

## MyAbacus - Frequently asked questions from end users

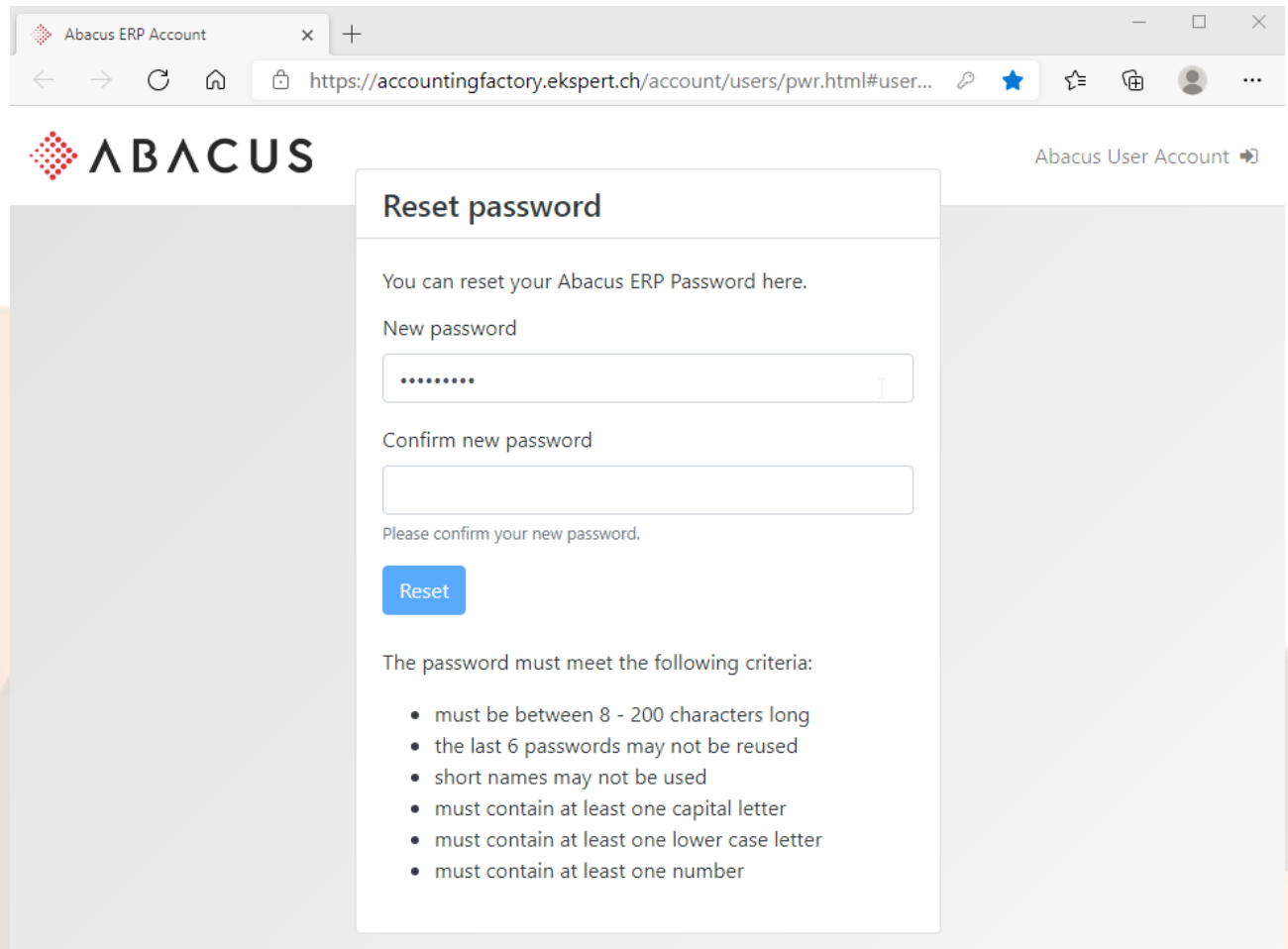
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### Connecting to MyAbacus for the first time

All new users do receive a welcome e-mail from Abacus with their access credentials need to follow the steps below

Step1: After clicking the link to change his/her password from the welcome email above, the employee must reset password:



The screenshot shows a web browser window with the address bar displaying "https://accountingfactory.ekspert.ch/account/users/pwr.html#user...". The page features the Abacus logo on the left and "Abacus User Account" on the right. The main content is a "Reset password" form. It includes a message: "You can reset your Abacus ERP Password here." followed by two input fields: "New password" (containing seven dots) and "Confirm new password" (empty). Below these fields is a note: "Please confirm your new password." and a blue "Reset" button. At the bottom, a section titled "The password must meet the following criteria:" lists six requirements: must be between 8 - 200 characters long, the last 6 passwords may not be reused, short names may not be used, must contain at least one capital letter, must contain at least one lower case letter, and must contain at least one number.

**Reset password**

You can reset your Abacus ERP Password here.

New password

.....

Confirm new password

Please confirm your new password.

**Reset**

The password must meet the following criteria:

- must be between 8 - 200 characters long
- the last 6 passwords may not be reused
- short names may not be used
- must contain at least one capital letter
- must contain at least one lower case letter
- must contain at least one number

Step2: **Login** with the new password:

Abacus ERP Login

Please login for MyAbacus ESS

User Name: Demo User

Password: .....

Login with: SuisseID

[Forgot password?](#) [Login](#)

[Check Newsletter](#) English

Step3: **Click on “My Data”** on the Home Page to access the personal information screen below:

MYABACUS

My data HOME > MY DATA

My data

PERSONAL DATA

Personnel no. Sex Date of birth Social insurance number Language code Hometown/place of birth Nationality Foreigner code

ADDRESS

Title Street ZIP / City Country Canton of domicile Phone 1 Phone 2 Mobile E-Mail

BANK DETAILS

AMOUNT	IBAN / BANK	STATUS
Total amount		ACTIVE

TOTAL ITEMS: 1

EMERGENCY CONTACT

No emergency contact stored

Step4: Click on “Dossier” – this page contains all payslips and salary certificates for the employee:

The screenshot shows the MYABACUS web application interface. The left sidebar contains a navigation menu with the following items: Personal data and Addresses, Partner and Children, Employment and Organisation, and Dossier. A green arrow points to the 'Dossier' link. The main content area is titled 'My data' and contains a search bar and three sections: DOCUMENTS, NOTES, and PAYS/SLIPS. The PAYS/SLIPS section displays a list of payslips and salary certificates.

Document Name	Date	View	Download
Payslip_2021_04.pdf Payslip_2021_04	22.04.2021 17:16:47		
Payslip_2021_03.pdf Payslip_2021_03	25.03.2021 08:57:07		
Payslip_2021_02.pdf Payslip_2021_02	25.02.2021 10:32:13		
Payslip_2021_01.pdf Payslip_2021_01	01.02.2021 10:50:16		
Payslip_2020_12.pdf Payslip_2020_12	21.12.2020 16:43:47		
<a href="#">Display more</a>			
SALARY CERTIFICATE			
Salary Certificate_2020.pdf Salary Certificate_2020	11.02.2021 16:59:18		
Salary Certificate_2019.pdf Salary Certificate_2019	17.02.2020 13:50:19		

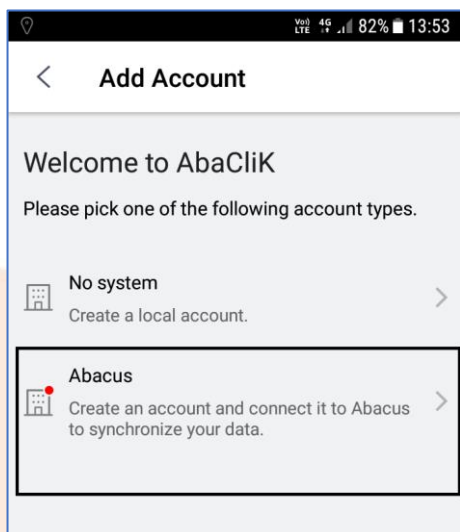
### Set-up connection in AbaClick3 mobile app on your SmartPhone

For users who would like to access their payslips via their SmartPhone or a tablet the following steps apply:

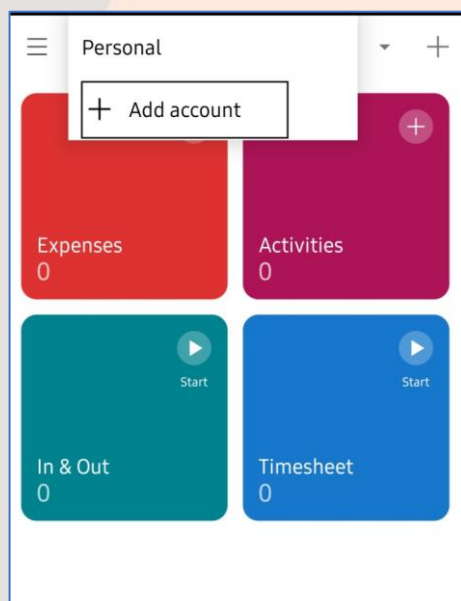
Step1: Download the “AbaCliK 3” app from the AppStore or Google Play:

- the AppStore (iOS) by clicking here: <https://apple.co/3reIN7M>
- the Play Store (Android) by clicking here: <https://bit.ly/3f6G3FX>

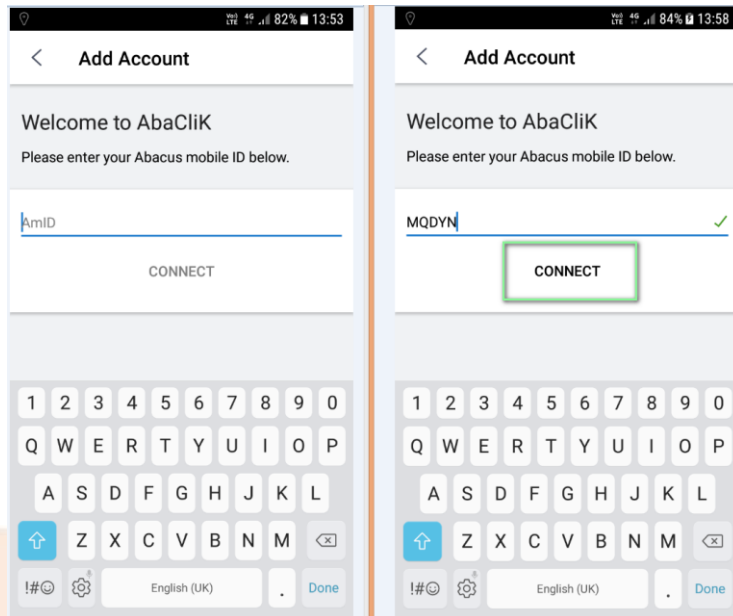
Step2: Open the app once downloaded. Click on the account type “Abacus”



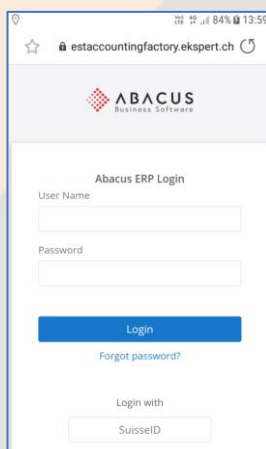
Step3: Add your account from the home page. Click on the drop-down menu from the Personal tab on the top and choose the “Add Account” option



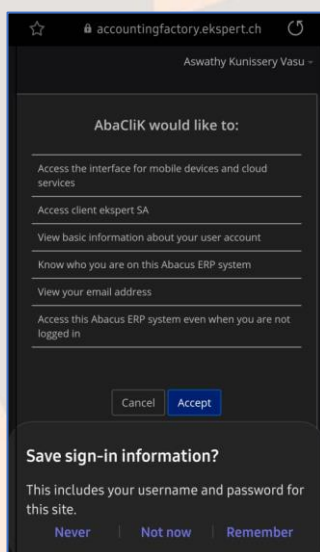
Step4: Enter the AMID provided in the login email and connect



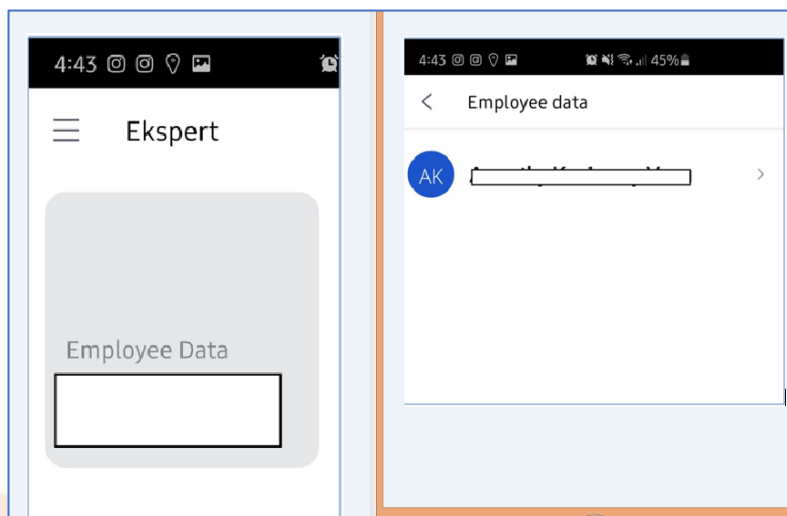
Step5: Now login with your Username and Password received via email from Ekspert



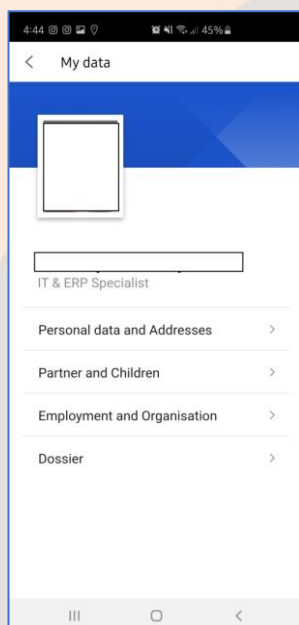
Step6: Accept the access permissions:



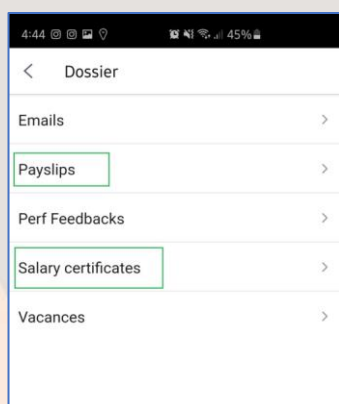
Step7: Once logged in, your profile with the company name on top will be displayed. Click on the 'Employee Data' tab and then on your name to access your profile



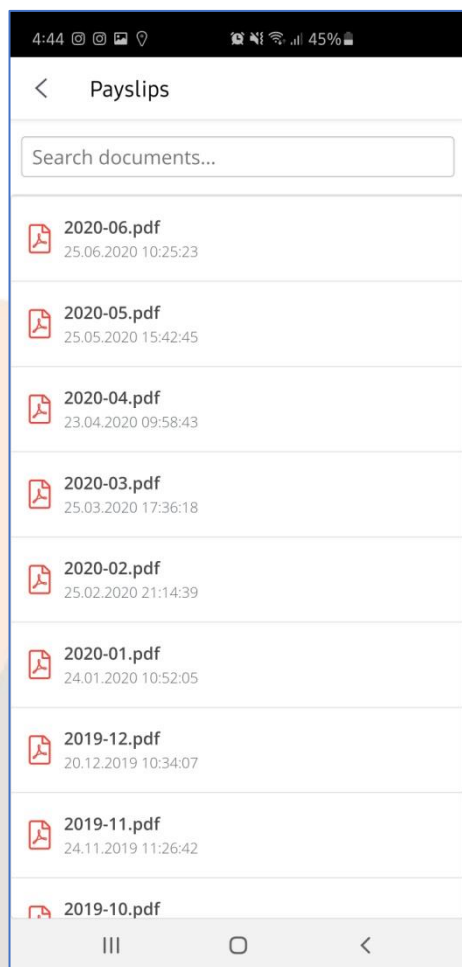
Step8: You will then be redirected to your profile which has your personal data and documents



Step9: Click on "Dossier" to access the payslips and Salary certificates



Step10: All the payslips will be available under the “Payslips” folder. Click on the one which you would like to see or download



Write to 'cp@ekspert.com' for any assistance with the application login.



## What to do if the password is forgotten ?

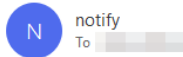
1. Go to <https://www.ekspert.ch/myabacus> and click on “Forgot password?” link

1. On the next page enter your username WITHOUT ANY SPACES – this is NOT YOUR EMAIL

2. You will receive a confirmation on the page

3. Check your email, you should receive an email from [notify@ekspert.com](mailto:notify@ekspert.com) . Click the link to reset your password

## Passwort zurücksetzen



Sie haben eine Anfrage zum Zurücksetzen Ihres Passwortes gestellt.

Ihr Benutzername: 111605-472769

Wenn Sie Ihr Passwort zurücksetzen lassen wollen, klicken Sie bitte auf untenstehenden Link.  
Wollen Sie Ihr Passwort nicht zurücksetzen können Sie diese Mail ignorieren.

<https://accountingfactory.ekspert.ch/account/users/pwr.html#user=TXA05IPNRUWMQ4XFW5XUF4HJWH&code=R51OARNQXJE32UKVFEWTF03F5F>

Der Link ist 60 Minuten gültig.

### 4. Enter a new password then click Reset

The screenshot shows the 'reset password' form in a web browser. The form has two input fields: 'New password' and 'Confirm new password'. Below these fields is a 'Reset' button. A list of password criteria is displayed at the bottom: must be between 8 - 200 characters long, the last 6 passwords may not be reused, short names may not be used, must contain at least one capital letter, must contain at least one lower case letter, and must contain at least one number.

### 5. A confirmation message appears in green, then you will be taken to the login page

The screenshot shows the Abacus ERP login page. A green confirmation message box is displayed, stating: 'Password reset. Your password has been reset. You will be transferred to the Login page.' The login form is visible in the background.

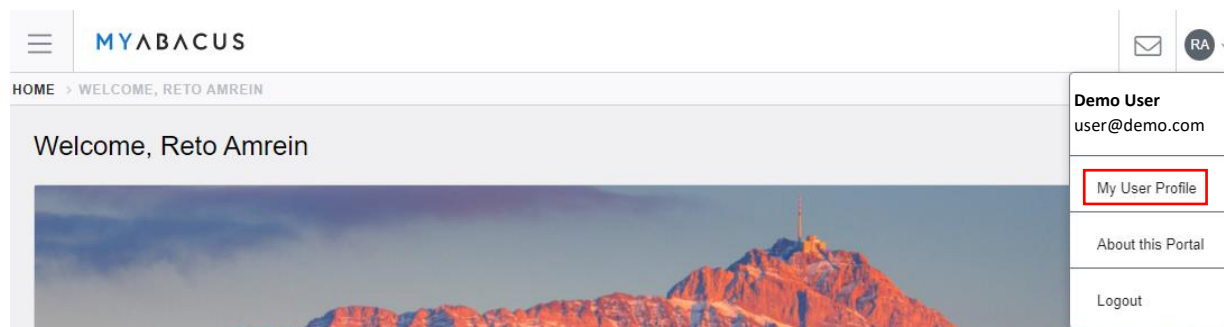
### 6. Enter your username WITHOUT ANY SPACES and NEW password

The screenshot shows the Abacus ERP login page. The login form has two input fields: 'User Name' and 'Password'. The 'User Name' field contains the text '111605-472769'. There is a 'Login' button and a 'Forgot password?' link. A 'Check Newsletter' checkbox is at the bottom left, and a language selector is at the bottom right.

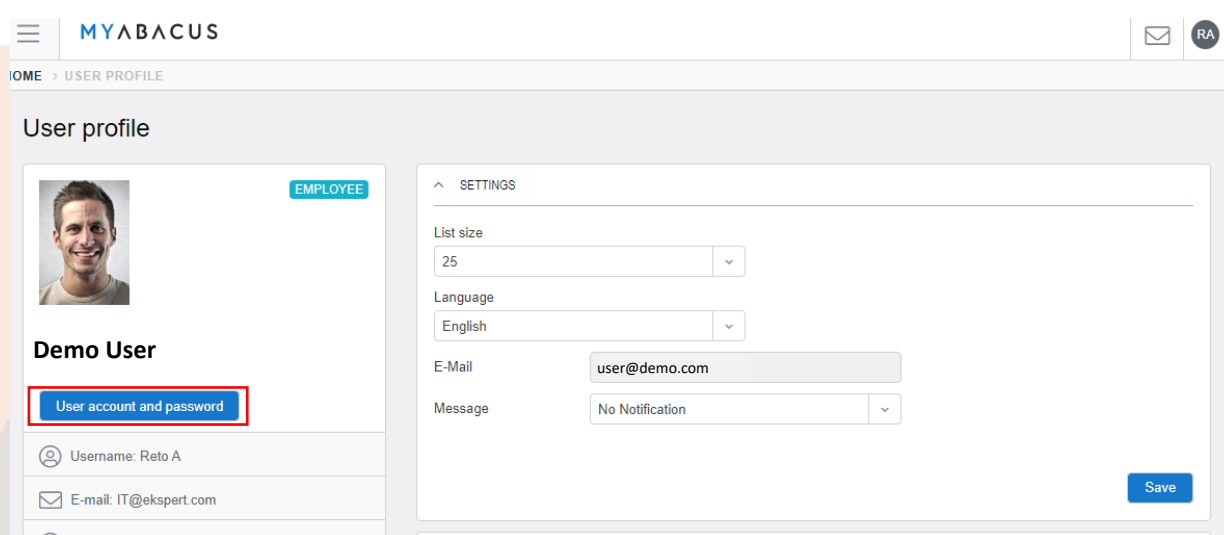
## Manage User Profile in MyAbacus

The users can manage their user and account settings directly in the MyAbacus following the steps below:

Step1: On the MyAbacus home page, click on the user icon and select “User Profile” from the drop-down list:

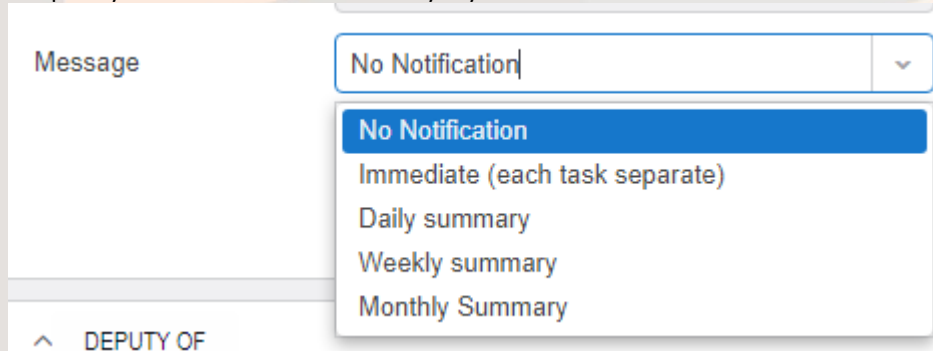


### User Profile Menu:



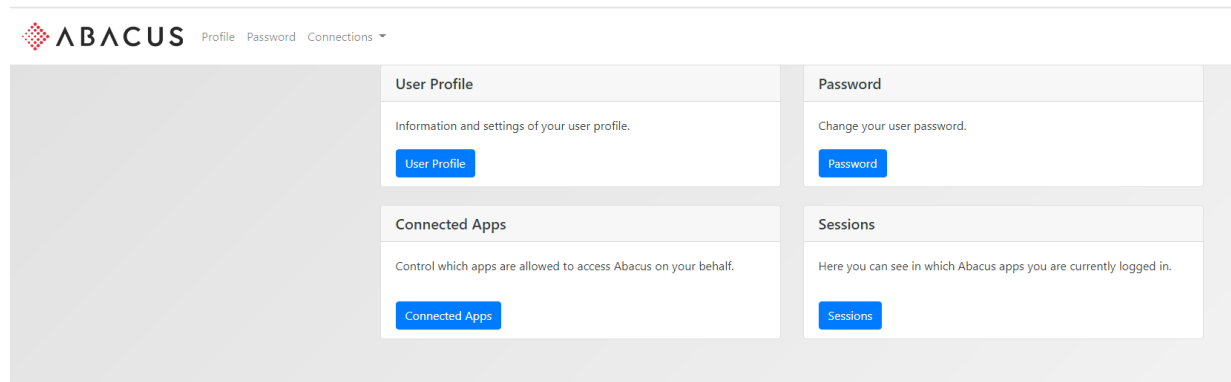
On this screen the user can modify the following options:

- # of rows shown on the list-screens, e.g. tasks, payslips, etc
- Language of the user-interface
- Frequency of notifications to be sent by MyAbacus to the user's e-mail based on the options below:



Click on “Save” if any changes have been made.

Step2: Click on “User account and password” button to access the user account settings menu below:



The screenshot shows the ABACUS user account settings interface. At the top, there is a navigation bar with the ABACUS logo and links for Profile, Password, and Connections. Below this, the settings are organized into four panels: User Profile, Password, Connected Apps, and Sessions. Each panel contains a brief description and a button to access the respective settings.

User Profile	Password
Information and settings of your user profile. <a href="#">User Profile</a>	Change your user password. <a href="#">Password</a>
Connected Apps	Sessions
Control which apps are allowed to access Abacus on your behalf. <a href="#">Connected Apps</a>	Here you can see in which Abacus apps you are currently logged in. <a href="#">Sessions</a>

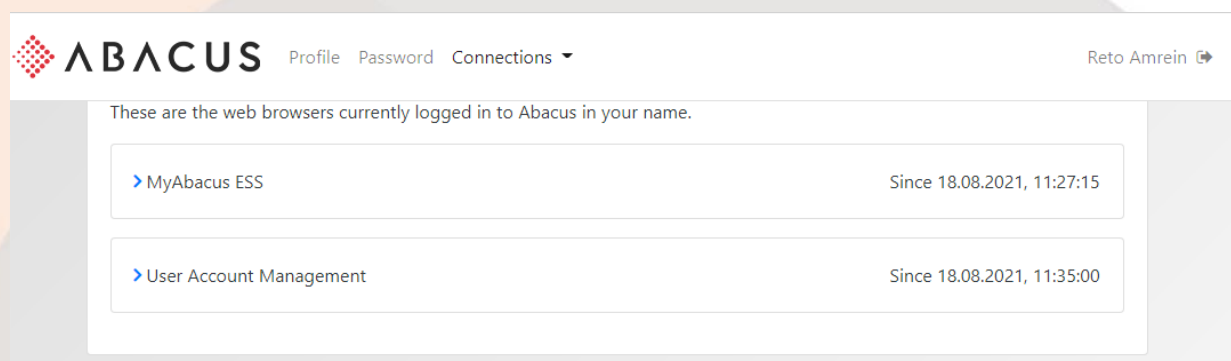
The following functions are available:

User Profile: Show current user id, employee name and e-mail used for notifications

Password: Update your current password

Connected Apps: Not Activated - Set-up 3<sup>rd</sup> party authentication

Sessions: See the access history to Abacus Portal as shown below:



The screenshot shows the ABACUS Sessions page. At the top, there is a navigation bar with the ABACUS logo and links for Profile, Password, and Connections. The user's name, Reto Amrein, is displayed in the top right corner. Below the navigation bar, a message states: "These are the web browsers currently logged in to Abacus in your name." A table lists the active sessions.

Web Browser	Since
<a href="#">MyAbacus ESS</a>	Since 18.08.2021, 11:27:15
<a href="#">User Account Management</a>	Since 18.08.2021, 11:35:00

## Frequently asked questions about e-payslips

### 1. What is an online payslip (or e-payslip)?

It is a monthly payslip which is available for staff to view online on their computer/smartphone screen.

### 2. Why my company introduce e-payslips?

Online payslips provide several advantages to employees, managers and HR professionals:

- They are more secure than printed payslips as they are accessed via internet
- They can be accessed quickly and easily from anywhere, anytime from any device
- Employees can access previous online payslips
- Online payslips help companies to meet their commitment to reducing their environmental impact by reducing the amount of paper printed, and the energy required to deliver payslips by post

### 3. How / Where do I access my e-payslip?

You can access your e-payslip in 3 clicks using any standard internet browser:

1. visit [www.ekspert.ch/myabacus](http://www.ekspert.ch/myabacus)
2. enter your login and password (received by an email)
3. click on "My Data", then click on "Dossier"

### 4. How does the content of the e-payslip differ from a current payslip?

It does not. It contains the same information as you find on your paper payslip.

### 5. What does an online payslip look like?

The layout of the e-payslip is exactly the same as your current paper payslip.

### 6. Will the e-payslip affect my pay or pension?

No, the e-payslip is simply a change in the way that you receive notification of your pay.

### 7. How long will my e-payslip be available to view for?

You will always be able to access your most recent payslip online, plus all previous e-payslips.

### 8. Do I need to install any new software to access my e-payslip?

No, you just need to access to internet.

### 9. When in the month will I be able to view my e-payslip?

Online payslips will normally be available at approximately the same day that salaries are paid in your company. You will not receive formal notification that your e-payslip is available automatically. You have to activate this feature as described above or check regularly [www.ekspert.ch/myabacus](http://www.ekspert.ch/myabacus) during month end period.

### 10. Can I access my e-payslip at home?

Yes, you can access your e-payslip from any computer by logging into [www.ekspert.ch/myabacus](http://www.ekspert.ch/myabacus) although as with any confidential information, it is recommended that caution is exercised when shared computer or public area.

### 11. Can I print my e-payslip?

Yes, e-payslips can be printed in the way that you should print any other document.

Simply, select the print button, which will appear above your e-payslip to the right. Your payslip will print on your default printer so you are advised to ensure that this is a printer that you will be able to access immediately to collect your printed payslip.

**12. Can I view my e-payslip on a Mac?**

Yes, of course.

**13. How often can I view my e-payslip?**

As often as you like.

**14. Can I access my previous paper payslips online?**

Yes, your previous paper payslips will be archived and then available online.

**15. What happens if there is a fault with my computer? Will I still get paid?**

Yes, you will still get paid even if, due to technical problems, you cannot access your e-payslip.

**16. Will my e-payslips be “backed up” in case of serious technical problems?**

Yes, all personal information in [www.ekspert.ch/myabacus](http://www.ekspert.ch/myabacus) including e-payslips, are backed-up in Switzerland on a daily basis.

**17. Can I receive both a paper and e-payslip?**

No. But employees who are not able to access a computer to view their e-payslip will continue to receive paper payslips for the foreseeable future. However, all other employee will receive e-payslips only. Employees may choose to print their e-payslips if they wish to keep a printed copy.

**18. If I don't like the e-payslip can I choose to change back to a paper payslip?**

No. In line with your company commitment (security, availability, modernity, environment impact), paper payslips will only be made available to staff who are not able to access a computer to view their e-payslip or those that have some other exceptional circumstance that may warrant a paper payslip.

**19. What happens if I change location or job within my company?**

You will still receive an e-payslip.

**20. What should I do if I think the details on my e-payslips are not correct?**

Please, contact your HR representative in your company.

**21. Do I need to view my e-payslip to get paid?**

No. You will still be paid automatically, regardless of whether or not you have viewed your e-payslip. However it is recommended that all staff view their e-payslips a regular basis, to check that the payments and deductions are correct.

**22. How will I be able to access my e-payslips if I leave my company?**

Your e-payslips will be available via [www.ekspert.ch/myabacus](http://www.ekspert.ch/myabacus) account, which will end if your employment in your company ends.

The cut-off is the last day of the month after the end of your contract. You will be able to access again during the months of January, February and March of the year after your departure in order to get your Salary Certificate.

It is recommended that employees who leave their company access and print the payslips that they require – e.g. those for the current financial year – before their employment ends.