



## HR Self Service – Online Payslips Question & Answer Sheet

---

### What is an online payslip?

An online payslip is an electronic, monthly payslip available to view on your office or home computer via HR Self Service.

### Why is the London Borough of Bromley introducing online payslips?

Online payslips offer several advantages to you and to the Council including:

- Quick and easy access from any computer with internet access, in or out of work. For further details see [Can I access my online payslip at home?](#) – below
- Accessible 24/7
- Access to previous online payslips
- Secure access
- Saves on paper and printing costs and reduces administration and postage costs
- More environmentally friendly, helping to reduce our carbon footprint

### How are online payslips being introduced to LBB employees?

Online payslips have been available via HR Self Service since the service was first rolled out in May 2009 but have been produced alongside paper payslips up until now. From April 2011, paper payslips will be discontinued for all employees with access to HR Self Service.

### How do I access my online payslips?

To access your online payslip:

- Launch your web browser and go to <https://hrselfservice.bromley.gov.uk/live/Portal/index.xsp>
- Alternatively, if accessing from work you can follow the blue HR icon at the top of One Bromley
- At the welcome screen, enter your employee number and password in the sign in box at the top right of the screen.
- If this is the first time you have logged in, you will be required to request a temporary password by following the forgotten password task and following the security set up.
- Click on **Pay Documents** to display details of all available online payslips

- Click on the payslip you wish to view and it will open automatically

### **Can I access my online payslip at home?**

Yes. HR Self Service is a secure website accessible from any computer with internet access. We suggest saving the website within your favourites to allow easy and quick access each time you need to log in.

### **What does an online payslip look like?**

The layout of the online payslip is the same as your current paper payslip

### **Does the content of my online payslip differ from my current payslip?**

No. Your online payslip contains the same information as your current paper payslip

### **Does the online payslip affect the way in which I am paid, or my pension contributions?**

No. The online payslip is simply a change in the way that you receive notification of your pay. Your pay will still be transferred via BACS directly into your bank account on the 27<sup>th</sup> of every month or nearest working day.

### **How long will my online payslip remain in HR Self Service?**

You will always be able to access your most recent payslip plus all previous online payslips. There are records available online back to April 2008.

### **At which point in the month will I be able to view that month's payslip?**

Your online payslip will normally be available approximately 2-3 days prior to payday.

### **Can I print my online payslip?**

Yes. Simply click on **Print** at the bottom right of the payslip screen.

As your payslip history can always be viewed online, we would recommend that payslips are not printed unless this is absolutely necessary. For security purposes we recommend if you do print payslips to send these to an MFD (Multi Functional Device) or a personal home printer. As with any confidential information, it is recommended that caution be exercised when using shared printers, or printers in shared offices or public areas.

### **What is the legal position regarding the provision of payslips?**

Employers are obliged to provide employees with an itemised payslip on or before payday. This requirement is met by the provision of online payslips.

**Will I receive my P45 and P60 online?**

Payroll will continue to provide you with a printed version of both your P45 and P60; however, you will also be able to view your P60 online.

**What if a mortgage lender or bank requires a hard copy of my payslips? Can I still receive paper payslips if required?**

Financial institutions such as mortgage lenders should accept a printed copy of your online payslip. If you experience any problems, you can request an authorised payslip from HR or a Statement of Earnings from the Payroll.

**Are online payslips secure?**

Online payslips can only be accessed via HR Self Service, which is password protected and extremely secure. However, as with any confidential information, we recommend that you exercise caution when accessing or printing online payslips via a shared computer or printer, or a computer in a shared office or public area.

In addition, we advise you to take the following security precautions:

- Don't leave your office while your computer is logged into HR Self Service – either log off or lock your computer.
- Don't share your password with anyone

**Will my manager be able to view my payslip?**

No. Your payslip is only accessible from your HR Self Service account.

**Will I be able to access my online payslips if I leave the Council?**

No. You will only have access to your HR Self Service account, and consequently to your online payslips, while you are an employee of the Council.

If you are leaving the Council, we recommend that you access and print any payslips you require – e.g. those for the current financial year – before your last day of service. Please note that your P60 is a summary of all the information contained in each tax year and therefore it would not normally be necessary to print payslips from previous tax years.