

MyHR eBox - Frequently asked questions about e-payslips

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1. What is an online payslip (or e-payslip)?

It is a monthly payslip which is available for staff to view online on their computer screen.

2. Why my company introduce e-payslips?

Online payslips provide several advantages to employees, managers and HR professionals:

- They are more secure than printed payslips as they are accessed via internet
- They can be accessed quickly and easily from any computer (office, home, business trip, etc.)
- Employees can access previous online payslips
- Online payslips help companies to meet their commitment to reducing their environmental impact by reducing the amount of paper printed, and the energy required to deliver payslips by post

3. How / Where do I access my e-payslip?

You can access your e-payslip in 3 clicks:

1. visit customerportal.ekspert.ch
2. click on MyHR eBox
3. enter your login and password (received by post in 2 letters)
4. click on "My documents"

4. How does the content of the e-payslip differ from a current payslip?

It does not. It contains the same information as you find on your paper payslip.

5. What does an online payslip look like?

The layout of the e-payslip is exactly the same as your current paper payslip.

6. Will the e-payslip affect my pay or pension?

No, the e-payslip is simply a change in the way that you receive notification of your pay.

7. How long will my e-payslip be available to view for?

You will always be able to access your most recent payslip online, plus all previous e-payslips.

8. Do I need to install any new software to access my e-payslip?

No, you just need to access to internet.

9. When in the month will I be able to view my e-payslip?

Online payslips will normally be available at approximately the same day that salaries are paid in your company. You will not receive formal notification that your e-payslip is available to view so you should check regularly customerportal.ekspert.ch

10. Can I access my e-payslip at home?

Yes, you can access your e-payslip from any computer by logging into customerportal.ekspert.ch although as with any confidential information, it is recommended that caution is exercised when shared computer or public area.

11. Can I print my e-payslip?

Yes, e-payslips can be printed in the way that you should print any other document.

Simply, select the print button, which will appear above your e-payslip to the right. Your payslip will print on your default printer so you are advised to ensure that this is a printer that you will be able to access immediately to collect your printed payslip.

12. Can I view my e-payslip on a Mac?

Yes, of course.

13. How often can I view my e-payslip?

As often as you like.

14. Can I access my previous paper payslips online?

Yes, your previous paper payslips will be archived and then available online.

15. What happens if there is a fault with my computer? Will I still get paid?

Yes, you will still get paid even if, due to technical problems, you cannot access your e-payslip.

16. Will my e-payslips be “backed up” in case of serious technical problems?

Yes, all personal information in customerportal.ekspert.ch, including e-payslips, are backed-up in Switzerland on a regular basis.

17. Can I receive both a paper and e-payslip?

No. But employees who are not able to access a computer to view their e-payslip will continue to receive paper payslips for the foreseeable future. However, all other employee will receive e-payslips only. Employees may choose to print their e-payslips if they wish to keep a printed copy.

18. If I don't like the e-payslip can I choose to change back to a paper payslip?

No. In line with your company commitment (security, availability, modernity, environment impact), paper payslips will only be made available to staff who are not able to access a computer to view their e-payslip or those that have some other exceptional circumstance that may warrant a paper payslip.

19. What happens if I change location or job within my company?

You will still receive an e-payslip.

20. What should I do if I think the details on my e-payslips are not correct?

Please, contact your HR representative in your company.

21. Do I need to view my e-payslip to get paid?

No. You will still be paid automatically, regardless of whether or not you have viewed your e-payslip. However it is recommended that all staff view their e-payslips a regular basis, to check that the payments and deductions are correct.

22. How will I be able to access my e-payslips if I leave my company?

Your e-payslips will be available via customerportal.ekspert.ch account, which will end if your employment in your company ends.

The cut-off is the last day of the month after the end of your contract. You will be able to access again during the months of January and February of the year after your departure in order to get your Salary Certificate.

It is recommended that employees who leave their company access and print the payslips that they require – e.g. those for the current financial year – before their employments ends.