MyePayWindow

Employee Guide

What is IRIS myePayWindow?

IRIS myePayWindow is a payroll service portal, used to securely exchange documents and deliver payroll information to employers and employees, every single payroll cycle. Employees can view the published documents, in a secure online portal, using their own separate login details.
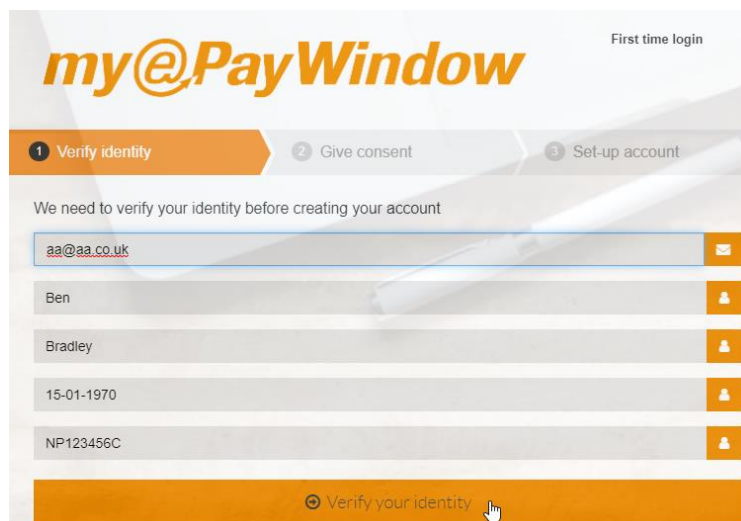
How to activate an Employee User

Employees will receive a User Invitation email. The email invites you to register on the myePayWindow portal, in order that you can view published payslips, P60s, P45s and pension documentation.

1. Select **Click here to Register** from the body of the email

    Note: you have 20 days to complete the registration. If this time limit lapses, a new invitation will need to be sent

2. A myePayWindow page will open where you need to enter your details to verify your identity. **Your NI Number (or passport number) will be required as part of the identity process**

3. Enter your details and click **Verify your identity**

4. This will open the **Give consent** tab. Read the Data Protection, Terms and Conditions and Privacy Policy and when you are happy, click **I agree**

5. From the **Set-up account** tab, enter the **Username** and **Password** you would like. You will need to enter the Password again in the **Confirm Password** field
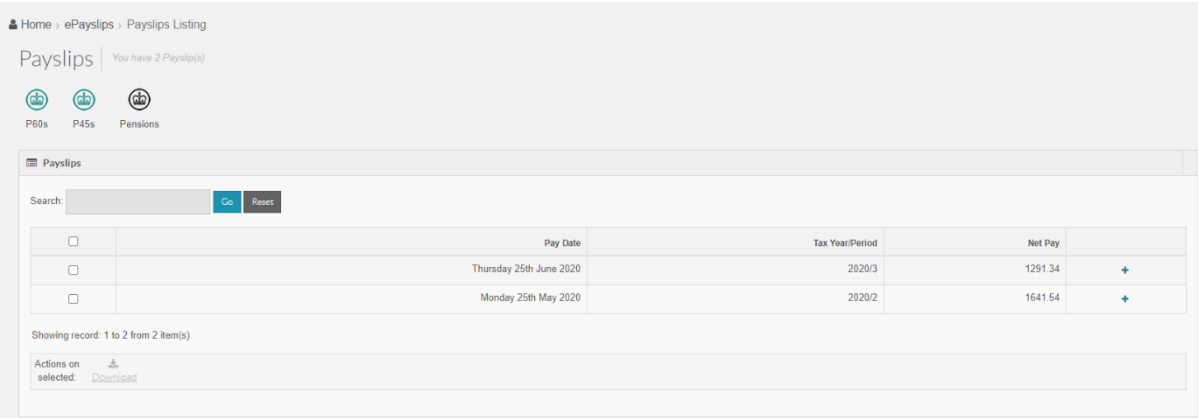
> **Please Note**: Only strong passwords are allowed. These must include at least one capital, one lower case, one number and one special character, and must have between 8 and 20 characters

6. Click **Register**

7. A further email will be received with an account activation link. This link is valid for 24 hours. Select the link to activate your account

8. Enter your login details to complete the account activation. MyePayWindow will open on the Employee Dashboard

How I view the published payslips/P60s/P45s/pension letters

To view the published payslips/pension letters/P60s/P45s:

1. Go to the myePayWindow website at **https://www.myepaywindow.com/** and log in with your registered username and password

2. The Employee Dashboard will open, this will display figures from your latest published payslip

3. There are a couple of ways of viewing your payslips but for this guide we will access them from the sidebar. Click on **ePayslips**

4. All your available payslips will be displayed. Choose a payslip and click on the + sign to expand the individual to show a view or download option

5. Click **view** to preview the payslip on screen or the **download** icon to download and save a copy

   a. **NOTE** – Historic files carried over from OpenPayslips/OpenEnrol will <u>only</u> be available to download (no preview)

6. Click on the **P60, P45**, or **Pensions** icon and follow the same instructions to view or download, as required

7. You can then use the **Previous** or **Next** buttons to scroll through the documents – in this example, the payslips

> **Note: if you have an IRIS HR login, you can also access your payslips there, using your myePayWindow account credentials**

User - Optional Security

To enhance your security, you or your employer may choose to apply an advanced level of authentication. 2 forms of optional user security can be used in addition to the username and password configured:

- 2 step authentication (2SA) – this requires a memorable word to be setup. The user is then required to enter 2 random characters from this word each time they log-in to gain access to their account
- 2 factor authentication (2FA) – this requires a smartphone 'Authenticator App'. Each time a user logs in, they will additionally need to enter a code generated by the authenticator app to gain access to their account

The additional authentication can be set up by the individual user under the **My Settings/My Account** pages. Use the drop-down menu to choose either 2SA or 2FA and click **Save**.

If you choose to apply 2SA, you will be asked to create a memorable word, this can only contain letters and digits and can be between 6 and 12 characters.

> **Note: if you enter the incorrect information, after 3 attempts the account will be locked. You need to wait an hour before the user can re-enter the requested characters from the memorable word or contact their Bureau/Employer to unlock the account**

The memorable word can be reset by click on the '**Forgot Memorable Word**' link.

FAQs

Click on the link below to take you to the relevant FAQ:

Will I still have access to my documentation if I leave my Employer?

Can I change my Username or Password?

Can I change my basic information in My Settings in myePayWindow?

Can I archive Notifications once I had seen them?

Can I view historical payslips prior to using myePayWindow?

I am not receiving the notification emails from my Employer?

I have an IRIS HR login; can I access my payslips there?

Will I still have access to my documentation if I leave my Employer?

If you are made a leaver from your Employer, you will have limited time (currently 15 months) to access your published documents. At the end of the 15 months, your account will be deleted automatically, you will receive an email 10 days prior to this, reminding you of the pending closure. We suggested you download any Payslips/P45s/P60s/Pension correspondence that you want to retain.

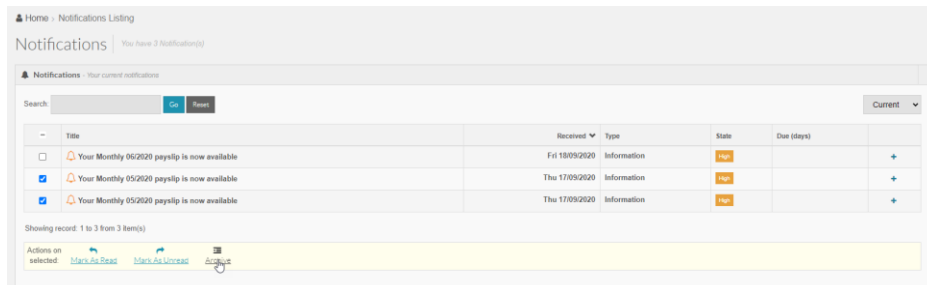## Can I change my Username or Password?

Yes.

1. Log into myePayWindow and click on your name in the top-right corner. Select **My Settings**

2. Choose the **My Account** tab

3. Under the **Reset Account Security** section, you can choose either:

   ▪ Change password, or
   ▪ Change username

4. Click **Change password**. An email will be sent to your registered email address for you to reset your password

5. Click **Change username**. An email will be sent to your registered email address for you to reset your username

Can I change my basic information in My Settings in myePayWindow?

No. Any changes to your information held in myePayWindow needs to come from the Payroll software. Therefore, you will need to notify your Payroll Department/Employer of any required changes.

Can I archive Notifications once I had seen them?

Yes. Choose **Notifications** and select the items you require archiving and then click **Archive**

Can I view historical payslips prior to using myePayWindow?

Yes. These will appear under payslips, the same as your current ones. However, you will only have the option to download, not preview.

I am not receiving the notification emails from my Employer?

Check your email Spam inbox. Also, ensure you allow receipt of emails from **donotreply@myepaywindow.com**

I have an IRIS HR login; can I access my payslips there?

Yes, you can access your payslips via your IRIS HR login, as well as via myePayWindow.

Useful numbers

HMRC online service helpdesk	HMRC employer helpline
Tel: **0300 200 3600** Fax: **0844 366 7828** Email: **helpdesk@ir-efile.gov.uk**	Tel: **0300 200 3200** Tel: **0300 200 3211 (new business)**

Contact Sales (including stationery sales)

For IRIS Payrolls	For Earnie Payrolls	For IRIS Payroll Professional
Tel: **0344 815 5656** Email: **sales@iris.co.uk**	Tel: **0344 815 5676** Email: **earniesales@iris.co.uk**	Tel: **0345 057 3708** Email: **payrollsales@iris.co.uk**

Contact Support

Your Product	Phone	E-mail
IRIS PAYE-Master	**0344 815 5661**	**payroll@iris.co.uk**
IRIS Payroll Business	**0344 815 5661**	**ipsupport@iris.co.uk**
IRIS Bureau Payroll	**0344 815 5661**	**ipsupport@iris.co.uk**
IRIS GP Payroll	**0344 815 5681**	**gpsupport@iris.co.uk**
IRIS GP Accounts	**0344 815 5681**	**gpaccsupport@iris.co.uk**
Earnie or Earnie IQ	**0344 815 5671**	**earniesupport@iris.co.uk**
IRIS Payroll Professional (formerly Star)	**01273 715300**	**payroll-support@iris.co.uk**