

Switching to Online Payslips FAQs

Q. Why will payslips be changing to online only?

A. Expectation levels are increasing and we would like to provide our employees with payslips at a touch of a button days before payday. Web browsing has become more popular and payslips will now be available using a mobile app, home and work computer, ensuring that we reduce our printing costs and carbon footprint whilst providing access to payslips 24/7, also ensuring you receive it in a safe and secure way.

Q. When will I stop receiving my printed payslips?

A. The Trust will stop printing payslips from April 2020. This means your last printed payslip will be received on or around the March 27th 2020 pay day.

Q. If I need a payslip for 'proof of income' purposes, how can I obtain one?

A. You will be able to print your payslips using My ESR, however if you do require a stamped copy of your payslip you can request this by emailing hr.support@candi.nhs.uk

Q. Will I get my P60/P45 online?

A. P60s are also available via My ESR and will switch to online only from April 2020. P45s will continue to be sent as a hard copy to employee's home address.

Q. When is pay day and when will I be able to view my online payslip?

A. Pay day falls on the 28th of every month, or the last working day prior to the 28th, should the 28th fall on a weekend or public holiday. Your online payslip will usually be available to view or download at least 2 working days prior to day.

Q. Will my online payslip look any different to the paper copy?

A. No, both will look exactly the same.

Q. How do I access my online payslip from my work?

A. If you are using a work computer simply insert your Smartcard, enter your passcode and then click on the ESR shortcut located on your desktop or alternatively you can visit <https://my.esr.nhs.uk>. If you do not have a Smartcard you still can still access your online payslip from work, however you will need to set yourself up with internet access. [Click here](#) for more information on how to set up internet access

Q. How do I access my online payslip from home computer?

A. Before you can access your online payslip from home you must ensure you have set yourself up with internet access. [Click here](#) for more information on how to set up internet access. Once this has been done simply enter <https://my.esr.nhs.uk> into your web browser and click go.

Q. How do I access my online payslip from my mobile?

A. You can now view your payslips using the My ESR app on your mobile by downloading the application. Simply visit your devices app store and search for the “My ESR” app or click on the icons below. Please note that before you can access ESR from your mobile you must ensure you have set yourself up with internet access. [Click here](#) for more information on how to set up internet access.



Q. How do get my username and password?

A. If you are accessing ESR from work then you do not require a username and password. Access to ESR is automatically linked to your Smartcard. If you do not have a Smartcard or wish to access ESR from home or from your mobile you can request username/password access by clicking the [Forgotten | Request Username/Password | Unlock Account](#), found on the ESR login page (**Note:** Your registered email address should be your primary work email address i.e. @candi.nhs.uk or @nhs.net). If this doesn't work, please contact workforceintelligence@candi.nhs.uk

Q. Am I able to see a step by step guide on how to access My ESR?

A. For further information on how to access My ESR including step by step guidance, please visit our intranet pages at <https://intranet.candi.nhs.uk/employee-info/workforce-intelligence-systems/my-electronic-staff-record-my-esr>

Q. Will I still receive my payslips if I am on maternity leave or a secondment?

A. You will still be able to access your online payslip from your home computer or the mobile app as long as you have set up your username and password before going on leave. If you are already on leave, and require your username and password please contact workforceIntelligence@candi.nhs.uk to request login details.

Q. What should I do if I have a query about of the details on my online payslip?

A. If you wish to query any part of your online payslip please contact HR detailing the reason you believe there is a discrepancy at support@candi.nhs.uk

Q. Will my online payslips be 'backed up' in the unlikely event of technical issues?

A. Yes, historical payslips will always be available on My ESR however once you have left C&I you will no longer be able to access these.

Q. Will I be able to access my online payslips after if I leave employment within the Trust?

A. No, access to your online payslips will stop once you are no longer in employment within C&I, even if you do transfer to a different NHS organisation and continue having access to ESR. If required, we would recommend you download your payslips before your last day in the Trust to ensure to have all of your payslips with you. If you do not do this and require a payslip at a later date, you can still request one by contacting hr.support@candi.nhs.uk

Q. Are online payslips secure?

A. Yes. Online payslips will be accessed via My ESR which is secured using your Smartcard or username and password. However, as with any confidential information, it is recommended that caution is exercised when accessing or printing online payslips using shared computers and printers; or computers and printers in shared offices or public areas.

My ESR will automatically log you off after an extended period of inactivity. However, you are advised to take the following security precautions:

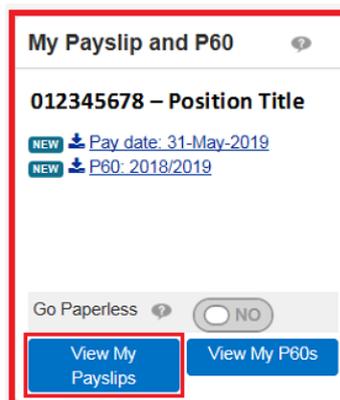
- do not leave your computer unattended while logged on to My ESR - either log off or lock your workstation
- do not share your password with anyone
- consider changing your password regularly

Q. What is the legal position regarding the provision of online payslips?

A. Payslip law states payslips must be provided in either hard copy or electronic copy form – employers are not obligated to produce a paper payslip if electronic ones are given.

Q. Receiving a printed payslip is important to me and I am worried I will not know or be able to use ESR to view and download my Payslip once the trust switches to online only.

A. The trust implemented the My ESR portal almost 2 years ago which means all staff should have recently accessed ESR in order to complete their e-learning training. To ensure staff can easily access their payslips we have added the payslip portlet which will ensure staff can view their payslip immediately after they have logged in. However, if you require any additional support or 121 guidance then staff are encouraged to contact the workforce team at workforceintelligence@candi.nhs.uk



Q. I have a question which isn't answered above, who do I contact?

A. We are more than happy to answer any queries/concerns you have regarding your online payslips.

For any technical issues such as not being able to access ESR or your payslip please email: workforceIntelligence@candi.nhs.uk

For any other query please email: hr.support@candi.nhs.uk