

# Oscar—Frequently Asked Questions

Answers to the questions we hear most from bureaux and accountancy practices taking part in the Oscar Early Adopter Programme. Updated regularly throughout the programme.

 For Practices & Bureaus



Oscar is BrightPay's AI-powered onboarding assistant, built to take the manual work out of adding new starters to payroll — for your practice and for your clients. This guide answers the most common questions from **practices and bureaux** using Oscar during the Early Adopter Programme.

## 01 About Oscar

---

Q

### What is Oscar?

Oscar is BrightPay's AI employee onboarding assistant. When a new starter needs to be added to payroll, Oscar contacts them directly via WhatsApp to collect all the information needed for payroll setup. Oscar sends the data to BrightPay, where you review and approve it — once approved, it's added to the employee record.

---



## How does Oscar collect information from employees?

Oscar starts a WhatsApp conversation with your new starter, introducing itself and explaining what's needed. During the conversation, Oscar collects straightforward details like name, address and start date through the chat. When it's time to collect sensitive information needed for payroll setup, Oscar sends a secure link that opens an encrypted webform.

There the employee enters their National Insurance number, date of birth, bank account details and tax information, and can upload documents such as a **P45**, utility bill or bank statement — Oscar reads and extracts the data automatically. Once the form is complete, all the information lands in BrightPay ready for your review. The whole process typically takes under 10 minutes for most employees.

---



## Is Oscar available in BrightPay Connect or desktop as well as BrightPay Cloud?

Oscar is only available with BrightPay Cloud. Onboarding invitations can be sent from directly within BrightPay or through the **Client Portal**.

---



## Does Oscar only work via WhatsApp?

Yes. WhatsApp was chosen as the primary channel because of its near-universal adoption and high open rates in the UK. Employees will receive a WhatsApp message from Oscar on **+44 7578 846634** containing their unique secure link to the webform.

Employees also receive a confirmation email when the request is sent. Additional channels may be considered in future releases.

---



## What information does Oscar collect?

Standard payroll onboarding information: full name, address, date of birth, National Insurance number, bank details, tax code information (or starter declaration), prior employment details, and any other details required by BrightPay to set up the employee record.

---



## How does the secure form work?

When the employee clicks the secure link Oscar sends via WhatsApp, it opens an enterprise-grade webform. Each link contains a unique 256-bit cryptographic code, so only the intended recipient can access it.

The form collects sensitive information including their National Insurance number, date of birth and bank details. They can upload documents like a **P45**, utility bill or bank statement — Oscar extracts the data and pre-fills the relevant fields. All data is encrypted in transit and GDPR compliant, so it cannot be intercepted or accessed by unauthorised parties.

## 02 Setting up & using Oscar

---



### How do I enable Oscar for a client?

Oscar is enabled per employer client through BrightPay's Client Portal settings. Go to **Employer → Client Portal → Settings**, scroll to the **Permissions** section, and tick 'Enable employee onboarding for'. Choose whether all users or super users can access the feature, then click **Save**. Full instructions are in the Quick Start Guide.

---



### Can my clients send onboarding invitations themselves, or does it have to come from our practice?

Both options are available. You can enable the onboarding feature for your clients in the **Client Portal**, allowing client staff to send invitations directly. Alternatively, your practice can manage all onboarding centrally from BrightPay. Choose the approach that suits each client.

---



## How long does it take to set Oscar up for a client?

Enabling Oscar for a client takes seconds — just check the box within the BrightPay **Client Portal** settings. Once enabled, sending a first onboarding invitation takes under two minutes.

---



## Can I change the mobile number after the invitation is sent?

No. The mobile number is locked once the onboarding request is created, as WhatsApp messages are sent immediately. If an incorrect number was used, cancel the request (via the **spanner icon** on the dashboard) and create a new one with the correct number.

---



## What if the employee doesn't respond?

The **Employee Onboarding** dashboard shows the response deadline (the default is two weeks). If the employee hasn't responded, you can resend the invitation via the **spanner icon**. You can also edit the deadline date if you need more time.

---



## Can I edit onboarding details after the request is sent?

You can edit the deadline date, the employee's start date and their email address at any point while the request is in progress. Use the **spanner icon** next to the employee's name and select **Edit Onboarding Details**.



### Is Oscar GDPR compliant?

Yes. All information collected by Oscar is processed securely and stored in line with GDPR requirements. Data is transmitted through BrightPay's secure infrastructure and is subject to the same data protection standards as the rest of the BrightPay platform.

---



### Where is the data stored?

Employee data collected by Oscar is stored within BrightPay's existing cloud infrastructure. No data is stored by Oscar in isolation outside of BrightPay. **Bright SG Ltd**, 3 Shortlands, Hammersmith, London, W6 8DA is the registered data controller.

---



### Do employees need to consent to their data being collected?

Yes. Oscar's WhatsApp introduction message informs the employee that their responses will be processed securely and stored in line with GDPR requirements before they begin providing any information.

---



### What happens to the data if an onboarding request is cancelled?

If a request is cancelled before the employee completes it, no employee data is committed to BrightPay. Any partial data collected during the process is handled in accordance with BrightPay's data retention policies.

## 04 The Early Adopter Programme

---



### How much does Oscar cost?

Oscar is currently **free to use** as part of the EAP, with no commitment required.

Early feedback has been very positive. Participants are receiving completed employee data ready for review in BrightPay in **less than 24 hours**, compared with a typical turnaround time of five to seven days.

We haven't finalised long-term pricing yet. As more customers use Oscar, we'll gain a better understanding of the resources needed to operate and support the service at scale. That insight will help us develop a pricing model that reflects the value delivered.

We'll share pricing details well in advance of any changes, giving you plenty of time to plan.

---



### What is the purpose of the Early Adopter Programme?

The Early Adopter Programme is our way of actively developing and refining Oscar based on real-world use. If you're using Oscar now, you're helping shape its future. We're keen to hear what's working, what could be better, and how Oscar is performing in your practice. Your feedback directly informs the next phases of development and the features we prioritise.

---



### How long does the EAP run?

The EAP duration will be confirmed by your BrightPay contact. We'll give you advance notice before any transition to general availability.

---



## How do I submit feedback?

We'd love to hear what's working well and what could be better. Visit the [Oscar Early Adopter Programme](#) page to complete a quick survey or share an idea. Detailed feedback is most useful, but we're equally interested in informal observations, questions that come up with clients, and anything that surprises you about how Oscar works in practice.

---



## What happens at the end of the EAP?

At the end of the EAP, Oscar will move to general availability for BrightPay Cloud customers. EAP participants will be given advance notice, and details will be communicated by your EAP contact.

---



## Who do I contact if I have a problem?

Please contact our dedicated Oscar support team — their details are included below. For technical issues, use the standard BrightPay support channels and flag that you are an EAP participant, so your query is handled with priority.

### Still have a question?

This FAQ will be updated throughout the EAP as new questions arise. Depending on what you need, here's where to go:



Have you got an issue?  
**Visit the Help Centre**



Got a suggestion or feedback?  
**Email Oscar's Product Manager**  
[oscar.worker@brightsg.com](mailto:oscar.worker@brightsg.com)