



Zimbabwe



Procedure for Accessing E-Payslips via Email

Epayslip Access Guide

With the ongoing implementation of the Epayslip system, the PSC is proud to present the following step-by-step guide which provides a comprehensive overview of the process for accessing epayslips through the corporate email account. The guide explains the procedure for logging into the email mailbox, locating the relevant notification, downloading the payslip in PDF format, decrypting the protected file using the predefined unique password, viewing the payslip content, and changing the initial password for security purposes. Instructions on raising queries are also included.

Step 1: Accessing the Mailbox

The mailbox is accessed by navigating to the GISP Authentication portal (<https://mail1.isp.gov.zw/static/login/>) in a web browser. This action opens the login page.

Username

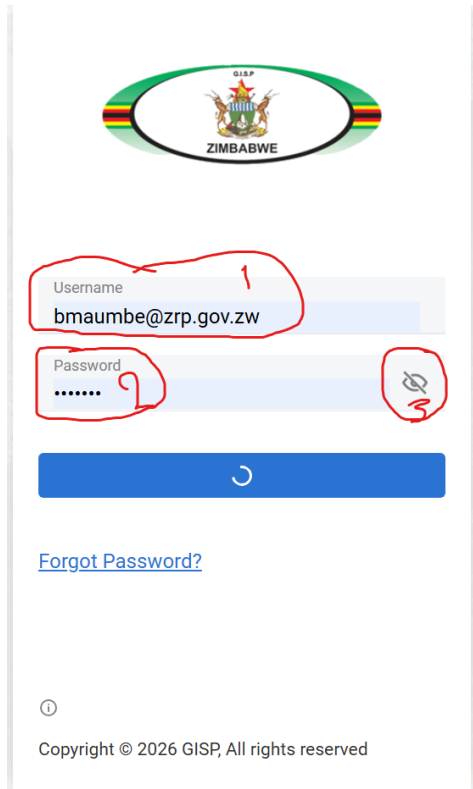
Password

[Forgot Password?](#)

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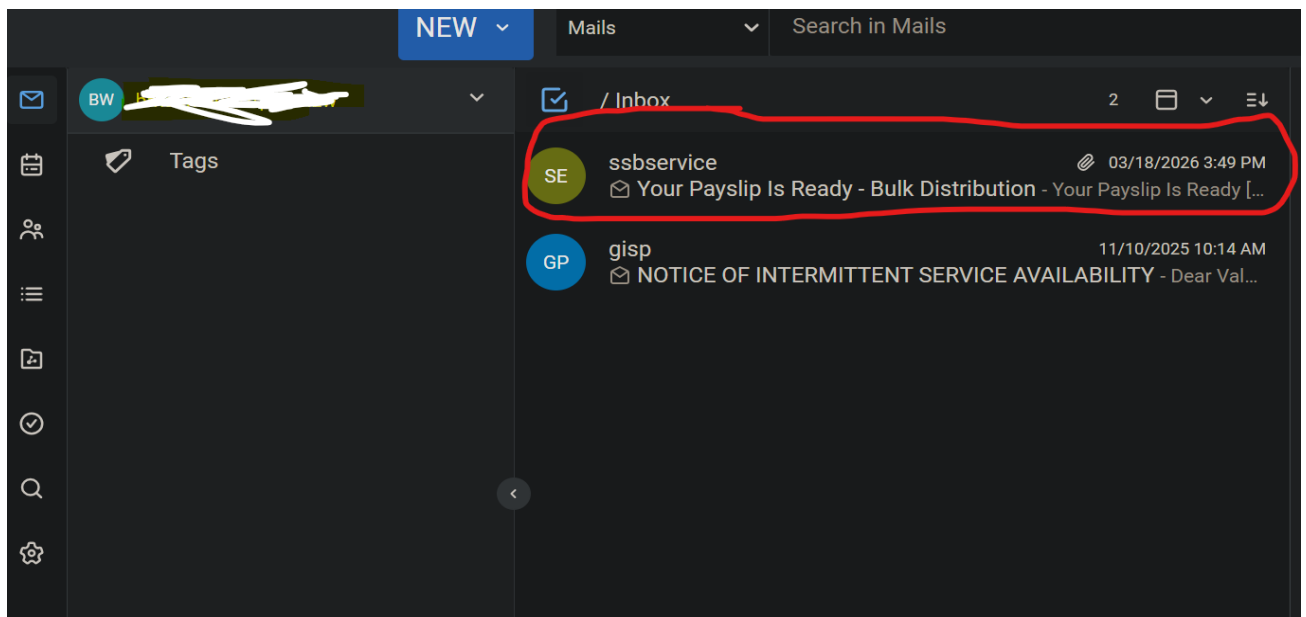
Step 2: Entering Credentials

The corporate email address is entered in the field labelled "Username" and the password in the field labelled "Password". Passwords must be entered exactly as provided, as the fields are case-sensitive. The eye icon may be used to verify the password input.



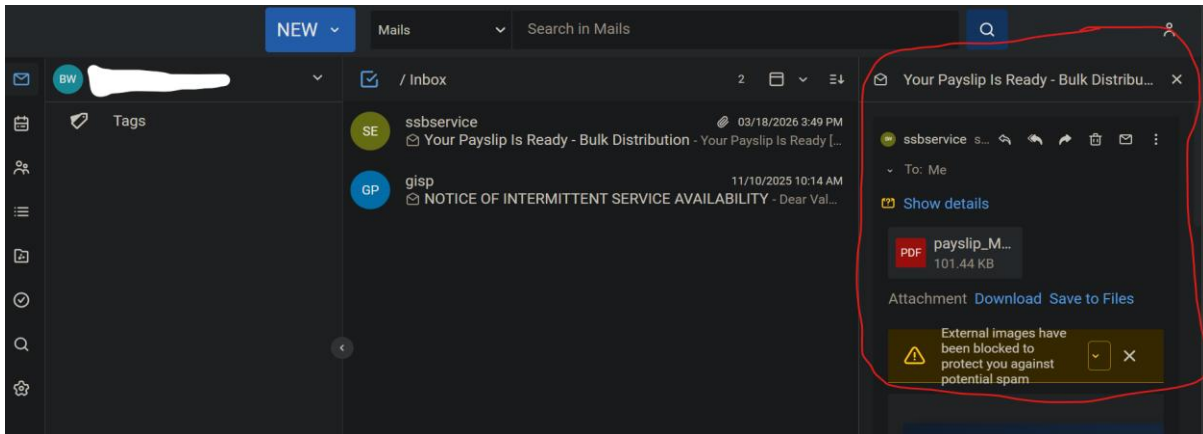
Step 3: Locating the Epayslip

Upon successful login, the landing page appears. The email from **ssbservice** titled "Your Payslip is Ready" should be located and opened, as highlighted in Figure 3.



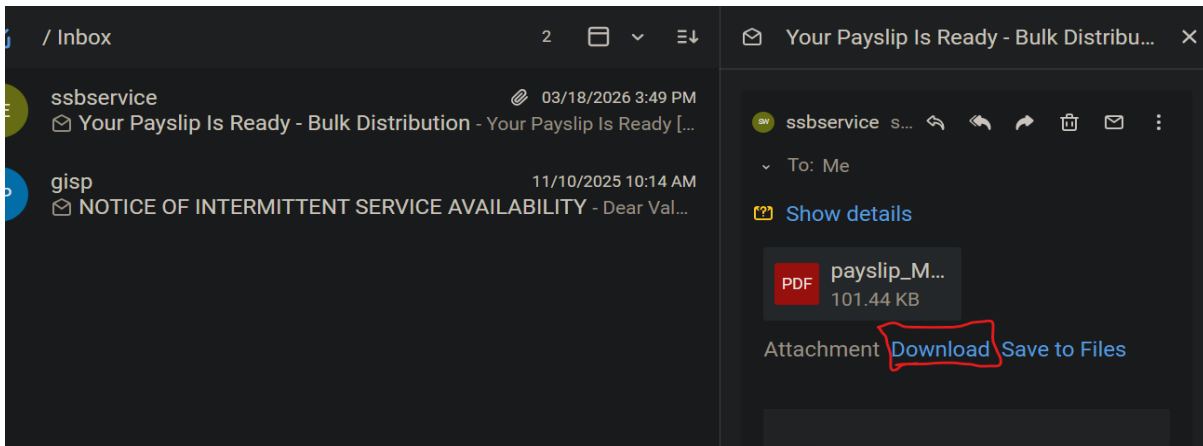
Step 4: Opening the Email

Clicking the email and will see a side panel appear, as illustrated in Figure 4.



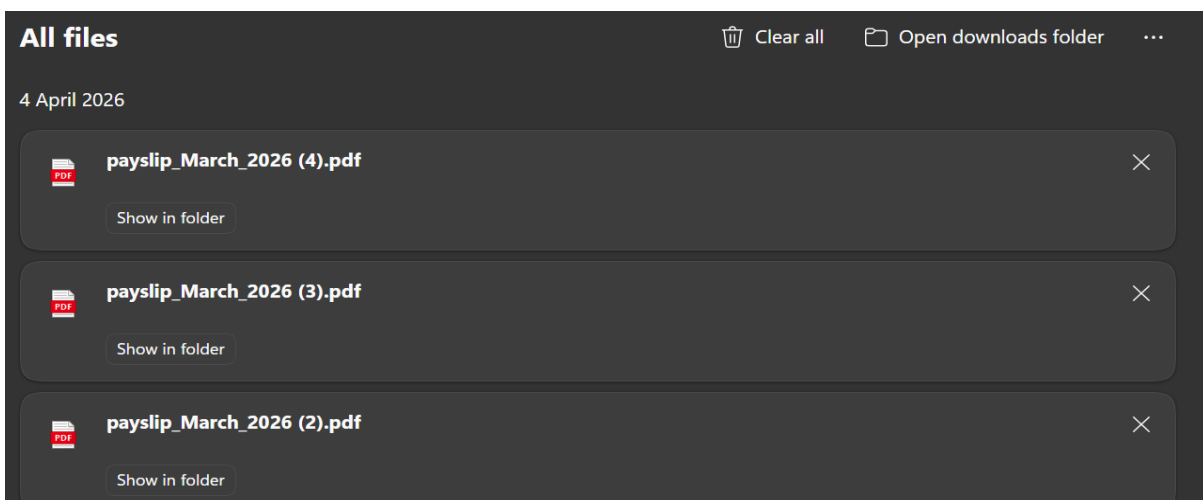
Step 5: Downloading the Payslip (PDF)

The "Download" option is selected, as shown in Figure 5. The PDF file is saved to the designated downloads folder.



Step 6: Locating the Downloaded PDF Epayslip

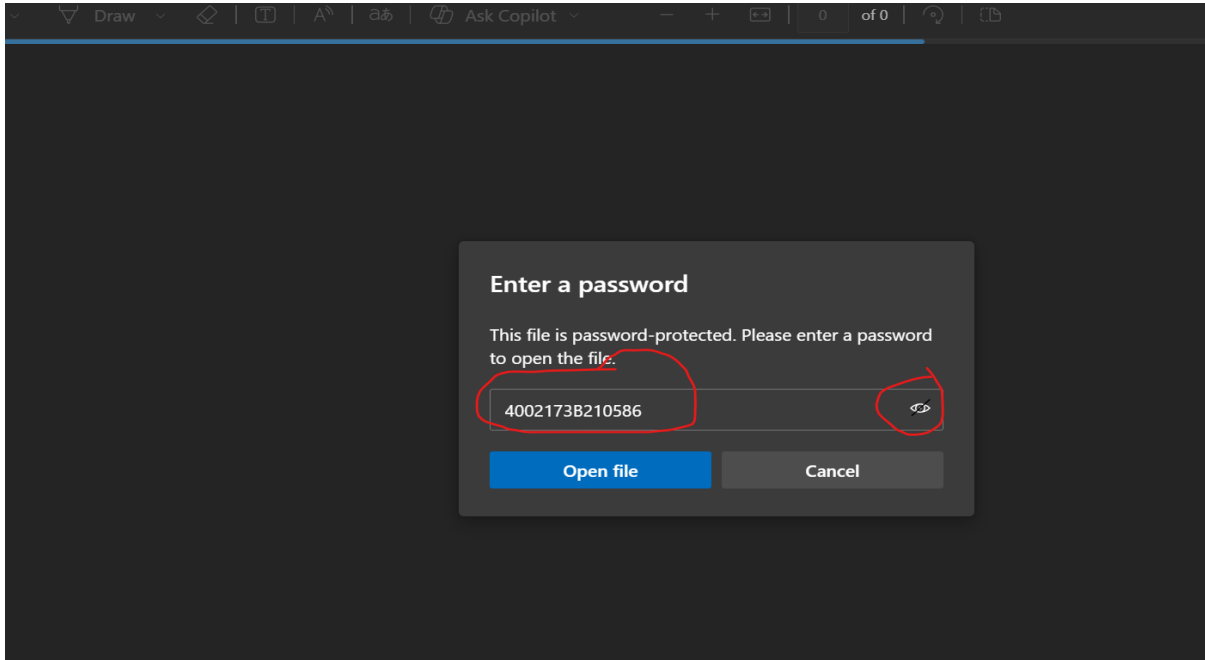
The downloads folder is navigated to (which may resemble the view in Figure 6), and the file named "payslip March_2026" (or the equivalent for the relevant month) should be opened.



Step 7: Decrypting the PDF Epayslip

When the PDF opens, the unique password must be entered. This password consists of the employee’s EC number followed immediately by the date of birth in **DD/MM/YY** format, with no spaces. The check digit is entered in uppercase.

Example: **4002173B210586**.



Step 8: Viewing the Payslip

Once decrypted, the payslip is displayed, as shown in Figure 8. The document presents all payroll information at the top, followed by the relevant figures at the bottom. Allowances and deductions are separated into USD and ZIG categories for clarity.

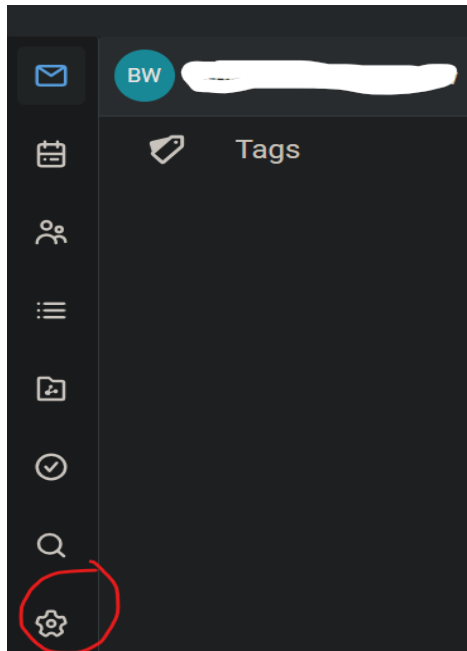
ZIMBABWE GOVERNMENT EMPLOYEE PAYSIP				
Pay Period: _____				
Employee Name	Employee Number	NSSA Number	Medical Aid Provider P.S.M.A.S.C/SERVICE	Medical Aid Number
Pay Date	Next Pay Date	Date of Appointment	Retirement Date	Bonding period
Ministry	Department Code	STN	Grade	Tax Acc (USD)
Tax Acc (ZWG)				
Pension Contributory Yes	Reserved Vacation Days	Vacation Leave Days	Alloc Code	Gross Emol (USD)
Gross Emol (ZWG)	Gross Salary (USD)			

USD			ZWG		
Description	Earnings	Deductions	Description	Earnings	Deductions
IN-SERVICE ALLOWANCE	-	-	ADMIN ALLOWANCE (GENERAL)	-	-
ADMIN ALLOWANCE	-	-	IN-SERVICE ALLOWANCE (GENERAL)	-	-
BASIC SALARY	-	-	BASIC SALARY	-	-
P.A.Y.E	-	USD 8.04			
PENSION	-	USD 24.00			
NSSA CONT	-	USD 7.20			
3% ADDS LEVY	-	USD 0.24			
Gross Earnings			Gross Earnings		
Total Deductions			Total Deductions		
Net Earnings			Net Earnings		

Banking details			Banking details		
Currency	Name of Bank	Account Number	Currency	Name of Bank	Account Number
ZWG	NMB BANK LIMITED	24*	USD	C B Z	021*

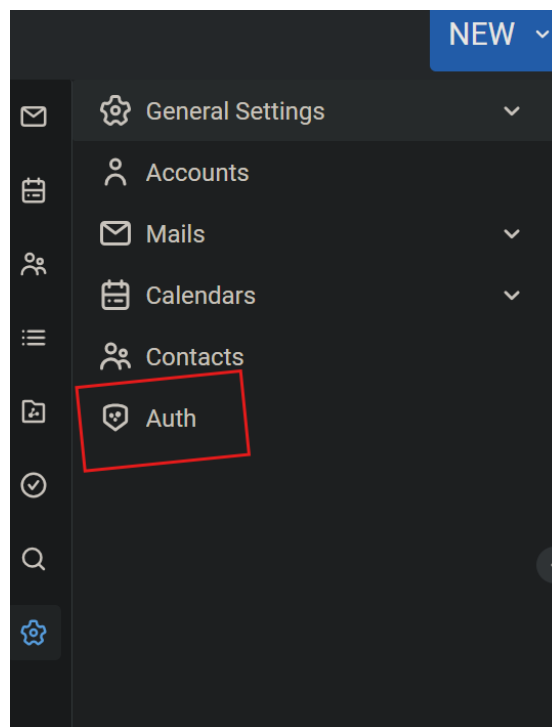
Step 9: Changing the Password

The initial password is provided only for first-time access and should be changed promptly. To do this please click the Settings button (**gear icon**), as shown in Figure 9.



Step 10: Accessing the Authentication Settings

The "Auth" icon should then be selected, as highlighted in Figure 10.





Step 11: Resetting the Password

The **new preferred password** should be entered in both fields, ensuring the entries match. A strong password is recommended, incorporating a minimum of seven characters with a combination of uppercase letters, lowercase letters, numbers, and special characters (for example, **Pass@123**).

Reset Password

Create a new password to reset it.
Clicking "Confirm" will invalidate the current session requiring a new login.
Make sure to complete every other work before starting this procedure.

New Password 

Confirm Password 

CANCEL **CONFIRM**

Conclusion

This completes the step-by-step guide to Epayslip access. Additional information and updates will be provided as the system evolves.

Recommendations

To maintain security and ensure a smooth experience, the following best practices are recommended:

1. The initial password should be changed immediately upon first login.
2. Use unique and strong passwords and these should never be shared.
3. Payslip PDF files should be stored securely.
4. The email account should only be accessed from trusted devices and secure networks. Make sure to log out after the transaction
5. Any technical difficulties or access issues should be reported without delay via the Customer Relationship Management portal at <https://psc.gov.zw/crm/> or call the following numbers:
 - i. Public Service Commission (PSC) **0242700881-3**
 - ii. Government Internet Service Provider (GISP) **0242798026**



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