

IPSA

IPSA Online Upgrade and Office Measures Surveys



29 July 2021

We are writing to confirm that the IPSA Online upgrade will take place between **Friday 6 August and Tuesday 10 August**.



As previously mentioned, IPSA Online will not be available between **midday on Friday 6 August and 9am on Tuesday 10 August** while we move to the new system.

We have timed this to be during recess and predominantly over the weekend to minimise any disruption for you.

During this time, IPSA Online will not be available to you or the IPSA team. The phone line will be closed on Friday 6 August but will reopen as usual on Monday.

Please ensure that you have completed all necessary IPSA Online tasks ahead of the upgrade. While the upgrade is taking place, there will be a slight delay to expense repayments. Repayments will resume shortly after the system is relaunched.

The deadline to reconcile your payment card for June has been extended to **23:59 on Wednesday 11 August.**

Once the upgrade is complete, the system will still look very similar to how it is now but there will be some big changes behind these scenes that will allow us to make improvements in the future.

The differences you will notice include:

- The steps for some some IPSA Online processes will be different. All the instructions will be updated on the [website](#).
- The graphs on the dashboard will look different but they will contain the same information as they did before.

To avoid glitches when using the upgraded system, you must clear your cache in your web browser before you log in for the first time. For instructions on how to clear your cache, visit [ABC of IPSA Online](#).

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 speak to your [account manager](#).

The impact of the pandemic on your office

We are conducting two surveys to gather information about the impact of the COVID-19 pandemic on your office. The first survey looks at special measures put in place by IPSA during the pandemic and the second looks at casework levels and homeworking.



Your response 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 covers:

- the increase to office costs budget related to Covid
- Covid-related staffing budget supplement
- the working from home allowance for staff
- changes to the submission of expenses

[Take the COVID measures survey](#)

The second survey examines:

- changes to casework levels during the pandemic
- staff wellbeing
- homeworking and return to office plans

[Take the casework and return to office working 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.

Both surveys will close on **Friday 6 August at 5pm.**

Best wishes

The IPSA Team

Contact Us

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

Email: email info@theipsa.org.uk or 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.

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.

