



# Online Payslips FAQ's

## 1. How do I access my online payslip?

You can access your online payslip on My ESR <https://my.esr.nhs.uk/>.

[My ESR Quick Guide 5-Viewing your Payslip](#)

If you do not already have login details for My ESR please see the instructions below on how to obtain them.

[My ESR Quick Guide 1 - Getting Access and Logging in](#)

Alternatively, you can contact the ESR Self Service Team [esrselfservice@nth.nhs.uk](mailto:esrselfservice@nth.nhs.uk) for support or to book on to a training session.

The dates of these and a series of Access Drop In Sessions can be found on the My ESR Website <https://www.nth.nhs.uk/jobs/my-esr/>

## 2. Will I have the option to receive my paper payslip still?

Once the Trust has moved to online payslips there will be no option to receive a paper payslip unless in exceptional circumstances.

## 3. Will I still receive a paper copy of my P60?

No, however you will be able to view your P60 on My ESR underneath the My Pay and Rewards section.

## 4. When will my online payslip be available to view?

Your online payslip will be ready to view two days prior to pay day. Please see below for pay dates and payslip availability:

Month	Payday	Payslip available on My ESR	Downtime
<b>September</b>	26th September	24th September	From 18:00 28th September until 30th September
<b>October</b>	29 <sup>th</sup> October	27 <sup>th</sup> October	From 18:00 26th October until 28 <sup>th</sup> October
<b>November</b>	28 <sup>th</sup> November	26 <sup>th</sup> November	From 18:00 30th November until 1 <sup>st</sup> December
<b>December</b>	21 <sup>st</sup> December	19 <sup>th</sup> December	From 18:00 28 <sup>th</sup> December until 30 <sup>th</sup> December



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### 5. What if I am going on maternity leave or I am on long term sick?

Please ensure that you obtain your log in details prior to going on maternity leave, or as soon as you possibly can. You must initially set up My ESR on a Trust computer, however, once you have done this you can follow the guidance below to set up remote access so you are able to access the system from outside of the Trust, i.e. from home, on a computer, tablet or phone.

[My ESR Quick Guide 2 - Requesting Remote Access](#)

### 6. I am due to flexi retire, will I still be able to view my old payslips?

When you return from flexi retirement you will be set up with a new username.

You will need to contact the ESR Self Service team on [esrselfservice@nth.nhs.uk](mailto:esrselfservice@nth.nhs.uk) who will be able to provide you with this username.

**Please ensure you save any payslips and P60's that you may require from the system prior to flexi retiring.**

### 7. If I am no longer receiving a paper payslip, how do I change my bank details with Payroll?

You can change your bank details using My ESR. Please see below for guidance:

[My ESR Quick Guide 8-Amending Bank Details](#)

Alternatively, you can contact Payroll who will provide you with a form to complete.

### 8. Can I access my online payslip outside of work?

Yes you are able to access your payslip from outside the Trust, on a computer, tablet or phone. To do this, please follow the attached guidance: **Please note that you must be logged in to a Trust computer to set up remote access.**

[My ESR Quick Guide 2 - Requesting Remote Access](#)

### 9. I work for North Tees and Hartlepool Solutions, when will I stop receiving my paper payslip?

Paper payslips are being switched off from December 2018's pay date for North Tees and Hartlepool Solutions, meaning your last paper payslip will be sent to you for November's pay.



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### **10. What happens if I leave the Trust? Will I receive paper copies of my payslip?**

If you leave the Trust you will no longer have access to My ESR, therefore you will need to save copies of any payslips and P60's that you require. However, you will receive a paper copy of your last payslip with the Trust.

This also applies if you are flexi-retiring from the Trust.