

Online Payslip Self-Service User Guide

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1. Registration

Existing Employee/Retiree

If you are an existing employee or retiree, check your latest paper payslip. A PIN number to register for online payslips will be displayed at the bottom of your payslip. You should also take note of your Personnel number on your payslip.

Click on <https://epayslips.hse.ie/Account/Login.aspx> or follow the links on the Tusla Website – Staff (top right) - Online Payslips and click ‘Register’.

Note: There is an instructional video on the site which will take you step by step through the registration and login process

Step 1

Enter your Personnel Number and PIN in the boxes provided. A PIN number to register for online payslips is displayed at the bottom of your payslip.

Register for Online Payslips Service

To access your online payslips, you must first register and provide us with an email address. This can be either a work or personal email address.

Enter your personnel number and PIN below.

You will find your Personnel number and PIN on your paper payslip.

Step 1

Personnel Number:

PIN:

Register

Click Register

Step 2

You will be prompted to enter and confirm an email address. You can use either a work or personal email address. This email address will initially be used to send you an activation link to login to the online payslips application and for password resets thereafter.

Register for Online Payslips Service

Set Email address

An email address is required to register for this service. You can use a work or a personal email.

Step 2

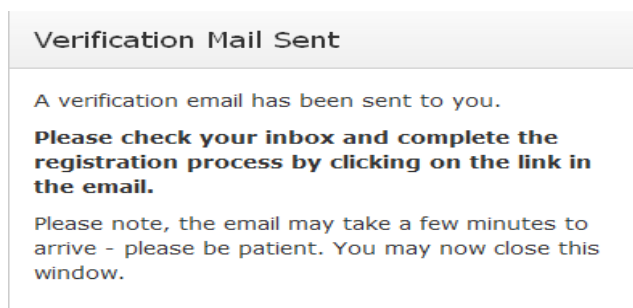
E-mail:

Confirm E-mail:

Set Email

Click Set Email

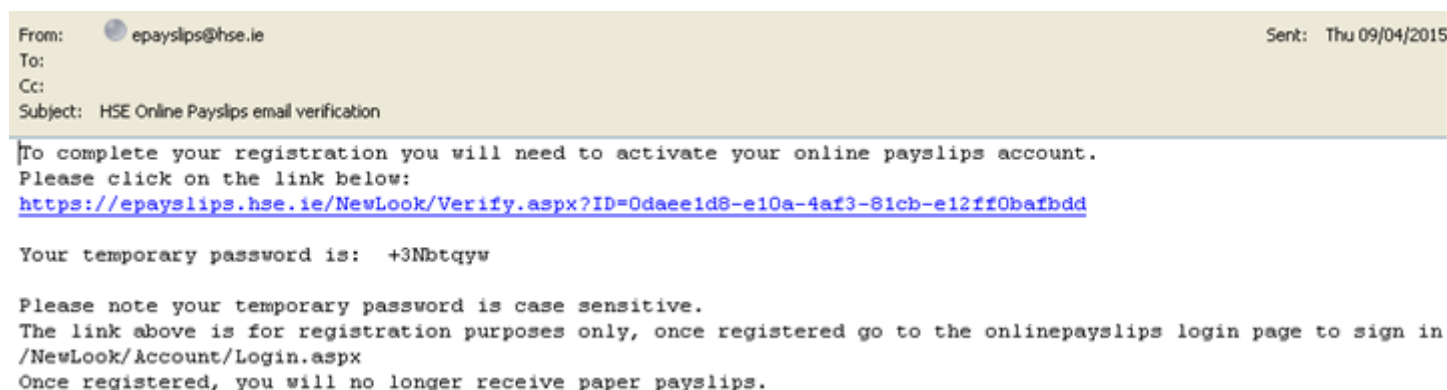
The following message will display at the end of the screen:



2. Activating your Online Payslip Account

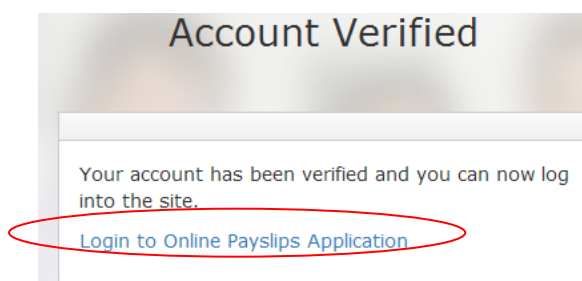
Check the email account that you used to register. You should receive an e-mail with an activation link to your online payslip account and a temporary password.

If you are using webmail such as Gmail or Yahoo please remember to check the Spam/Junk folders as automated emails are often sent to these folders. Webmail account access may be blocked when being accessed from within the HSE network.



You will need to click on the link to activate your online payslip account.

The following screen will appear with a message advising that your account has been verified. You can now login by clicking the 'Login to Online Payslips Application' link



Click here to Login



Enter your Personnel No and Temporary Password which you will have received on the email verification. Click Login

New User Login

Please log-in using the temporary password sent to you by email.

Personnel No:

Temporary Password:

Log In

You will be prompted to set a password to something memorable. The password should be 8 characters long and include a special character such as !, #, etc. On initial login, your current password is the temporary password emailed to you on registration.

Account Maintenance

Password Update

Please update your password to complete your registration.

Passwords must be at least 8 characters long and must contain at least one special character i.e. ()!"\$%&*_+~= '@~#<>?.

Current Password / Temporary Password:

New Password:

Confirm New Password:

Change

Click here

Account Maintenance

Password Update

Change Password Complete

Your password has been changed!

Continue

Click here

3. Logging In

To 'Login' enter your 8 digit Personnel number, password and email address in the boxes provided. Click the Log In button.

Welcome to the Online Payslips Service

Login

Personnel No:

Password:

Email Address:

[Forgotten your Password?](#)

Log In

Register for Online Payslips Service

To access your online payslips, you must first register and provide us with an email address.

You will find your Personnel number and PIN on your paper payslip.

Register

User Guide

Registration Instructional Video

Click here

New Employee (New Hire/Rehire)

If you are a new/rehired employee, you will automatically be registered for online payslips. An activation link to your online payslip account and a temporary password will be sent to the email address that you provided on your HR Hire/Rehire form. Please follow steps 2 & 3 above to activate your account and login.

4. View My Documents

4.1 View a current Payslip

On the Home page click View My Documents

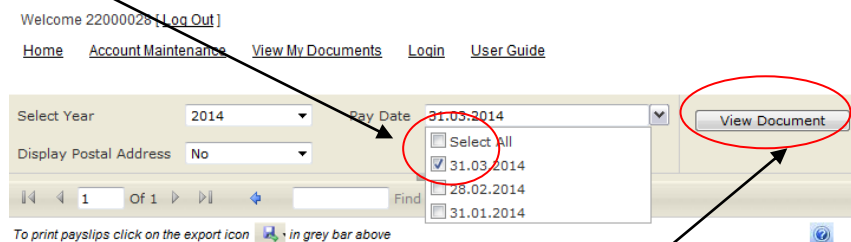


Your most recent payslip will display.

4.2 View a previous Payslip

Select the Pay Date you wish to view from the drop down. Tick the Pay Date you wish to view

Online Payslips Service



Click on "View Document" **twice** to display the chosen payslip on screen.

4.3 View multiple Payslips

On the Pay Date drop down tick 'Select All'. Click on "View Document" **twice**. Your first payslip will display.

The screenshot shows the 'Online Payslips Service' interface. At the top, it says 'Welcome 30016763 [Log Out]' and has links for 'Home', 'Account Maintenance', 'View My Documents', 'Login', and 'User Guide'. Below this, there are two dropdown menus: 'Select Year' set to '2014' and 'Pay Date' set to '31.05.2014'. The 'Pay Date' dropdown is open, showing a list with 'Select All' at the top, followed by '31.05.2014', '30.04.2014', and '30.03.2014'. The 'Select All' option is highlighted. To the right of the dropdowns is a 'View Document' button. Below the dropdowns, there is a 'Display Postal Address' dropdown set to 'No'. At the bottom, there is a pagination bar showing '1 Of 1' and a 'Find' button. A red circle highlights the 'View Document' button, and another red circle highlights the 'Select All' option in the dropdown menu. Arrows point from the text above to these two elements.

To view the next month's payslip Click the Next Page arrow

The screenshot shows the 'Online Payslips Service' interface. At the top, it says 'Welcome 30016763 [Log Out]' and has links for 'Home', 'Account Maintenance', 'View My Documents', 'Login', and 'User Guide'. Below this, there are two dropdown menus: 'Select Year' set to '2014' and 'Pay Date' set to '31.05.2014, 30.04.2014, 30.03.2014'. The 'Pay Date' dropdown is open, showing a list with 'Select All' at the top, followed by '31.05.2014', '30.04.2014', and '30.03.2014'. The 'Select All' option is highlighted. To the right of the dropdowns is a 'View Document' button. Below the dropdowns, there is a 'Display Postal Address' dropdown set to 'No'. At the bottom, there is a pagination bar showing '1 Of 3' and a 'Find' button. A red circle highlights the 'Next Page' arrow in the pagination bar. An arrow points from the text above to this element.

4.4 Display a Postal Address

You have the option to "Display postal address". Click Yes from the dropdown to the right and click "View Document" The postal address will then appear on screen.

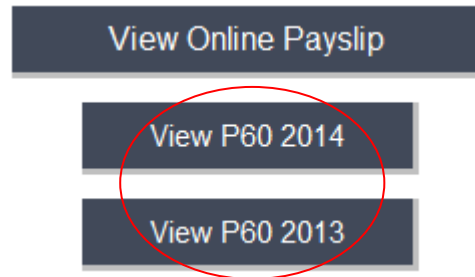
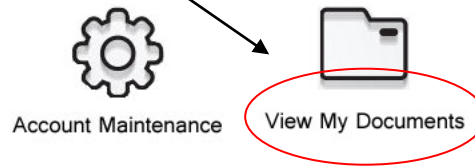
The screenshot shows the 'Online Payslips Service' interface. At the top, it says 'Welcome 22000029 [Log Out]' and has links for 'Home', 'Account Maintenance', 'View My Documents', 'Login', and 'User Guide'. Below this, there are two dropdown menus: 'Select Year' set to '2014' and 'Pay Date' set to '31.03.2014'. The 'Pay Date' dropdown is open, showing a list with 'Select All' at the top, followed by '31.03.2014', '30.02.2014', and '30.01.2014'. The 'Select All' option is highlighted. To the right of the dropdowns is a 'View Document' button. Below the dropdowns, there is a 'Display Postal Address' dropdown set to 'Yes'. The 'Display Postal Address' dropdown is open, showing a list with 'Yes' at the top, followed by 'No' and 'Yes'. The 'Yes' option is highlighted. At the bottom, there is a pagination bar showing '1 Of 1' and a 'Find' button. A red circle highlights the 'Yes' option in the dropdown menu. An arrow points from the text above to this element.

Click here

4.5 View Your P60

On the Home page click View My Documents

Welcome to the Online Payslips Service
Please select from one of the options below:

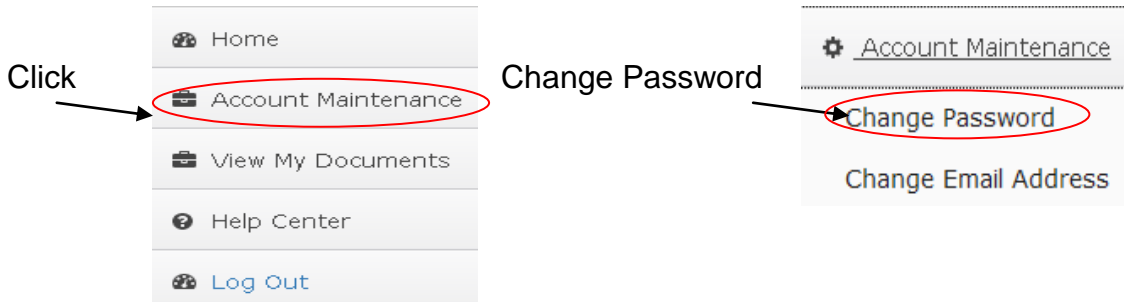


You can view your P60 for 2013 or 2014

5. Online Payslip Account Maintenance

5.1 Change my Password

On the Home page click Account Maintenance



Follow the instructions on screen to change your password. You will be prompted to set a password. The password should be 8 characters long and contain at least one special character such as !, #, etc.

Password Reset

Passwords must be at least 8 characters long and must contain at least one special character i.e.
() ! " £ \$ % ^ & * _ + - = @ ' ~ # < > ? ,

Current Password:

New Password:

Confirm New Password:

Change

Click Change and the following message will appear. Click the continue button

Password Reset

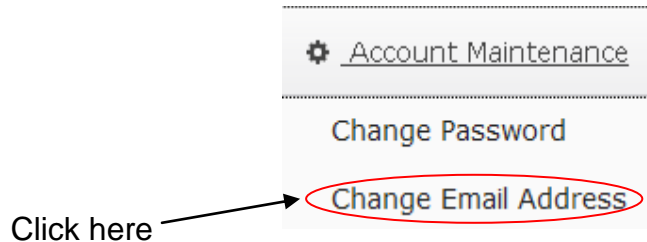
Change Password Complete

Your password has been changed!

Continue

5.2 Change Email Address

Click Change Email Address on the Account Maintenance page.



The following box will appear:

E-mail Address Update

Current Email Address: [Redacted]

Please enter your new email address

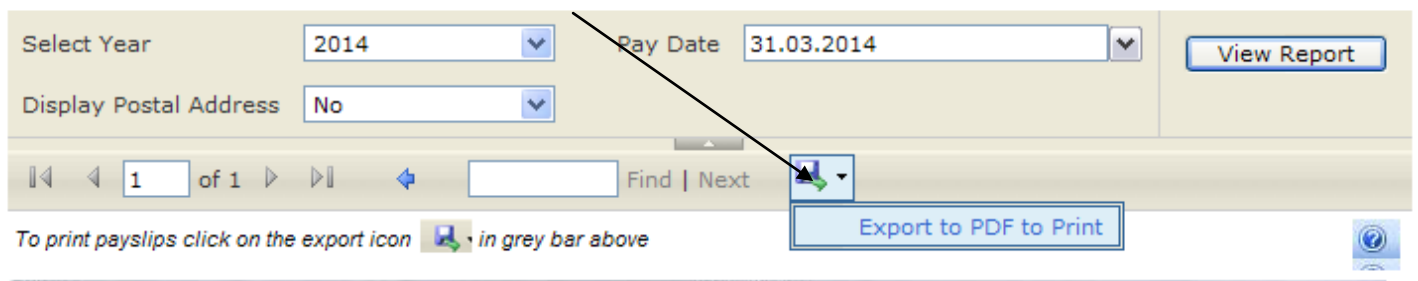
Please confirm your email address

Current Password:

The screen will request confirmation of your email address and password. Click Save.

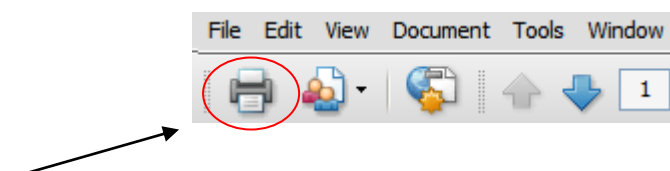
6. Print Your Payslip & P60

To print a payslip or P60 click on the disk Icon. Click Export to PDF to Print.



Your payslip should automatically open up and offer you the option to open your PDF document or save it. If you do not have Adobe Acrobat Reader installed on your PC then you can download it for free at <http://get.adobe.com/uk/reader> After you install the application you will now be able to save or print your payslip.

With your payslip open in adobe reader click the print icon in the toolbar.

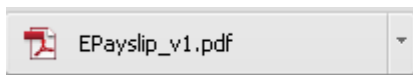


Click here to print

You will then be prompted to select which printer you would like to use. Select your printer and click ok.

6.1 Exporting in Google Chrome

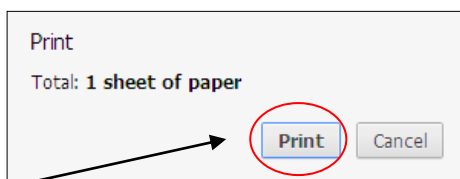
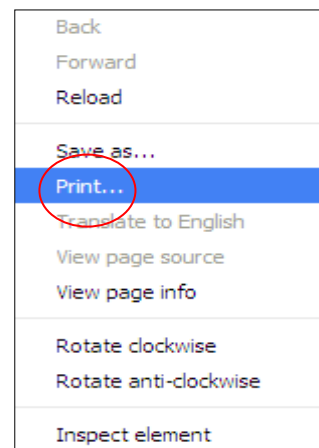
When saving/printing the payslip/P60 in Google Chrome the payslip will not automatically open. The file will appear in a download bar at the bottom of your browser window.



Click on the file and your payslip pdf will open up within google chrome.

Right click anywhere on the screen and scroll down to print. Then press print on the print menu screen that appears as seen below.

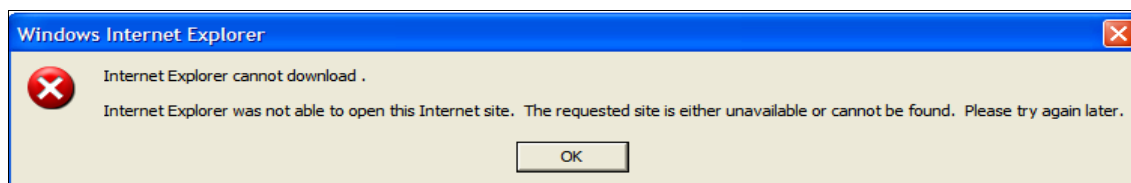
Click print again on the next screen that appears.



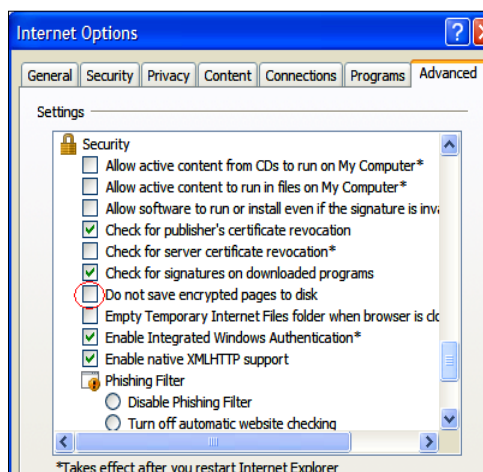
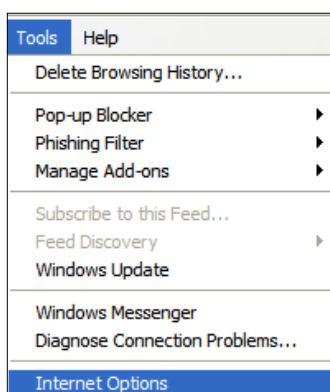
Click here to print.

6.2 Download Error

Some users may experience an error message when they try to print their payslip. This is due to a security setting within Internet Explorer that needs to be turned off in order for you to export the payslip



To turn off the security feature you need to go to the menu bar and click Tools -> Internet Options -> Advanced and scroll down to Security and ensure that the 'Do not save encrypted pages to disk' box is unticked.



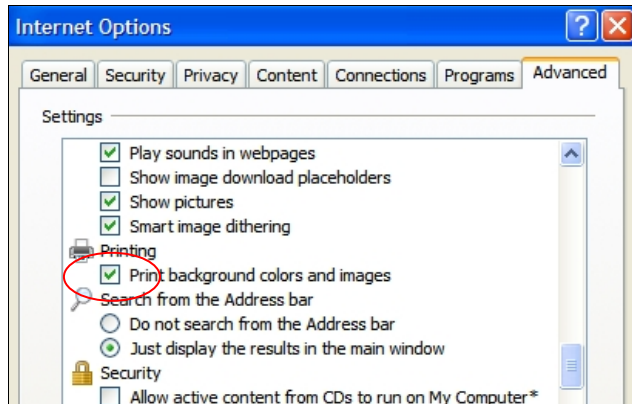
With this change made you now need to restart your browser for the changes to take effect. You should now have no problems when you try to export your payslip.

6.3 *Printing Payslips from within different Internet Browsers*

Alternatively you can print directly from your browser window. However the full webpage details will also show up when printing from within your browser.

Background Image Missing

When printing your payslip from within your internet browser you may find that only the text appears but the background image is missing. This is due to a print setting within your internet browser that needs to be turned on.



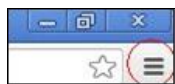
Microsoft Internet Explorer 7

Click Tools -> Internet Options -> Advanced. Scroll down to Printing and tick the option to print background colours and images box.

If using **Microsoft Internet Explorer 8** you can change this option from the File -> Page Setup Menu option.

Google Chrome

Go to the settings menu



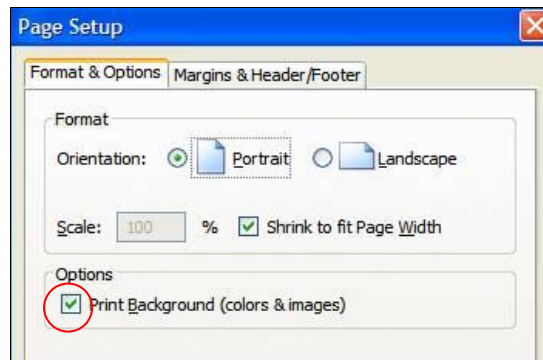
Select Print->Options and tick the 'Background colours and images' box.



Mozilla FireFox

Before selecting the print option, go to File -> Page Setup and tick 'Print Background (colours & images)' box.

Tick box as shown below under 'Options'



Then Select File->Print->Ok

7. Difficulties Registering / Logging in/ Viewing Payslip

7.1 *Forgotten Password*

If you are unable to remember your password, please click the forgotten password link on the login form.

Login

Personnel No:

Password:

Email Address:

[Forgotten your Password?](#)

Log In

Click here

Online Payslips Password Recovery

Password reset

Please enter your Personnel number to reset your password

Personnel Number:

Next

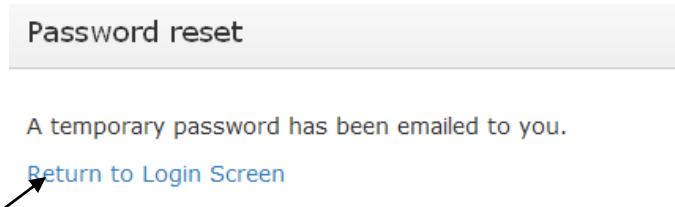
Tips & Support

If you have any any issues resetting your password please contact epayslips@hse.ie and include your

- Name
- Personal number
- Contact number
- And a short discription of the problem you are having.

Enter your personnel number in the field and click next.

When you click next an email will be sent to you with a temporary password which will allow you to log into the site again.

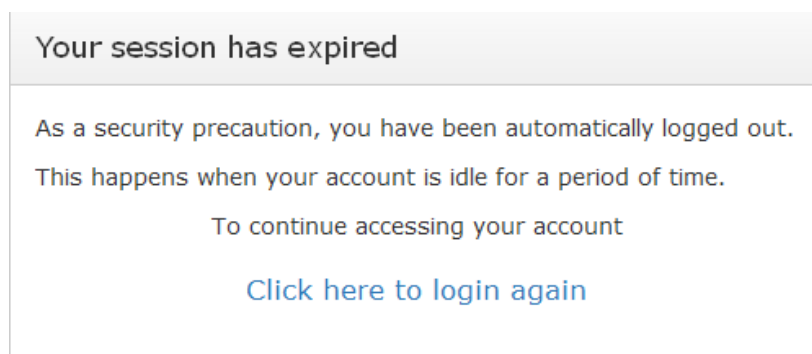


Click 'Return to Login Screen'

7.2 User Inactivity

If you are logged in but not actively using the online payslips solution, it will lock after 8 minutes of inactivity in which case you will need to go through to login steps again. Always remember to follow the HSE data security rules which can be viewed by clicking the link below.

http://www.hse.ie/eng/services/Publications/pp/ict/Information_Security_Policy.pdf

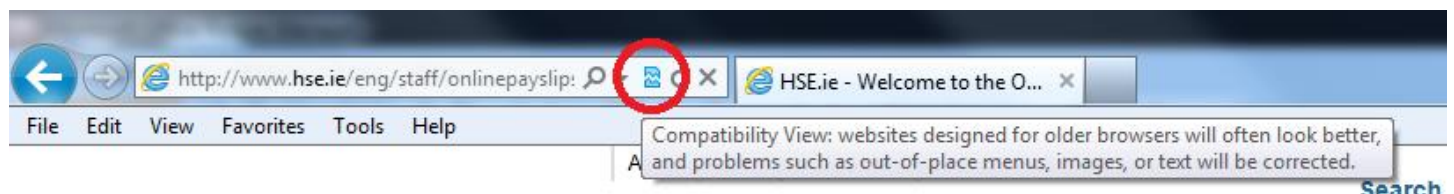


7.3 Payslip Not Displaying

Newer versions of Internet Explorer can experience problems displaying content on certain websites. You may experience an issue with these newer versions when trying to view your epayslip online.


However this issue can be simply resolved by adding the HSE website to a compatibility mode list within the browser.

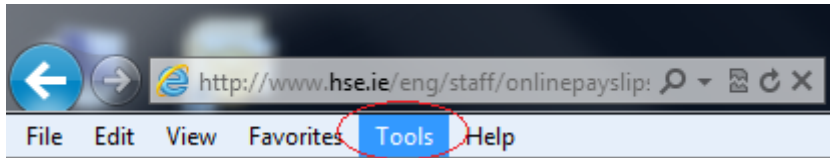
If you have Internet Explorer 8, 9 or 10 then click the following button if available to put the HSE website into compatibility mode.



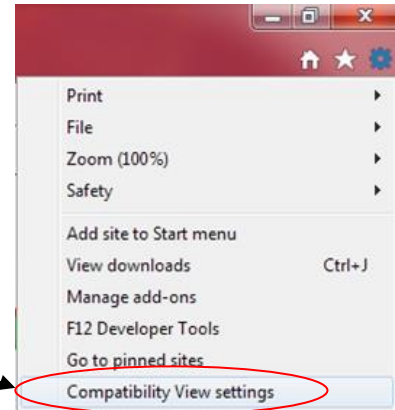
The Page will reload itself and you should now be able to view your payslip

However if the icon is not available you will then need to do the following;

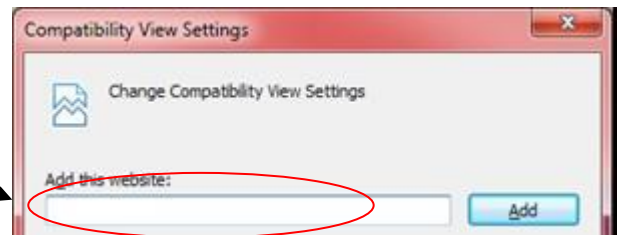
1. In Internet Explorer, click on **Tools** on the menu bar. If you do not see the menu bar you may need to press the Alt button on your keyboard. The Alt button can be found to the left of the space bar. Unless you have the menu bar enabled, this will be a gear icon 



Click **Compatibility View Settings**.



2. Under **Add this website**, enter <http://www.hse.ie> and click Add and then Close.



3. Refresh the webpage by pressing the F5 key (usually above the number 6 key) on your keyboard and you should now be able to view your payslip.

8. Payroll Related Queries - Contacts

Email: tusla.payroll@hse.ie

Tel: 061 483298