

Gateway user guide

For Employers



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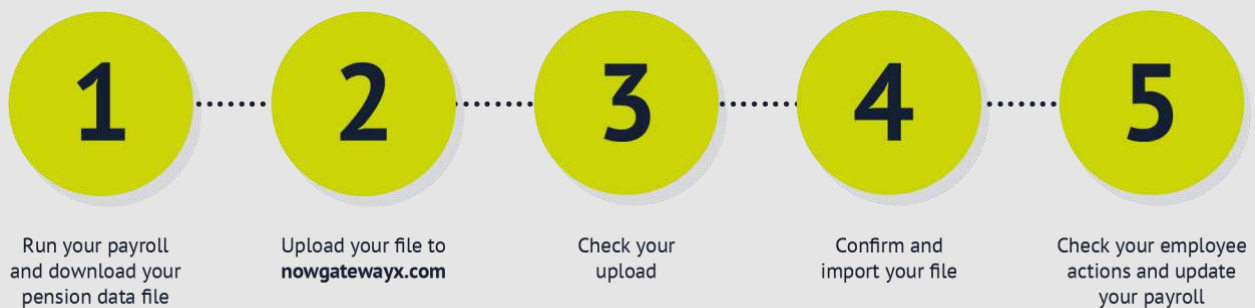
Introduction

NOW: Pensions Gateway is a simple system designed to make complying with your auto enrolment duties as easy as possible.

From uploading your contribution data to downloading your employees' actions, Gateway makes managing your workplace pension simple.

A guide to the Gateway file cycle

Once you're up and running with Gateway you'll go through this cycle each pay period.



1. Run your payroll and download your pension data file

Once you've run your payroll, download the pension data file covering the last pay period.

2. Upload your file to nowgatewayx.com

Log in to your employer website at nowgateway.com (see 'Logging in' on page 5 for more details). Then upload your pension data file. See 'Uploading a file' on page 12 for more details.

3. Check your upload

Gateway automatically checks your file for errors in formatting and data. It will flag any errors so you can update your file. See 'Errors and warnings' on page 18 for more details.

4. Confirm and import your file

Once you're happy everything in your file is correct, confirm. You'll get a message saying your file has been imported successfully. See 'Importing a file' on page 20 for more details.

5. Check your employee actions and update your payroll

Before you run your next payroll, download an **employee action file**. This will tell you about any changes that employees have made, such as increasing their contributions or opting out of or into the Scheme. You'll need to update your payroll software with these changes before you run the next payroll. See 'Using the employee action file to update your payroll' on page 22 for more details.

Before you start

Check your compatibility

You'll need to be able to download a CSV file from your payroll containing all the details of your employees who are Scheme members, their contributions and your contributions.

Most payroll software providers are compatible with NOW: Pensions and will have a template you can use, but you may need to work with your payroll provider to set this up.

You'll then upload this file to Gateway, so you need to make sure everything in it is correct.

Check your browser

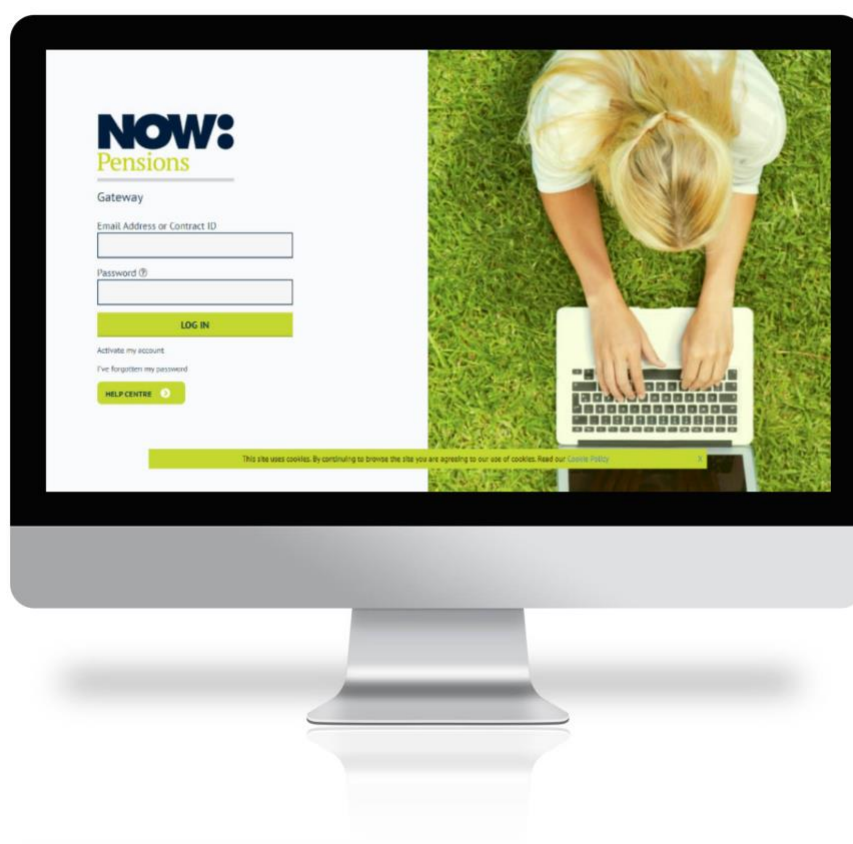


To get the best results from Gateway, we recommend using Google Chrome as your browser.

Logging in

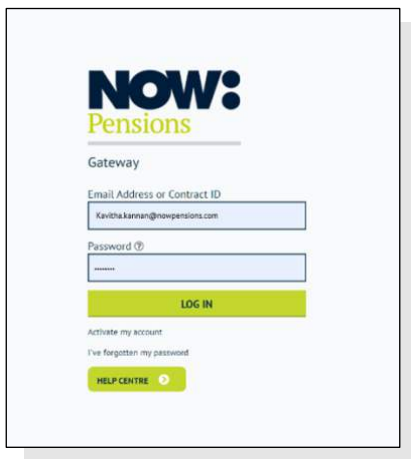
You'll receive an email with the subject line 'New account created'. It'll tell you your Gateway username and contain a link to set your password.

Click on the link to go to the Gateway home screen.



Set your password

Type your chosen password into the boxes provided. Your password must be at least eight characters long and contain a mixture of upper and lower-case letters and numbers.



The screenshot shows the 'NOW: Pensions' Gateway login interface. It includes a header with the logo, a 'Gateway' title, and two input fields: 'Email Address or Contract ID' (containing 'kavitha.kannan@nowpensions.com') and 'Password'. Below the password field is a green 'LOG IN' button. At the bottom, there are links for 'Activate my account' and 'I've forgotten my password', and a green 'HELP CENTRE' button with a question mark icon.

Log in

You can now log in using your email address and the password you've just set.

Reset a forgotten password

Click on the 'I've forgotten my password' link on the front page of the site, underneath the green 'Log in' box'.



This screenshot shows a close-up of the bottom section of the login page. It features a green 'LOG IN' button at the top. Below it are two links: 'Activate my account' and 'I've forgotten my password'.

Put in your email address and click '**Request a password reset**'.



The screenshot displays the 'Request a password reset' form. It has the 'NOW: Pensions' logo and 'Gateway' header. Below is an input field for the email address 'kavitha.kannan@nowpensions.com'. A green button labeled 'REQUEST A PASSWORD RESET' is positioned below the input field. At the very bottom, there is a small 'Cancel' link.

You'll receive an email with a link to reset your password.

Click on the link, enter your new password twice and click on '**Change my password**'.

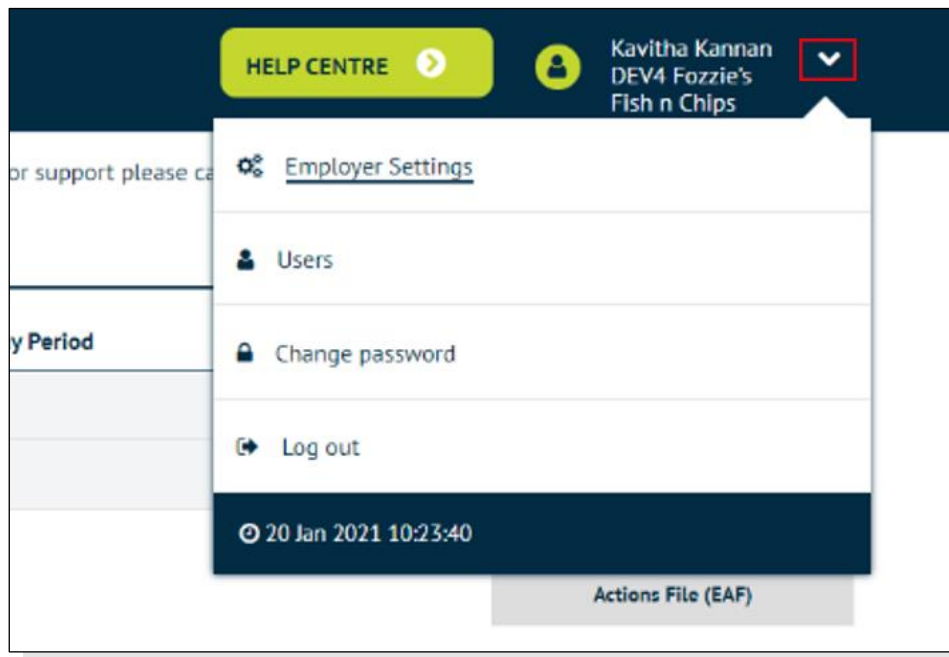


The screenshot shows a web form titled 'NOW: Pensions Gateway'. It contains two input fields: 'New password' and 'Confirm new password'. Below these fields is a password strength indicator icon and a note: 'Password must be at least eight characters long and contain at least one uppercase character, one lowercase character and one digit.' At the bottom of the form is a green button labeled 'CHANGE MY PASSWORD' and a blue link labeled 'Cancel'.

You can now log in with your email address and your new password.

Checking your employer information

Go to the **drop-down arrow** at the top right of your home page, and select 'Employer Settings'.



Please check that all your employer information is correct. It should be the same as the information you gave when you registered. The 'pencil' icon shows which fields you can edit.

If any of the non-editable fields – such as your start date – have errors, please contact our client support team on **0330 100 3336**.

Setting up your communications

You'll find the communication settings on the Employer settings page, just below the Scheme tiers button.

If you're using our statutory communications, you'll need to make sure the 'Common mailbox address' field has a central email address – for example, the email address of your HR or payroll department – that can receive communications for employees.

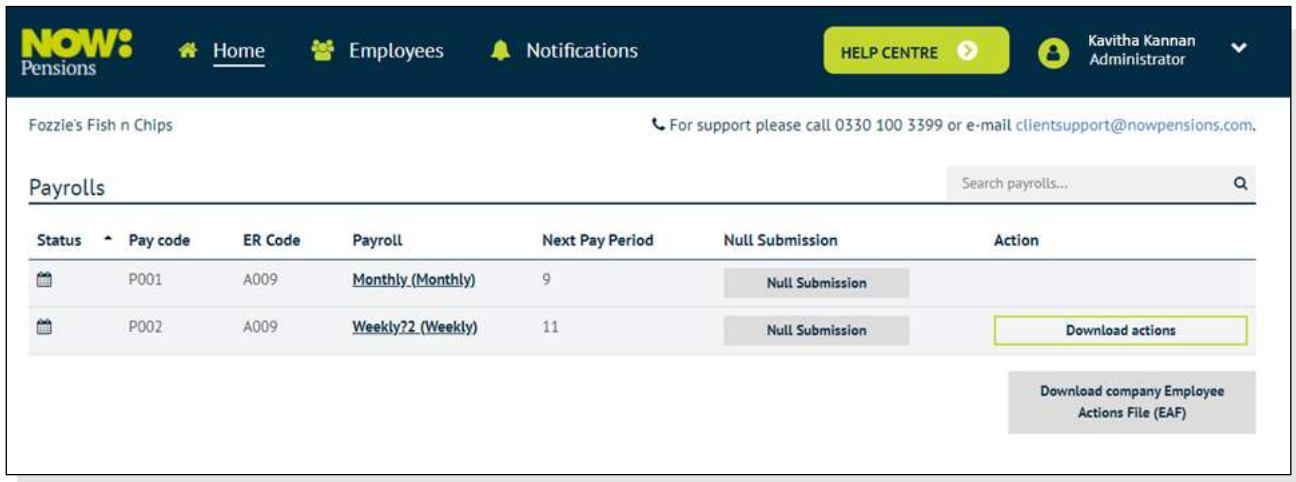
The screenshot shows the 'Employer Settings' page for 'Fozzie's Fish n Chips'. The 'Communication settings' section is highlighted. It includes fields for 'Use Built-In Comms' (set to 'Yes'), 'Send pdf to common mailbox' (set to 'Yes'), and 'Common mailbox address' (set to 'test@test.com').

Employer Information		
Employer name Fozzie's Fish n Chips	Duties start date 01/02/2021	Address 100 Test Houses?..
Trading name Fozzie's Fish n Chipssem, 113,,?	Scheme type Auto enrolment	street street
Company number 897542	Pensions regulator reference 23df?	6.?
PAYE reference 999/ZZ99999	NOW: Pensions Reference A009	City LONDON67?
Start date 01/03/2021	Assessment responsibility Fozzie's Fish n Chips	Postcode 12?/..4ff

Communication settings		
Use Built-In Comms Yes	Send pdf to common mailbox Yes	Common mailbox address test@test.com

Finding your way around

If you've set up more than one payroll, you'll be able to select which payroll you want to look at and use once you've logged in.

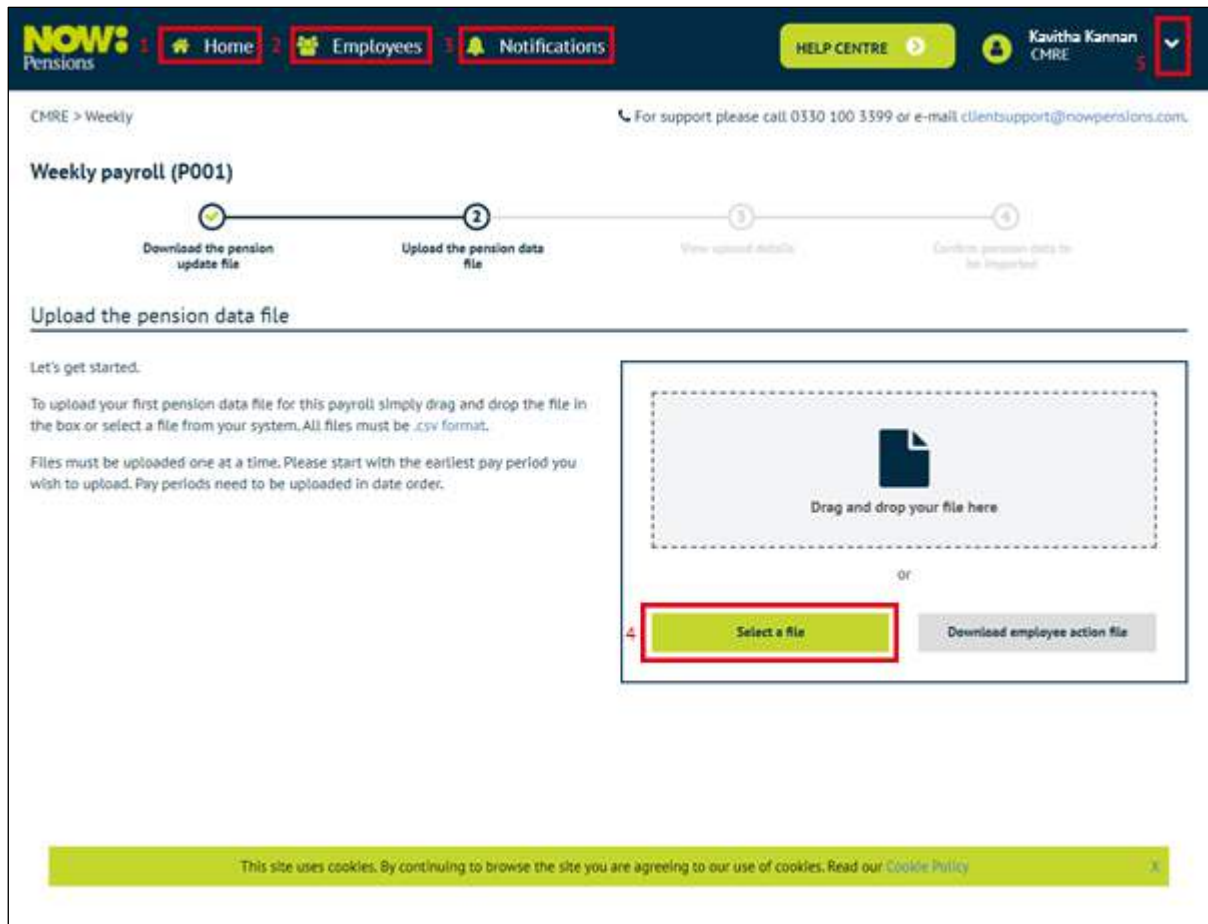


The screenshot shows the NOW: Pensions Gateway interface. At the top is a dark blue navigation bar with the NOW: Pensions logo, a 'Home' link with a house icon, an 'Employees' link with a group of people icon, a 'Notifications' link with a bell icon, a yellow 'HELP CENTRE' button with a right arrow, and a user profile for 'Kavitha Kannan Administrator' with a dropdown arrow. Below the navigation bar, the company name 'Fozzie's Fish n Chips' is displayed on the left, and support contact information 'For support please call 0330 100 3399 or e-mail clientsupport@nowpensions.com.' is on the right. The main section is titled 'Payrolls' and includes a search bar with the placeholder text 'Search payrolls...'. Below this is a table with the following columns: Status (with a calendar icon), Pay code, ER Code, Payroll, Next Pay Period, Null Submission, and Action. The table contains two rows: the first row has Pay code 'P001', ER Code 'A009', Payroll 'Monthly (Monthly)', Next Pay Period '9', and a 'Null Submission' button; the second row has Pay code 'P002', ER Code 'A009', Payroll 'Weekly?2 (Weekly)', Next Pay Period '11', a 'Null Submission' button, and a 'Download actions' button. Below the table, there is a button labeled 'Download company Employee Actions File (EAF)'.

Status	Pay code	ER Code	Payroll	Next Pay Period	Null Submission	Action
	P001	A009	Monthly (Monthly)	9	Null Submission	
	P002	A009	Weekly?2 (Weekly)	11	Null Submission	Download actions

Download company Employee Actions File (EAF)

Once you've selected a payroll you'll see the following screen. You'll also see this screen if you've only got one payroll.



1. **Home:** click this to return to the home page.
2. **Employees:** click here to see a list of all the employees you've imported into Gateway.
3. **Notifications:** click this to see all the past notifications you've received (such as successful file imports and opt outs and ins).
4. **Select a file:** click here to upload your pension data files (or drag and drop them here).
5. **Drop-down arrow at top right:** click here to see employer settings, the users menu (where you can add or remove other system users), change your password or log out.

Important codes

Before you can upload a pension data file you'll need to ensure it includes the **pay code**, **ER (Employer, also known as company) code** and **Scheme tier (contribution model) code** for each employee.

Depending on your payroll software, you'll need to either:

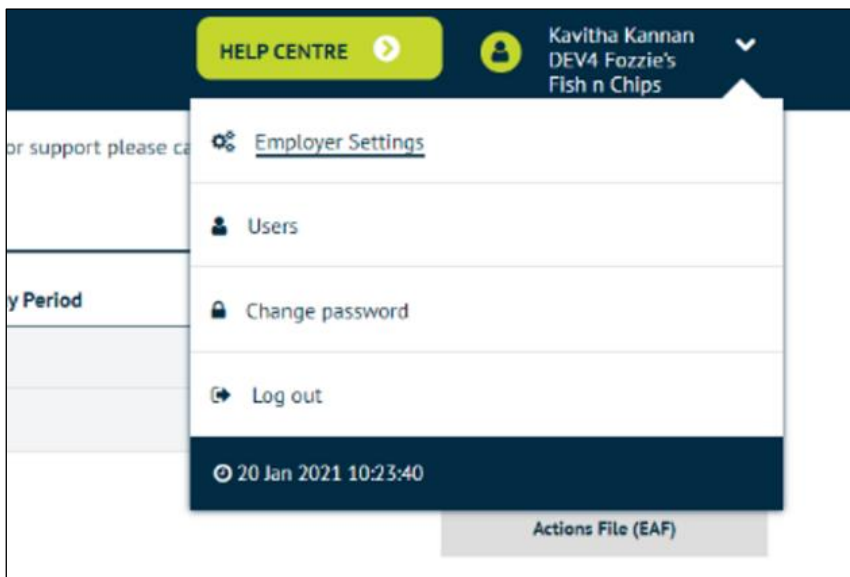
- enter these into your payroll, or
- put them directly into your pension data file.

Below is an extract from a sample pension data file showing these codes in the correct fields.

AG	AH	AI
PAY CODE	ER CODE	SCHEME C
P001	CMRE	101



Employer (ER) code

You'll find your employer code, labelled 'NOW: Pensions reference', on your employer settings page. You get to the employer settings page from the **drop-down arrow** at the top right of your home page (see screenshot below).



Pay (payroll) code

Each payroll has its own pay code. This is also on the employer settings page.

Payroll information			
Name	Pay code	Frequency	Status
Weekly 	P001	Weekly	Active
Monthly 	P002	Monthly	Active

Scheme tier (contribution model) code

This tells you which contribution structure you're using for your employer and employee contributions. Click on the 'scheme tiers' button to get to these pages.

This screenshot shows the most popular contribution structure – 101, based on qualifying earnings (shown here as 'band' earnings).

Scheme tiers		
Home > Scheme Tiers		
101 - Auto enrolment standard		
Tier name: default		
Pensionable earnings basis: band		
Dates	Employer Contributions	Employee Contributions
Employer's staging date to *01 Apr 2018	1%	1%
*06 Apr 2018 – *05 Apr 2019	5%	2%
*06 Apr 2019 onwards	5%	3%
*The proposed dates are subject to Parliament approval.		

If you have separate groups of employees with different contribution rates, you can set up separate tiers for these groups.

The screenshot below shows a scheme with several tiers, all with different contribution model codes. Contribution model 104 has customised employer and employee percentages. If you use customised percentages, you'll need to make sure you've set them up in your payroll software.

Scheme Tiers		
Home > Scheme Tiers		
101 - Auto enrolment standard		
Tier name: default		
Pensionable earnings basis: band		
Dates	Employer Contributions	Employee Contributions
Employer's staging date to 05 Apr 2018	1%	1%
06 Apr 2018 – 05 Apr 2019	2%	3%
06 Apr 2019 onwards	3%	5%
104 - Saving plus		
Tier name: Managers		
Pensionable earnings basis: basic		
Dates	Employer Contributions	Employee Contributions
Employer's staging date to 05 Apr 2018	11%	5%
06 Apr 2018 – 05 Apr 2019	11%	5%
06 Apr 2019 onwards	11%	5%
103 - Stepped saving		
Tier name: Staff		
Pensionable earnings basis: basic		
Dates	Employer Contributions	Employee Contributions
Employer's staging date to 05 Apr 2018	2%	2%
06 Apr 2018 – 05 Apr 2019	3%	4%
06 Apr 2019 onwards	4%	5%

Uploading a file

Before you run your payroll, you will need to check the following things are correct.

- Are you using the correct definition of **pensionable earnings** for your contribution model? (See [How much should I contribute?](#) for more information about contribution models and the pay definitions that apply to them.)
- Is your payroll software set to the correct tax relief basis: **net pay**, not relief at source?
- Are all your employees in the correct assessment category? For example, is there someone showing as a **non-eligible jobholder** when their age and earnings suggest they should be an **eligible jobholder**?
- Do all your **enrolled employees** (Scheme members) have the correct enrolment date – including those who have joined or opted in, rather than being auto enrolled?
- If you're using, or have used, postponement, have you got the right postponement dates?

Once you're sure all the above items are set up correctly you can run your payroll, download your pension data file and check that all the required fields are populated correctly.

Now you're ready to upload it. Click on '**Select a file**' or drag and drop your file to the area shown.

NOW:
Pensions

Home Employees Notifications HELP CENTRE Kavitha Kannan CMRE

CMRE > Weekly

For support please call 0330 100 3399 or e-mail clientsupport@nowpensions.com.

Weekly payroll (P001)

1 Download the pension update file 2 Upload the pension data file 3 View upload details 4 Confirm pension data to be imported

Upload the pension data file

Let's get started.

To upload your first pension data file for this payroll simply drag and drop the file in the box or select a file from your system. All files must be .csv format.

Files must be uploaded one at a time. Please start with the earliest pay period you wish to upload. Pay periods need to be uploaded in date order.

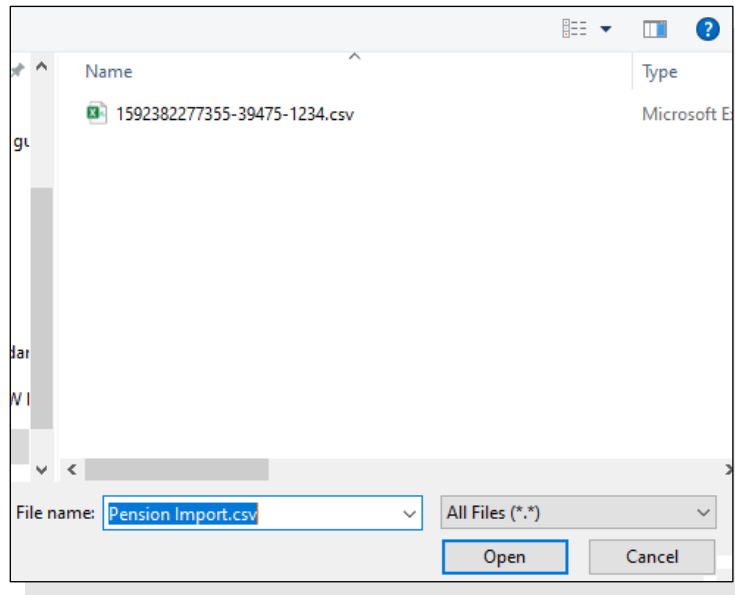
Drag and drop your file here

or

Select a file Download employee action file

This site uses cookies. By continuing to browse the site you are agreeing to our use of cookies. [Read our Cookie Policy](#)

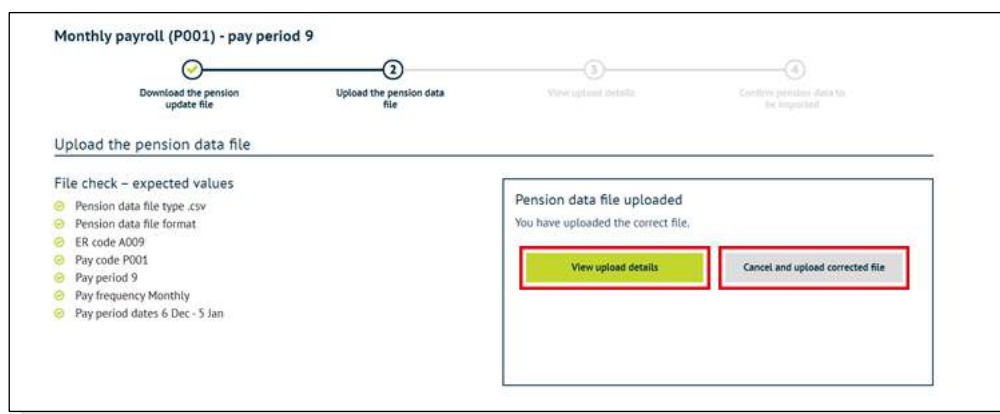
Find the file in your computer's file explorer and choose it to upload.



Gateway automatically checks your file is in the correct format and there are no data file format errors. The screenshot below shows a file in the correct format. Click on '**View upload details**' to see more information about your file.

If this screen shows you have errors, click on 'View upload details' to see more information about the errors. If you have file content errors, you will need to check and correct them. Please see 'Errors and warnings' on page 18 for more information about common errors and how to correct them.

If you've uploaded a file with format errors, your only option will be to cancel and resubmit the file. Click on '**Cancel and upload corrected file**' and correct your file before uploading it again.



The screenshot below shows a valid contribution file. Click on '**Continue**' to see more details.

If this screen shows your file has format errors, click on 'Cancel and upload a new file' and correct your file before uploading it again.

Upload Results

Home > Payrolls > Upload Results

Weekly payroll (P001)

Download Upload Review Confirm person data to be imported

Download Results:

Number of Errors : 0

Number of Warnings : 0

Number of Matching Queries Identified : 0

Cancel and upload a new file Continue

Errors and warnings

It's very important that the details in the pension data files you upload are accurate and complete – your employees' retirement outcomes depend on it. Gateway is designed to help you ensure your data is error-free by flagging up errors and inconsistencies in each file you upload.

Here's a quick guide to spotting and correcting errors.

The screenshot below shows a file with a content error. Click on **'View upload details'** to see more details of the errors.

The screenshot displays the 'Monthly payroll (P001) - pay period 9' interface. At the top, a progress bar shows four steps: 1. Download the pension update file, 2. Upload the pension data file (current step), 3. View upload details, and 4. Confirm pension data to be imported. Below the progress bar, the 'Upload the pension data file' section contains a 'File check - expected values' list with six green checkmarks for: Pension data file type .csv, Pension data file format, ER code A009, Pay code P001, Pay period 9, Pay frequency Monthly, and Pay period dates 6 Dec - 5 Jan. A red triangle icon and '1 error' message are shown below the list. To the right, a 'Pension data file uploaded' message states: 'You have uploaded the correct file but the file contains 1 error. You'll need to correct these errors in your payroll system before uploading a revised pension data file. Click on View upload details to see a list of the errors.' Below this message are two buttons: 'View upload details' (highlighted with a red border) and 'Cancel and upload corrected file'.

We can now see there's an error message saying the employee contributions for a particular employee are showing as negative.

Home > Payrolls > The Howard Partnership Trust > Upload Results

Monthly payroll (P001)

Download Upload Review Confirm pension data to be imported

Download Results

Number of Errors : 1
Please correct all errors in your payroll system before uploading a new payroll file

Number of Warnings : 0

Number of Matching Queries Identified : 0

Rolled back

Row	First name	Last name	National Insurance Number	Date of birth	Payroll number	Pay code	Start date	Employee contributions	Employer contributions
2	RHONA	BARNFIELD	YY256208B	22 Jul 1953	50075352	P001	02 Aug 2016		

EE CONTS ^511.21: EE CONTS cannot be negative

As a result, this employee's record is showing as incorrect.

2	RHONA	BARNFIELD	YY256208B	22 Jul 1953	50075352	P001	02 Aug 2016
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EE CONTS ^511.21: EE CONTS cannot be negative

You'll need to choose 'Cancel and upload a new file'. **Although you can simply edit your file and re-upload it, it's best to fix this kind of error in your payroll software so it doesn't recur.**

Possible errors to check for

- Are your employer (ER, also known as company) code, pay code and Scheme tier code – also known as contribution model code – correct?
- Are contributions only showing for **enrolled employees** (Scheme members)?

Importing a file

Once you're sure your file has no errors, click on '**Continue**' to go to the import preview page. This page shows the following items.

The total amount of contributions we will collect.

- The total amount of contributions you submitted in the last pay period to help you compare them and pick up any errors.
- The communications that will be issued.

You can download the information from this page into an Excel file to make it easier to check.

If all the information is correct, click 'Confirm import'. If you need to change anything, please click 'Cancel import and start again'.

You **can't recall your file** once you've imported it, so please make sure everything is correct **before** you import it.

Import preview						
Home > Payrolls > Import preview						
Weekly payroll (P001)						
<div> <div>Download the pension update file</div> <div>Upload the pension data file</div> <div>View upload details</div> <div>Confirm pension data to be imported</div> </div>						
Uploaded 08 Apr 2021 at 10:00:34 by Weekly Status: Imported						
	Total contracts	New contracts created	Contracts with contributions	Ignored Employee contracts	Enrolled	Leavers
Results for pay period 1	1	1	1	0	1	0
Enrolment notice jobholder - 0 Enrolment notice entitled - 0 Postponement notice - 0 Assessment notice - 0						
	Current Pay period 1		Previous Pay period		Difference	
Employee Contributions	£1,000.00		-		£1,000.00	
Employer Contributions	£1,000.00		-		£1,000.00	
Additional Voluntary Contributions	£1,000.00		-		£1,000.00	
Ignored Employee contributions	-		-		-	
Total accepted contributions	£3,000.00		-		£3,000.00	

Importing your file will take you back to your home page. You'll get a notification that your file import was successful. This completes the process for one payroll submission.

You'll be able to see the next pay period to be uploaded (in this case, pay period 2).

The screenshot shows the NOW: Pensions web interface. At the top, there's a navigation bar with 'Home', 'Employees', and 'Notifications' links, a 'HELP CENTRE' button, and a user profile for 'Kavitha Kannan CMRE'. Below the navigation bar, a green message box states: 'Payroll Weekly (P001) upload for pay period 2020/2021 (1) starting on 01 Feb 2021 was successfully imported for CMRE (CMRE)'. Below this, the 'Payrolls' section features a search bar and a table with the following data:

Status	Pay code	ER Code	Payroll	Next Pay Period	Null Submission	Action
	P001	CMRE	<u>Weekly (Weekly)</u>	2	Null Submission	
	P002	CMRE	<u>Monthly (Monthly)</u>	None	Null Submission	

At the bottom right of the table, there is a button labeled 'Download company Employee Actions File (EAF)'.

Using the employee action file to update your payroll

Before you run the payroll for your next pay period, log into your employer website and check if there have been any employee actions you need to update your payroll for.

Status	Pay code	ER Code	Payroll	Next Pay Period	Null Submission	Action
	P001	S2KY	Wood Vet Group (monthly)	12	Null Submission	
Download company Employee Actions File (EAF)						

Clicking on '**Download employee action file**' downloads a CSV file showing the employee action details (see the example below). You'll use these details to update your payroll. Depending on your payroll system, you may be able to import the file directly into your payroll. If not, you'll need to update your payroll manually. (See our [Guide to the Employee Action File for more details](#).)

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S										
1	ER CODE	PAYROLL	EMPLOYEE	SURNAME	FORENAME	NINO	OPT IN	IN	OPT IN	DA	OPT OUT	OPT OUT	OO	LASTD	EE	CONTR	ER	CONTR	AVC	RATE	AVC	RATE	TOTAL	EEFC	CATEGOR	POSTPON	AE	DATE

Once you've done all the updates, you can run your payroll and download a pension data file for your next upload. Your payroll should automatically calculate refunds of contributions for any employees that have opted out during their opt-out period.

Null submission

Use the 'null submission' button if you have nothing to upload for this pay period.

You'll only need to use it if you have no:

- contributions
- new employees enrolled
- changes to employees' details
- communications to go out.

Upload the pension data file

Pay period: 9 (6 Dec to 5 Jan)

Please upload your pension data file for the pay period shown above. All files must be a .csv format. Simply drag and drop the file in the box or select a file from your system.

Drag and drop your file here

Select a file | Download employee action file | **Null Submission**

Statement of account (P001)

Total contributions All validated contributions for this payroll.	£337.00	
Amount reserved for opt outs Contributions made within the opt out period.	£0.00	View Contributions Breakdown
Still to be collected Contributions that have been sent but need validating before collection.	£0.00	View Contributions Breakdown
Currently processing Awaiting confirmation that contributions have been collected.	£337.00	View Contributions Breakdown
Collected Contributions that have been confirmed and collected.	£0.00	
Rejected Contributions that have been rejected.	£0.00	View Contributions Breakdown

[View Direct Debit history](#) | [View contributions history](#)

If you click on '**Null submission**' you'll see the following disclaimer.

Are you sure?

A Null submission will mean that no data is processed for pay period 9 and the next submission due will be for pay period 10.

By clicking submit, you are confirming the following for pay period 9:

- There are no contributions to be allocated
- There are no new employees
- There are no updates required to existing employees data
- There are no statutory communications to be issued by NOW: Pensions

Is this correct?

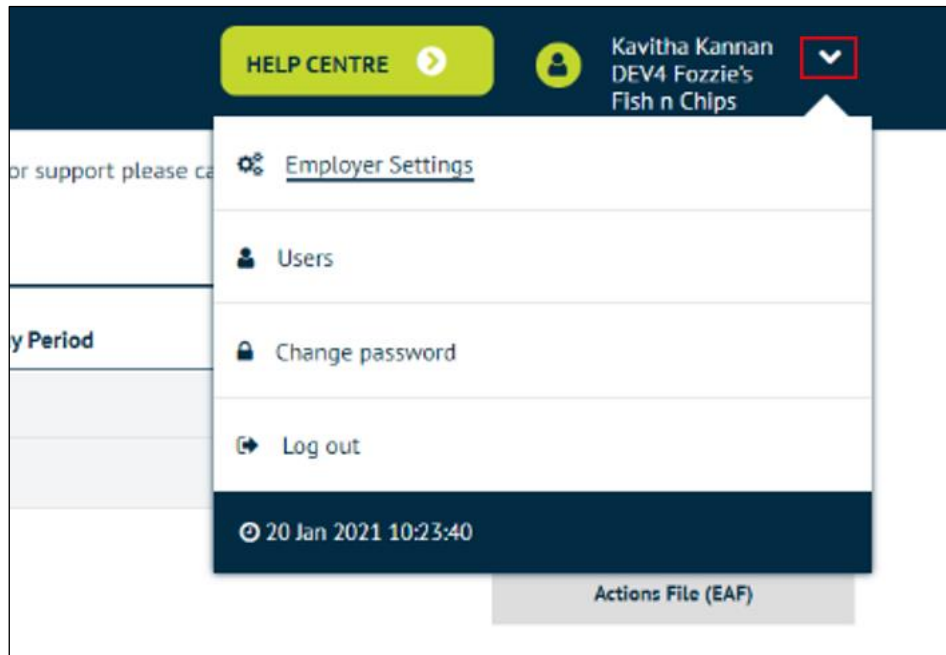
Cancel

Yes

You should only use null submission if you're absolutely sure you don't have anything to upload. **An incorrect null submission could mean you fail to meet your auto enrolment duties under UK pension law.**

Adding a new payroll

Go to the **drop-down arrow** at the top right of your home page and select '**Employer Settings**'.



Select '**Payrolls**' and '**Add payroll**'

Payroll information			
Name	Pay code	Frequency	Status
Monthly	P001	Monthly	Active
Weekly72	P002	Weekly	Active
abcd	P003	Quarterly	Pending
sample	P004	Four Four Five	Pending
			Add payroll

Put in a name for this payroll and select how often it is run (for example, weekly or monthly) from the drop-down box. Then click on '**Apply**'.

Request new payroll

Home > Payrolls > Fozzie's Fish n Chips > Request new payroll

What do you want to call this payroll?

How often is the payroll run?

You'll need to download and submit a new Direct Debit form for each payroll you set up.

Pending payroll

Home > Payrolls > Fozzie's Fish n Chips > Pending payroll



Payroll P006 - Weekly Staff (Weekly)

Please download a Direct Debit Instruction form. You won't be able to upload files for this payroll until we receive the completed Direct Debit Instruction.

Company Code: A009

Download Direct Debit Instruction form

You'll need to complete the Direct Debit form with the employer (ER) code and the new pay code that's been created (you can see this on the payroll information screenshot below). It will need to be signed and dated by someone authorised to do this, and sent back to us at directdebit@nowpensions.com.

Payroll information			
Name	Pay code	Frequency	Status
Monthly 	P001	Monthly	Active
Weekly 	P002	Weekly	Active
Weekly Staff	P003	Weekly	Pending
			Add payroll

Your new payroll's status will be set to 'Pending'. You won't be able to upload a pension data file for this payroll until we've confirmed your Direct Debit.

Editing your payroll schedule

Once you've uploaded your first file, the system automatically creates contribution schedules based on your uploaded file. You can edit these schedules in the following ways.

1. Change the end date of your last imported pay period.
2. Change the number of a future pay period.
3. Change the start and end dates of a future pay period.

1. Change the end date of your last imported pay period

Click on 'Edit schedule' on your payroll home page. You'll see the following screen.

Editing payroll schedule

Home > Edit Schedule > The Howard Partnership Trust > Editing payroll schedule

Payroll "THPT Payroll" (P001)

Last imported pay period

Pay period	Start date	End date	Length
11	01 Feb 2021	28/02/2021	28 days

Future pay periods

Pay period	Start date	End date	Length	Pay period	Start date	End date	Length
12	01/03/2021	31/03/2021	31 days	6	01/09/2021	30/09/2021	30 days
1	01/04/2021	30/04/2021	30 days	7	01/10/2021	31/10/2021	31 days
2	01/05/2021	31/05/2021	31 days	8	01/11/2021	30/11/2021	30 days
3	01/06/2021	30/06/2021	30 days	9	01/12/2021	31/12/2021	31 days
4	01/07/2021	31/07/2021	31 days	10	01/01/2022	31/01/2022	31 days
5	01/08/2021	31/08/2021	31 days	11	01/02/2022	28/02/2022	28 days

Save schedule

Under 'Last imported pay period' you'll see 'Pay period' and 'Start date' (which are non-editable) and 'End date', which is editable. Change the end date to your chosen date. It can be the same as, or later than, the start date.

This will automatically update the payroll length and future pay periods. Click '**Save schedule**' to save your changes.

2. Change the number of a future pay period

You can see the pay period numbers on the left-hand side of the screen, as in the screenshot below. Simply edit the pay period field to change the number. You can make the number lower or higher.

Future pay periods						
Pay period	Start date	End date	Length	Pay period	Start date	End date
12	16/02/2021	15/03/2021	28 days	6	16/08/2021	15/09/2021
1	16/03/2021	15/04/2021	31 days	7	16/09/2021	15/10/2021
2	16/04/2021	15/05/2021	30 days	8	16/10/2021	15/11/2021
3	16/05/2021	15/06/2021	31 days	9	16/11/2021	15/12/2021
4	16/06/2021	15/07/2021	30 days	10	16/12/2021	15/01/2022
5	16/07/2021	15/08/2021	31 days	11	16/01/2022	15/02/2022

Save schedule

Making the number higher involves **deleting** one or more pay periods. The system will flag this as a potential error and you'll need to confirm you want to continue, as shown below.

Future pay periods							
Pay period	Start date	End date	Length	Pay period	Start date	End date	Length
1	16/02/2021	15/03/2021	28 days	7	16/08/2021	15/09/2021	31 days
2	16/03/2021	15/04/2021	31 days	8	16/09/2021	15/10/2021	30 days
3	16/04/2021	15/05/2021	30 days	9	16/10/2021	15/11/2021	31 days
4	16/05/2021	15/06/2021	31 days	10	16/11/2021	15/12/2021	30 days
5	16/06/2021	15/07/2021	30 days	11	16/12/2021	15/01/2022	31 days
6	16/07/2021	15/08/2021	31 days	12	16/01/2022	15/02/2022	31 days

You have deleted an entry for pay period 12 (following period starting 16/01/2021) and no payroll file has been uploaded for this pay period.

We would recommend that you upload a file for all pay periods that you have processed to ensure continuity within the data and to ensure all relevant communications are issued, therefore please re-instate pay period 12 so that you can upload the relevant file.

Alternatively please confirm that you will not be uploading a file for pay period 12.

Please note you will not be able to upload a file for this pay period once you have elected to delete it from the payroll schedule

I wish to continue anyway

If you choose a higher number within the range of the current pay schedule – for example, a year, as in these screenshots which show a monthly schedule – the system will update the numbers for the remaining pay periods automatically.

If you choose a higher number beyond the range of the current schedule, the system will reset the schedule from pay period 1.

Making the number lower creates a duplicate schedule with the same pay period number. The system will flag this as a potential error and you'll need to confirm you want to continue, as shown in the screenshot below. Once you've confirmed, the system will update the numbers for the following pay periods.

Pay period	Start date	End date	Length
11	16 Jan 2021	15/02/2021	31 days

Future pay periods

Pay period	Start date	End date	Length	Pay period	Start date	End date	Length
11	16/02/2021	15/03/2021	28 days	5	16/08/2021	15/09/2021	31 days
12	16/03/2021	15/04/2021	31 days	6	16/09/2021	15/10/2021	30 days
1	16/04/2021	15/05/2021	30 days	7	16/10/2021	15/11/2021	31 days
2	16/05/2021	15/06/2021	31 days	8	16/11/2021	15/12/2021	30 days
3	16/06/2021	15/07/2021	30 days	9	16/12/2021	15/01/2022	31 days
4	16/07/2021	15/08/2021	31 days	10	16/01/2022	15/02/2022	31 days

You have edited your schedule to have multiple consecutive entries with the same pay period:
2 x pay period 11 (starting 16/01/2021)

This could lead to incorrect data being submitted and collections being made twice for members.

If you are looking to import a file for a pay period that has already been processed, please contact our support team.

[I wish to continue anyway](#)

3. Change the start and end dates of a future pay period

Changing the start date automatically updates the end date of the previous pay period.

In the same way, if you change the end date, the start date of the following pay period will automatically be updated to be later than the new end date.

Payroll "Monthly" (MNTH)

Last imported pay period

Pay period	Start date	End date	Length
11	16 Jan 2021	16/02/2021	34 days

Future pay periods

Pay period	Start date	End date	Length	Pay period	Start date	End date	Length
12	19/02/2021	15/03/2021	25 days	6	16/08/2021	15/09/2021	31 days
1	16/03/2021	15/04/2021	31 days	7	16/09/2021	15/10/2021	30 days
2	16/04/2021	15/05/2021	30 days	8	16/10/2021	15/11/2021	31 days
3	16/05/2021	15/06/2021	31 days	9	16/11/2021	15/12/2021	30 days
4	16/06/2021	15/07/2021	30 days	10	16/12/2021	15/01/2022	31 days
5	16/07/2021	15/08/2021	31 days	11	16/01/2022	15/02/2022	31 days

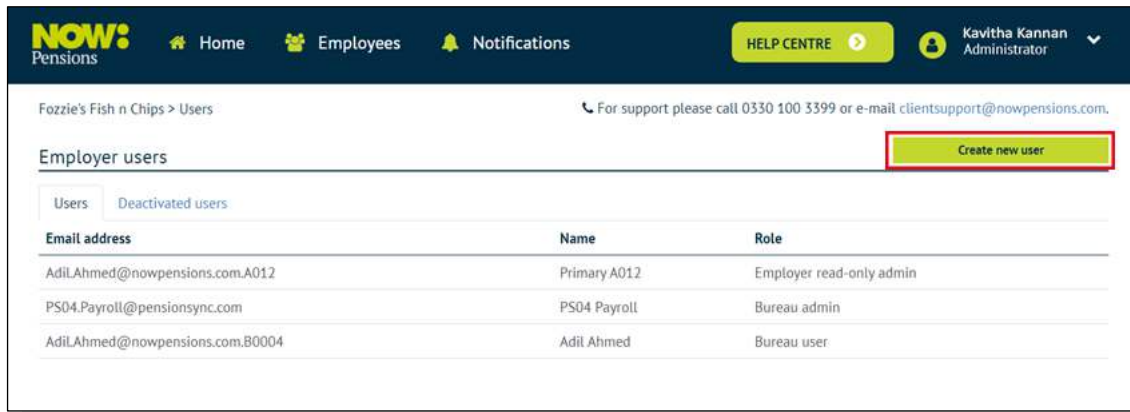
[Save schedule](#)

The system always shows a year's pay periods based on the changes you've made.

Adding additional users

If you need other members of staff to access your employer website, it's easy to add them as additional users.

Click on **'Create new user'**.

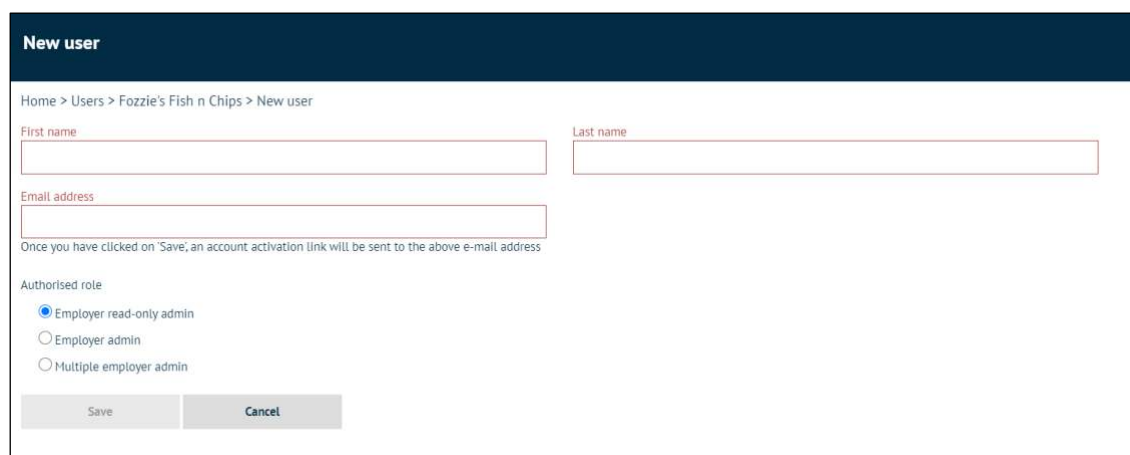


The screenshot shows the 'Employer users' page in the NOW: Pensions system. The page has a dark blue header with the NOW: Pensions logo, navigation links (Home, Employees, Notifications), a HELP CENTRE button, and a user profile for Kavitha Kannan, Administrator. Below the header, there's a breadcrumb trail 'Fozzie's Fish n Chips > Users' and a support contact line. The main content area is titled 'Employer users' and contains a 'Create new user' button highlighted with a red box. Below this, there are tabs for 'Users' and 'Deactivated users'. A table lists the current users:

Email address	Name	Role
Adil.Ahmed@nowpensions.com.A012	Primary A012	Employer read-only admin
PS04.Payroll@pensionsync.com	PS04 Payroll	Bureau admin
Adil.Ahmed@nowpensions.com.B0004	Adil Ahmed	Bureau user

You'll see the following 'new user' screen. Put the new user's name and email address into the boxes provided. Then, select the new user's authorised role – read-only, single employer admin or multiple employer admin.

When you've finished, click **'Save'**. The new user will receive an email with a link to activate their account.



The screenshot shows the 'New user' form. It has a dark blue header with the title 'New user'. Below the header, there's a breadcrumb trail 'Home > Users > Fozzie's Fish n Chips > New user'. The form contains three input fields: 'First name', 'Last name', and 'Email address'. Below the 'Email address' field, there's a note: 'Once you have clicked on "Save", an account activation link will be sent to the above e-mail address'. Under the 'Email address' field, there's a section for 'Authorised role' with three radio buttons: 'Employer read-only admin' (selected), 'Employer admin', and 'Multiple employer admin'. At the bottom, there are two buttons: 'Save' and 'Cancel'.

