

We have published these FAQs to coincide with communications to Clergy about moving the payroll system and pay documentation to the People System.

Please email [peoplesystemsupport@churchofengland.org](mailto:peoplesystemsupport@churchofengland.org) if you have a question that is not covered here.

## Questions about the People System - pay and payslips

### Who can I contact about pay?

Please contact the Clergy Payroll team via email at [clergy.payments@churchofengland.org](mailto:clergy.payments@churchofengland.org) or call 020 7898 1618 (office hours are 0900 - 1700 Monday to Friday).

### Where can I find my P60 and P11D in the People System?

Your P60 and P11D tax documents are now available to view and download in the People System. [Follow the instructions in this guide to access your documents](#).

- Please note that the **P60 certificate** is a standard document which uses text prescribed by HM Revenue & Customs (HMRC). The use of earnings, employee, employment and employer are for HMRC purposes.
- More information about **your P11D Statement of Benefits** for the tax year 2022 / 23 is available from the Payroll Services team [in this document](#).

### Where can I find my payslip in the People System?

Click on 'Payslips' on the left-hand side of the homepage.

### What about my HLC return for 2023?

Heating, lighting, and cleaning (HLC) returns for 2023 will be processed via the People System. Clergy will be contacted by email in July 2023 to confirm when annual return forms will be available. Instructions on how to complete the return in the People System will be provided.

### Something doesn't look right on my payslip

If you need to talk to us about your payslip, you can contact the clergy payroll team - [clergy.payments@churchofengland.org](mailto:clergy.payments@churchofengland.org).

### How do I amend the way my name is shown on my payslip?

If you would like your name displayed differently on your payslip, you can adjust your 'known as' names in the People System. Once you have logged into the People follow these steps:

1. Click on **Personal Information**
2. Click on **Personal Details**.
3. Click on the small pencil on the top right hand side of the screen
4. Adjust the known as names as needed.
5. Enter a date in the 'When does this name change start?' field
6. Click **Submit**.

### When did the change to the payroll system take place?

The payroll for clergy moved to the People System from MyView on 31 March 2023.

## Questions about the People System - activating your account or logging in

### **I'm having trouble logging into the People System.**

We have noticed that several users are having trouble logging into the People System because they are using an incorrect username. To simplify the login process, we have updated all usernames for the People System to something called your Personal Unique number (PUN). Your PUN can be found in the welcome email to the system.

We recommend that you copy and paste this code from the welcome email sent from Oracle ([peoplesystemsUPPORT@churchofengland.org](mailto:peoplesystemsUPPORT@churchofengland.org)) on 30 March into the log in screen. If you do type it, please be aware that the code is made up of two alphabetical characters followed by eight numerical characters.

More information about activating your People System account can be found here: [People System User Guide: Activating your account and logging in](#).

If you need help, please email the support team - [peoplesystemsUPPORT@churchofengland.org](mailto:peoplesystemsUPPORT@churchofengland.org).

### **I was able to sign into the People System before but my login details are no longer working.**

You can find your username in your welcome email from the People System. Please note that your username is your Personal Unique Number (PUN). If you have any difficulties logging in, please email the support team - [peoplesystemsUPPORT@churchofengland.org](mailto:peoplesystemsUPPORT@churchofengland.org).

Instructions about how to activate and login to your People System account is available in this guide: [People System User Guide: Activating your account and logging in](#)

### **I can't remember my login details for the People Systems, can you help me?**

You can find your username in your welcome email from the People System. Please note that your username is your Personal Unique Number (PUN). If you have any difficulties logging in, please email the support team - [peoplesystemsUPPORT@churchofengland.org](mailto:peoplesystemsUPPORT@churchofengland.org).

### **I have deleted the activation email (from Oracle), what do I do?**

Please contact [peoplesystemsUPPORT@churchofengland.org](mailto:peoplesystemsUPPORT@churchofengland.org) and a new activation email will be sent to you.

### **I did not set up my two-step verification (security settings). What do I do?**

Please contact [peoplesystemsUPPORT@churchofengland.org](mailto:peoplesystemsUPPORT@churchofengland.org) and a member of the support team will restart the process for you.

### **Who can i contact about the People System?**

Please email the People System Support team: [peoplesystemsUPPORT@churchofengland.org](mailto:peoplesystemsUPPORT@churchofengland.org).

## Questions about the People System - general

### **Why do we need a People System?**

The People System provides the means by which we can manage people data in a consistent way and provides the source of information published on the National Register. For this we need a system that can 'talk' to other national and diocesan systems.

The new People System is part of a wider programme of work that is bringing people data, systems and processes together to simplify, and bring consistency to, how your information is managed. It will also reduce the amount of data entry needed to keep multiple systems up to date.

The People System is replacing the payroll and HR system used by the NCIs (MyView) that has come to the end of its supported lifecycle.

### **I am in a non-stipendiary role. Do I need to do anything?**

The focus of our current work is to move our payroll systems. There is nothing you need to do at this time.

If you find any information about how you are currently engaged with the Church – the information that shows on the National Register – is incorrect, please contact your local Diocese so that this can be corrected. The National Register is updated daily so any changes made by someone with the relevant permissions within your diocese will appear online the following day.

# Questions about the National Register of Clergy

## What is the National Register of Clergy?

The National Register shows all clergy who hold a Bishop's Licence or Permission to Officiate (PTO). It is an important development in strengthening safeguarding in our Church. This is the implementation of one of the recommendations in the 2017 Gibb Report into the case of the late Peter Ball, setting out necessary steps to ensure safeguarding in the Church is of the highest possible standard. The changes relate to Recommendation 11 (b): The Church should introduce arrangements for a national register of clergy with Permission to Officiate.

## Who can I speak to if my information on the National Register is incorrect?

If you find any information about how you are currently engaged with the Church – the information that will appear on the National Register – is incorrect, please contact your local Diocese so that this can be corrected.

Changes to your personal information, such as your contact details for example, which are not visible on the National Register, can be made by you by logging into the People System.

## I have checked the National Clergy Register and I am not listed when I should be. What should I do?

If you find any information about how you are currently engaged with the Church – the information that shows on the National Register – is incorrect, please contact your local Diocese so that this can be corrected. The National Register is updated daily so any changes made by someone with the relevant permissions within your diocese will appear online the following day.

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