

Bureau customer email

Our payroll software provider has delivered a fantastic new payroll self-service tool, allowing you and your employees to gather documents and information in a simple and secure manner.

My ePay Window will replace OpenPayslips and OpenEnrol (delete as appropriate), providing you with access to:

- Payslips
- Pension letters
- Other documents (e.g.P60's or P45's)

As well as replacing the functionality previously available, my ePay Window offers employer level access which provides:

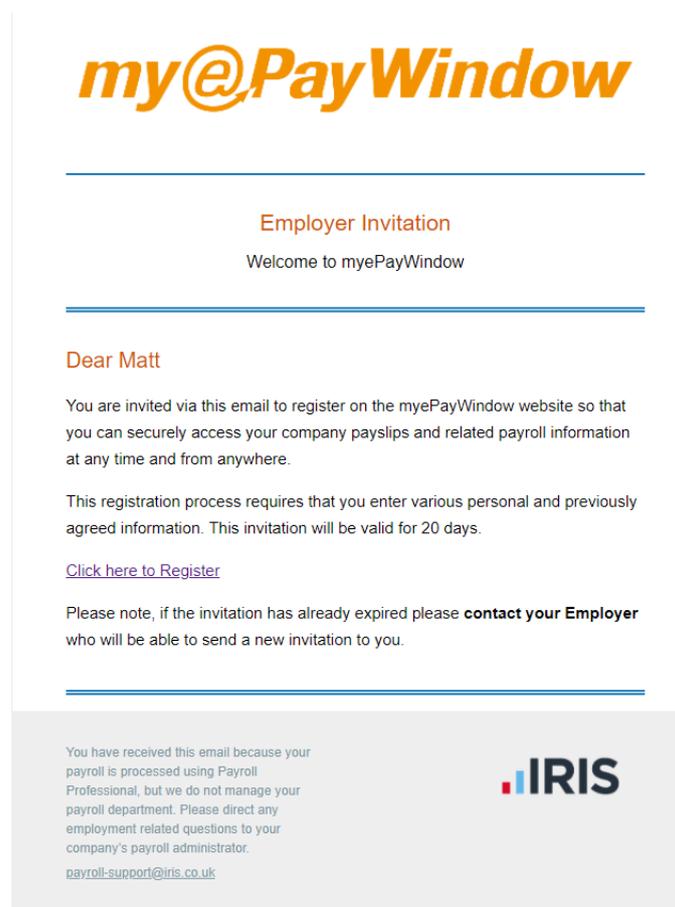
- Access to all employee pay docs
- Pay analytics (per company)
- Access to generate password resets or employee invites (automated as standard)
- Optional 2-factor or 2-stage authentication for employees
- Configurable dashboard and payslips (colour, logo and specific payslip fields)

The move to the new self-service platform is entirely under your control, so **please let us know when you would like to move**. When you are ready, we will begin publishing documents to my ePay Window.

All we ask is that you migrate by 31st May 2021.

Once setup, you will receive an invitation to set up an account from donotreply@myepaywindow.com Please open the email and follow the set-up process – do not report the sender as junk or spam.

It will look like this:



The screenshot shows an email invitation for 'my@PayWindow'. The email header features the logo 'my@PayWindow' in orange and blue. Below the logo is a horizontal line, followed by the text 'Employer Invitation' and 'Welcome to myePayWindow'. Another horizontal line separates this from the main body of the email, which begins with 'Dear Matt'. The body text explains that the recipient is invited to register on the myePayWindow website to access payroll information. It also states that the registration process requires entering personal and previously agreed information, and that the invitation is valid for 20 days. A link 'Click here to Register' is provided. A final note asks the recipient to contact their employer if the invitation has expired. At the bottom of the email, there is a footer with a disclaimer: 'You have received this email because your payroll is processed using Payroll Professional, but we do not manage your payroll department. Please direct any employment related questions to your company's payroll administrator.' and the email address 'payroll-support@iris.co.uk'. The IRIS logo is also present in the bottom right corner of the footer.

In order to activate your account, you will need to enter some personal details and a Secret Key to authenticate your permissions. Please enter the following details:

Email address	
First name	
Last Name	
Date of Birth (please use this for your submission)	
Secret key	

Once setup you will be able to view documents for all your employees.

Note: Accounts are split by payroll company (should you have more than 1) so you may need more than one account, but you can use the same email address for each account.

Employees will be invited automatically so you shouldn't need to do anything. If however, they have any issues accessing their account, you can manage re-invitations or password resets via your employer account.

For further guidance on how to make full use of the benefits of my ePay Window, you can view a helpful video [here](#) or access the user guide [here](#)

We hope you enjoy this new service and are here to answer any questions that you may have.

Kind regards

Your Payroll Bureau