

Factsheet A14: Using an authorised email address

This advice sheet explains how to set up or change an authorised email account.

By having an authorised email account you will be able to:

- Send us instructions, such as paying money out of your supported account or timesheets for your staff
- Receive financial information from us such as four weekly statements and payroll summaries

How do I set up an authorised email account?

Please note: If you are signing up to use any of our services then you will be asked for an email address at this stage and we will use this as your authorised email address.

If you did not provide an email address when signing up to use our services but would now like to use an email account (to send and receive information about your payroll / supported account), then you will need to set up an authorised email address with Equal Lives. You can do this by filling the form in overleaf and returning this to us. We advise that you use your own email address for this service to ensure maximum confidentiality.

When can I start using email to send you information?

Once we have received your signed agreement with your email address or the authorised email slip overleaf, we will send you an email with your unique reference number. You should treat this like a PIN as you can use this to authorise payments by email from this point on. Please write this in the subject of your email, so we can identify who you are and process your payment requests.



We will only be able to accept correspondence with the email address you authorise. Please make sure you check and approve each email sent to us as you are responsible for the payroll / supported account held with us.

Please remember: If you employ staff you also need to comply with the Data Protection Act. It is important to get your employees' agreement to send/receive information by email because it may contain their data as well. It is important to note that sending information by email is not always 100% secure. We have never known anyone to experience problems sending information by email, but you need to be aware of this possibility.

Emailing documents will allow us to provide a faster, cost efficient and environmentally friendly service. If you wish to receive and send your documents in this way and your employees have agreed, please complete and return the slip attached.

What should I do if I want to change my email address?

If you would like to change your authorised email address with us you simply need to email us from your existing authorised email address (with your unique reference number) stating your new email address. Or you can notify us of a new email address in writing using the slip overleaf. If you change your email address without notifying us you will still receive correspondence to your authorised email account.

If you require further information or would like this factsheet in an alternative format you can contact us by calling: 01508 491210, by emailing: info@equallives.org.uk, or by writing to: Equal Lives, 15 Manor Farm Barns, Fox Road, Framingham Pigot, Norfolk, NR14 7PZ.



Email Correspondence with our payroll and finance team

I authorise Equal Lives to use my email address below to send and receive financial information. I have my employee's agreement.

Name of Service User:

Email address:

Service user signature:

or

Authorised signatory:

Please return to: Payroll & Finance Team
 Equal Lives
 15 Manor Farm Barns
 Fox Road
 Framingham Pigot
 Norfolk
 NR14 7PZ

