

# IPSA

## IPSA Online Upgrade and Office Measures Surveys



5 August 2021

The IPSA Online upgrade will take place from tomorrow, **Friday 6 August at midday, until 9am on Tuesday 10 August**. During this time, IPSA Online will not be available to you or the IPSA team.

### Things for you to do:

- Ensure that you have completed all necessary IPSA Online tasks before **midday tomorrow**.
- **Clear your cache** the first time you login to the new system on Tuesday. Instructions on how to clear your cache can be found [here](#).

### Things for you to know:

- The deadline to reconcile your payment card for June has been extended to **23:59 on Wednesday 11 August**.
  - The phone line will be closed tomorrow, **Friday 6 August**, but will reopen as usual on Monday.
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- Once the upgraded system is launched, you will be able to access IPSA Online using the same link as always and your information will be transferred to the new version.
- The system will look and feel very similar to before but we will have made some important changes to be able to improve functions and usability in the future.
- The differences you will notice are that the dashboard graphs will look slightly different but will contain the same information, and some of the processes will have changed. The step-by-step instructions will all be updated on our website.
- While the upgrade is taking place, there will be a slight delay to expense repayments. Repayments will resume shortly after the system is relaunched.

We apologise for any inconvenience this may cause but we hope that making this change will enable us to provide a better service to you in the future.

If you have any questions, please contact your [Account Manager](#).

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## **Office measures surveys deadline extended to 13 August**

The deadline to complete the office measures surveys has been extended by one week to ensure that everyone has the chance to participate.

You have until **5pm on Friday 13 August** to submit your feedback about our coronavirus measures and the impact of the pandemic on your office.

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Your responses will help us understand the extent to which the measures put in place supported you during the pandemic.

They will also be used to inform future policy decisions.

The first survey is about special measures put in place during the pandemic. [Take the COVID measures survey](#)

The second survey examines changes to casework levels during the pandemic, staff wellbeing and homeworking and return to office plans. [Take the COVID impact survey](#).

The surveys cover a range of issues across related areas. Your responses to both will be valuable in informing our understanding and decision-making. We therefore very much hope that you are able to complete both surveys.

Best wishes

The IPSA Team

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## Contact Us

**Website:** check the [MP and MPs' staff website](#) for general queries.

**Email:** email [info@theipsa.org.uk](mailto:info@theipsa.org.uk) or [payroll@theipsa.org.uk](mailto:payroll@theipsa.org.uk) with queries for your dedicated Account Manager or Payroll Officer. Your email will be directed to your team and someone will get back to you. Our aim is to get back to you within 5 working days but we'll reply sooner if we can.

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**Book a call:** to speak to your dedicated Account Manager or Payroll Officer using the [call booking system](#). They will contact you at the allocated time. You can find information about your IPSA team on our [Contact us](#) page.

**Call the support team:** You can call us directly on **020 7811 6400**. Your call will be answered by a member of the team, not necessarily your Account Manager or Payroll Officer, who will try to resolve your issue or will forward to a member of the team.

