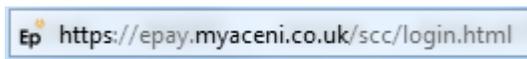## What is ePay?

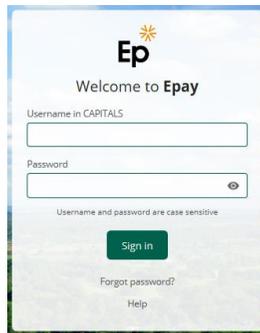Payslips, P60s and P45s are now available for you to access online anywhere from any device.

These are no longer provided in paper format and the online versions are considered as official documents.

How to access ePay

To access your ePay account please enter the ePay URL in to your internet browser as shown below:
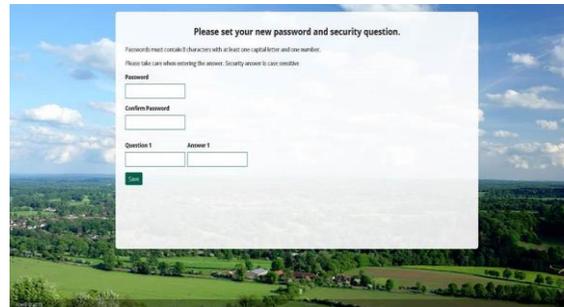
Ep https://epay.myaceni.co.uk/scc/login.html

This will take you to the login page.
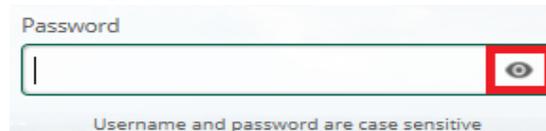
If this is the first time accessing your ePay account, you will need:

- Your welcome email from admin@epay.myaceni.co.uk - **this includes your temporary password** (this will be sent to your registered email address).
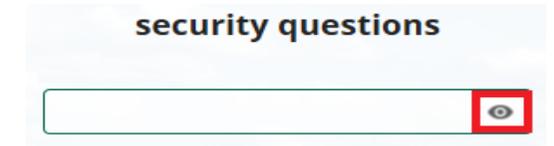
- Your NI Number - **this is your username in uppercase and no spaces** e.g. NI100000X

- If you are unable to find your welcome email, please contact sscgeneralenquiries@surreycc.gov.uk

- You will receive an auto response with a short form to complete, once the form has been submitted we aim to resolve your enquiry within one working day.

- Once you have entered your username and temporary password, you will be required to create your own password and security question

Password - needs to include 8 characters with at least 1 capital letter and 1 number. You can click on the eye icon to view the password you are entering.

Security question - create your own question and answer. This is case sensitive. Again you can click on the eye icon to view the security answer you are typing in.

If you have logged on previously you will need:

- Your **password** and **security question** that you set up (both are case sensitive so please take care when entering these details)
- Your NI Number - this is your **username**

If you previously set up three security question and answers, this has now changed to a single question and answer, this will be picked at random from one of the three you entered originally and this will be the one you will use going forward.

Forgotten password

If you have forgotten your password please click on 'forgotten your password' link at the bottom of the homepage.

You will then need to enter your username (NI number uppercase with no spaces) and then select request.
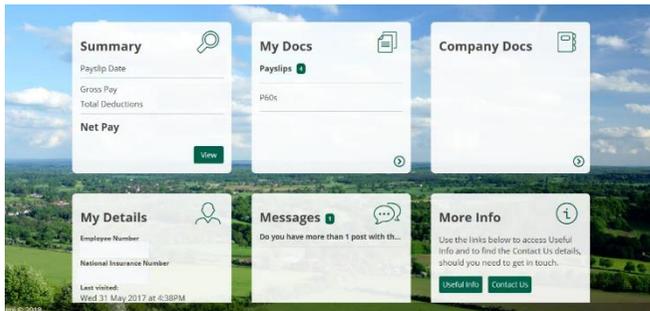
A password reset email will be sent to your registered email account.

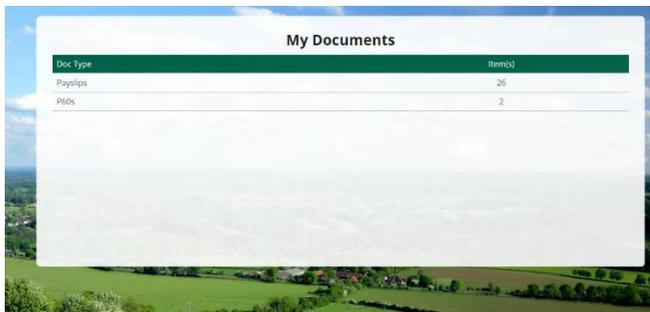Please be patient for the email to come through and check the junk/spam folders for the email.

If you do not receive this then please contact sscgeneralenquiries@surreycc.gov.uk and complete the auto response short form.

Once logged in

Your payslips are under the 'My Docs' section on the homepage

This will bring up a link to all your documents that are available for you to access on ePay.

Frequently Asked Questions

It does not seem to recognise my temporary password

If copying this, please ensure you do not have any gaps at the beginning or end of the password.

How will I know when a new payslip is ready to view?

You will receive an email notification to say your new payslip or P60 is ready to view via the online portal. You can change your email address by going to the 'my details' tab.

What happens if I leave the company? Can I still access my payslips?

Access to your ePay account will be available for a minimum of 3 years following your leaving date.

Are payslips considered as official documents?

Yes. All your payslips are kept in one secure place on the online portal and you can print copies yourself or save these in a PDF format should you need them for a loan or mortgage application.

ePay instructions to access payslips online
by Surrey County Council

Welcome to Epay