



IRIS My ePay Window

Portal Employer User Guide

IRIS. Look forward

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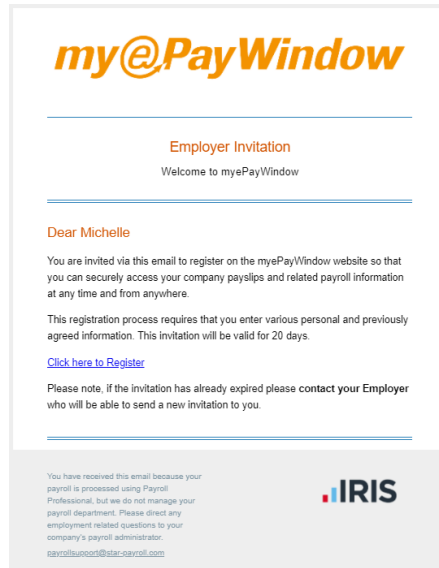
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Employer Registration

Once you, as an Employer user, have been connected and invited to the Portal from the Payroll application; you will receive an email invitation with a 'link' that will take you to the Portal website to start registration. The invitation link within the email is valid for 20 days.



Note: The text in the invitation email differs slightly between Employer users and Employee users in that Employees are advised to have a previous payslip to hand when they go through the registration process as they will require their NI number to verify their identity (or passport number if they don't have an NI Number). We do not explicitly state the requirement for an NI number in the email for security reasons and Employees who do not have an NI number should be individually pre-warned of this registration requirement. Employer users registering will need to have prior knowledge of a 'secret' keyword pre-agreed with the Payroll Bureau or department (see step 1 below)

Registration Step 1 – Verify Identity

The first step of registration is to verify that you are genuine. The details on this screen (see below) need to match your details set up in the Payroll software. All fields must be entered correctly to verify your identity and for the registration process to continue to step 2.

Note: First Name is as per the Payroll Employer or Employee record. If you have more than one name in this field, any one of the names can be entered. For example, if you are known as 'John James' either John or James can be entered in the First Name entry field.

Note: Secret key is a word you have agreed with the Payroll Department user, for example this could be a pre-existing report password.



The image shows the 'my@PayWindow' registration interface for a 'First time login'. At the top, the logo 'my@PayWindow' is in orange, and 'First time login' is in black. Below the logo is a progress bar with three steps: '1 Verify identity' (highlighted in orange), '2 Give consent', and '3 Set-up account'. The main heading reads 'We need to verify your identity before creating your account'. Below this are five input fields: 'Email Address' (with an envelope icon), 'First Name' (with a person icon), 'Last Name' (with a person icon), 'Date Of Birth' (with a person icon), and 'Secret Key' (with a person icon). At the bottom is a large orange button with a circular arrow icon and the text 'Verify your identity'.

Registration Step 2 – Give consent

On completing Step 1 successfully, the registration process moves to Step 2, consent. By scrolling to the foot of the **Give consent** window and clicking the '**I agree**' button, the registration process moves to step 3.

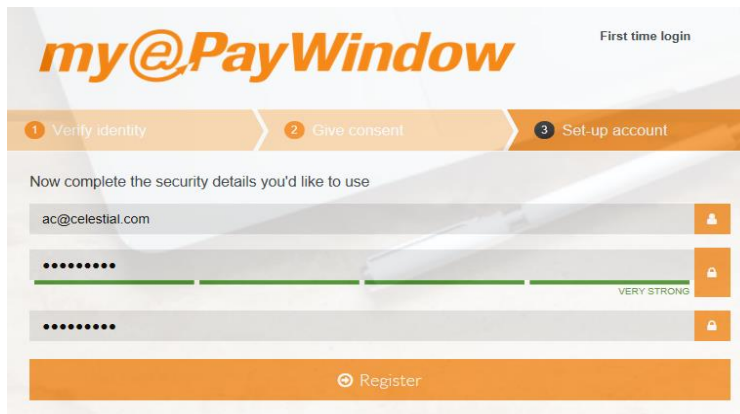


The image shows the 'my@PayWindow' registration interface for a 'First time login'. At the top, the logo 'my@PayWindow' is in orange, and 'First time login' is in black. Below the logo is a progress bar with three steps: '1 Verify identity', '2 Give consent' (highlighted in orange), and '3 Set-up account'. The main heading reads 'In this Privacy Policy references to we, our or us are to Star Computers Limited. References to the Website are to myePayWindow.com'. Below this is a list of six items, each with a dropdown arrow: '1. What Information we Collect', '2. Why we need it', '3. What we do with your Information', '4. How long we keep it', '5. How we protect your Information', and '6. Your Consent'. At the bottom are two buttons: a green button with a checkmark icon and the text 'I agree', and a red button with an 'x' icon and the text 'I do not agree'.

Registration Step 3 – Set-up account

This step involves you setting up your Portal username and password:

- **Username** – minimum 6 characters, an email address can be used if this more easily remembered. **Note:** if you are an existing ePayslips user you can use your ePayslips Employer UID if this is more easily remembered
- **Password** – minimum 8 characters, 1 upper case, 1 lower case, 1 special, 1 numeric. Note: an existing ePayslips password can also be used



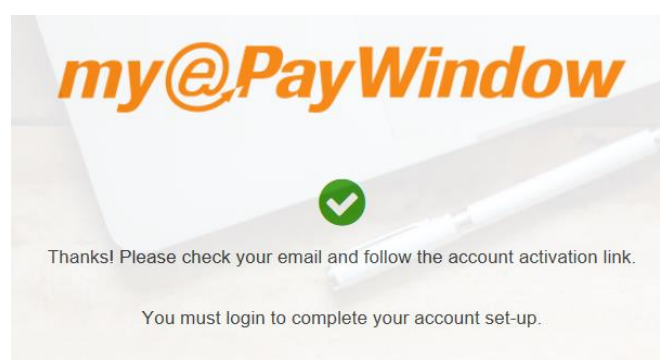
The screenshot shows the 'my@PayWindow' registration interface. At the top, it says 'First time login'. Below the logo, there are three steps: 1. Verify identity, 2. Give consent, and 3. Set-up account (which is the current step). The text 'Now complete the security details you'd like to use' is displayed. There are three input fields: an email field containing 'ac@celestial.com', a password field with a strength indicator showing 'VERY STRONG' in green, and a confirmation password field. A 'Register' button is at the bottom.

Note: A special character is a punctuation type character from your keyboard such as (!, ?, %, =, *)

The password strength for any entered password is shown dynamically on screen, the password strength indicator will only change to green and very strong, when you have entered a password meeting the criteria.

The password will need to be entered a second time to verify it and you will not be able to register until they match.

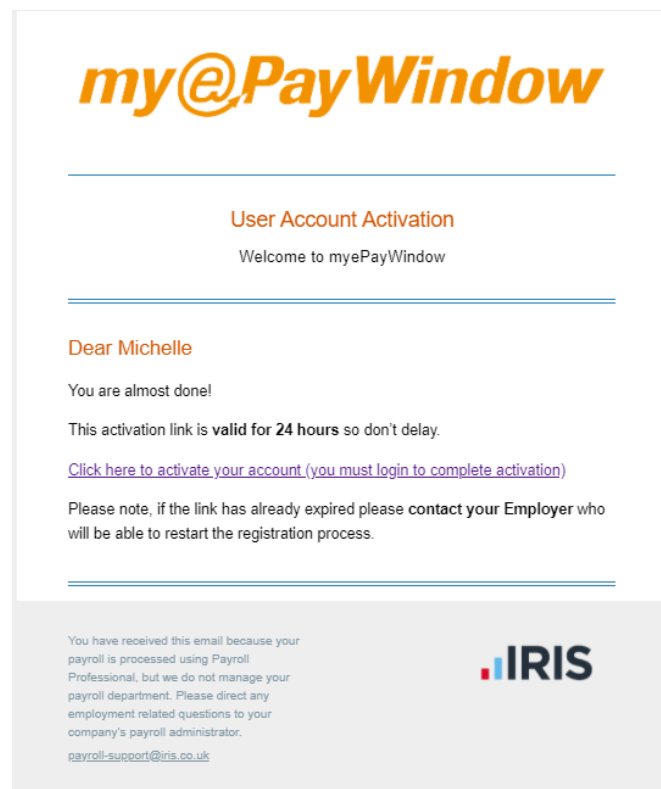
On clicking the Register button, the following message is displayed. You will then receive an email to activate your user account, so the full registration process is not yet complete.



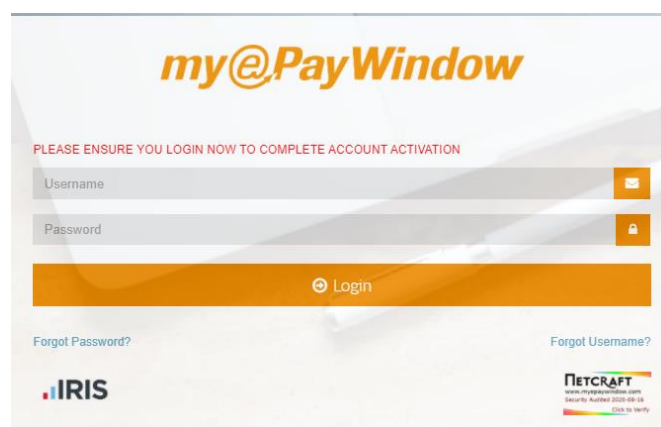
Registration Step 4 - Activate account

The final step in registration involves clicking the activation link in the email sent to you in Step 3, and then successfully logging in to the Portal.

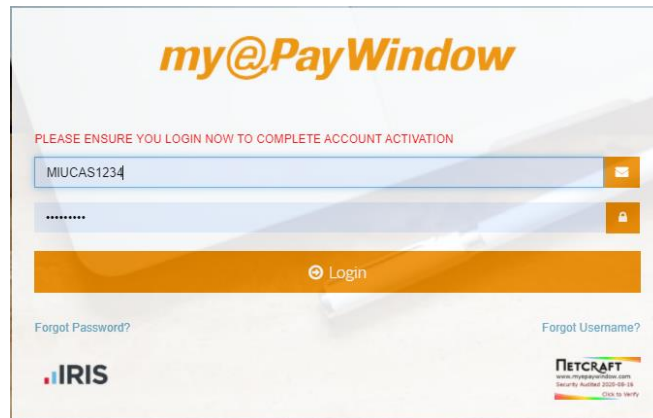
Warning – If the activation link is not used within 24 hours then the registration process will need to be re-started from the link in the initial invitation email if it is within 20 days. If more than 20 days have passed you will need to ask to be re-invited by your Payroll Department.



On clicking the activation link you will be automatically directed to the login screen on the Portal where you must login to complete registration.



Enter the login details created during step 3 and click 'login', this will complete the registration process.

The image shows a login form for 'my@PayWindow'. At the top, the logo 'my@PayWindow' is displayed in orange. Below it, a red message reads 'PLEASE ENSURE YOU LOGIN NOW TO COMPLETE ACCOUNT ACTIVATION'. The form has two input fields: the first contains the username 'MIUCAS1234' and the second contains a masked password '*****'. To the right of each field is an orange icon (an envelope for the username and a lock for the password). Below the fields is a large orange 'Login' button with a white eye icon. At the bottom left, there is a link 'Forgot Password?' and the IRIS logo. At the bottom right, there is a link 'Forgot Username?' and the NETCRAFT logo with the text 'Secure By AuthNed 2020-09-18' and 'Click to verify'.

Additional authentication – 2SA/2FA

2 forms of optional user security authentication can be used in addition to the standard username and password:

- 2 Step authentication 2SA – Requires a user to set-up a memorable word from which they will be required to enter 2 random characters from this word each time they log-in to gain access to their account
- 2 Factor Authentication 2FA – Requires a smartphone 'Authenticator App' (Google / MS /Authy/andOTP are some examples) 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

If additional authentication is not enforced, then 2SA/2FA Authentication can be optionally enabled by an individual user via the My Settings/My Account pages.

By default, additional authentication is not enabled (None). Use the drop-down selector to choose to enforce either 2SA or 2FA. Then click 'Save' at the foot of the page to apply.

Celestial Limited

Administration

Company Information

Company Name: Celestial Limited
 Address: Delta House, 40-41 Queen's Road, Brighton, East Sussex, BN1 2SB
 Email address: info@celestial.com
 Telephone: 01273 200710
 Website: https://www.celestialproducts.com/employment/

Additional authentication

Use the drop-down selector to set the employee user who will receive in-print notifications for payroll documents and desired account notifications.

Employee default contact: [dropdown menu]

Additional authentication for Employees

Use the list below to enter the email address where employees can send queries, e.g., Payroll@my.com. Note: If entering an email address below for employees who have access to a Employee contact button when they click on their statement on the top bar, an automatic email will be provided for the Employee to complete.

Default contact for Employees: info@celestial.com

Enforce additional authentication for Employees & Employees Level Users

2 Factor authentication (2FA) is required to log in to a memorable word from which they will be required to enter 2 random characters from this word each time they log in to their account. 2 Factor authentication (2FA) requires a memorable word (e.g., my@PayWindow) and a memorable word. Once the user logs in they will be asked to enter 2 random characters from the memorable word to get access to their account. Additional authentication is not required for 2FA (2FA) authentication can be optionally enabled by individual user via the my@PayWindow account page. By default additional authentication is not required (None). Use the drop-down selector to choose to enforce either 2FA or 2SA. Then click 'Save' at the bottom of the page to apply.

Additional authentication: [dropdown menu]

None
 Enable 2SA
 Enforce 2SA

Submit

2 Step Authentication

If 2SA is enforced for your users, the user will be asked to create a memorable word. The Memorable word can only contain letters and digits and be between 6 and 12 characters in length

Clicking **Submit** saves the memorable word to your user account

my@PayWindow First time memorable word

Please enter the new memorable word you would like to use

The Memorable Word must only have characters, digits and maximum 12 characters long

Memorable Word [input field]

The memorable word and confirmation memorable word do not match.

Confirm Memorable Word [input field]

Submit

Once a username and password are entered a second page is displayed where the user must enter two random characters from their memorable word.

my@PayWindow

Enter the following characters from your memorable word:

2nd: [A] 5th: [A]

Login

[Forgot Memorable word?](#)

IRIS

NETCRAFT
 www.my@paywindow.com
 Security Audit 2019-04-21
[Click to verify](#)

A message is displayed if incorrect characters are entered.



The screenshot shows the my@PayWindow login interface. At the top, it says "my@PayWindow". Below that, it prompts the user to "Enter the following characters from your memorable word:". There are two dropdown menus labeled "2nd:" and "4th:", both showing the letter "A". Below these, a red message states: "The Information provided is incorrect, try again". There is a "Login" button and a link for "Forgot Memorable word?". The IRIS logo is at the bottom left.

After 3 incorrect attempts the account will be locked.



The screenshot shows the my@PayWindow login interface. It prompts the user to "Enter the following characters from your memorable word:". The dropdown menus for "2nd:" and "4th:" both show "A". A red message states: "Your account has been locked, click on the Forgot Memorable word link below to reset your memorable word." There is a "Login" button and a link for "Forgot Memorable word?". The IRIS logo is at the bottom left, and the PETCRAFT logo is at the bottom right.

If the account is locked the user will need to wait an hour to re-enter the 2 characters from the memorable word or contact their Bureau/Employer to unlock the account.

Forgot Memorable word reset during login

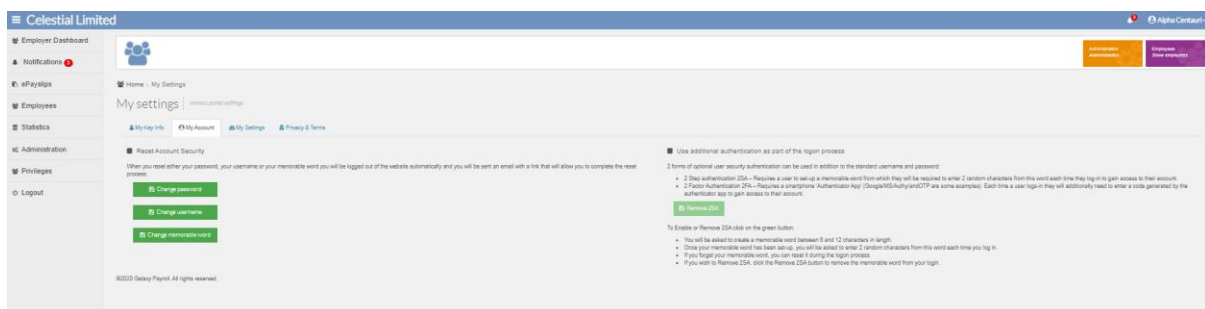
To reset the memorable word, click the 'Forgot Memorable Word' link

Enter your username to receive a reset link via email. The User must provide the verification details in the email to reset the memorable word and gain access to their account



The screenshot shows the my@PayWindow "Forgot your memorable word?" screen. It prompts the user to "Enter your Username and we will send you a link to reset it". There is a text input field for "UserName" and a "Submit" button. The IRIS logo is at the bottom left.

As 2SA has been enforced at company level the User will be unable to edit personal settings under My Settings/ My Account.

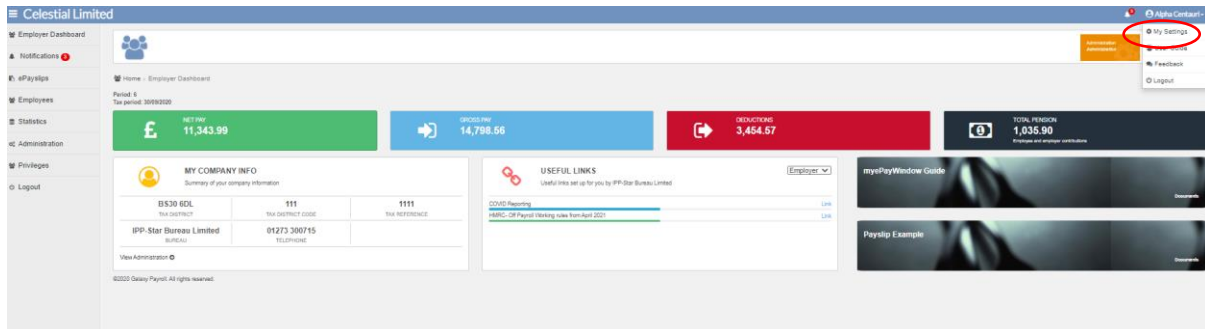


The screenshot shows the Celestial Limited user dashboard. The left sidebar contains links for Employer Dashboard, Notifications, ePaylips, Employees, Statistics, Administration, Privileges, and Logout. The main content area is titled "My settings" and includes links for My Account, My Settings, and Privacy & Terms. Under "Reset Account Security", there are three buttons: "Change password", "Change username", and "Change memorable word". A message states: "When you reset either your password, your username or your memorable word you will be logged out of the website automatically and you will be sent an email with a link that will allow you to complete the reset process." To the right, there is a section for "Use additional authentication as part of the login process" with a list of options: 2 Factor Authentication (2FA), 2 Step Authentication (2SA), and 2 Factor Authentication (2FA) with a note that it requires a one-time Authentication App. Below this, there is a "Remember 2FA" button and a section for "To Enable or Remove 2SA click on the green button:" with a list of instructions.

Individual User 2SA Activation

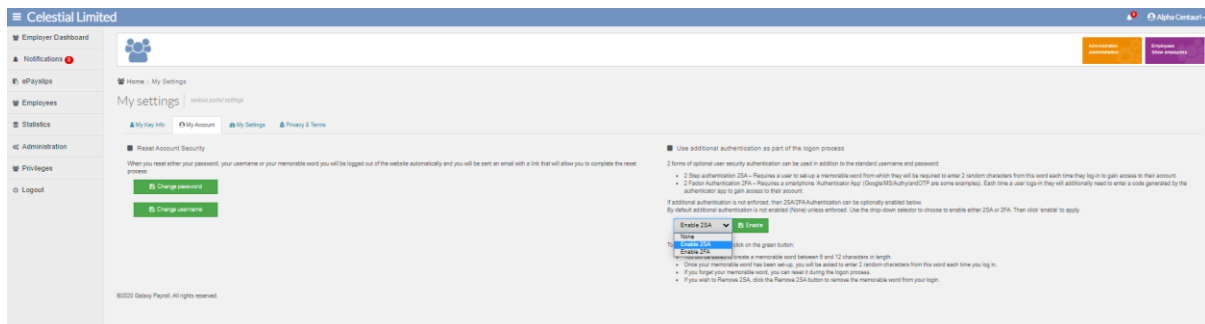
An individual can Enable 2 Step Authentication for their myePayWindow account provided that 2SA has not been enforced via Administration at Employer/Bureau Level.

From the Top-bar, click on the username and My Settings.



On the My Account tab, click the Enable 2SA button.

If the Enable 2SA/ Remove 2SA button is greyed out, 2 Step Authentication has been enforced and users cannot change this setting.



Click the confirm button to set-up your memorable word.

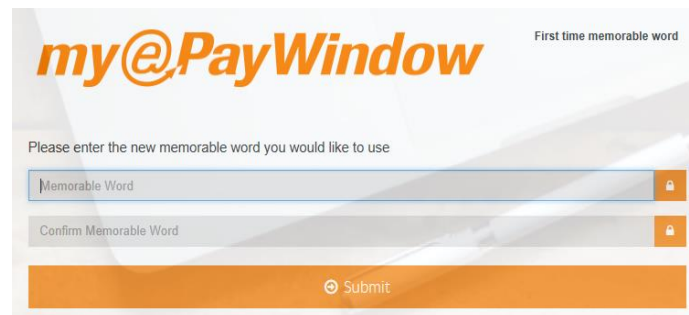
Enable 2SA

Are you sure you want to Enable 2 Step Authentication on your account? Click on confirm to be directed to the login page where you will be asked to create a memorable word.

Cancel

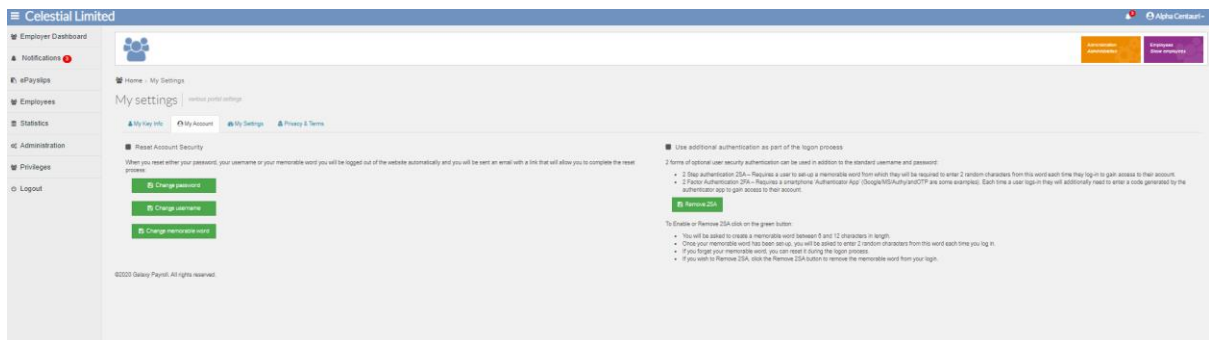
Confirm

Users will be next asked to enter their username & password, after which they can 'set-up' the memorable word. The Memorable word can only contain letters and digits and be between 6 and 12 characters in length.

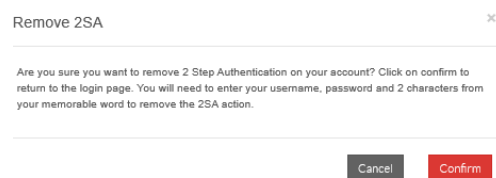


If the Enable 2SA/ Remove 2SA button is greyed out, 2 Step Authentication has been enforced and users cannot change this setting.

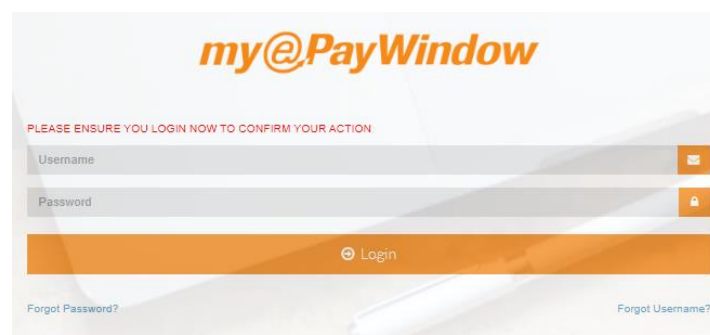
If 2SA is not enforced, a user can Remove 2SA from their account via My Settings/My Account and the Remove 2SA button.



Once a user has confirmed this action, they will be directed to the login page.



Enter the Username, Password and 2 characters from your memorable word to confirm the remove 2SA action.



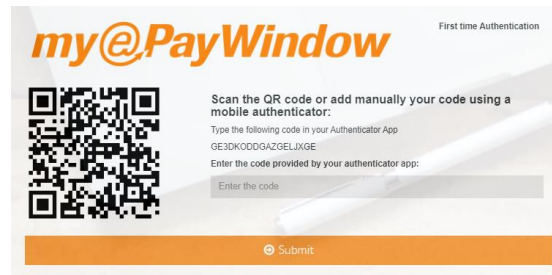
Forgot Memorable word reset during login

To reset the memorable word, click the 'Forgot Memorable Word' link

Enter your username to receive a reset link via email. The User must provide the verification details in the email to reset the memorable word and gain access to their account.

2 Factor Authentication

If 2FA is enforced for your users, the user will be asked to scan/enter a QR code:

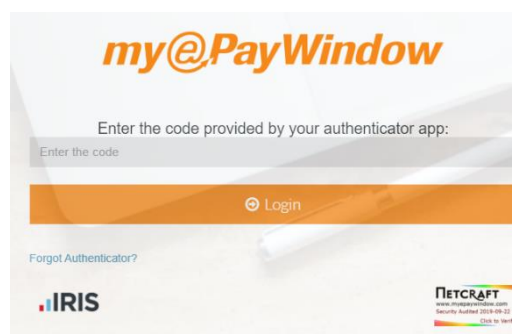


Ensure you have your “authenticator app” installed on your smartphone.

Scan the code or enter manually to access your account.

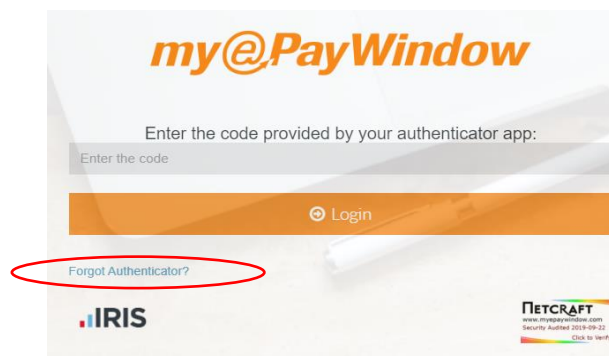
Note: If you are using your smartphone for first time authentication, either copy and paste the long code or hold your finger down on the QR code. You will be asked if you wish to open in “Authenticator”. Your chosen authenticator app will open, and you will be asked to add the token.

The app will provide you with a code which you will need to enter to access your account. Enter the code provided and you will access your account.



If the account is locked the user will need to wait an hour to re-enter or contact their Bureau/Employer to unlock the account.

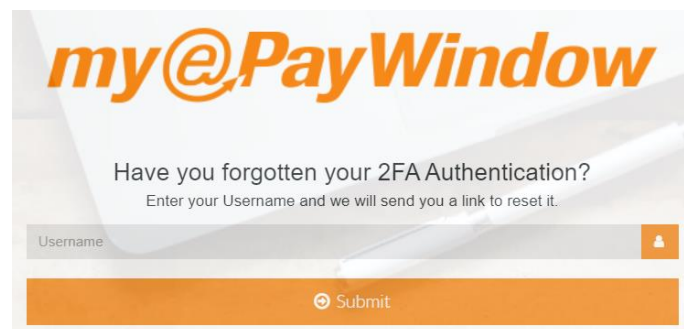
Forgot Authenticator - reset during login



The image shows the my@PayWindow login interface. At the top is the logo. Below it, a text prompt says "Enter the code provided by your authenticator app:". Underneath is a text input field labeled "Enter the code". Below the input field is an orange "Login" button. At the bottom left, the text "Forgot Authenticator?" is circled in red. At the bottom right, there is an IRIS logo and a Petcraft logo with the text "Petcraft is a registered trademark. Security Audited 2019-09-22. Click to Verify".

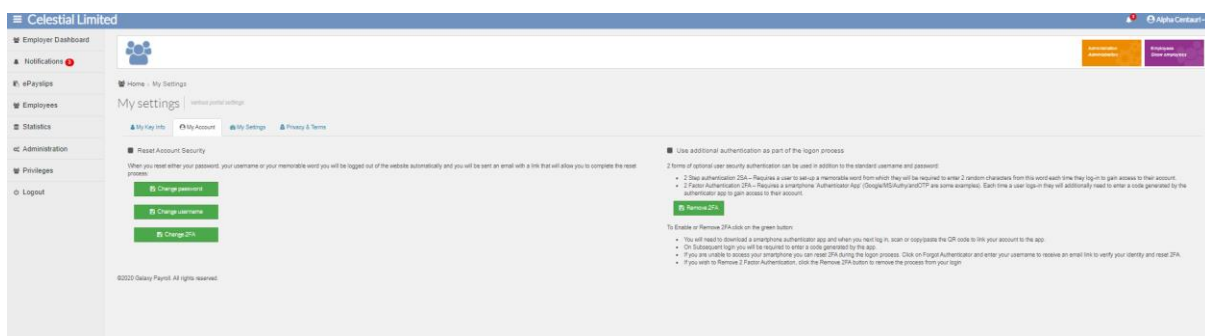
Click on **Forgot Authenticator?**

Enter your username to receive a reset link via email. The User must provide the verification details in the email to reset the authenticator and gain access to their account



The image shows the my@PayWindow "Forgot Authenticator?" screen. It has the my@PayWindow logo at the top. Below the logo, the text reads "Have you forgotten your 2FA Authentication? Enter your Username and we will send you a link to reset it." There is a text input field labeled "Username" with a user icon on the right. Below the input field is an orange "Submit" button.

If 2FA is not enforced, a user can Remove 2FA from their account via My Settings/My Account and the Remove 2FA button.



The image is a screenshot of the "My settings" page in the Celestial Limited system. The page has a sidebar on the left with navigation links: "Employer Dashboard", "Notifications", "My Settings", "My Account", "My Settings", "Privacy & Terms", "Logout", and "Logout". The main content area is titled "My settings" and includes a "Reset Account Security" section. This section contains three buttons: "Change password", "Change username", and "Change 2FA". To the right of these buttons, there is a "Remove 2FA" button. Below the "Remove 2FA" button, there is a "To Enable or Remove 2FA click on the green button" section. This section contains a list of instructions: "You will receive a 2FA code when you log in, scan or copy/paste the QR code to link your account to the app.", "On subsequent login you will be required to enter a code generated by the app.", "If you are unable to access your smartphone you can reset 2FA during the login process. Click on 'Forgot Authenticator' and enter your username to receive an email link to verify your identity and reset 2FA.", and "If you wish to Remove 2FA from your account, click the 'Remove 2FA' button to remove the process from your login."

Once a user has confirmed this action, they will be directed to the login page.

Remove 2FA



Are you sure you want to remove 2 Factor Authentication on your account? Click on confirm to be directed to the login page where you will be asked to scan or enter a QR code to confirm the action.

Cancel

Confirm

Enter the Username and Password

The login screen for my@PayWindow features the logo at the top. Below it is a red warning message: "PLEASE ENSURE YOU LOGIN NOW TO CONFIRM YOUR ACTION". There are two input fields: the first contains the username "Simpson11!" and the second contains masked password characters "*****". Both fields have icons on the right (an envelope for email and a lock for password). Below the fields is an orange "Login" button with a circular arrow icon. At the bottom, there are two links: "Forgot Password?" on the left and "Forgot Username?" on the right.

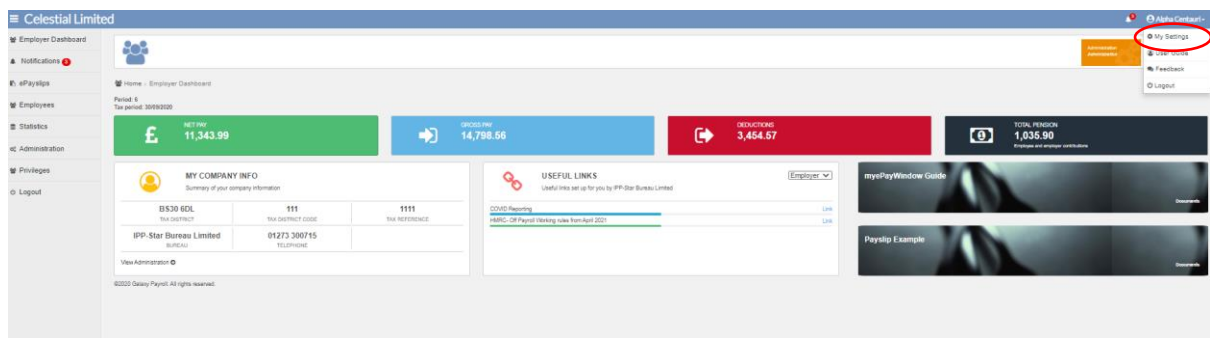
Enter the code provided from the authenticator app to confirm the removal of 2FA

This screen is for verifying the removal of 2FA. It features the my@PayWindow logo at the top. Below the logo is the instruction "Enter the code provided by your authenticator app:". There is a single input field with the placeholder text "Enter the code". Below the field is an orange "Login" button with a circular arrow icon. At the bottom left is the IRIS logo. At the bottom right is the NETCRAFT logo with the text "www.mypaywindow.com", "Security Audited 2019-09-22", and a "Click to Verify" link.

Individual User 2FA Activation

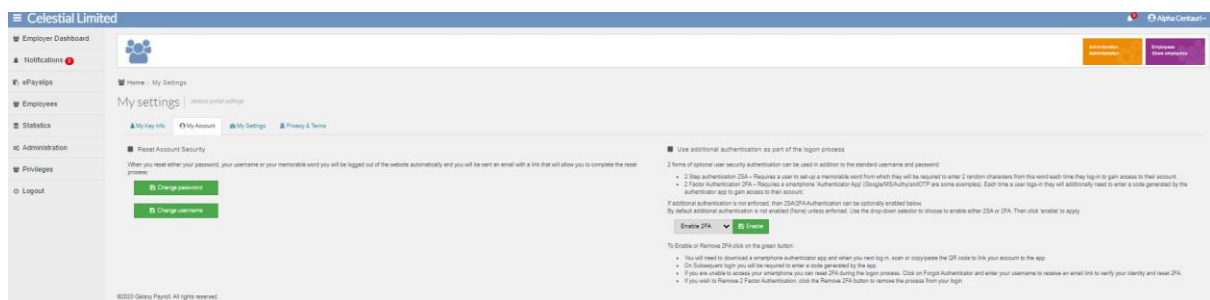
An individual can Enable 2 Factor Authentication for their myePayWindow account provided that 2SA/2FA has not been enforced via Administration at Employer/Bureau Level.

From the Top-bar click on the username and My Settings.

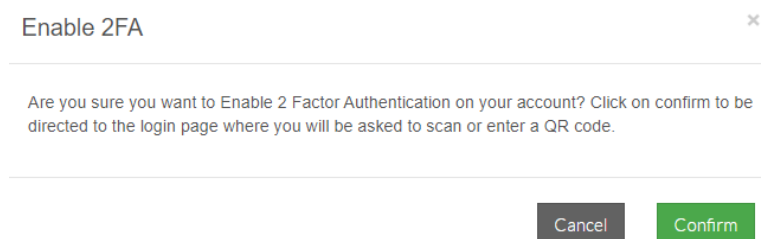


If the Enable 2SA/ Remove 2SA button is greyed out, 2 Step Authentication has been enforced and users cannot change this setting.

Click the enable button to set-up 2FA



Click on confirm



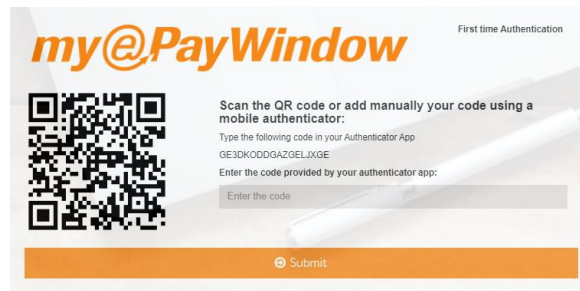
Users will be next asked to enter their username & password, after which they will be asked to scan the QR code or add manually using the authenticator app.

Ensure you have your “authenticator app” installed on your smartphone.

Note: If you are using your smartphone for first time authentication, either copy and paste the long code or hold your finger down on the QR code. You will be asked if you wish to open in “Authenticator”. Your chosen authenticator app will open, and you will be asked to add the token.

The app will provide you with a code which you will need to enter to access your account.

Enter the code provided and you will access your account.



my@PayWindow First time Authentication

Scan the QR code or add manually your code using a mobile authenticator:

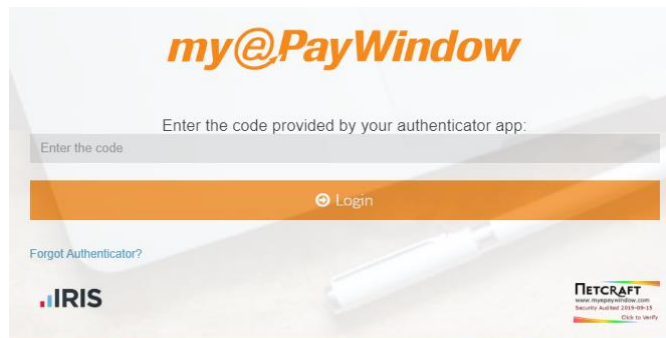
Type the following code in your Authenticator App
GE3DKODDGAZGELXGE

Enter the code provided by your authenticator app:

Enter the code

Submit

Enter the code provided



my@PayWindow

Enter the code provided by your authenticator app:

Enter the code

Login

Forgot Authenticator?

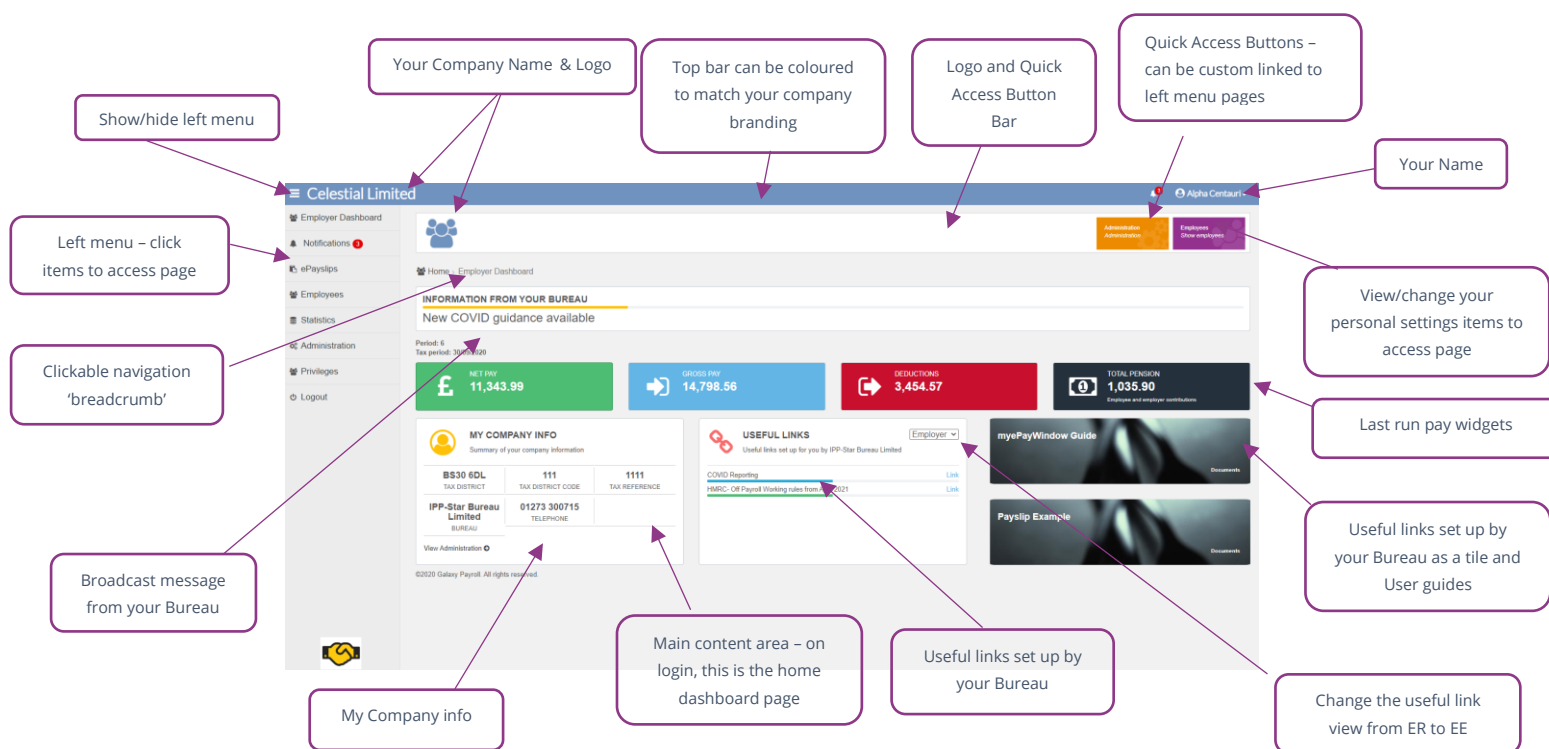
IRIS

NETCRAFT
www.netcraft.com
Security Audited 2020-09-15
Click to verify

Using the Portal

myePayWindow user interface

The diagram below describes the main elements of the Portal site. The layout and options are essentially the same for all Portal users, the main difference being the options available in the 'Left-menu' and the contents of the home-dashboard page.



After logging in to the Portal you will arrive at your Home-Dashboard page from where you can access various menu options and Portal features:

- **Home-Dashboard** – Your home screen, provides data insights regarding your Payroll activity, last pay run, Company info and Pension contributions for the last pay run
- **Notifications** – a list of various notifications regarding your Payroll, for example payslip and report delivery
- **ePayslips** – Listing of all payslips, CIS Statements, P60s, P45s and P11Ds that have been sent to the Portal, payslips/statements for each period can be opened and viewed
- **Employees** – Listing of current employees and leavers. Current employees are displayed by default and a leavers view can be switched using the Current-Leavers drop-down selector
- **Statistics** – Population Statistics – A snapshot from the last month provides graphs by month or for a selected period

- **Administration** – This is the Portal Administration area for your Company and Employees for you as the Employer
- **Privileges** – This is where you can create Employee Groups based on the Analysis Groups held in Payroll, add your Employees to, create roles, set custom Privileges, and assign Employer Users
- **My Settings** – This is where your personal Portal settings can be viewed and changed. This includes setting 2SA/2FA and enabling email notifications

Top bar



The **Top-bar** (see above) appears at the top of the Portal screen and can be coloured to match your company branding.

The information displayed on the **Top-bar** from left to right is as follows:

- **Burger icon** – hides/shows the Left Menu
- **Company name** - Your company name
- **Notification alert icon** – shows the number of new notifications
- **Logged in User Name** – Your name

Burger Icon and Company name

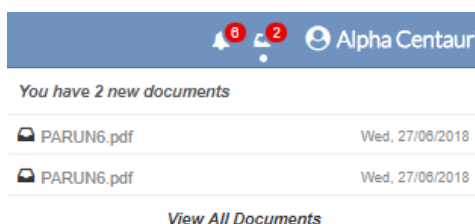


The **Burger icon** next to the company name allows you to collapse the Left Menu, allowing the main Portal content to be maximised in the display area.

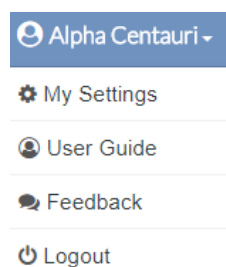
Notification and Document alert icons



The **Alert icon** badges show you the number of new items received for Notifications and Documents, clicking on either of the **Alert icons** will allow you to see summary of the corresponding new items and you can access them directly using the 'View All Documents/Notifications' link.



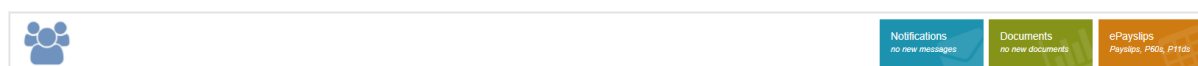
Logged in User Name (you)



By clicking your **User Name**, you can access the My Settings area, user guide and other options as per the dropdown list displayed.

Logo & Quick Access bar

The **Logo & Quick Access** bar is located directly under the **Top bar**.



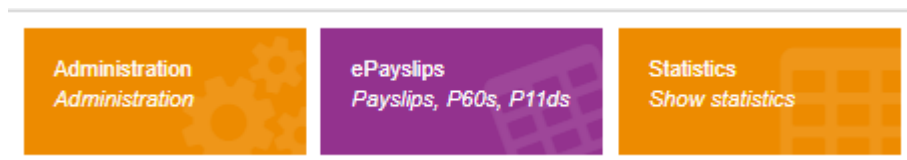
When a Logo has been set (see **Administration – Branding** section) it will display on the left-hand side of the **Logo & Quick Access** bar.



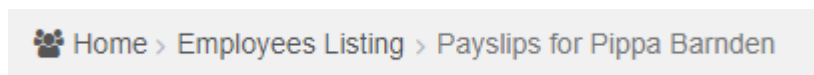
Additionally, a Logo URL can be set up so that when a user (Employer or Employee) clicks the Logo image (see above) they will be redirected to the web page specified.

A Bureau logo can be set up to show on the base of the Employers left menu (See **Administration – Details** section)

The **Quick Access buttons** appear on the right-hand side of the **Logo & Quick Access** bar. The quick access buttons can be customised so that they link to the left menu page options as required (see **My Settings – My Settings**)



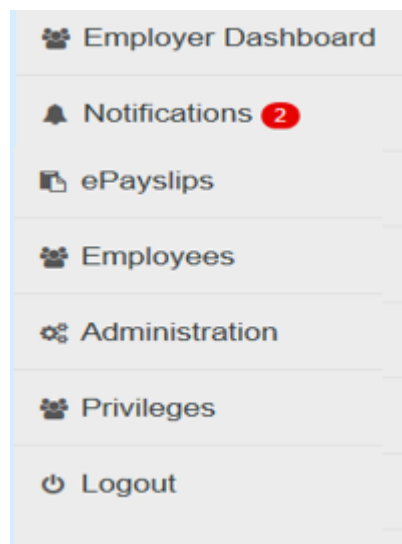
Navigation 'Breadcrumb'



The **Navigation breadcrumb** shows the site location for the current page. You can click on the various sections within the **Navigation breadcrumb** to navigate to the page required (so in the example above by clicking 'Employees Listing' you will go back to the Employees Listing page)

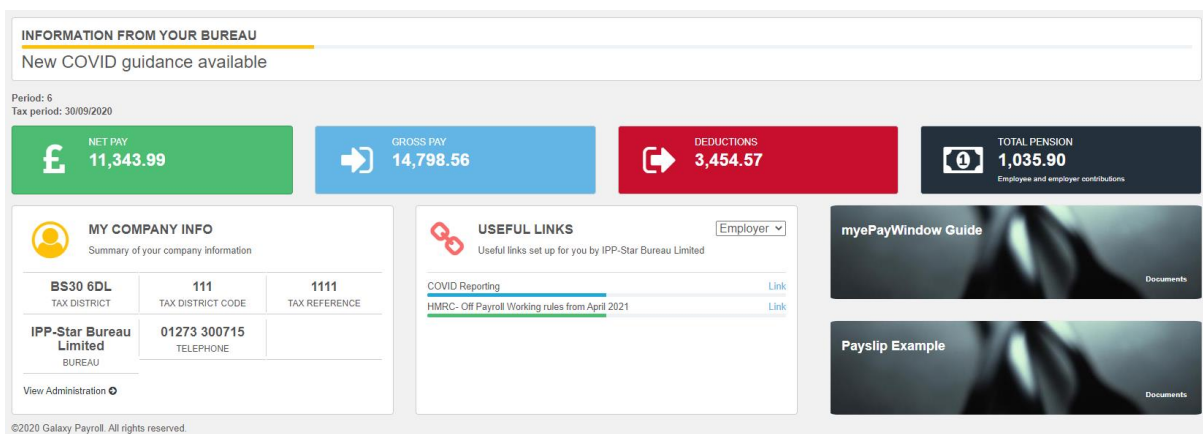
Left Menu

The Left menu allows you to access the main content pages within the Portal. For Notifications, the number of new items received is displayed in the menu in a red 'alert badge'.



The options available in the left menu vary according to your Portal User type. For example, Employees have no access to Employees or Administration and can only see their own information.

Home-Dashboard page



INFORMATION FROM YOUR BUREAU
New COVID guidance available

Period: 6
Tax period: 30/09/2020

NET PAY	GROSS PAY	DEDUCTIONS	TOTAL PENSION
£ 11,343.99	14,798.56	3,454.57	1,035.90

MY COMPANY INFO
Summary of your company information

BS30 6DL	111	1111
TAX DISTRICT	TAX DISTRICT CODE	TAX REFERENCE
IPP-Star Bureau Limited	01273 300715	
BUREAU	TELEPHONE	

USEFUL LINKS
Useful links set up for you by IPP-Star Bureau Limited

Link
COVID Reporting
HMRC- Off Payroll Working rules from April 2021

DOCUMENTS

- myePayWindow Guide
- Payslip Example

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As the name suggests the Home – Dashboard page is your site home page and is where various 'dashboard' content is displayed.

Broadcast Message – Your Bureau can set up a Broadcast message that will show on all Employer dashboards. Employer users can set up Broadcasts for their employees by clicking on

View Administration or accessing **Administration/Employee Dashboard** from the left menu. Please see the administration section for further guidance.

The Home-Dashboard is where various dashboard widgets can be displayed to show summary information relating to your payroll

My Last Pay Run widget, this shows the breakdown for the last pay run, Period details, the Total Pay, Deductions, Net Pay & Total Pension contributions (ER & EE) these figures are a total for all employees paid in the period. The ePayslips can be accessed from this by clicking on the widget.

Note: If Employer Privileges are enabled and users **do not** have access rights to all information the **My Last Pay Run widget** will not show.

The **My Company Info** widget displays Employer Tax information – Tax district, Tax District code and Tax Reference. Your Bureau name and telephone number if relevant. You can access your company Administration settings by clicking on **View Administration**.

The **Useful Links** widget displays useful links that have been set up by your Bureau to display on the employer dashboard. You can create Employee useful links by clicking on **View Administration** or accessing **Administration/Employee Dashboard** from the left menu. See the Administration section for further guidance.

Notifications

The screenshot shows the 'Notifications' page in the Galaxy Payroll system. The header includes the company name 'Celestial Limited' and a user profile 'Alpha Centauri'. The left sidebar contains navigation links: Employer Dashboard, Notifications (with a red badge), ePayslips, Employees, Statistics, Administration, Privileges, and Logout. The main content area shows a 'Notifications Listing' with a search bar and a 'Current' selector. The notification list has columns for Title, Received, Type, State, and Due (days). Three notifications are listed:

Title	Received	Type	State	Due (days)
Monthly 09/2020 payslips are ready for publishing	Tue 15/09/2020	Information	High	Tue 15/09/2020
Monthly 09/2020 payslips have been published	Tue 15/09/2020	Information	High	Tue 15/09/2020
Celestial_Bonus_OT_Sep20_Pay_run_Celestial Limited_M_300920.xlsx has been downloaded by your bureau user N Payroll	Tue 15/09/2020	Pay run data	High	Mon 30/11/2020 (74d)

Below the list, it says 'Showing record: 1 to 3 from 3 item(s)'. At the bottom, there are actions: 'Mark As Read', 'Mark As Unread', and 'Archive'.

The Notifications page shows various notifications that are sent to you. Notifications are a result of actions carried out in the Payroll application or actions on the Portal. You can click to sort on the various column headings in the notification list.

To manage your notifications, you can mark them individually or collectively as 'read' and remove them from the 'current' view by archiving them. Use the **Current/Archive selector** at the top right-hand side of the notifications list to switch views.

As an Employer you receive Notifications after the following events:

- Payslips are ready for publishing – Employees cannot see Payslips yet, but you can review now in advance of the publish date
- Payslips have been published – On the day when Employees are able to access their payslips
- P45s have been published– when P45s are uploaded by your Payroll Bureau/Department
- [YearYYYY] P60s have been published for [X] Employees – when P60s are uploaded for X number of Employees by your Payroll Bureau / Department
- Warning that a document will be deleted in 10 days – reminder to download a copy if you want to retain a copy
- AE letters have been uploaded for [X] Employees – where X is the number applicable
- An Employee has declined consent to use the Portal either during or after Portal registration
- An Employee Leaver Portal account will be deleted in 10 days
- An Employer Leaver Portal account has been deleted
- Portal terms and conditions have been updated – myePayWindow usage terms have changed, and you will need to confirm your agreement

Notes:

¹ In the current Portal version, these notifications are only sent to the default Employer User, you define this user via **Administration - Details**

Archived notifications are automatically deleted by portal housekeeping routines 3 months after their 'due' date' or the 'received date' when there is no notification due date.

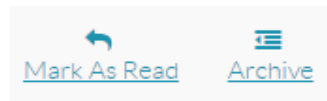
You can choose via **My Settings** if you want to receive an email reminder summary for new notifications received in the past hour.

Notifications have the following features:

- Title – Description of the notification
- Received date – the date the notification is received
- A 'Type' – either Pay run data, Starters and leavers, Other, Registration, Information
- A 'State' – High (needs attention), Moderate, or Low (most are High by default)
- Due date (Xd) – For documents sent by Employers, the accompanying notification will show the pay date for which the document applies and how many days (Xd) remain between now until this date (this will dynamically update)

Notification actions:

Click '+ / -' in the end column or anywhere on notification to expand or collapse view to see 'item actions'



- Mark as Read/Unread – this decrements/increments the Icon 'badge'  in the menu and top bar  and bolds/ un-bolds the entry in the listing
- Archive / Un-Archive – once read a notification can be moved to the archive list
- Payslip – view the payslips
- Multi-select Actions – by clicking the select tick-box ☐ you can select multiple notifications and apply actions from the actions shown at the footer of the notifications listing e.g. Archive or Mark as Read

ePayslips

Payslips by Period

The ePayslips left menu option displays the Payslips by period page. For each period in the list payslips are available to either view or download for all employees that were payroll processed.

A screenshot of the 'Payslips by Period' page in the Celestial Limited system. The page shows a list of pay periods with columns for Tax Year/Period, Tax Period Start, and Frequency. The table lists periods from 2018/7 to 2020/6. A search bar is at the top of the table, and a 'Pay Period' filter is on the left. The page also includes a sidebar with navigation options like 'Employer Dashboard', 'Notifications', 'ePayslips', 'Employees', 'Statistics', 'Administration', 'Privileges', and 'Logout'.

	Tax Year/Period	Tax Period Start	Frequency	
☐	2020/6	Wednesday 30th September 2020	12	+
☐	2020/5	Monday 31st August 2020	12	+
☐	2020/4	Friday 31st July 2020	12	+
☐	2020/3	Tuesday 30th June 2020	12	+
☐	2020/2	Friday 29th May 2020	12	+
☐	2020/1	Thursday 30th April 2020	12	+
☐	2019/12	Tuesday 31st March 2020	12	+
☐	2019/11	Friday 20th February 2020	12	+
☐	2019/10	Friday 31st January 2020	12	+
☐	2019/9	Tuesday 31st December 2019	12	+
☐	2019/8	Friday 29th November 2019	12	+
☐	2019/7	Thursday 31st October 2019	12	+

Click on a period in the listing to expand the entry and access the 'View' action:

A screenshot showing the expanded view of the pay period 2018/6. It displays the 'Pay Date' as Friday 28th September 2018 and the 'Frequency' as 12. A link to 'Friday 28th September 2018' is provided for viewing the payslip.

	Tax Year/Period	Pay Date	Frequency	
☐	2018/6	Friday 28th September 2018	12	-

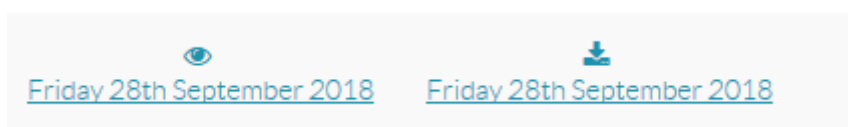
Click the **view action** for the Pay period chosen:



This will open a page listing of employees.

Payslips						
Search: Go Reset						
☐	Forename	Surname	Pay Date ▼	Tax Year/Period	Net Pay	
☐	Howard	Matthews	Friday 28th September 2018	2018/06	2273.84	+
☐	Julie	LeMaire	Friday 28th September 2018	2018/06	2273.84	+
☐	Angela	Bealey	Friday 28th September 2018	2018/06	2273.84	+
☐	Azmat	Hoddell	Friday 28th September 2018	2018/06	2273.84	+
☐	Pippa	Barnden	Friday 28th September 2018	2018/06	2273.84	+
Showing record: 1 to 5 from 5 item(s)						
Actions on selected: Download						

Click on any Employee name to access actions to either **view** or **download payslips** as required.



To download payslips for all employees use the check-box in the header of the first column to select all, or selectively set the check-box against required Employees and then at the footer of the Employees list click **Actions on selected: Download**

Payslips		
Search: Go Reset		
☐	Forename	Surname
☒	Howard	Matthews
☐	Julie	LeMaire
☒	Angela	Bealey
☐	Azmat	Hoddell
☒	Pippa	Barnden
Showing record: 1 to 5 from 5 item(s)		
Actions on selected: Download		

When viewing an online payslip, you can use the **Previous** and **Back** buttons to scroll through each employee's payslips in the selected period. The payslip layout will display according to the template you have set (see **Administration-payslip settings**)

Celestial Limited

Private & Confidential

Mrs Angela Bealey



Payments	Qty	Rate	Amount
Salary			3171.12
Total Payments			3,171.12

Deductions	
Tax	413.00
National Insurance	285.49
Pension Contribs.	63.42
Total Deductions	761.91

Employee No: 5 Name: Mrs Angela Bealey

NI No: AA555555A Date: 30/09/2020

NI Rate: A Period: Month No: 6

Tax Code: 1250L Pay Method: Cash

Net Pay 2,409.21

Employee To-date Totals			
Gross Niable	15,855.60	Student Loans	0.00
Gross Taxable	18,646.20	SSP	0.00
PAYE Tax	2,478.20	Other Stat Payments	0.00
NIC	1,427.45	Employee Pension	380.52
			Net Pay 12,045.85

Employer To-date Totals	
Employer Pension:	951.36
Employer's NI:	1,683.00

Celestial Limited

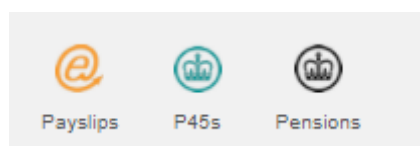
Payslips Migrated from IRIS OpenPayslips

Follow the steps above for ePayslips. The only difference with migrated payslips is you can only download them; you cannot preview them.

P60s

From the Payslips by Period page click the P60s icon to view your P60s by Period (as available & when uploaded by your Payroll Department/Employer)

Click icons to switch view to Payslips by Period or P45s



Search for P60s by Tax Year, click column heading to sort ascending, descending, click '+ / -' or anywhere on the entry to expand or collapse the view to open the view icon.

P60s by Tax Year | You have 3 Tax Year(s)

Paylips P45s Pensions

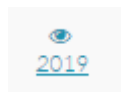
Tax Year

Search: Go Reset

	Tax Year	IR Ref	
☐	2019	1111	+
☐	2018	1111	+
☐	2017	1111	+

Showing record: 1 to 3 from 3 item(s)

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To view P60s for Tax year, click on the view icon for the selected Tax Year.

You can search P60s in the listing by Forename, Surname, Tax Year, Pay, Tax deducted (click column heading to sort ascending / descending).

To 'select all' use the checkbox at the top of the first column, this allows a multi-select download

action. Clicking  will download P60s for Employees selected.

Click '+ / -' or anywhere on P60 entry to expand or collapse view, to view or download

Celestial Limited

Employer Dashboard

Notifications 2 new messages

Documents no new documents

Employees show employees

Home > ePaylips > P60s by Tax Year > P60s for 2017

P60s | You have 6 P60(s)

Back

P60s

Search: Go Reset

	Forename	Surname	Tax Year	Pay	Tax Deducted	
☐	Howard	Matthews	2017/18	9555	1188	+
☐	Amanda	Kennedy	2017/18	5883	792	+
☐	Julie	LeMaire	2017/18	11769	1584	+
☐	Angela	Boatley	2017/18	11769	1584	+
☐	Format	Hodgkiss	2017/18	11279	1486	+
☐	Pippa	Barnard	2017/18	11769	1584	+

Showing record: 1 to 6 from 6 item(s)

Actions on selected: Download

P60 actions for period by employee; **View** or **Download**



Click on the Navigation Breadcrumb to go back to P60 listing by Employee or Tax year or (or Home etc.)

Note: P60's should be run at the appropriate time of distribution e.g. At year end to ensure that any leavers that left during the year are removed from the P60 upload. You are unable to delete P60s from the secure transfer box once uploaded.

You can export the P60 report as a document and upload to the portal.

P45s

The leaver tick box needs to be entered against the Employee record in Payroll in order for the Employee to be shown as a 'leaver' in the Portal Employees listing. This can be via the leaver tick box or when you close the period.

To create the P45, a leave date must be entered in Payroll.

P45 View in myePayWindow

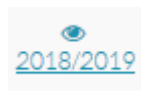
From the ePayslips by Period page click the P45s icons to view your P45s by Period (as available & when uploaded by your Bureau/Payroll Department)

Click icons to switch view to P45s, P60s, Payslips by period or Pensions



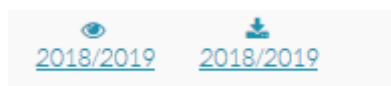
Search for P45s by name or leave date, click column heading to sort ascending, descending, click '+ / -' or anywhere on the entry to expand or collapse the view to open the view icon.

To view P45s, click on the view icon for the selected Tax Year.



To 'select all' use the checkbox at the top of the first column, this allows a multi-select download action. Clicking  will download P45s for Employees selected.

P45 actions for period by employee; **View** or **Download**

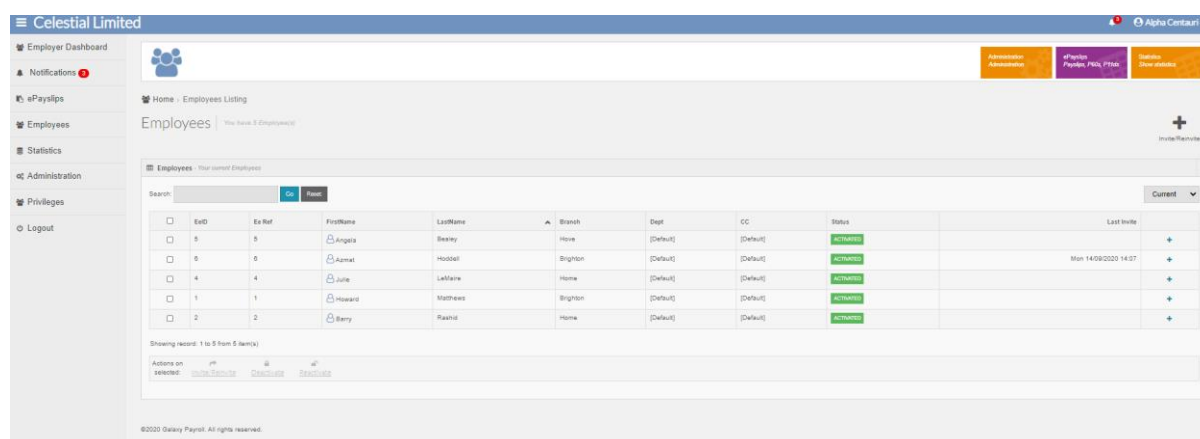


Click on **View** (see below) or **Download** to a PDF document

Click on the Navigation Breadcrumb to go back to P45 listing by Employee or Tax year or (or Home etc.)

Employees

The **Employees** option in the **Left Menu** opens a page showing all Employees within your company and their status on the Portal. Click anywhere on an Employee user entry, or on the '+' button to see the actions available for each individual Employee – the actions available will vary depending upon the user status. Multi-select actions are also available.



ExID	Ex Ref	First Name	Last Name	Branch	Dept	CC	Status	Last Invite
5	5	Angela	Sealey	Home	[Default]	[Default]	Activated	
5	5	Agnel	Hodder	Brighton	[Default]	[Default]	Activated	Mon 14/08/2020 14:07
4	4	Jane	LeMaire	Home	[Default]	[Default]	Activated	
1	1	Howard	Matthews	Brighton	[Default]	[Default]	Activated	
2	2	Berry	Rahul	Home	[Default]	[Default]	Activated	

Portal status definitions

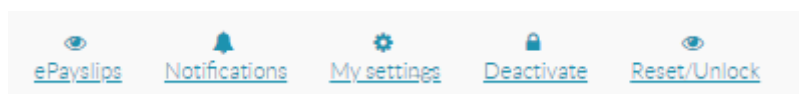
A Portal user's status (Employer User, Employee) will be one of the following.

- **Unregistered** – user (Bureau User, Employer User, Employee) not yet invited
- **Invited** – Invitation sent from Payroll or myePayWindow no action taken by user yet. A date & time stamp of when the user was last invited will show in the last column on the grid.
- **Activating** – User has received invitation and is going through registration
- **Activated** – User has completed registration and is set up
- **Deactivated** – User account has been Deactivated by Employer or Bureau
- **Declined** – User has not given Consent, or withdrawn Consent
- **Locked** – User has five failed login attempts, account locked for one hour
- **Privacy Pending** – User has not yet agreed to recently updated terms of use/Privacy

For Employees with a status of Unregistered, Invited, Activating or Declined, the actions available are as follows:

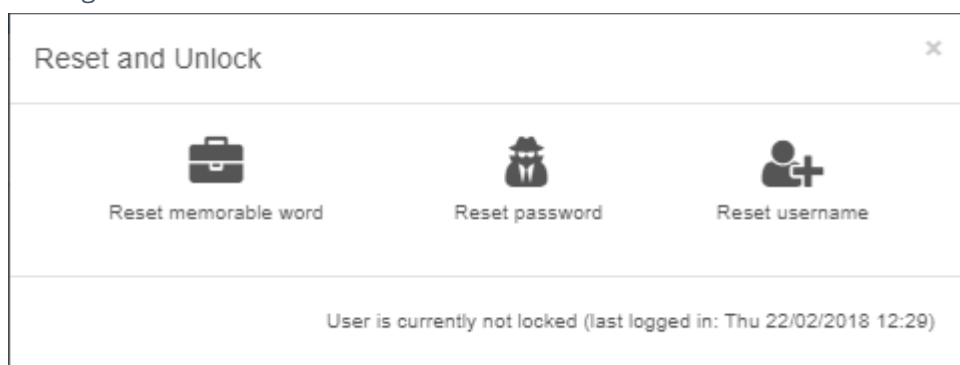


For already Activated or Deactivated Employees additional actions are available to either Deactivate or Activate.

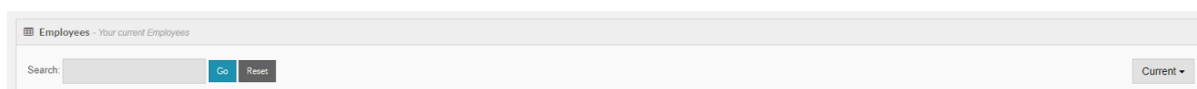


The actions for available for each employee are:

- **ePayslips** – view payslips, P60s, P45s for the selected Employee
- **Notifications** – see the notifications sent to an Employee
- **My settings** – access the Employee settings (see the email address they have used for their Portal account)
- **Invite/Re-invite** – Send Invitations and re-invitations for Employees not currently registered
- **Deactivate-Reactivate** – temporarily deny-reinstate activated Employee access to the Portal
- **Reset/Unlock**– Send / initiate a reset email for a specific Employee for Memorable word/Password and username. Details also state if the user is locked out and the last login date & time



Leavers view



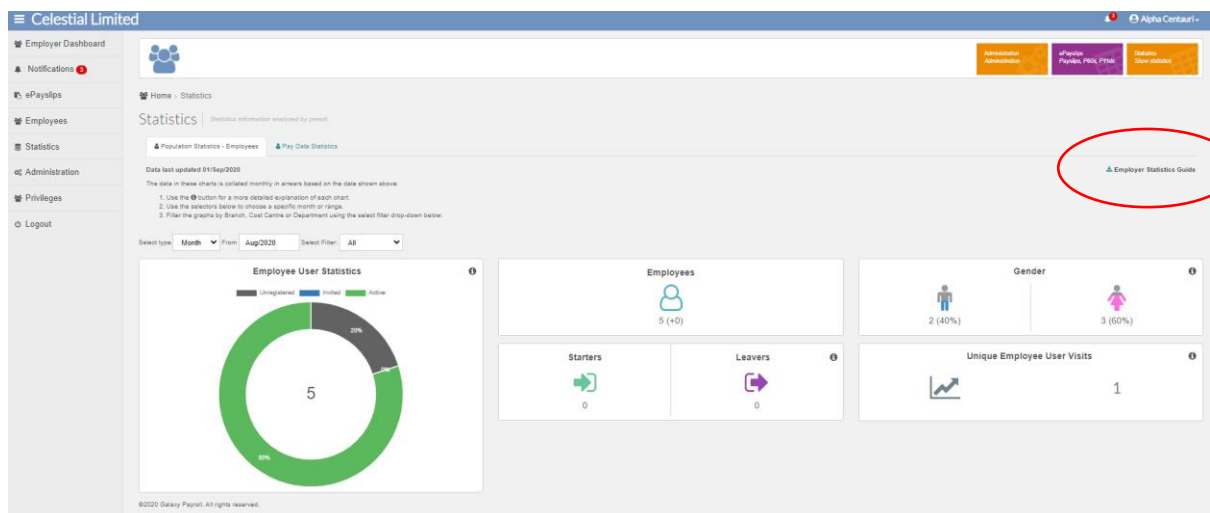
Use the drop-down selector at the top right-hand side of the Employees listing to switch the view to see Employees who have been set as 'leavers' by your Payroll Bureau or Payroll department in the Payroll software application.

Access to myePayWindow, for leavers shown in this view, will remain open for 15 months after their leave date so that Employees have sufficient time to download their payslips and other documents. 15 months after their leave date their account is automatically deleted and then after a further 1 month their data is automatically removed from myePayWindow. Both the Employee and the Employer will be sent notifications 10-days in advance of the account closure and the Employer is notified when an Employee account is finally closed.

You can manage Employee leavers until their account removal as per 'current' Employees using the actions available.

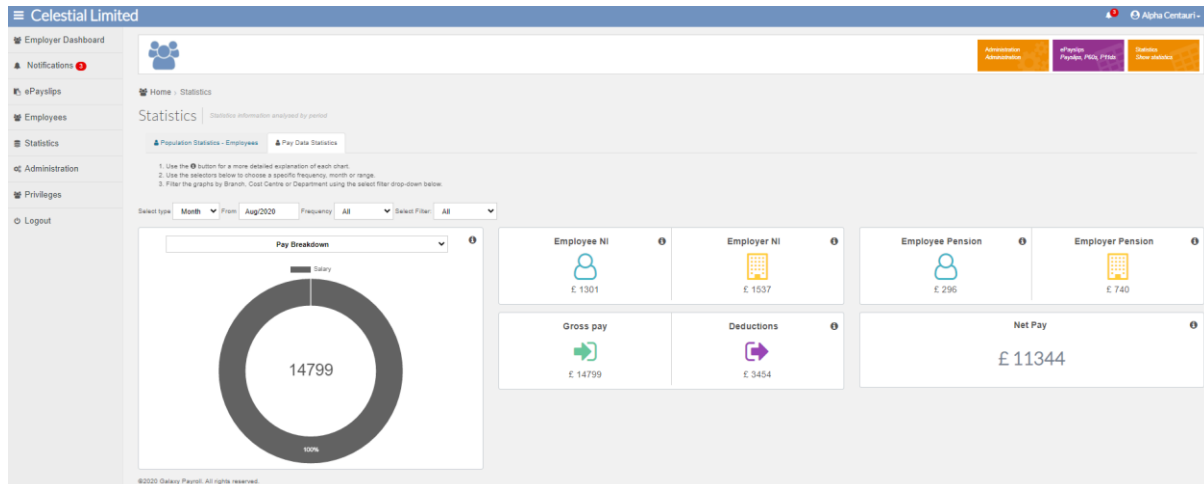
Statistics – Population Statistics – Employees

Please refer to the Employer Statistics Guide located on the Statistics page for further information on the charts available. The user guide is also available on the Customer support website.



Statistics – Pay Data Statistics

Please refer to the Employer Statistics Guide located on the Statistics page for further information on the charts available. The user guide is also available on the Customer support website.



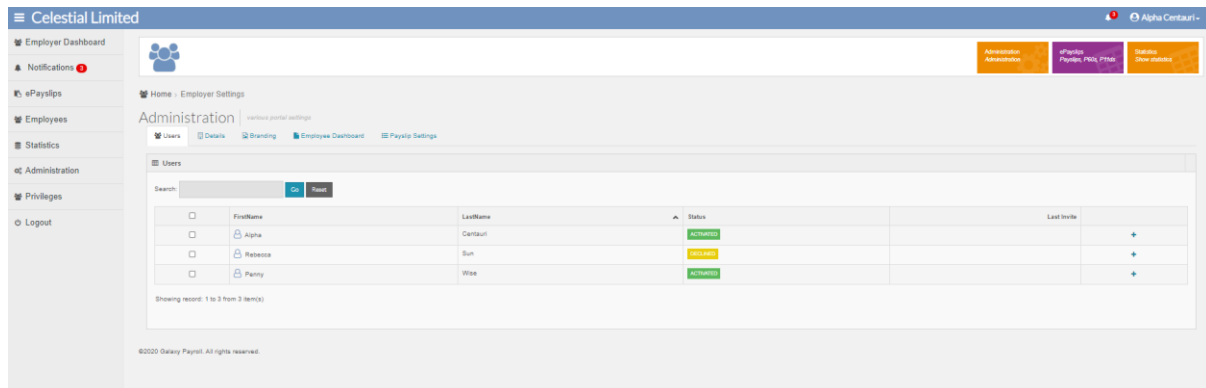
Administration

The Administration page provides access to the following Employer administration functions via the 'tabs':

- **Users tab** - A list of all the Employer users and their Portal status. These users can be sent reset password or username emails as required. Whilst the deactivate action can be seen here it has no effect as only Bureau users can deactivate Employer users
- **Details tab** - The Employer address details as held in the Payroll application, the default Employer contact, and the Bureau contact address information
- **Branding tab** - This is where you can set the Portal colour scheme for you and your Employees and add a company Logo as required
- **Employee Dashboard tab** - This is where you can customise your Employees dashboards including creating a broadcast for all employees and setting up useful links
- **Payslip & CIS Settings** - From here you can define which items to display on the online payslip view including a payslip company logo if required. You can define what items to display on a CIS Statement

Administration-Users

This tab shows the Employer-level Users connected to the Portal together with their Portal Status.



Click anywhere on an Employer user entry, or on the '+' button to see the actions available for the individual user – The actions available will vary depending upon the user status:

For Employer users with a status of Invited, Activating, the actions available are as follows:



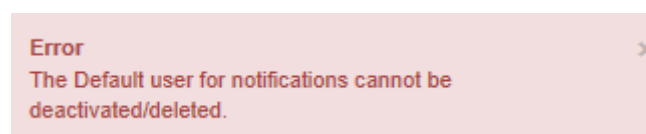
For Employer users with a status of Activated, Deactivated, the actions available are as follows:



- **Deactivate - Reactivate** – To deny/reinstate access to an Employer user
- **Reset/Unlock** – Send a Password/Username reset email to the Employer user & view the status of the user & the last logged in date and time. If a user is locked out it will show here.
- **Delete – Delete user**, this is only possible if the User status is 'Unregistered' or 'Invited'

If an Employer user leaves and they have an activated Portal user account, the user cannot be deleted but their Portal account should be deactivated.

If you attempt to deactivate the Default User, you will receive the following error message.



Administration-Details

This tab shows:

- **Employer Information** - your (the Employer) company address and contact information as held in the **Payroll** application.
- **Bureau information** – Your bureau address details as held in the Payroll application
- **Automatic Invitation** – Allows you to set automatic invitations for all employees
- **Default contact for notifications** – Allows you to set the default contact to receive Payslip/P60/P45 notifications from Payroll Department. Click in the drop-down selector and then **Save Employer details** (see below)

- **Default contact for Employees** – Allows you to set the default contact (email) where employees can send queries e.g. payroll/HR inbox. By entering an email address here, the employee will have access to an Employer contact button when they click on their username on the top bar

- **Enforce additional authentication for Employer & Employee Level Users –**
Provides additional security for your Employer & Employee users. The user can choose to enable 2SA/2FA via My Settings/My account pages. Tick Enable 2SA/2FA and then **Save Employer details** (see below) for more information see Additional Authentication

■ Enforce additional authentication for Employer & Employee Level Users

2 forms of optional user security authentication can be used in addition to the standard username and password:

- 2 Step authentication 2SA – Requires a user to set-up a memorable word from which they will be required to enter 2 random characters from this word each time they log-in to gain access to their account.
- 2 Factor Authentication 2FA – Requires a smartphone 'Authenticator App' (Google / MS /Authy/andOTP are some examples) 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.

If additional authentication is not enforced, then 2SA/2FA Authentication can be optionally enabled by individual user via the My Settings/My Account pages.

By default additional authentication is not enabled (None). Use the drop-down selector to choose to enforce either 2SA or 2FA. Then click 'Save' at the foot of the page to apply.

None

None

Enable 2SA

Enable 2FA

[Save Employer details](#)

Administration - Branding

From this page the colour of the Portal's 'Top-bar' and the icons in the Notifications, Documents, and Employee listings can be set to match with your company branding. A Logo and a Logo URL can also be added. The Logo URL will allow a website link to be set so that when a user clicks on the Logo it will take them to the company's website (or another site of your choice).

Celestial Limited

Employer Dashboard

Notifications

ePayslips

Employees

Statistics

Administration

Privileges

Logout

Home - Employer Settings

Administration | [Users](#) | [Details](#) | [Branding](#) | [Employee Dashboard](#) | [My Payslip Settings](#)

■ Company Logo

You can upload a company logo image for the myPayWindow 'top bar' here. Once uploaded this logo will be visible for all Employees when they log in using their own accounts. To delete or to re-upload an image use the links below. Only .JPG/.PNG/.GIF files are allowed and image files cannot be more than 500kb in size. We will automatically resize and optimize your image so that it fits into the top bar area. You can also optionally make your logo image link to your company website by entering your company website address in the Logo URL box below.

[Upload again](#) [Delete](#)

Logo URL:

Once you have uploaded an image or changed the colour theme click the save button to apply the changes to myPayWindow.

[Save](#)

■ Colour Theme

Use the colour picker below to set the myPayWindow colour theme for the 'top bar' and for various display cards in the data-grids. If you know the HEX colour code for your company colour you can enter it directly in the box shown or alternatively use the slider and circle to choose a colour of your choice.

[Save](#)

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Company Logo – drag or click in the blue area to upload a logo image to the Portal, images cannot be larger than 500kb in size and will automatically be resized. Click upload again to replace an existing logo image.

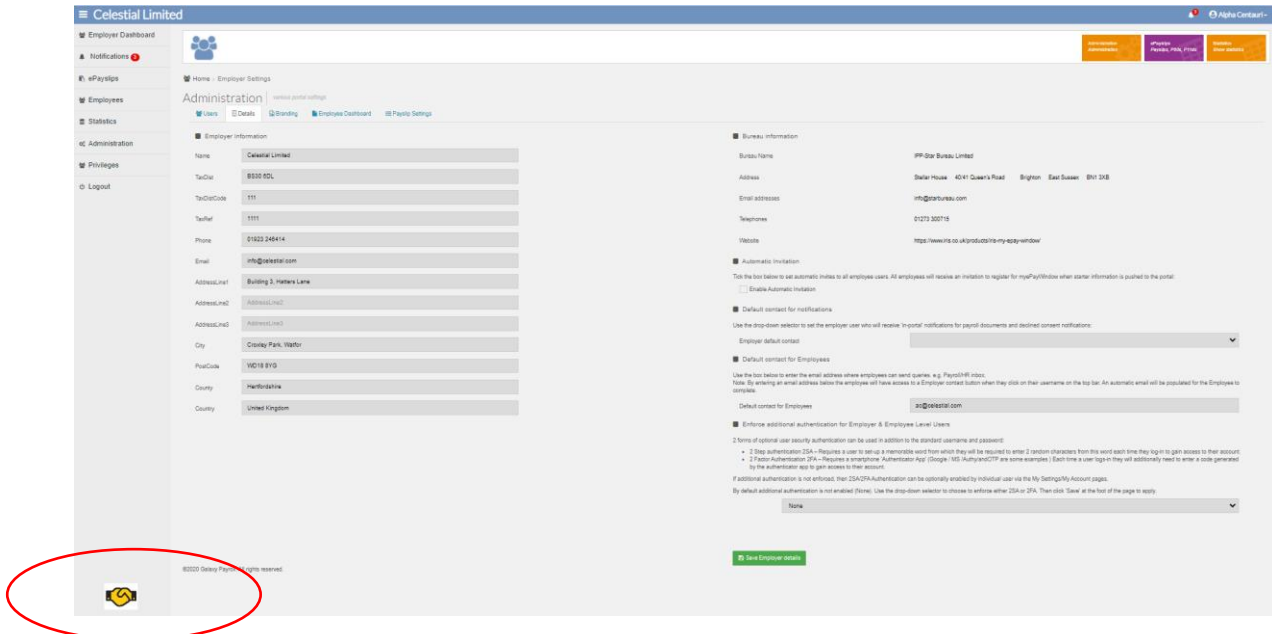
Colour theme – use the slider or colour pane or enter a HEX / RGB / HSL colour code.

Note: Depending on the web browser you are using; you may be able to add a browser tool that will allow you to find out the colour code used on an existing website page element. If you do this, you will be able to match exactly the Portal with colour of your own website.

Logo URL - Type a URL here that can be followed when users click your logo image.

Click **Save**, to apply the Logo to the Portal and your chosen colour setting.

Note: If the Payroll Department has selected the option to show their Payroll Department Logo on the Employers' left menu, the logo will show as below.

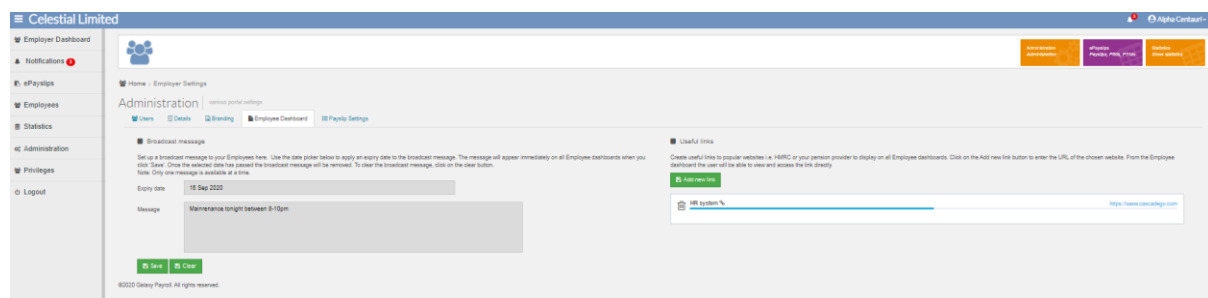


Administration-Employee Dashboard – Broadcast Message

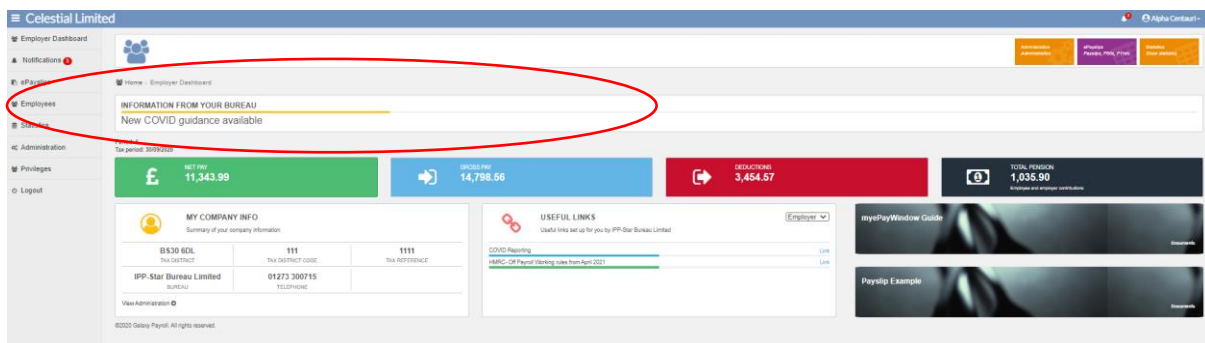
From this page a Broadcast Message & Useful links can be created to show on the employee dashboard.

Navigate to **Administration/Employer Dashboard**.

Use the date picker below to apply an expiry date to the broadcast message. Enter the message text (a maximum of 500 characters). Click save. This broadcast message will show immediately on all your 'Employee' dashboards. Only one message can be displayed at a time. A message remains on display until it is replaced, removed or the date expires. If you wish to remove the message you will need to click on clear and then 'save' and the message will be removed from the Employee dashboard.



The broadcast message will display as below on the Employee Dashboard:-



Administration - Employee Dashboard – Useful Links

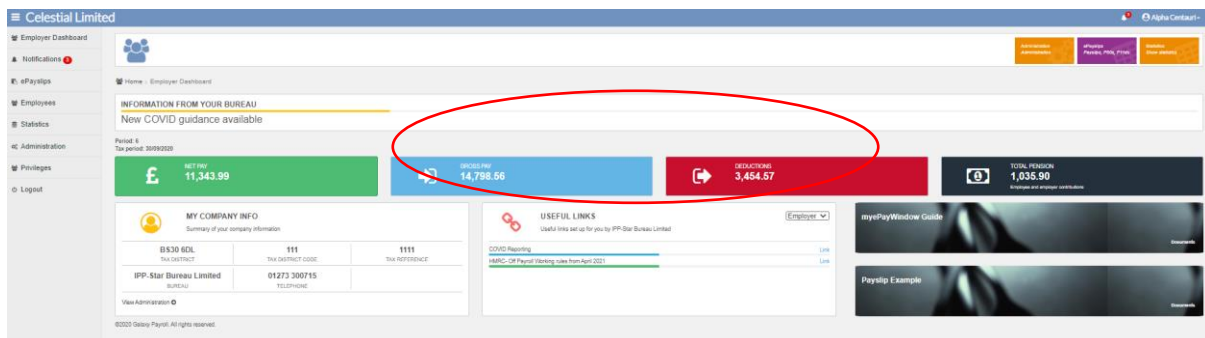
Navigate to **Administration/Employee Dashboard**. Click on the add new link button

1. Enter the **Title** of the useful link e.g. HMRC
2. Enter the **Url link** of the website or Document
3. Choose whether you would like the website shown as a link or a tile on the dashboard
4. Click **Save new link**

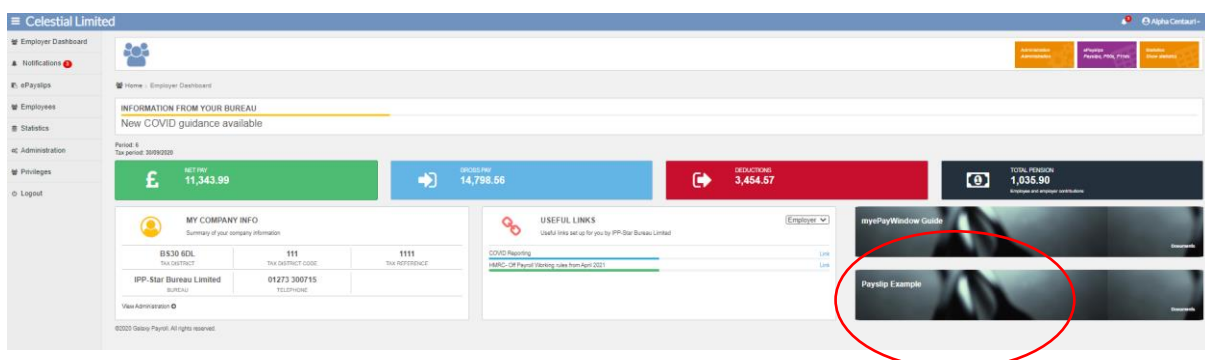
Useful link

Title	
Uri link	
Type	☒ Website ☐ Document
Display	☒ Link ☐ Tile

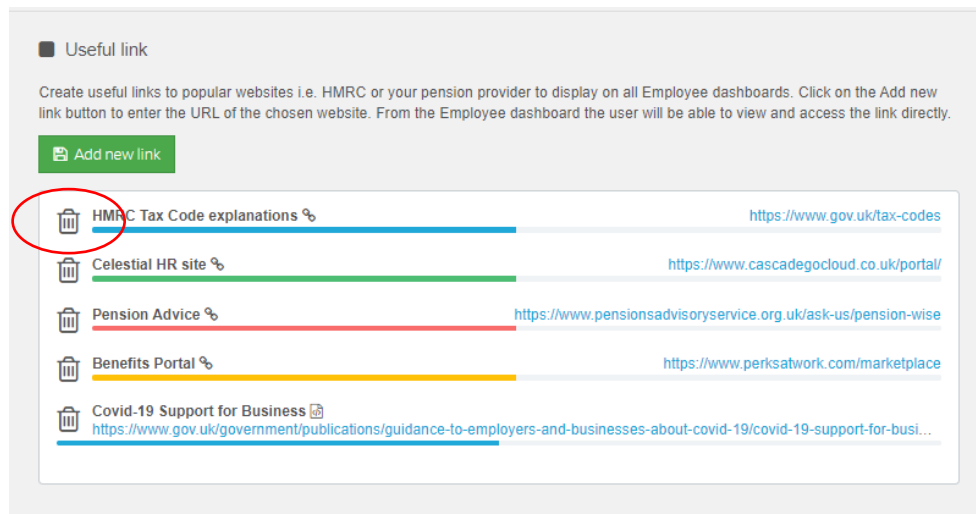
The useful link has been created on the Employee dashboard. You can create as many useful links as you like, however we recommend that create 5-8 Useful links and two tiles on the dashboard.



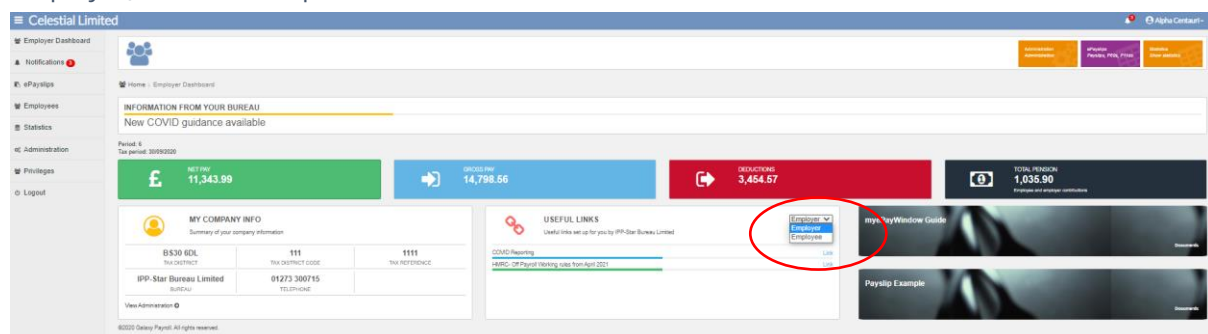
Below shows an example of a useful link as a tile.



To delete a useful link, navigate to **Administration/Employee Dashboard** and click on the bin icon. This will remove the link from the Employee dashboard.



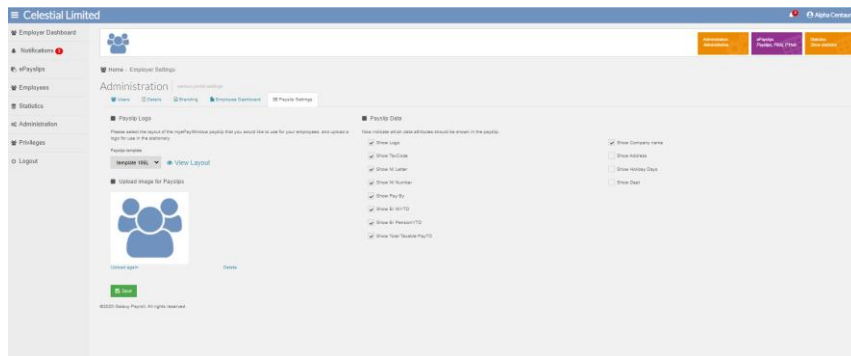
From the **Employer dashboard** you can switch the view from your Employer Useful links (set up by the Payroll Department) and the view from the Employee useful links (set up by the employer). Use the dropdown box to choose the view.



Administration - Payslip Settings

Employer users can set the company logo to appear on the online payslip views and those details to include on the payslip. Click **Save** to apply the changes.

- **Payslip Template** - This drop-down allows different online Payslip templates to be used. Currently, there are 2 templates available. Template 1 is the default if this is not set. Click on the View Layout button to see a preview of the templates
- **Payslip data** - Online Payslip settings, the most frequently used options for the templates are defaulted to display for convenience. Add/remove check marks as required
- **Upload images** - Click in the logo box to upload an initial Logo to appear on Payslips views – use 'Upload again' to replace with a different logo



Employer Level Privileges

The Privileges page provides access to the following Employer functions:

- **Employee Groups tab** - Create New Employee Group(s) and add Employees based on the Analysis group in Payroll (Branch, Cost Centre or Department)
- **Roles-privileges tab** - set-up new access Role(s) with appropriate privileges
- **Groups-Roles-Users tab** - add the required Role(s) to each Employee Group(s) and add the Employer Users to each Role (remove them from the Full Access Role as required)

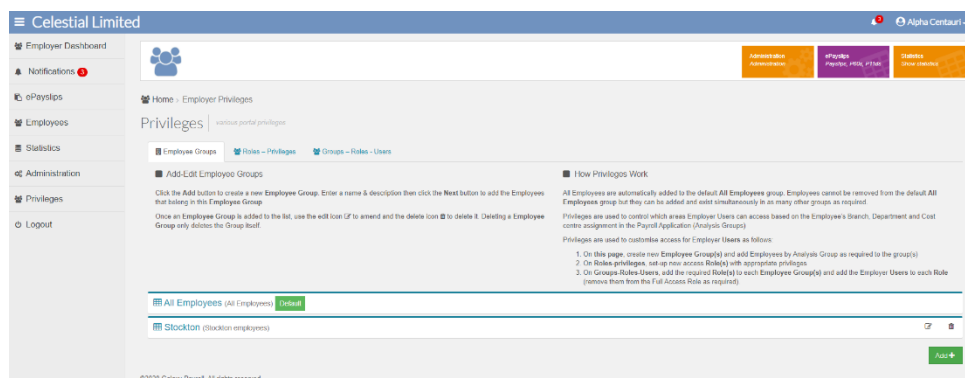
Employer level privileges can be set-up either by an Employer level user or alternatively, a Bureau level user, with the appropriate permissions, can do this on the Employer's behalf. Employer level privileges do not need to be used but any new Employer users added from now onwards will need to be assigned required access permissions (see below).

Existing Employer Users

Existing Employer Users are automatically added to the default Full Access Role with full access privileges to all Employees.

New Employer Users

When you add a new Employer user, they will have no access until they are added to Roles in the various Employee Groups.



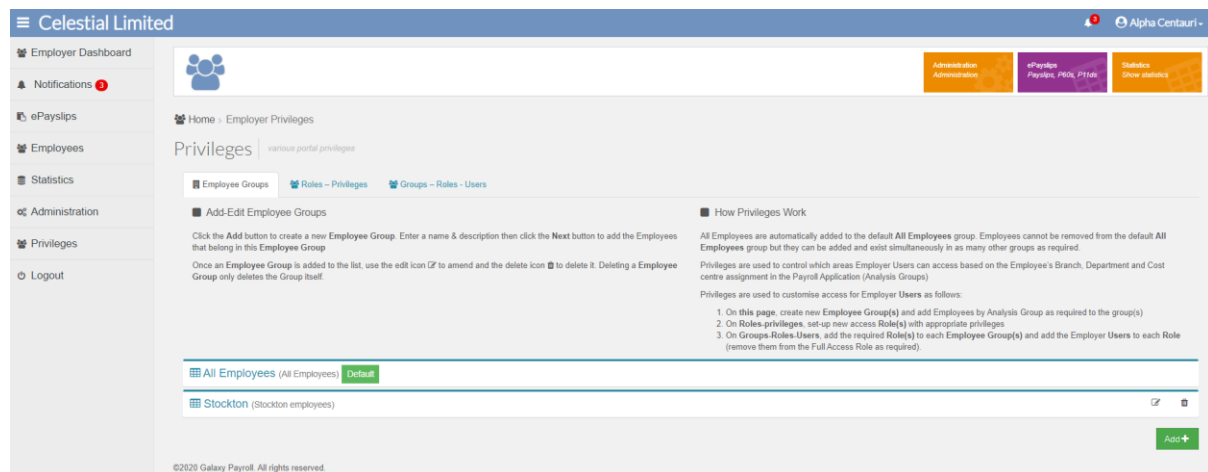
Note: Depending on the Role an Employer User belongs to, access to the Privileges page may be restricted or unavailable.

You do not need to use Employer Privileges but please read this section carefully to ensure how Privileges impact myePayWindow operation.

Step 1 - Create a new Employee Group (s)

From the Privileges - Employee Groups page, you can create a logical Employee group and add Employees to it.

Note: All myePayWindow Employees are automatically added to the default All Employees group. Employees cannot be removed from the default All Employees group, but they can be added and exist simultaneously in as many other groups as required.



Click the Add button at the bottom of the Employee Group listing to Add a **Group** (to edit or delete a Group use the Icons per Group in the listing).

You must enter an Employee Group Name (100 Characters) and provide a description (500 Characters).

Add Employees (by analysis group) to the Employee Group(s)

Use the alpha/numeric filters or use the search box, then click the Branch, Cost Centre or Department name(s) (to highlight in green) to add to the Employee group. You can Click the '**Yes**' button in the select All Data section to add All Employees to the group.

When you have chosen all the Employees for this Group, Click Save to apply.

Add Employee Group

Add Employees

Use the alphanumeric filters or use the search box, then click the Employee name(s) (to highlight in green) to add to this Employee group. Click the Yes button in the select All Data section to add All Employees to the group. Click Save to apply.

Employees - Your current Employees

Select All Data:

☐ Yes
☒ No

Search:

Reset

Sales (Dept)

Support (Dept)

I

B

D

H

L

M

S

Employee Members

Employees added to this Employee Group. Use the delete button to remove a Employee.

Sales (Dept)

Support (Dept)

Cancel

Save

You can only delete a Role if it is not added to an Employee Group.

Celestial Limited

Employer Dashboard

Notifications

ePaySlips

Employees

Administration

Privileges

Logout

Alpha Centauri

Administration

My Privileges: Privs, Roles, PTs

Statistics (New added)

Home - Employer Privileges

Privileges

Employer Groups

Roles - Privileges

Groups - Roles - Users

Add/Edit Roles - Privileges

Important

Click the Add button to create a new Role in the list below. In the pop-up, enter a name & description then click the Next button to add the Privileges that belong to this Role.

Once a Role is added to the list, use the edit icon  to amend and the delete icon  to delete it.

Existing Employer Users are automatically added to the default Full Access Role that has full access privileges to the default All Employees group.

When you add [new](#) Employer Users they will have [Full Access](#) until they are added to one or more Roles as defined here.

You can only delete a Role if it is not added to Employee Group.

Note: Existing and new Employer Users are added and removed from Roles for each Employee Group via the Groups Roles Users page.

Full Access (old Privileges)	Edit Role
Have Full Access - No Admin Privs (as above)	Edit Role 
Brighton Full Access+Admin-No Privs (as above)	Edit Role 

Add

Click the **Add** button at the bottom of the Roles listing to Add a **Role** (to edit or delete a role use the Icons per Role in the listing).

You must enter a Role Name (100 Characters) and provide a description (500 Characters).

Add Role Privileges

Add Role name and description.
Tip: To make it easier when adding Roles to Employee Groups and Employer Users to Roles (Groups-Roles-Users tab) it helps if the Role name reflects the level of Privileges available e.g. 'No ePayslips access'

Role Name:

Role Description:

What is a Role?
A Role defines the set of Privileges a Employer user will inherit once they are added to this Role.

Click next to Add Role Privileges...

Add Role Privileges

Role Privileges allow different levels of access to myePayWindow menus and the actions available within them. **All** main menu item can be **Allowed**, or alternatively **Custom** access can be used to refine access to the individual menus as required (**Full Access, No Access, Read only**). For example, using the selectors on the left below, this **Role** can be set up with **Read only** access to the Employees menu, **No accesses** to the ePayslips, Administration and Privileges menu.

Note: setting the ePayslips menu to **'No access'** will override any higher level **'Full Access'** which would otherwise allow Employees payslips to be viewed. Therefore, in this example, a user in this role will have no access to the ePayslips left menu, will be able to see a list of Employees but will be unable to invite/re invite or deactivate/activate Employee accounts. Further, the ePayslips 'action' for an Employee will be disabled.

Choose the access levels using the selectors below, click save to apply.

Add Role Privileges

Add Privileges
When **All menus** access is **Allowed** all left menu options in myePayWindow and associated 'actions' are accessible to the Role.
With **Custom privileges**, left menu access can be defined per Role and also (where available) access to the 'actions' available per menu. Choose the access levels using the selectors below and click the save button to apply them to this Role.

What are Role Privileges?
Role Privileges allow different levels of access to myePayWindow menus and the actions available within them. A main menu item can be **Allowed** or alternatively **Custom** access can be used to further refine access (**Full Access, No Access, Read only**). For example, using the selectors on the left, a Role can be set up to **Allow** access to the Employees menu but with **Read only** access to the Employees 'action' but with **No access** to the ePayslips action. Note: setting the ePayslips action to **No access** will override any higher level **Full Access** which would otherwise allow Employees payslips to be viewed.

All menu Access

- Employees - Menu
- ePayslips - Menu
- Administration - Menu
- Privileges - Menu

Step 3 – Add Roles and users to Employee Groups

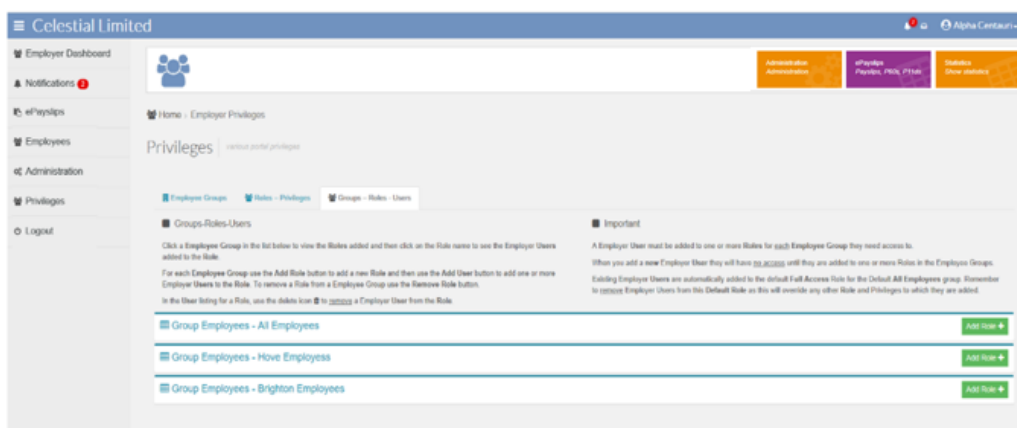
The final step is to add **Roles** to **Employee Groups** and Employer **Users** to the Roles as required.

Note: An Employer User must be added to one or more Roles in each Employee Group they need access to.

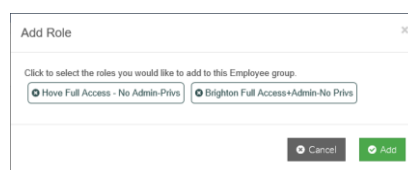
When you add a new Employer User, they will have no access until they are added to one or more Roles in the Employee Groups.

Existing Employer Users are automatically added to the default Full Access Role for the Default All Employees group. Remember to remove Employer Users from this Default Role as this will override any other Role and Privileges to which they are added.

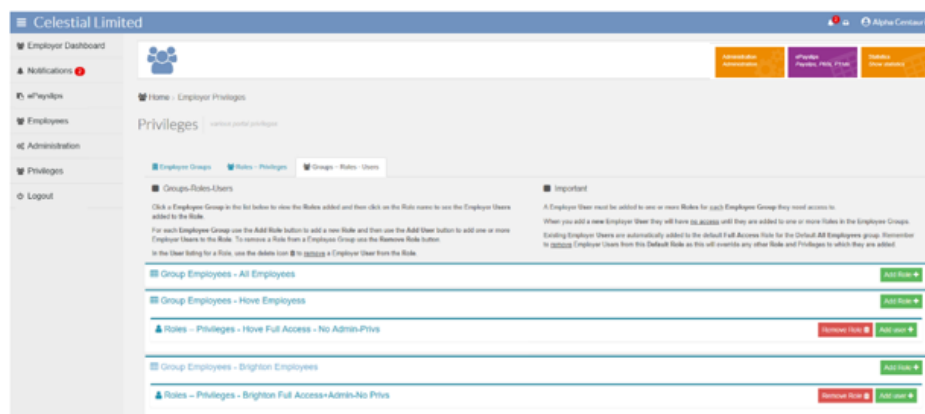
For the required Employee Group in the listing click the **Add Role** button.



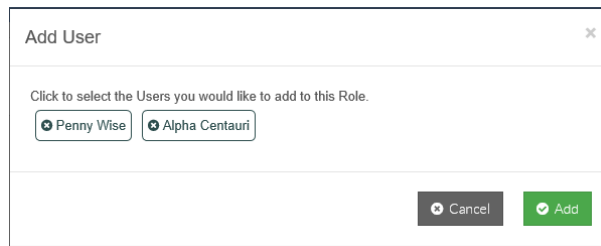
Select the roles you would like to add to the Employee Group. Click on **Add**.



Click on the **Add User** button or the **Remove Role** Button to delete the Role.

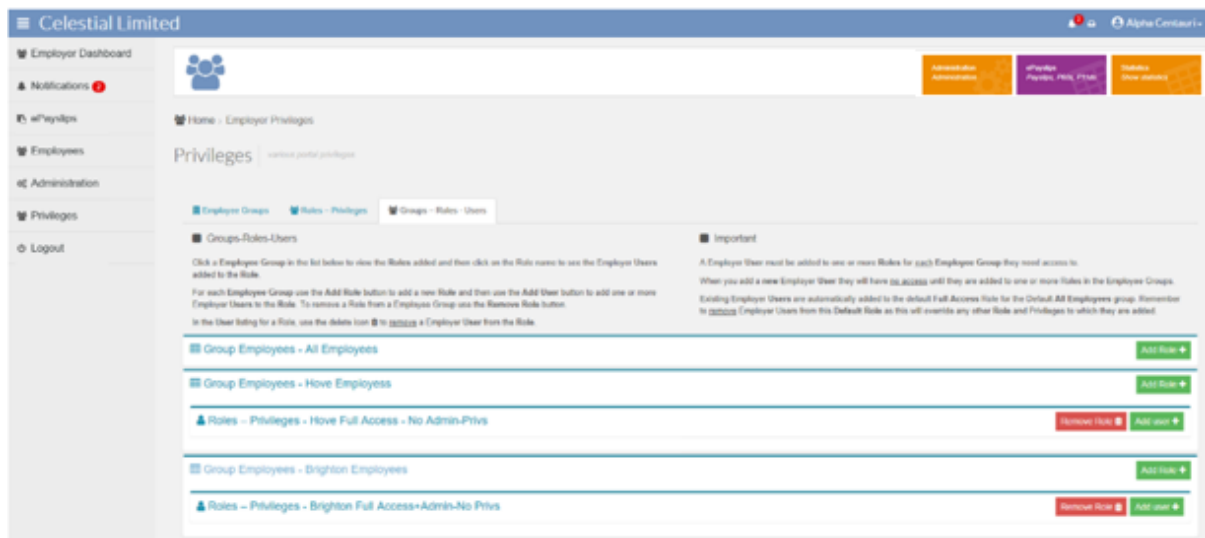


Select the users you would like to add to the Role. Click on **Add**.



A dialog box titled "Add User" with a close button (X) in the top right corner. Inside the dialog, there is a text prompt: "Click to select the Users you would like to add to this Role." Below this prompt are two buttons: "Penny Wise" and "Alpha Centauri", each with a small circular icon to its left. At the bottom right of the dialog are two buttons: "Cancel" and "Add".

Use the waste-bin icon to delete users from the role.



Privileges - Best practice

Once you start using Privileges to restrict access to one or more Employee Groups it is good practice to:

1. Create an alternative 'All Employees - Unrestricted' Employee Group and add all Employees to this by Analysis Group (not as 'All Data')
2. Create an alternative 'Employer Full Access' Role without Administration and Privileges access
3. Add the 'Employer Full Access' Role to the 'All Employees - Unrestricted' Employee Group and add the majority of Employer Users to this role (see 4 below)
4. Leave your Employer Administrator in the default Full access role and default 'All Employees Group' and remove all other Employer Users – so your 'Super' or 'Admin' user retains Full access to everything

Step-by-step:

Step 1 – Add 'All Employees – Unrestricted' Employee Group

Add an Employee Group

■ Add an Employee Group name and description.

Name

All Employees - Unrestricted

Description

All Employees - Unrestricted

■ What is an Employee Group?

Use Employee Groups to logically group Employees together by Analysis Group e.g. Branch, Department or Cost centre.

Cancel

Next

Add an Employee Group

■ Add Employees by Analysis Groups

Use the alphanumeric filters or use the search box, then click the Analysis Group name(s) (to highlight in green) to add to this Employee group. Click the Yes button in the select All Data section to add All Employees to the group. Click Save to apply.

Employees - Your current Employees

Select All Data:

Yes

No

Search:

Filter

[Default] (Branch)

[Default] (CostCentre)

[Default] (Dept)

{

D

N

S

Analysis Group Membership

Analysis Group(s) added to this Employee Group. Use the delete button to remove an Analysis Group.

[Default] (Branch)

[Default] (CostCentre)

[Default] (Dept)

Cancel

Save

Step 2 – Add 'Employer Full Access' Role-Privilege

Add Role Privileges

■ Add Role name and description.

Tip: To make it easier when adding Roles to Employee Groups and Employer Users to Roles (Groups-Roles-Users tab) it helps if the Role name reflects the level of Privileges available e.g. 'No ePayslips access'

Role Name

Employer Full Access Role - No Administration & Privilege Access

Role Description

Employer Full Access Role - No Administration & Privilege Access

■ What is a Role?

A Role defines the set of Privileges a Employer user will inherit once they are added to this Role.

Cancel

Next

Add Role Privileges

■ Add Privileges

When All menus access is Allowed all left menu options in myePayWindow and associated 'actions' are accessible to the Role.

With Custom privileges, left menu access can be defined per Role and also (where available) access to the 'actions' available per menu. Choose the access levels using the selectors below and click the save button to apply them to this Role.

All menus Access

Custom

Employees - Menu

Full Access

ePayslips - Menu

Full Access

Administration - Menu

No Access

Privileges - Menu

No Access

■ What are Role Privileges?

Role Privileges allow different levels of access to myePayWindow menus and the actions available within them. A main menu item can be Allowed or alternatively Custom access can be used to further refine access (Full Access, No Access, Read only). For example, using the selectors on the left, a Role can be set up to Allow access to the Employees menu but with Read only access to the Employees 'action' but with 'No access' to the ePayslips action. Note: setting the ePayslips action to 'No access' will override any higher level 'Full Access' which would otherwise allow Employees payslips to be viewed.

Cancel

Save

47
IRIS. Look forward

Step 3 – Add Employer ‘Full Access Role’ to ‘All Employees Unrestricted’ and Add Employer Users

Add User

Click to select the Users you would like to add to this Role.

Penny Wise

Alpha Centauri

Cancel

Add

Step 4 – Remove all other Employer Users from Default All Employees Group – leave ‘Super’ User in Default Full Access Role

Celestial Limited

Alpha Centauri

Employer Dashboard

Notifications

ePayslips

Employees

Administration

Privileges

Logout

Home - Employer Privileges

Privileges

Employee Groups

Roles - Privileges

Groups - Roles - Users

Groups - Roles - Users

Click a Employee Group in the list below to view the Roles added and then click on the Role name to see the Employer Users added to the Role.

For each Employee Group use the Add Role button to add a new Role and then use the Add User button to add one or more Employer Users to the Role. To remove a Role from a Employee Group use the Remove Role button.

In the User listing for a Role, use the delete icon to remove a Employer User from the Role.

Important

A Employer User must be added to one or more Roles for each Employee Group they need access to.

When you add a new Employer User they will have no access until they are added to one or more Roles in the Employee Groups.

Existing Employer Users are automatically added to the default Full Access Role for the Default All Employees group. Remember to remove Employer Users from this Default Role as this will override any other Role and Privileges to which they are added.

Group Employees - All Employees

Roles - Privileges - Full Access

Roles - Privileges - Employer Full Access Role - No Administration & Privilege Access

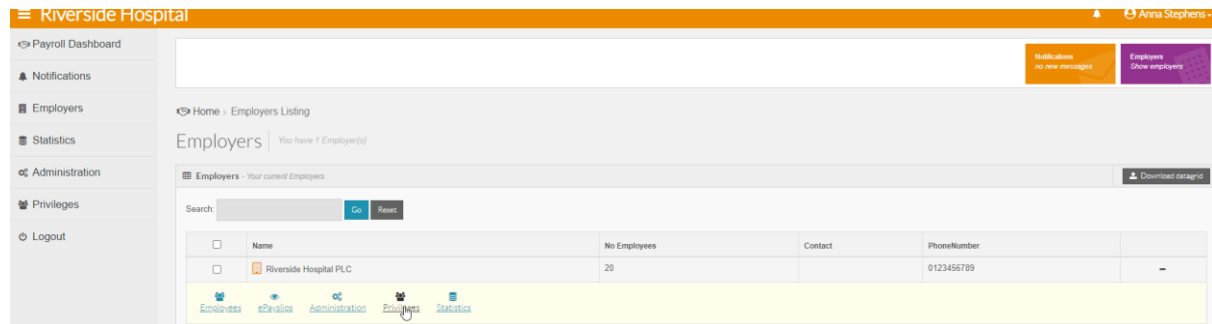
User Names	Action
Penny Wise	
Alpha Centauri	

Note: Please remember any new Employer Users will have no privileges assigned by default so you will need to add them to a Role for them to have access to any Employees.

Employer Privileges set from Payroll Department Level

Employer Privileges can be set through the Payroll Department user.

Click on **Employers**, select the Employer and click on **Privileges**.



The Employer Privileges pages will be accessible. Follow steps 1-3 as above.

My Settings

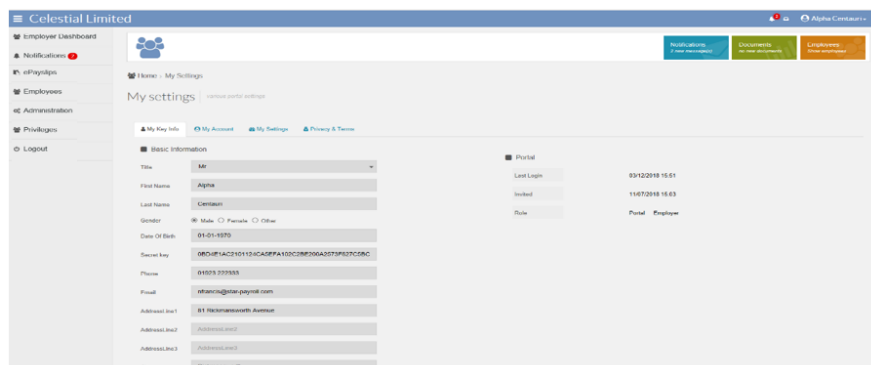
The My Settings page contains various tabs concerning your individual Portal user settings and details. These features will be extended in future releases:

- My Key Info
- My Account
- My Settings
- Privacy & Terms

My Settings - My Key Info

- My Key Info – Your (The Employer) details as held in the Payroll application and your last Portal login date, the date you were invited to join the Portal and your Portal 'role'

Note: You are unable to edit these fields. Any Data changes required here must be made in Payroll and updated from there via Data/myePaywindow.



My Settings - My Account

- Change password – On clicking this you will be logged out immediately and an email will be sent to your registered portal email address (the address held by your Payroll department and to which your Portal invitation was sent). The email will contain a link to reset your password. You will be required to verify your identity so have a previous payslip to hand
- Change username – On clicking this you will be asked to confirm your registered portal email address (the address held by your Payroll department and to which your Portal invitation was sent) you will then be logged out and an email will be sent to this registered portal email address. The email will contain a link to reset your username. You will be required to verify your identity so have your verification details to hand
- Enable 2-Step or 2-Factor Authentication on your account – this provides additional security for you when logging into myePayWindow. If 2SA/2FA is enforced at a company level, you will not be able to edit the settings here

Click **Change password** or **Change username**, to start the reset process.

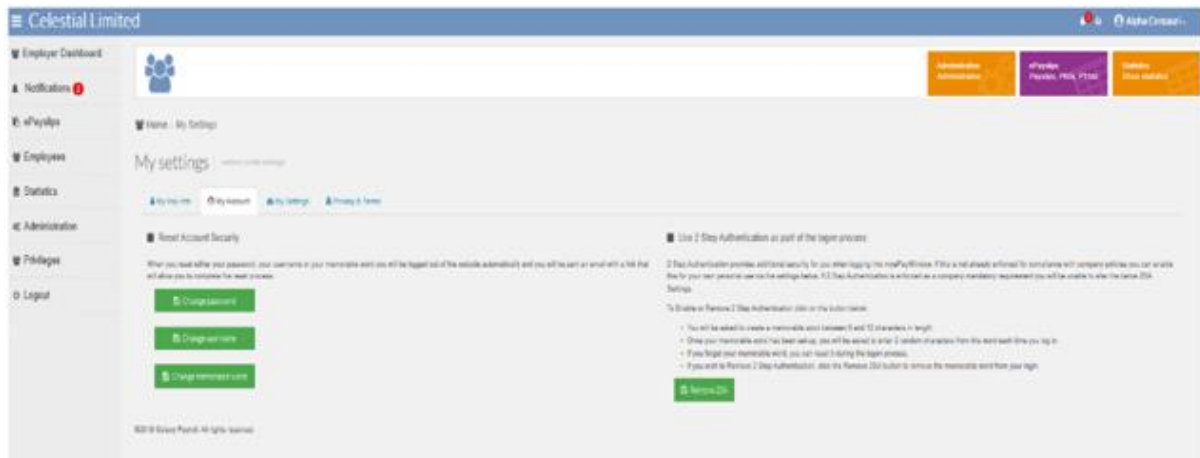
The screenshot shows the 'My settings' page for 'Celestial Limited'. The left sidebar contains navigation links: Employer Dashboard, Notifications (with a red dot), ePayslips, Employees, Statistics, Administration, Privileges, and Logout. The main content area is titled 'My settings' and includes tabs for 'My Key Info', 'My Account', 'My Settings', and 'Privacy & Terms'. Under 'My Settings', there are two sections: 'Reset Account Security' and 'Use additional authentication as part of the login process'. The 'Reset Account Security' section has buttons for 'Change password' and 'Change username'. The 'Use additional authentication' section explains that 2 forms of optional user security authentication can be used in addition to the standard username and password. It lists two options: '2 Step authentication 2SA' (requires a memorable word) and '2 Factor Authentication 2FA' (requires a smartphone authenticator app). A dropdown menu is set to 'None'.

Enable 2 Step Authentication

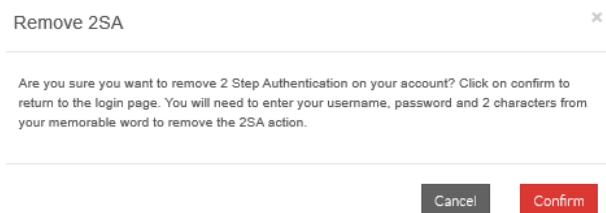
2 Step authentication 2SA – Requires a user to set-up a memorable word from which they will be required to enter 2 random characters from this word each time they log-in to gain access to their account.

The screenshot shows a confirmation dialog box titled 'Enable 2SA'. The text inside asks: 'Are you sure you want to Enable 2 Step Authentication on your account? Click on confirm to be directed to the login page where you will be asked to create a memorable word.' At the bottom, there are two buttons: 'Cancel' and 'Confirm'.

If you have 2SA Enabled, you will see a **Change Memorable word** button, click on this to change your memorable word.



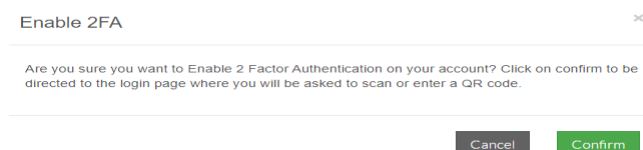
Click on the **Remove 2SA** button to remove 2SA, you will no longer be prompted for 2 random words from your memorable word when you log in.



Note: If 2SA is enforced at a company level you will be unable to change the settings at a personal level here.

Enable 2 Factor Authentication

2 Factor Authentication 2FA – Requires a smartphone ‘Authenticator App’ (Google /MS /Authy/andOTP are some examples) 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.



Users will be next asked to enter their username & password, after which they will be asked to scan the QR code or add manually using the authenticator app

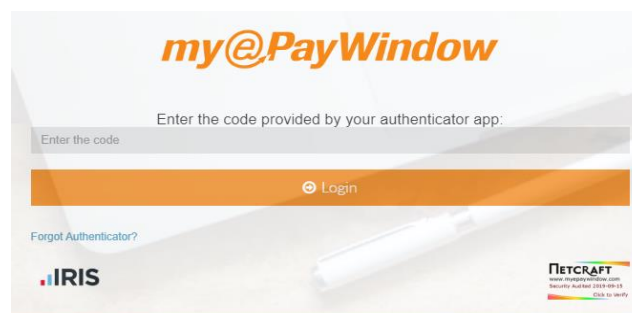
Ensure you have your “authenticator app” installed on your smartphone.

Note: If you are using your smartphone for first time authentication, either copy and paste the long code or hold your finger down on the QR code. You will be asked if you wish to open in “Authenticator”. Your chosen authenticator app will open, and you will be asked to add the token.

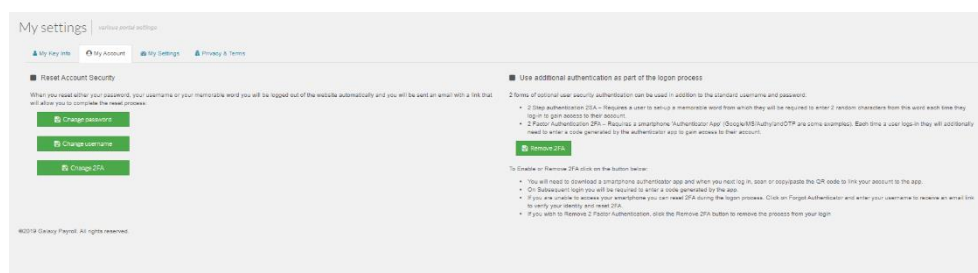
The app will provide you with a code which you will need to enter to access your account. Enter the code provided and you will access your account.



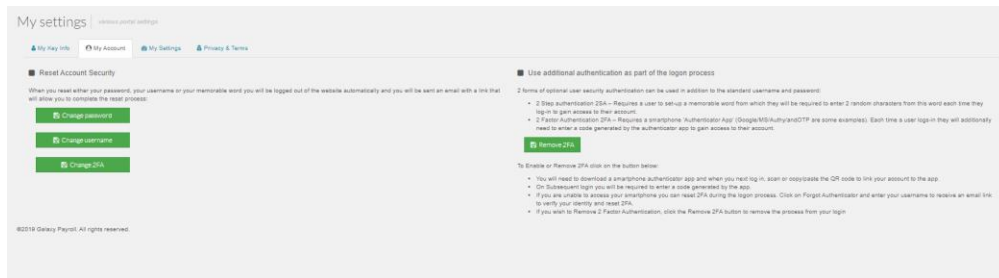
Enter the code from the authenticator app



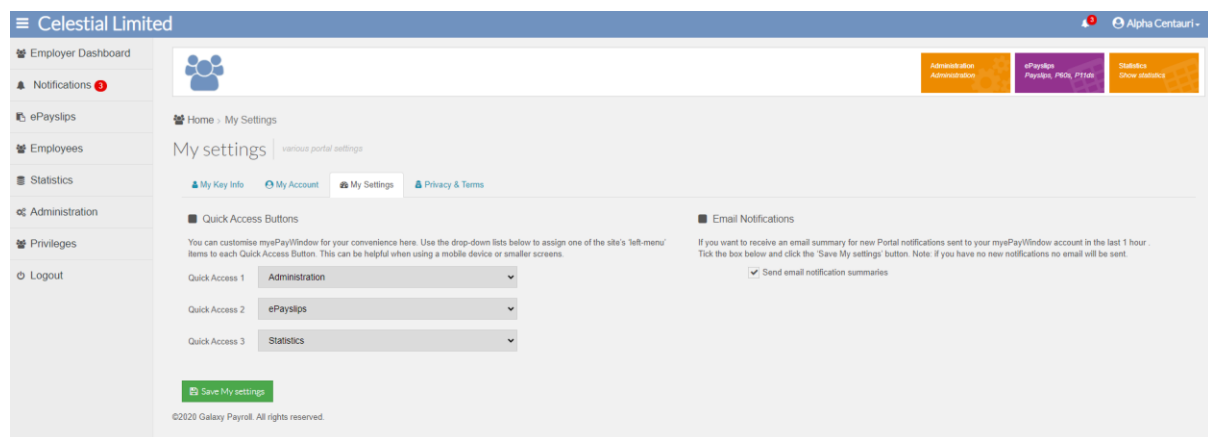
If you have 2FA Enabled, you will see a **Change 2FA** button, click on this to reset 2FA



Click on the **Remove 2FA** button to remove 2FA, you will no longer be prompted for a code from the authenticator app when you log in.



My Settings - My Settings

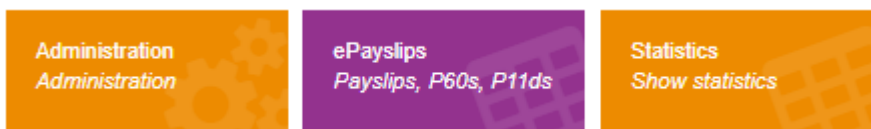


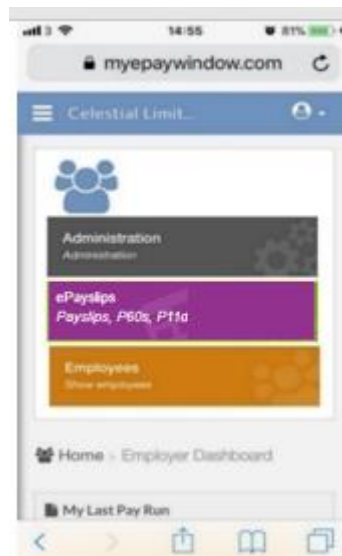
The **My Settings** tab allows you to personalise the Portal as follows:

- Quick Access Buttons – for easier user access via a smartphone or small tablet

Use the drop-down selectors to assign a left-menu item to **Quick access button 1, 2, 3** click **Save Dashboard** to save changes and apply.

Note: The Quick access buttons are for convenience when accessing the Portal on a mobile device. (You can set your favourite menu item to the Quick access button (3) that will be closest to your thumb on a smartphone! – see screenshot over the page)





Email Notifications – you will automatically receive email notification summary to your registered Portal account email address.

Use this tick box to opt to receive an an email summary for new Notifications. An email summary will be sent to your registered account email addrees (see My Key Info) if you have new, unread notifications in the last 1 hour.

Email Notifications

If you want to receive an email summary for new Portal notifications sent to your myePayWindow account in the last 1 hour . Tick the box below and click the 'Save My settings' button. Note: if you have no new notifications no email will be sent.

☒ Send email notification summaries

Example summary email Notification:

Dear Alpha

In the last 1 hour(s) you have received the following new notifications:

- 1 Payslip Notification(s)
- 1 Leaver Notification(s)
- 1 Document Notification(s)
- 1 Administration Notification(s)

To view simply:

1. Log on to your myePayWindow account and
2. Select 'notifications' from the left menu

This email has been sent to aperson@star-payroll.com based on your myepaywindow account settings. If you don't want to receive these messages, please update settings here [my settings](#) . You have received this email because your payroll is processed using Star Payroll Professional, but we do not manage your payroll department. Please direct any employment related questions to your company's payroll administrator.

My Settings - Privacy & Terms

- Privacy and Terms – View/download myePayWindow terms and privacy and access Consent option

All Portal users must provide their consent to use the site upon registration. Once you have set up your account you can scroll this window to access a 'Consent withdrawal' button and click '**I do not agree**' button if you wish to discontinue using the site. This action will deactivate your account immediately and your Portal status will be set to Declined. A notification will be sent to other employer users and your Bureau to confirm this fact.

The screenshot shows the 'My settings' page in the myePayWindow portal. The left sidebar contains navigation links: Employer Dashboard, Notifications, ePayslips, Employees, Statistics, Administration, Privileges, and Logout. The top right shows the user's name 'Alpha Centauri'. The main content area is titled 'My settings' and includes tabs for 'My Key Info', 'My Account', 'My Settings', and 'Privacy & Terms'. The 'Privacy & Terms' tab is active, displaying a 'Last Updated: 14th April 2020' notice. Below this, there is a 'Download PDF version' link. A callout box with an arrow points to this link, containing the text: 'Click to download a copy of the Privacy & Terms'. The main content area also displays the 'myePayWindow' logo and the heading 'DATA PROTECTION'. The text below explains the service agreement and data processing. At the bottom, there is a list of terms and conditions: 1. Acceptance of Terms, 2. Modifications, 3. Copyright, and 4. Permitted Use.

Any user that declines consent will need to be re-invited if they subsequently decide they want to use the Portal.

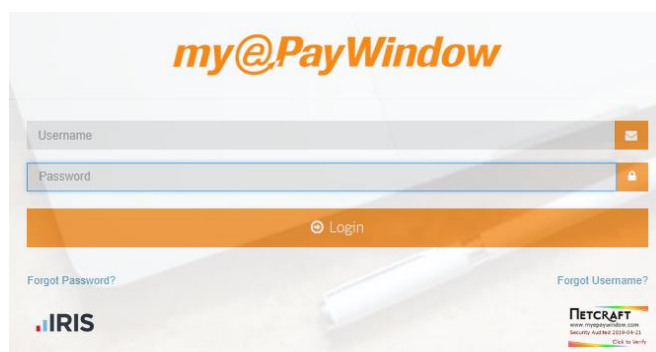
Re-setting Usernames and Passwords

Re-setting usernames and passwords is a fully automated process (i.e. they do not require Payroll Department User or Employer user intervention although such resets can be initiated by Payroll Department or Employer users if required). The term 'user' applies to any Portal user i.e. Employee, Employer or Payroll Department user. Any of these 'users' can initiate a reset directly from the Portal login page or once logged in to the portal via My Settings/ My Account options. Resetting Username and Passwords require the user to have access to their registered portal email account.

Automated password reset

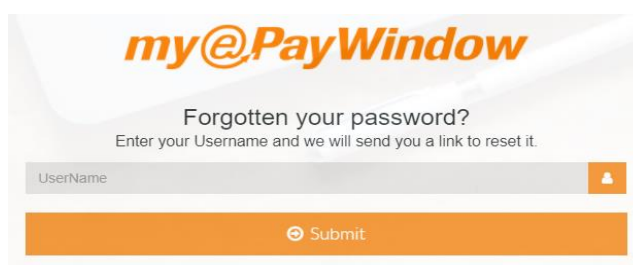
Step 1 – From Portal login page

From the login page the user can click on **Forgot Password?** to start the reset process.



Step 2 – Request link

On clicking Forgot Password a new screen will appear requesting the user to enter the account Username. Enter the username and click **Submit**



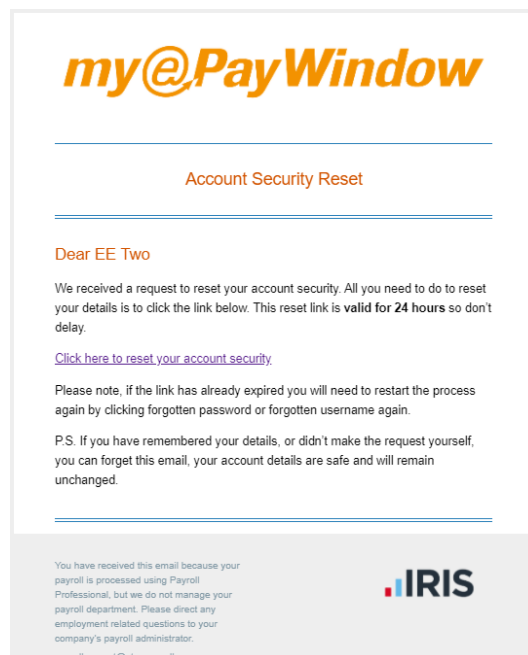
Step 3 – Confirmation of reset

Once the username has been submitted a message appears on the screen to confirm that an email has been sent to the registered email address for the user.



Step 4 – Receive reset email

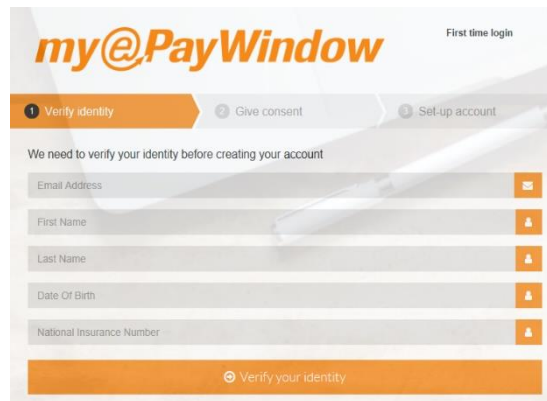
The user will receive an email (to their payroll registered email address) with a link to complete the password reset. The link in the email will redirect the user to the Portal where they will be asked to verify their account, this link is only valid for 24 hours.



Step 5 – Verify identity

All fields must be entered correctly to complete the identity verification and to continue with the reset.

Note: The last field in verify identity screen for an Employer User will be the secret key agreed with Payroll Department User (Not the National Insurance Number, as this is required for Employee Users)



my@PayWindow First time login

1 Verify identity 2 Give consent 3 Set-up account

We need to verify your identity before creating your account

Email Address

First Name

Last Name

Date Of Birth

National Insurance Number

Verify your identity

Step 5a – Verification failure

After 5 failed attempts at identity verification an error message is displayed, and the process will need to be restarted. This message will also be displayed if the reset link has expired.



Step 6 – Enter new password

Once the user has verified identity correctly, they will be able to set a new password. The two password entry fields must match, there is no limit on the number of attempts.

Passwords will be validated and need to meet the following complexity rules.

- 1 upper case character
- 1 lower case character
- 1 special character
- 1 numeric character
- Contain between 8-20 characters



my@PayWindow Forgot your password

1 Verify identity 2 Reset password

Please enter the new password you'd like to use

Password

Confirm Password

Reset

Step 7- Change Password confirmation

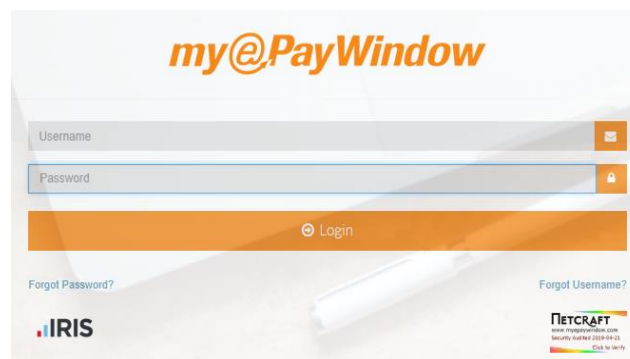
On clicking **Reset** the password change will be confirmed as successful and the user can continue to the login screen by clicking **Go to login**



Automated username reset

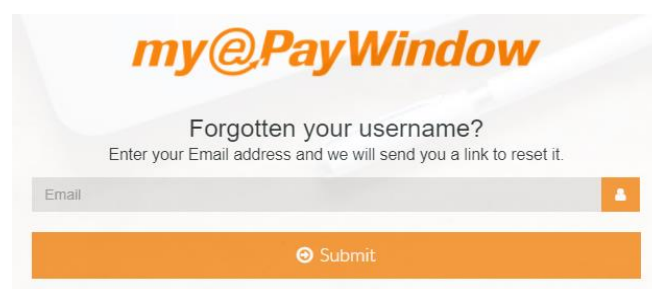
Step 1 – From login

From the login page the user can click on **Forgot Username?** to start the reset process.



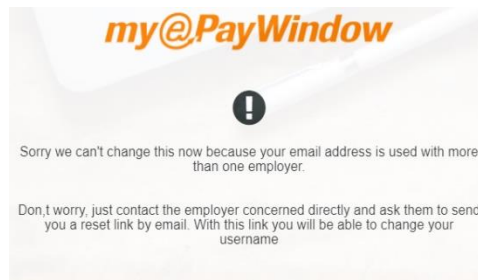
Step 2 – Request link

On clicking **Forgot Username** a new screen will appear requesting the user to enter the email address associated with account Username. Enter the email address and click **Submit**.



Step 2a – Email address used with multiple Employers

If an email address is used for more than one Employer, for example, when an employee works for two employers and uses the same email address for both, a warning message will be displayed. In such situations the Employee (or Employer or Payroll Department user) will be asked to contact the Employer directly for the employment concerned so that an email link to reset can be sent to them (this can be done by the Employer or Payroll Department from the Portal).



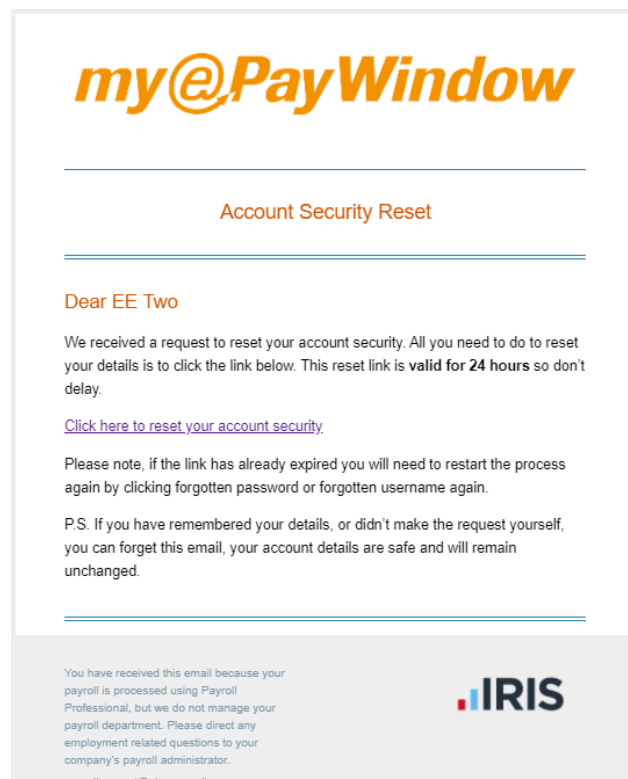
Step 3 – Confirmation of reset

Once the email has been submitted a message appears on the screen to confirm that an email has been sent to the registered email address for the user.



Step 4 – Receive reset email

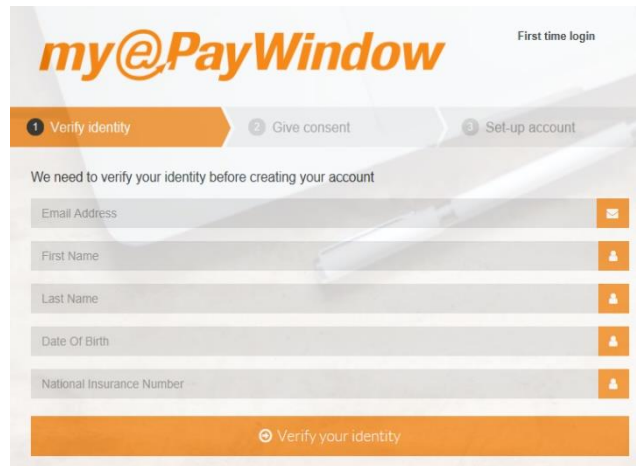
The user will receive an email (to the specified payroll registered email address) with a link to complete the username reset. The link in the email will redirect the user to the Portal where they will be asked to verify their account, this link is only valid for 24 hours.



Step 5 – Verify identity

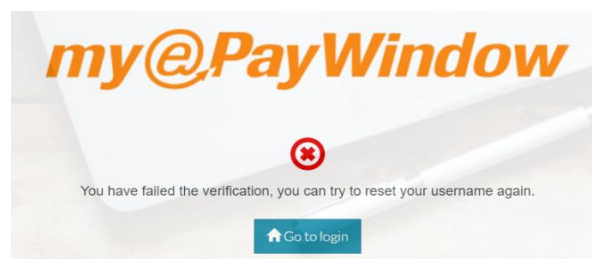
All fields must be completed correctly to verify identity and continue with the reset.

Note: The last field for an Employer User in the verify identity screen will be the 'secret key' agreed, with the Payroll Department (Not the National Insurance Number, as this is required for Employee Users)

The screenshot shows the 'my@PayWindow' 'First time login' interface. It features a progress bar with three steps: '1 Verify identity' (active), '2 Give consent', and '3 Set-up account'. Below the progress bar, a message states: 'We need to verify your identity before creating your account'. There are five input fields: 'Email Address', 'First Name', 'Last Name', 'Date Of Birth', and 'National Insurance Number'. Each field has a small icon to its right (an envelope for email, and a person icon for the others). At the bottom is a large orange button labeled 'Verify your identity'.

Step 5a – Verification failure

After 5 failed attempts at verifying identity the user will get a warning page and the process will need to be restarted. This page will also be displayed if the reset link time has expired.



Step 6 – Enter new username

When the user has verified identity correctly, they will be presented with a screen to enter a new username. The Username must be at least six characters in length and Users are prompted that an email address can be used as this may be more memorable (note: when an email address is used as a username it may not necessarily be the same as the registered Payroll email address for the user).

The screenshot shows the 'my@PayWindow' 'Forgot your username' interface. It features a progress bar with two steps: '1 Verify identity' and '2 Reset username' (active). Below the progress bar, a message states: 'Please enter the new username you'd like to use'. There is one input field labeled 'UserName' with a person icon to its right. At the bottom is a large orange button labeled 'Reset'.

Step 7- Change Username confirmation

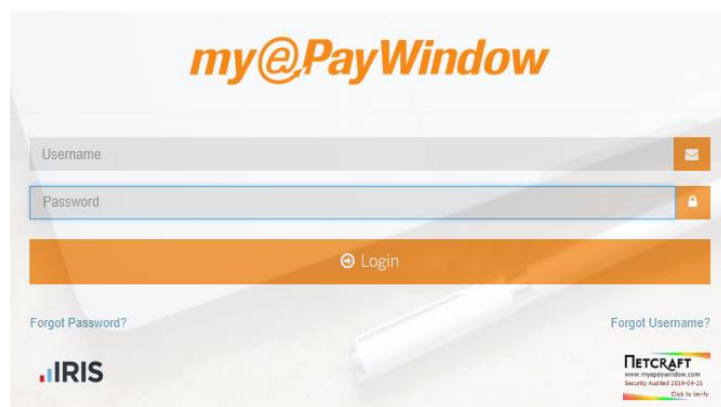
On clicking **Reset** the Username change will be confirmed as successful and the user can continue to the login screen by clicking **Go to login**.



Automated Memorable Word reset

Step 1 – From login page

Complete the Username & Password as normal.



On the second page click on **Forgot Memorable Word?** to start the reset process.



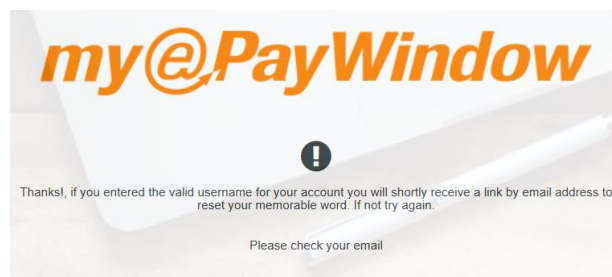
Step 2 – Request link

On clicking **Forgot Memorable word?** a new screen will appear requesting the user to enter the username associated with the account. Enter the username and click **Submit**.



Step 3 – Confirmation of reset

Once the username has been submitted a message appears on the screen to confirm that an email has been sent to the registered email address for the user.

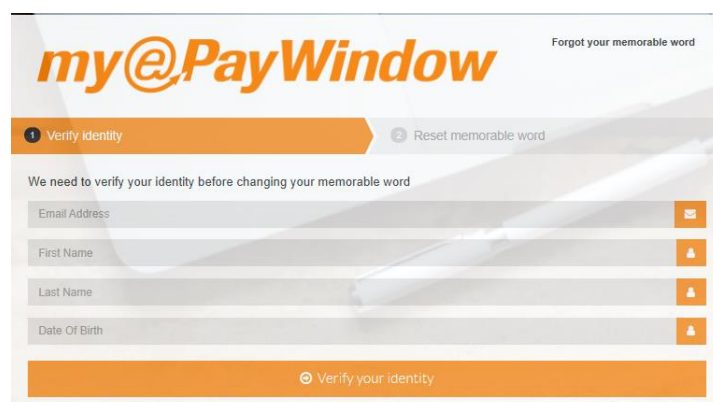


Step 4 – Receive reset email

The user will receive an email (to the specified payroll registered email address) with a link to complete the memorable word reset. The link in the email will redirect the user to the Portal where they will be asked to verify their account, this link is only valid for 24 hours.

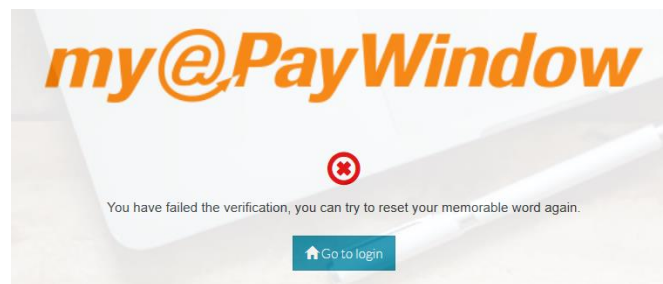
Step 5 – Verify identity

All fields must be completed correctly to verify identity and continue with the reset.



Step 5a – Verification failure

After 5 failed attempts at verifying identity the user will get a warning page and the process will need to be restarted. This page will also be displayed if the reset link time has expired.



Step 6 – Enter new memorable word

When the user has verified identity correctly, they will be presented with a screen to enter a new memorable word. The memorable word must be at least 6 – 12 characters in length.

A screenshot of the my@PayWindow 'First time memorable word' screen. The logo 'my@PayWindow' is at the top left. The title 'First time memorable word' is at the top right. The text 'Please enter the new memorable word you would like to use' is in the center. Below it is a red error message: 'The Memorable Word must only have characters, digits and maximum 12 characters long'. There are two input fields: 'Memorable Word' and 'Confirm Memorable Word'. Below the second field is another red error message: 'The memorable word and confirmation memorable word do not match.' At the bottom is an orange 'Submit' button with a circular arrow icon.

Automated 2FA reset

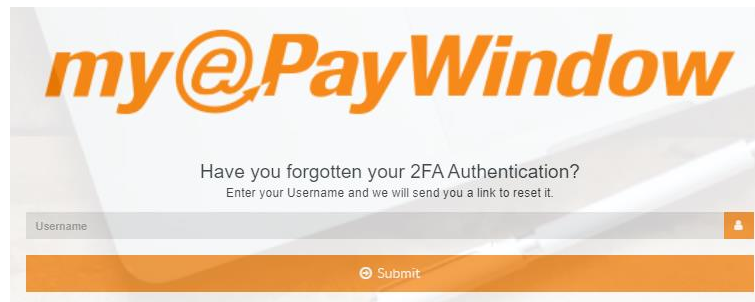
Step 1 – From login page

Enter username and password

A screenshot of the my@PayWindow login page. The logo 'my@PayWindow' is at the top in orange. Below it is the text 'Enter the code provided by your authenticator app:'. There is an input field labeled 'Enter the code'. Below the input field is an orange 'Login' button with a circular arrow icon. At the bottom left is a link 'Forgot Authenticator?'. At the bottom right are the IRIS logo and the PETCRAFT logo with contact information.

Step 2 – Request link

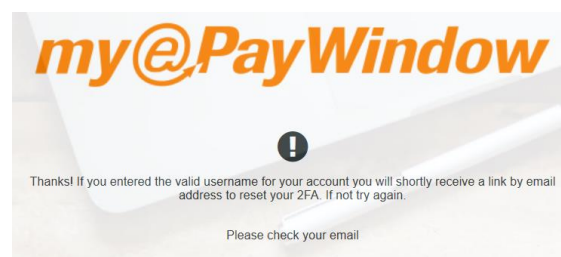
On clicking Forgot Authenticator? a new screen will appear requesting the user to enter the username associated with the account. Enter the username and click **Submit**.



The screenshot shows the 'my@PayWindow' logo at the top. Below it, the text reads: 'Have you forgotten your 2FA Authentication? Enter your Username and we will send you a link to reset it.' There is a text input field labeled 'Username' with a small orange triangle icon to its right. At the bottom, there is a large orange button with a circular arrow icon and the text 'Submit'.

Step 3 – Confirmation of reset

Once the username has been submitted a message appears on the screen to confirm that an email has been sent to the registered email address for the user.



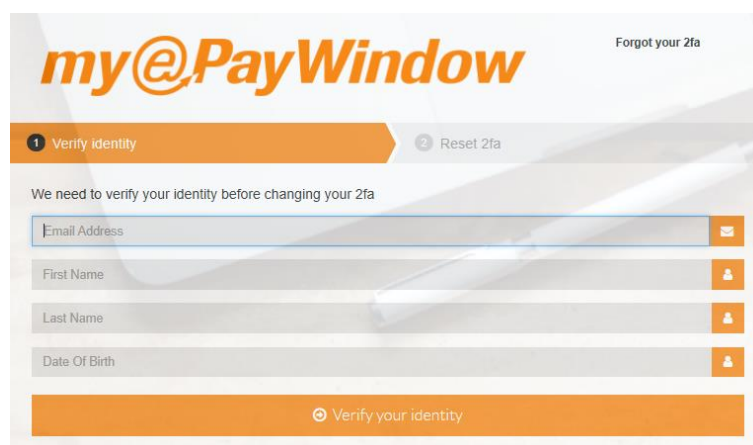
The screenshot shows the 'my@PayWindow' logo at the top. In the center, there is a black circle with a white exclamation mark. Below it, the text reads: 'Thanks! If you entered the valid username for your account you will shortly receive a link by email address to reset your 2FA. If not try again.' At the bottom, it says 'Please check your email'.

Step 4 – Receive reset email

The user will receive an email (to the specified payroll registered email address) with a link to complete the 2FA reset. The link in the email will redirect the user to the Portal where they will be asked to verify their account, this link is only valid for 24 hours.

Step 5 – Verify identity

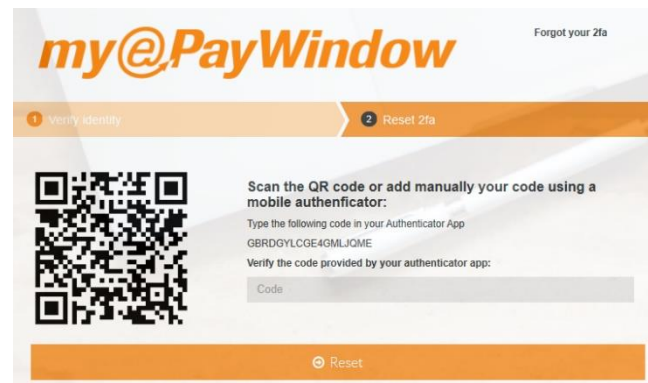
All fields must be completed correctly to verify identity and continue with the reset.



The screenshot shows the 'my@PayWindow' logo at the top left and 'Forgot your 2fa' at the top right. Below the logo, there are two tabs: '1 Verify identity' (active) and '2 Reset 2fa'. The text reads: 'We need to verify your identity before changing your 2fa'. There are four input fields: 'Email Address' (with an envelope icon), 'First Name' (with a person icon), 'Last Name' (with a person icon), and 'Date Of Birth' (with a calendar icon). At the bottom, there is a large orange button with a circular arrow icon and the text 'Verify your identity'.

Step 6 – Reset 2FA

When the user has verified identity correctly, they will be presented with a screen to scan or enter a code.



The image shows a web interface for 'my@PayWindow' with the title 'Reset 2fa'. It features a progress bar with two steps: '1 Verify identity' and '2 Reset 2fa', with the second step being active. On the left is a QR code. To the right of the QR code, the text reads: 'Scan the QR code or add manually your code using a mobile authenticator:'. Below this, it says 'Type the following code in your Authenticator App' followed by the code 'GBRDGYLCGE4GMLJOME'. Then it says 'Verify the code provided by your authenticator app:' followed by a text input field labeled 'Code'. At the bottom right is a 'Reset' button with a circular arrow icon.

myePayWindow maintenance

From time to time myePayWindow will require maintenance updates which are normally conducted outside normal business hours. During periods of maintenance the myePayWindow website will be taken out of service. If a user tries to access the website directly through a web browser the following message page will be displayed:



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