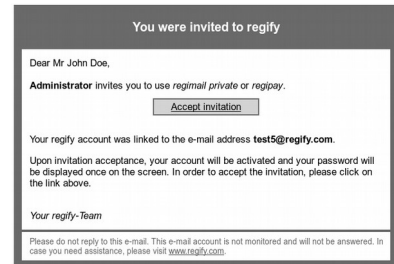




User's guide

Invitation and regify account

To open regipay payslips you need a regify account. Normally you will receive an invitation by email from your employer or his payroll department. To activate your regify account now, click the link in this email and follow the instructions in the web browser that will open. Make a note of your password or keep it safe (we recommend the use of a password manager).



Problem: I didn't get an invitation email like that.

Solution: First check your spam/junk folder. If the email is not found, contact your payroll department to receive a new invitation. Please do not sign-up somewhere by yourself.

I forgot my password

Visit the website which is linked in your payslip for opening. Below the password field you will find a link to generate a new password. Upon you received the new password, please enter it in all your installed regify software.

Open payslip

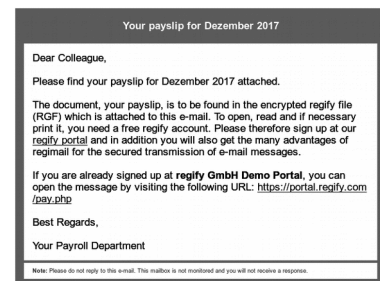
The payslip is coming by email. The payslip inside has the file extension .rgf. To open it, you have several options:

In the internet with your PC

The email usually contains a link to the website where you can open the .rgf file online.

Follow these steps:

1. Save the .rgf file on some place in your computer (eg your Documents folder).
2. Click the link inside the payslip email to open the right website.
3. Enter the email address and the regify password.
4. Now click on the field below "Encrypted file" and select the .rgf file you just saved before.
5. Click on "read now" to start decryption.



Here is a video showing the procedure using Outlook as an example:

<https://www.youtube.com/watch?v=-jQOXMk3Q2E>

Using an mobile app or PC software

Visit the website which is linked in your payslip to open. There you will also find download links to apps for Android and iPhone/iPad as well as the regify client for Windows and Mac OS X. After you have downloaded and installed the software, you have to open the .rgf file from the email. The regify client will only ask for your email address and regify password the first time you use it. Then it decrypts and opens the document.

Problem: How does the payslip get on my mobile phone?

Solution: The payslip will be sent to you by email. You may need to set up email on your mobile phone to receive your emails.

Problem: I get error 10 / invalid username or password

Solution: Make sure that you entered the password with the correct capitalization. Also check that you have entered the correct email address (the one your regify account was set up for). In case of doubt, generate a new password (see "I forgot my password").

Problem: I get error 20 / This transaction can not get opened

Solution: The regify account you use is linked to a different email address than the one to which your employer sent the payslip. Contact your HR department and clarify the email address to be used.

Problem: I get error 58 or 59 / No internet connection

Solution: The regify programs require a working internet connection to decrypt the message. Make sure you have Internet access and that no anti-virus program blocks access to the Internet. Within companies, a proxy server is often required. Talk to your administrator to get this information.

Where can I get more help?

Your first point of contact is usually the payroll department or HR department of your company. They will try to help you directly. Also colleagues or supervisors who use regipay themselves may be able to help you.

If the payroll or HR department cannot find a solution to your problem, they will usually contact regify Support with a detailed problem description.