Online payslips and P60s – Frequently Asked Questions

1. How will I receive my monthly payslip and annual P60?
From May 2015, an electronic version of your monthly payslip will be available to view via Online Payroll Documents (OPD). An electronic version of your P60 will also be available to view via OPD.

You can view your monthly payslip two days in advance of the pay date, which is the 28th of every month or the last working day prior to the 28th, should the 28th fall on a weekend or public holiday. Payroll will send an email to all employees advising when the payslips are available.

2. I'm a casual worker, how will I receive my payslip and P60?
As a casual worker, you will receive an electronic version of your monthly payslip via OPD.

3. I'm a pensioner receiving payslips from the University, how will I receive my payslip and P60?
All pensioners who currently receive a paper payslip and P60 will continue to do so.

4. How do I sign up to receive online payslips and P60s?
The process only takes a few minutes. You will be able to access OPD via the GCU Staff landing page on the GCU website. Clicking on the 'Online Payslips' icon will take you straight to the front screen of the OPD portal. This screen will display an 'I wish to register' link (below the login details), which you can click to take you to the self-registration pages. You will then validate yourself against the data held about you in the payroll system, answering questions such as your bank account number, sort code, etc.

You will be asked to set up a unique username and password. If the username is already taken, an error message will be displayed and you will be asked to enter an alternative.

When logging in for the first time, you will be asked a number of personal security questions and answers for the purposes of retrieving a forgotten password.

5. What happens if I forget my username?
Contact the Payroll team by email at payroll@gcu.ac.uk.

6. What happens if I forget my password?
You can reset your password from a link on the front screen of OPD. Click on the 'I've forgotten my password' link, which can be found below the login details. For security reasons, you will be asked to answer the personal security questions that you set up when you registered, before choosing a new password and accessing your information.

7. Will my payslip/P60 be accessible to my manager/People Services through Self Service?
No, your payslips are only accessible to you by logging into your account in OPD with your unique username and password. Payslips will not be accessible through Self Service.

8. Will I see the same information as my paper payslip?
Yes. All your salary, allowances, deductions and tax information will be visible, the same as your paper payslip.

9. If I need a payslip for 'proof of income' purposes, can I still receive a paper payslip?
You can print a paper copy of your electronic payslip as these will be accepted by financial institutions as proof of income. However, in line with the University's commitment to reducing its impact on the environment, paper payslips should only be printed in exceptional circumstances.

There is also an option to 'Request proof of income' within the 'My Pay' section in OPD. Payroll will then arrange for an endorsed copy of your earnings to be sent to you.

10. Will I get my P11D and P45 online?
No, P11Ds and P45s are not available on OPD. Staff members currently receiving a P11D will continue to do so in the same way. On leaving employment at the University, you will receive a paper P45 for your retention.

11. My job does not involve using a PC. How do I access my payslips?
OPD is not an intranet, or office-based solution that can only be accessed in the workplace. It is web-based and can be accessed via the GCU website on any PC, tablet or mobile phone with internet access. The University also provides open access to PCs across the Campus i.e. in the Saltire Centre and Learning Café.

12. Can I access my payslip at home?
Yes, you can view your payslips from any PC by logging into OPD. Since the system is web-based, you do not need a University virtual private network (VPN) connection to access your payslip.

13. Will I be able to see all my payslips?
Yes, you'll be able to choose the payslip you'd like to look at from a list ordered by date. Payslips will be stored within your account from the date of your first online payslip to the date you leave the University. See FAQ 17 for advice on leaving the University.

14. Can I save or print my payslips?
OPD only provides the functionality to print your payslip. You can do this by clicking on the Printer icon in the top right hand corner of the Payslip page. Some computers allow you to print to Microsoft XPS Document Writer or Adobe PDF which will allow you to save the document as a file on your computer.

Although you can print your payslip it should not be necessary as they will all be accessible while still employed by the University. See FAQ 17 for advice on leaving the University.

15. Is it possible for Payroll to email the payslips to my home email address rather than create an account in OPD?
No, as it contains sensitive information. However, if you have access to the internet from home, you will be able to login to the system and view it from home, as per FAQ 12.

16. Are OPD and online payslips secure?

Yes, the system runs on a secure encrypted website and you will have unique login details. Ceridian, the company that provides the service, has built OPD with the highest level of security, which is tested regularly by specialists. As with any confidential information, it is recommended that caution is exercised when you access or print your online payslips using shared computers or printers.

You are advised to take the following security precautions to ensure your payslip remains confidential:
- Do not leave your PC when you are logged on to your OPD account. The system will log you out after five minutes of inactivity, but it is much safer to either log off or lock your PC.
- Do not share your username and password with anyone.
- Change your password if you think your security is in danger. See FAQ 6 for resetting passwords.

17. Will I be able to access Online Payslips when I leave the University?

Access to the system will expire 60 days after your official date of leaving. We suggest that before leaving the University, you print the payslips that you require. Payslips need to be printed individually for each month that is required as there is no functionality to select 'Print all'.

You will receive a paper copy of your P45 as per FAQ 10.