

Employer Online quick user guide

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About Employer Online

What can I do in Employer Online?

Employer Online is a secure online service that allows authorised employers to submit employee superannuation information, such as salary and contributions details, to GESB.

You can use Employer Online to:

- Manage your employee data
- Pay contributions through direct debit or direct credit
- View your contribution status and submission history
- See GESB account details
- Access Gold State Super liability invoices

Who can access Employer Online?

Only registered and authorised persons can access Employer Online using their employer number, user ID and password.

To gain authorisation, an employer must complete the registration process, use the recommended software, and nominate an administrator. GESB and the administrator will be able to authorise access for nominated employees.

How to access Employer Online

Verify your identity

To access Employer Online, each user in your organisation needs to verify their identity using multi-factor authentication (MFA).

This is a security measure that helps to protect online accounts by making it harder for unauthorised people to gain access.

Download an authenticator app

With MFA, all users need to provide a 'one time' verification code in addition to an employer number, user ID and password, to log in to Employer Online.

To do this, each user needs to set up an authenticator app, such as Microsoft Authenticator or Google Authenticator, on their personal mobile device.

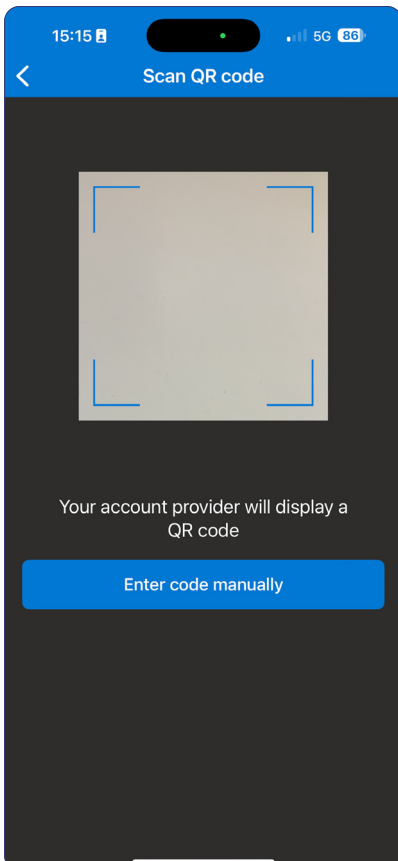
To download your chosen app:

- Go to your mobile or tablet device's app store
For Android, this is the Google Play Store, and for iPhones/iPads, it's the Apple Store.
- Search for the service, for example 'Microsoft Authenticator'
- Download and install the app on your device

Set up MFA for your account

The first time you log in to Employer Online, you will need to set up MFA.

1. Go to gesb.wa.gov.au/employers and click 'Login'
2. Enter the credentials provided to you by your manager: your employer number, user ID and password
3. Open your authenticator app and choose the service 'GESB Employer Online'
4. You will be prompted to scan a QR code



5. Employer Online will display the QR code. Use your device to scan this code



Employer Online

Multifactor Authentication

Multifactor Authentication

Scan the QR code from your authenticator application. This is required to complete your login and verify your future logins to mySuper.



Enter the 6-digit verification code from your authenticator application.



Verification Code

Submit **Cancel**

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6. The authenticator app will display a code for our Employer Online service, which you will need to enter into the 'verification code' field in Employer Online. Click 'submit'
7. You will be directed to a *Terms and conditions of use page*. If you agree with these conditions, click the 'Accept' button. If you click the 'Decline' button, you will not progress beyond this point



Employer Online

Employer Online terms and conditions of use

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](#).

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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Once you have set up your MFA and accepted the terms and conditions, you will be logged into Employer Online. You will see the processing pages as usual.



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SUPERANNUATION

Employer Online

[Contact Us](#) | [Help](#) | [Feedback](#)
 Welcome [redacted] (Employer ID: [redacted] User ID: [redacted]) Last logged on at: Tue Sep 9 2025, 13:15 (Time Zone 8 GMT)

- Contributions
- Invoices
- Maintenance
- Mailbox
- Contact Us
- Log Out

Contribution periods

Superannuation overpayment process

Please note, overpaid contributions to GESB Super or West State Super cannot be recovered automatically in Employer Online. If you have overpaid contributions to these accounts, you will need to request approval from both GESB and the employee for the amount to be refunded. For more information and the forms you need, please download these documents:

- > [Superannuation overpayment process](#)
- > [Employer refund request form](#)
- > [Employee authorisation form](#)

Departmental report for Gold State Super benefits

You will need to submit a Departmental report for each employee who would like to claim a benefit from their Gold State Super. This report is available below and includes fillable fields so you can complete it online and attach a digital ID in the signature box.

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

1 - 2 of 2

Pay date	Status	Options	Data changes
28/8/2025	Balancing	Process Delete Messages	
14/8/2025	Submitted	Listing Receipt Messages Report Download	

1 - 2 of 2

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Log in with MFA

In future, logging in to Employer Online will be quicker:

1. Log in with your employer number, user ID and password
2. You will be prompted to enter a verification code. Use the authenticator app on your personal device to find this 6-digit code



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Employer Online

Multifactor Authentication

Multifactor Authentication

Enter the 6-digit verification code from your authenticator application.

Verification Code

Submit

Cancel

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3. Enter the code and click 'submit'

You should now be successfully logged into Employer Online.

What if I can't access our account?

If you are unable to log in to Employer Online, you will need to contact our Payroll General team at payroll.general@gesb.com.au to request your MFA to be reset.

Once you have been notified that your MFA has been reset, simply log in to Employer Online and set up MFA again for your account.

Employer Online functions

Options available are shown on the left side of the page. Some of these options have sub-sections. An explanation of this page is shown below.

Contributions

Contributions

- submissions
- return advice
- discrepancy reports
- choice payment status
- outstanding choice payments

Invoices

Maintenance

Mailbox

Contact Us

Log Out

Contribution periods

Superannuation overpayment process

Please note, overpaid contributions to GESB Super or West State Super Employer Online. If you have overpaid contributions to these accounts, you must contact both GESB and the employee for the amount to be refunded. For more information please download these documents:

- > [Superannuation overpayment process](#)
- > [Employer refund request form](#)
- > [Employee authorisation form](#)

Departmental report for Gold State Super benefits

Submissions

Enables a New period to be created. This screen also displays any previously submitted periods or the current period that is being worked on, i.e., with a status of "Balancing".

New period

1 - 26 of 26

Pay date	Status	Options	Data changes
30/4/2023	Submitted	Listing Receipt	Report Download
16/4/2023	Submitted	Listing Receipt	Report Download
2/4/2023	Submitted	Listing Receipt	Report Download
19/3/2023	Submitted	Listing Receipt	Report Download
5/3/2023	Submitted	Listing Receipt	Report Download
19/2/2023	Submitted	Listing Receipt	Report Download
5/2/2023	Submitted	Listing Receipt	Report Download
22/1/2023	Submitted	Listing Receipt	Report Download
8/1/2023	Submitted	Listing Receipt	Report Download
25/12/2022	Submitted	Listing Receipt	Report Download
11/12/2022	Submitted	Listing Receipt	Report Download
27/11/2022	Submitted	Listing Receipt	Report Download
13/11/2022	Submitted	Listing Receipt	Report Download
30/10/2022	Submitted	Listing Receipt	Report Download

Return advice

Displays reports that advise employers of changes to be made to member's details. You should access this report each pay period to update your payroll with any changes.

Pay date	File name	
29/4/2023	1350002023-04-300125GSU.doc	Download
21/4/2023	1350002023-04-230000GSS.doc	Download
12/4/2023	1350002023-04-161022GSU.doc	Download
6/4/2023	1350002023-04-090000GSS.doc	Download
4/4/2023	1350002023-04-021029GSU.doc	Download
24/3/2023	1350002023-03-260000GSS.doc	Download
16/3/2023	1350002023-03-191109GSU.doc	Download
10/3/2023	1350002023-03-120000GSS.doc	Download

There are two types of Return advice reports available for download on the 'Return advice' page:

1. GESB Super report (file name ending with 'GSU')

These reports confirm we have created a GESB Super account for your new employee when we have received their first Superannuation Guarantee (SG) contribution.

The below example provides the GESB number for staff member, Joe Bloggs, that required a new GESB Super account to be opened for the previous contribution to be processed.

GESB		CAPITAL							CAPJR	29 Jan 2019 14:41	
Data Exchange System - Return Data Report											
For Employer:											
To Be Actioned On Pay Date: 20-Jan-2019											
Return Advice Date = 29/01/2019											
GESB No	Staff ID	Name	Date Of Birth	Cont Flag	Cont %	Total Aears Amount	Relevant Aears Amount	Aears Cont Amount +	Expected Cont Amount =	Total Expt Amount	Advice Reason
1234567	0000012345	BLOGGS, JOE	19/04/1963	N	0.00	0.00	0.00	0.00	0.00	0.00	New GESB Member
*** End of Report ***											

2. Gold State Super report (look for the file name ending with 'GSS')

These reports let you know that a Gold State Super member's contribution amount has changed. A member's contribution amount can change because of an annual adjustment, salary reduction or an arrears payment plan. If the change is not processed on the next pay date, it will appear on your discrepancy report.

The below example was generated on 6 April 2023 and advises that the contribution amount will be \$97.00 starting PPE 19-APR-2023.

CAPITAL											MCGE	6 Apr 2023 21:09	
Data Exchange System - Return Data Report - Payroll Provider													
For Source: PAYROLL GENERAL (999999)													
To Be Actioned On Pay Date: 19-Apr-2023													
Return Advice Date = 09/04/2023													
Agency: PAYROLL GENERAL (999999)													
GESB No	Staff ID	Name	Date Of Birth	Cont Flag	Cont %	Total Repayment Amount	Relevant Remun	Arrears Cont Amount	Expected Cont + Amount	Total Expt Amount	Advice Reason		
999999	1234567890			Y	5.00	0.00	1,940.00	0.00	97.00	97.00	Cont Adj		
Agency Totals: 1													
*** End of Agency ***													
*** End of Report ***													

Discrepancy reports

Displays reports that advise employers of the discrepancy between Gold State Super contributions being expected and those received. You should access this report each pay period to update your payroll with any changes.

Discrepancy reports

Pay date	
3/5/2023	Download
19/4/2023	Download
5/4/2023	Download
22/3/2023	Download
8/3/2023	Download
22/2/2023	Download
8/2/2023	Download


These reports will be generated 3 or 4 days after your last submission, depending on the time of lodgement in EOL. Below is an example where the employer had paid the amount of \$94.00, but GESB was expecting to receive \$97.00, as advised in the return advice from 06/04/2023

GESB		Amount Paid Discrepancies						CAPJR	12 Apr 2023 22:33
		Employer: PAYROLL GENERAL (999999) Pay date 19 Apr 2023							
Member Number	Name	Payroll Account ID Type	Total Amount Due	Amount Paid	LWOP End Date	Payment Plan Amount	Payment Plan End Date		
PAYROLL GENERAL OPERATIONS									
999999		1234567890 Member	\$97.00	\$94.00		\$0.00			
End of Report									

Choice payment status

You may also receive an alert email to let you know you have errors and/or warnings that need to be reviewed and actioned.

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

 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.

To resolve these messages, go to the Choice payment statuses page.



Here you can enter either the 'Date submitted' or the 'Status date' that would display the payment status of choice contributions that have been submitted. This output confirms that:



- A contribution has been submitted and is ready to be processed
- A choice fund has been credited to the receiving fund
- A choice contribution has been processed with a warning or
- Funds have been credited to your bank account because the contribution has failed

If you have already received the returned funds, you can search using the 'Payment reference' on the bank statement to search below.

Choice payment statuses

Please note, the payment reference field will display either the cheque number for the payment or the reference number that appears on the bank statement for direct debit 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 - 1 of 1

Employee name	Paid to fund name	Amount	Submitted	Status date	Status
		100.57	24/4/2023	4/5/2023	Employer Credited Details

You will also be able to identify the warnings and errors by using the 'Show warnings and errors only' box.

Remove the dates in the 'Date submitted from/to' boxes and place the dates you want to view in the 'Status date from/to', then select the 'warning and errors'

Choice payment statuses

Please note, the payment reference field will display either the cheque number for the payment or the reference number that appears on the bank statement for direct debit 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 - 1 of 1

Employee name	Paid to fund name	Amount	Submitted	Status date	Status
		100.57	24/4/2023	4/5/2023	Employer Credited Details

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.

Choice payment status history

Submitted: 24/4/2023 Paid to fund name:

Name: ABN:

Amount: 100.57 USI:

Period from: 14/4/2023

Period to: 27/4/2023

Group contributions:

Payments will be made in accordance with the details provided by the fund to the Australian Taxation Office

[Back](#)

Status date	Status	Description	Amount	Bank reference
4/5/2023	Employer Credited		100.57	<input type="text"/>
4/5/2023	Fund Return Process	Eligibility issue preventing processing	100.57	<input type="text"/>
26/4/2023	Fund Credited		100.57	<input type="text"/>
26/4/2023	Employer Paid		100.57	<input type="text"/>
24/4/2023	Payment Requested	Contributions	100.57	
24/4/2023	Ready to Process	Contributions	100.57	

If the status shows a warning, it means 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: 24/4/2023 Paid to fund name: [REDACTED]
Name: [REDACTED] ABN: [REDACTED]
Amount: 854.84 USI: [REDACTED]
Period from: 14/4/2023
Period to: 27/4/2023
Group contributions:

Payments will be made in accordance with the details provided by the fund to the Australian Taxation Office

[Back](#)

Status date	Status	Description	Amount	Bank reference
28/4/2023	Warning	[REDACTED] [REDACTED] [REDACTED] Detailed Description [REDACTED] [REDACTED]	854.84	
26/4/2023	Fund Credited		854.84	[REDACTED]
26/4/2023	Employer Paid		854.84	[REDACTED]
24/4/2023	Payment Requested	Contributions	854.84	
24/4/2023	Ready to Process	Contributions	854.84	

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.

Outstanding choice payments

On this page, you will see a button listed as 'Request outstanding payments.' Clicking this will show you the status of choice contributions that have been submitted through employer online; however, a matching payment hasn't been received by QuickSuper.

Choice outstanding payments and contributions

Employer: [REDACTED]

[Request outstanding payments](#)

Choice outstanding payments and contributions

Employer:
Date:

Summary

Unmatched Payments Total: 0.00
Contributions Awaiting Payment Total: 0.00

Unmatched Payments

Payment Received Date	Amount	Payment Return Date	Known Source
-----------------------	--------	---------------------	--------------

No records

Contributions Awaiting Payment

Group Contributions

Contribution Received Date	Period From	Period To	Amount	Contribution
----------------------------	-------------	-----------	--------	--------------

No records

Invoices

In this area, you can extract Gold State Super Employer Contribution invoices.





GESB
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Employer Online

Contributions

Invoices

Maintenance


Mailbox

Contact Us

Log Out


Employer invoices

Pay date		
31/5/2023	View	CSV
17/5/2023	View	CSV



GESB
PO Box J 755, Perth WA 6842
Website www.gesb.wa.gov.au
ABN 43 418 292 917

Invoice



GESB
SUPERANNUATION

Contact Details

Date:
Employer Code:
Facsimile:
Contact:
Telephone:
E-mail:

Gold State Super Employer Contribution

This is not a tax invoice as GST is not chargeable on superannuation contributions.

Pay Date	Total Number of Members	Employer Normal Debit	Employer Prior Adjustment	Total Invoice Amount
31 May 2023	15	\$8,337.33	-\$1,411.80	\$6,925.53

See attached report for detailed information.
Please remit your payment within 7 days of receipt of this invoice.

Contributions
submissions
return advice
discrepancy reports
Invoices

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

Mailbox
Contact Us
Log Out

Maintain employer details

The details we currently hold are shown below. It is important to keep all details with us up to date.

Required fields are highlighted in **bold**.

Trading name: **Mailing address:**

ABN:

Payroll contact name: **Suburb/town:**

Primary contact surname: **State:**

Phone: **Postcode:**

Fax: **Physical address:**

Email:

Suburb/town:

State:

Postcode:

Save

Maintain employer – allows you to keep the contact and informational details of the employer up to date.

Payment details – displays your employers current payment details (not modifiable).

Employees lookup – allows you to search for all employees for which a contribution has been submitted under this employer number.

Maintain users – enables you to keep your details up to date. Also grants you with administrator access to create new users, delete existing users, or modify the access of other users.

Maintain your password – enables you to maintain your password.

Funds – displays funds currently linked to the employer. Provides a search facility of all public funds and allows the creation of a link to enable the submission of Self-Managed or DIY super funds.

Member search – allows employers to search the GESB data base to identify current GESB members and confirm membership details.