

Welcome to your payslip portal. Here are some important hints, tips and instructions for the smooth operating of your portal service.

1. It is highly recommended that you run regular Secure-Send software updates to ensure you are using the most up-to-date version. You can do this by visiting <https://www.sslpost.com/software-update/> or selecting "Check for Updates" via your Secure-Send monitor.
2. Please inform us of any changes to the identifying information of an employee. For example, National Insurance Number, email address, payroll number etc. We require no less than 3 days' notice of changes as these will need to be implemented **before** you process your next payroll (otherwise a new account will be created for the employee). Please ensure you have received confirmation from us that we have completed the change before commencing the payroll run. To do this, email support@sslpost.com stating your name, company name, the old identifier (NI Number/payroll number/name/email address etc) and the new identifier you wish to change to. PLEASE NOTE: We do not accept these types of requests directly from an end User, only Administrators may request this type of change.
3. Please ensure your unique identifier is unique. For example, that email addresses/National Insurance Number/Payroll numbers **are not reused or recycled**.
4. All support queries must be emailed to support@sslpost.com. Our support telephone line is only for use by portal Administrator/s. Please ensure your Users are aware of the support process and what type of query is handled by our support staff (e.g. technical issues as opposed to wage queries).
5. If your Users contact us directly about an issue via our marketing website contact us form www.sslpost.com, Twitter or Facebook, it may lead to delays in responding to their query whilst it is redirected to the correct department. Please advise them to contact support@sslpost.com or your Administrator in the first instance (depending on the support option you have chosen).
6. If you are installing Secure-Send to a new computer, please refer to the re-installation guide. If you have any issues or queries when re-installing the software that requires our support, we will book you a development slot for resolution and this will be chargeable at our standard daily rate in quarter day increments.
7. Please ensure the format of the live document/s remains consistent with the example given to us during the set-up phase. We will use a test version, supplied by you, to map each document accurately. If this format is not

maintained when producing the live documents, it will cause errors and mismatches that will require re-mapping. We will book you a development slot for resolution that will be chargeable at our standard daily rate, in quarter day increments.

8. If you are using an embedded link on your portal login screen; for instance, welcome guide, user guide or other document reference, please ensure that you notify us of any changes to the link's URL, in advance of the change implementation, to prevent broken links on your portal pages.
9. When requesting configuration of your portal, please weigh your business requirements against the security risk; the portal has many security features that are in place to prevent errors and to assist and notify you of exceptions when importing data. If these are turned off, it may increase the risk associated with the process. Some examples are:
 - a. We have the facility within the portal to allow for validation of the file before the documents are posted to the portal. If this is disabled, it removes the opportunity for you to check the documents and handle exceptions appropriately, before it completes.
 - b. We email a log file to you after importing has completed that details exceptions and quantities. This allows you to check the quantities are as you expect and to handle any exceptions (usually caused by errors within the documents). If you disregard this opportunity to check that all is as expected, it could result in errors being highlighted by users down the line rather than being handled at the time of processing.
 - c. We have checks in place that highlight if a document with a non-matching ID reference is attempting to be imported to a single account. An example of this is the National Insurance number check. If this is turned off as temporary National Insurance numbers are in use, this may result in a higher risk import process.
 - d. In regards to payslips, we have a check that enables no more than two pages to be imported into one user account in one import session. This prevents multiple documents being added to one account in error. If you have documents that are more than 2 pages, please let us know and we can adjust the tolerance level as appropriate.

If in doubt, please ask during the set up phase. We will be happy to help.
support@sslpost.com.