

Online Payslips FAQs

Q 1 - Why has the Child and Family Agency introduced online payslips?

The development is part of an initiative to further modernise and improve payroll services. In addition to providing online convenience to view your payslip, the initiative is helping to achieve payroll savings and efficiencies. Users who are benefiting from this service are also helping the environment by reducing the organisation's paper requirements.

The service allows staff and retirees to access their payslips and payslip history online at their convenience

Q 2 - How are staff and retirees accessing their payslips online?

Staff and retirees access their payslips online via a dedicated webpage. You can log on at your own convenience and view your payslip securely once you have registered. To register just click on your payroll area.

You will only be able to view your own payslip via a combination of your Personnel Number / User ID and a password.

Q 3 – If you opt to register online will you be able to print your payslip?

Yes once you are registered online you will be able to print your payslip. You will no longer receive a paper payslip issued from payroll.

Q 4 - Have the Revenue Commissioners and the Department of Social Protection indicated their acceptance of the online payslip replacing the paper payslip?

The Revenue Commissioners have accepted online payslips for a number of years and now also accept online P60s. The Department of Social Protection has itself benefitted from on-line payslips since 2009.

Q 5 – Will I be able to access a copy of my P60 online?

P60's will be made available in the near future .

Q 6 – Where else in the public and semi-state sectors are online payslips available?

Current users of online payslips include the HSE, Department of Finance, Department of Social Protection and the Revenue Commissioners. Online payslips can be found in many other government departments, the Universities, Institutes of Technology plus the local authorities.

In the semi state sector online payslip users include Bus Eireann, Enterprise Ireland and IDA. Online payslips and end of year documents are also common place in the multinational sector.

Q 7 - Do all Child and Family Agency staff and retirees need to register to receive their payslip online?

The Child and Family Agency is encouraging all existing staff and retirees to voluntarily register to receive their payslip online. New people joining the organisation or those re-joining are registered automatically for online payslips.

Q 8 – Are my payslips securely stored online?

Your payslips are stored securely online in our payroll providers' approved data centres. The data centres conform to global standards in network and physical security. Users should ensure that their password is strong, conforms to the Password Standards Policy and is not written down anywhere accessible to others.

Q 9 – If I provide my personal email address how will it be used by the online payslips service?

If you provide a personal email address it will only be used by the service to communicate with you for registration and account maintenance purposes.

Q 10 – Are Travel and Subsistence payments available online?

Travel and Subsistence payments are available online in regions where they are paid via payroll.

Q 11 – Who can I contact if I have a query regarding the information on my payslip?

Please contact your local payroll area with any pay related queries. Please refer to the User Guide for your payroll region for more details.