ePayslips FAQs

1. Unable to Register for ePayslips

Why can't I register for ePayslips?

This might be for one of the following reasons:

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

- Your date of birth and NI number are not matching our system. Please check that you are entering these correctly. Your date of birth needs to be entered as YY/MM/DD and selected from the pull-down menu, this shouldn't be entered manually. If that is correct, please check with your school that your details have been entered correctly onto our HR portal.

- You can only register if you have received a registration email from EPM and follow the link within the email.

- Your Employee ID is your E number and included in the Email (E******). You need to type this, your NI number and your date of birth in to the registration page in order to confirm your identity.

2. Changes to Personal Details/Email Address

How do I update my personal details?

If you find your record incorrectly shows your national insurance number or date of birth please notify the school office.

If you need to change your name, title or home address, please register for our Single Sign-On option. This can be found on the home screen when you log in through the 'Upgrade to Single Sign-On' option. For further information, please refer to the user guide provided here.

Disclaimer: This will only update EPM's records.

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

If you need to change the email address that is registered to your ePayslip account, this can be done through our Single Sign-On service. To register for this, please select the 'Upgrade to Single Sign-On' found on the home screen when you log in. For further information, please refer to the User guide provided here.

Disclaimer: This will only update EPM's record. Your log in details for Single Sign-On will remain as they were for your initial sign up.

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

This might be for one of the following reasons:

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

– Please check your spam/junk box in your email account to ensure this is not showing here.

3.   Username

What is my username?

Single Sign-On user:

Your username is the email address you used to set up the account. This will be the email that the initial Single Sign-On code was sent to.

ePayslip user:

Your username is your payroll number, which starts with the letter 'E' and is followed by 6 numbers. This could also have letters at the end which will need to be included.

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

– Find this on the registration email that you received to register for ePayslips

– Contact a member of the office staff at your school who can advise you of this

– Go to www.epm-epayslips.co.uk/Login.aspx and click on forgotten username and enter your email address

○ epm | **Welcome to the ePayslips Portal**

Welcome

UserName*   Forgotten your username?

[Username*]

Password*   Forgotten your password?

[Password*]

CONTINUE

HR and Payroll Services

EPM's explicit interest is education. We are the largest private provider of specialist HR support to schools in England. We only work with schools and academies and have skills and expertise in all aspects of human resource management. We have supported schools since 1993 and currently provide support to more than 700 schools across 60 Local Authorities.

Why do I have more than one username?

If you work at more than one school that use EPM Ltd for payroll, you will have a different log in per school. However, you can now sign up to the Single Sign-On process which can be found in the guide located on the homepage and gives you the ability to view/amend personal details for all employments under one log in.

Why has my username changed?

If your school has converted to an academy or multi-academy trust you will be issued with a new username. This is due to the change of employer. Please sign up for 'Single Sign-On' to have a full overview of payslips & P60's.

4.   Password

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

Single Sign-On user:

You will be able to reset this by clicking on the 'Reset Single Sign-On password?'

Single Sign-on Account

UserName*

> Username*

> Login Single Sign-On

Reset Single Sign-On Password?

ePayslip User:

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

epm | Welcome to the ePayslips Portal

Welcome

UserName*   Forgotten your username?

Username*

Password*   Forgotten your password?
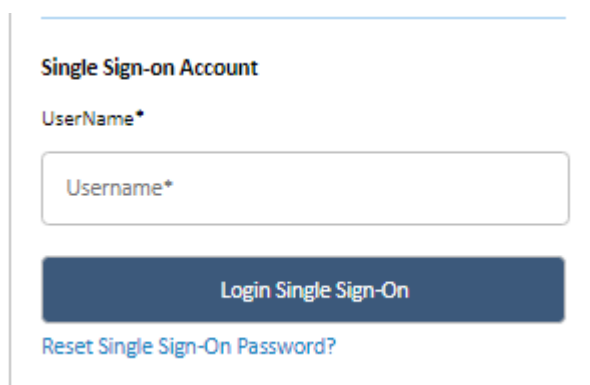
Password*

CONTINUE

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5.   Locked Out

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

Single sign on user:

You will be able to reset this by clicking on the 'Reset Single Sign-On password?'

Single Sign-on Account

UserName*

Username*

Login Single Sign-On

Reset Single Sign-On Password?

Normal epayslip user:

Please email helpdesk@epm.co.uk with the following details:

- Your username

- Your name

- School name

- Request to be unlocked

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

Or if you prefer, please call our ePayslip support team on 01480 431993 with the following details:

- Your username

- Your name

- School name

- Your memorable word

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

6.   P45

Can I view my P45 on my ePayslip account?

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

7.   Left a School

What happens if I leave the school?

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

8.   EPM ePayslip Website

Where do I log onto my ePayslip account?

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

9.   Memorable Word (non Single Sign-On only)

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

If you have forgotten your memorable work, please click on 'Forgotten your memorable word'. You will need to enter the email address registered to your account. An email will then be sent to you with your memorable word. Please note that the memorable word is included in the email; it is not a clue/hint.

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

10.   Need to Re-register

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

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

How do I know if I am registered for ePayslips?

Please speak to your school and they will be able to confirm if you are registered. They will be able to confirm your username and the email address that is linked to the account.

11. Email Addresses

Can I use my work email address when registering for ePayslips/Single Sign-On?

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

12. Pay Queries

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

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

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

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

T: 0300 200 3300
W: www.gov.uk/government/organisations/hm-revenue-customs/contact/income-taxenquiries-for-individuals-pensioners-and-employees

13. P60

Can I view my P60 on my ePayslip account?

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

14. Receiving Payslips via Email

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

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

15. Not Receiving Emails from EPM

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

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

16. Web Browsers

Which Web browsers are supported?

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

| Microsoft Edge | Internet Explorer 9, 10, 11 | Chrome | Mozilla Firefox |

17. Having Problems with ePayslips

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

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

If this FAQ document doesn't answer your query, please contact us on helpdesk@epm.co.uk or 01480 431993.