

Payslip Portal Employee User Guide

**This service is provided by SSLPost on behalf of
Sunderland City Council**



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Table of Contents

Contents

1. Welcome to the Payslip Portal	4
2. Registering and activating your Payslip Portal Account and setting your password.....	4
2.1 Password:.....	6
2.2 Email:	6
2.3 Security Questions:	6
3. My Payslip History.....	7
4. Opening your Payslip	7
4.1 Download payslip	7
4.2 Open payslip	7
4.3 Checking your payslip.....	7
4.4 Printing your payslip	8
4.5 Saving your payslip	8
4.6 Emailing your payslip.....	8
5. My P60 Tab.....	8
6. My P11D Tab	8
7. My P45 Tab.....	8
8. Logging out of the Payslip Portal.....	8
9. Logging into the Payslip Portal	9
9.1 Save the URL to your internet browser favourite / bookmarks	9
9.2 Setting up a quicklink to your Payslip Portal on a mobile device	9
iPhone	10
Android device	10
10. Forgotten Password/Password Reset	10
11. Terms and Conditions	11
12. FAQs.....	11
Q. How secure is the Payslip Portal?	11
Q. Which internet browsers are compatible with the Payslip Portal?	11
Q. How do I activate my account?.....	11
Q. Why did I receive a message User Not Found when I input my National Insurance Number and surname?	11

Q. I have forgotten my Payslip Portal Password?.....	12
Q. Why have I not received an email instruction following my request to reset my password?	12
Q. How do I reset my password if I have forgotten my Payslip Portal security answers?....	12
Q. Can I change my Payslip Portal password and / or security answers?	12
Q. Is it safe to use the Payslip Portal on a public computer?	12
Q. Can I check when my Payslip Portal was logged into?	12
Q. Can I get a paper payslip?.....	13
Q. How long will my information stay on the Payslip Portal?	13
Q. What happens to my Payslip Portal if I leave?.....	13
Q. Why can't I access my Payslip Portal account from my smartphone?	13
Q. I don't agree with the Terms and Conditions?.....	13
Q. When can I access the portal?	13
Q. When will my payslip be available on the Payslip Portal?	13
Q. Who can see the information held about me on the Payslip Portal?	13
Q. What happens if I don't log onto the Payslip Portal for a long time ?	13
Q. What is the link to log into my Payslip Portal.	14
Q. I am trying to log onto the Payslip Portal and it is asking for my email address	14
Q. Does the Payslip Portal comply with employment legislation?	14
Q. Does the Payslip Portal comply with the Data Protection Act and General Data Protection Regulations (GDPR)?	14
Q. I didn't get a notification that I had a document to view on the Payslip Portal?	15
Q. I received an email from payslip.portal@sunderland.gov.uk is it a genuine email?	15
Q. My Payslip details are incorrect?	15
Q. Why don't I have a payslip to view?.....	15
13. Other Queries regarding the Payslip Portal	15

1. Welcome to the Payslip Portal

This user guide provides you with instructions on using the Payslip Portal to access your Payslips. The portal will also be used for other Payroll documentation such as P60s, P11Ds and P45s.

The portal is provided by SSLPost on behalf of Sunderland City Council as either your employer or payroll provider.

2. Registering and activating your Payslip Portal Account and setting your password

To register and activate your Payslip Portal account you will need to go to the following URL:

<https://secure.sslpost.com/app/register/sunderlandcitycouncil/>

You should see the following page. Please enter your National Insurance Number and your last name as it appears in the top line of your payslip. (if you have a two word surname or have changed your surname recently please refer to the FAQs). If you are a new employee you will be unable to register until payroll have uploaded your payslip which is usually a day or so before payday.

Then click the "**Register Your Account**" button.

Register Account

To register your account please complete the following:

National Insurance Number:

Surname:

This page is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Register Your Account

[Login](#)

If you have any issues registering or using your payslip portal account, please refer to the Payslip Portal User Guide <https://www.sunderland.gov.uk/payslipportal>. If you have a query on your payslip please contact your Payroll Section by emailing payroll@sunderland.gov.uk If you need support to register or log-in to your account please contact your Payroll Section by emailing payslip.portal@sunderland.gov.uk Our office hours are 8.30am to 5.15pm Monday to Thursday and 8.30am to 4.45pm Friday (excluding bank holidays).

You may need to click on some images provided by reCAPTCHA to prove that you are not a robot. This is a security feature designed to protect your data.

The following screen will appear asking you to enter your security information.

Account Activation

All fields shown below are mandatory.

Credentials

Password policy:
Minimum 12 characters long

Password:

Verify password:

Email:

Message Notifications: Receive an email notification when a new message arrives for you

Security Questions

Name of your 1st pet:

What is your favourite colour?

What was the name of your first school?

What is your favourite food?

What is your place of birth?

Terms and Conditions

I agree with [terms and conditions](#):

Privacy Policy

I agree with [privacy policy](#):

[Activate Account](#)

2.1 Password:

You will be asked to enter in a password and then re-enter it to verify it. Your password must be a minimum of 12 characters. This password will be used each time you access your secure Payslip Portal.

The following guidance should be followed to improve the strength of your password and reduce the likelihood of your account becoming compromised:

- Your password should be based on a passphrase or made up of 3 random words e.g. lettercupglass.
- Your password should not contain easy to guess references such as important dates, places, sporting teams for example, Sunderland1973, user names, place names or company names i.e. PayslipPortal19, consecutive numbers or letters i.e. qwertyuiop12, similarities to other or previous passwords.
- Never save your password in the internet browser.
- Never use the same password on more than one system.
- Never write down or divulge your password to anyone.

The only person that should know your password is you. Never write down or share your password with anyone. No one supporting this Payslip Portal will ever ask you for your password.

If at any time you believe your password has been compromised you must change it immediately.

2.2 Email:

If you enter your email address you can opt to receive email notifications to inform you that your payslip has been uploaded to the Payslip Portal. You can change this setting at a later date.

Entering an email address will enable use of the self-service functionality to re-set your password.

It is recommended that you use a personal email address rather than a work email to ensure you can still self-serve with password resets when you don't have access to your work email and, if you leave, receive notification that your P45 has been uploaded to the Payslip Portal.

If you do not have an email address you can use the Payslip portal without registering an email address. However, you will not receive notification that your payslip has been uploaded and you will not be able to use the self-service functionality to reset your password.

2.3 Security Questions:

You will also be asked to set answers to Security Questions. This will allow you to reset your password when required.

Then click the “**Activate Account**” button.

You will automatically be redirected to the Payslip Portal home page.

3. My Payslip History

Your Payslip Portal home page is shown below, which provides you with an overview of your pay details:

My Payslip History

Period (Tax Ref/District)	Pay Date	Total Payments	Net Pay	
09/2018 (465/S1)	21-Dec-18	1925.92	1593.25	Download payslip Open payslip

Page 1 of 1

Search Payslips

Year: ▼

Month: ▼

[Filter Results](#)

Some previously issued payslips will be available to you via the Payslip Portal.

4. Opening your Payslip

Your payslip is exactly the same as your current paper payslip. Your payslip will remain in your payslip portal for seven years or for up to two years following your leaving date.

To view your payslip, you will need to click on either the “**Download Payslip**” or ‘**Open payslip**’ icon on the right-hand side of the screen.

4.1 Download payslip

This will then open your payslip up in PDF Format enabling you to view your payslip. Close the Tab to close it once you have viewed the information.

4.2 Open payslip

This will enable you to view your payslip within the payslip portal. You can enlarge the image if required. Click onto the My Payslip History Tab to close it.

4.3 Checking your payslip

You have a responsibility to check that your payslip is correct. It is very important that any mistakes are identified and resolved quickly.

If you think that a mistake has been made or you need support to understand your payslip, contact your Payroll section by email on Payroll@Sunderland.gov.uk. The office hours are 8.30am to 5.15pm Monday to Thursday and 8.30am to 4.45pm Friday (excluding bank holidays).

Tyne and Wear Fire and Rescue Service employees should contact your Payroll section by telephone on 0191 444 1611 or by email to payroll@twfire.gov.uk. The office hours are 9am to 5pm Monday to Thursday and 9am to 4pm Friday (excluding bank holidays).

4.4 Printing your payslip

Your payslip will be saved and accessible in the Payslip Portal. If you do wish to have a paper copy of your payslip you can print the PDF document you have opened using the Download payslip option. It is your responsibility to keep your printed payslip secure.

4.5 Saving your payslip

Your payslip will be saved and accessible in the Payslip Portal. If you do wish to save a copy in a particular location, you can click to save the PDF document you have opened using the Download payslip option. It is your responsibility to keep the saved copy secure. Do not save to shared folder.

4.6 Emailing your payslip

Your payslip will be saved and accessible in the Payslip Portal. If required, you could use the PDF format to email your payslip to a particular email account. You are responsible for the security of your payslip in transit over the internet.

5. My P60 Tab

Your 2018/19 P60 will be available in the Payslip Portal. Previously issued P60s will not be uploaded to the Payslip Portal. Until there is a document to display, you will see a message stating 'no documents available'. Once a document is available, you will have the same options to view, print, save and email as detailed above for Payslips.

6. My P11D Tab

If you do receive a P11D, your 2018/19 P11D will be available in the Payslip Portal. Previously issued P11Ds will not be uploaded to the Payslip Portal. Until there is a document to display, you will see a message stating 'no documents available'. Once a document is available, you will have the same options to view, print, save and email as detailed above for Payslips.

7. My P45 Tab

If you leave the organisation you will receive your P45 through the Payslip Portal. Until there is a document to display, you will see a message stating 'no documents available'. Once a document is available, you will have the same options to view, print, save and email as detailed above for Payslips. Prior to leaving the organisation, ensure you have a personal email address registered with the portal rather than a work email address so that you receive notification when your P45 is uploaded.

8. Logging out of the Payslip Portal

Click on the logout button on the top right-hand corner. Your account will log out automatically after a period of inactivity. If you are accessing your account using a smartphone, it will log out each time you move away from the URL.

9. Logging into the Payslip Portal

After you have registered and activated your Payslip Portal, you will need to use the following link to log into your account.

<https://secure.sslpost.com/app/login/domain/sunderlandcitycouncil/>

Once at the login screen, enter in your National Insurance Number and the password you set up earlier. Then click the “**Login**” button.

Account Login

National Insurance Number:

Password:

This page is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Login

[Forgotten Password?](#)

If you have any issues registering or using your payslip portal account, please refer to the Payslip Portal User Guide <https://www.sunderland.gov.uk/payslipportal>. If you have a query on your payslip please contact your Payroll Section by emailing payroll@sunderland.gov.uk If you need support to register or log-in to your account please contact your Payroll Section by emailing payslip.portal@sunderland.gov.uk Our office hours are 8.30am to 5.15pm Monday to Thursday and 8.30am to 4.45pm Friday (excluding bank holidays).

You may need to click on some images provided by reCAPTCHA to prove that you are not a robot. This is a security feature designed to protect your data.

Once clicked, you will be taken to your Payslip Portal homepage to view your Payslip history.

9.1 Save the URL to your internet browser favourite / bookmarks

It is recommended that you save the login URL into your Internet browser favourites/bookmarks.

9.2 Setting up a quicklink to your Payslip Portal on a mobile device

The Payslip Portal is a web-based application so you can set up a quicklink / shortcut to the webpage on your mobile device as follows:

iPhone – Enter the URL in the Safari browser and press Go.

Once the page of the URL has fully loaded, look for a box with an arrow usually found at the bottom of the screen in the iPhone menu bar. It looks like this



Click the box and it will give you a list of options – one of the options is to add the Payslip Portal URL to your home screen. Follow the instructions. An icon will appear on your home screen. Simply select it to go straight to the Payslip Portal log-in.

Android device – enter the URL in your internet browser. You will see 3 vertical or horizontal dots in the top right hand corner of your screen (depending on your browser). Select Add to home screen and select Add. An icon will appear on your home screen. Simply select it to go straight to the Payslip Portal log-in screen.

10. Forgotten Password/Password Reset

To reset your password, please do so, by clicking the “**Forgotten Password**” option on the Payslip Portal log in page and then follow the on-screen instructions. You will need to know your National Insurance number and the answers to your security questions.

Reset Password

If you have forgotten your National Insurance Number please check your P60, P11D, previously downloaded / printed payslip or pension annual benefit statement.

If you have forgotten your National Insurance Number or have not registered an email address please contact your Payroll section by email to payslip.portal@sunderland.gov.uk Our office hours are 8.30am to 5.15pm Monday to Thursday and 8.30am to 4.45pm Friday (excluding bank holidays).

National Insurance Number:

This page is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Reset Your Password

You can also change your password and / or the answers to your security questions once you login to the Payslip Portal. Click on Settings in the top right-hand corner.

You will be asked to input a new password and answer one of your security questions. If successful you will receive a message confirming that your password has been updated and that you can now log in.

If you have any issues resetting your password please contact Sunderland City Council Payroll by email to payslip.portal@sunderland.gov.uk. Our office hours are (8.30am to 5.15pm Monday to Thursday and 8.30am to 4.45pm Friday (excluding bank holidays)).

11. Terms and Conditions

The Terms and Conditions of using the Payslip Portal can be viewed by clicking the Terms and Conditions link on the bottom right hand corner of any page. The Payslip Portal is hosted by SSLPost and therefore, to use the portal, you must accept the terms and conditions. These have been reviewed by Sunderland City Council Law and Governance Services and are in line with the usual type of provisions for use of a website. In using the Payslip Portal, you are deemed to have accepted the Terms and Conditions and agree to abide with them. These Terms and Conditions may change from time to time.

12. FAQs

Q. How secure is the Payslip Portal?

A. The Payslip Portal is provided by SSLPost on behalf of Sunderland City Council. SSLPost is ISO27001 accredited and use industry standard encryption to secure the information in transit and when stored in the portal. (Secure Socket Layers (SSL) with a 128-bit key to encrypt communication with the server. The Advanced Encryption Standard (AES) algorithm is used with a 128-bit key to encrypt messages. AES and SSL are recognised as highly secure algorithms when used with a 128-bit key). SSL Post use reCAPTCHA as a security feature designed to establish that a computer user is a human and not a robot trying to gain access.

Q. Which internet browsers are compatible with the Payslip Portal?

A. The Payslip Portal has been tested with all major browsers, including Internet Explorer, Google Chrome, Mozilla and Microsoft Edge.

Q. How do I activate my account?

A. Please refer to section 2 of this User Guide.

Q. Why did I receive a message User Not Found when I input my National Insurance Number and surname?

A. This could be for one of the following reasons:

- You do not have any data uploaded to the Payslip Portal. If you are a new employee you will be unable to register until payroll have uploaded your payslip which is usually a day or so before payday.
- You have typed your National Insurance Number incorrectly, try again typing in your National Insurance Number as it appears on a previously issued paper payslip.
- You have typed your surname incorrectly. Try again typing in your surname correctly.
- If you have a two worded surname try again using the last part of your surname as it appears on your payslip. The payslip portal reads the last word in your surname that is proceeded by a space.

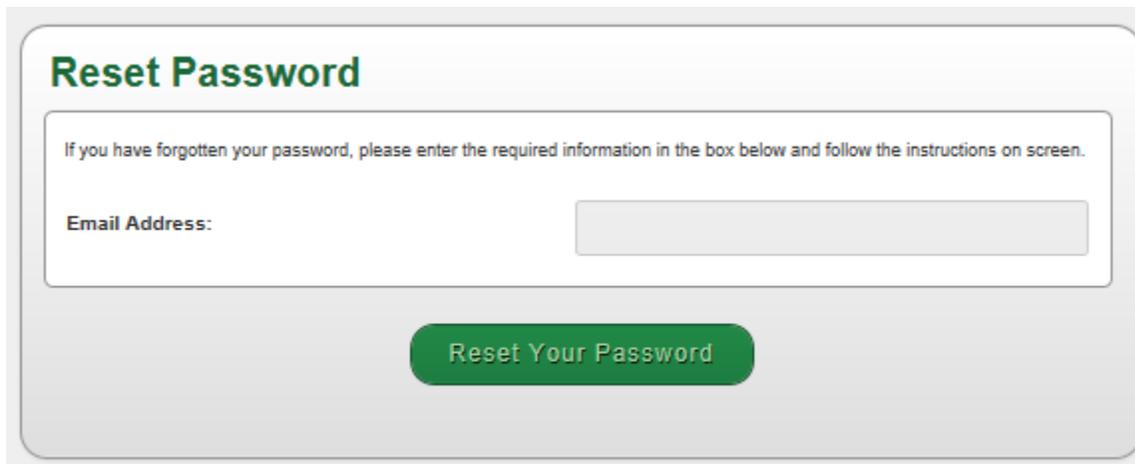
- If you have changed your surname in the previous 12 months, try again using your previous surname as it used to appear on your payslip.
- If you have only recently started, you will need to try again on the working day before payday.

Q. I have forgotten my Payslip Portal Password?

A. If you forget your password, you will need to click the “forgotten password” button on your log in page and then follow the on-screen instructions. Please refer to section 10 of this user guide.

Q. Why have I not received an email instruction following my request to reset my password?

A. If you have been asked to input an email address to reset your password or the screen looks like the one below you are trying to access the wrong portal. See section 9 for the correct link and try again.



Reset Password

If you have forgotten your password, please enter the required information in the box below and follow the instructions on screen.

Email Address:

Reset Your Password

Q. How do I reset my password if I have forgotten my Payslip Portal security answers?

A. If you forget your security answers and you need to re-set your password, you will need to contact Sunderland City Council Payroll section by email to payslip.portal@sunderland.gov.uk. Our office hours are (8.30am to 5.15pm Monday to Thursday and 8.30am to 4.45pm Friday (excluding bank holidays).

Q. Can I change my Payslip Portal password and / or security answers?

A. Yes. You are not forced to change your password or security answers. However, you can change them at any time by following section 10 of this guide.

Q. Is it safe to use the Payslip Portal on a public computer?

A. Although the Payslip Portal is secure, public computers generally do not provide a trusted environment. You should not enter sensitive information such as your password in an untrusted environment.

Q. Can I check when my Payslip Portal was logged into?

A. Yes, click onto Settings in the top right-hand corner. This will display the date and time of your last log-in.

Q. Can I get a paper payslip?

A. Once you have registered with the Payslip Portal you will no longer receive paper payslips. Once your organisation is using the Payslip Portal, you will be given a period of time to register with the portal, after which paper payslips will not be issued. All payslips will need to be accessed by the Payslip Portal. This is to save on administrative costs and employee time. However, in exceptional circumstances arrangements can be made for you to keep receiving paper payslips. Please discuss your particular circumstances with your line manager who can contact payslip.portal@sunderland.gov.uk if required. Tyne and Wear Fire and Rescue Service employees should contact their payroll section by telephone on 0191 444 1611 or by email payroll@twfire.gov.uk

Q. How long will my information stay on the Payslip Portal?

A. Whilst you are an employee, your information will be held on the Payslip Portal for up to 7 years.

Q. What happens to my Payslip Portal if I leave?

A. If you leave the organisation, your information will be removed following completion of the full tax year after your leave date. e.g. leave in April 2019, your data will be removed in April 2021.

Q. Why can't I access my Payslip Portal account from my smartphone?

A. The Payslip Portal can be accessed by any internet browser and should be accessible from an internet enabled smartphone. You may need to check your smartphone settings.

Q. I don't agree with the Terms and Conditions?

A. The terms and conditions have been reviewed by Sunderland City Council Law and Governance Team. They are standard wording that we would expect to see for websites.

Q. When can I access the portal?

A. The Payslip Portal is available 24 hours a day 7 days a week. There may be the odd occasion when it is not available due to system maintenance schedule. If this occurs, please return to the site later.

Q. When will my payslip be available on the Payslip Portal?

A. When you receive the notification email your payslip will be available to view.

Q. Who can see the information held about me on the Payslip Portal?

A. Only you, Payroll and selected members of SSLPost support. Each user has their own separate account and your account cannot be accessed by any other user. Your Payroll section can access your portal account to provide you with technical support or to answer a query you may have. SSLPost support may also need to access your portal account to provide technical support to Payroll. All access is logged.

Q. What happens if I don't log onto the Payslip Portal for a long time ?

A. You don't need to access your Payslip Portal on a regular basis. Your account will remain activated and you will just log in following the steps in section 9 of this guide when you want to view your documents.

Q. What is the link to log into my Payslip Portal.

A. The link to activate your account is

<https://secure.sslpost.com/app/register/sunderlandcitycouncil/>

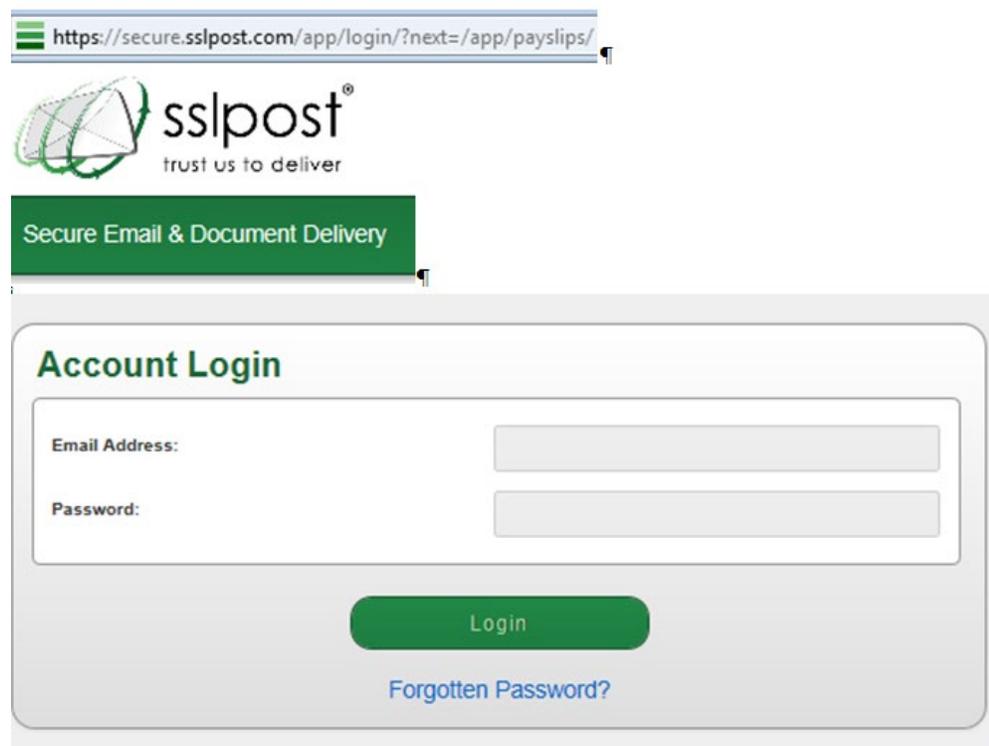
The link to log into your account once you have activated it is

<https://secure.sslpost.com/app/login/domain/sunderlandcitycouncil/>

You can save this to your favourites or as an icon on your smartphone by following the information in section 9.

Q. I am trying to log onto the Payslip Portal and it is asking for my email address

A. If you are being asked for an email address and it looks like the screenshot below then you are trying to access the wrong payslip portal. See the previous FAQ or section 9. Once at the correct log in page save it as your favourite.



Q. Does the Payslip Portal comply with employment legislation?

A. Yes, under the Employment Rights Act 1996, you have a right to be given by your employer, at or before pay day an itemised payslip. The payslip portal ensures this obligation is met.

Q. Does the Payslip Portal comply with the Data Protection Act and General Data Protection Regulations (GDPR)?

A. Yes. A privacy impact and equality impact assessment has been completed to confirm that the Payslip Portal conforms with all requirements under Data Protection guidelines and legislation.

Q. I didn't get a notification that I had a document to view on the Payslip Portal?

A. When you activated your account you may not have logged an email account or opted to receive notifications. Click on Settings in the top right-hand corner and update your account settings to include an email and tick to receive an email notification.

Q. I received an email from payslip.portal@sunderland.gov.uk is it a genuine email?

A. An email from the Payslip Portal will come from payslip.portal@sunderland.gov.uk and include the following standard wording.

You have received this email to inform you that a document has been uploaded to your payslip portal.

Your payslip has been uploaded to the payslip portal and is now available for you to view. Use the link provided previously or from the help guide.

Emails from the payslip portal will never include an attachment or a link.

Do not reply to this email as it comes from an unmonitored email address.

SSLPost provide this service on behalf of Sunderland City Council.

Q. My Payslip details are incorrect?

A. You have a responsibility to check that your payslip is correct. It is very important that any mistakes are identified and resolved quickly.

If you think that a mistake has been made or you need support to understand your payslip, contact your Payroll Section by email to Payroll@Sunderland.gov.uk. Our office hours are 8.30am to 5.15pm Monday to Thursday and 8.30am to 4.45pm Friday (excluding bank holidays). It is very important that any mistakes are identified and resolved quickly.

Tyne and Wear Fire and Rescue Service employees should contact your Payroll section by telephone on 0191 444 1611 or by email to payroll@twfire.gov.uk. The office hours are 9am to 5pm Monday to Thursday and 9am to 4pm Friday (excluding bank holidays).

Q. Why don't I have a payslip to view?

A. If your net pay is £0.00 then no payslip will be produced.

13. Other Queries regarding the Payslip Portal

If your query is not resolved by referring to this Payslip Portal User Guide, please contact payslip.portal@sunderland.gov.uk