

Employee Self Service – Access Remotely from non-department locations

Access eduPay using the link: <https://edupay.eduweb.vic.gov.au/>

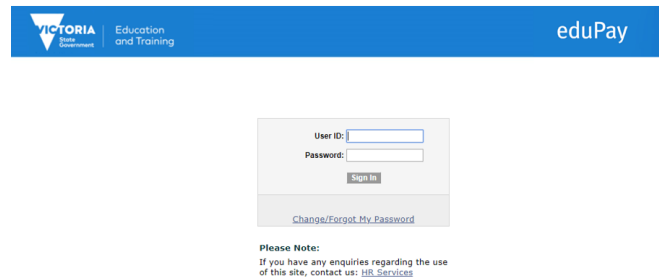
External (remote) access to Employee Self Service for current employees has been enabled from all devices using the above link. Save or bookmark this link as a favourite.

When accessing eduPay remotely, employees are reminded that:

- Your User ID (employee ID) and password provide access to eduPay. eduPay contains your personal and payroll details.
- Keep your password secret and never respond to an email that requests your password. **The Department will never ask you for your password in an email.**
- Do not log onto eduPay from an insecure device. For example, do not access eduPay from an internet cafe, restaurant or coffee shop that provides free Wi-Fi.
- Make sure the antivirus software is up to date on any device you use to access eduPay.

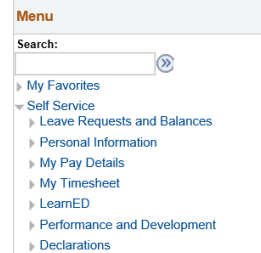
1. Log in using your User ID (Employee ID) and password.

Your login is the same as your eduMail login and password.



2. Navigate through Employee Self Service as required.

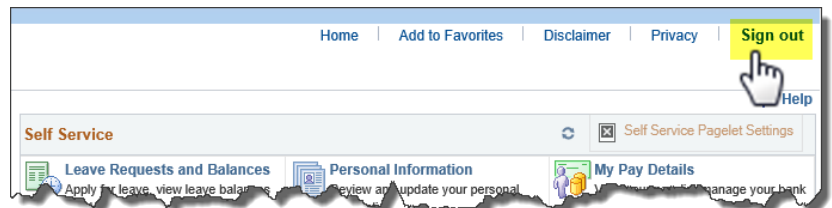
(Note: banking is not available through the remote connection)



3. To end your session, you **must** click the **“Sign out”** link and then exit (close) **all** instances of the internet browser program – that is **ALL tabs and windows including those that have not been used to access eduPay.**

*****WARNING*****

*If eduPay is not ended correctly the session remains active for at least **5 minutes** after the last action occurred. Another person may access your details if they use the remote access link on the same device where the exit procedure has not been followed correctly.*



Note: Access to update your banking details is not available using an external access connection. To adjust your bank account or bank distribution details, you must connect to eduPay from your school or Department work location network.

Payslip and PAYG Payment Summary Access Solutions

Note: The Department is unable to provide support to employees that cannot access eduPay remotely from their personal devices and does not provide technical support to modify settings on your personal device.

The following is provided for your information which may resolve the common issues reported by users, however, any adjustments or modifications made to your device are at your own risk.

If you are not comfortable in modifying your device's settings:

- for Department Notebooks, seek the assistance of your school or work location's IT person or
- for personal computers/devices, seek assistance from a suitably experienced friend or professional IT person

When I click the payslip or PAYG Payment Summary link, the file does not open.

This is usually caused by a pop-up blocker within your internet browser. The payslip opens as a pop-up PDF file. Where a pop-up blocker is turned on, the browser tries to open the file, and then closes it immediately. This can often be identified with an "hourglass" as the computer tries to open the file or a brief flash as the file is opened and closed automatically.

To resolve this issue, turn off the pop-up blocker or as a minimum, allow pop-ups from the Department. In some circumstances, the pop-ups may be controlled by a virus detection program. This does not affect Department computers but should be checked on a personal computer.

Reminder:

Remember to exit your eduPay session correctly (point 3 above) by closing all instances of the internet browser program at the end of your eduPay session – that is all Tabs and all open windows whether eduPay was accessed on them or not.