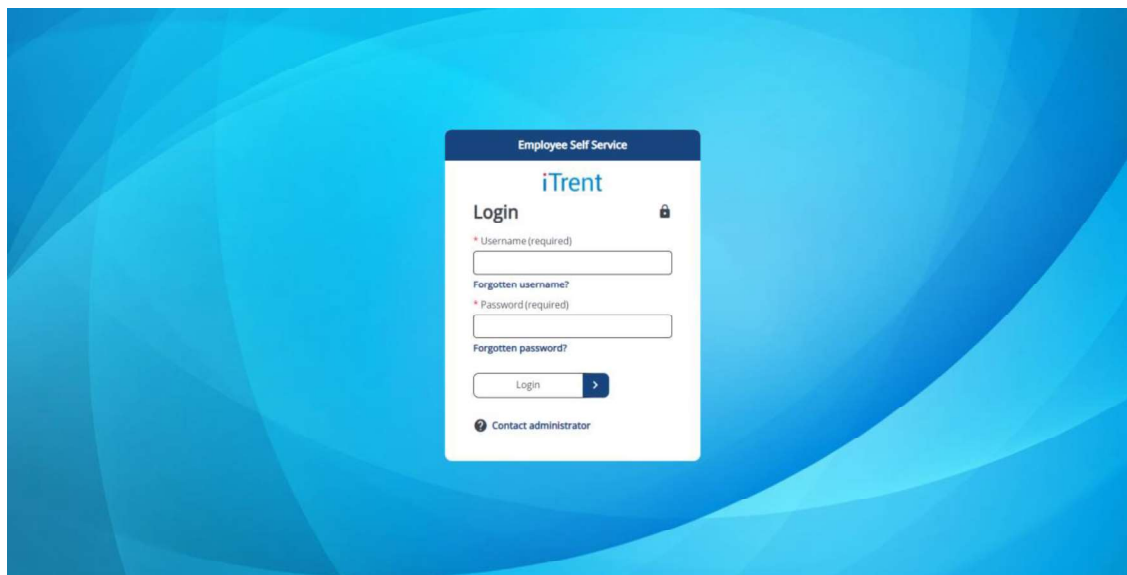


# ONLINE PAYROLL INFORMATION

## PORTAL USER GUIDE

### CONTENTS:

1. Getting Started
2. Security
3. Navigation
4. Portal Options
5. Accessing Your Information
6. Amending your Information
7. Additional Options



## 1. GETTING STARTED

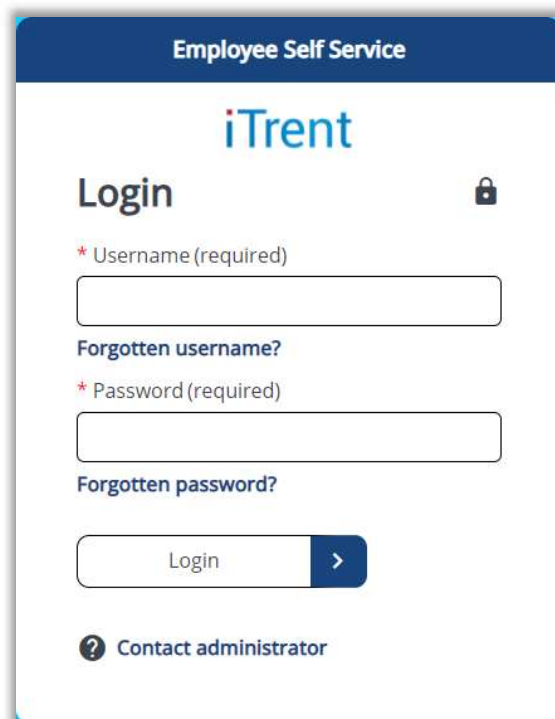
If you are a first-time user of the system instructions for accessing the portal are included within the email sent to you by your payroll administrator. Alternatively click the link below to navigate to the portal login page. Your school may also have provided you with a link to the portal from your school intranet page.

<https://neopeople.net/index.php>

This will take you to the Neo website where a link to the Payslip Portal is available.



Once you have clicked on this you will be redirected to the portal login screen:



Your login name is your school email address. If you do not have a school email address your username will be your employee Reference Number (please liaise with your school payroll contact for this information).

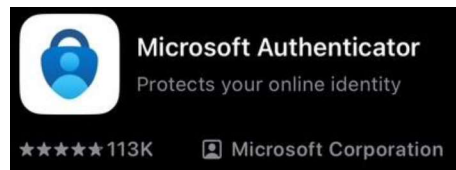
Your first-time password is the same as the 8 digit account number of the bank or building society account to which we make your salary payment. Unless you have changed this previously on the portal.

Enter your Username and Password as detailed above and click Login.

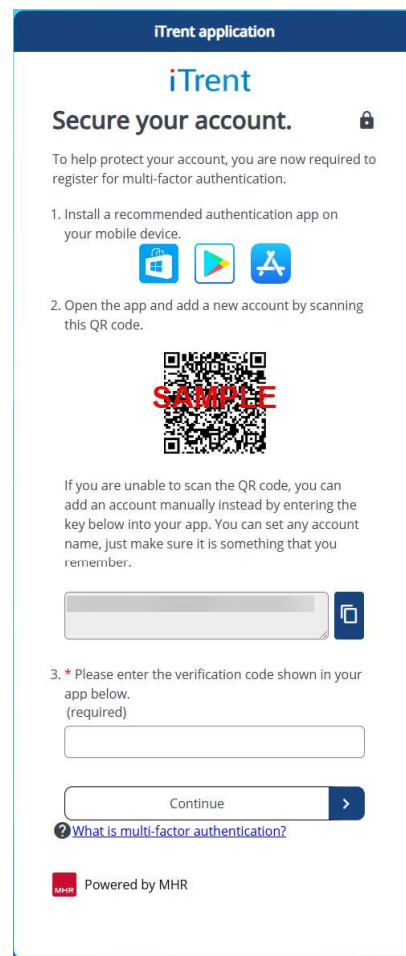
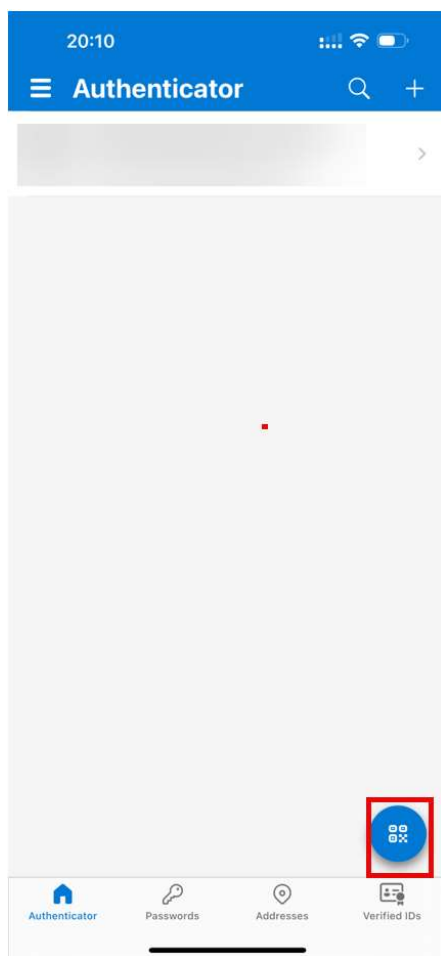
## 2. SECURITY

Access to the iTrent platform either as an administrator or employee is protected by Multi Factor Authentication and requires an online authentication app in order to log in to your account.

Whilst you can use any authenticator app to access your account Neo recommend using the Microsoft Authenticator application available via the app store on your phone or computer.

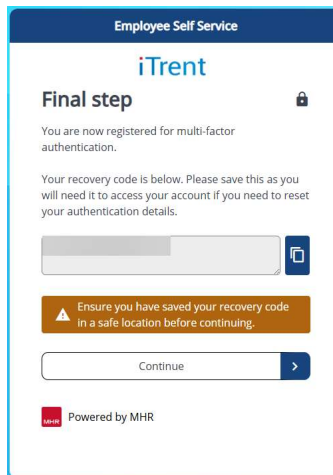


Once you have downloaded the app you will be presented with the following screen on the left.

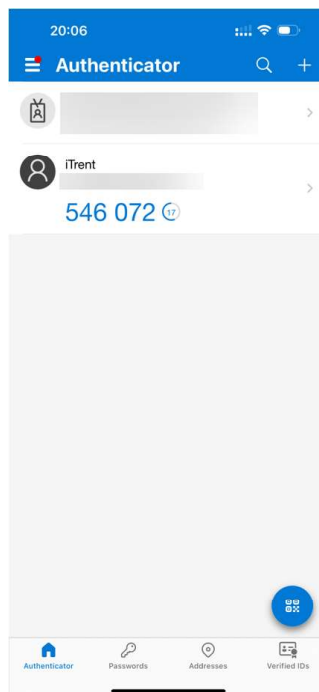


You can use the QR code finder (highlighted in the RED square above) on the QR code shown on your computer (as per the screen on the right). Alternatively you can input the code shown on iTrent security screen and input this into your authenticator app.

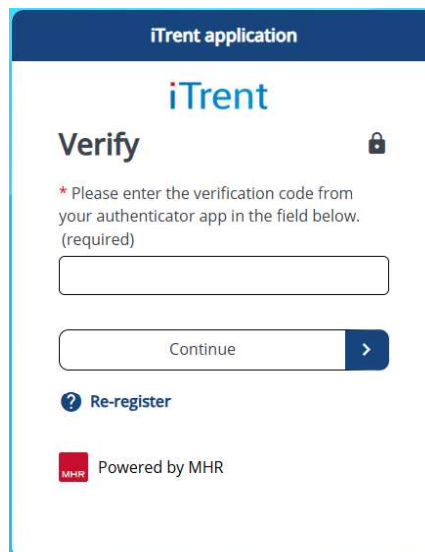
Once the registration has completed you will be presented with a recovery code that you can use in the event of you requiring to reset your account. You can either photograph this or keep a note.



Once you have completed all these steps you can use your authenticator app to access the iTrent system. Opening up your app will give you a code (as per the screenshot below) to log into the iTrent system.



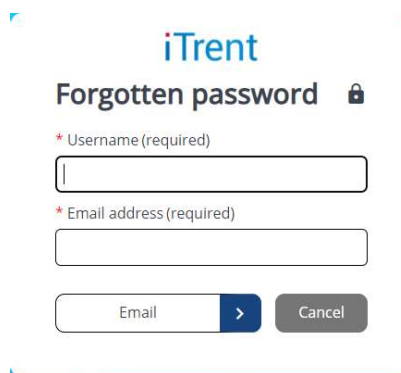
This can be entered into the verify screen shown on your iTrent screen (as per the screenshot below).



The screenshot shows the iTrent application interface. At the top, it says "iTrent application". Below that is the iTrent logo. The main heading is "Verify" with a lock icon. A red asterisk indicates a required field: "\* Please enter the verification code from your authenticator app in the field below. (required)". There is a text input field for the code. Below the field is a "Continue" button with a right arrow. A link with a question mark icon says "Re-register". At the bottom, there is a logo for MHR and the text "Powered by MHR".

### Forgotten Your Password

If you have forgotten your password, select the "Forgotten Password" link on the portal login page.

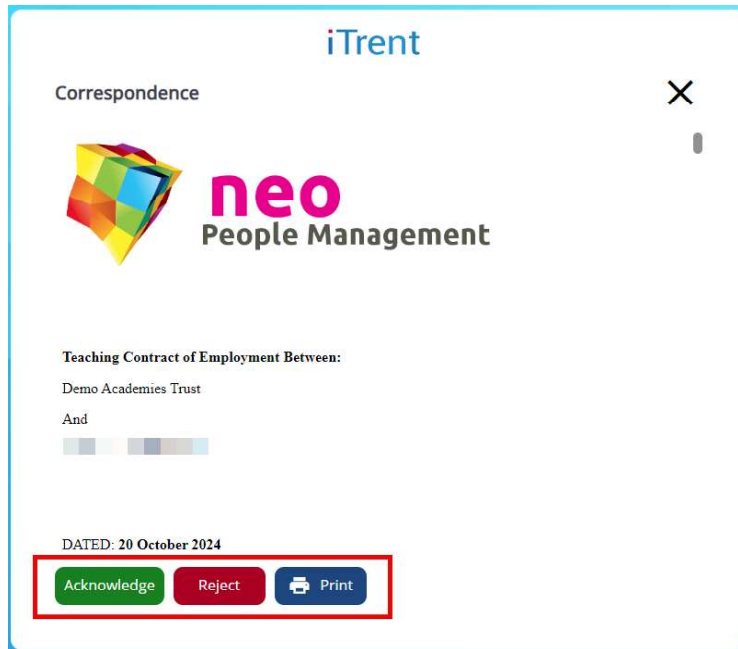


The screenshot shows the iTrent application interface for "Forgotten password". It features the iTrent logo and a lock icon. The heading is "Forgotten password". There are two required fields: "\* Username (required)" and "\* Email address (required)". Below the username field is a text input field. Below the email address field is another text input field. At the bottom, there are two buttons: "Email" with a right arrow and "Cancel".

On the menu you will be prompted to give your username and the email address held for you on the system. **The username will be whatever you input as a username to access the system and your email address will be your work email address if you have been allocated one – this can be the same as your username.** Please note that the email address is lowercase. An email will be sent within 15 minutes to the email address held for you on the system. Follow the link provided to reset your password.


If your employer uses the electronic signature option on this portal then you may have a contract or other correspondence available when you first log in.

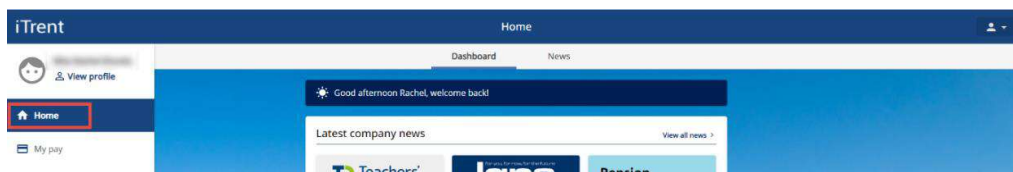
Please see the example below of a contract that you can “Print” if required and you can “Acknowledge” or “Reject”. Your employer will be advised of your response.




### 3. NAVIGATION

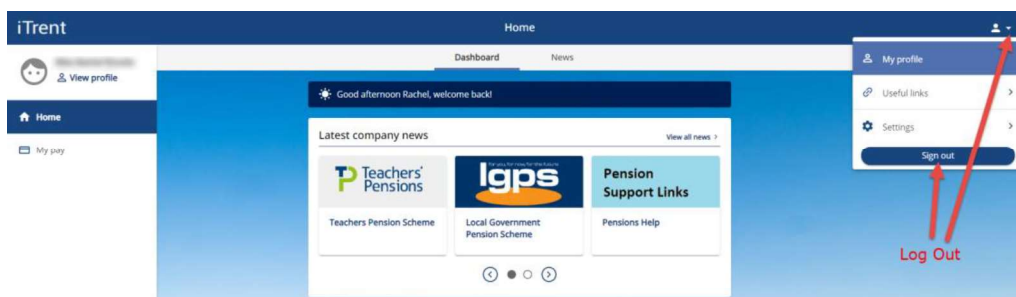
#### Home

Click the  icon to return to the home screen wherever you are in the portal.

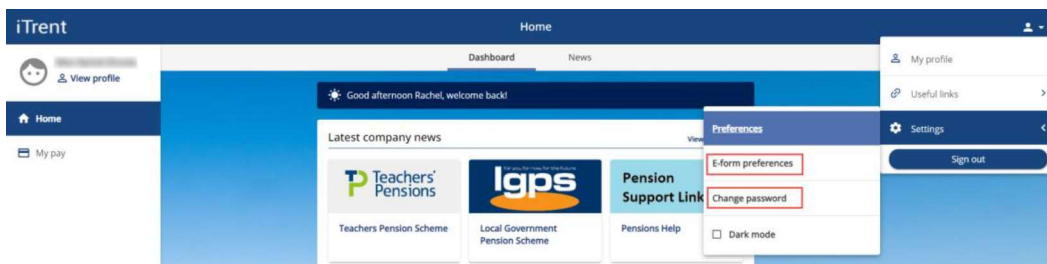


#### Logout

To logout and securely close this portal session select click on the  icon in the top right of the screen to access the drop-down user menu and select "Sign Out".



## 4. PORTAL OPTIONS



### Change Portal Password

To change your password for the portal, select “Change Password” from the drop-down user menu as shown above. Complete the form as shown below.

Close X

ⓘ The password can only use the characters A-Z, a-z, 0-9, or ! " \$ % ^ & \* ( ) \_ - + [ ] { } ? , . : @ # - / | \ < >

\* Current password (required)

 ⓘ

\* New password (required)

 ⓘ
Save
Cancel

### Change Your Email Address or Password for emailed Payslips and P60s. (If optioned by your employer)

The system can automatically email payslips and P60's as soon as they become available as well as showing these on the portal. If this option has been selected by your employer these will show as ticked in the e-form preferences option menu as shown below. You can turn this feature off, or re-direct them to an alternative email address and change the password used to open them, all via this menu. Your new password must be a minimum of 6 characters long and include a number and have both upper and lowercase letters.

Close X

ⓘ The payslip/P60 passwords can only use the characters A-Z, a-z, 0-9, or ! " \$ % ^ & \* ( ) \_ - + [ ] { } ? , . : @ # - / | \ < > ' ' :

**Payslip options**

Email payslip

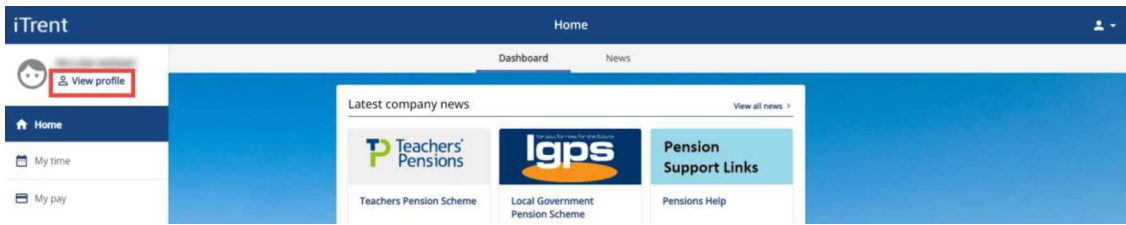
\* Email address (required)

\* Password for payslip (required)


 ⓘ
Save
Cancel

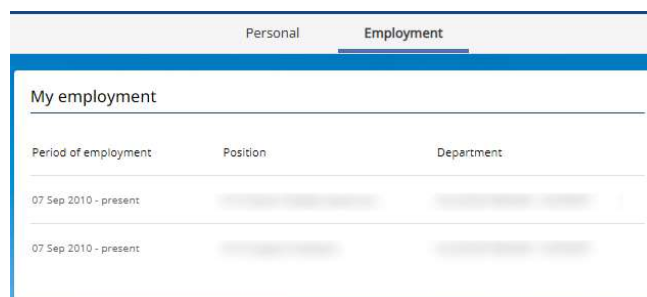
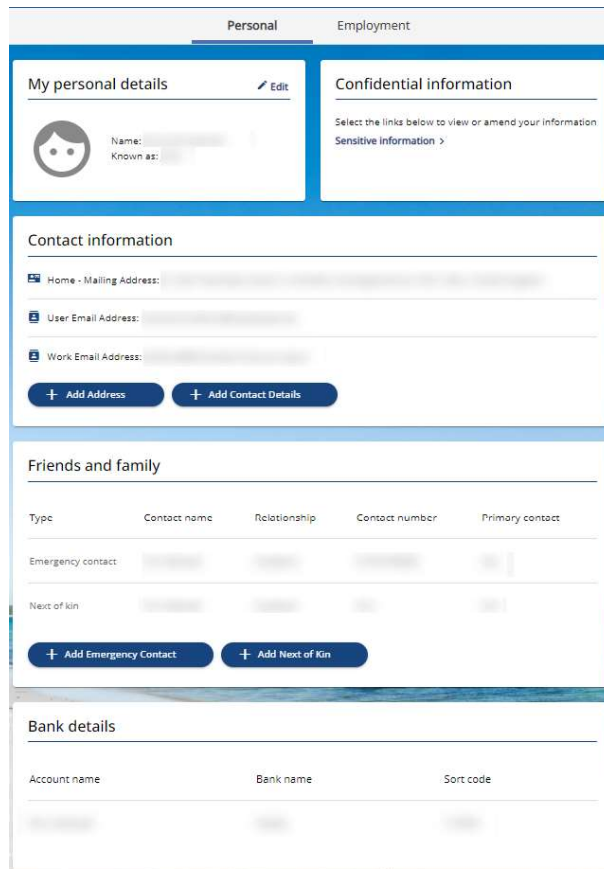


## 5. ACCESSING YOUR INFORMATION



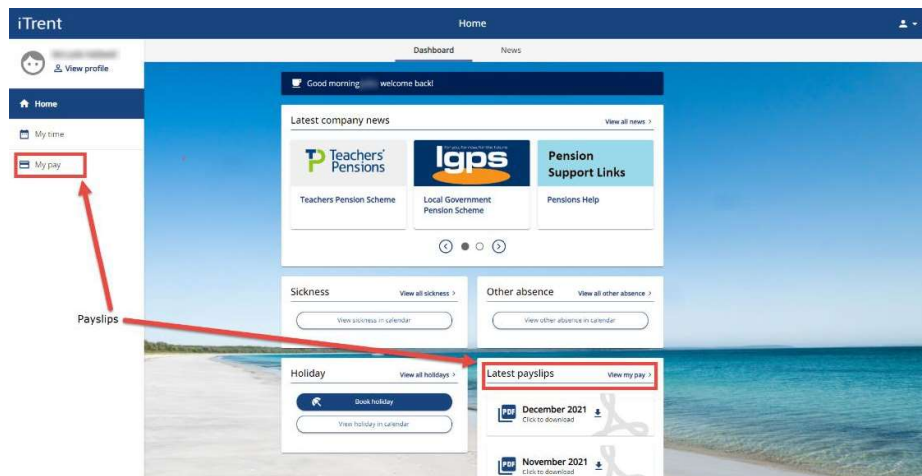
### View Profile Information

Select the  **View profile** icon from the upper left part of the screen (under your name) to access and amend personal information or see employment details. As shown in the screenshots below.



## View My Payslips

You can select to view payslips from either the “My Pay” option in the left hand pane or the quick view “Latest Payslips” option in the main viewing pane as shown in the screenshot below. Only payslips that have been issued by the Neo payroll service can be viewed in this portal.




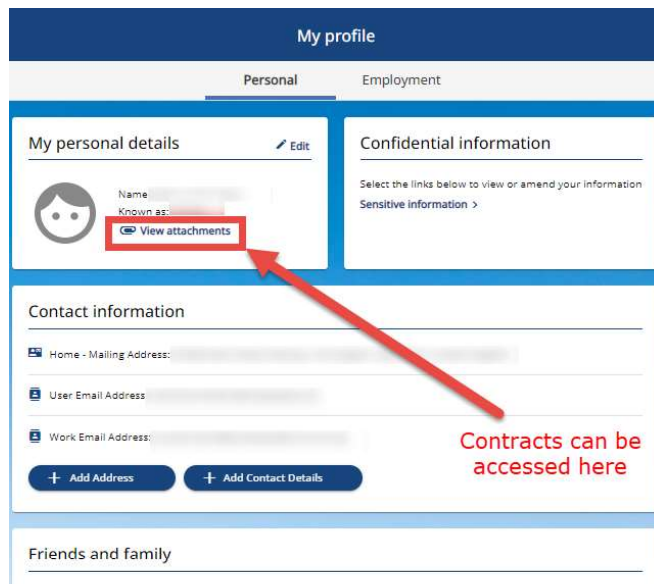
## View Earlier Payslips/P60's or P45's

Select the “My pay” option from the left hand pane shown in the screenshot above and you will be presented with all the pay information that has been created whilst neo has supplied your payroll service via the iTrent system. These items can be viewed, downloaded or printed as required.

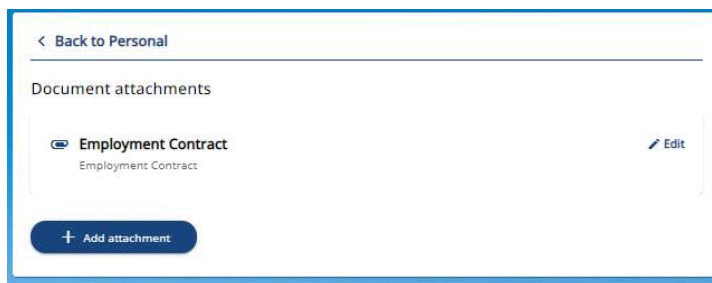
My pay		
My pay		
Payslips <a href="#">View my bank details &gt;</a>		
<div style="background-color: #0070c0; color: white; padding: 5px; border-radius: 5px;">           Searching with neither Start date nor End date will return all payslips.         </div>		
Start date (dd/mm/yyyy)	<input type="text"/>	End date (dd/mm/yyyy) <input type="text"/>
<div style="display: flex; justify-content: space-between;"> <span>Search</span> <span>Download all</span> </div>		
Pay date	Net pay	Download
22 Dec 2021	1,204.21	<a href="#">Download</a>
22 Nov 2021	955.36	<a href="#">Download</a>
22 Oct 2021	892.11	<a href="#">Download</a>
22 Sep 2021	1,010.71	<a href="#">Download</a>
22 Aug 2021	1,216.02	<a href="#">Download</a>
22 Jul 2021	806.90	<a href="#">Download</a>
22 Jun 2021	1,056.39	<a href="#">Download</a>
22 May 2021	908.90	<a href="#">Download</a>
P60		
Tax year	Employment period	
2020/2021	05 Apr 2020 - 05 Apr 2021 (0101 Diverse Academies Trust) (H/Hallivest)	<a href="#">Download</a>

## View My Contracts

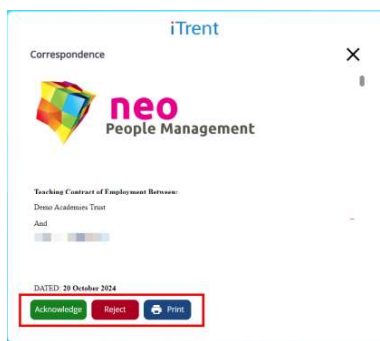
Select the  **View profile** icon from the upper left part of the screen (under your name) to access your personal details. Within your personal details you will find any attached documents as per the screenshots below.



Only contracts live at the start of the Neo payroll service and attached by your employer can be viewed in this portal.




Additionally as per earlier in this document you can be sent documents for you to read, print and accept or reject by your employer if they have the electronic signature option. These can be contracts, letters or terms and conditions documents. Example below.

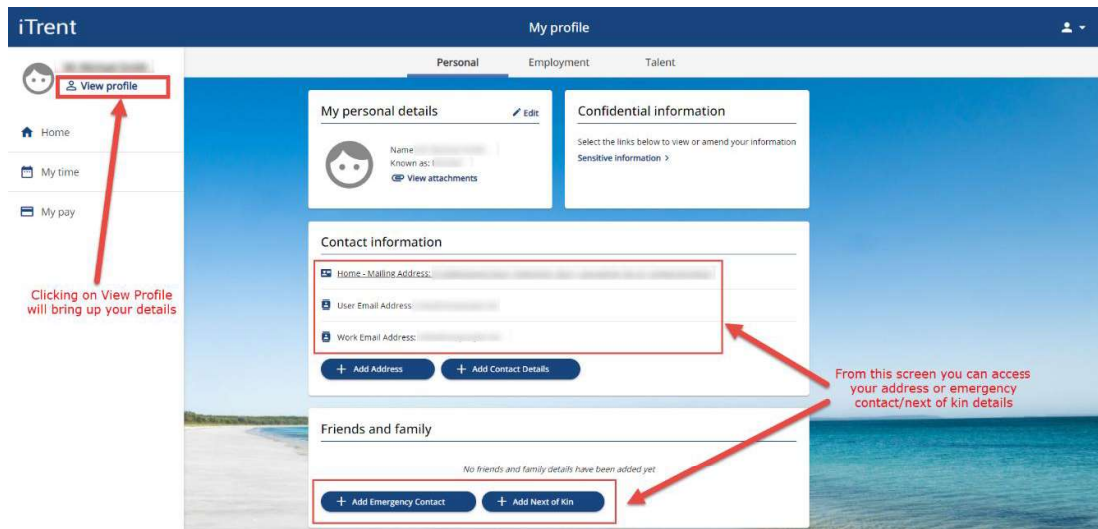


## 6. AMENDING YOUR INFORMATION

### Changing your personal details

As employees of an organization working with children, the recording and checking of your personal information is important. The ability to change your own personal details online may be available depending on your employer and you can check on these screens and input as required. If it is not available through the payslip portal you should provide any changes or amendments required to your personal information to your school or MAT payroll administrator who will record it consistently with the various Keeping Children Safe policies.

You can amend your personal details via the online portal at any time by clicking the  [View profile](#) icon from the upper left part of the screen.



### Changing your Address (If optioned by your employer)

Clicking on your address will enable you to amend or replace your current home address details if your current employer allows this functionality. Whilst the system will email your employer about your address change you should always make your employer aware of address changes to ensure the keeping children safe requirements are fully adhered to.

Address details

This form allows you to correct your current address information, if your address has changed please use the add address details option.

\*Address type (required)

Home

Mailing address

Postcode

House name

Number/Street

Local area

Post Town

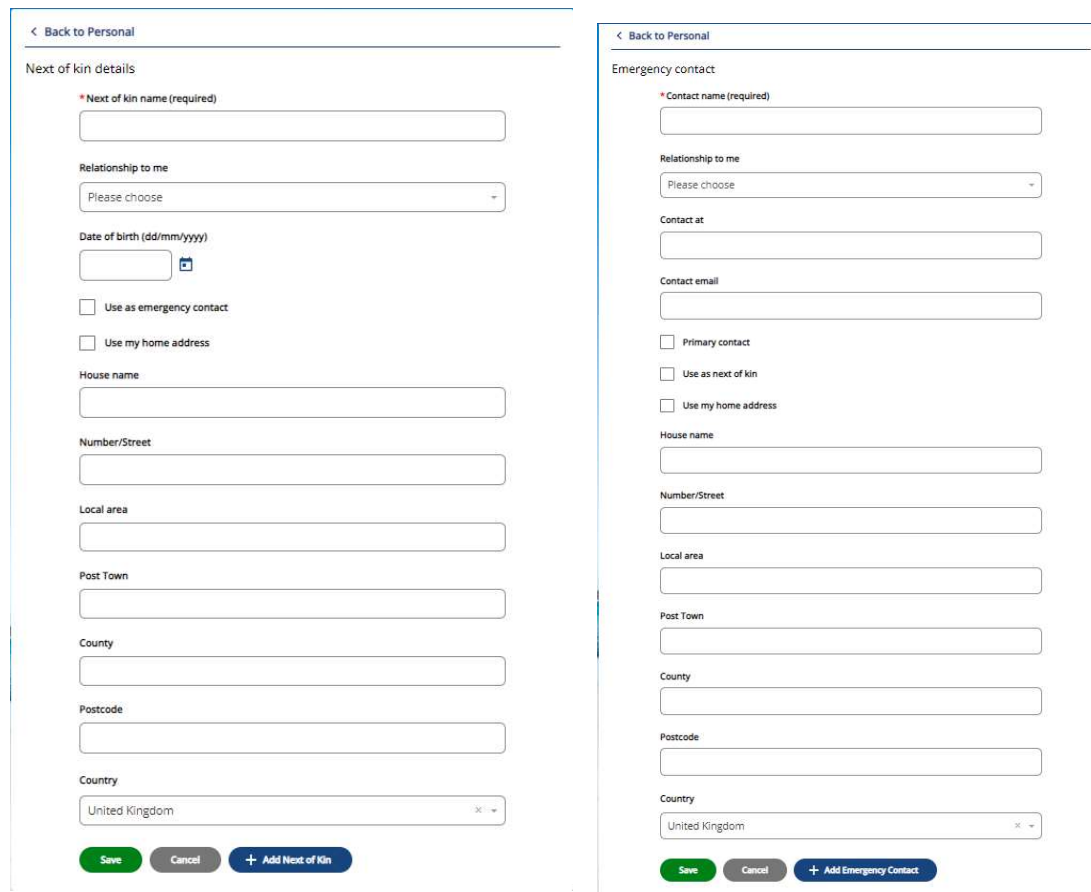
County

Country

Save Cancel + Add Address

## Changing/Inputting Emergency Contact/Next of Kin Information.

Clicking on the emergency contact details or next of kin will allow you to amend the details already there or you can add new details as required.



The image displays two side-by-side screenshots of a web application interface for managing contact information. Both screenshots have a header with a back arrow and the text '< Back to Personal'.

The left screenshot is titled 'Next of kin details'. It contains the following fields and options:

- \* Next of kin name (required): A text input field.
- Relationship to me: A dropdown menu with 'Please choose' selected.
- Date of birth (dd/mm/yyyy): A date picker field.
- Use as emergency contact
- Use my home address
- House name: A text input field.
- Number/Street: A text input field.
- Local area: A text input field.
- Post Town: A text input field.
- County: A text input field.
- Postcode: A text input field.
- Country: A dropdown menu with 'United Kingdom' selected.

At the bottom, there are three buttons: 'Save' (green), 'Cancel' (grey), and '+ Add Next of Kin' (blue).

The right screenshot is titled 'Emergency contact'. It contains the following fields and options:

- \* Contact name (required): A text input field.
- Relationship to me: A dropdown menu with 'Please choose' selected.
- Contact at: A text input field.
- Contact email: A text input field.
- Primary contact
- Use as next of kin
- Use my home address
- House name: A text input field.
- Number/Street: A text input field.
- Local area: A text input field.
- Post Town: A text input field.
- County: A text input field.
- Postcode: A text input field.
- Country: A dropdown menu with 'United Kingdom' selected.

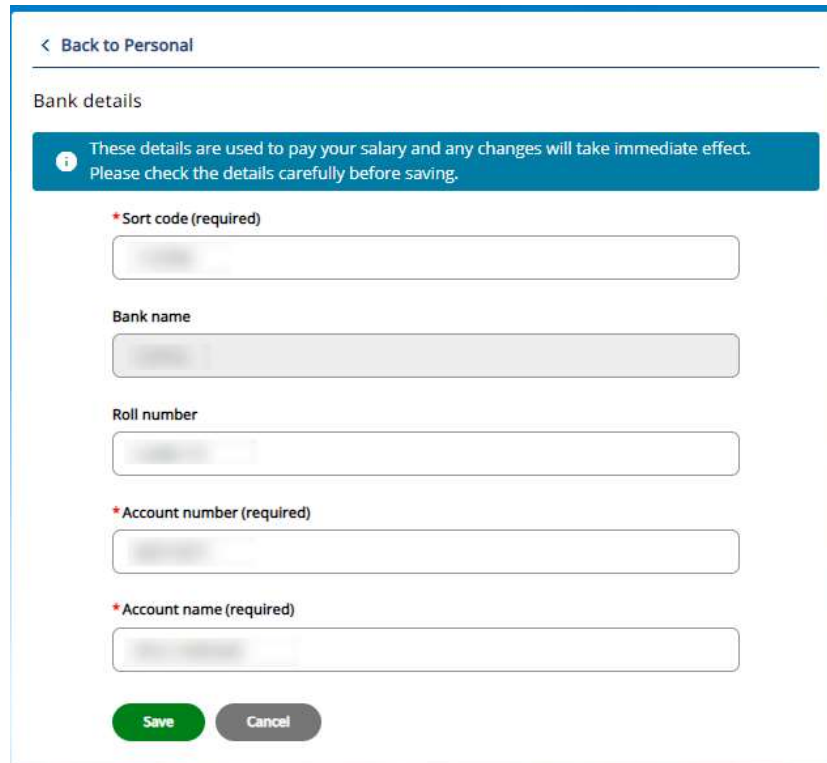
At the bottom, there are three buttons: 'Save' (green), 'Cancel' (grey), and '+ Add Emergency Contact' (blue).

Again the system will automatically inform your employer of these details or if you change any of them.

## Changing Your Bank Details

You can change your bank details at any time via the online portal. There is no need to additionally provide this information to your employer. Clicking on any of the bank details in the personal information screen will access the Bank Details change screen as shown below. Change the bank details as you require, and press save. It is important to take care when changing your bank account details. These are the account details to which we will pay your next salary and any errors are likely to cause a delay in your salary arriving in the correct account. When any change is made to your bank account details the payroll system will e-mail your contact email address to confirm that a change has been made.

**IMPORTANT.** Please ensure that any changes to bank account details are submitted at least 6 working days before your next pay date.



< Back to Personal

Bank details

**i** These details are used to pay your salary and any changes will take immediate effect. Please check the details carefully before saving.

\*Sort code (required)

Bank name

Roll number

\*Account number (required)

\*Account name (required)

Save Cancel

**Links to TPS/LGPS/HMRC** - Links to the pension scheme websites and the HMRC are supplied on your dashboard.



## 7. ADDITIONAL OPTIONS

The following areas will have specific separate guides on your portal if these have been optioned by your employer

- A. Sickness / Absence information and Input Guide (If optioned by your employer)
- B. Overtime/Additional Hours Input (If optioned by your employer)
- C. Full Time Employer Holiday Booking Guide (If optioned by your employer)
- D. Performance Management Guide (If optioned by your employer)
- E. Learning Guide (If optioned by your employer)
- F. Talent Guide (If optioned by your employer)