

BrightPay Employee Self Service Portal

FAQs

1. What is the Employee Self Service Portal?

The employee self-service portal gives employees secure self service twenty four/seven access, anywhere, anytime, any device to their payroll documents, HR Resources, Personal Details, Calendar and Leave details and the ability to request leave and change of personal details.

Your new Employee Self Service platform is available online, anywhere, anytime and on any device.

In your Employee Self Service Portal employees can:

- View or download current and previous payslips
- Request annual or unpaid leave
- View their leave calendar and annual leave entitlement
- View their HR Resources
- Request to update their basic personal information e.g. update their home address if they move, phone number, emergency contact details, etc.

Your Employee Self Service Portal can be accessed from anywhere on any device such as phone, tablet, laptop, or computer.

2. How can I access the new Employee Self Service Portal?

Your employer can send you an invitation email to gain access to the Employee Self Service Portal (EESSP) The link to log into the EESSP is [here](#).

Employee needs to have a Bright ID to access their Employee Self Service Portal. An employee can sign up for a Bright ID [here](#).

3. What is my Bright ID?

A Bright ID is an email address and password you register with Bright Software Group and it uniquely identifies a user for our products and services. Your Bright ID is the email address that your employer has on your employee record and has sent an invitation email to. An Employee needs to have a Bright ID to access their Employee Self Service Portal. If you do not have a Bright ID an employee can sign up [here](#).

4. What if I forget my password?

You can reset your password anytime from the log in screen [here](#). Simply click "Forgot Your Password" and enter in your email address. A 6 digit code will be sent on a verification email. Enter in the 6 digit code and select '**Verify code**'. Complete the form to set a new password by entering the New Password and confirming the new password > Select Continue.

5. Will I be able to view previous tax years' payslips?

The payslips available in the new Employee Self Service Portal will be available for the current tax year. Employers still have access to historical payslips in BrightPay so they can provide this information to employees.

6. Where is my data being stored?

Employer and Employee data are hosted in Microsoft Azure ISO 27001 / SOC 2 certified datacentres in IRE/UK/EU. Data is encrypted in transit using minimum TLS v1.2, and at rest using AES 256-bit encryption. We perform and secure regular point-in-time database backups, as well as providing a resilient infrastructure to guard against component failures to maximise uptime and availability.

7. Who can access my data?

Each employee has a personal profile linked to their Bright ID and because it is password protected and the password is set by the employee, the only people who have access to your data are you, your employer and any manager your employer assigns to give access to your information.

8. Can I update my bank details in the EESSP?

For security, sensitive details (e.g. payment bank account information) are not displayed in the Employee Self Service Portal so an employee cannot request to update their bank details. Please contact your employer directly if any of these details need to be updated.