To: All Staff Members

Subject: Action Required: Verification and Log in to Moorepay after our Payroll Upgrade

Message: All,

This message is to inform you that our current payroll software will be upgraded on the (TBC). This will bring the following enhancements:

- New easy-to-use interface and simplified menu structure

- Guided user support to take you through the software (pages and processes)

- Access to detailed payslips via both the Web Application and NEW Mobile App

1. Before we upgrade to the new software, please can we ask you to login to the current software and check that your business email address is up to date. You can do this by logging into your current Employee Self-Service and visiting the "personal settings" section.

2. During the upgrade you will be sent a system generated email that will ask you to do the verify your email address

- <u>After 10am</u> - Verify your email address. You will be required to click the link in the verification email and verify your email address.

- You will then be directed to change your password. Please choose a new password which is at least 9 characters long (and includes a minimum of 1 lower case letter, 1 upper case letter and 1 simple symbol).

- Enter your username (email address) and the new password you have just created. You will then be asked to select whether you wish to access via a computer or mobile device (please select the appropriate tile for the device that you are logging in from ie PC or Mobile Device)

- Once you have completed the tasks above and have logged into the Web Application, you will also be able to download and log into the NEW Mobile App via android or apple devices. Please note, the app will only work on the Next Generation software. From the Mobile App you can conveniently access payslips and view important information. Here is a link to our five-minute guide to using the Moorepay Mobile App: Mobile App Guide.

- Please remove any old saved or bookmarked URLs as from this time you will need to use the following URL to access Moorepay https://app.moorepay.co.uk/

- If you are unable to log in within 24 hours of the verification email being send, please use the "Forgotten your password?" link and follow the steps in the verification email. The link in this email will last for 2 hours, at which point, you will need to do the forgotten password steps again.