ASEPEYO

Guide to claim income support for temporary incapacity (payment of sickness leave), issued by the Public Health Service

1 - HOW TO APPLY FOR THE BENEFIT PAYMENT

Access: **https://oficinavirtual.asepeyo.es/loginportal**
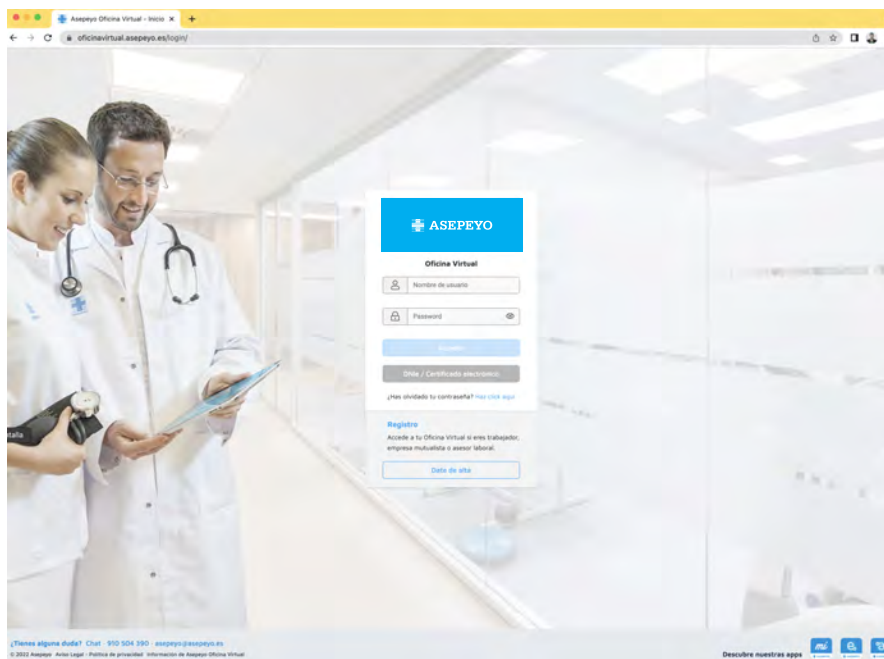
If you have an electronic **ID or digital certificate**, you will be able to access it directly. If you have not registered before, please register. If you already have access codes, please enter your username (national ID no. (DNI) with the letter) and password (if you do not remember it, please click on "Forgot your password?").

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1 Once you have logged in, click on "**View details**" of the "Case" in which you wish to apply for payment.

2

Once inside the "Case", select "**Application for payment**".

It will only appear in cases of common illness or non-occupational accident where we have informed the Public Health Service of the sick leave in our database.

3

Subsequently, you will see some fields to **fill in and save**:

- Grounds for claiming the financial benefit: you will see the possible grounds, according to the characteristics of the sick leave.
- How often you wish to receive the benefit payment.
- Give the IBAN (if it is not filled in or if you wish to change it).
- Voluntary personal income tax withholding that you wish us to apply.
- Save the application using the "Save" button.

4 Once the details have been saved, the system will display the compulsory and optional **documentation to be attached**, according to the grounds you have selected. The Application for Payment, Personal Income Tax Form and Declaration of Activity Status documents are available for download and subsequent completion and/or signing.

*The application for payment of the benefit and form 145 for personal income tax must be signed..

Once you have attached them (as a document by document or as a pack), check to make sure the date of receipt is displayed. If you have the wrong document, you can remove it and attach it again. Click on "**Process**": if you have not included all the required documentation the system will prevent the application from being processed.
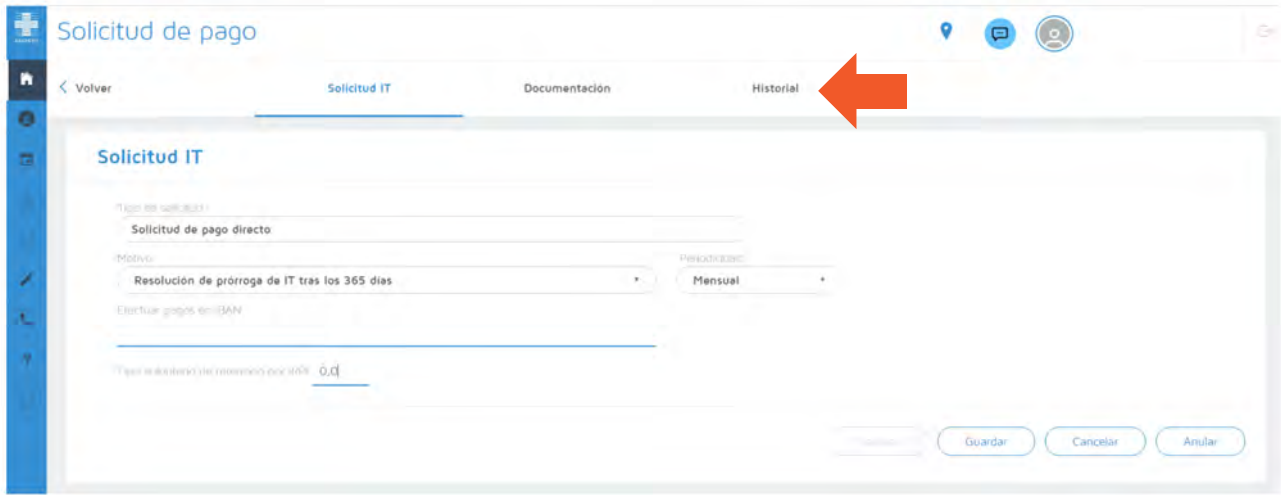
It will always remind you that the application must be signed.

**5** After clicking "Process", a message will appear confirming it has been sent.
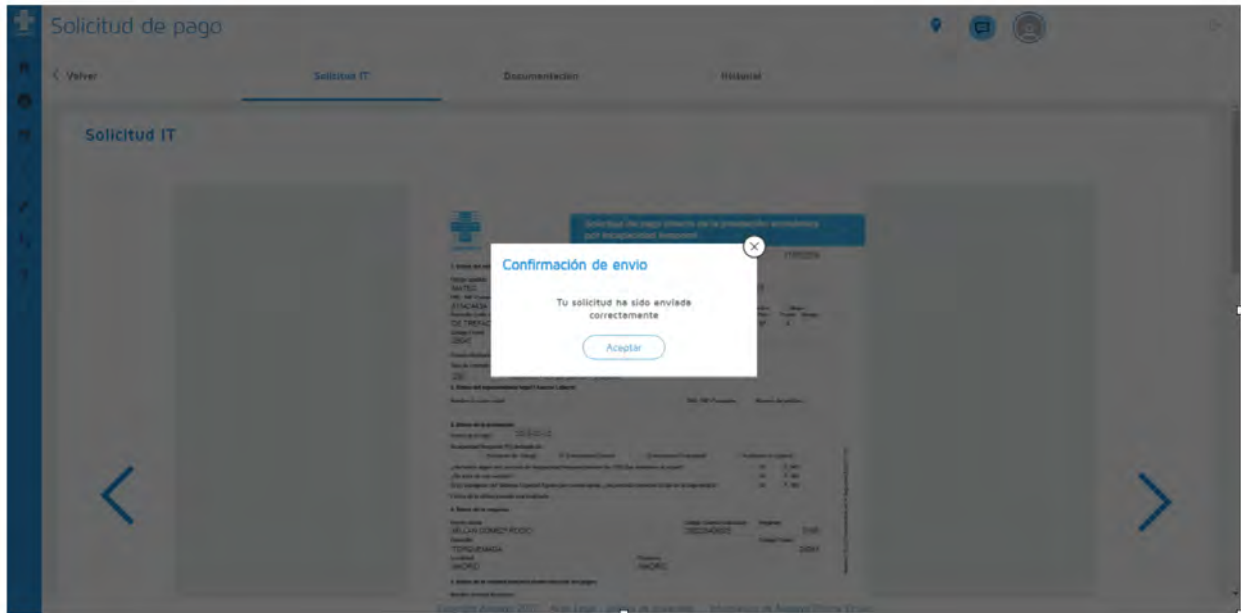
2 - HOW CAN I SEE THE STATUS OF MY APPLICATION?

You can track the claim in the "History" tab under the "**Application for payment**" for the case.


We will inform you whether the application has been accepted, rejected or pending correction, through the alerts and by email. If documentation is missing or incorrect, you will receive a **correction alert**.
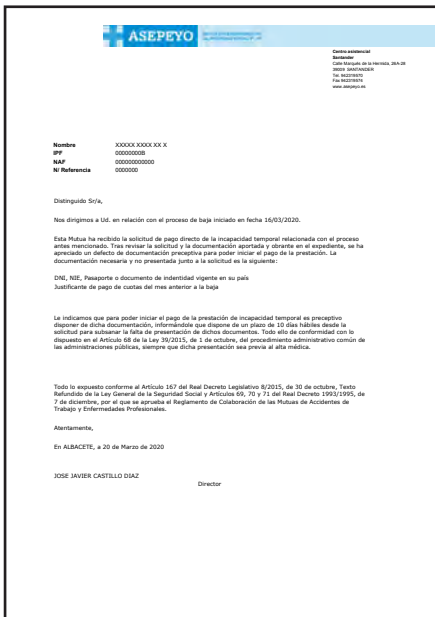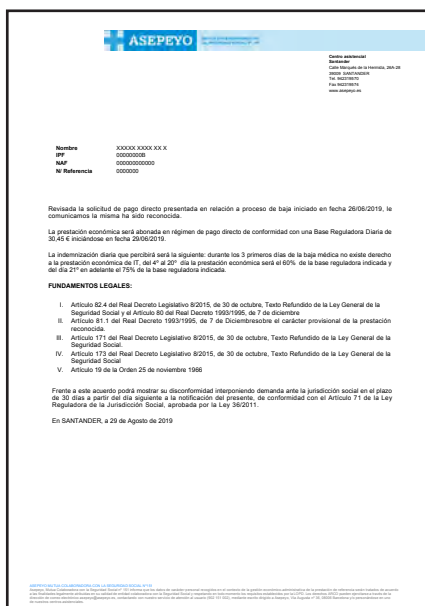
If you receive an alert of this type, you may append the documents to be rectified by accessing the **magnifying glass** on the direct payment application line, and once inside, append the mandatory and/or optional documentation.
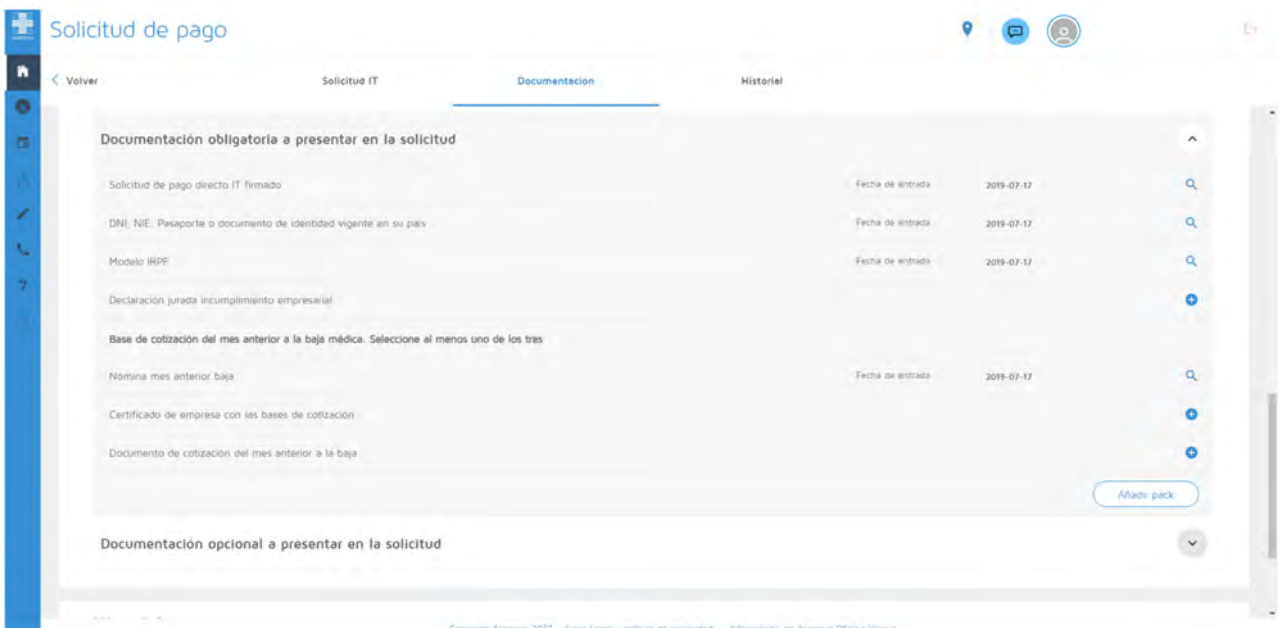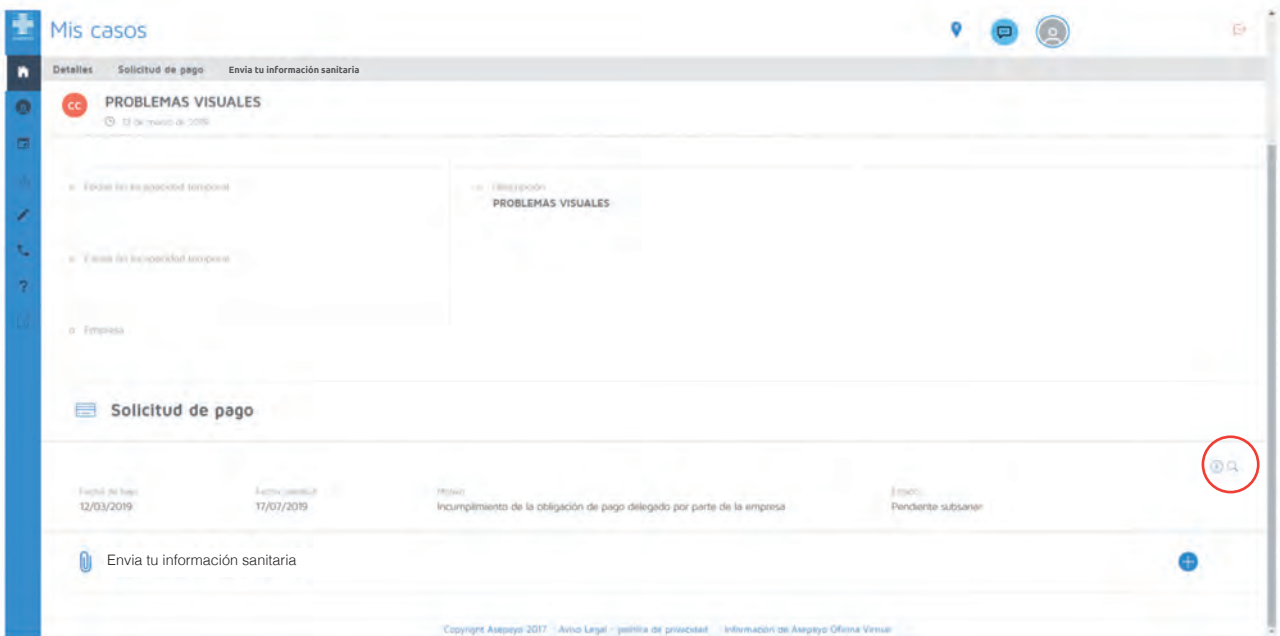
If the application has been accepted, you will be sent an alert with a favourable decision attached, which you will also receive by email.


In the "Case" you will be able to see the **status of the application and the payments** pertaining to the payment of the of the temporary incapacity benefit due to common illness or non-occupational accident.
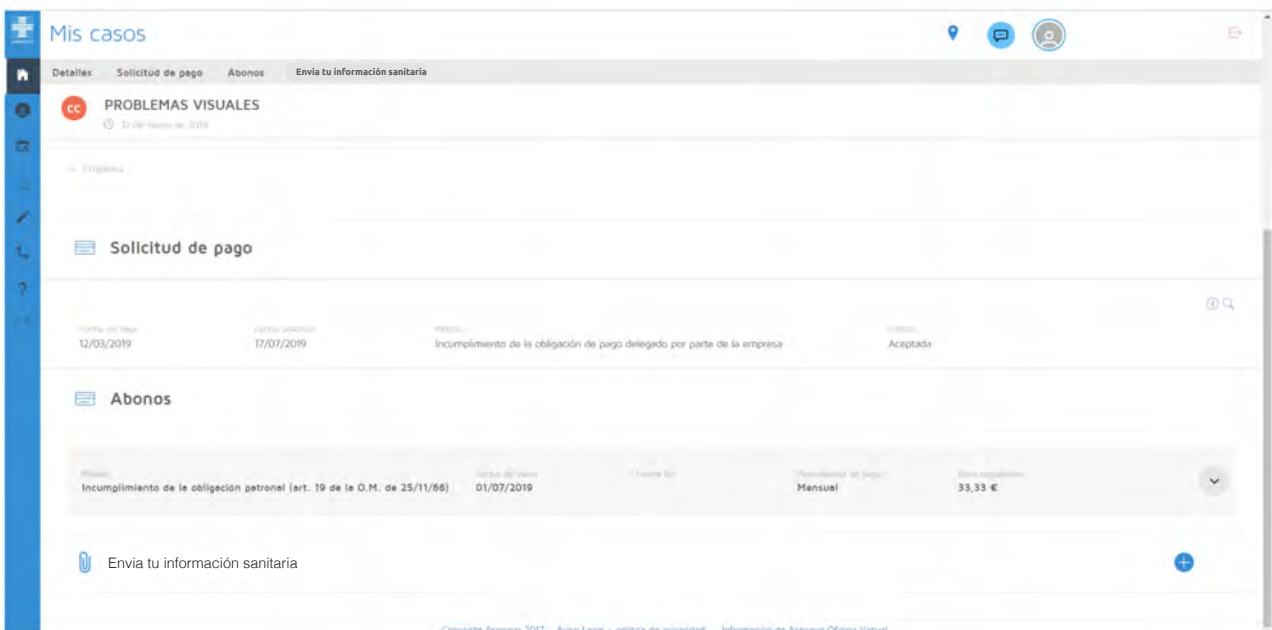
3 - HOW TO OBTAIN MY WITHHOLDING TAX CERTIFICATE?

If you received any benefits in the last financial year, you can obtain your withholding certificate by following these steps:

a) Once you have logged into Asepeyo Virtual Office , select "Tax withholding certificate" from the side menu.
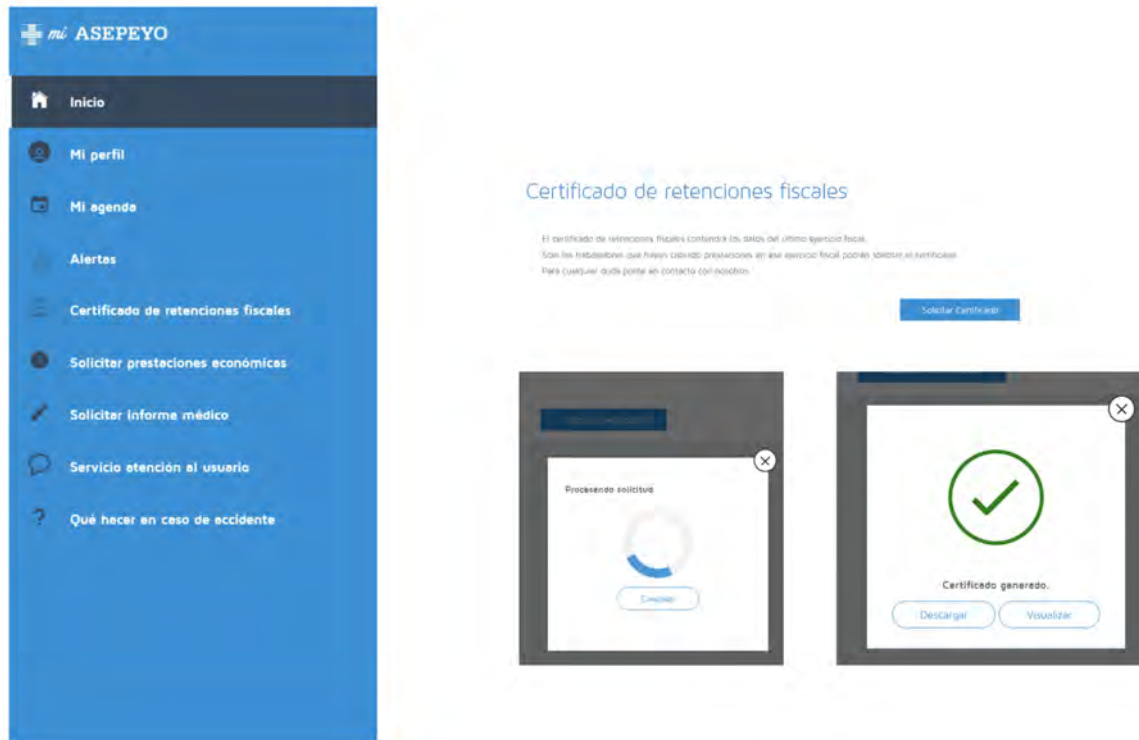
b) A "Request certificate" button will then be activated. Click on it, and it will become available for download.