

How to access your Online Payslip

At ISS, we host all employee payslips online. To view your ISS payslip, please see the instructions below



Visit my.sdworx.co.uk via your internet browser, click [here](#) or scan the QR code shown

The online payslip portal is available on your Smartphone, tablet or laptop, provided you are connected to the internet



Logging in to the Online Payslips Portal

Once you're on the website, you will see this area to log in. You will need to enter your credentials as follows:

Username: Your Employee number

Password: You will need to set up a password of your choosing when you first enter the portal.

**If you are a new starter or you are logging in to the payslip portal for the first time, you will need to complete the registration first.*



New Starters

Once you have been added to the ISS payroll, an email will be sent to you which contains a link to access the HRe Payslip portal as well as temporary login details to help you complete registration.

To complete registration:

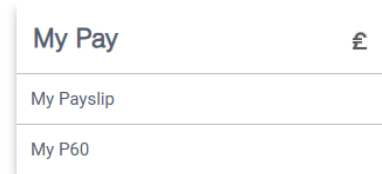
- Click on the link in the new starter email to link to the Payslip portal and use the temporary details that have been provided to login
- In the registration screen, you will be asked to create up to 5 security questions
- Select OK which will bring you to the main Payslip Portal (HRevolution) homepage

Please speak to your Manager if you do not have a HRe Payslip portal setup email.



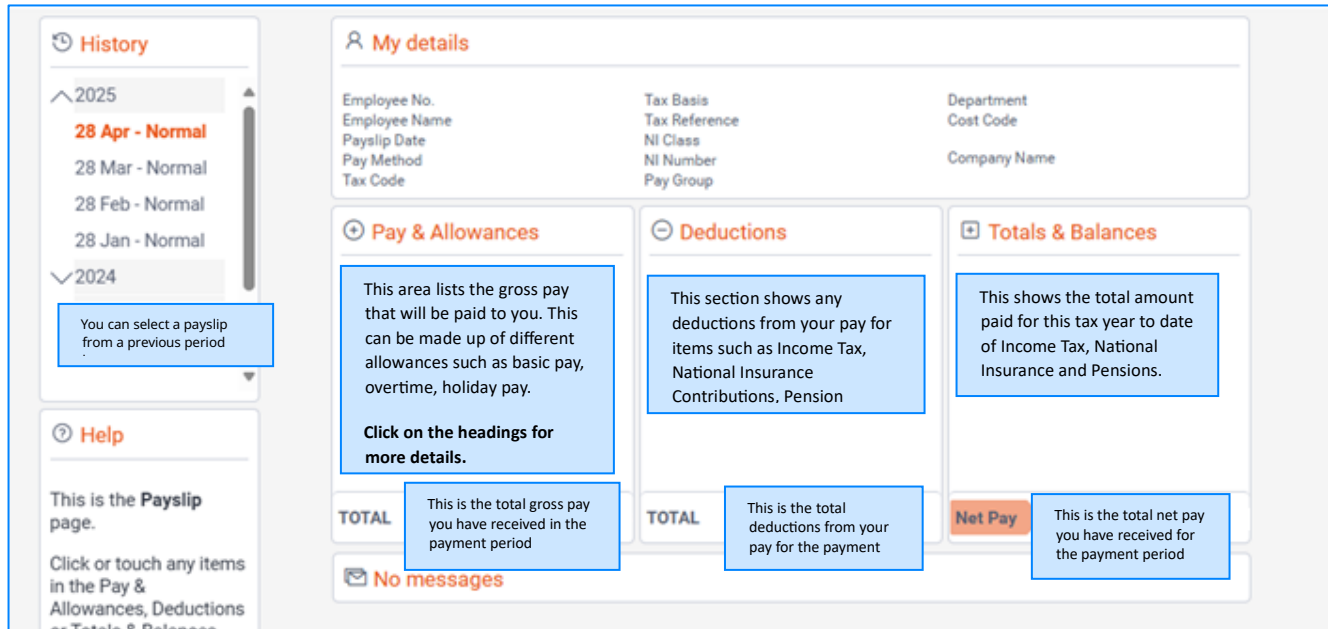
Viewing your Payslip or P60

Once you're logged in to the portal, you will see a **'My Pay'** menu. You can either choose **'My Payslip'** or **'my P60'**. For payslips, you will be able to see payslips for the current year and past years along with relevant P60s. For new starters you will see only the first payslip for your start date.



*You will only see a P60 if you were employed and paid by ISS on or before the 5th April of the current year.

Understanding your Payslip



Important things to note

- When you click on **'My Payslip'**, the page will show the most recent payslip produced (this will be available online the day before your normal pay day).
- If you click headings within the **'Pay & Allowances'**, **'Deductions'** or **'Totals & Balances'** columns, you can see a fuller explanation of what each term means
- If you click on the **'Basic Pay'**, **'Travel Pay'** and **'Specials'** headings, you can view the payments breakdown and/or the total for the current tax year to date.
- Hours are processed against the same pay element (for example, basic pay at the same hourly rate will be shown together)
- Please note there is a change to the view for fortnightly payslips as you will no longer see the timesheet you have been processed against. New view will show total sum only by hovering over on the left hand side of basic pay it will show **hours x rate**.

The screenshot shows the 'OVERTIME' section with a table of hours, rate, and total. Below the table is a note about the OVERTIME Allowance.

Hours	Rate	Total
0.35	X 12.0000	= 4.20

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This is your OVERTIME Allowance. You normally get paid £0.00 and this period you were paid £4.20. This tax year you have been paid a total of £302.72.

Hours	Rate	Total
0.35	X 12.0000	= 4.20

Terms on your Payslip and what they mean

Here are a few terms and definitions that you may see on your Payslip:

- **BASIC PAY** – Payment for Contractual Hours (if worked a full month this will be 1/12th of your annual salary. For salaried employees, this will show as 1/12 of annual amount)
- **PMI CONT** – Personal contribution for Private Medical Cover
- **UK 2016 (98)** – Reduction in Salary for Employee Pension Contributions (Salary Sacrifice)
- **LEAVEHOL** – This is your LEAVEHOL allowance. You normally get paid £0.00 and this period you were paid £1390.33. This tax year you have been paid a total of £1390.33.
- **SAL RED** – This is your SAL RED allowance. You normally get paid £0.00 and this period you were paid -£803.35. This tax year you have been paid a total of -£2046.83
- **HOLPAY** – This is your HOL PAY Allowance. You normally get paid £0.00 and this period you were paid £144.00. This tax year you have been a paid a total of £2488.00.
- **SSP** – Statutory Sick Pay. This is the amount you have paid or absence relating to sickness based on eligibility criteria defined by HMRC.

* Click headings in the Pay & Allowances, Deductions or Totals & Balances columns to see a fuller explanation of what each term means

Need help?

If you are experiencing issues logging into the HRe Payslip Portal, please contact us:

- **For Salaried employees** (paid 28th of the month)
 - Please raise or log a ticket on the [Payroll Query Management System](http://www.issuki.com/PayrollQMS) - www.issuki.com/PayrollQMS
- **For hourly-paid employees – both monthly** (paid 15th of the month) **& Fortnightly**
 - Please email: issukpayroll.onlinepayslips@uk.issworld.com or
 - Call us on **0845 0576253** (this number is for payslip access queries only)

What to do if you have forgotten your Password

For Password Reset via email recovery link:

1. Select Forgotten Password.
2. Password Reset via email recovery link:
3. Select Forgotten Password
4. Select Reset Password and then select Next
5. Enter your username and then select Next
6. Select Reset by Email and then select Next
7. A password recovery link will be sent to your email address which you can now use to enter and confirm a new password (this will be from noreply@sdworx.com)



For Password Reset via security questions:

1. Select Forgotten Password
2. Select Reset Password and then select Next
3. Enter your username and then select Next
4. Select Reset by answering security questions and then select Next
5. You will then be asked to answer several security questions that you created when you first registered to HRe
6. Once all the relevant questions have been answered, select Next
7. You will now be asked to enter and confirm a new password

More information and resources available on SharePoint

If you have an ISS user account and can access our UK Intranet - SharePoint, you can find more information about Payroll and our processes here: <https://issglobal1.sharepoint.com/sites/UK-Payroll>

Contacting the HMRC

For any Tax code or P60 issues you can contact the HMRC directly. Visit the HMRC Gov [website](#) for more details.

- You will need the ISS reference code 846/TZ88518 along with your personal details for verification.
- The HMRC helpline uses speech recognition software, so you will be asked why you are calling HMRC. If you cannot use speech recognition software, find out how to [get help from HMRC if you need extra support](#).
- The helpline may also ask you some security questions. Make sure your personal details and address are up to date in your [personal tax account](#) or you could fail telephone security. If you do not have a personal tax account, you can create one before you check your details.
- HMRC may ask if you want to add voice identification to your account. You can find out more in the [Voice Identification Privacy Notice](#).
- You can use Relay UK if you cannot hear or speak on the phone, dial 18001 then 0300 200 3300. Find out more on the [Relay UK website](#).