FAQ:

What username and password should I use to log into the payslip portal?

Payslips before 29/01/2023, to log in please use the short version of your username, as an example BSMITH.

Payslips after 29/01/2023, to log in please use the longer version of your username, as an example becky.smith@midcounties.coop.
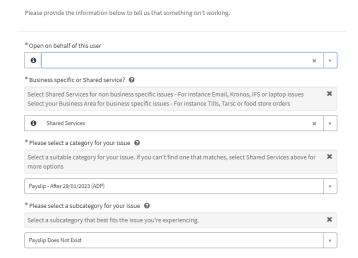
The password is the same you used before to log into Kronos etc. It has not changed and will be the same for both usernames. If you do not remember your password, please use the FastPass self-service portal to reset your password. Please go to Colleagues Connect, Quick links, Fast Pass.

I logged into the new payslip portal, but I cannot see any payslip or P60?

The first payslip will be availabe on the new payslip portal from 8th February 2023. If you are a new starter, please check the payroll calendar if you should expect a payslip this period.

Historical payslips and P60 are still available on the old payslip portal. Please go to "My payslip" on Colleagues Connect under Quick links and select payslips before 29/01/2023.

If you are still experiencing issue with your payslip, please log an incident through ServiceNow. Please go to Colleagues Connect, Quick links, IT Service Desk, Report a Fault select Shared Services and payslip – after 29/01/2023 (ADP).

I logged into the new payslip portal, but I cannot see my previous payslips.
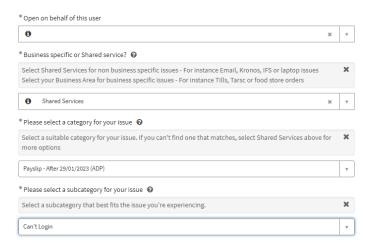
Historical payslips were not migrated over to the new payslip portal, but still available on the old portal. Please go to "My payslip" on Colleagues Connect under Quick link and select payslips before 29/01/2023.

I haven't been paid correctly what should I do?

Please talk to your manager who would be able to log a payroll query.

I can't log into the new payslip portal what should I do?

If you are experiencing an issue, please log an incident through ServiceNow. Please go to Colleagues Connect, Quick links, IT Service Desk, Report a Fault select Shared Services and payslip – after 29/01/2023 (ADP).

What is Multi Factor Authentication (MFA)?

Multi-factor Authentication (MFA) is an authentication method that requires the user to provide two or more verification factors to gain secure access to an application or online account, rather than just asking for a username and password. Once colleague has provided their mobile phone number during MFA set up, a verification code will be sent every time they are trying to log into the payslip portal.

I have changed my mobile phone number and now I can't log into the payslip portal what should I do?

Please log a request through ServiceNow to update your mobile number. Please go to Colleagues Connect, Quick links, IT Service Desk, Order New Equipment & Services select Mobil number to be updated to be able to use Multi Factor Authentication.

I am not receiving any verification code what should I do?

If you have changed your mobile number recently you should log a request through ServiceNow to update your mobile number. Please go to Colleagues Connect, Quick links, IT Service Desk, Order New Equipment & Services select Mobil number to be updated to be able to use Multi Factor Authentication.

Why did I receive a new username as a childcare or food retail colleague from my manager? Does it replace my previous one?

It does not replace your previous username; it is an additional longer version of your current username to enable you to log into the new payslip portal.

What password should I use with the longer version username?

The password is the same you used before to log into Kronos etc. It has not changed and will be the same for both usernames. If you do not remember your password, please use the FastPass self-service portal to reset you password. Please go to Colleagues Connect ,Quick links, Fast Pass.

I haven't received a new username what should I do?

If you are working in food retail or childcare, please ask your manager to provide your additional username.

If you are a manager and working in food retail or childcare and haven't received an e-mail with usernames to distribute, please log other software request through ServiceNow.

What is the difference between the two usernames?

You can log into different systems with different usernames. As an example the short version username looks like *bsmith* and the longer version username is becky.smith@midcounties.coop for food retail colleagues and becky.smith@thecooperativechildcare.coop for childcare colleagues.

Where should I use my usernames in which systems?

As an example, Becky Smith has two usernames, BSMITH and becky.smith@midcounties.coop

System	Username to be used
Colleagues Connect	BSMITH or becky.smith@midcounties.coop
Kronos (to book holiday)	BSMITH
i.learning portal	BSMITH
ServiceNow	BSMITH
Old payslip portal (IFS)	BSMITH
HR and Finance system	BSMITH
Fastpass	becky.smith@midcounties.coop
office.com	becky.smith@midcounties.coop
New payslip portal (ADP)	becky.smith@midcounties.coop
Medallia	becky.smith@midcounties.coop

I have left the Society how I can log into the payslip portal?

E-mail will be sent to your personal e-mail address (please make sure it is up to date in our HR system before you leave) with instruction how to log in to the payslip portal.

I cannot log into the payslip portal, since I have left the Society, my username and password is not working, what should I do?

After you have left the Society and e-mail was sent to your personal e-mail address with instructions how to log into the payslip portal off the company network. The e-mail contains your username, password and a link to enable you to log into the payslip portal.

I have left the Society and I haven't received any e-mail to my personal e-mail address to enable me to log into the payslip portal what should I do?

Please talk to your old manager to check if your personal e-mail address is correct in the HR system.