

Accentra Primo Payroll

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Table of Contents

1	Enhancements	3
1.1	Login Page Enhancement.....	3
1.2	Control Report Enhancement – Column Rename.....	3
1.3	Emailing Payslips to Employers – With Password Protection.....	3
2	Support.....	4

I ENHANCEMENTS

I.1 LOGIN PAGE ENHANCEMENT

If the user account has been locked due to an overdue payment, the user now has the option to view and make the payment immediately by clicking the link provided.

This will direct the user to 'My Accounts' screen where they can click the 'Pay Now' button to make the payment instantly. Upon successful transaction, the account will be activated and the user will be re-directed to the Portal Login screen. For Non-Stripe customers, they can add a 'Payment Card' and then click the 'Pay Now' button.

If the user has already made the payment by other means such as direct bank transfer, please write to 'accounts@accentra.co.uk' with details such as date of payment, reference used etc. Our service team will verify the details and activate your account immediately.

I.2 CONTROL REPORT ENHANCEMENT – COLUMN RENAME

The Control Report layout has been changed along with the column header renamed. When the previous report was exported to excel, the user had to merge the split rows & columns in order to use it for analysis and data manipulation. To prevent this, the layout has been enhanced now.

When the user generates the report in the current tax year, the enhanced layout will be used and if generated for the previous tax year, the old report layout will be used.

I.3 EMAILING PAYSLEIPS TO EMPLOYERS – WITH PASSWORD PROTECTION

Bureau clients: When the user emails the payslips to the employer, the payslips will now be password protected (Bureau login → Client Rules → Payslip Distribution Method → Email to Employer).

The user has to use the company's Tax District & Employer PAYE Reference together as the password to open the payslips. E.g. If the tax district is 123 and the Employer PAYE Reference is AB456, then the password will be 123AB456.

Note: As there have been few design changes on the portal, please press (Ctrl + Shift + R) to update your cache to the latest version when you login to the portal if you're experiencing continuous loading/freezing issues.

2 SUPPORT

We welcome any suggestions for improvements to the software. Please send an email to the below mentioned email address if you have any feedback or suggestions

If you are experiencing any issues with the software please email the support team at support@accentra.co.uk before you call. This will generate a support ticket and allow our team to respond promptly. Please include your Payroll company ID and contact details in the email.

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