FAQs
Moving to **Bright**Pay cloud

Starting in the 2026/27 tax year, BrightPay will be exclusively cloud-based. The desktop version will no longer receive updates, support, or legislative compliance.

Bright's cloud solutions offer enhanced functionality, security, and a modern payroll experience. To stay at the forefront of innovation, we are focusing our development on advancing the platform, ensuring a seamless transition for users.

FAQs: Why BrightPay cloud?

1. Why will BrightPay for Windows be discontinued after the 2025/26 tax year?

As payroll processes evolve, compliance requirements grow, and businesses demand greater efficiency, transitioning BrightPay entirely to the cloud ensures a future where you will have seamless access to the latest tools and automation. This move allows us to focus on delivering continuous innovation without disruption – helping you manage payroll more efficiently and stay ahead in an ever-evolving landscape.

2. Where can I find out more information about BrightPay cloud?

To find out more information about BrightPay cloud, please visit: www.brightsg.com/brightpay-cloud-payroll-software/

3. Will BrightPay Connect also be discontinued?

Yes. From the start of the 2026/27 BrightPay Connect will no longer be available with bureau desktop licences. Please note, starting 2025/26, BrightPay Connect is not available with BrightPay desktop standard licences.

4. Is BrightPay for Mac available for 2025/26?

No. As previously communicated to BrightPay for Mac customers, this version of BrightPay will not be available from the start of 2025/26 tax year. BrightPay for Mac customers have the option to move to the cloud version now or choose to move to BrightPay for Windows for the 2025/26 tax year. For more information on BrightPay for Mac, please visit this page.

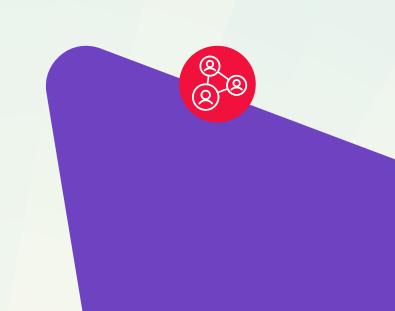**5. Should I make the move to BrightPay cloud now or do I have to wait until the 26/27 tax year?**

Yes, you should make the move for the 2025/26 tax year unless you rely on any of the following features:

- Construction Industry Scheme (CIS)
- Have more than 300 employees per employers (including leavers)

To understand the full feature parity, please click here to view a side-by-side view of the feature comparison of BrightPay cloud and BrightPay for Windows and BrightPay Connect.

6. Can I book a demo of BrightPay cloud?

Yes, to book a demo of BrightPay cloud click here.

FAQs: Feature Comparison

1. What's the difference between BrightPay for Windows, BrightPay Connect and BrightPay's cloud software?

[Click here](#) to view a full feature comparison.

2. What is the maximum number of employees allowed?

BrightPay's cloud software is currently restricted to 300 employees (including leavers) per employer upon release. This limit will be increased in the future.

3. Is the Construction Industry Scheme (CIS) module available on BrightPay cloud?

CIS functionality is currently only available on BrightPay for Windows. We are developing a separate solution and this will be available later in 2025. If you require CIS functionality now, you can use BrightPay for Windows for CIS alongside BrightPay cloud. Please contact our team on brightpaysales@brightsg.com for assistance.

FAQs: Making the move

1. How do I move from BrightPay for Windows/Mac to BrightPay's cloud software?

Step 1: Log in using your BrightID

Go to https://brightpay.brightsg.com and log in using your BrightID. If you have already purchased BrightPay, or used BrightPay Connect or other Bright Products, you will already have a BrightID.

Step 2: Create your organisation

Once logged in, you will be asked to create your organisation. Here, you need to enter your organisation name and address, choose your payment plan and add a payment method.

Step 3: Import your employer(s)

Select the option to 'Import from BrightPay for Windows/Mac'. Select the employer file(s) you wish to import and BrightPay will import all of the required payroll data. Check out our migration video for step-by-step instructions on how to import your data from BrightPay's desktop to BrightPay's cloud software.

2. How do I create an organisation?

You can select the 'Create Organisation' button on the welcome screen or create an organisation under 'My Organisation' > 'New Organisation.' In the following screens, enter the name and address of your organisation, choose your payment plan and add your payment method. Details of the Organisation can be viewed under 'My Organisation' > 'Organisation Details.' Here, you can also manage team members and manage your billing.

3. Can I import multiple employers from BrightPay for Windows/Mac to BrightPay cloud?

Yes, on the import screen, press and hold the "Shift" key on your keyboard and select the employer files you wish to import. If the employer data files are password protected, you will need to enter the passwords to import the companies.

4. Can I import my employers in batches to BrightPay cloud?

Yes, you can import all your companies to BrightPay cloud or import them in batches.

5. Can I import my company mid-year from BrightPay for Windows/Mac to BrightPay cloud?

Yes, BrightPay provides a quick and seamless import utility to bring across your company and employee details from BrightPay for Windows/Mac to BrightPay cloud.

6. What information/data comes across when I import my company from BrightPay for Windows/Mac to BrightPay cloud mid-year?

When importing a company from BrightPay for Windows/Mac to BrightPay cloud, your employer and employees' details will come across, as well as pay elements, pensions, payslips and reports, along with the pay periods you've updated.

7. Can I run the parallel payroll in BrightPay cloud?

Yes, you can run parallel in BrightPay cloud ensuring you feel fully confident before moving to the cloud package.

8. Will I be able to use BrightPay cloud on my Mac?

Yes, BrightPay cloud can be accessed from any device, including Mac.

9. Once I import my data to BrightPay cloud, will I still have access to my historic data?

Yes, you can access the data from previous tax years on BrightPay for Windows/Mac.

FAQs: Pricing

1. How much does BrightPay's cloud software cost?

With BrightPay's cloud software, the pricing works off your highest recorded number of employers and employees, so the pricing will be unique to each business. Use our [pricing calculator](#) to work out how much you would pay for your 2025/26 BrightPay cloud.

2. How can I pay for BrightPay cloud?

You have two options to choose from when paying for your BrightPay. You can choose to pay annually or you can choose to be billed monthly.

Monthly subscription

Monthly payments are due and payable monthly in arrears by Direct Debit on the 4th of the following month or the next working day, based on the highest recorded number of employers and employees in that month (starters and leavers included). Payments are taken automatically each month.

Annual payment

Annual payment plans are payable on the 4th of the following month based on the highest recorded number of employers and employees you wish to pre-pay for the next 12 months. A discount will apply to annual payments. Please note your **12-month payment will be automatically renewed** each year unless you cancel before the renewal date.

Additional usage that is higher than the annual payment plan will be charged based on monthly subscription prices with overage payments taken automatically each month.

3. How do I switch to BrightPay cloud if I've already purchased a BrightPay for Windows 2025/26 license?

If you've purchased a BrightPay for Windows 2025/26 license but want to move to BrightPay cloud from April, you can request a **pro-rata refund** for your desktop license. Your BrightPay cloud subscription will then be billed on the **4th of the following month**, based on whether you choose to pay **monthly or annually**.

FAQs: Moving from BrightPay Connect

1. Can I use BrightPay Connect with BrightPay's cloud software?

No. BrightPay's cloud software and BrightPay Connect are two separate products. BrightPay Connect is only designed to work with BrightPay's for Windows.

2. Can I use BrightPay Connect for the 2025/26 tax year?

If you hold a bureau desktop Licence, you can use BrightPay Connect for the 2025/26 tax year. BrightPay Connect is no longer available alongside standard desktop licence.

3. What functionality on BrightPay Connect is not currently available on BrightPay's cloud software?

While almost all functionality of BrightPay Connect is available as part of BrightPay's cloud software, there are a few remaining features which are currently in development.

- Employee mobile app (coming in 2025)*
- Two-factor authentication for employees (available 25/26 release)
- Document upload facility (available 25/26 release)
- The option for employees to view other employees' leave on the calendar (April 2025)

The employer portal functionality of BrightPay Connect will soon be on BrightPay cloud.

- Employer / client portal (available April 2025)
- Payroll Entry Requests (available May 2025)
- Payroll Approval Requests (available May 2025)
- Client dashboard to access payslips, payroll reports and HMRC payments (available April 2025)

While the employee mobile app is not yet available, employees can access all of the same functionality as the app through their online employee portal, accessible via an internet browser.

4. How long will my employees and users be able to access the Connect portal?

BrightPay Connect will not be available to standard users for the 2025/26 tax year. However, to support their transition, these users will retain access to Connect for the first three months of the 2025/26 tax year, until **5th July 2025**. Employees will lose access to their Employee Self-Service portal after **5th April 2025**.

Similarly, bureau licence users will have access to BrightPay Connect for the first three months of the **2026/27** tax year, with employee access ending after **5th April 2026**.

Bureau licence users migrating to the cloud for the 2025/26 tax year will **not** receive extended access to BrightPay Connect unless they continue to pay for the service.

FAQs: Support for BrightPay

1. How long will BrightPay for Windows/Mac be supported?

The **2025/26 version** of BrightPay for Windows will be supported for the entire tax year. However, BrightPay for Mac will no longer be available, and support for it will be discontinued.

2. Does BrightPay cloud offer free product support?

Yes, all BrightPay cloud customers receive free phone and email support. Click here for more information. View our detailed help guides to help you get set up on BrightPay cloud or view our onboarding videos here.

We are constantly reviewing what questions are being asked. If you have a question, please let us know.

www.brightsg.com