Electronic Staff Record

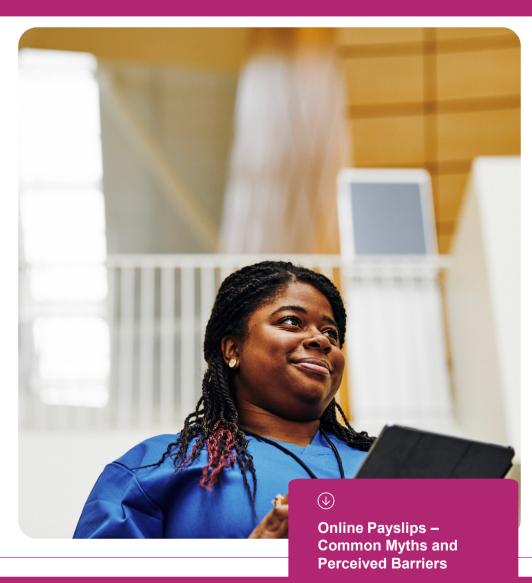## Common Myths and Perceived Barriers to Implementing Online Payslips

This document has been designed to help NHS organisations consider and mitigate against some of the common myths, perceived barriers and issues to implementing Online Payslips.

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- **A lack of experience/confidence with using computers**

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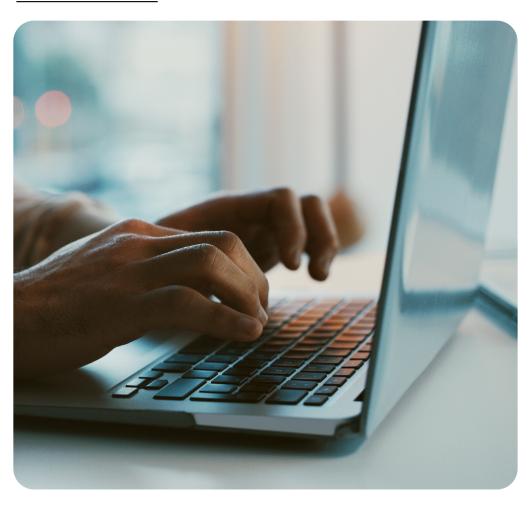A lack of experience/confidence with using computers

This is the most commonly perceived barrier that many organisations anticipate, i.e. certain staff groups who do not access PCs as a regular or required part of their normal working day. However many organisations have told us this is not the case in reality once staff realise they can access their payslip on their mobile phone/tablet. In addition, to mitigate any issues some organisations have provided IT equipment in common areas for employees to access a pc whilst at work. Royal Liverpool and Broadgreen worked with Staff side representatives to demonstrate how easy it was to access and save payslips via a PC or smartphone and that worked really well for them. Sandwell & West Birmingham NHST set up a PC in the Union Office for staff to use.

Online Payslips –
Common Myths and
Perceived Barriers

Concerns relating to an increase in queries directed to a central HR/Workforce resource from employees needing to access their ESR.

Good communication (ideally a 3 month 'countdown') and robust guidance clearly showing every step of the process, such as - where/how to access ESR and view/save payslips and what action can be taken by the employee if they have forgotten their username and/or password.
ESR Password Reset

Organisations going live for the first time or relaunching Employee Self Service at the same time as suppressing online payslip and some staff are already absent from work long term.

You should ensure all employees have a work email address recorded on their ESR record and that they have an active user account with one of the ESS URPs allocated. Make sure you engage with your IT Department so they are aware of the project and the advice that you should give employees, as they are often the first point of contact.

As part of your communication plan you should consider how you will engage with employees who may not at work during your rollout. For example employees how are maternity leave or on long term absence. An option available to you is to create an assignment set for these individuals, which will provide a short term resolution to print payslips for those individuals which can then be posted/emailed to their home. Running monthly reports to identify those who have returned to work thereafter (and will therefore be able to access online) means you can remove/reduce your assignment set until it is no longer a requirement.

Those staff who go onto Long Term Sickness or Maternity Leave after you have switched to online payslips will continue to be able to access their monthly payslips over the internet from home on their mobile device.

The Information Governance Lead has some concerns relating to the security of accessing online payslips.

Organisations have informed us that accessing online with a username and password removes the risk of the following:-

- Payslips not being delivered to designated site (due to staff working from home or on alternative sites)
- Payslips going missing in the post (or potentially stolen)
- Payslips left on desks or in Pigeon holes for long periods of time (especially those for Medical Staff).

Ensure your guidance stresses the importance of employees not providing/sharing their username and password to any third party to move any potential IG breaches.

We have a number of employees where English is not their first language.

There are a number of steps you can consider to assist employees with their access. Imperial College Healthcare Trust overcame this barrier by undertaking some of the following steps with individual employees:

- Remote into their PC and show them step-by-step
- Similarly, focus groups within each division, to help establish 'champions' who can help if they have any further issues when your helpdesk are not there
- Easy to follow guides or posters with simple instructions
- Ask their manager to help where possible
- See if anyone is able to assist with translation to help them with access

Payroll will need to create assignment sets and/or manually print payslips for leavers each month.

This is not required. When an employee record is terminated in ESR the final payslip will automatically be printed without the requirement for Payroll to create an assignment set, or for any settings to be changed against the individual to switch them back to paper. However, if the payslip is to be delivered to the leavers home address, assignment level settings will need to be amended to reflect this.

We have had queries from employees stating that it is a legal requirement for us to provide a paper payslip.

This is not the case, it is a legal requirement for all organisations to provide employees with a payslip but this can be in electronic or paper format.

Employees will have access to their old payslips from their last organisation when working in their next organisation.

This is not the case, because they are separate organisations in ESR.

It is important that you communicate with your employees to request they download their past payslips (at least the previous 3 months) and most recent P60 before they leave. To assist in reminding employees a warning appears in the My Payslip Portlet when a future termination date is entered in ESR.