

User Guide

MySBSPay

The **new** app for NHS employees to keep on top of everything pay related.



■ Downloading ■ Troubleshooting & FAQs ■ Registration Account Access ■ Discounts

Welcome to MySBSPay...

Where **NHS** employees can view and interrogate the elements of their payslip, compare their current payslip with a previous one and access over 2000 exclusive discounts on hundreds of high street brands. Additionally, **NHS** employees are able to have any payslip and payroll questions answered by using the app's Chatbots or by using the comprehensive FAQs. Employees will also be able to view P60s and other payroll documents straight from their phone.

Making everything easier to balance the demands of a busy personal and professional life, MySBSPay was designed and tested alongside doctors, nurses and others working in the **NHS** at some of the country's leading hospitals.

Contents

Downloading the app		
	Downloading from Apple App Store and iOS	3
	Downloading from Google Play for Android	6
Registration and sign up		
	Registering an account	8
	Signing into your account	9
Discounts		
	Setting up your discounts	10
Support		
	FAQs and troubleshooting	12
	Feedback and support information	14

Downloading the app

You can download our payslip app directly to your iPhone from the [iTunes App Store](#) or to your Android device from [Google Play](#).

Once you have located our **MySBSPay** app – a free application that allows you to view and compare your payslips – simply tap the app to display its detail screen before tapping the download button near the top of its detail screen.

How to download our **MySBSPay** app from the App Store in iOS 10 and older

- 1 Locate the **MySBSPay** app on the [iTunes App Store](#) by either searching the category (our app will be under Finance) or by performing a manual search (look out for the microscope icon and text field).

Click on the Open icon (see image 1) or click on the name and then the Open icon (see image 2).

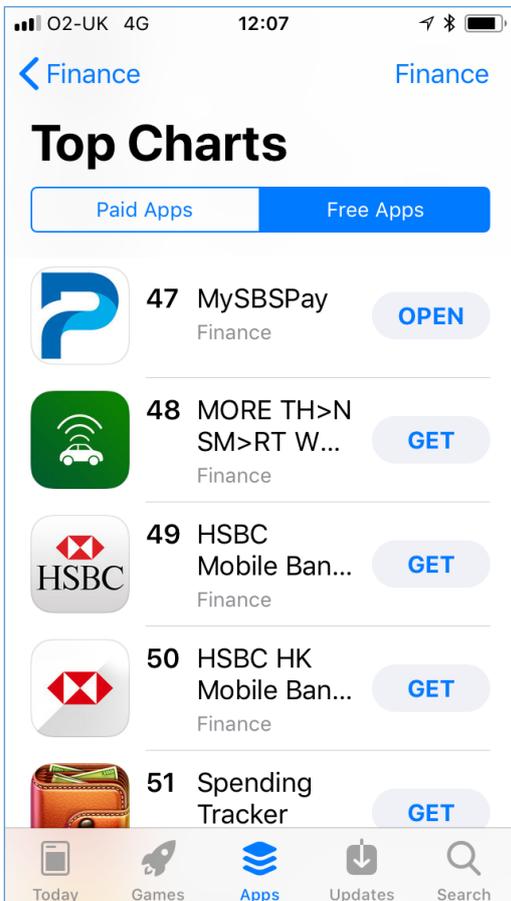


Image 1.

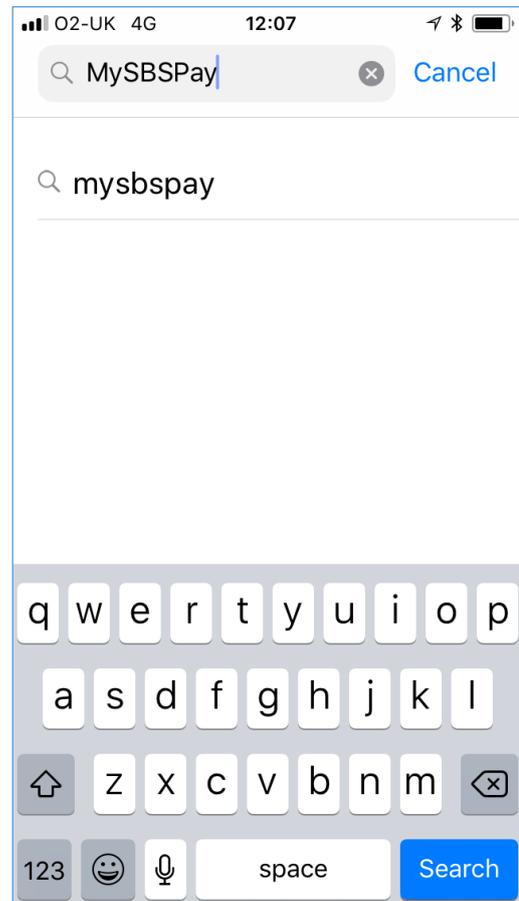


Image 2.

- By clicking the 'Open' icon, you'll be able to see the app's information screen (below left), providing you with details and screenshot images of the application.

Tap the 'Get' icon to proceed with your download. **Remember, the app is free of charge.**

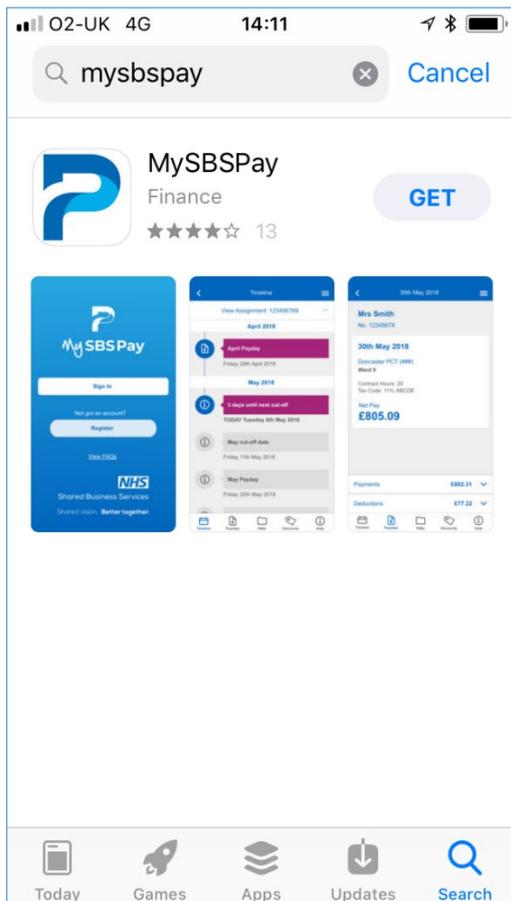


Image 3.

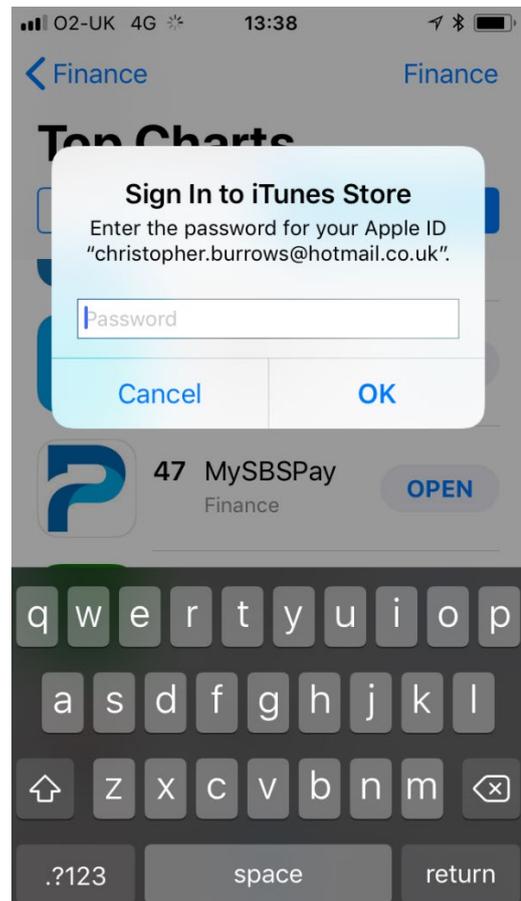
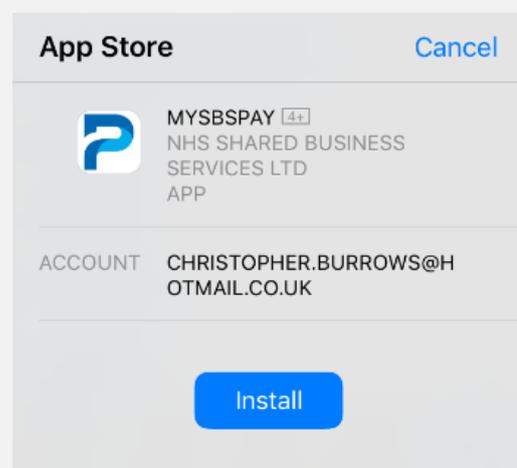


Image 4.

- Next, you will be asked to enter in your personal iTunes Store/Apple ID and password (see above right).

Alternatively, you may be prompted for your fingerprint should your device be set up to use Touch ID. Following this action, press the blue 'Install' button (right).



- 4 On your device's home screen, you'll now be able to see the app's icon appear (image 5), slightly dimmed with an indication of its download progress. Wait for the download to end and the icon to be fully lit before opening the app and registering.

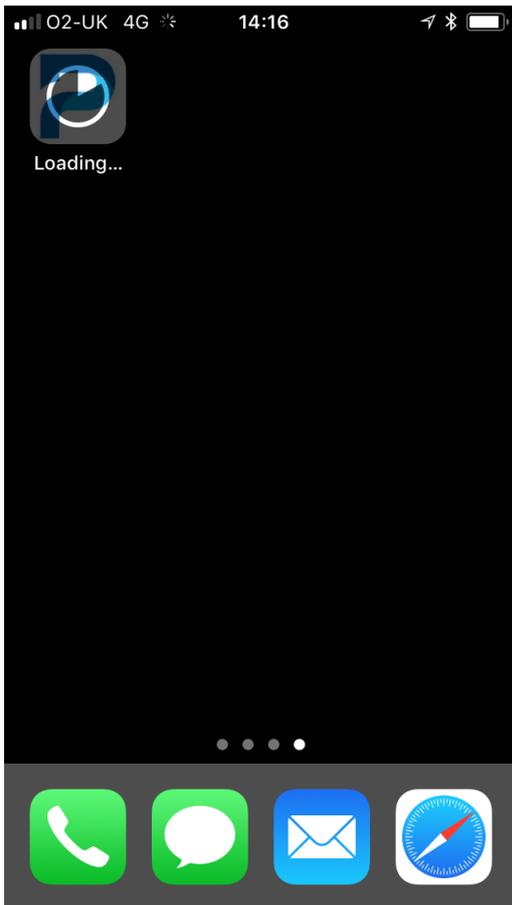


Image 5.

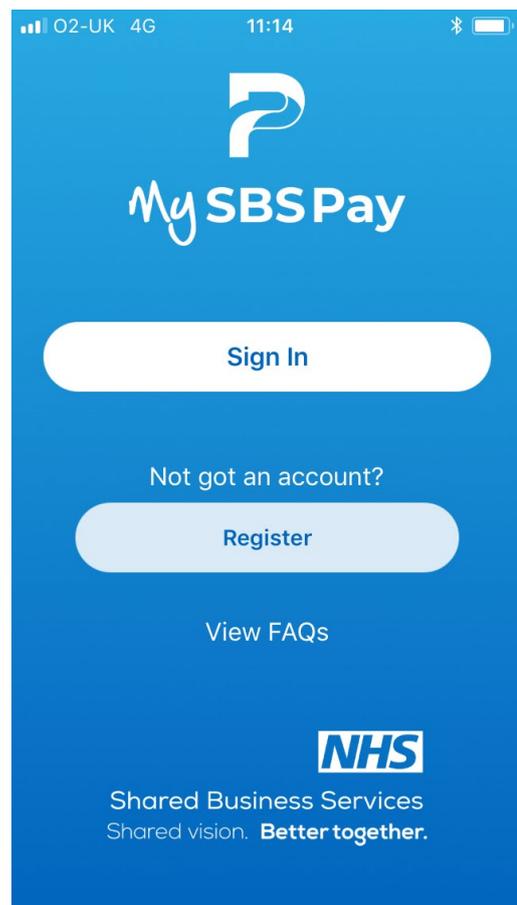


Image 6.

Downloading from Google Play for Android

- 1 Open the [Google Play](#) app from your Android device. Click on Categories along the header tool bar and select Finance. Alternatively, use the search bar to type in **MySBSPay**.

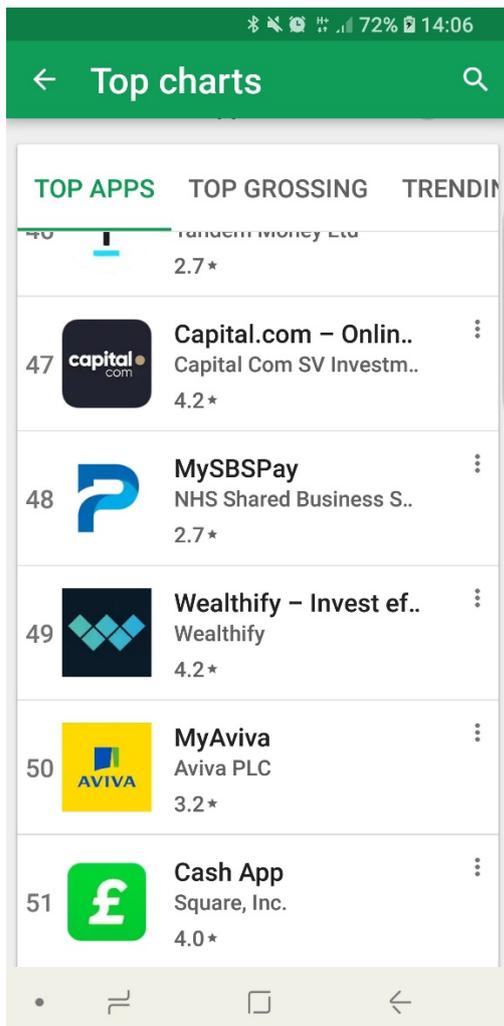


Image 7.

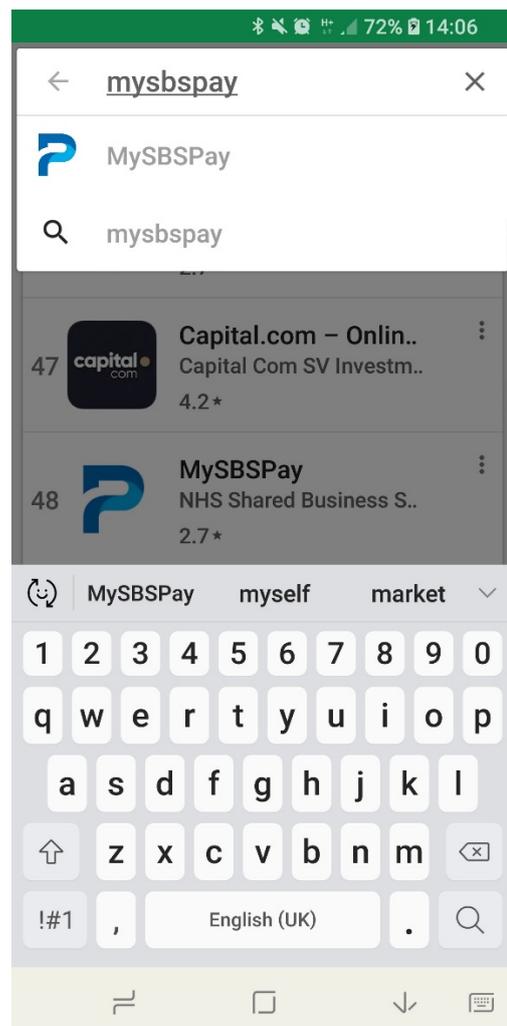


Image 8.

- 2 Once located, click on the app to view its information screen which shows the app's key features. Click on the green 'Install' bar (see image 9 overleaf).
- 3 You will now be able to see the progress of your download/installation from the green indicator and percentage, as well as related apps and recommended apps (See image 10 overleaf).

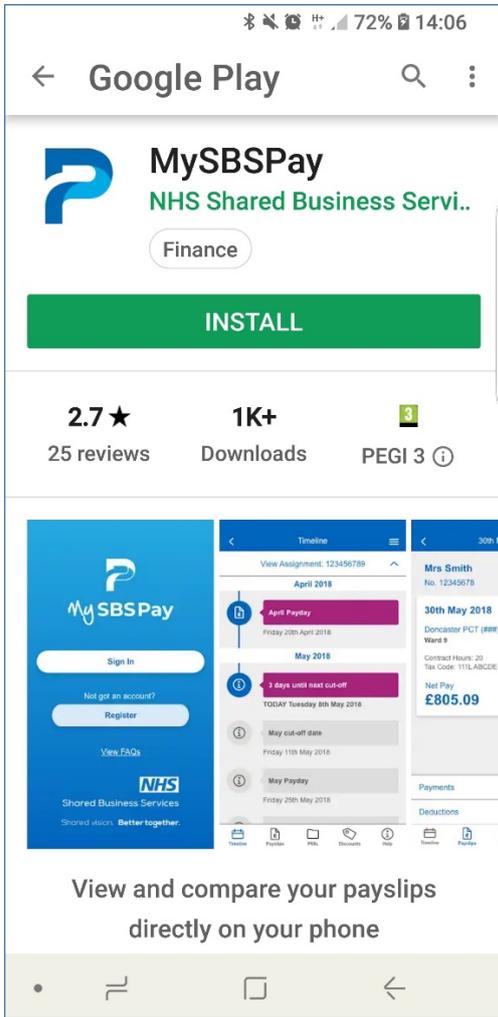


Image 9.

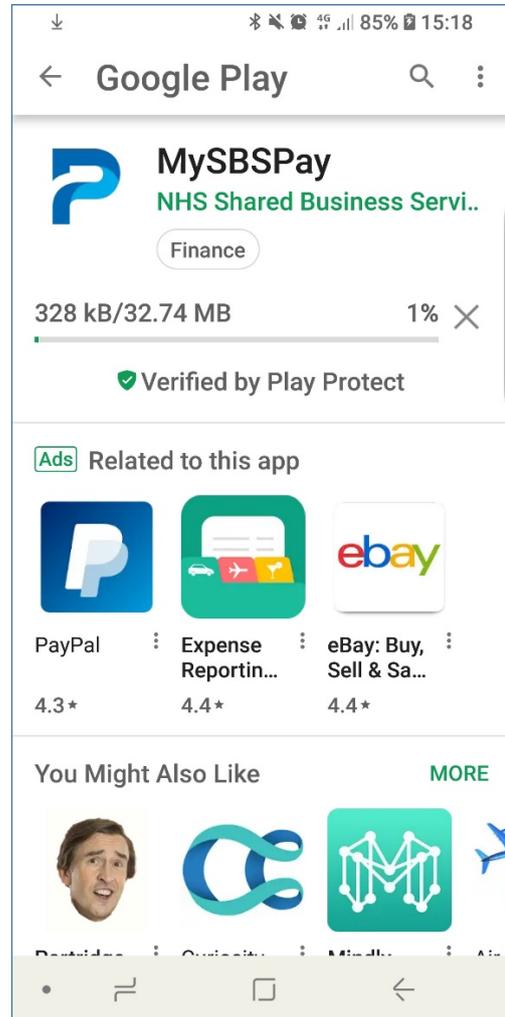


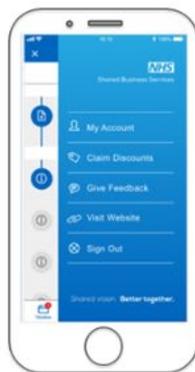
Image 10.

4

The app will appear on your device's home screen as soon as the indicator bar has reached 100%. Open the app by clicking on its icon. All done! You're ready to sign in and explore all the benefits of **MySBSPay**...



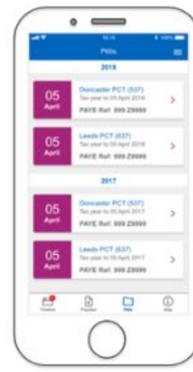
Built with security as a priority



Easy to use design, paperless and convenient



View cut-off dates, historic and current pay slips and a breakdown of payments and deductions



View pay slips from multiple assignments in one place as well as your P60



Use our self-service Chatbot technology to answer your query instantly 24/7

Registration and sign up

Registering an account

- 1 Once downloaded, open up the **MySBSPay** app and click on 'Register.' Enter the email address you have in [ESR](#). **Please note, this should be your NHS work email address and not a personal one.** 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. **NOTE:**

Your employee number is the first 8 digits of your assignment number (with -2, -3 etc. removed.) This can be found on your current payslip.

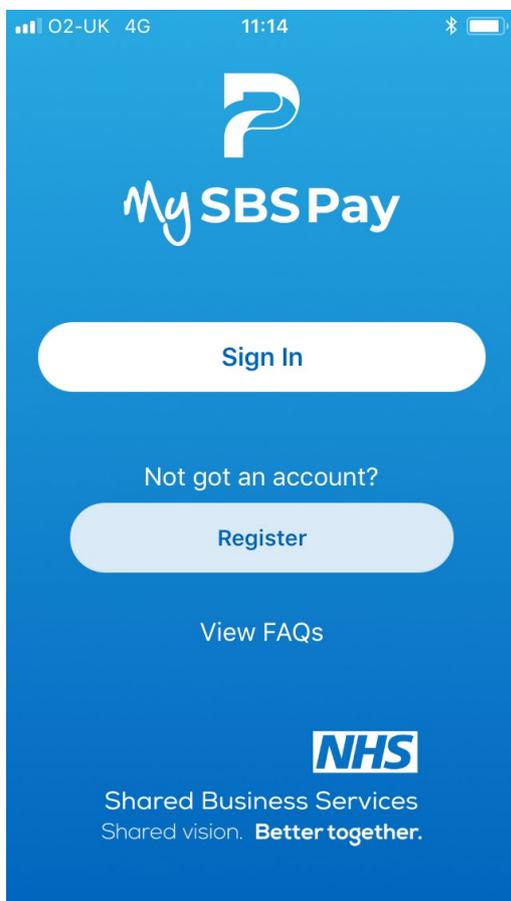


Image 12.



Image 13.

- 2 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: @ # \$ % ^ & * - _ + = [] { } | \ ' ~ " () ; .

Then enter in your forename and surname in the appropriate fields and press 'Accept T&Cs' (See images 14, 15 and 16 below).

- [Problems with first time registration?](#)
- [Registering with an incorrect email address](#)

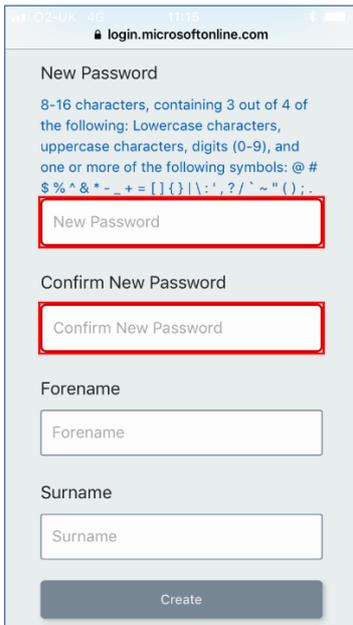


Image 14.

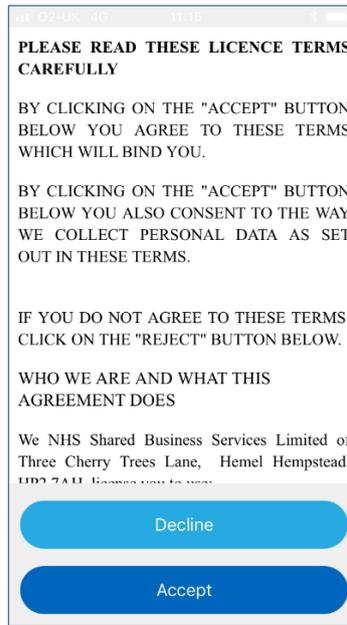


Image 15.

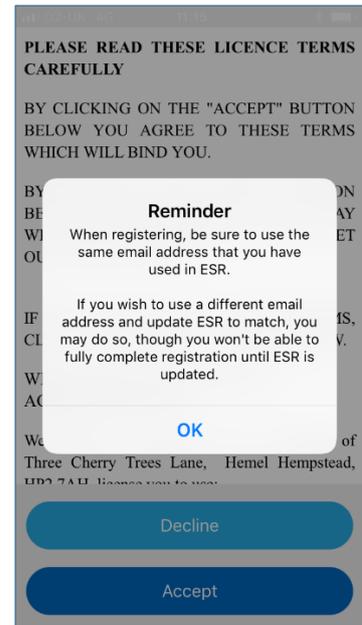
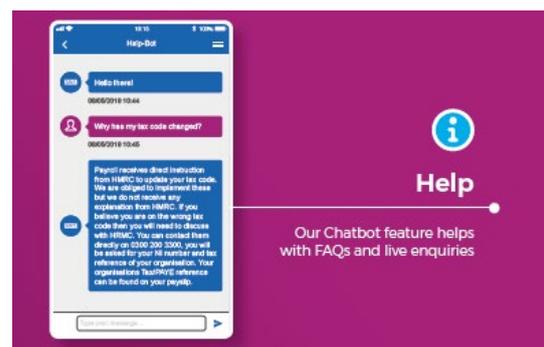


Image 16.

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!

We take security seriously, so your personal data is secure and encrypted. We are soon introducing a one-time Touch-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 fingerprint to log in to the app each time you go to use it.



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.

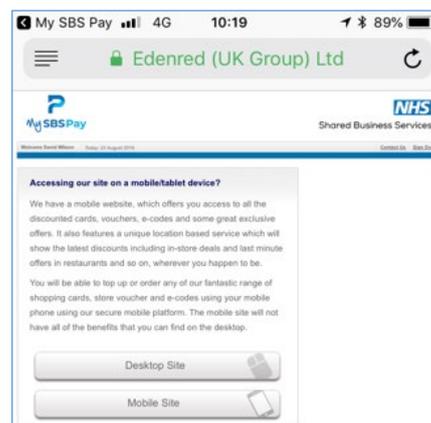
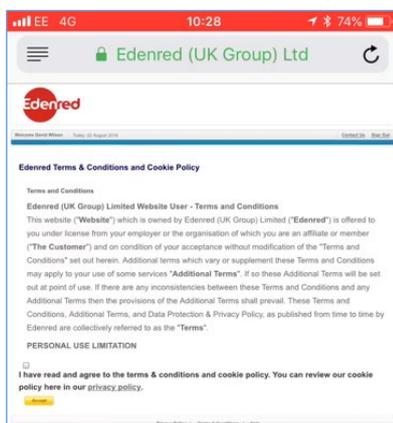
The discounts available to users of the app are offered through a third party provider, [Edenred](#). Designed and provided exclusively for NHS employees using the app, the discounts section provides savings of up to 25% on goods, vouchers and gift cards for over 2000 high street brands, with new discounts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



- Huge discounts available to NHS employees using the app
- Available for over 2000 high street brands
- Discounts of up to 25% on goods, vouchers and gift cards
- New discounts constantly being added



- 1 Sign into the **MySBSPay** app as previously illustrated, by entering your [ESR](#) registered email address and the password you set-up for the app.
- 2 On the app's home screen, click the 'Discounts' tile at the bottom of the screen (See above image). **Please note:** by clicking 'Continue' you are agreeing to Edenred's – our partner – terms and conditions.
- 3 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.



- 4** 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.

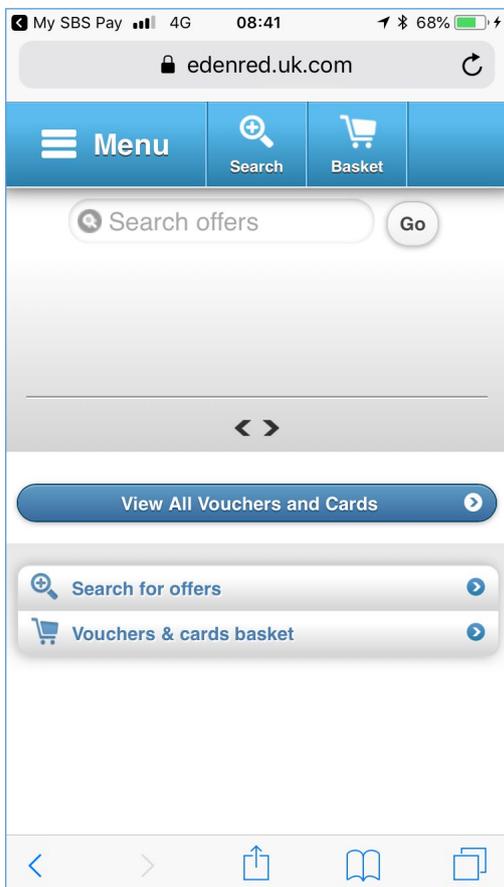


Image 17.

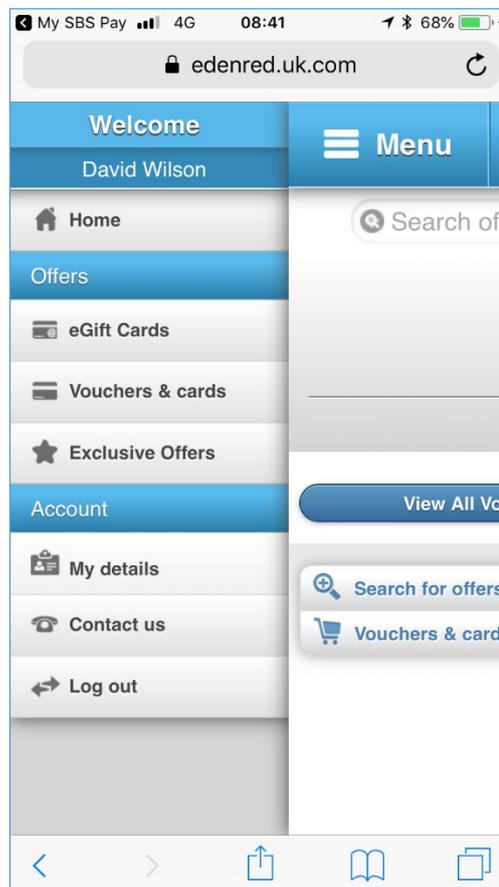


Image 18.

- 5** 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.



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.

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.

Look out for future updates as we will be constantly looking at ways to make the Chatbot even more useful for you.

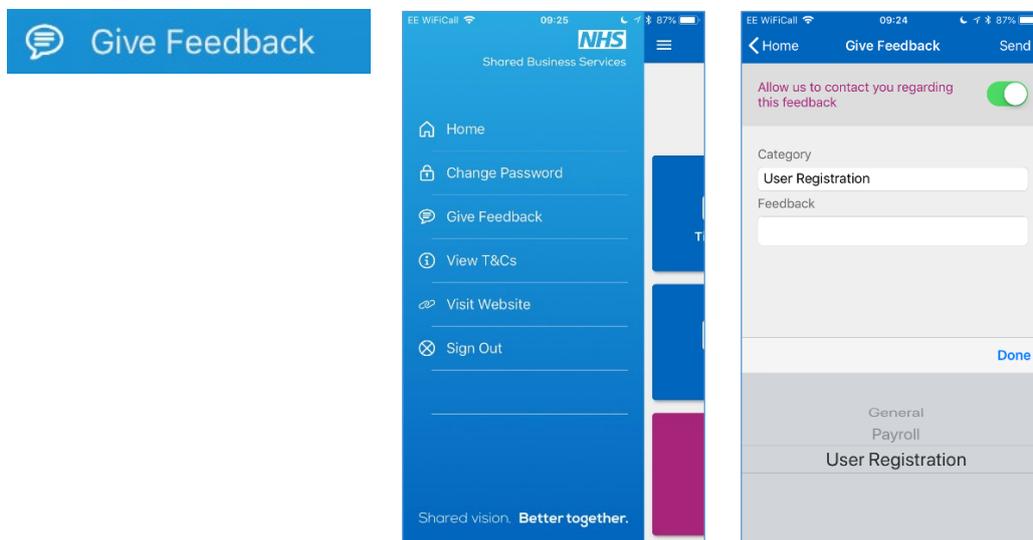
Feedback and support information

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:



Copyright

The copyright, trademarks, domain names and other intellectual property rights in all material and information in this document belongs to [NHS Shared Business Services \(SBS\)](#) and/or [Edenred](#). All rights are reserved.

Disclaimer

This document provides information about NHS Shared Business Services (SBS) and its products and services which we deem to be of relevance to our customers. Whilst NHS SBS has taken appropriate steps to ensure the accuracy of the information contained in this document, NHS SBS gives no warranty regarding the accuracy or completeness of such information.

This document provides information but does not constitute a contract. NHS SBS reserves the right, without prior notice, to change, delete, supplement, or otherwise amend at any time the information, images, and offerings contained in this document, or other material. NHS SBS shall not be liable for any loss or damage of whatever nature (whether direct, indirect, consequential or other) that may arise as a result of any third party relying on the information contained in this document (but nothing in this disclaimer excludes liability for death or personal injury arising from negligence or any fraudulent misrepresentation).