

**Switching to the new Payescape ESS [Employee Guide]**

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**If you are having any difficulties completing the process below, please contact your employer for additional support, who will contact Payescape on your behalf.**

Introduction

Your employer should by now have informed you that you will need to sign up to a new ESS portal to view your pay slips and PAYE forms (P60's and P45's) going forward. You will still have access to your previous ESS portal to view any historic pay slips and PAYE forms. Going forward to gain access to the new Payescape ESS portal you will need access to a Multi-Factor Authenticator (MFA).

Multi-Factor Authentication (MFA)

Multifactor authentication (MFA) will be required to log in via the new ESS platform. You will receive a one-time code on your authentication app which may be subject to a time limit, and **it is therefore vital you download and set up the authentication app prior to starting this process.**

You can download a Multifactor authentication app from App Store (Apple devices) or Play Store (Android devices) onto your mobile device before starting this process. We would recommend you use either of the following:

Microsoft Authenticator



Google Authenticator

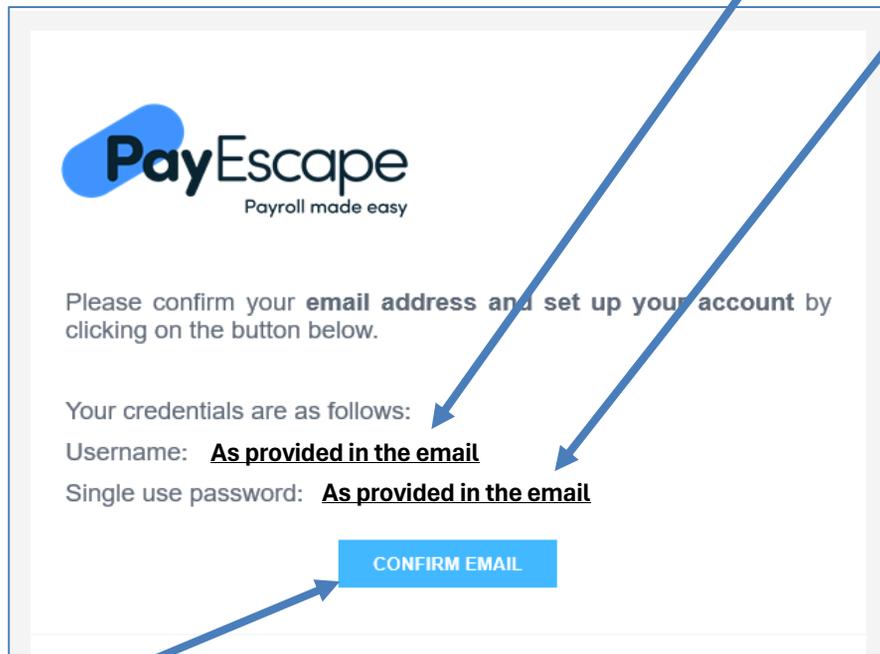


What should you be looking out for?

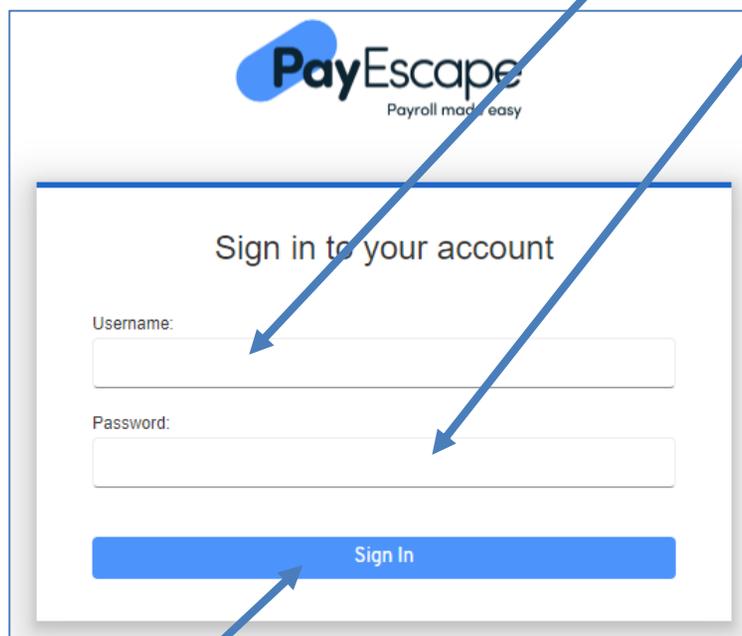
You should receive an e-mail from [noreply@payescape.com](mailto:noreply@payescape.com) which contains your username and temporary password. For security purposes this e-mail will only be valid for 7 days and therefore you should activate your account at your earliest convenience. If you do not activate your account within the 7-day period, you will need to contact your employer to reissue you with a set-up new e-mail.

## Activating your new account

1. You will receive an email from [noreply@payescape.com](mailto:noreply@payescape.com) which will contain your **username** and **single use password**.



2. Click the **confirm email** button.
3. You will be redirected to the below screen – here you will need to enter the **username** and **single use password** provided in the email, into the fields as shown below.



4. Once complete, you should click **Sign In**.

5. You will then be asked to set up MFA. If you have not yet downloaded a multifactor authentication app on your mobile device, as instructed at the start of this guide, please do this now before proceeding.
6. You should open your mobile authentication app and follow the on-screen instructions – if you are activating your account from your mobile phone, you should ask your employer for the following guides for extra assistance, as you will not be able to scan the QR code and will need to select **unable to scan**:
  - a. How to setup Microsoft MFA on your mobile device
  - b. How to setup Google MFA on your mobile device
7. On your chosen authenticator app, scan the **QR code** shown on the Mobile Authenticator Setup page – **please do not scan the QR code shown below in this guide.**

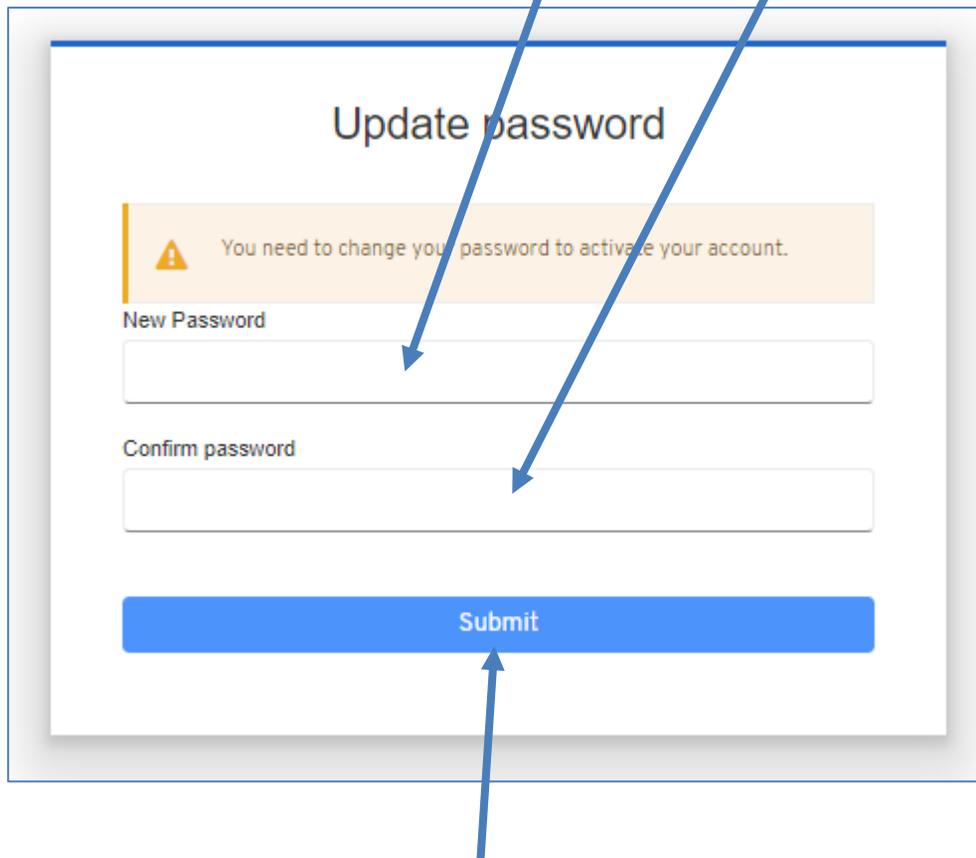
Mobile Authenticator Setup

**You need to set up Mobile Authenticator to activate your account.**

1. Install one of the following applications on your mobile:  
FreeOTP  
Google Authenticator
2. Open the application and scan the barcode:  
  
[Unable to scan?](#)
3. Enter the one-time code provided by the application and click Submit to finish the setup.  
Provide a Device Name to help you manage your OTP devices.  
One-time code \*  
  
Device Name

8. Enter the 6-digit code generated on your mobile authenticator app, in the **one-time code** field and click **Submit**.

9. You will then be asked to assign yourself with a permanent password that you will use to log into your account going forward. You will need to enter the same password in the **new password** and **confirm password** fields. The new permanent password must meet the following requirements:
- Be a minimum of 8 characters long.
  - Contains a capital letter.
  - Contains a number.
  - Contains a symbol.

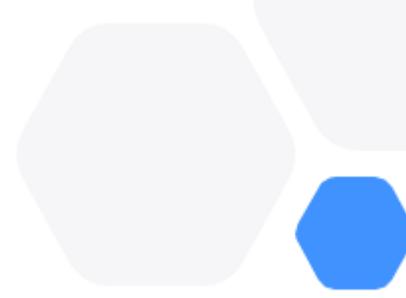


The screenshot shows a web form titled "Update password". At the top, there is a yellow warning box with a triangle icon and the text "You need to change your password to activate your account." Below this, there are two input fields: "New Password" and "Confirm password". At the bottom of the form is a blue "Submit" button. Three blue arrows originate from the text in step 9: one points to the "New Password" field, one points to the "Confirm password" field, and one points to the "Submit" button.

10. Once you have entered your new password, click **submit** and you will be taken to your Payescape account. You should then add the new URL to your favourites on your browser for easy return of access.

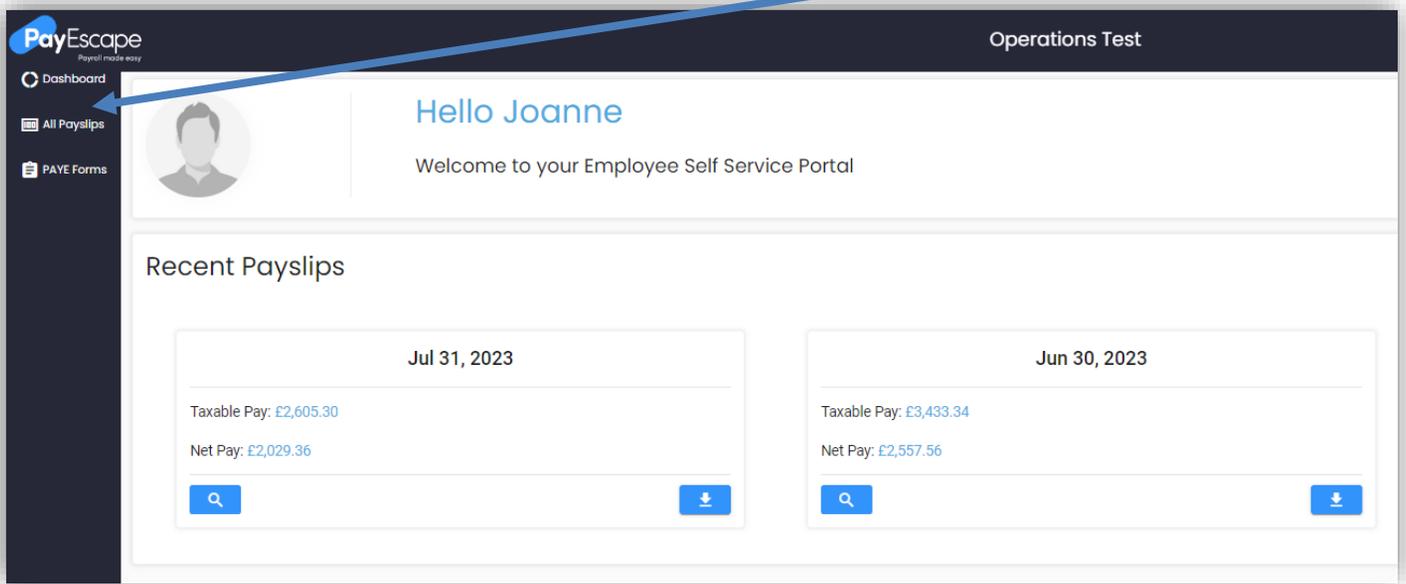
#### MFA features to consider

- Your mobile device will need to be set to UK GMT time – if your mobile device is set to the wrong time, the one-time code will fail as a security precaution.
- For security the one-time code that is generated via MFA will regenerate every 30 seconds.
- If your mobile device does not have access to WIFI or Network signal, the MFA will generate a one-time code regardless, so you will allow be able to access your Payescape ESS account.

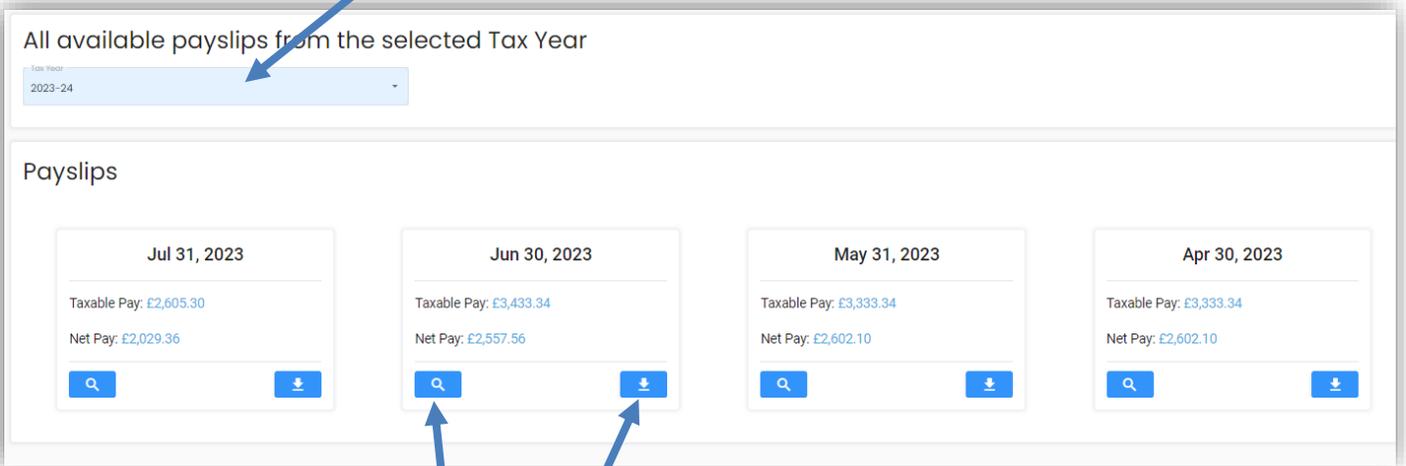


### How to view your pay slips

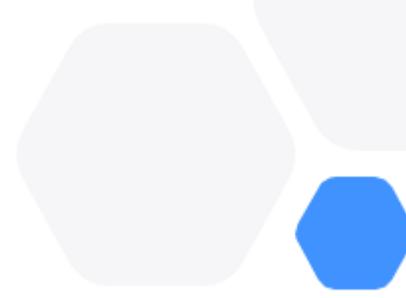
1. Once you have logged into ESS, the **Dashboard** will show any recent pay slips. To access your pay slips, click **All Payslips** from the main menu.



2. Click here to change the **tax year** to view pay slips from historic tax years.

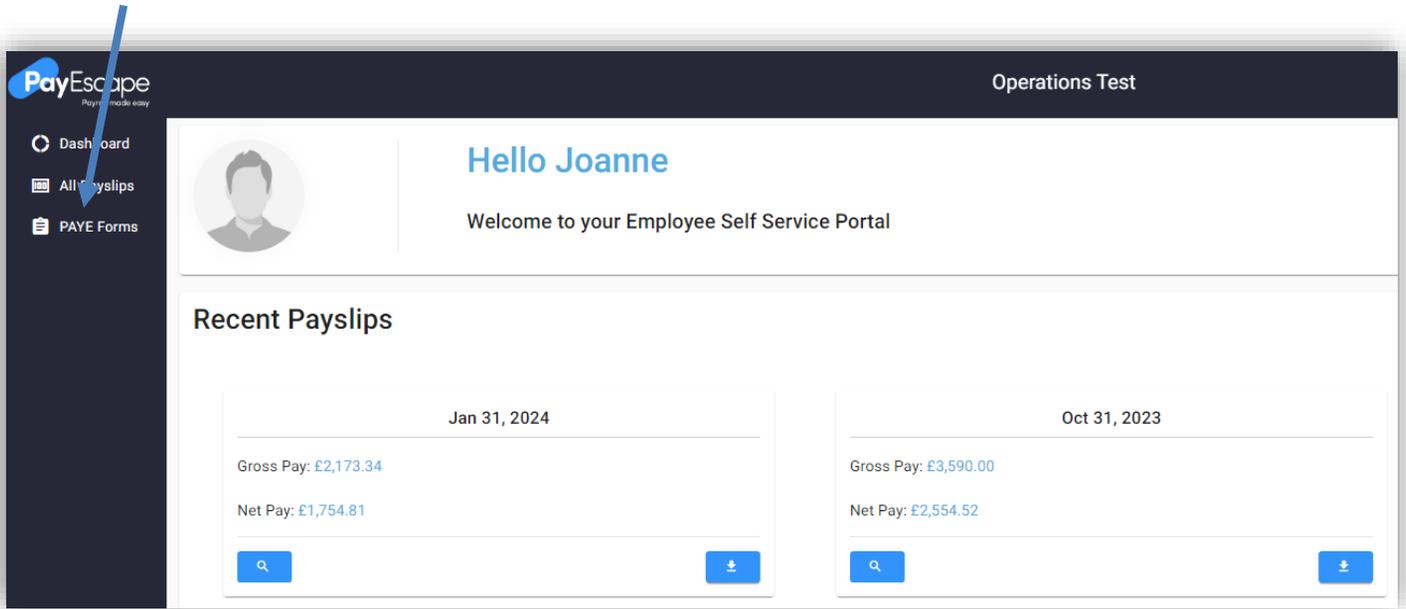


3. You have the option to either **view** or **download** your pay slips.

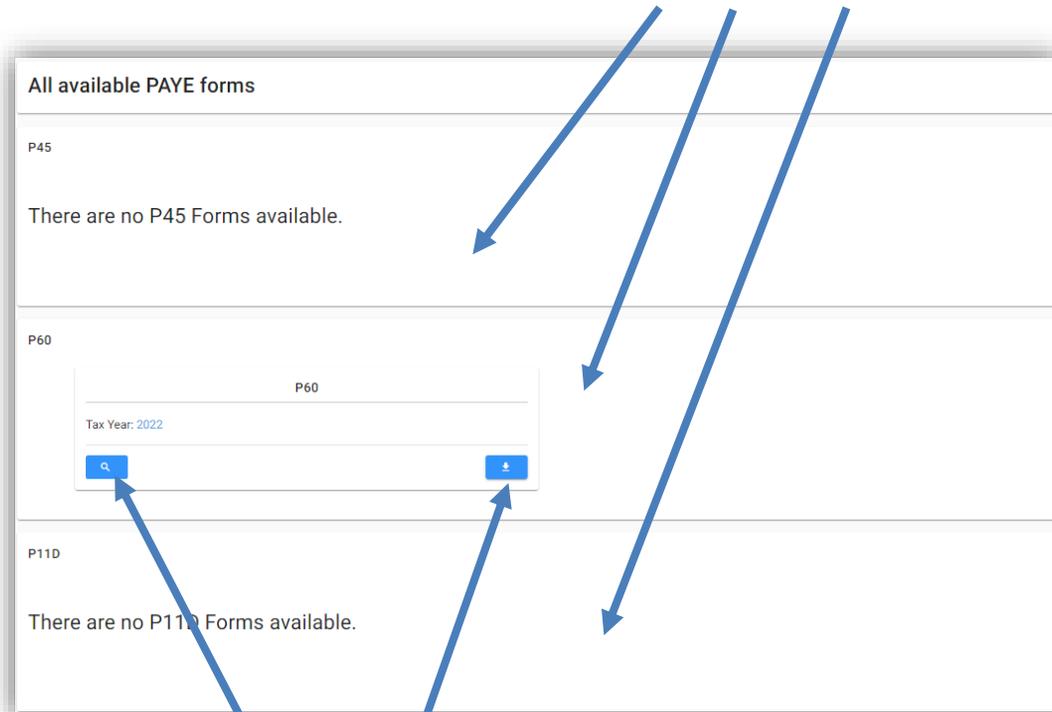


### How to view your PAYE forms

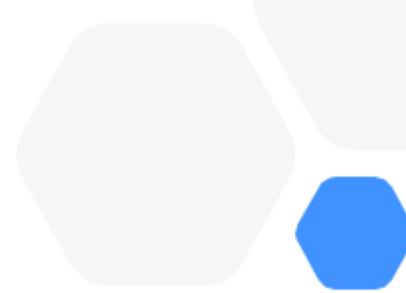
1. Once you have logged into ESS, the Dashboard will show any recent pay slips. To access your PAYE forms, click **PAYE Forms** from the main menu.



2. All your PAYE forms will be available under the appropriate section: **P45**, **P60** and **P11D**.



3. You have the option to either **view** or **download** your PAYE forms.



## Frequently Asked Questions

### 1. What should I do if I forget my password?

- a. On the login page, select **Forgot Password?** You will be asked to enter either your **username** or **e-mail address** and once you click **submit** you will be issued with an e-mail from [noreply@payescape.com](mailto:noreply@payescape.com) with instructions on how to change your password. Your new password must meet the following criteria:
  - i. Be a minimum of 8 characters long.
  - ii. Contain a capital letter.
  - iii. Contain a number.
  - iv. Contain a symbol.

### 2. My MFA one-time code is not working?

- a. Please check the following:
  - i. Is your mobile device set to the correct time? If not, it should be set to UK GMT time. If the time on your mobile device is even slightly off it will cause the MFA one-time code to fail.
  - ii. Did you enter the one-time code within the 30 second time limit? If not, your MFA would have regenerated a new one-time code.
  - iii. Are you sure you have scanned the onscreen QR code and not the dummy QR code in this guide?

### 3. If I get a new mobile device, how do I relink my MFA to my ESS account?

- a. You should contact your employers assigned payroll administrator, who will be able to contact us on your behalf. We will then issue you with an e-mail from [noreply@payescape.com](mailto:noreply@payescape.com) which will contain a link to relink your MFA to your Payescape ESS account.

### 4. I haven't received my Payescape ESS set-up e-mail?

- a. You should contact your employers assigned payroll administrator, to investigate. Before you do this please check the following:
  - i. Have you checked your junk/spam mailbox?
  - ii. Have you provided your employer with the correct e-mail address?
  - iii. Do you have an internal firewall that could be blocking the email from appearing in your inbox?

### 5. I haven't activated my Payescape ESS account within 7 days of receiving the e-mail, what should I do?

- a. You should contact your employers assigned payroll administrator, who will issue you with a new set-up e-mail. You should activate your account at your earliest convenience to prevent this from reoccurring.

**Please contact your employer for further assistance.**