

# EPAYSLIP TROUBLESHOOTING GUIDE



EDINBURGH BUS TOURS    **EastCoast**buses  
**Lothiancountry**    LOTHIAN MOTORCOACHES

To assist with the rollout of the Lothian ePayslip system, this guide has been created to highlight some common user issues and provide guidance on how to resolve them.

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## Account Setup:

### For New Employees

New employees should contact us approximately **2-3 weeks** after starting with the company if they wish to enrol for ePayslips. This is to allow Payroll to configure records and issue a first payslip to your account.

### For Transferred Employees

Before we change an employee over to a new payroll number in the system, it is advisable to download/print the latest P60 and the most recent payslips, as access to this information will no longer be visible once changed over to a different payroll number.

Once this is complete, we will require you to contact us with your **Full Name, Old Payroll Number & New Payroll Number**. (Account credentials will remain the same to log in)

### For All Other Employees

If any employee doesn't have an access to ePayslips, in order to set you up with an ePayslip account we'll need you to email us directly and provide the following details and confirm that you are happy for us to use them in the system:

**Full Name (including middle initial) -**  
**Payroll Number -**  
**Garage/Location -**  
**Contact Email Address -**

Once everything's been confirmed we'll get the account setup ASAP. You'll receive credentials and setup instructions whenever the account is good to go.

## Authentication Failures:

Please remember that all usernames contain **no spaces** – for example *JoeBloggs*. Please check this has been entered correctly alongside the password for your account.





If an incorrect password has been entered multiple times, your account will be locked out. This does not automatically unlock, so please send an email to ePayslip Support with your **Username/Full Name** and **Payroll Number** in order to reset and unlock the account.

Other issues that cause authentication failures are FaceID and stored credentials.


- **FaceID**  
As stated in the install instructions, FaceID causes issues with the system. If the TAC Mobile app has been configured with FaceID enabled it will need to be uninstalled from the device and re setup, ensuring the feature is disabled when prompted at install (Notifications should be enabled however).
- **Stored Credentials**  
Similar to FaceID but causing issues on the browser login, stored credentials try to store the same password across the whole site, overwriting the background system “*tacuser*” login screen that is usually auto-populated after allowing the login attempt within the app.

This can be resolved by clearing any stored credentials for [lbaccess.lothianbuses.co.uk](http://lbaccess.lothianbuses.co.uk) in the device internet browser. Some methods are shown below.

### Google Chrome:

1. On your Android phone or tablet, open the Chrome app .
2. To the right of the address bar, tap More .
3. Tap Settings  Passwords.
4. Tap the password you want to remove. At the top, tap Delete .

### Samsung Internet:

1. **Launch** the Samsung Internet app on the mobile phone.
2. Tap on  button located at the bottom right corner.
3. Select the **Settings** menu from the list.
4. Under the *Advanced* section, tap on **Privacy and Security** settings.
5. Scroll to the *Personal data* section and select the **Username and passwords** menu.

### Safari:

1. Open the **Settings** app.
2. Select **Safari**.
3. Under **General**, select **Autofill** and check any entries.
4. Go back to **Settings** and select **Passwords**.
5. To view the password, tap the webpage and enter in your phone passcode. To delete select the **Edit** button and choose **Delete** for any websites that should be forgotten.

## Changing a Password

Once logged into the system, you can change your password by navigating to the User tab (found underneath the Lothian Logo on the webpage main screen). This should display a **My Settings** option, where account details such as email address or password can be updated/changed.

## TAC App Issues:

The most common issue with the app is that notifications have not been enabled, so the push message to allow/deny the login attempt does not appear at the top of the screen to allow you to continue into the web portal.

- *There is the option of entering a 6-digit code from the app (which is a backup feature), however push notifications are the easiest and most reliable way of accessing the system.*

Please contact us to reset your device association and provide further instructions to assist.

## Out of Date Software

One other issue identified since launch is that the TAC Mobile app currently does not work on devices running older Apple iOS versions, such as iOS 12. Please check to ensure you have the most up-to-date software version running on your device. This can be done through the system settings.

### Apple:

- Open **Settings** app
- Navigate to **General > Software Update**
- If a new version is available, let it update and then check the version number by navigating to **General > About**.

### Android:

- Open **Settings** app
- Navigate to **System > Software Updates** (may be under **Advanced**)
- Select **Check for Updates** or **Manual Update** option.

## Secure Device Errors:

Only **one device** can be registered as the secure device for an account.

- *Please do not try to install the TAC Mobile app on every device you use to access the ePayslip system - it should only be on the device used at initial setup (preferably a mobile phone). You can log in on other devices, however a notification will be received by your secure device to authorise this login attempt.*

If the system tries to associate multiple secure devices for an account it will be unable to send the push notification correctly, preventing any login attempts. To resolve this, uninstall TAC Mobile from all devices except one and contact ePayslip Support to remove any other devices from the account.

## Change of Phone

If a secure device has been changed without unregistering the old one then notifications/codes will be sent to the wrong device, preventing login if the old device is no longer in use.

An email with **Username/Full Name, Payroll Number & Device to be Removed** should be sent so we can make this change.

## Web Portal Errors:

### Unable to Generate Payslip

If you receive an error message when trying to open **Current Payslip** within the system, it will typically say “**Error: Current payslip has not been created.**” – this occurs when Payroll are still working on the latest payslips, which are usually finalised on a Wednesday.

If a yellow warning screen appears when trying to view payslip information, it may be that the payroll number associated with your account is incorrect. Should you experience this error please contact ePayslip Support with your **Full Name, Payroll Number & Garage** – so that we can liaise with Payroll and verify the correct details.

### Visibility of Historic Payslips

Please note that payslips are listed by **TAX YEAR** (April-March), therefore any payslips generated at the beginning of 2023 will still be listed under 2022 (e.g. Period 12/2022 is March 2023).

## Pay, Pensions and Other Payroll Issues:

The ePayslips system is currently not managed by the Payroll Department, therefore whilst we can assist with technical support in order to access the portal, any pay related queries or adjustments to your Payroll information cannot be dealt with by the ePayslips team.

Please speak with your **Garage/Line Manager** in the first instance, so that they can liaise with the most appropriate contact within the Payroll Department in order to resolve any queries.