



NHS Bolton
NHS Foundation Trust

Online Payslip FAQs





Why are we moving to digital payslips?

As part of our everyday life we are all able to have access to information and services at our finger tips. We are able to access our banking information at any time of the day as well as shopping on line at times which suit us.

This naturally brings with it an expectation that this should be available for all aspects of our lives which includes having information about our pay data.

In addition, moving to e-payslips means that:

- you can access information about your pay on a computer or via an app on your mobile at any time whether at work, home or on the move
- payslips (for monthly paid staff) can appear on-line two days prior to payday for you to view you can download copies of payslips or P60s on your home computer or mobile
- you can access previous payslips and P60s
- payslips will not be lost or delayed
- data security issues relating to the distribution of paper pay-slips are removed
- the Trust reduces it's carbon footprint by not providing paper payslips

Is my information secure if I access this online?

Yes you will need to have your personal username and password to be able to access your information and these are unique to you. Guidance on how to set up remote access can be found on BOB. This compares favourably to paper payslips which can easily be misplaced or accidentally picked up by the wrong person.

Isn't it a legal requirement for the hospital to provide me with a payslip and P60?

The Trust must provide you with a payslip/P60 however they are able to choose whether they provide printed or electronic (online) payslips.



What is an Electronic payslip?

An Electronic payslip is an electronic copy of your payslip.

What does an Electronic payslip look like?

An Electronic payslip is in an identical layout to the paper payslips currently provided, but is in PDF format.

Can I access my Electronic payslip from home or a smart phone?

You are able to access your Electronic payslip from outside of work by downloading the MyESR app on your smart phone or tablet or by using the URL my.esr.nhs.uk/

More information about how to access ESR from your home PC or device is available in the '04. ESR username, password & remote access' guide on [BOB](#).

What are the requirements for my ESR password?

There are strict rules about setting a password for ESR to ensure that your information is kept secure, they are:

- * Password must be 12 characters
- * Special characters can be used
- * Passwords must not be the same as any previous 4 passwords
- * Passwords must not contain repeating characters or sequential characters such as ABCD or 1234
- * Certain words and terms are not permitted within passwords. Users should avoid using words associated with themselves e.g. name, DOB, address.

If you are finding it difficult to identify an acceptable password then an on-line password generator may help: <https://passwordsgenerator.net/>



How do I access my Electronic payslip?

Electronic payslips are available to all staff via the ESR Self Service Portal. There are user guides available on [BOB](#) to help with access.

When will I be able to view my Electronic payslip?

If you have access to ESR Self Service you can already access your Electronic payslip

When will my paper payslip stop?

The aim is to cease producing paper payslip by September 2020 payday. August 2020 payday will be the last paper payslip from then on you must view your online payslip on ESR.

Can I print my Electronic payslip?

Yes, once you have accessed your PDF Electronic payslip you can save or print it but previous payslips are stored securely on ESR and you are able to access them at any time. You are asked to only print payslips when absolutely necessary.

Can I choose to continue to receive a paper payslip instead?

No, once you are notified that paper payslips have stopped they will only be available electronically.

Will the Electronic payslip affect my pay or pension?

No, the Electronic payslip is simply a change in the way you are notified about your pay. Your pay will still be transferred via BACs directly into your bank account.

I haven't used ESR Self Service before – will I need training?

No, it is easy to access your Electronic payslip there are user guides available on [BOB](#) to show you how to use all aspects of ESR Employee Self-Service.



Why do I need to reset my password at work?

The email address associated with your login and ESR Notifications is your work email address so your reset information will be sent to this address. Use the '04. ESR username, password & remote access' guide on [BOB](#) to help set this up.

I don't have a mobile or a computer at home how can I access my payslips?

You will be able to access your payslip on work computers and if you do not have direct access to a PC you can use the computers in the Trust library.

Who else can access my Payslip?

Only individuals who have a role requiring them to have a User Responsibility Profile which includes access to the records of other staff will be able to access your payslip.

Do I have to wait until September to access my payslips through ESR?

You don't need to wait until September to start visiting the portal to view your payslip this is available for you now together with the other functionality through the portal.

If I retire and return to the hospital will I be able to access payslips I had before I retired?

Unfortunately as we will need to cease your employment on the pay system to activate your pension, you will be classed as a leaver and your access to your record prior to your retirement will no longer be available. We would recommend that you download a copy of any payslip or P60 documents.



My mortgage provider and/or bank has requested a hard copy of my payslips, can I get a paper payslip if required?

Financial institutions such as mortgage lenders should accept a printed copy of your Electronic payslip, but if you run into any problems please contact [Payroll](#) Services.

What happens if I am away from work e.g. Maternity leave, long term sick leave?

You will be able to access your Electronic payslip from home using the URL my.esr.nhs.uk/ or via your smart phone or tablet app – if there is a problem then please contact:

[Workforce Information](#)

What happens if I leave the Trust to work elsewhere – will I still be able to access my payslips?

No, your ESR account is attached to the organisation you work for, so you will not be able to access your Electronic payslips once you leave. You are therefore advised to save any copies of payslips or P60s that you may need before you leave. When your termination has been processed you will be notified, reminding you to save any payslips before you leave.

Will I still get a paper copy of my P60 ?

No, paper copies of your P60 will be phased out at the same time as paper payslips.

You can access them via ESR Self Service you can find guidance on how to access on BOB.

What should I do if I think my details on my Electronic payslip are not correct?

If you have a pay query you should contact [Payroll](#)Services.



What are the benefits of Electronic payslips?

- Reduced information Governance risk of distribution due to improved Security, storage and retrieval.
- Improve awareness of ESR and encourage use of the other Self-Service functions available.
- Payslips normally available before payday.
- Reduction in time for Trust staff in sorting and distributing payslips.
- Staff will be able to access all of their payslips and P60's
- Increase staff engagement
- The reduction in the use of paper and our carbon footprint is a key benefit for us as an organisation