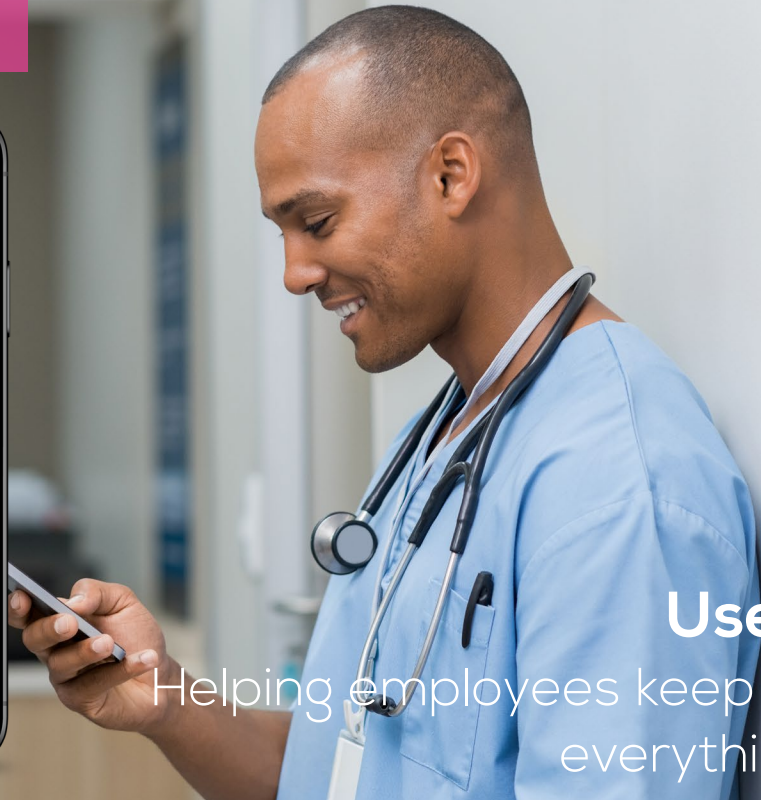
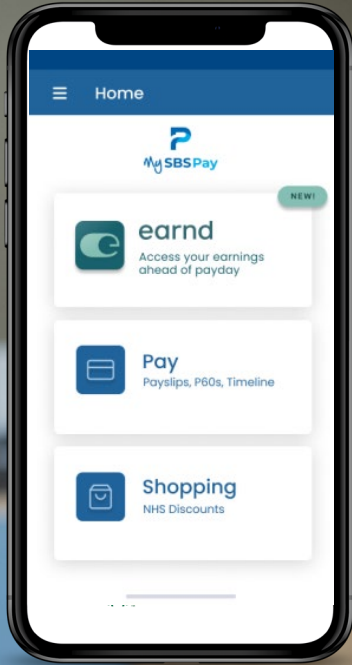


MySBSPay



User Guide

Helping employees keep on top of everything payroll

Welcome to MySBSPay, the source of pay information, support and exclusive discounts for NHS employees

MySBSPay enables NHS employees to view and download their payslips anytime and anywhere from their mobile phones. The App is free to download on the [Apple App Store](#) and through [Google Play](#) and – as an extension of the NHS SBS payroll service – comes at no extra cost to NHS organisations.

By providing a detailed breakdown and explanation of an individual's pay and deductions, NHS employees can get an in-depth understanding of their pay information through the App.

MySBSPay Features



Payslips

NHS employees can view and download payslips & P60s•



Countdown

NHS employees can visually count down the days until payday•



FAQs

NHS employees can ask pay related questions through the app•



Secure Log-In

Users can securely log-in using biometrics



30,000 +

NHS employees can save on 2000+ high street discounts

•NHS employees must be employed by NHS organisation that is using the NHS SBS payroll service

Helping the NHS to save money and enhance quality so that the NHS can improve health, innovate to save lives and deliver better outcomes with care and compassion.

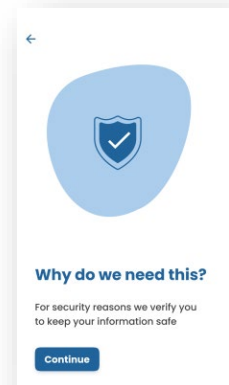
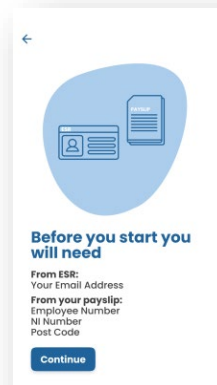
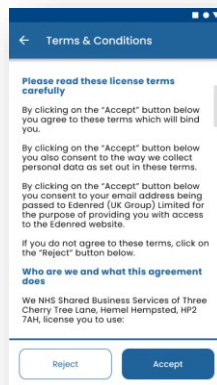
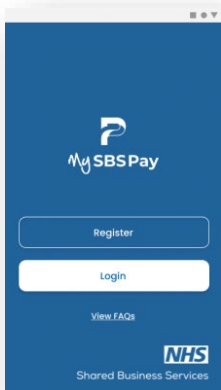
www.sbs.nhs.uk

Registering and Sign Up

Registering an account

Once downloaded, open up the MySBSPay App and click on 'Register.'

After reading the terms and conditions carefully, press 'Accept' and take note of the items you will require to register. Ensure you use the email address that is held under your records in the Employee Staff Record (ESR). This can be your NHS work email address or a personal one, but the two must match.



New Registration Journey



Let's get started. First of all, enter your email address from ESR.

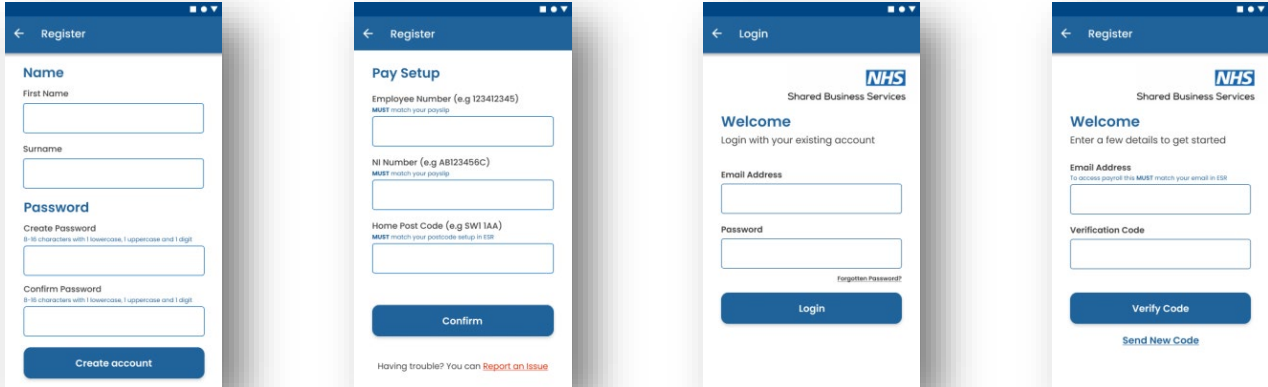
Click 'Send Verification Code,' which will release an email to you. Please note that it may take several minutes to come through and it may also be worth checking your spam/junk folders.

In the meantime, you can enter in your personal details such as your name, employee and National Insurance numbers and home post code.

Now you need to create a password for the MySBSPay App.

Type a password of your choice into the box, and confirm it by retyping it into the box below.

Please note, your password needs to be 8-16 characters in length and should contain 3 out of 4 of the following: lowercase characters, uppercase characters, digits 0-9 and one or more of the following symbols: @ # \$ % ^ & * - _ + = [] { } | \ ' ~ " () ; .

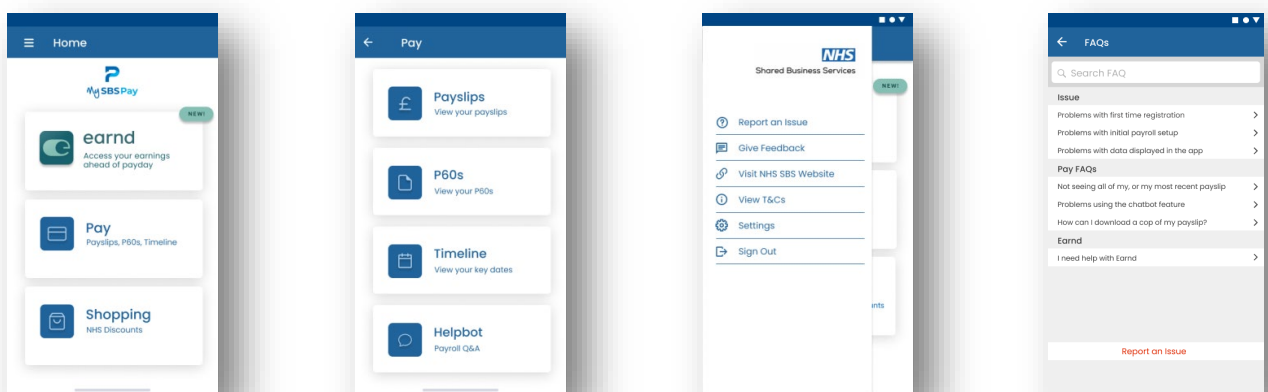


Signing into your account

Signing into the MySBSPay App is quick, secure and easy. Open up the App and enter your work email address and password to access your payslips, P60s, next payday count-down timer and a world of exclusive discounts!

At NHS SBS, we take security extremely seriously, so your personal data is secure and encrypted.

We have also introduced a one-time biometric face or fingerprint-ID log-in to the App, meaning that as long as you have set your device to do-so, you will be able to use your face or fingerprint to log in to the App each time you go to use it.



As shown above, we have made the design and user experience of MySBSPay clear and straight forward. All of your pay information can be accessed under the Pay tile on the home screen, as long as your organisation is signed up to our payroll service.

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Discounts

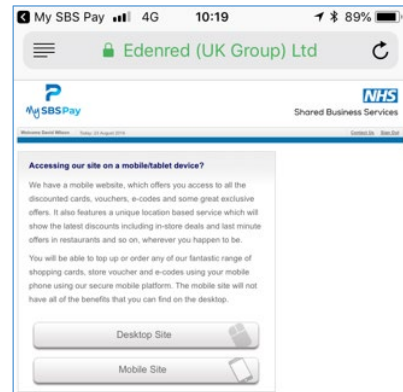
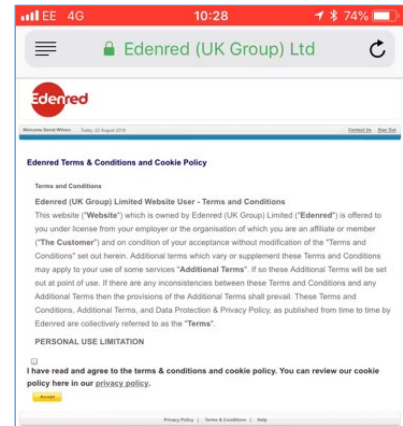
Setting up your discounts

As a user of the MySBSPay App, you will be able to access exclusive discounts to over 2000 high-street and online brands, from small boutique retailers, to clothing, electronic, travel and grocery giants.

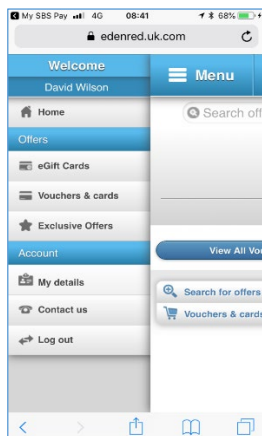
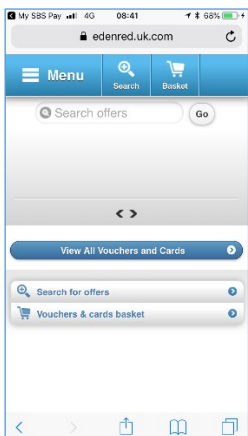
The discounts available to users of the App are offered through a third party provider, Edenred. Designed and provided exclusively for NHS employees using the App, the discounts section provides savings of up to 25% on goods, vouchers and gift cards for over 2000 high street brands, with new discounts constantly being made available. So remember to visit this section on MySBSPay regularly!

On the App's home screen, click the 'Shopping' tile at the bottom of the screen. **Please note: by clicking 'Continue' you are agreeing to Edenred's – our partner – terms and conditions.**

You will be directed to complete a one-time sign-in with your email address and password, before being asked to view and confirm you have read the terms and conditions.



Following registering with our one-time sign-in, you will be able to begin searching for offers, vouchers and cards before adding them into your basket.



Our easy-to-use discounts section is linked with your App account, allowing you seamless browsing and the ability to 'purchase' vouchers by adding them into your basket before checking out. You will be able to access our exclusive discounts site either through using the App or signing onto a desktop computer.

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Support

FAQs and troubleshooting

What are the system requirements for running the application?

Depending on which mobile device type you have you will need:

- For Android, version 4.2 (Jelly Bean) or newer
- For Apple devices, iOS version 10 or newer
- The App is not supported on Windows devices

It is not configured for tablets. It may work on some devices; however, if it doesn't, we are unable to offer support at this stage.

Who can use the App?

This App is for all NHS and NHS SBS employees, however only those NHS staff who are employed in an NHS organisation whose payroll service is provided by NHS Shared Business Services will be able to access the payroll element of the App. We're sorry, but if NHS Shared Business Services does not supply your organisation's payroll, you will be unable to use this section, however you can access, purchase and use the discounts available.

I am experiencing issues with first-time registration

You will need to register with the work email address that we already hold on record for you from your Electronic Staff Record. This ensures that we know you are the valid owner of that email address and keeps your data secure. If you are having any problems then please amend your email address through [ESR Self Service](#), or contact your HR team or manager.

What happens if I register with the incorrect email address?

If you register with an email address that is not the same as the one registered under [ESR](#), you will find that you will be unable to get past the "One time setup..." page in the app. To resolve this, you will need to sign out of the app and register again using the same email address as registered with [ESR](#).

I am experiencing problems with the verification code

An automated email should be sent within 2 minutes of pressing 'Send Verification Code.' These should go in to your inbox (please check any spam or junk folders). Once you have received the email, enter the 6 digit code in to the App and complete the rest of the registration process. If you encounter any problems then you do have the option to 'Send code again' where you will receive a new email and code.

NHS employees using the MySBSPay App can look ahead to their next payday with the Payday Countdown tool...



I am experiencing issues with password creation

In order to improve security there are minimum requirements for the password you create. It will need to contain at least 8 characters, with a mixture of upper and lower case and at least one number. You will also need to enter your password carefully in to both boxes and ensure they are the same.

I am having problems passing the personal details verification process

Before we are able to display your personal payslip and P60 data, we require you to confirm 3 pieces of information - National Insurance Number, Employee Number, and Post Code.

Please note that your Employee number is the first 8 digits of any assignment or payroll number you have and will start with a 1 or a 2. You can find it on an existing payslip and just need to drop any -2 or -3 that might be at the end.

The post code should be your home address post code as stored in **ESR**. If you have very recently changed address then there may be a delay in getting your details updated through our systems so please try again in a couple of days or get in touch if you still have any problems via the **Self Service Portal**.

Providing all the details you enter are the same as we hold on record for you, you will be granted access to your data.

I seem to be experiencing problems with data displayed within the App

If for any reason you believe that your details are incorrect, or any information contained within the application differ from what they should be or are missing, then please get in touch with our **Employee Service Desk** through our **Self Service Portal**. This includes any further queries or problems you may have around your pay details.

Why is the Chatbot feature not responding?

This feature is currently in its early stages so there is a limited number of questions and answers in the background.

It currently only contains generic information and explanations for key parts of your payslip and the payroll and pensions processes, rather than any information specific to you as an individual. This is constantly updated with more data and it will learn how to be more useful as it gets asked more questions. Please try to make your question as specific as possible, but not too lengthy and we should be able to get an answer for you.

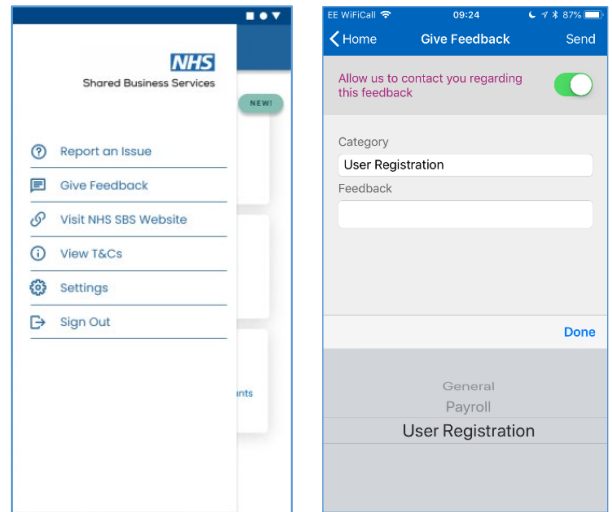
Feedback and support information

Support email address

For any app related questions – not payslip specific – we have an email address users can contact us at: app.support@nhs.net

Giving feedback

Users can also raise queries directly through the feedback section of the App, accessible via the hamburger main menu and selecting:



Why should NHS healthcare providers and organisations be pushing MySBSPay and encouraging its employees to use it?

At a time of unprecedented NHS workforce challenges, MySBSPay presents a more convenient, contemporary and user friendly way for NHS employees to access their pay information, minimising the need for pay-related queries and paper payslips.

MySBSPay supports NHS organisations in aligning with NHS initiatives, aims and objectives, such as the Secretary of State for Health & Social Care’s Digital and Sustainability agenda outlined in the NHS Long Term Plan and the priority focus of NHSE, NHSX and NHS digital in going digital first.

MySBSPay also features a wide range of NHS staff discounts and exclusive offers with leading high street and online brands providing additional wellbeing, flexibility and financial benefits to employees to help their money go further. Our Rate the App function also allows users to provide us valuable feedback so we can work with NHS employees in developing the App to make their lives easier.

Our payroll Employee Service Desk deals with an average of 9,474 queries a month – a 26 per cent decrease on the 3-month period following the app’s launch. With an average case taking approximately six minutes to resolve, this equates to a saving of around 333 staff hours every month – the equivalent of 48 working days across the NHS*

CASE STUDIES**Real Life Examples of How Employees are Benefitting from MySBSPay**

"I'm a huge advocate of the NHS SBS App. It is very helpful to see at a glance my salary over the last few months and also when the next pay day is - as both can vary from month to month.

Rather than having to be at work and logged into ESR (Electronic Staff Record), which can be time-consuming, MySBSPay gives Trust employees the flexibility of viewing their payslips very easily at home or on the go from their mobile phone."

Deirdre Richardson

Associate Chief Pharmacist (Operations)
Chelsea and Westminster Hospital NHS Foundation Trust

"Using MySBSPay is much easier than having to log on to ESR (Electronic Staff Record) to view your payslip. The ability to ask questions on the App will also mean NHS staff spend less time on phone calls and emails to Payroll.

"One of the most useful things about the App for me and others in my team is being able to easily see and track the payment of any arrears or travel expenses."

Cathy Hill

Assistant Director of Nursing
Chelsea and Westminster Hospital NHS Foundation Trust

At Chelsea and Westminster Hospital NHS Foundation Trust, more than one in four employees (26%) are now using the App. The average number of monthly queries to the payroll service desk from those working at the Trust has reduced by 19 per cent – saving around nine hours of staff time every month.

Elsewhere, at Oxleas NHS Foundation Trust, around a fifth (21%) of employees have downloaded MySBSPay. This has helped reduce the number of cases raised with the payroll service desk by around a third (32%), the equivalent of 11.5 hours of staff time per month.



MySBSPay is free to download and – as an extension of the NHS SBS payroll service – comes at no extra cost to NHS organisations.

NHS employees that are not paid via the NHS SBS payroll service can still download the App to access over 2,000 offers and discounts with major high street and online brands.

Search MySBSPay on the [Apple App Store](#) or [Google Play](#)



*Data on file

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