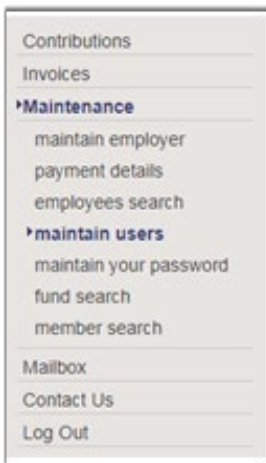


Contents

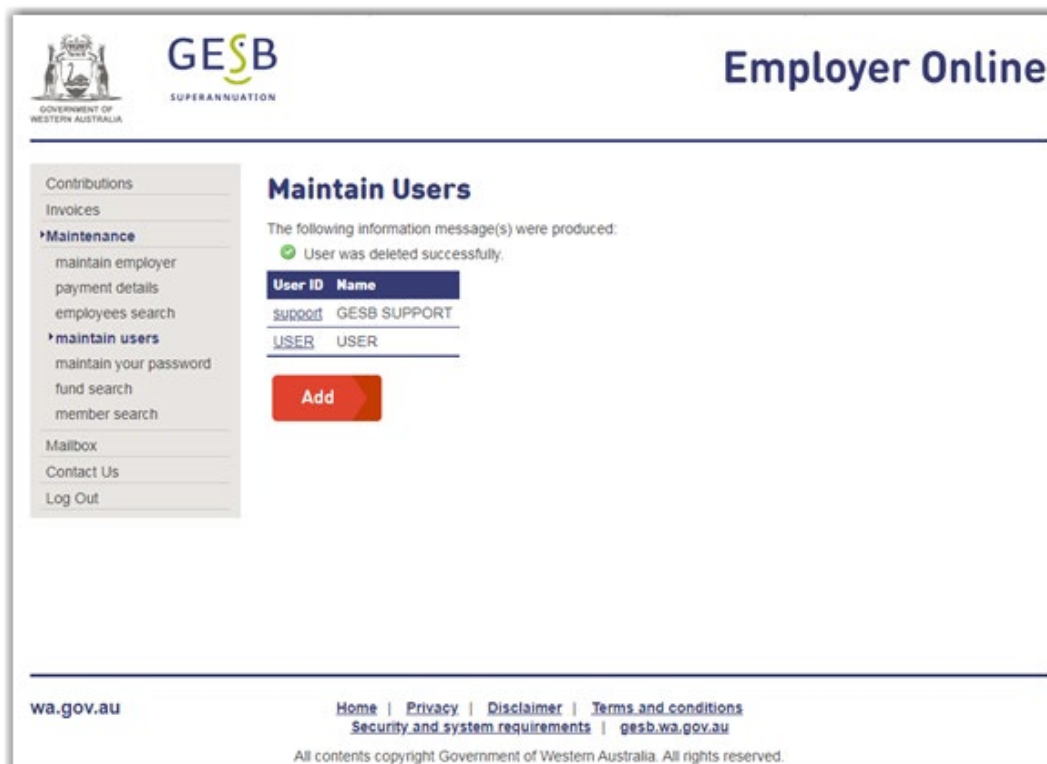
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1. Adding a new user

Any employee with Administrator access in Employer Online can add a new user. To do this, log into Employer Online, then go to **Maintenance** -> **maintain users**.



A list of your agency's current users will appear. Click the 'Add' button at the bottom of the list.



You will then need to complete the new user's details.

GE SB
SUPERANNUATION

Employer Online

Contributions
Invoices
Maintenance
maintain employer
payment details
employees search
maintain users
maintain your password
fund search
member search
Mailbox
Contact Us
Log Out

Maintain User Details

User ID:
Name:
Contact Phone:
Fax:
Email:
User Profile:

Save **Close**

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Please note, administrators cannot set passwords for other users. All users need to create their own password.

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Log Out

Maintain User Details

You have unsaved changes. You must complete a save for the changes to take effect.

User ID:
Name:
Contact Phone:
Fax:
Email:
User Profile:

Save

- ADMINISTRATOR**
- Can Save
- OSS Agency
- OSS Bureau
- Read Only

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Once you have completed the fields, click 'Save'. (A fax number is not required.)

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Employer Online

Contributions
Invoices
Maintenance
maintain employer
payment details
employees search
maintain users
maintain your password
fund search
member search

Maintain User Details

The following information message(s) were produced:

- ✔ User was saved successfully.

User ID: PENNY
Name: PENNY PAYROLL
Contact Phone: 08 1111 1111
Fax:

An email is then sent to the new user to allow them to set their password. This may take a few minutes. The user will need to click the link in this email to set their password.

Please note, the email doesn't contain the user ID, so you will need to provide that to the new user separately.

From: Payroll General team at GESB <payroll.general@gesb.com.au>
To: [REDACTED]
Cc: [REDACTED]
Subject: Your new registration for GESB Employer Online

Sent: Fri 11/09/2020 2:25 PM

Dear PENNY PAYROLL,

You've been registered for access to GESB's Employer Online service.

To set up your password, please click the link below and follow the instructions:

<https://LGMDCVPEPISWB01.gesb.tat.employer/ResetPasswordFromLink?id=DE8197B1-384E-47E9-B4CA-1E12F2041455>

Please note, it's your responsibility to protect your password from being known to a third party. For this reason, we recommend that you change your password often.

For more help with Employer Online, please [contact your Key Account Manager](#) or e-mail payroll.general@gesb.com.au.

Kind regards,

The Payroll General team at GESB

GESB ABN 43 418 292 917 PO Box 1755, Perth WA 6842

Disclaimer: this email, its contents including any URL links, any information contained in link destinations, and any attachments, are confidential, may contain copyright information, and are intended for the use of the addressee only. If you receive this email in error, please delete it from your system immediately, destroy any printed copies and notify us through the [online form in the Contact us section of our website](#) or by calling us on 13 43 72.

If you are not the intended addressee, you are not permitted to use or reproduce any information in the email, URL links, link destinations, or attachments. Do not reply to this email as this address is used to deliver emails only. If you need assistance, please call our Member Services Centre on 13 43 72. We believe that the information conveyed in this email is correct, but no warranty is given as to its accuracy or completeness. Nothing in this email constitutes professional advice. We do not accept any liability whatsoever in connection with this email or a computer virus, data corruption, delay, interruption, unauthorised access or unauthorised amendment to your account. This notice should not be removed.

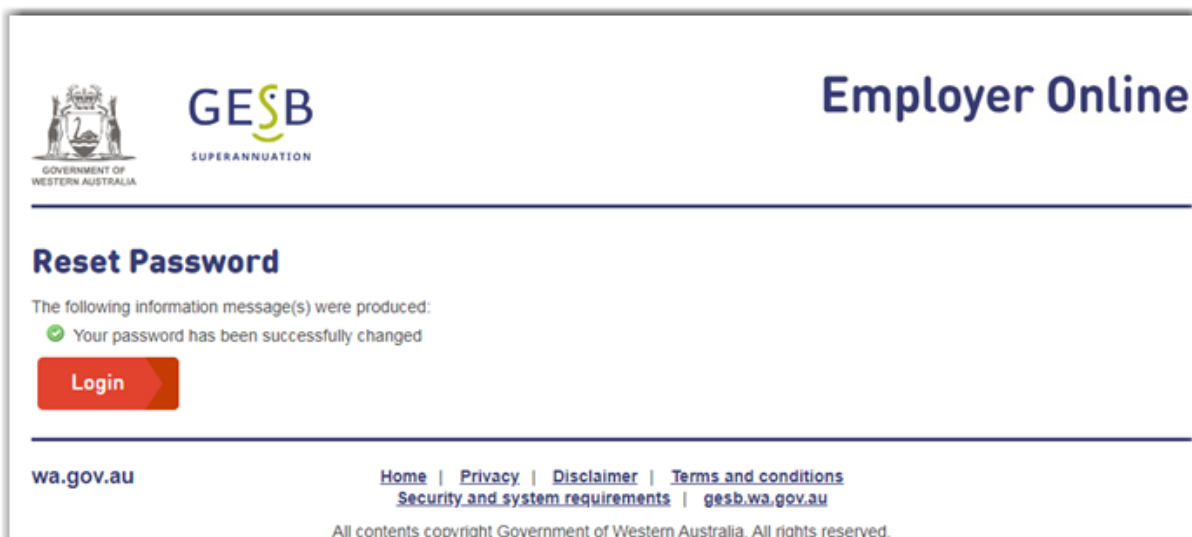
Payroll General team at GESB

After clicking the link in the email, the user will be taken to the reset password screen.



The screenshot shows the 'Reset Password' page of the Employer Online system. At the top left is the Government of Western Australia logo and the GESB SUPERANNUATION logo. At the top right is the text 'Employer Online'. Below the header is a horizontal line. The main heading is 'Reset Password'. There is a form with three input fields: 'New Password:', 'Confirm Password:', and 'Show Password:'. The 'Show Password:' field has a checkbox. Below the form is a red 'Save' button. At the bottom left is the text 'wa.gov.au'. At the bottom center are links for 'Home', 'Privacy', 'Disclaimer', 'Terms and conditions', 'Security and system requirements', and 'gesb.wa.gov.au'. At the bottom right is the text 'All contents copyright Government of Western Australia. All rights reserved.'

The user will need to enter their chosen password twice and click 'Save'. They will then receive confirmation that their password has been saved.



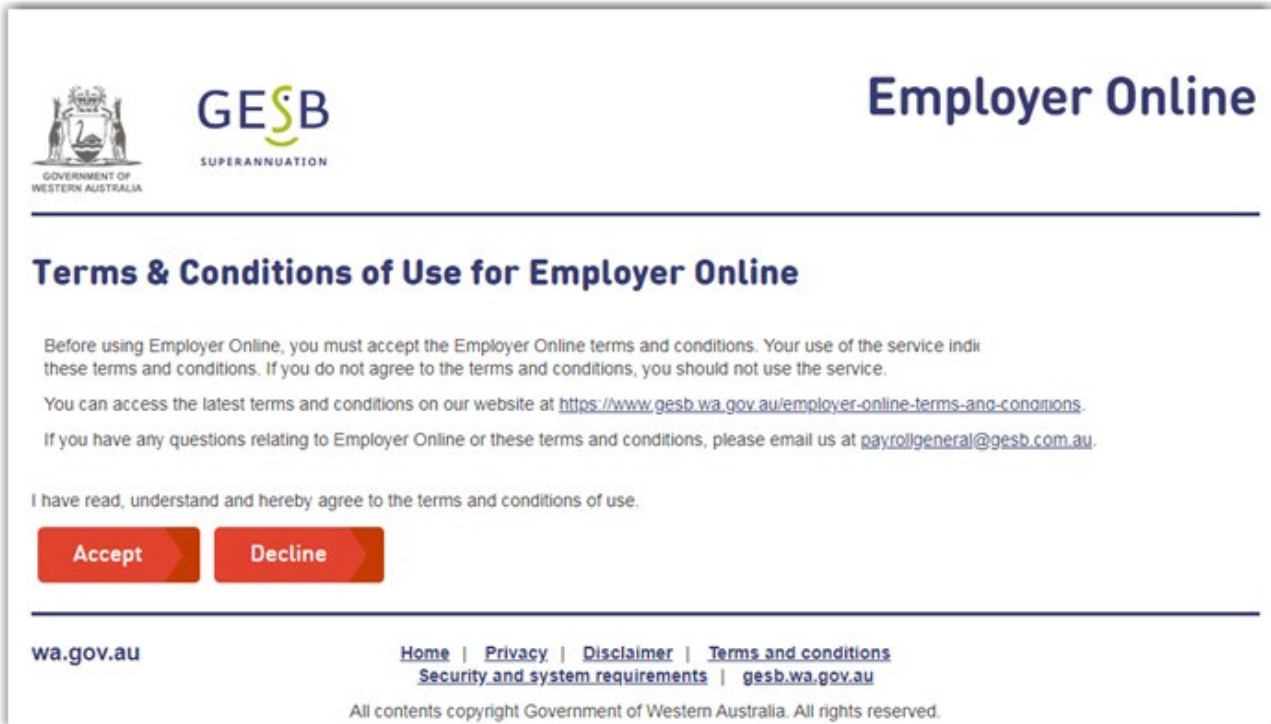
The screenshot shows the confirmation screen after the password has been reset. At the top left is the Government of Western Australia logo and the GESB SUPERANNUATION logo. At the top right is the text 'Employer Online'. Below the header is a horizontal line. The main heading is 'Reset Password'. Below the heading is the text 'The following information message(s) were produced:'. There is a green checkmark icon followed by the text 'Your password has been successfully changed'. Below this is a red 'Login' button. At the bottom left is the text 'wa.gov.au'. At the bottom center are links for 'Home', 'Privacy', 'Disclaimer', 'Terms and conditions', 'Security and system requirements', and 'gesb.wa.gov.au'. At the bottom right is the text 'All contents copyright Government of Western Australia. All rights reserved.'


Next, the user will need to click the 'Login' button to go to the login area and enter their new password to log in.



The screenshot shows the 'Welcome to Employer Online' login page. At the top left is the Government of Western Australia logo and the GESB SUPERANNUATION logo. At the top right is the text 'Employer Online'. Below the header is a horizontal line. The main heading is 'Welcome to Employer Online'. There is a form with three input fields: 'employer number:', 'user id:', and 'your password:'. Below the form are two buttons: a red 'Login' button and a grey 'Reset Password' button. At the bottom is the text 'If you are having difficulties logging into Employer Online, please contact GESB on payrollgeneral@gesb.com.au for assistance.'

The first time a new user logs in, they will see the 'Terms and conditions of use for Employer Online'.



 **GESB**
SUPERANNUATION

Employer Online

Terms & Conditions of Use for Employer Online

Before using Employer Online, you must accept the Employer Online terms and conditions. Your use of the service indicates your acceptance of these terms and conditions. If you do not agree to the terms and conditions, you should not use the service.

You can access the latest terms and conditions on our website at <https://www.gesb.wa.gov.au/employer-online-terms-and-conditions>.

If you have any questions relating to Employer Online or these terms and conditions, please email us at payrollgeneral@gesb.com.au.

I have read, understand and hereby agree to the terms and conditions of use.

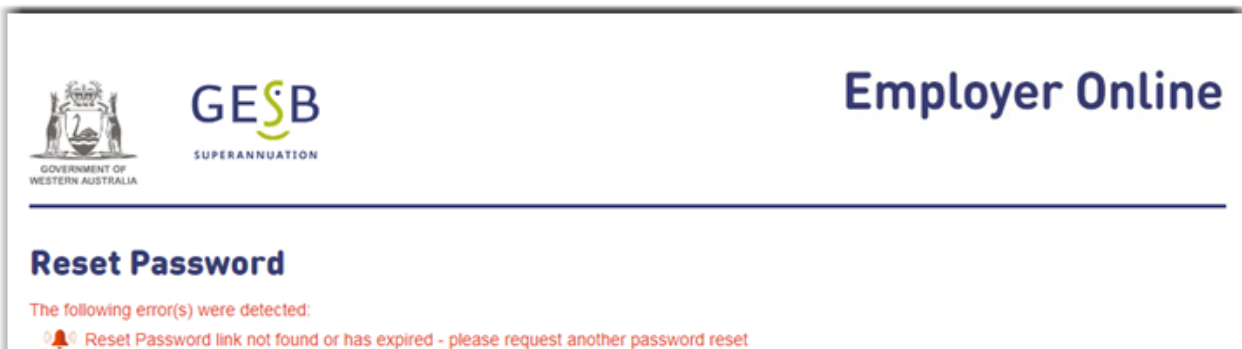
Accept **Decline**


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Before accessing the system, they will need acknowledge that they have read, understood and agreed to the terms and conditions, by clicking the 'Accept' button.

Please note, the link to reset a password is only valid for 30 minutes. If the user clicks this link after 30 minutes, they will see the message below.




 **GESB**
SUPERANNUATION

Employer Online

Reset Password

The following error(s) were detected:

 Reset Password link not found or has expired - please request another password reset

If the link has expired, the new user can follow the instructions in the next section to reset their password.

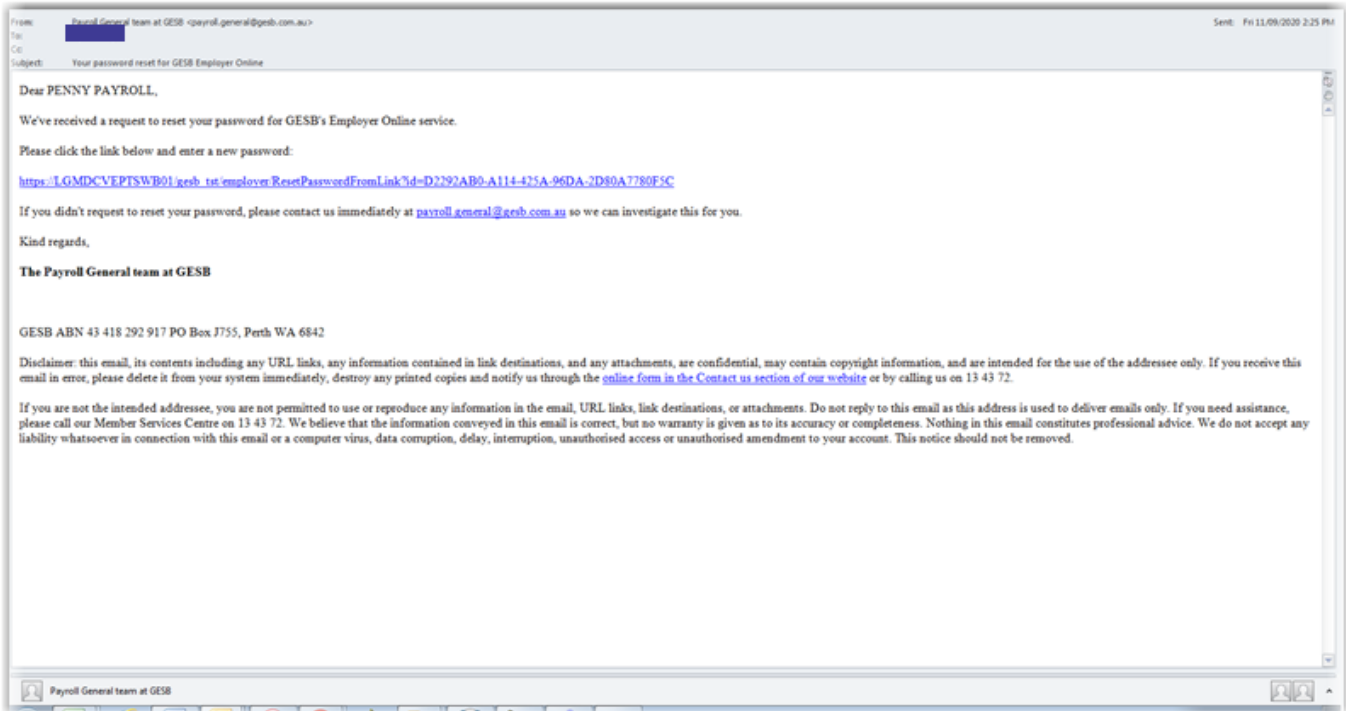
2. Resetting your password

If you have forgotten your password or would like to change it, you can do this from the login area. Enter your employer number and user ID and click 'Reset password'.

The Reset password screen will appear, confirming the employer ID and user ID. Click 'Reset Password'.

This message will then appear:

An email is then sent to your registered email address. This may take a few minutes. Please click the link in this email to reset your password.



After clicking the link in your email, you will see the Reset password screen. Please enter your new password twice. A red login button will then appear, so you can log into Employer Online.

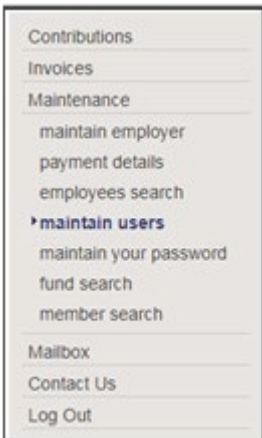


You will then be taken to the login area, where you can use your new password to log in.

3. Removing a user

If a user is no longer employed at your agency, or no longer needs access to Employer Online, they can be removed by anyone with Administrator access.

Log into Employer Online and go to **Maintenance -> maintain users**.

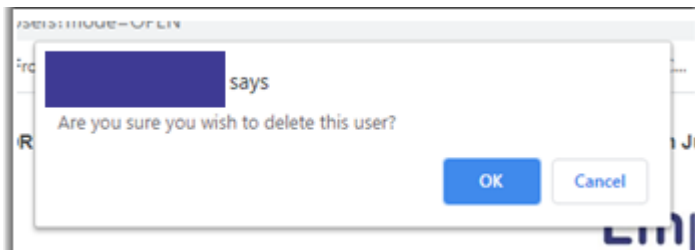


A list of your agency's users will appear. Click the user ID of the person you wish to remove, and their details will appear.



Click 'Delete'.

A message appears to confirm whether you wish to remove the user.

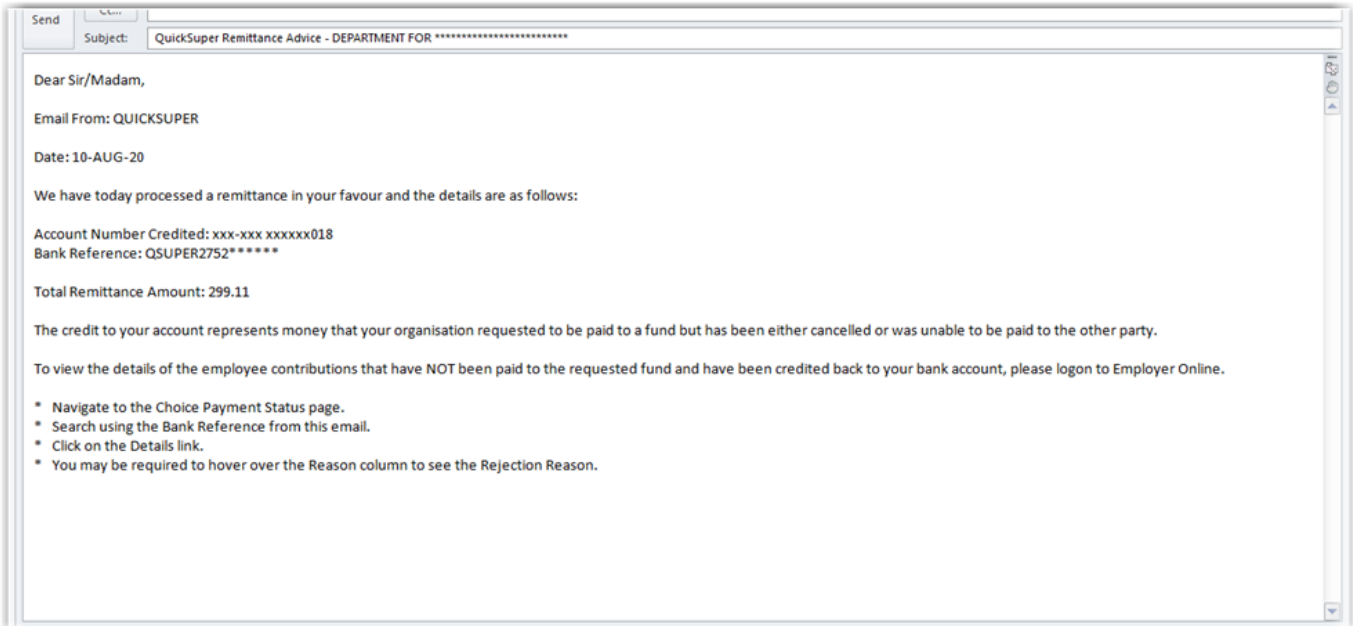


Click 'OK'.

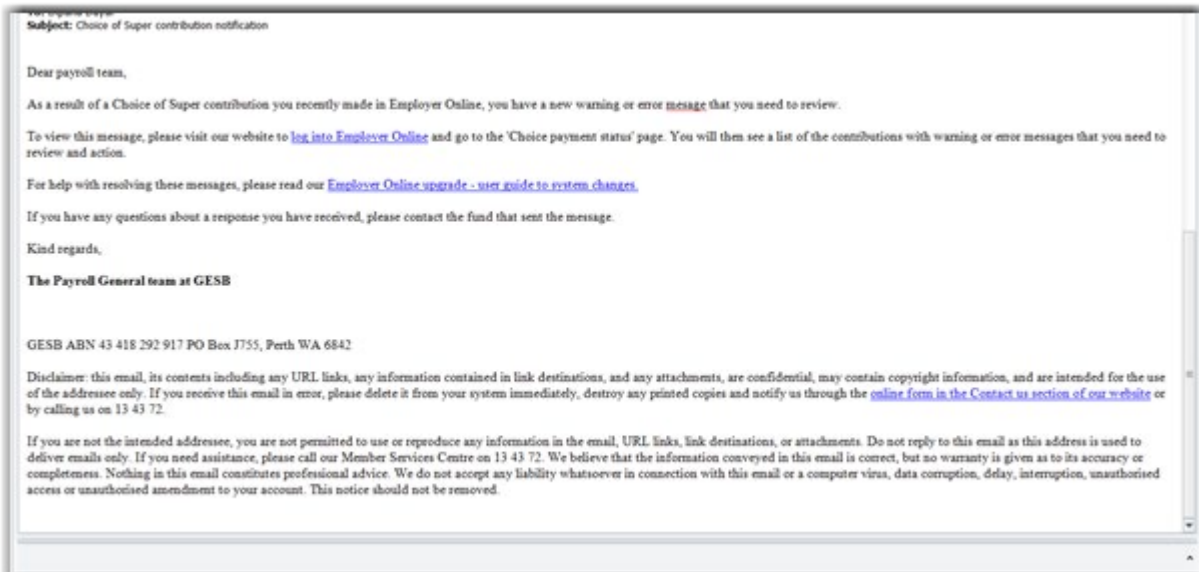
The list of users will re-appear, but without the user you have just deleted.

4. Choice of Super contribution errors (rejections)

Currently, if a Choice of Super fund (Choice Fund) rejects a super contribution and returns it to the employer, an email is sent to the employer with the subject 'QuickSuper Remittance Advice'. The bank reference is included in the email, which can be used to search the details on the Choice Payment Status page of Employer Online.



After Employer Online is upgraded, you will instead receive an alert email to let you know that you have errors and/or warnings that you need to review and action. This email will no longer include details of the bank reference.



You will also see a warning message on the Contribution periods page of Employer Online.

Contributions

- submissions
 - return advice
 - discrepancy reports
 - choice payment status
- Invoices
- Maintenance
- Mailbox
- Contact Us
- Log Out

Contribution Periods

Superannuation Overpayment Process

GESB has changed the way in which overpaid contributions can be recovered using Employer Online. Overpaid West State Super and/or GESB Super contributions can no longer be recovered automatically by the employer without prior approval from GESB and the employee. For more information on the revised refund recovery procedures please download the following document:

- > [Superannuation Overpayment Process](#)
- > [Employer Refund Request Form](#)
- > [Employee Authorisation Form](#)

Departmental report

You are required to submit a Department report for each Gold State Super member who is claiming a benefit from their super. A PDF of the Departmental report is now available in writeable format. This version allows you to complete the form online and attach a digital ID in the signature box.

- > [Departmental report](#)
- > [How to set up a digital ID signature instructions](#)

For the choice contributions you have submitted, there are contributions that have warnings or errors you are required to review. You will continue to receive this message until you have viewed the affected choice payment status.

[New Period](#)

1 - 279 of 279

Paydate	Status	Options	Data Changes
28/5/2020	Submitted	Listing Receipt	Report Download

To resolve these messages, go to the 'Choice payment status' page. If you have already received the returned funds, you can search using the payment reference on the bank statement in the usual way. You will also be able to identify the warnings and errors by using the 'Show warnings and errors only' tick box.

Choice Payment Status

Please note that the Payment Reference field will hold either the cheque number for the payment or the reference number that appears on a bank statement for Direct Debits or EFT payments.

Date Submitted From:	<input type="text"/>	Date Submitted To:	<input type="text"/>
Status Date From:	<input type="text"/>	Status Date To:	<input type="text"/>
Surname:	<input type="text"/>	Given Name:	<input type="text"/>
Choice Reference:	<input type="text"/>	Fund Name:	<input type="text"/>
Payment Reference:	<input type="text"/>		

Show warnings and errors only:

A list of the contributions with warnings or errors will then be provided.

Choice Payment Status

Please note that the Payment Reference field will hold either the cheque number for the payment or the reference number that appears on a bank statement for Direct Debits or EFT payments.

Date Submitted From: Date Submitted To:
Status Date From: Status Date To:
Surname: Given Name:
Choice Reference: Fund Name:
Payment Reference:
 Show warnings and errors only.

Search **Save as CSV**

1 - 2 of 2

Employee Name	Paid to Fund Name	Amount	Submitted	Payroll number	Status Date	Status	
	BLUE MOON SUPER...	15.12	7/4/2020		8/4/2020	Employer Credited	Details
	Rest Super	17.44	6/4/2020		7/4/2020	Warning	Details

1 - 2 of 2

Status Descriptions

Status	Status Description
Cancellation Requested	A request has been made to cancel the contribution. The contribution will remain in this status until the end of the standard clearance period.
Employer Credit Failed	An attempt has been made to return money to your account. Please refer to your service provider for assistance in resolving this issue.
Employer Credited	Indicates that funds have been credited to your bank account.

An attempt has been made to debit your account but the debit has failed. This may be because of an

For contributions that have been returned to you by the fund, the status will show as 'Employer credited'. You can then follow your usual process for returned contributions.

5. Choice contribution warnings

If the status shows a warning, it means that there was an error with the information provided but the super fund has been able to allocate the contribution. For example, the wrong USI was provided to a fund with multiple USIs.

Click the 'Details' link to see information on the warning.

Choice Payment Status History

Submitted:	6/4/2020	Paid to Fund Name:	
Name:	[REDACTED]	ABN:	[REDACTED]
Ext Employee ID:	[REDACTED]	USI:	[REDACTED]
Amount:	17.44		
Period From:	1/1/2020		
Period To:	14/1/2020		
Group Contributions:	<input checked="" type="checkbox"/>		

Payments will be made in accordance with the details provided by the fund to the ATO

[Back](#)

Status Date	Status	Description	Amount	Bank Reference
7/4/2020	Warning	SUPER.GEN.CNTRBTN.11 — Contribution processed however incorrect USI provided. See detailed description for correct USI. Detailed Description We have successfully processed your Contribution to corrected USI [REDACTED]	17.44	
7/4/2020	Fund Credited		17.44	[REDACTED]
7/4/2020	Employer Debited		17.44	[REDACTED]
6/4/2020	Payment Requested	Contributions	17.44	
6/4/2020	Ready to Process	Contributions	17.44	

The detailed description for this member reveals that the USI was incorrect, but the contribution could be processed. It also provides the correct USI to be used for future contributions for this employee. To prevent this warning showing again, update this employee's super fund USI information in your payroll system and/or Employer Online before the next contribution file is submitted.

If you need help with using Employer Online, please contact our Payroll General team on payrollgeneral@gesb.com.au.