

## What is ePay?

Payslips, P60s and P45s are now available for you to access online anywhere from any device.

These are no longer provided in paper format and the online versions are considered as official documents.

## How to access ePay

To access your ePay account type the address shown below into the search bar at the top of the webpage.



This will take you to the login page.



### Sign in here

Username:

Password:

If this is the first time accessing your ePay account, you will need:

- Your welcome email from admin@webcare - **this includes your temporary password** (this will be sent to your registered email address).
- Your NI Number - **this is your username in uppercase and no spaces** e.g. NI100000X
- If are unable to find your welcome email, please contact My Helpdesk HR on [myhelpdeskr@surreycc.gov.uk](mailto:myhelpdeskr@surreycc.gov.uk). In order that you get a quick response please ensure you put 'ePay forgotten password' in the email title and within the text of the email please include your full name, date of birth and home postal address.
- Once you have entered your username and temporary password, you will be

**Please set your new password and security questions.**

Passwords must contain 8 characters with at least one capital letter and one number.  
Please take care when entering the answers. Security answers are case sensitive.

Password

Confirm

Question  Answer

required to create your own password and security questions

**Password** - needs to include 8 characters with at least 1 capital letter and 1 number

**Security questions** - create your own questions and answers. These are case sensitive.

If you have logged on previously you will need:

- Your **password** and **security questions** that you set up (both are case sensitive so please take care when entering these details)
- Your NI Number - this is your **username**

## Forgotten password

If you have forgotten your password please click on 'forgotten your password' link at the bottom of the homepage.

You will then need to enter your username (NI number uppercase with no spaces) and then select request.

A password reset email will be sent to your registered email account.

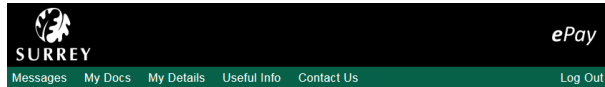
Please be patient for the email to come through.

If you do not receive this then please contact the Helpdesk.

## Frequently Asked Questions

### Once logged in

Your payslips are under the 'my docs' tab.



This will bring up all your documents that are available for you to access on ePay.

#### User's Document Types

Type	Item(s)
P60s	1
Payslips	9

You will need to select each link for this to view the document.

#### It does not seem to recognise my temporary password

If copying this, please ensure you do not have any gaps at the beginning or end of the password.

#### How will I know when a new payslip is ready to view?

You will receive an email notification to say your new payslip or P60 is ready to view via the online portal. You can change your email address by going to the 'my details' tab.

#### What happens if I leave the company? Can I still access my payslips?

Access to your ePay account will be available for a minimum of 3 years following your leaving date.

#### Are payslips considered as official documents?

Yes. All your payslips are kept in one secure place on the online portal and you can print copies yourself or save these in a PDF format should you need them for a loan or mortgage application.



**ePay instructions to access  
payslips online**  
*by Surrey County Council*

