

iPayslips User Guide

iPayslips is the web portal used to access your pay slip online. Pay slips are normally made available the day prior to your usual pay date.

The iPayslips home page is <https://www.ipayslips.net/> - this is where you can view your pay slips online or save a copy as a pdf offline. The web site keeps an archive of the previous 24 months of issued pay slips. If you have 2 years of pay slips online then the next upload will remove the oldest slip and so on.

The instructions that follow describe how to get set up on iPayslips and also how you can log a support query.

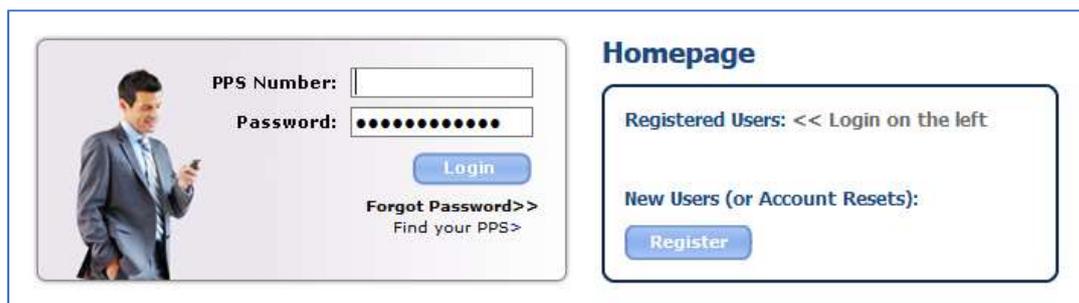
Please note the iPayslips support desk generally only deal with technical issues about accessing or using the web site. Queries about your pay or tax calculations should be sent to the HR/Payroll team of your employer.

Accessing iPayslips for the first time

Only use the following instructions if you have not yet registered on iPayslips.

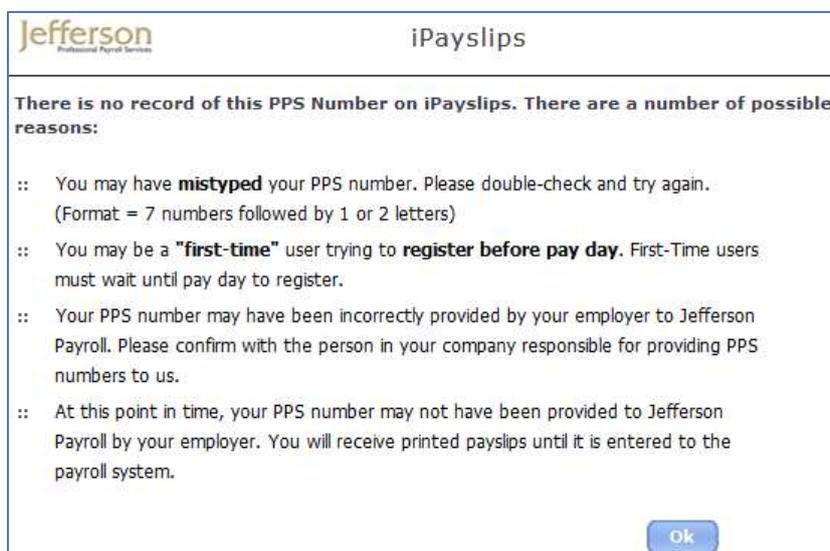
First time registration needs to be completed on a PC or laptop. Once fully registered though you can browse your pay slips on a mobile device. If you get a message saying something like "Please enter your Best Friend's name" then this means the device you are trying to register on will not display the User Set-up Form correctly.

Go to the iPayslips home page <https://www.ipayslips.net/> where you will see a screen like that below. Click the **Register** button on the right-hand side.



The screenshot shows the iPayslips homepage. On the left, there is a login form with a background image of a man in a suit. The form includes fields for "PPS Number:" and "Password:" (with masked characters), a "Login" button, and a link for "Forgot Password>> Find your PPS>". On the right, under the heading "Homepage", there is a box for "Registered Users: << Login on the left" and a box for "New Users (or Account Resets):" with a "Register" button.

You may see the following screen if you are a new employee and your pay slip has not yet been added to the iPayslips database or for any of the other reasons displayed. Please log a Support issue (see the instructions later in this document) if you wish to check with the support team as to why your PPS number is being highlighted as invalid.



The screenshot shows an error message from Jefferson iPayslips. The message reads: "There is no record of this PPS Number on iPayslips. There are a number of possible reasons:" followed by four bullet points: 1. You may have mistyped your PPS number. Please double-check and try again. (Format = 7 numbers followed by 1 or 2 letters) 2. You may be a "first-time" user trying to register before pay day. First-Time users must wait until pay day to register. 3. Your PPS number may have been incorrectly provided by your employer to Jefferson Payroll. Please confirm with the person in your company responsible for providing PPS numbers to us. 4. At this point in time, your PPS number may not have been provided to Jefferson Payroll by your employer. You will receive printed payslips until it is entered to the payroll system. An "Ok" button is located at the bottom right of the message box.

If your PPS number is recognised then the screen below is then displayed. Key your PPS number on the left-hand side and click **Register**.



The screenshot shows the registration screen. On the left, there is a form with a background image of a man in a suit. The form includes a field for "Enter your PPS Number:" and a "Register" button. On the right, under the heading "Register here if:", there are two bullet points: "- you are a New User" and "- your account has been Reset". Below this, there is an "Important:" note stating "New Users cannot register until pay day" and a link for "Already Registered? Login on the homepage >".

Follow the instructions in the next few prompts to allow the system to send you a temporary log-in password.

NOTE: If the email address shown is invalid then contact HR to ask for it to be corrected.



You should get a mail like that in the screenshot below. It may go to your Spam or Junk Mail folder so check there if it seems to have not been delivered. A new temporary password can also be issued by if the original temporary log-in mail doesn't arrive. Contact the iPayslips support team via the Support button (details later in this document).



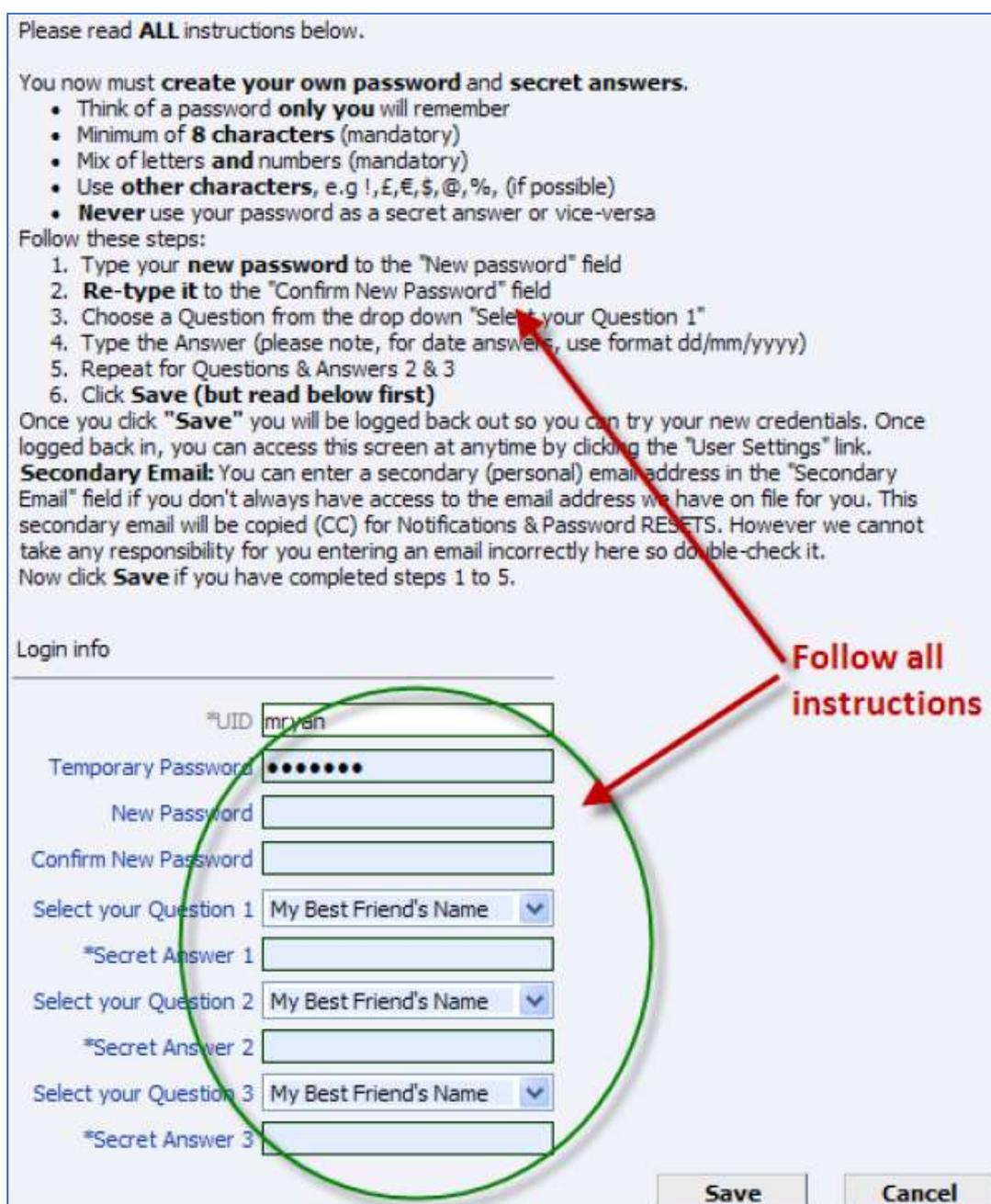
When you get the temporary password email key your PPS number and the temporary password on the *left-hand* side of the iPayslips home screen <https://www.ipayslips.net/> and click the **Login** button.



The screenshot shows the iPayslips homepage. On the left, there is a login form with a 'PPS Number' field containing '1234567A', a 'Password' field with masked characters, a 'Login' button, and a 'Forgot Password' link with the text 'Find your PPS'. On the right, there is a 'Homepage' section with a 'Registered Users' link '<< Login on the left' and a 'New Users (or Account Resets)' section with a 'Register' button.

You will then see a form where you can set your own password and three *different* challenge secret questions along with their answers. Click **Save** when finished (the system may log you off and prompt for you to log in again with your PPS number and the *new* password you created). Once all that is done you will then have access to iPayslips.

Address and telephone number are optional fields on the User Form - they are not used by iPayslips. You can also add a secondary email address if you don't always have access to your primary account (e.g., when absent/on leave).



The screenshot shows a form for creating a new user. At the top, it says 'Please read **ALL** instructions below.' followed by instructions to create a password and secret answers. The instructions include: think of a password only you will remember; minimum of 8 characters; mix of letters and numbers; use other characters like !, £, €, \$, @, %; never use your password as a secret answer or vice-versa. The steps are: 1. Type your new password; 2. Re-type it; 3. Choose a question; 4. Type the answer; 5. Repeat for questions 2 & 3; 6. Click Save (but read below first). Below the instructions, it says 'Once you click "Save" you will be logged back out so you can try your new credentials. Once logged back in, you can access this screen at anytime by clicking the "User Settings" link. Secondary Email: You can enter a secondary (personal) email address in the "Secondary Email" field if you don't always have access to the email address we have on file for you. This secondary email will be copied (CC) for Notifications & Password RESETS. However we cannot take any responsibility for you entering an email incorrectly here so double-check it. Now click Save if you have completed steps 1 to 5.'

The form fields are: *UID (mcyen), Temporary Password (masked), New Password, Confirm New Password, Select your Question 1 (My Best Friend's Name), *Secret Answer 1, Select your Question 2 (My Best Friend's Name), *Secret Answer 2, Select your Question 3 (My Best Friend's Name), *Secret Answer 3. There are 'Save' and 'Cancel' buttons at the bottom. A red arrow points from the text 'Follow all instructions' to the instructions section. A green circle highlights the form fields.

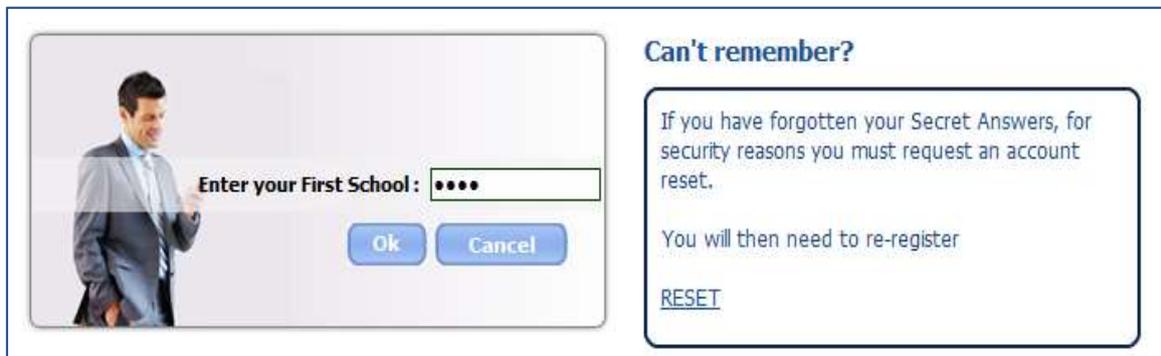
Using iPayslips

Go to the iPayslips home page <https://www.ipayslips.net/> and fill in your PPS number and your own password on the left-hand side. Click **Login** to proceed.



The screenshot shows the iPayslips homepage. On the left, there is a login form with a background image of a man in a suit. The form includes fields for "PPS Number:" and "Password:" (with masked characters), a "Login" button, and links for "Forgot Password>>" and "Find your PPS>". On the right, under the heading "Homepage", there is a box containing the text "Registered Users: << Login on the left" and "New Users (or Account Resets):" with a "Register" button.

You will then be asked for the answer to *one* of the *three* secret questions you previously set up. Click **Ok** to proceed.



The screenshot shows the security question page. On the left, there is a form with a background image of a man in a suit. The form includes a field for "Enter your First School:" (with masked characters) and "Ok" and "Cancel" buttons. On the right, under the heading "Can't remember?", there is a box containing the text: "If you have forgotten your Secret Answers, for security reasons you must request an account reset. You will then need to re-register" and a "RESET" link.

Forgotten password?

If you have forgotten your password then click on the **Forgot Password** link (just under the **Login** button on the iPayslips home page). Follow all the instructions carefully to get a new temporary password issued. NOTE: This feature only works if your account is fully set up on iPayslips.

Forgotten a security answer?

If you forget a security answer you can RESET your account. It can only be reset from the security question page (i.e., you must at least know your password to get to this page). NOTE: Resetting your account will require you to register again and set up your details from scratch.

A support query can be logged if you still have technical issues (details on the last page of this document)



The section is titled "Regular Tips, Tricks & Irish Payroll News". It contains the text: "Follow us on [Twitter](#), you can find us [Facebook](#) OR subscribe directly [on our blog](#) for regular updates". Below the text are three icons: a Twitter bird icon, a Facebook 'f' icon, and a 3D character holding a large orange RSS feed icon.

Viewing your pay slips

The first screen you see after logging in shows a list of pay slips by pay period. Click on any line to see your full pay slip for that period. Click on the **Save/Print as PDF** link in the full screen view of your pay slip to save a copy off-line.

iPayslips								
Payslip History for [REDACTED]								
PPS Number :1234567F								
Employee Number :000000014								
Department :02								
Company Name :A B Demo Company Payroll								
Period	Date	Tax status	Tax Credits	Cut-Off	Class	Ins Weeks	Gross Pay	Nett Pay
01	25/01/2017	N	275.00	2816.67	A1	04	1875.00	1546.83
08	31/08/2016	N	275.00	2733.34	AL	25	1875.00	1521.48
07	31/07/2016	N	275.00	2733.34	AL	25	1875.00	1521.48
06	30/06/2016	N	275.00	2733.34	AL	25	1875.00	1521.48
05	31/05/2016	N	275.00	2733.34	AL	21	1875.00	1521.49
03	31/03/2016	N	275.00	2733.34	AL	13	1875.00	1521.48
02	29/02/2016	N	275.00	2733.34	AL	08	1875.00	1521.48
01	31/01/2016	N	275.00	2733.34	AL	04	1875.00	1506.97
1								

Paid under multiple payrolls?

If you have been paid under multiple payrolls (e.g., monthly and fortnightly, or a different business that also uses iPayslips) you will see a drop-down titled **Choose Payroll**. Use this to switch between the accounts you wish to view.

From To   

Choose Payroll: A A Mapping Template 

History for : [REDACTED]
PPS Number : [REDACTED]
Employee Number :000000020
Department :01
Company Name :A A Mapping Template

Choose Payroll: A A Mapping Template 

History for : [REDACTED]
PPS Number :000000020
Department :01
Company Name :A A Mapping Template

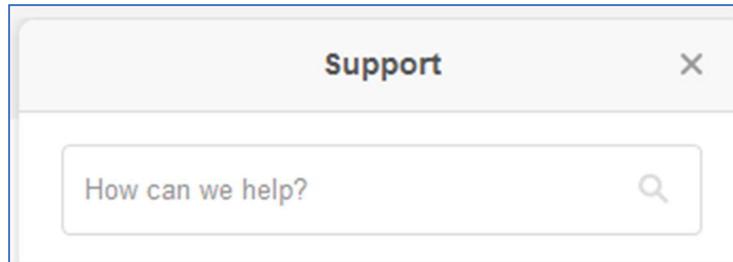
- A A Mapping Template
- A B Demo Company Payroll

How to change your details

You can change your secret questions/answers or password at any time. Click on the **User Settings** link to the top left of the screen that lists the slips by pay period. This will then bring up the **User Form**.

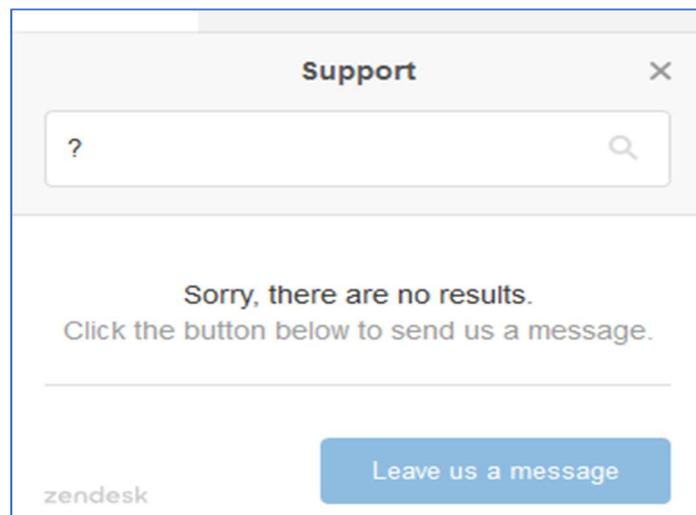
Queries about iPayslips

There is a Support button to the bottom right of any iPayslips screen. When you click on the button you will see a search box where you can look for the answer to a query in a list of Frequently Asked Questions. Type anything in the search box and click on the magnifying glass symbol to see either the list of FAQs or the option to log a query.

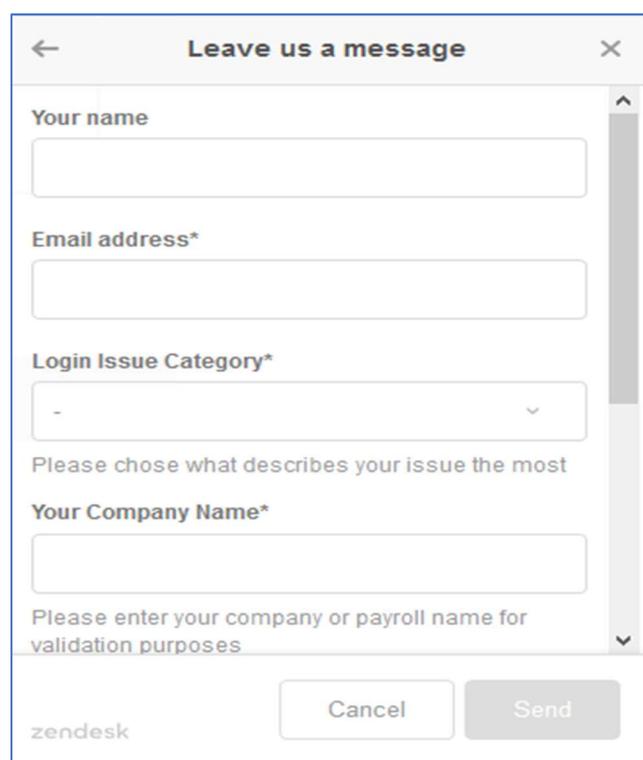


A screenshot of a mobile application's 'Support' screen. At the top, there is a header with the word 'Support' and a close button (X). Below the header is a search bar with the placeholder text 'How can we help?' and a magnifying glass icon on the right side.

If you cannot find an answer in the FAQs then you can log a query with the Support team. Click on the **Leave us a message** button to see the form shown in the second screenshot below. Fill in the relevant details and click the **Send** button. A mail will be sent to the iPayslips Support team and they will contact you to discuss the query.



A screenshot of the 'Support' screen showing a search bar with a question mark. Below the search bar, the text reads: 'Sorry, there are no results. Click the button below to send us a message.' At the bottom right, there is a blue button labeled 'Leave us a message'. The Zendesk logo is visible in the bottom left corner.



A screenshot of the 'Leave us a message' form. The form has a back arrow and a close button (X) at the top. The fields include: 'Your name' (text input), 'Email address*' (text input), 'Login Issue Category*' (dropdown menu with a '-' symbol), 'Please chose what describes your issue the most' (text input), and 'Your Company Name*' (text input). Below the last field is a note: 'Please enter your company or payroll name for validation purposes'. At the bottom, there are 'Cancel' and 'Send' buttons. The Zendesk logo is in the bottom left corner.