

ePay user guide

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Version: 1.0 (published)

Last updated: November 2021

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What is ePay

ePay used by Luton Council and other services that use Luton Council to process their payroll to enable their staff to view their payslips and pay related documents electronically.

In November 2021 the ePay system is being upgraded to allow better functionality and ease of access. This guide is to help existing users navigate the new look and feel, as well as for new users to familiarise themselves with the system.

Getting started

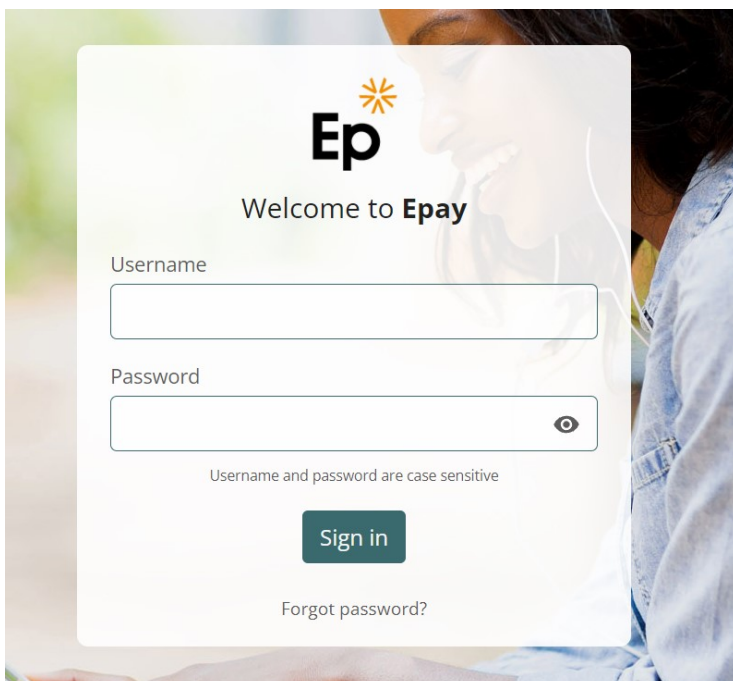
Log in links

You can log in from this link <https://epay.myaceni.co.uk/lutonpayroll>

As a new starter with the organisation you will receive an email from admin@epay.myaceni.co.uk admin@epay.myaceni.co.uk shortly before the first time you are due to be paid, this will include a link to the ePay system and a temporary password to log in. You will be asked for your user name. This is your payroll number that will be present on your contract as your employee number. Your manager will also be able to locate your payroll/employee number on the iTrent system.

Log In

On the ePay website or accessing the link using your mobile phone you will first see the sign in box. The username is your payroll number/employee number. Most new staff now have a 6 digit number, however some longer term staff may still have a payroll number that contains a letter at the end. If this is the case please ensure that the letter is entered as a **capital letter** otherwise the login will not work.



If you are already an ePay user, your existing password will work for you, however if you are a new user you will need to enter the temporary password contained in the welcome email, and will then be asked to reset the password to one you will remember.

Setting or Resetting passwords and security questions and answers

As an existing user your username, password and security questions will be exactly the same as before, however if you need to reset, or you are a new user and you are setting these for the first time the criteria are laid out below.

Passwords

If an employee needs to reset their password then the new password cannot be the same as the old password.

New user Security questions and answers

Details contained in ePay are relating to you and your pay and it is important that these are kept safe. To maintain security the system asks you to set 3 security questions and answers using the criteria listed below. These will be case sensitive and must be typed in the same was as you wrote them each time you log in.

Security questions and answers criteria

Questions must be at least three characters long.

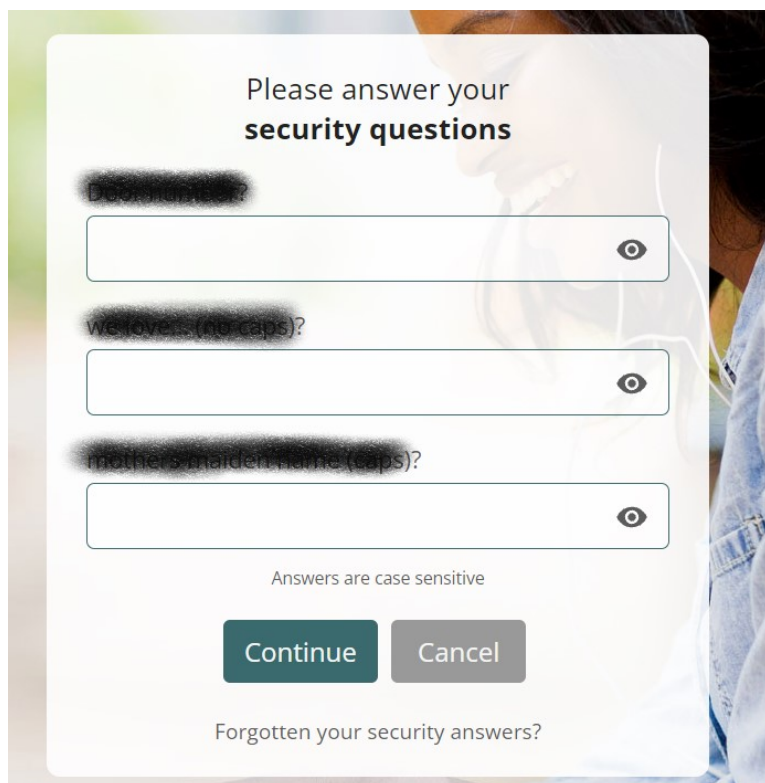
Questions must not be duplicated.

Answers must be at least six characters long.

Answers must not match the question.

Answers must not be duplicated.

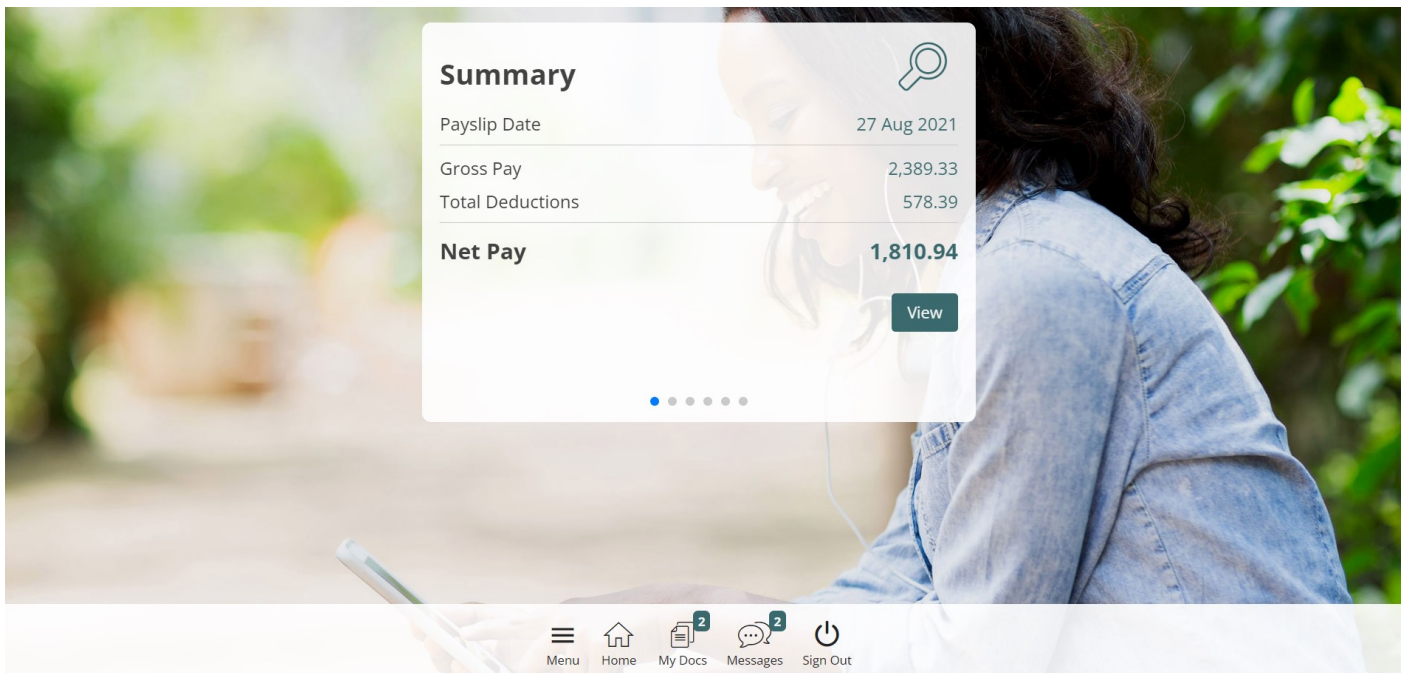
Once you have set your security questions and answers you will be asked to enter the answers after you have logged in.



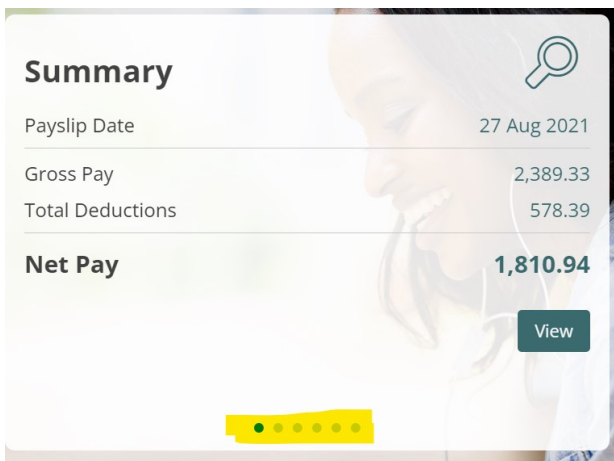
The screenshot shows a mobile application interface for setting security questions. The title is "Please answer your security questions". There are three questions, each with a text input field and a toggle icon (an eye) to the right of the field. The questions are: "Where was your first job?", "What is your mother's maiden name (caps)?", and "What is your favorite color?". Below the questions, there is a note "Answers are case sensitive". At the bottom, there are two buttons: "Continue" (in a dark teal box) and "Cancel" (in a grey box). At the very bottom, there is a link "Forgotten your security answers?".

Homepage

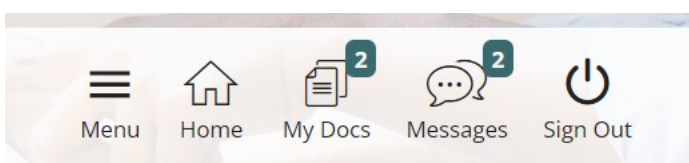
Once logged in the first page you see will be the homepage that will show you the details of your most recent payslip in the central summary pane, at first glance with the option to view by clicking the view button.



You can access the other areas of ePay in multiple ways. Either by clicking on the white areas of the summary pane and it will scroll through the various available panes. The row of dots at the bottom of the summary box shows you are on pane 1 of 6 and you can scroll through all the panes in rotation, returning you to the central summary pane.



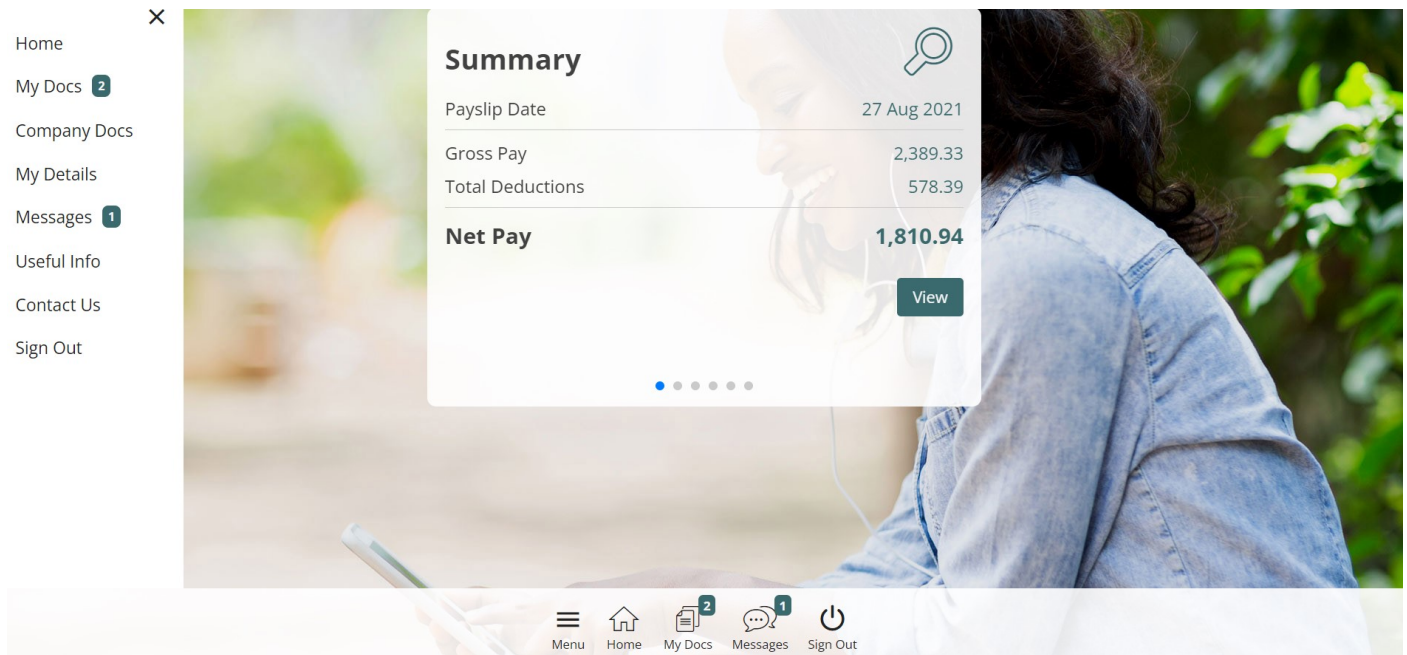
Or you can access the various options by clicking the icons at the bottom of the screen.



Items accessed from Icons

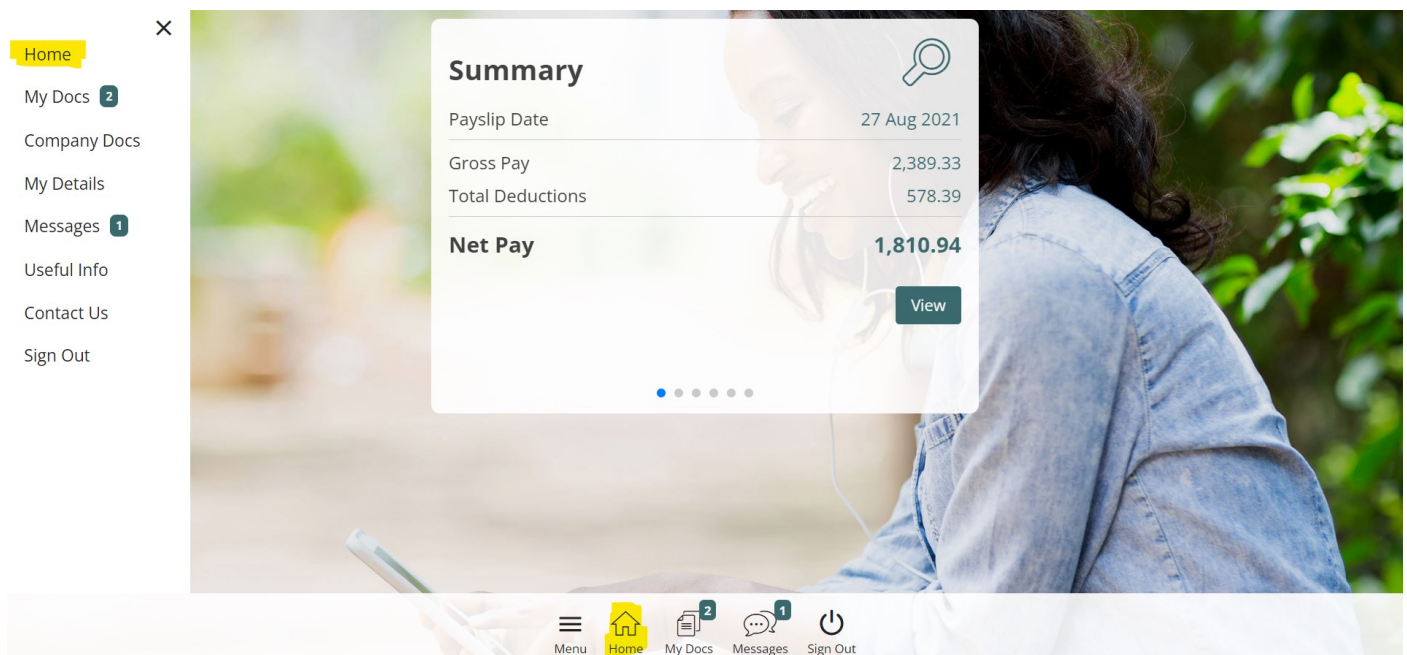
Menu

If you click on the menu icon, the menu pane will open down the left hand side of the screen. To open any of the required areas click on the name in the menu list. Many of these items can also be accessed in alternative ways via the icons at the bottom of the screen or scrolling through the central panes.

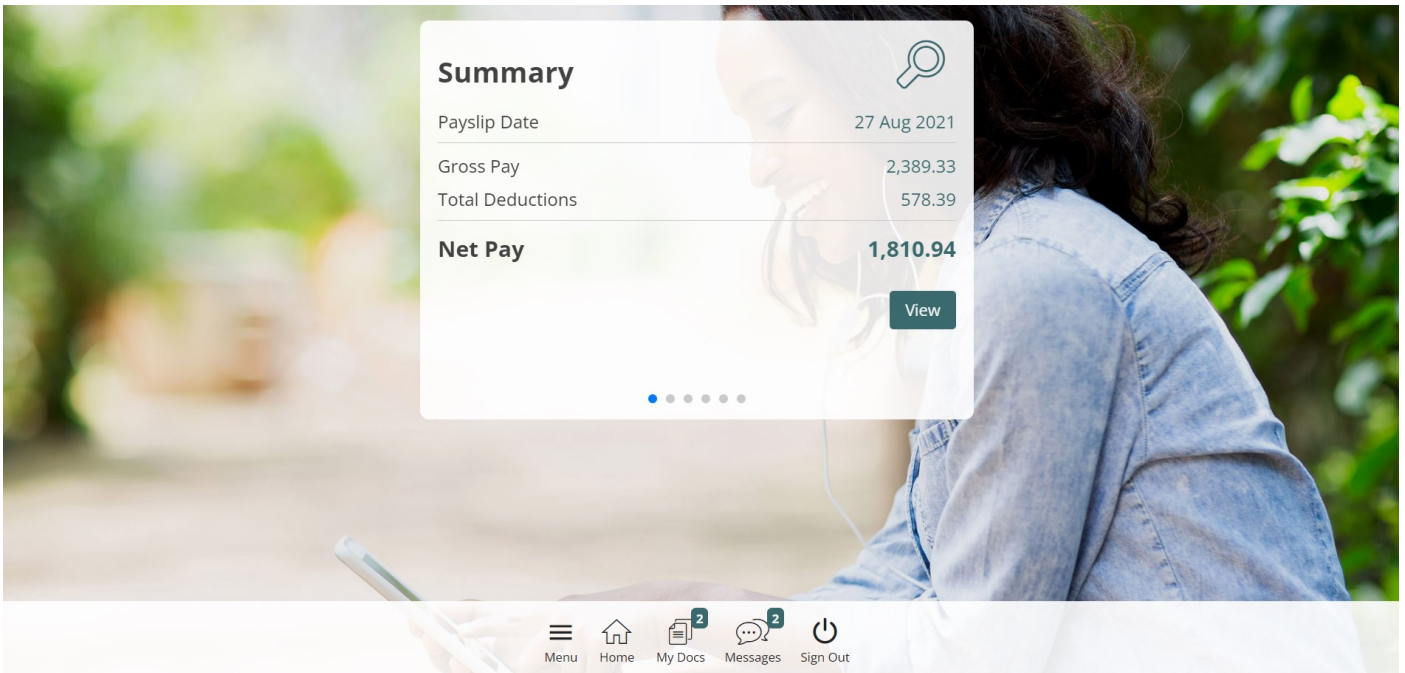


Home

Accessed from the menu pane or from home icon at the bottom of the screen.

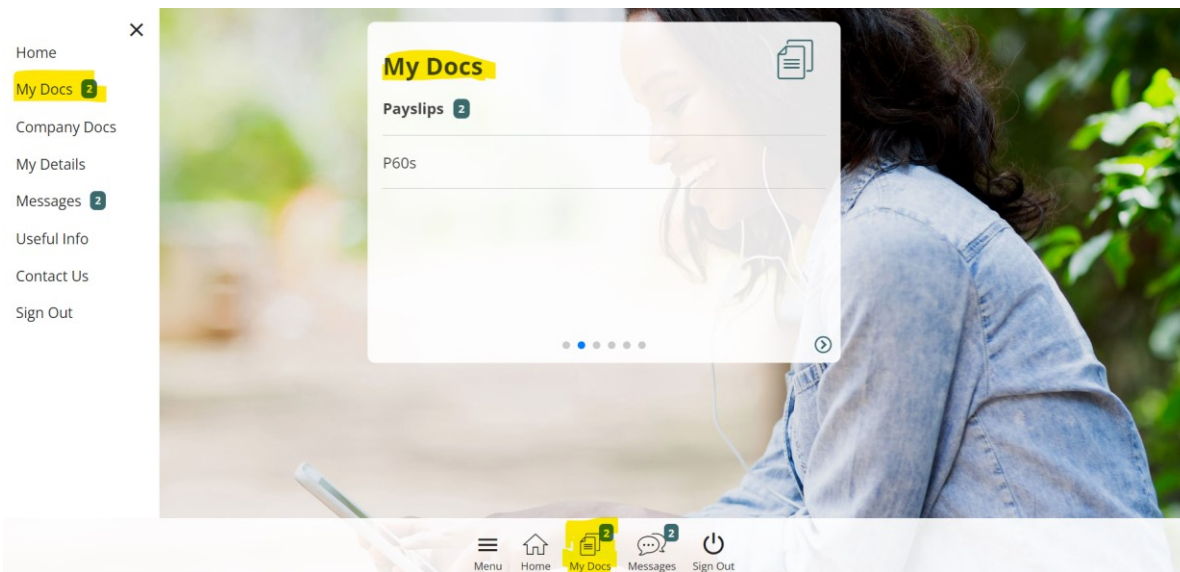


This returns you to the initial view you would have had when you first logged in. The home page.



My Docs

Accessed from the menu pane, scrolling through the central summary pane, or from the icon at the bottom of the screen.



This view shows that there are 2 items that I have not viewed.

If you click into my docs from any of the areas the screen will open that will give you access any payslips or P60's you have stored.

My Documents	
Doc Type	Item(s)
Payslips	59
P60s	4

If you click into either option a list of the relevant documents will open.

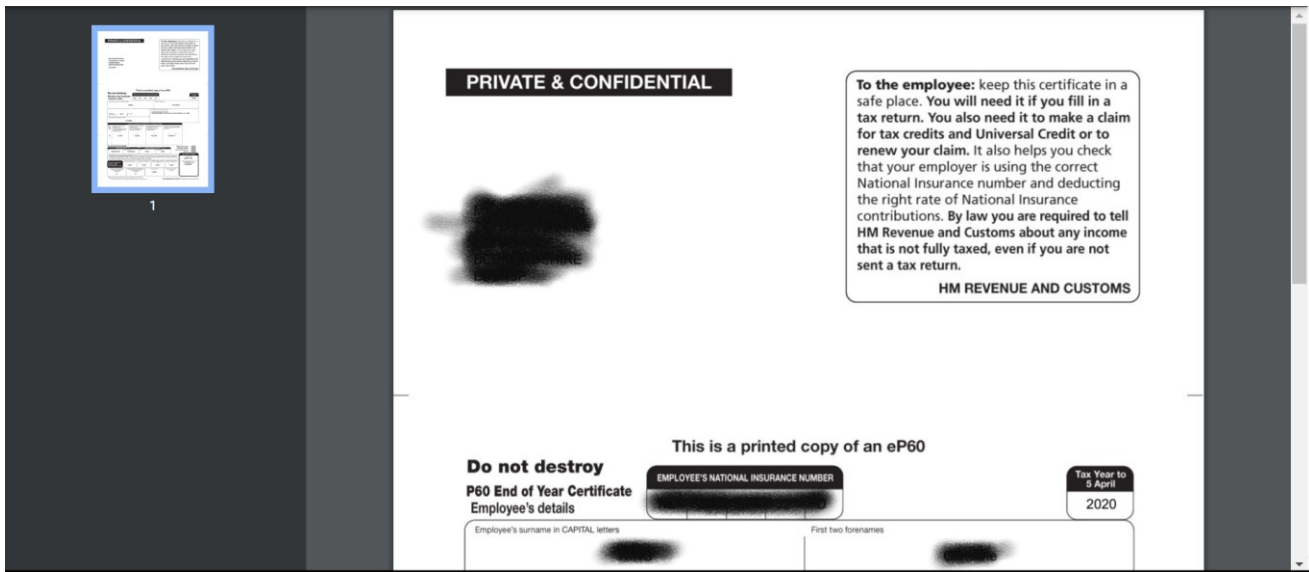
P60s

Previous Next

Document Name †	Created †
P60 2018 Mrs Christine King	14:57 Tue 15 May 2018
P60 2019 Mrs Christine King	14:30 Tue 14 May 2019
P60 2020 Mrs Christine King	17:29 Mon 11 May 2020
P60 2021 Mrs Christine King	13:51 Wed 19 May 2021

Showing 1 to 4 of 4 entries

You can view by clicking into them. If you have more items to available than the list shown on the initial screen you can scroll onto the next page by clicking the next button.

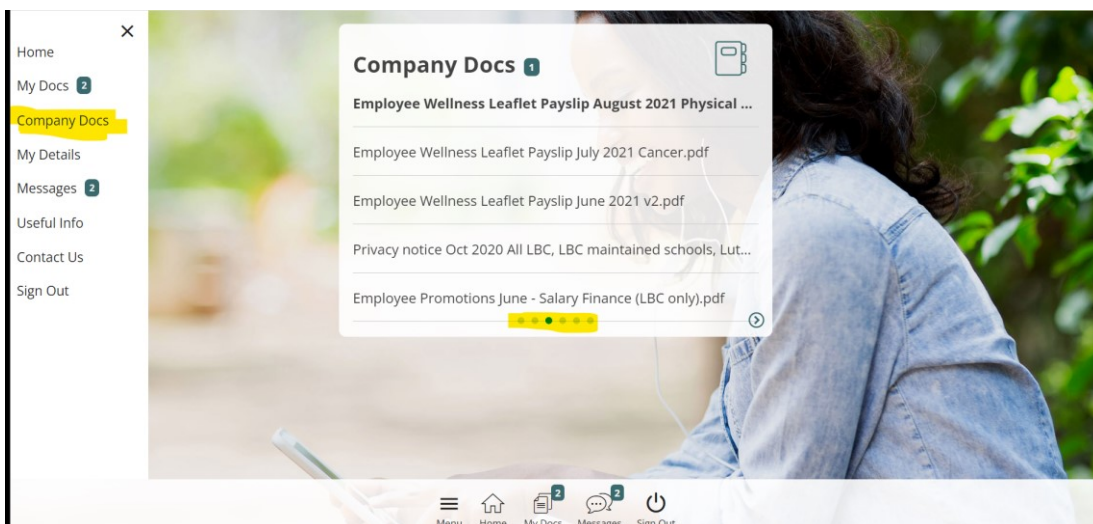


You can scroll up and down the document using the scroll bar on the right hand side, and you can print using the printer icon at the top right of the page.



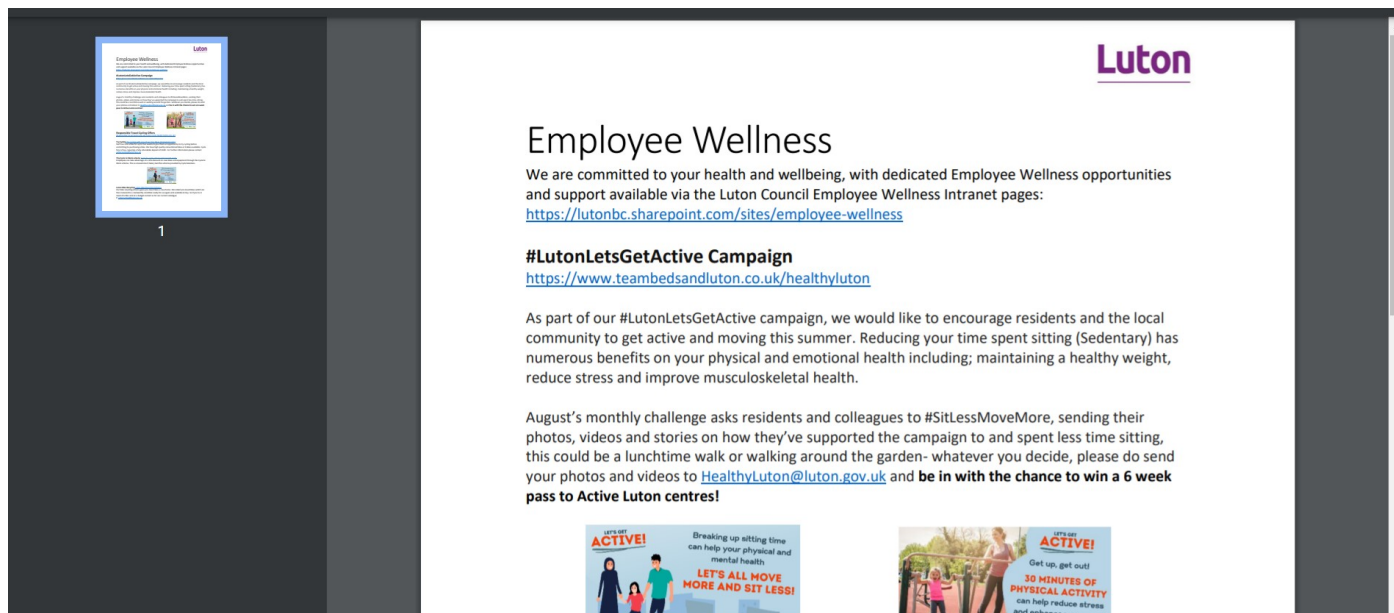
Company Docs

Accessed from the menu pane or scrolling through the central summary pane



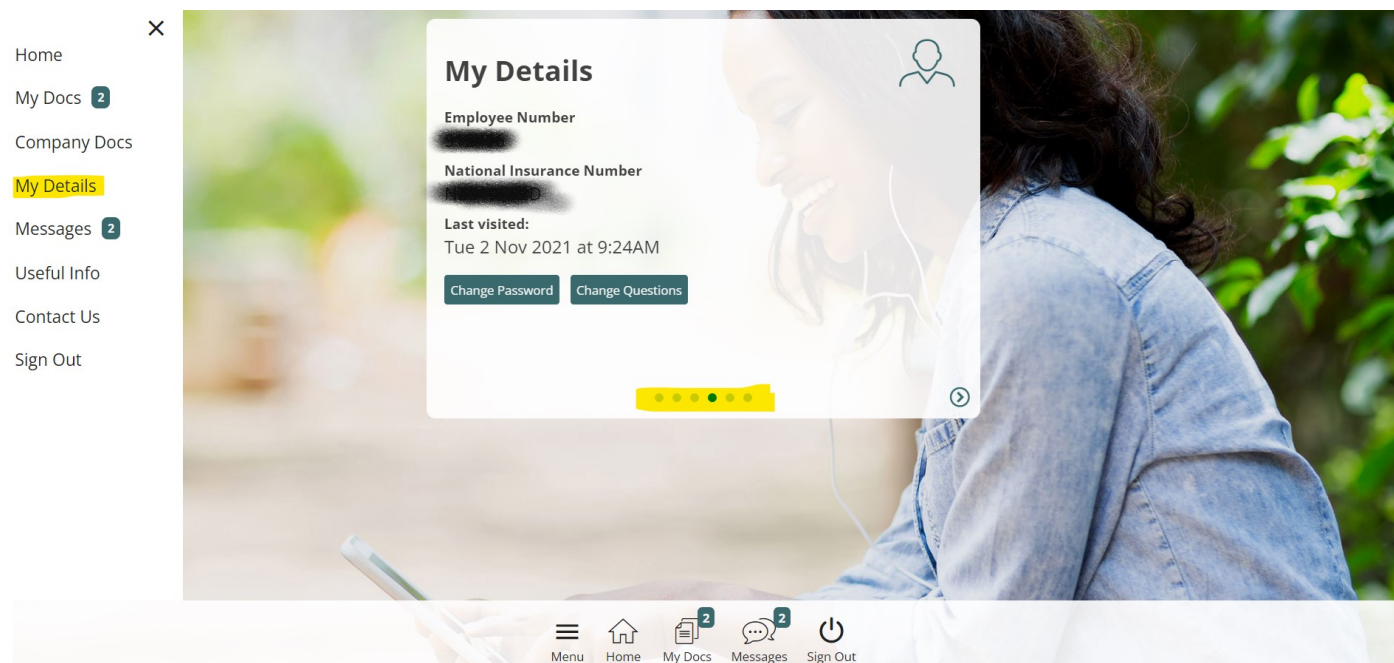
Items listed here will be any news or promotions available to staff. The documents will be the same for all users of ePay but if an item is only relevant to a particular group (e.g. school staff, Active Luton etc.) then the title will specify who the item is for.

You can view an item by clicking into it.



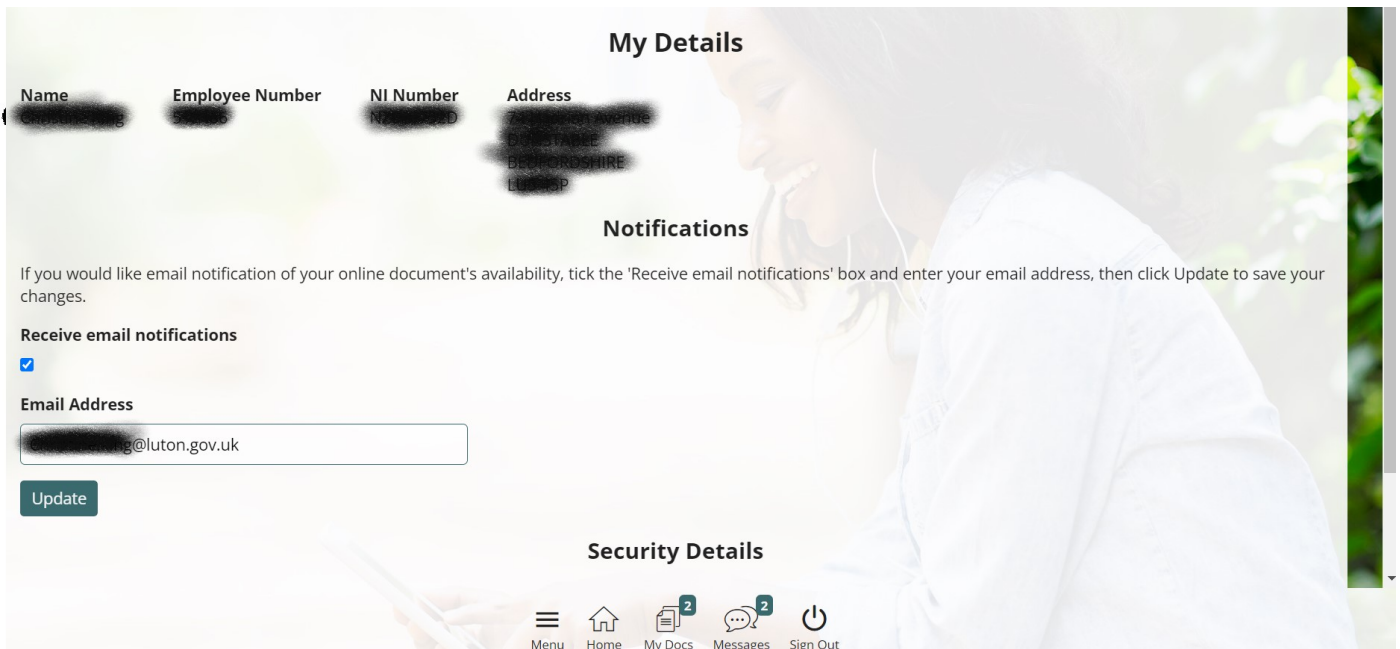
My Details

Accessed via the Menu pane or scrolling from the central summary pane.



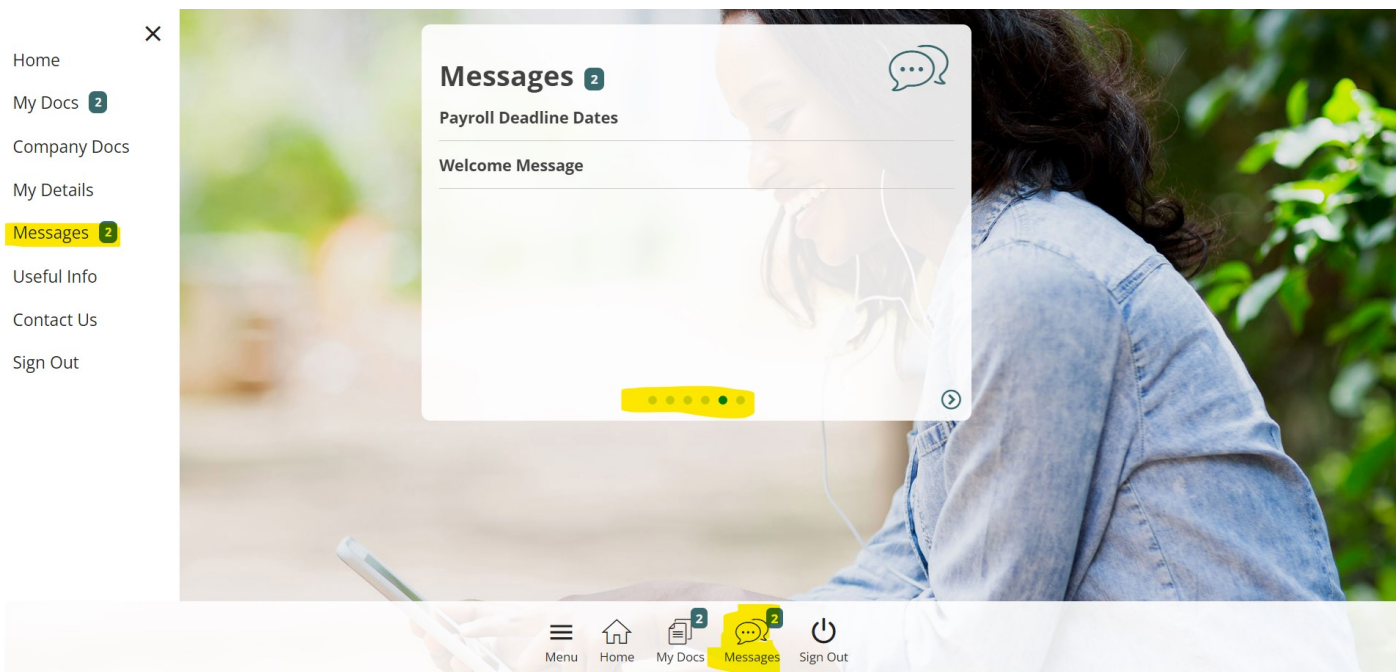
The central summary pane will give you your employee details, national insurance number and the option to change your password or security questions.

When accessing from the menu pane you also get your registered address and the option to update the email address that your ePay notifications get sent to.



Messages

Accessed from the menu pane, scrolling through the central summary pane or from the messages icon at the bottom of the screen. The example shows there are two unread messages.



You can click into any of the messages to see the content.

Welcome Message

PLEASE REMEMBER TO ENTER A PERSONAL EMAIL ADDRESS IN THE MY DETAILS SCREEN

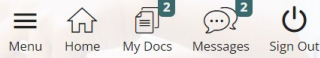
e Pay means that you can see any of your payslips at any time online 24/7, and they are all securely stored in the system so you can print them off whenever you like. There's no need for you to worry about cyber-crime, because your secure login, password and changeable security questions provide the protection that you need. If you are sharing a PC, you just need to make sure that you log out of E Pay to stop people seeing your details, and make sure you don't leave your payslip at the printer if printing.

If you have any queries about your pay, support is at your fingertips as all you need to do is click a tab on the ePay screen to contact the Payroll Team

Best Regards,

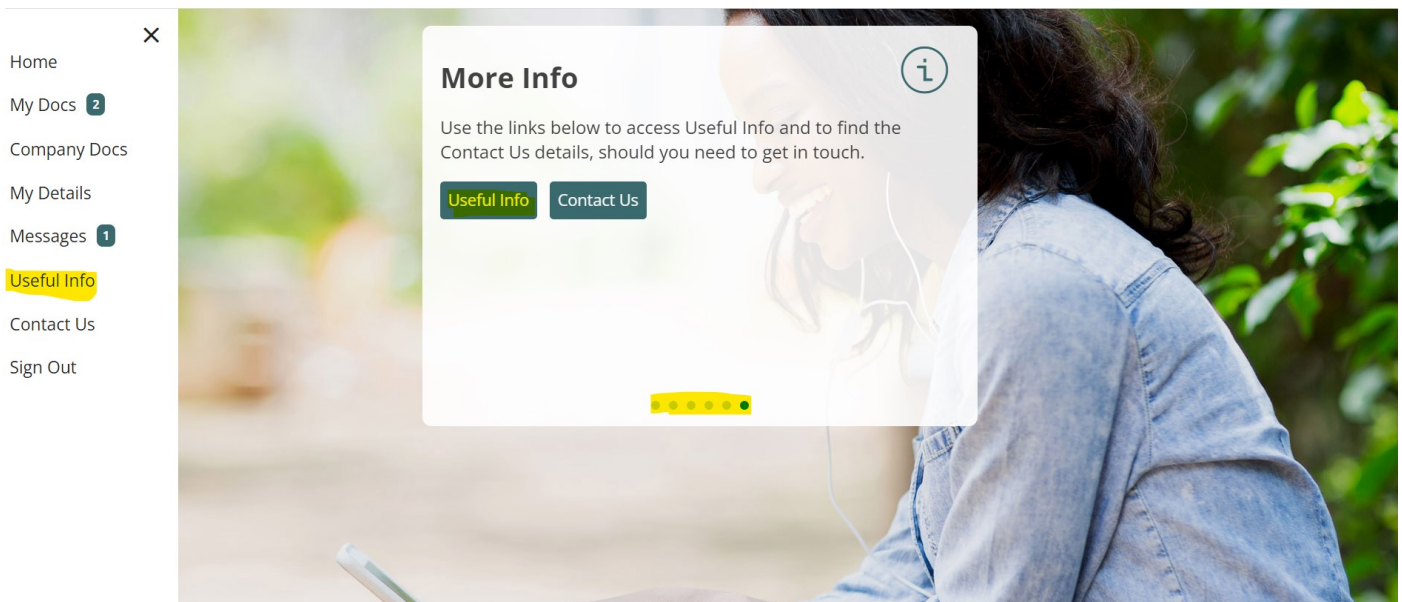
The LBC HR and Payroll Transaction Team

[Back](#)



Useful Info

Available from the menu pane or by scrolling through the central summary pane



You can access any of the content by clicking into it.

Useful Info

Change of bank account details

If you have access to iTRENT self-service you can change your own bank account details. This needs to be done by the 18th of the month for the change to be effective for the next pay day.

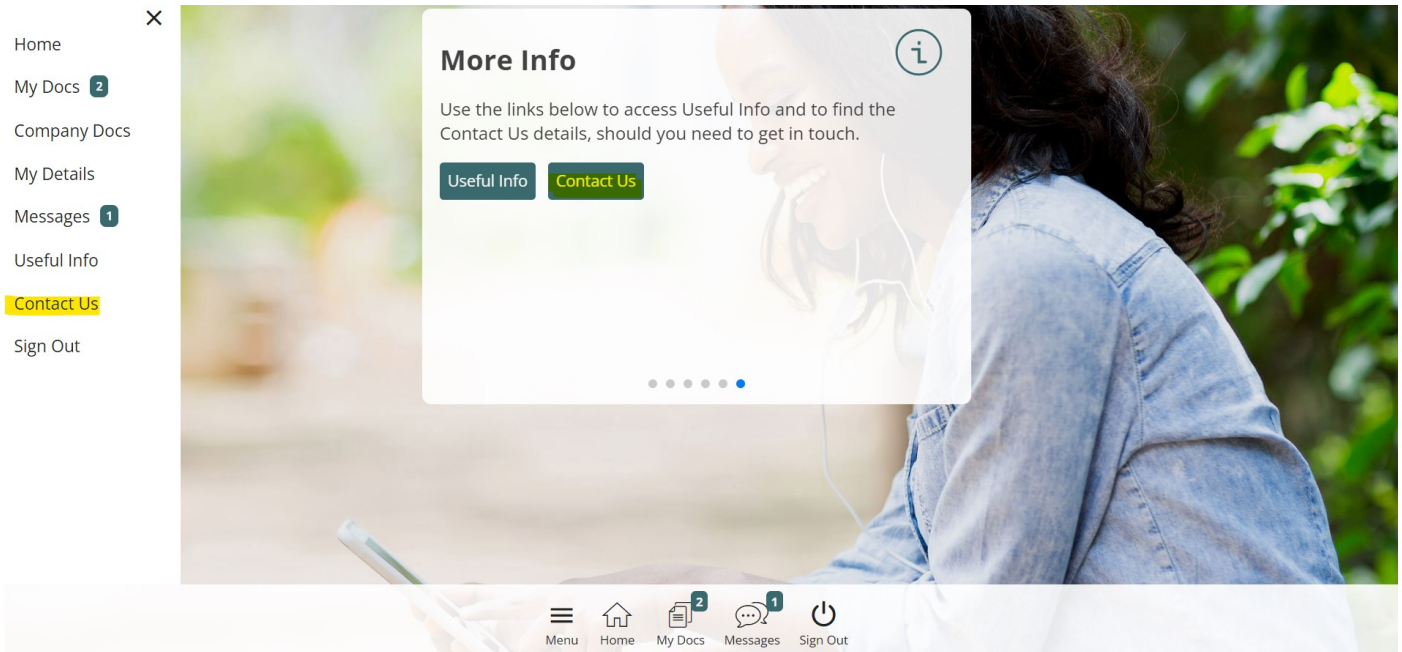
Copy payslips

Payslips can be printed from within ePay. Please view the month you require to print and use the print icon.

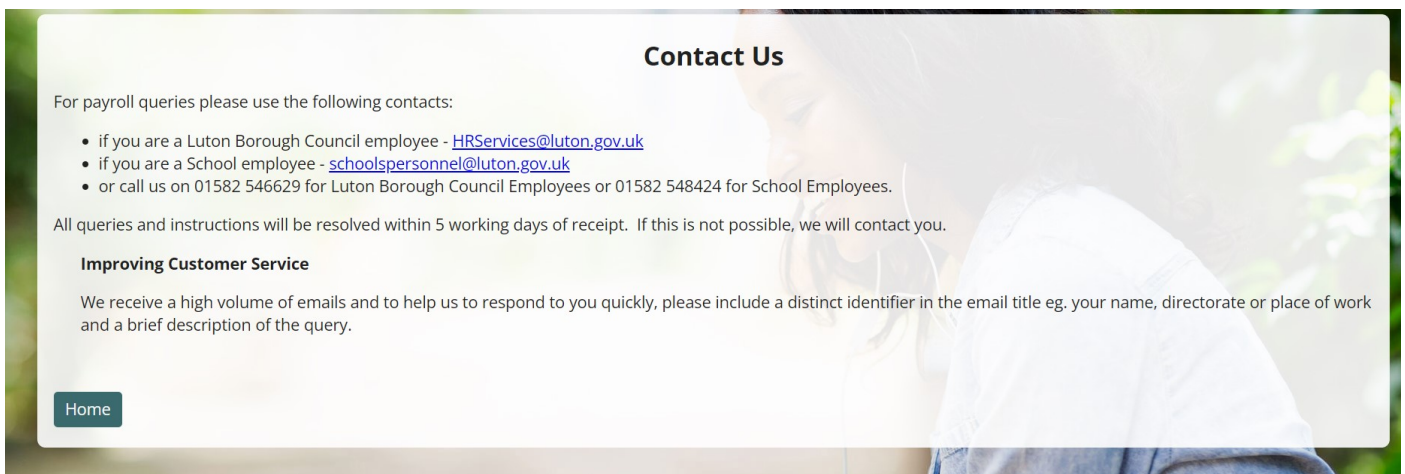
[Home](#)

Contact us

Accessed via the menu pane or scrolling through the central summary pane to the more Info tab.

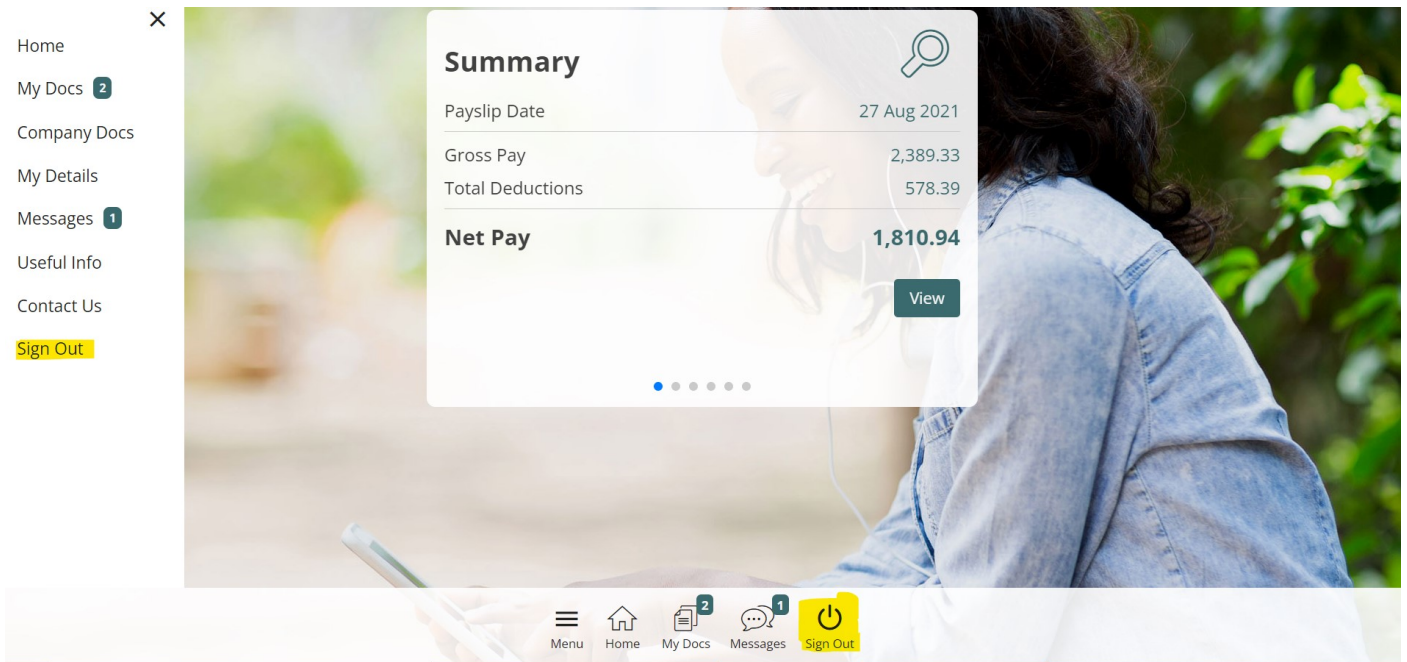


You can access the contact us information by clicking into it.



Sign out

Accessed from the menu pane or from the sign out icon at the bottom of the page.



Returns you to the log in page

Leavers

When you leave the organisation you will have access to the ePay system for 3 months following your leave date to allow you time to download and print your pay documents.

