Frequently asked questions

What do you need help with?

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EdPay

Log in to EdPay

I want to get started—intro to EdPay

Are EdPay and Novopay the same?

EdPay is the new online schools' payroll service that's been designed with the input of schools. It's being built in stages, with more features being added all the time. Novopay is the legacy service it is replacing.

Which one should I use?

Use EdPay to do the following
- Add a new employee
- Terminate an employee's role
- Update any personal details e.g. email address
- Update any financial details e.g. bank account
- Change a person's tax code or KiwiSaver
- Update a person's pay details e.g. changing an employee's hours

It replaces the NOVO1, NOVO2, NOVO3, NOVO4, NOVO6 and NOVO29 forms.

For everything else, use [Novopay Online or a NOVO form](#).

If I do something in EdPay, do I still have to do it in Novopay (and vice versa)?

No. EdPay and Novopay access the same database. You only have to transact in one and it will make changes in both.

Frequently asked questions

I'm ready to log on—managing access

How do I log in to EdPay?

Go to www.edpay.nz and log in with your current Novopay username and password. EdPay works best using Google Chrome or Safari browsers.

What do I do if I can't remember my password?

Go to https://novopay.govt.nz/default.aspx and click **log in to Novopay Online** at the top of the page. Select **retrieve password**. A new password will be sent to your email address.

Can I check who in my school has access to EdPay?

Everyone who currently has either Principal access or school-wide access to Novopay Online has access to EdPay.

To check the users in your school, you can run a report in Novopay Online. Log in and go to **My Reporting**. Select **Online Access/Audit**, then **CSV** or **PDF.**

How do I register a new user so they can access EdPay?

Complete a NOVO5 form and send it to support@novopay.govt.nz.

I need more assistance

What should I do if I can't connect to www.edpay.nz?

- Check that you are using a Chrome or Safari browser
- Check that the browser is the latest version
- Try closing your browser and restarting

If this doesn't resolve the problem, please contact your payroll adviser and send a screenshot to support@novopay.govt.nz.

Where do I go for help using EdPay?

Help is built in to EdPay—it's everywhere while you use it . There are hover hints throughout. Move your mouse over the blue question marks for more information

Look for Eddy the kererū in the corner. When you click on him he offers short tours of how to use EdPay and its current features.

How do I contact the my payroll adviser if I need more help?

Phone 0508 668 6729 or email support@novopay.govt.nz.