

Online payslips: Questions and Answers



Last Update: - 4th October 2017

What is an online payslip?

An online payslip is an electronic copy of your payslip.

What does an online payslip look like?

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

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

Previously ESR has only been accessible on a UHB network-connected PC. The new ESR Self-Service Portal is available, securely, on the internet. This means that you are able to access your online payslip from outside of work, using the URL my.esr.nhs.uk/

More information about how to access ESR from your home PC or device is available on the [UHB website](#).

How do I access my online payslip?

Online payslips are available to all staff via the ESR Self Service Portal

1. Log onto ESR Portal using your user name and password

NHS Electronic Staff Record

Log in with your credentials

Information for Smartcard Users

If you are a Smartcard user and wish to access ESR internet services only, please enter your username and password below.

Please note access to ESR services over the internet has changed. Your username can be identified by logging into ESR with your Smartcard (over N3) and selecting the ESR Navigator, the username will be displayed in the top right hand corner of the page. Please use this username in conjunction with your existing internet password in order to access ESR services over the internet. [Click here for more information](#)

Fields with an asterisk (*) are required fields

Username*
(Example: 999JSMITH01)

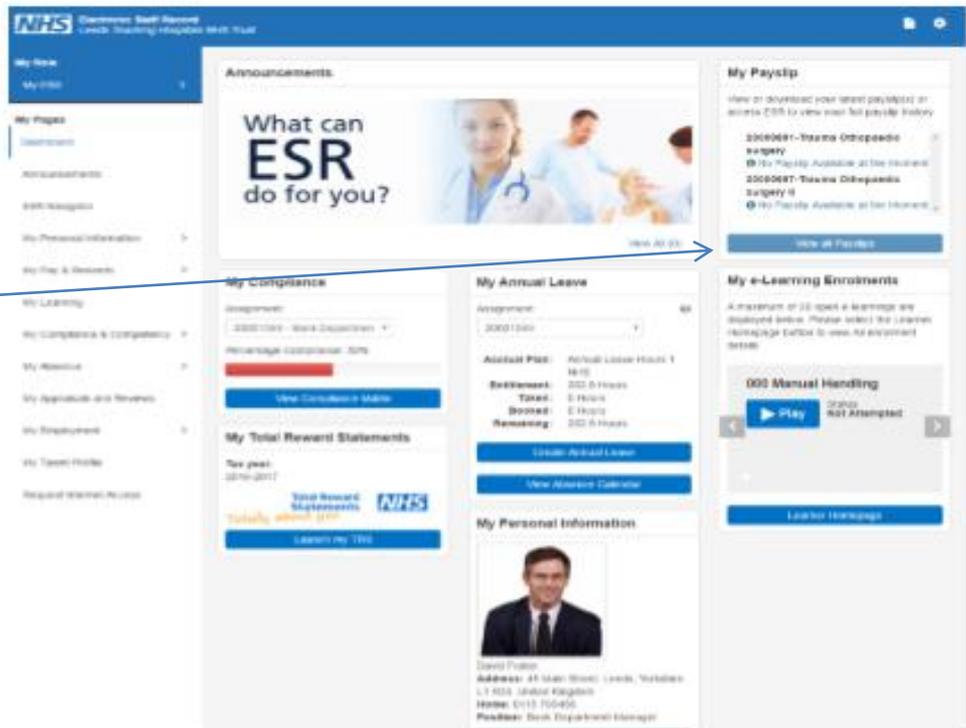
Password*

[Forgotten Username or Password](#) ←

[Log in via Username Password](#)

If you have forgotten your user name or password click here

2. Click on the 'View all Payslips' button within the 'My Payslip' portlet



3. Select 'View Payslip'

Assignment Number

Position Name

Year

Payslip

If blank, payslip is not produced for this period. Please contact your payroll administrator.

To see previous payslips change the payslip date

What are the benefits of online payslips ?





How do I know if I have ESR Self Service

ESR Self-Service has been rolled out across the whole of the uHB.

If you do not have access please notify your manager, who will be able to raise a query at <https://actionpoint.cymru.nhs.uk/ulite/?servicedesk=130>.

When will I be able to view my online payslip?

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

When will my paper payslip stop?

Paper payslips are being phased out across the uHB, with a view to ceasing the provision of paper payslips to staff in all of the Clinical Boards by the end of 2017. A detailed timetable will be circulated separately to areas where the paper payslips have yet to be withdrawn.

Can I print my online payslip ?

Yes, once you have accessed your PDF online payslip by following the steps outlined above, 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 to help reduce the UHBs environmental impact.

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

No, once you are notified that paper payslips have stopped in your area, they will only be available electronically in line with our commitment to reduce the UHBs impact on the environment.

Will the online payslip affect my pay or pension?

No, the online 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 online payslip – just follow the steps outlined above.

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 online 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?

If you go onto Maternity Leave, Payroll Services will automatically send paper payslips to your home address. If you go onto Long Term Sick Leave, your manager needs to let Payroll Services know if you need a paper copy of your payslip, and when you return to work. However, as you will be able to access your online payslip from home using the URL my.esr.nhs.uk/ you may not want a paper copy – if this is the case please let Payroll know.

What happens if I change job or location within the UHB?

You will still have access to your online payslip via the internet. Paper payslips will not ordinarily be re-introduced if you move to an area where the paper payslips have yet to be withdrawn, but if there is a problem with this your manager can contact Payroll Services.

What happens if I leave the UHB 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 online payslips once you leave the UHB. You are therefore advised to save any copies of payslips or P60s that you may need 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 using the steps outlined above.

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

If you have a pay query you should contact Payroll Services.

If your personal information (e.g. Name, job title) is incorrect you can amend this yourself using ESR Self Service.