will the address of the Portal be different from ePayslips?

- Yes, the Portal and ePayslips will be separate websites and it is expected that users of ePayslips will only progressively register to use the Portal.

How long will the ePayslips site remain active?

- The ePayslip site is likely to be retired from service in early 2020. We will notify all customers when a date is confirmed. We do expect all clients will want to migrate to the Portal over the coming months.

Can a user use both the Portal and ePayslips?

- Yes, this is possible but we are likely over time to restrict this once an Employer starts using the Portal.

Can the Portal be branded to the Employer or Bureau?

- Yes an Employer can brand the colour of certain elements in the Portal and add a company logo for Employees on the website and on their Payslips
- Similarly, a Bureau can add a logo and colour certain elements in the Portal interface for their Bureau user(s).
- The Employer or the Bureau can set the branding for an Employer and Employees
- We do intend to add further branding (to other Portal elements) in later releases

Will branding applied to an Employer in ePayslips be inherited in the Portal?

- No, the websites are separate and any branding applied in ePayslips will not apply for an Employer set-up in the Portal (or vice versa).

Will the Portal support different online Payslips?

- Yes. In the latest release there are two templates available but we do intend to add more in later releases.
- An Employer can choose a logo to be included in their online payslips and also define which elements to include on the online payslips (Default settings are enabled so they don't need to do anything initially, unless required)

You have two payslips templates within myePayWindow. What do they look like?

- You can change the template type under Clients, Administration and Payslip Settings. The template layouts are shown below: -

Template 1

Payslip Monthly 6 Publish Date: 09/11/2018						Next >
1 Howard Matthews						Celestial Limited
NI Letter & No: A AA111111A		Tax Code: 1185L	Pay By: Bacs	Date: 28/09/2018		Period: 6
DESCRIPTION	RATE	UNITS DUE	AMOUNT (£)	THIS YEAR (£)		
Salary			3000.00		18000.00	
Ers NIC TP: 317.12	Ers Pension TP: 150.00					
Ers NIC YTD: 1,902.72	Ers Pension YTD: 900.00		TOTAL >	3,000.00		
Tax			390.40		2342.00	
National Insurance			275.76		1654.56	
Pension Contribs.			60.00		360.00	
			726.16			
Total taxable pay to date: 17,640.00						
Tax District: BS30 6DL	Tax Reference:111/1111		NET PAY >	2273.84		

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Template 2

Payslip Monthly 6 Publish Date: 09/11/2018						Next >
Company Details						
Company Name : Celestial Limited						
Employee No	Employee Name	NI Letter & No	Annual Salary	Standard hours		
1	Mr Howard Matthews	A AA111111A				
Payments	Units	Rate	(£) Amount	Deductions	(£) Amount	
Salary			3000.00	Tax	390.40	
				National Insurance	275.76	
				Pension Contribs.	60.00	
					726.16	
Employer Details		(£) This Period		(£) Year To Date		
Tax District:	BS30 6DL	Taxable Pay	2940.00	Taxable Pay	17,640.00	
Tax Reference:	111/1111	Tax	390.40	Tax	2342.00	
		National Insurance	275.76	National Insurance	1654.56	
		Ers NIC TP:	317.12	Ers NIC YTD:	1,902.72	
		Ers Pension TP:	150.00	Ers Pension YTD:	900.00	

Can the Portal send email notifications to Employees, CIS Sub-Contractors, Employers and Bureau users when their Payslips or other information is available?

- Yes, if a Portal user (Employee, CIS, Employer, and Bureau) selects the option for email notifications within their personal settings they will receive a summary email. For Bureau and Employer users this is every hour for any new unread notifications received and for Employees & Sub-Contractors it is daily.