

# Help with accessing your ePay account (for Academy School Employees)



ePay

## What is ePay?

Payslips, P60s and P45s are all available for you to access online, anywhere, from any device.

These are no longer provided in paper format and the online versions are classed as the official documents.

## How do I access ePay?

To access your ePay account please click on the link below:

<https://www.webcare2.com/academies/login.html>

Alternatively type the following link into the search bar of your device: <https://www.webcare2.com/academies/login.html>

This will take you to the log in page.

ePay

## Sign in here

Username:

Password:

Sign in

Problems logging into ePay?

Forgotten your username or password? Having problems logging in? [CLICK HERE](#) for help.

Please ensure that you sign out when you are finished to keep your information confidential.

[Forgotten your password?](#)

Access is restricted to authorised users only.

## How do I log into ePay?

If you have logged on previously you will need:

- Your **username** (unique code provided to you via email when your employment commenced)
- Your **password** and **security questions answers** that you set up (both are case sensitive so please take care when entering these details)

If this is the first time accessing your ePay account, you will need:

- Your welcome email from **admin@webcare** - **this includes your temporary password** (this will be sent to your registered email address).
- Your **username** (unique code provided to you via email when your employment commenced)
- Once you have entered your username and temporary password, you will be required to create your own password and set your security questions and answers.
- **Password** - needs to include 8 characters with at least 1 capital letter and 1 number.

## Lost log on details, forgotten username?

If are unable to find your welcome email, or have forgotten your username please contact the Surrey My Helpdesk on [sscgeneralenquiries@surreycc.gov.uk](mailto:sscgeneralenquiries@surreycc.gov.uk)

In order that you get a quick response please ensure you include your full name, date of birth and home postal address in the email text. Please also include 'ePay forgotten username' or 'ePay lost welcome email' in the email title.

## What is my username?

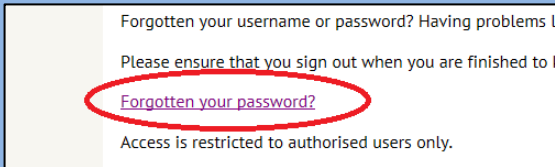
Your unique username for logging into the ePay system is in the format of **2 numbers, 1 capital letter**, then **6 numbers**.

## Where do I find my username?

You should have received a username email at the end of your first month of employment. If an email address was not supplied, this will have been sent by letter.

## Forgotten password?

If you have forgotten your password please click on '[forgotten your password](#)' link at the bottom of the homepage.



You will then need to enter your username and then click **request**.

A password reset email will be sent to your registered email account. Please be patient for the email to come through. If you do not receive this then please contact the Helpdesk.

## Request Password Reset

### Forgotten your password?

Please enter your 9 character username in the box below and click on the request button. You will receive an email with instructions on how to reset your password.

### Where do I find my username?

You should have received a username email at the end of your first month of employment. If an email address was not supplied, you will have been written to instead.

If you cannot find your username, you will need to contact the My Helpdesk team.

Please email [myhelpdeskfinance@surreycc.gov.uk](mailto:myhelpdeskfinance@surreycc.gov.uk) for further assistance.

When emailing the team for help, you must quote your full name, date of birth and home postal address. This will be used to verify your identity. My Helpdesk will be unable to answer your query without this information being quoted.

Username:

Problems logging into ePay?

Forgotten your username or password? Having problems logging in? [CLICK HERE](#) for help.

## Security Questions

Please answer the security questions and click 'Continue' to proceed

Question: a?

Question: b?

Question: c?

Please take care when entering the answers. Security answers are case sensitive.

[Forgotten your security answers?](#)

This will automatically reset your password as well as your security questions and answers.

## Forgotten security questions?

The answers are case sensitive and must be entered in exactly the same format as you created them. If you cannot remember the answers or format of your security questions, please click the '[Forgotten your security answers?](#)' link. You will then have to enter your username and an email will be sent with further instructions.

A password reset email will be sent to your registered email account. Please be patient for the email to come through.

If you do not receive this then please contact the Helpdesk.

## Frequently Asked Questions

### It does not seem to recognise my temporary password?

If copying this, please ensure you do not have any gaps at the beginning or end of the password.

### What happens if I leave the company? Can I still access my payslips?

Access to your ePay account will be available for a period of 3 months following your leaving date.

## Need further help to get logged in?

Please email the Surrey Helpdesk Team, who are on hand to deal with your request and can ensure your query is resolved quickly:

Email: [sccgeneralenquiries@surreycc.gov.uk](mailto:sccgeneralenquiries@surreycc.gov.uk)