



# Employee Self Service User Guide

**Please note that all queries and comments should be sent to [payroll@ofgem.gov.uk](mailto:payroll@ofgem.gov.uk) and NOT the IT department.**

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## Introduction to Employee Self Service

The **MyHR** Employee Self Service is web-based and provides a user friendly way for you to **view, amend data and request absences** the **Human Resources & Payroll System**.

You can access MyHR via the following link:  
[https://ofgemli.webitrent.com/ofgemli\\_ess](https://ofgemli.webitrent.com/ofgemli_ess)

It also allows you to view personal details held by Human Resources. It will also allow you to view and print and/or email your payslips.

All employees are given a login user name and password to enable them to access the system securely. Your user id will be the same as your Ofgem active directory user id, which you use to log into the Ofgem system (normally lastname and initial, e.g. John Smith = SmithJ). A randomly generated temporary password will be sent to your Ofgem email address but you will be prompted to change this when you first log in.

**Passwords must include both upper and lower case characters and must also include alpha and numeric characters.**



**Remember** – It is **your** responsibility to keep logins and passwords safe. By allowing anyone else access to your login details you run the risk of your secure data being compromised!

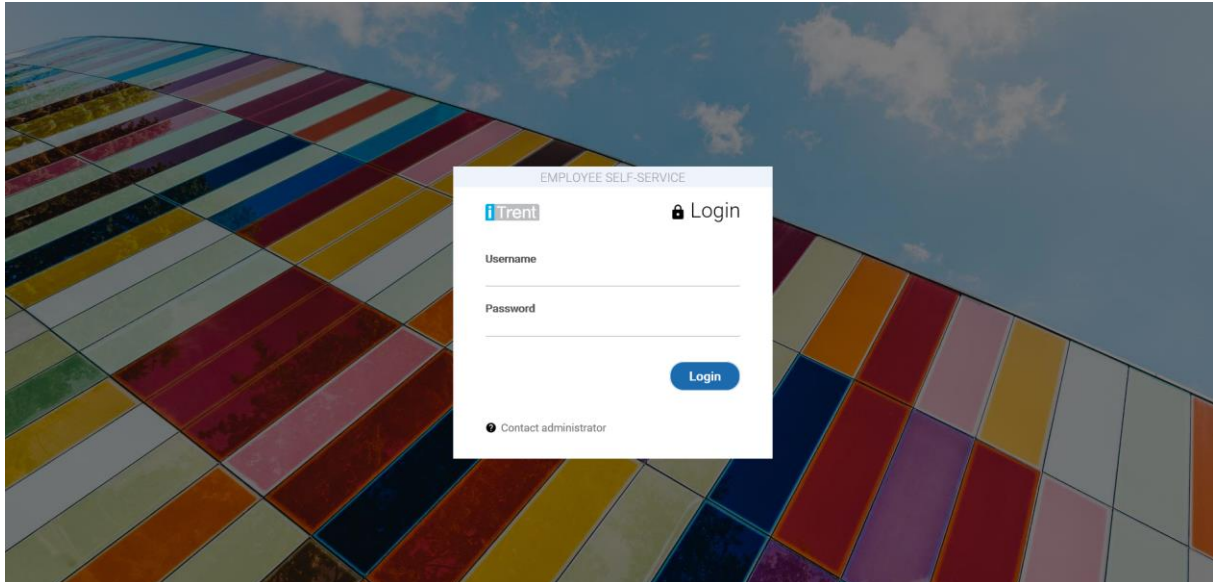
When selecting a password it is important to remember the following.

- Select a password that is difficult for others to guess
- Protect your password as you would any other restricted information
- Change your password immediately if you think another person has learnt of it
- **Don't write your password anywhere.**

If you do not have or have forgotten your user name and/or password, contact the **iTrent system administrator** at [Payroll@Ofgem.gov.uk](mailto:Payroll@Ofgem.gov.uk).


## Log-on Screen

Click on the Self Service link on the intranet or follow the link below,  
[https://ofgemli.webitrent.com/ofgemli\\_ess](https://ofgemli.webitrent.com/ofgemli_ess)

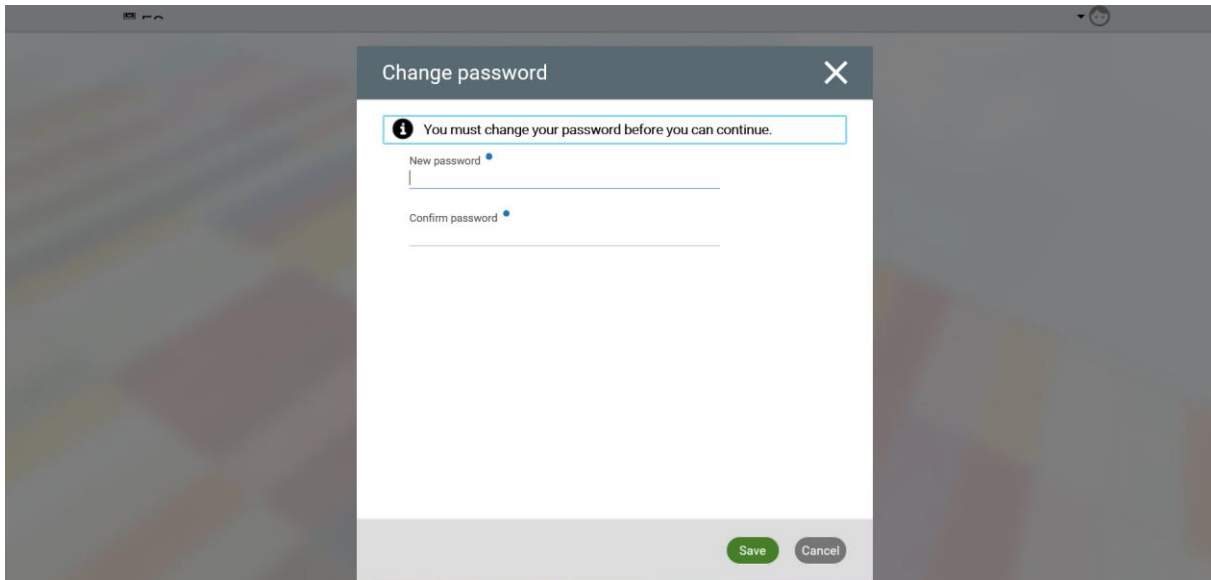


1. Enter your **user name** and **password** and click **Login**.

If this is the first time that you are log in, then  
you will see the following message,

 You must change your password before you can conti

**Please note your profile will be disabled after 6  
failed log on attempts.**



At this point you **MUST** change your password.


This is an important security measure to ensure that your password is known only to yourself.

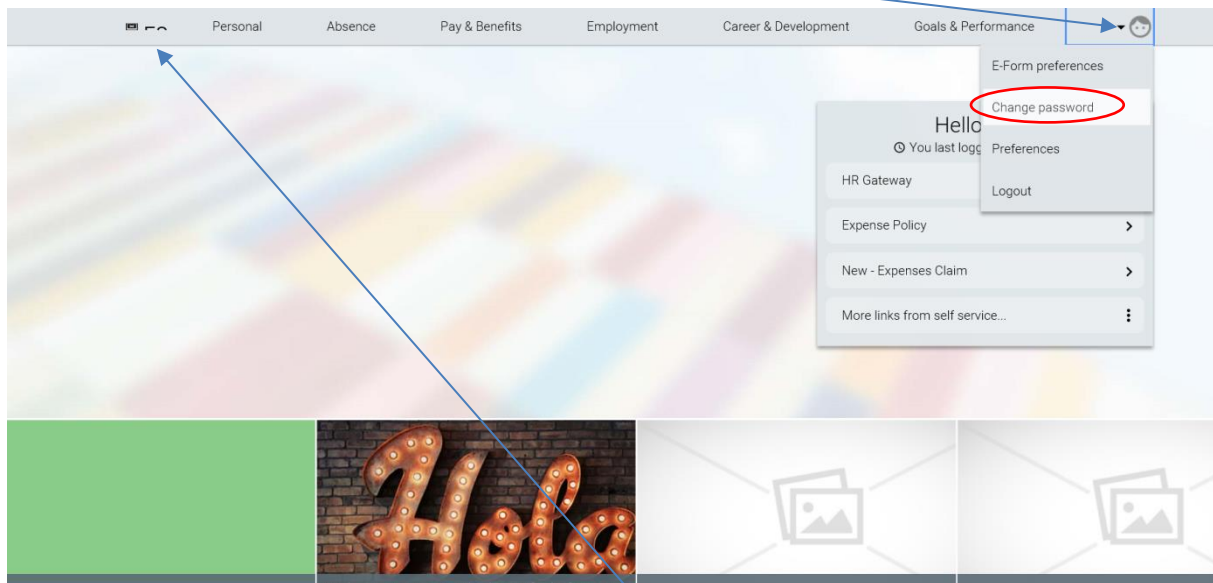



**Please note that if you do not receive the prompt at your first log in, it could mean that your log in has been compromised.**

**Please contact the system administrator immediately so that your password can be reset and they can also perform an audit trail to check if/by whom/when your profile was accessed.**

You have the ability to **change your password** thereafter by clicking on the **Change password** button on the top right corner of the screen.


Please click on the little face button  first.

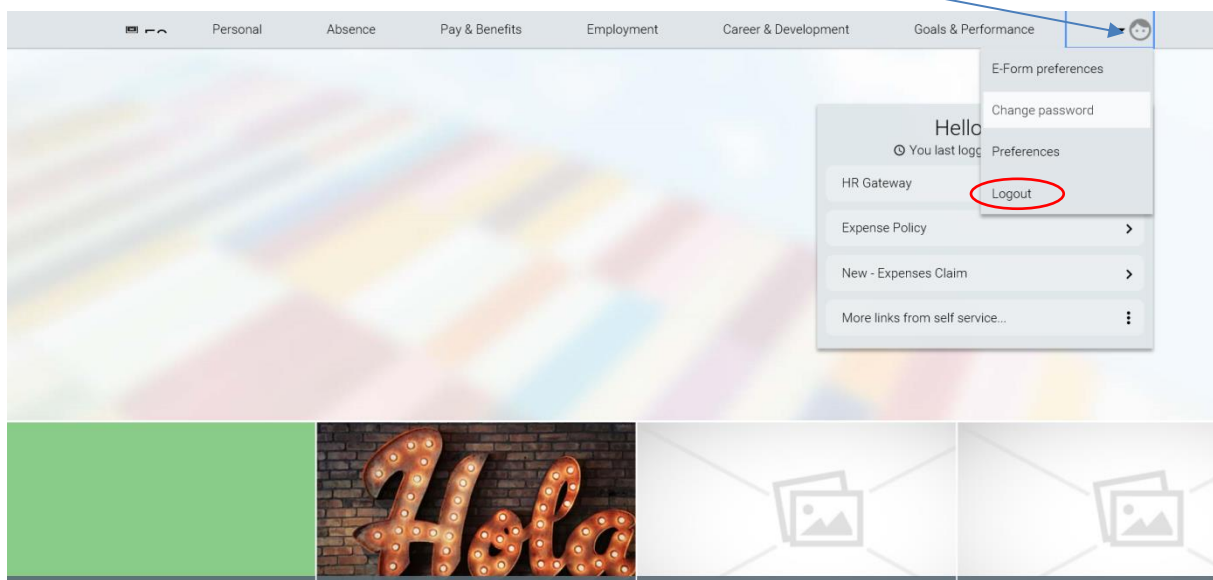


To return to the **Home** page, click on  at the top left of the page.

Please note that refreshing your browser will automatically log you out of the system.

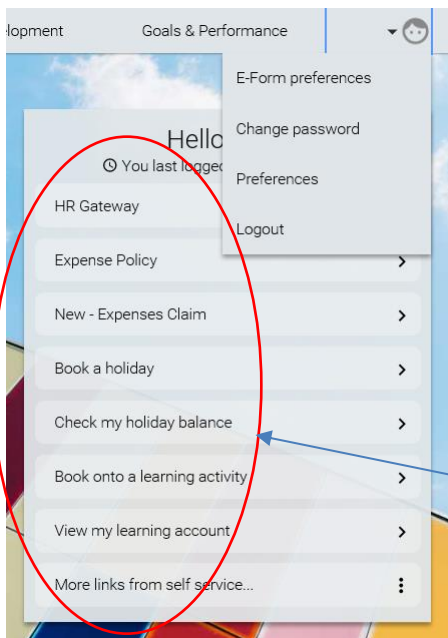
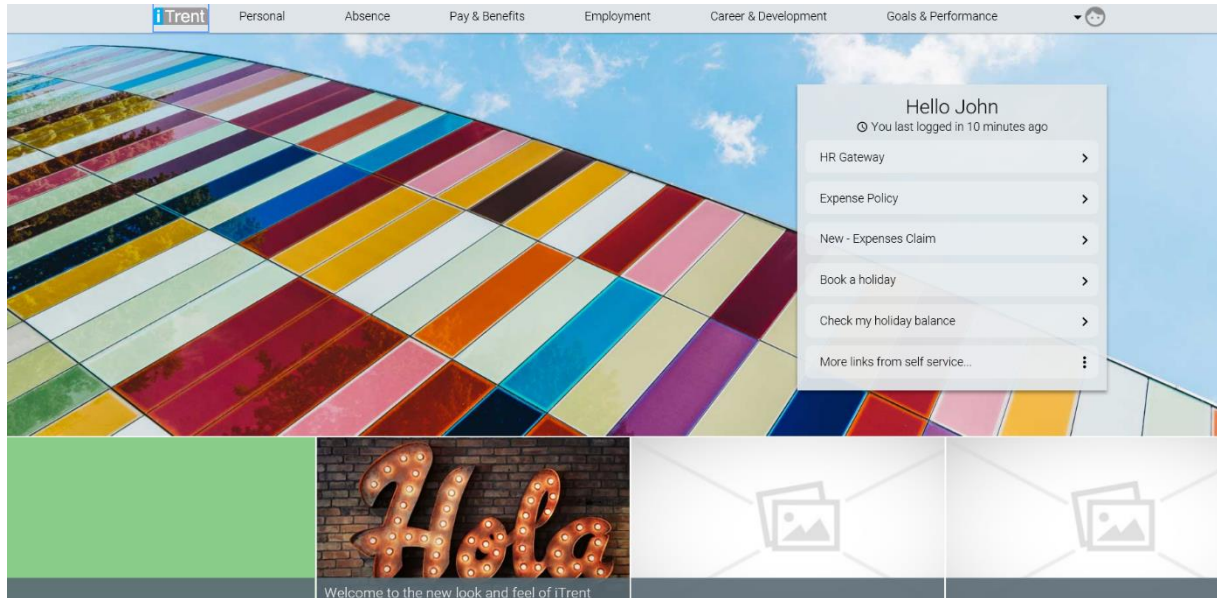
## Logout

To log out of Self Service, you click on the Log-out button on the top right corner of the screen. Please click on the little face  button first.



## Homepage

The following screen opens showing the five main headings: **Personal, Absence, Pay & Benefits, Employment, Career & Development, Goals & Performance**



Click on to:

- **Set e-payslip password**
- **Change MyHR password**
- **Edit your MyHR preferences**
- **Logout**

There are shortcuts and links available on the main page



## Personal Details

- View **personal information**: name, title, marital status, date of birth
- Change/View your **sensitive** details
- Change/View **special requirements** e.g disability requirements or dietary needs
- Change/View your **contact** details (address, email, telephone number)
- Change/View your **emergency contacts**
- Change/View your **bank details**

Click on the **Personal** to open the following screen:

The screenshot shows the 'Personal' details screen in the iTrent system. The top navigation bar includes 'iTrent', 'Personal', 'Absence', 'Pay & Benefits', 'Employment', 'Career & Development', and 'Goals & Performance'. The 'Personal' section is active, showing a list of personal details cards. The first card is 'Personal details' for 'Mr John Jones'. The second card is 'Sensitive information' with a prompt to 'Select this card to view or amend your sensitive information'. The third card is 'Special requirements' with a prompt to 'Select this card to view or amend your special requirements'. Below these are sections for 'Contact information', 'Friends & Family', and 'Bank details'. Each section has a card with details and an 'Add' button.

If you find that any of your **personal data** is missing or incorrect please contact the Human Resources.



**Please note** – You will be able to view BUT cannot amend your title, first name and surname on **Personal details**. This is because it is important that **Human Resources & Payroll** are made aware of those changes and will require you to provide documented evidence. You can however amend any of the other information.



## Address, Sensitive Data, Contact details, Emergency Contacts

Click on the **Personal** to open the following screen:

From **Contact information** section choose folder you wish to update, for example **Home-Mailing Address**:

If there are any errors, make the relevant amendment and click on '**SAVE**' button

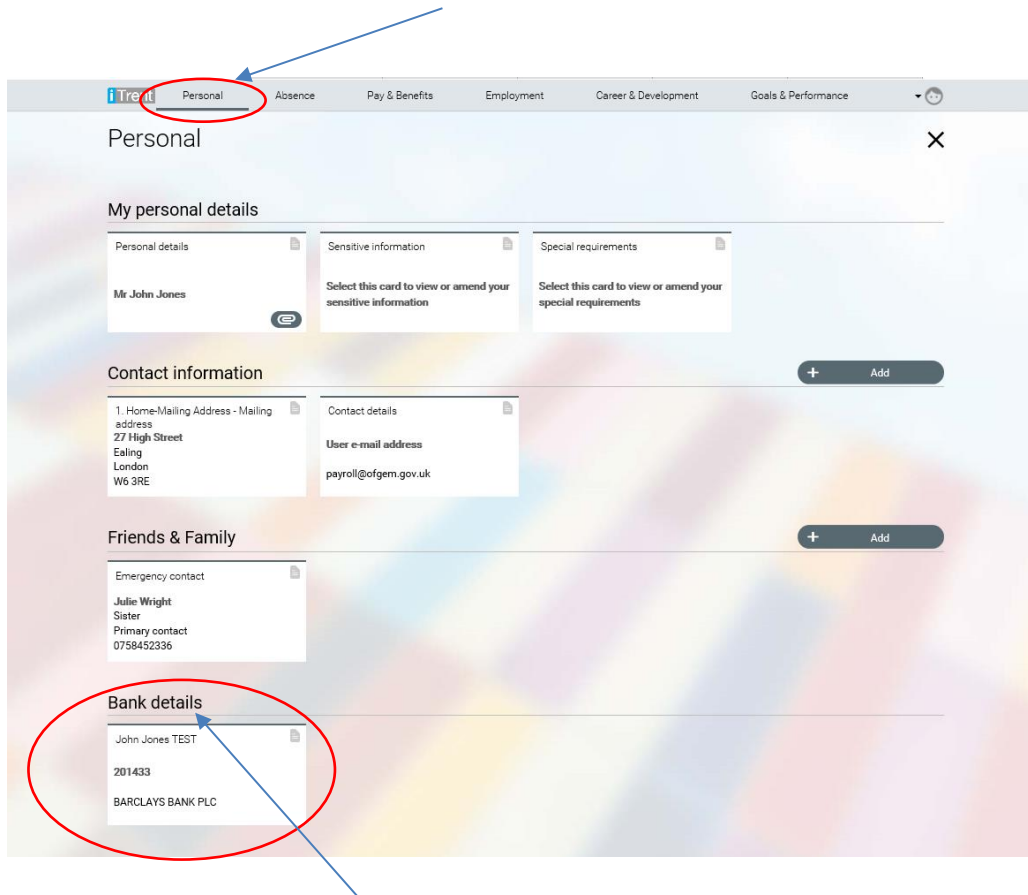
The screenshot shows the Ofgem MyHR interface for managing contact details. It is divided into two main sections: 'Contact information' and 'Friends & Family'. Each section has an 'Add' button. The 'Add' button in the 'Contact information' section is circled in red, and a blue arrow points from the 'Add' button in the 'Friends & Family' section to it.

Contact information	Friends & Family
<p>1. Home-Mailing Address - Mailing address</p> <p>27 High Street Ealing London W6 3RE</p> <p>Contact details</p> <p>User e-mail address payroll@ofgem.gov.uk</p>	<p>Emergency contact</p> <p>Julie Wright Sister Primary contact 0758452336</p>

**Contact details, Emergency Contacts and Next of Kin** details are amended in the same way. If they are not recorded under MyHR please use the **Add button** and create a new record.

## View/Amend Bank Details

1. Open the first folder **Personal**:



2. Click on '**Bank details**' tab to open screen:

Bank details

**i** These details are used to pay your salary and any changes will take immediate effect. Please check the details carefully before saving.

Sort code
201433

Bank name
BARCLAYS BANK PLC

Roll number

Account number
54569874

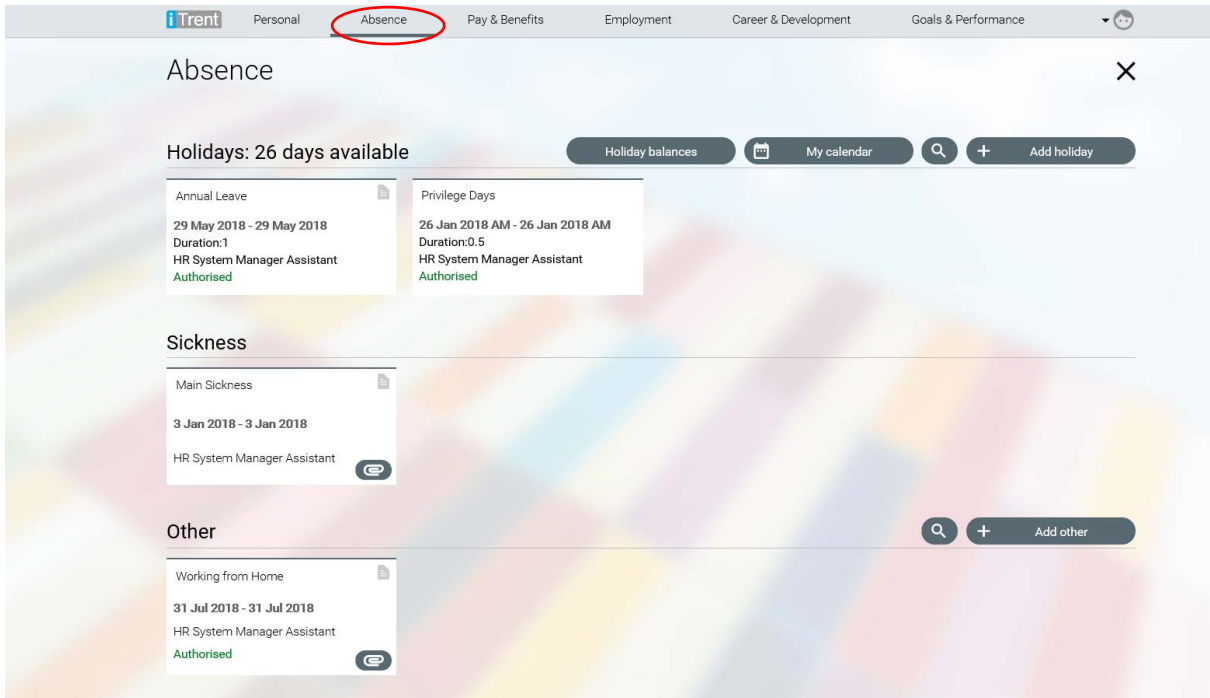
Account name
John Jones TEST

Make the relevant change and click on '**SAVE**' button.

**If bank details are changed after the payroll cut-off date, the changes will take effect from the next pay run.**

## Absence

- Book annual leave
- Check annual leave balance & history
- Complete/Check Sickness record
- Book/Record other absence e.g. training, discretionary, and domestic, etc.



The screenshot shows the 'iTrent' Absence management interface. The 'Absence' tab is selected in the top navigation bar. The main content area is titled 'Absence' and includes a close button (X). Below the title, it displays 'Holidays: 26 days available' and a row of buttons: 'Holiday balances', 'My calendar', a search icon, and an 'Add holiday' button. The interface is divided into three sections: 'Annual Leave', 'Sickness', and 'Other'.

**Annual Leave**

Annual Leave	Privilege Days
29 May 2018 - 29 May 2018	26 Jan 2018 AM - 26 Jan 2018 AM
Duration:1	Duration:0.5
HR System Manager Assistant	HR System Manager Assistant
Authorised	Authorised

**Sickness**

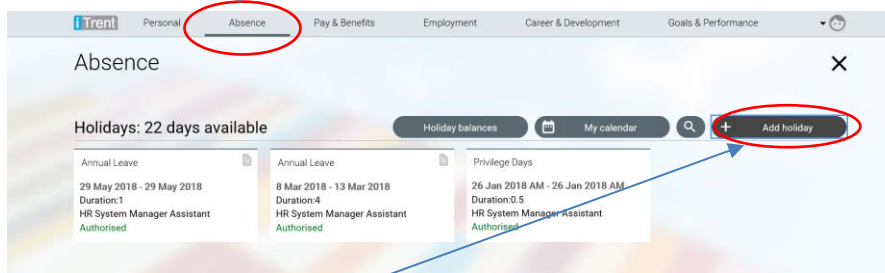
Main Sickness
3 Jan 2018 - 3 Jan 2018
HR System Manager Assistant
Authorised

**Other**

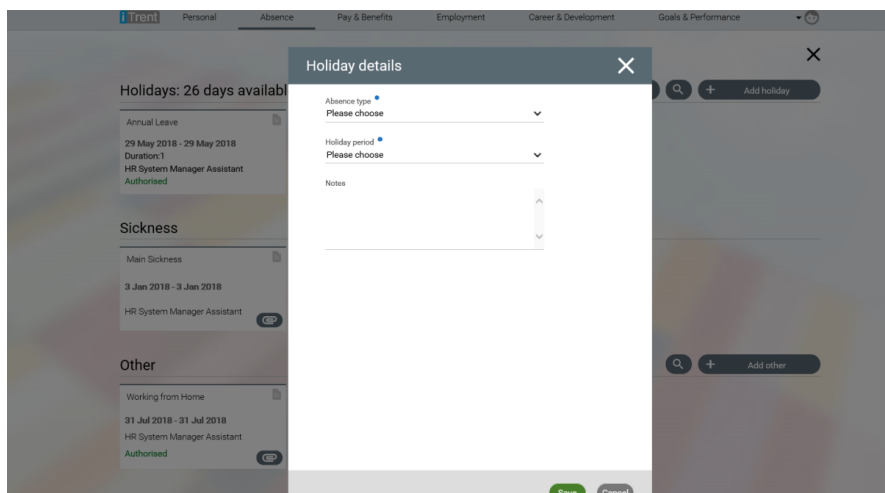
Working from Home
31 Jul 2018 - 31 Jul 2018
HR System Manager Assistant
Authorised

## Booking Annual Leave

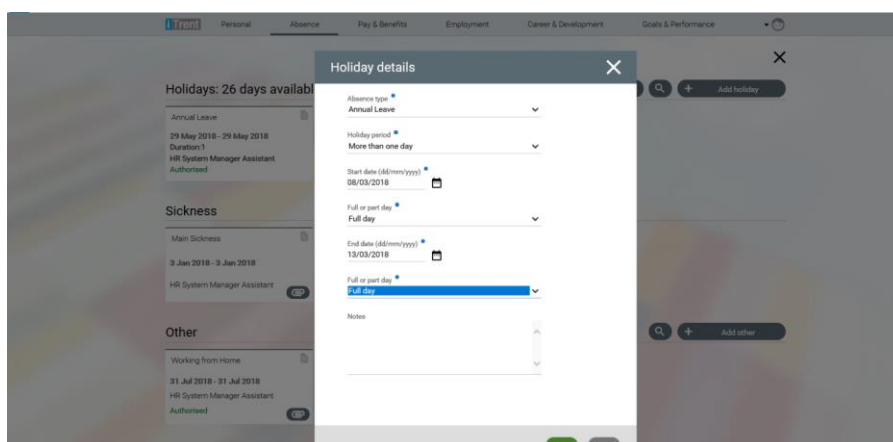
1. Go to **Absence** folder



2. Click on **'Add holiday'** to open screen:



3. Please select **absence type (Annual Leave or Privilege Days)**.  
*Privilege days should be available only to employees working in London. Glasgow staff have Privilege Days automatically added to their records as a part of Bank Holidays dates.*
4. Please choose **holiday period: part day, full day, more than one day**
5. Complete the form with the dates required and click **'Save'**.



6. The request will be sent to your line manager for authorisation.

Your date will show up in a list showing authorised claims, rejected claims and claims awaiting authorisation.

7. An email will be sent to your 'Ofgem' email address confirming whether the request has been authorised or rejected.

To amend a holiday that has been authorised but not yet taken, open the **Details** of the holiday and amend the dates as required. Click on '**Save**' and the amendment will be sent to your line manager for re-authorisation.

If the dates booked are no longer required, select '**Delete**'. If the any dates are unused but past, please contact HR to amend the dates.

Click on '**Holiday balances**' to see your entitlement, time already taken, time scheduled and entitlement balance.

**Holiday Balances**

The balance takes account of all recorded holidays including any awaiting authorisation

HR System Manager Assistant - Annual Leave (Bands A-E)

Holiday Period	Entitlement	Taken	Scheduled	Balance
1 Jan 2018 - 31 Dec 201...	25 days	0 days	5 days	20 days
1 Jan 2019 - 31 Dec 2019	25 days	0 days	0 days	25 days

HR System Manager Assistant - Privilege Days

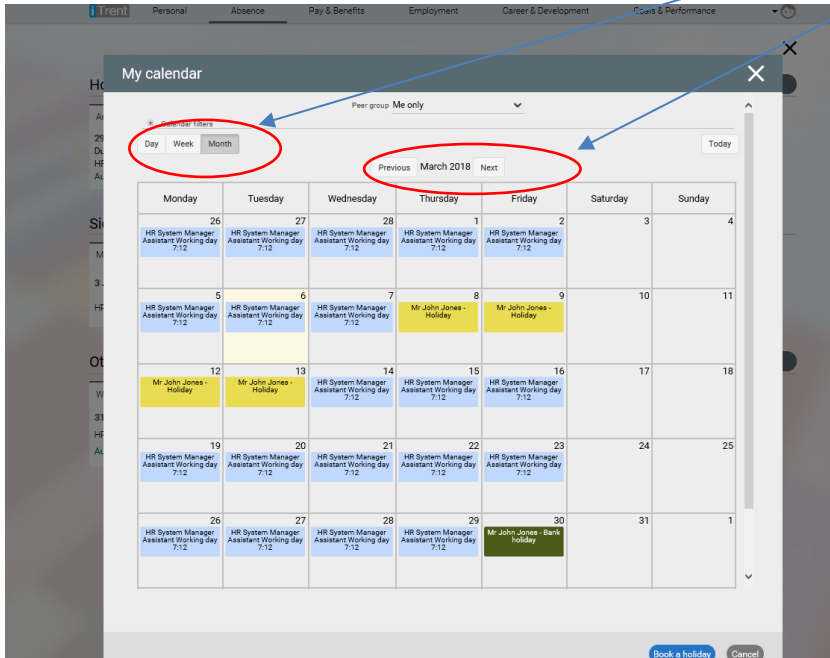
Holiday Period	Entitlement	Taken	Scheduled	Balance
1 Jan 2018 - 31 Dec 201...	2.5 days	0.5 days	0 days	2 days
1 Jan 2019 - 31 Dec 2019	2.5 days	0 days	0 days	2.5 days

**Book a holiday** Cancel

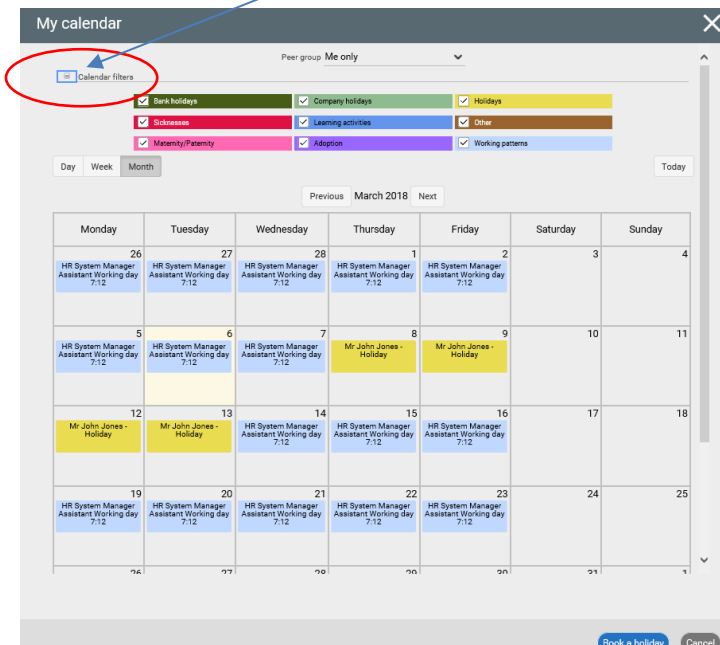
You can also book holiday directly from this screen by pressing blue button **Book a holiday**.

## My Calendar

You can view your absence details in calendar by clicking **My calendar** button. Different views and filters are available: by day, week, month. You move between different periods by pressing **Previous** or **Next**.



Click on calendar filters to find out what colour represents which kind of absence:

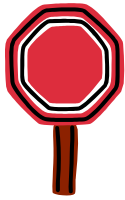


System allows to book holiday directly from this screen by pressing blue button **Book a holiday**.



## Sickness

Once a line manager is made aware of absence due to illness, a sickness record is created on the system.



### Please read!

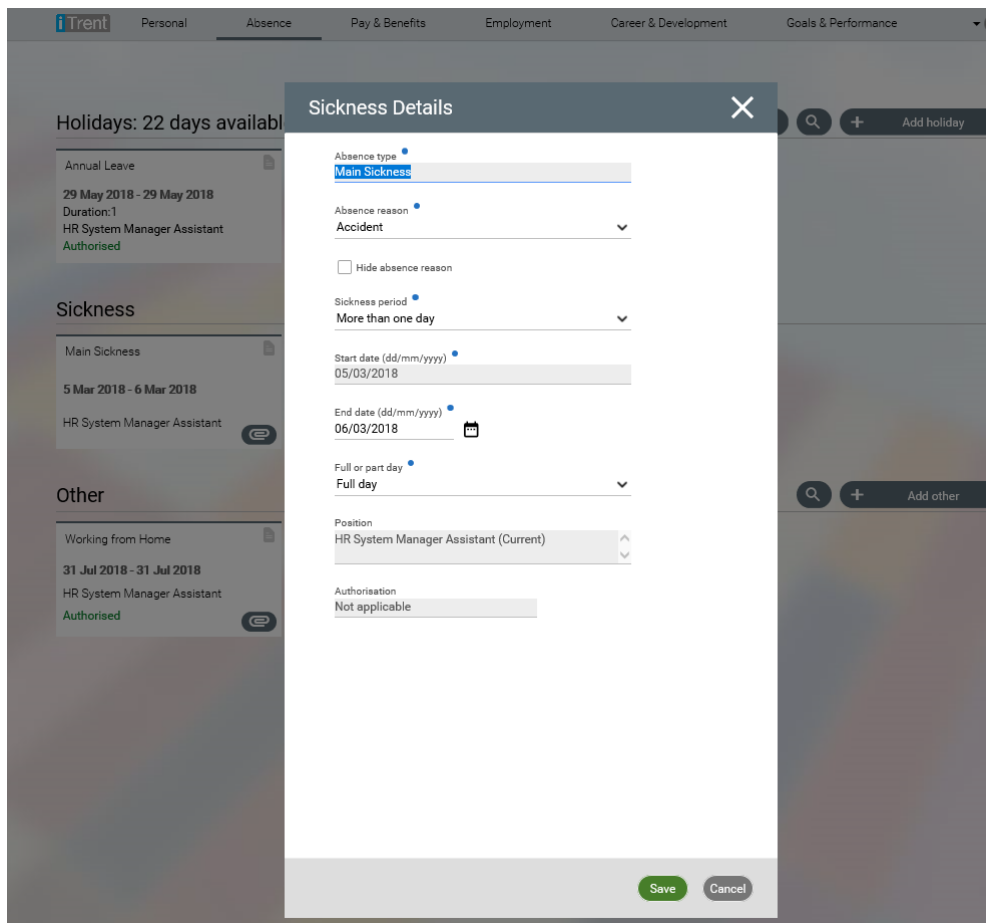
It is of vital importance that end dates are entered when an employee returns to work. The reason for this is that without an end date, the system will continue to treat the employee as if they are still on sick leave. This would then have an impact on the employee's current and/or future pay, in some cases leaving them without pay.

An email will be sent to the employee upon their return to work, requesting that the current 'open' sickness record be completed, i.e., the date of return from illness be entered via self-service.

*'.....Please be advised that a sickness record has been entered in the system for you commencing on dd/mm/yyyy. Please log into Self Service and record the end date.....'*

In the **Absence** sub menu, select '**Sickness**'. Click on the currently opened record (no end date).

Sickness details will appear on the screen:



**Sickness Details**

Absence type  
Main Sickness

Absence reason  
Accident

☐ Hide absence reason

Sickness period  
More than one day

Start date (dd/mm/yyyy)  
05/03/2018

End date (dd/mm/yyyy)  
06/03/2018

Full or part day  
Full day

Position  
HR System Manager Assistant (Current)

Authorisation  
Not applicable

Save Cancel

Enter/amend the absence reason.

Please note that you can choose to keep the reason for your absence confidential. In that case, please contact your HR officer directly.

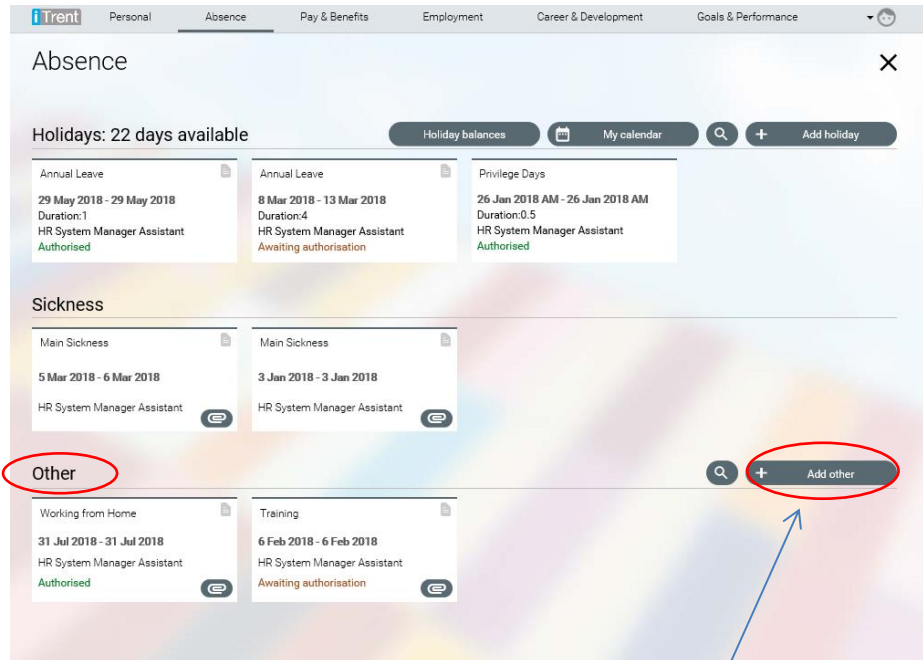
Enter the end date of the sickness and **'Save'**.

An email will be sent to your line manager advising of your return to work.

## Recording 'Other' Leave

In the absence sub-menu, select '**Other**'.

This page will show recent 'other leave' booked.



Other Absence Details

Absence type  
Domestic Leave

Absence period  
Full day

Start date (dd/mm/yyyy)  
07/03/2018

Select '**Add other**'.

In the new page, select the **absence type**, and the **absence period**.

Once saved, the request is sent to your line manager for authorisation.

The amendment and notification process is the same as for booking holidays.

Save
Cancel

**Please be aware that Absence view might change depending on number of records you have:**

**It can be in blocks :**

**Absence**

Holidays: 22 days available

Annual Leave: 29 May 2018 - 29 May 2018, Duration:1, HR System Manager Assistant, Authorised

Annual Leave: 8 Mar 2018 - 13 Mar 2018, Duration:4, HR System Manager Assistant, Awaiting authorisation

Privilege Days: 26 Jan 2018 AM - 26 Jan 2018 AM, Duration:0.5, HR System Manager Assistant, Authorised

**Sickness**

Main Sickness: 5 Mar 2018 - 6 Mar 2018, HR System Manager Assistant

Main Sickness: 3 Jan 2018 - 3 Jan 2018, HR System Manager Assistant

**Other**

Working from Home: 31 Jul 2018 - 31 Jul 2018, HR System Manager Assistant, Authorised

Training: 6 Feb 2018 - 6 Feb 2018, HR System Manager Assistant, Awaiting authorisation

**Or as a list:**

**Absence**

Holidays: 20 days available

Start date	End date	Duration	Type	Position	Authorisation
20 Jul 2018	20 Jul 2018	1.0	Annual Leave	HR System Manager Assi...	Awaiting authorisation
15 Jun 2018	15 Jun 2018	1.0	Annual Leave	HR System Manager Assi...	Awaiting authorisation
29 May 2018	29 May 2018	1.0	Annual Leave	HR System Manager Assi...	Authorised

**Sickness**

Start date	End date	Type	Position	Authorisation	Attachment
7 Mar 2018	7 Mar 2018	Main Sickness	HR System Manager Assistant	Not applicable	
5 Mar 2018	6 Mar 2018	Main Sickness	HR System Manager Assistant	Not applicable	
1 Mar 2018	1 Mar 2018	Main Sickness	HR System Manager Assistant	Not applicable	

**Other**

Start date	End date	Type	Position	Authorisation	Attachment
31 Jul 2018	31 Jul 2018	Working from Home	HR System Manager Assistant	Authorised	
27 Mar 2018	27 Mar 2018	Shared parental leave	HR System Manager Assistant	Not applicable	
6 Feb 2018	6 Feb 2018	Training	HR System Manager Assistant	Authorised	

Use the side slider to find older records

## Pay & Benefits

- View/print copy of your payslips
- View/print copy of P60 statement
- Claiming Over Time
- Claiming Expenses

## Electronic Payslips & P60's

### Introduction to E-Slips

Employees can print their own payslips & P60 documents through the self-service system.

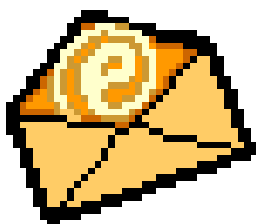
Employees also have the option of having their payslips e-mailed to them at an e-mail address of their choosing i.e., home/personal email address.

The email address and password preferences can be changed via self-service (**E-forms preferences**).

Each month you will receive an email from [Payroll@Ofgem.gov.uk](mailto:Payroll@Ofgem.gov.uk) with the following title

#### **[Not virus scanned] Online Payslip Report**

with the following message – “Please find attached your generated e-slip report”.



#### **Note! E-Mail Payslip/P60 Considerations**

Emailed payslips are no more or less secure than a printed payslip. Employees requesting e-mailed payslips should bear the following considerations in mind.

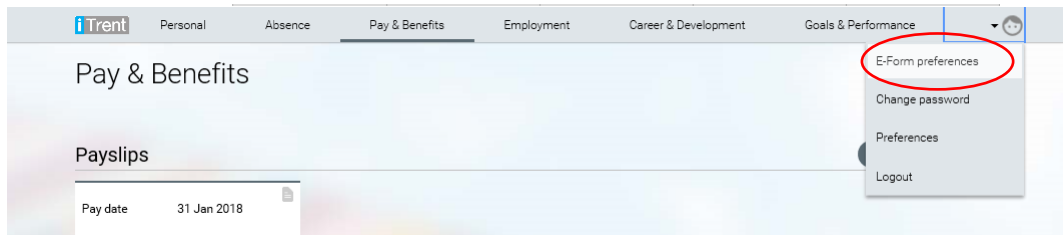
If an email address that is held in iTrent is incorrect then the emailed payslip will be delivered as follows:

- To the wrong person if the address is valid although incorrect for the person it is intended. However, being password protected, it is unlikely that the recipient will be able to view the details.
- Returned to sender i.e., Payroll.

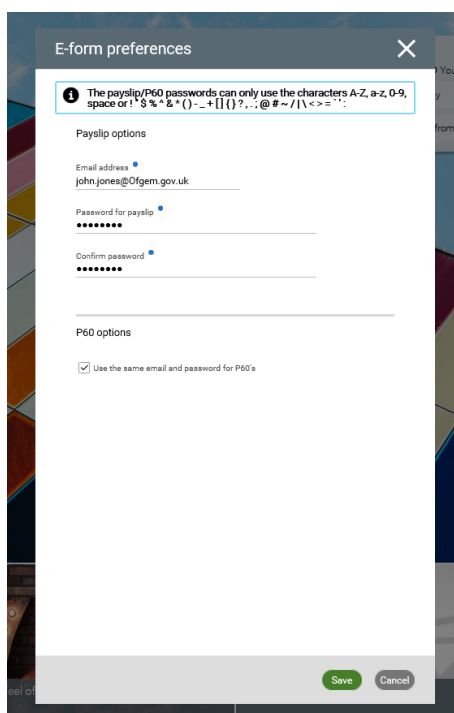
## Preparing Self-Service for E-Slips

### Payroll – Set up email address and password for e-mailed payslips/P60 statement

1. On the main page click on the little face symbol and choose **E-Form preferences**



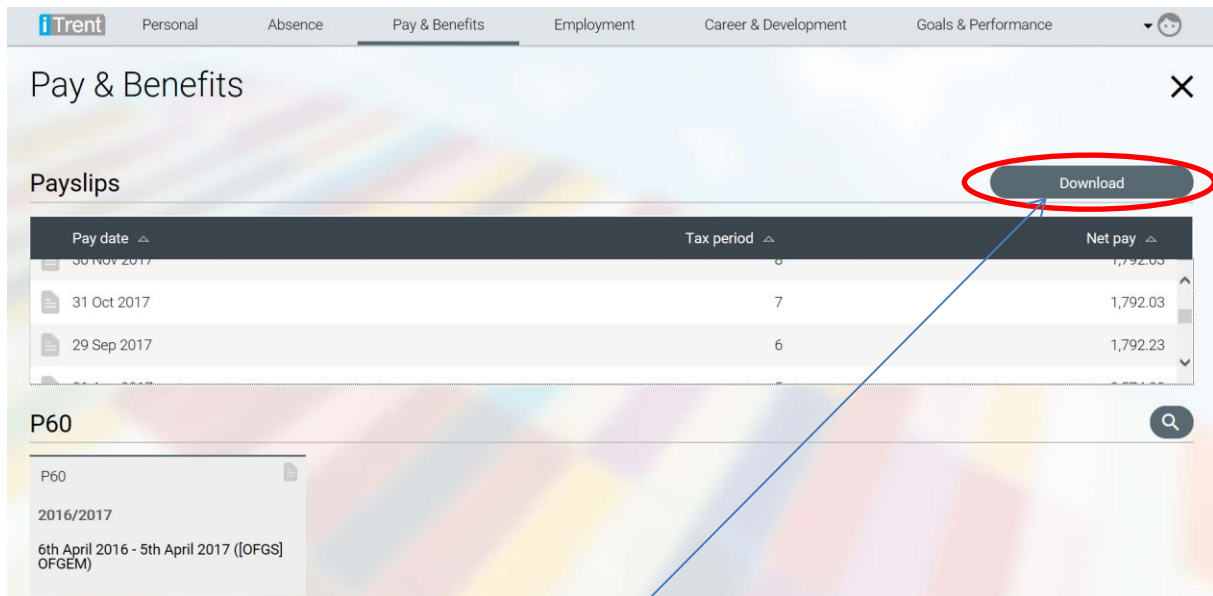
2. Click on '**E-form preferences**' tab to open screen:



3. Enter your email address preference (this can be your home or work email) and chosen password. Remember to amend the details for your P60 delivery at the same time.
4. Click on '**SAVE**' button.

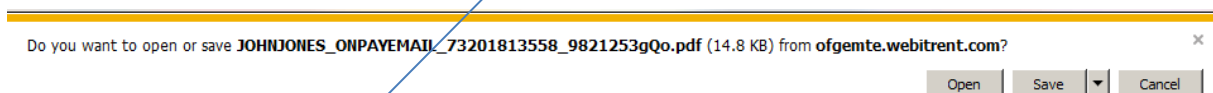
## Printing your Payslip & P60

Go to **Pay & Benefits**. List of your last 12 payslips and most recent P60 will be available on the main screen as at attached picture:



Scroll down to choose payslip you wish to download and click on it.

Following information will appear on the screen:



Choose **open** if you wish to download it or **save** if you prefer to save it first.

To see payslips generated earlier than 12 months ago please press **Download** (above the payslip list) and specify what period are you interested , then press **search button**.



Download payslips

×

i

If neither Start date nor End date are entered then all payslips will be printed

Start date (dd/mm/yyyy)

Start date of search

End date (dd/mm/yyyy)

Search

Cancel

P60's can be downloaded by clicking on P60 section:

P60

i

Please wait while your P60 is downloaded

P60

2016/2017

6th April 2016 - 5th April 2017 ([OFGS] OFGEM)

Following information will appear on the screen:

Do you want to open or save JOHNJONES\_ONPAYEMAIL\_73201813558\_9821253gQo.pdf (14.8 KB) from ofgemte.webitrent.com?

×

Open

Save

▼

Cancel

Choose **open** if you wish to download it or **save** if you prefer to save it first.

Once the slip is opened, you can print the payslip/P60 by clicking on the print button or you can save the slip.

**WARNING**

**Only save payslips/P60s to your own personal computer. If you save to a shared computer, they could be viewed by other users.**

**TIP**

**Printed payslips and P60s can be used, and are recognised as legitimate documentation for legal and financial purposes, e.g. mortgage/loan applications, etc.**

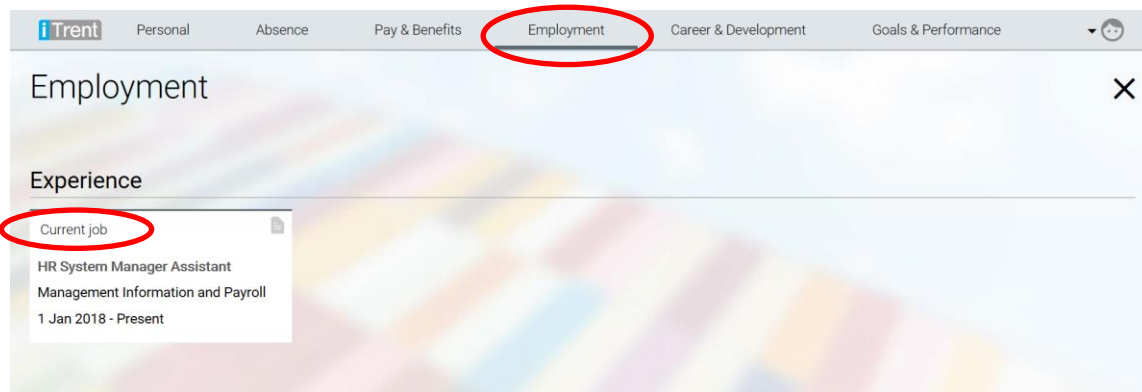
**Time and Expenses:**

Separate instruction how to claim Expenses and OverTime is available on The Wire

## Employment

- View current/previous job details, i.e., payroll number, cost code, contractual hours, work pattern, reporting manager etc.

Choose **Employment** section from the top menu.



Click on '**Current job**' folder and following screen will appear:

Job details	
Department	Position reference
Management Information and Payroll	001032
Position name	Personal reference
HR System Manager Assistant	545454
Start date	Payroll reference
01/01/2018	545454
Contractual hours	Work pattern
36.00	London Default Working Pattern
Cost code	
6125	
Manager	
Reporting manager and job title	
Mrs Jane Smith - HR System Manager	

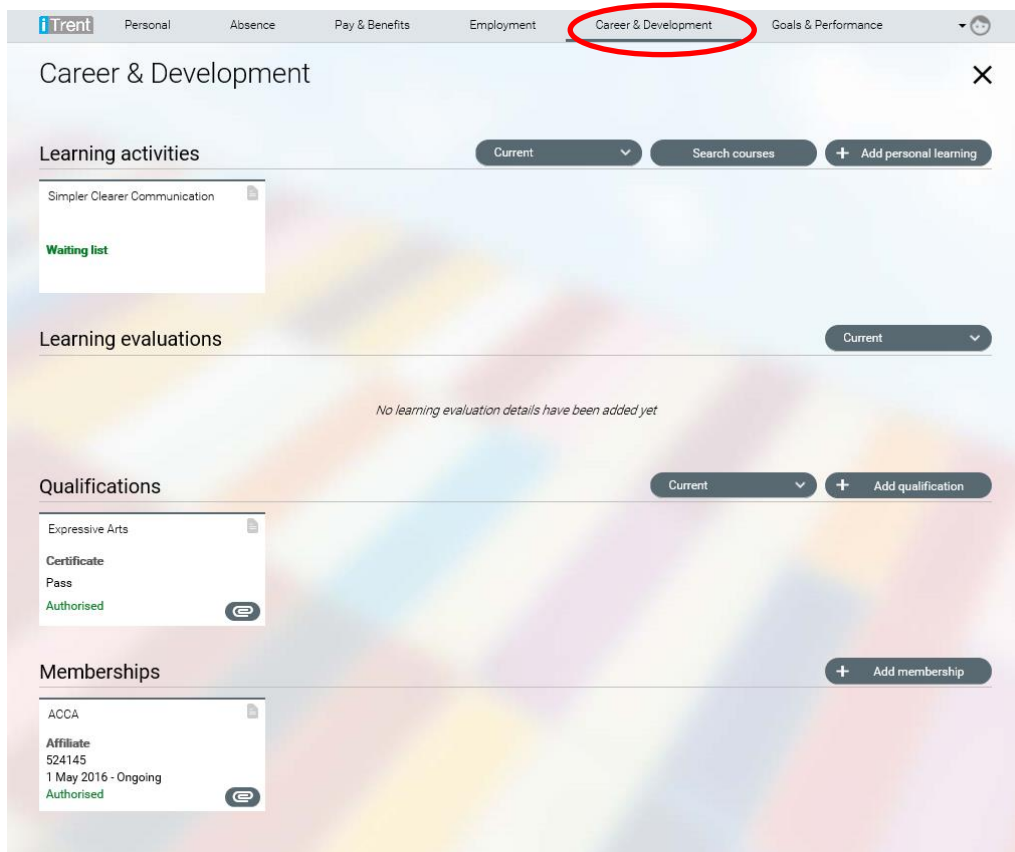
Cancel

## Career & Development

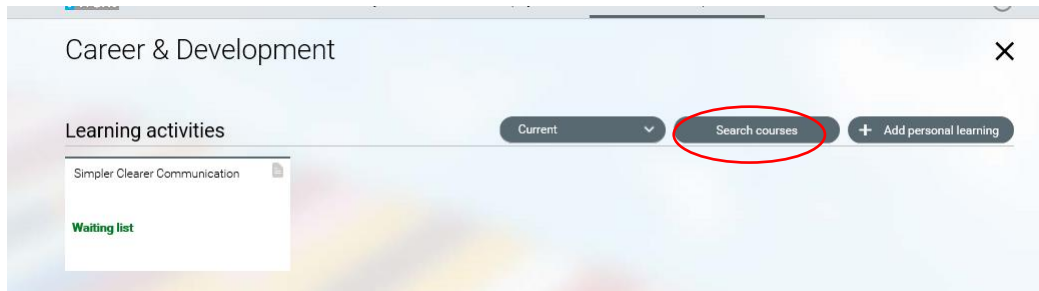
From the Career & Development sub-menu, you are able to do the following:

- Electronically sign up for internal courses.
- View your 'Personal Learning Account' (training you attended)
- Record your qualifications, external courses and professional memberships.
- Amend your bookings.
- View/amend waiting lists you are on.

Please note you will NOT be able to apply for external training sessions through this system. Please see the learning and development microsite for instructions on applying for external courses.

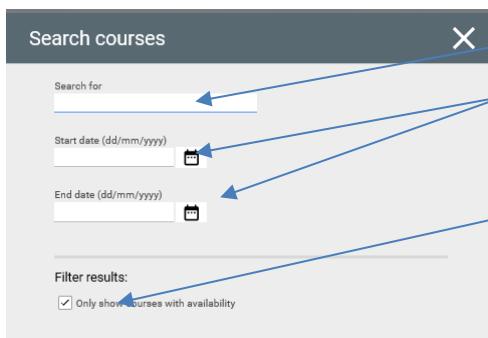


## Book a Training Course (Learning Activity)



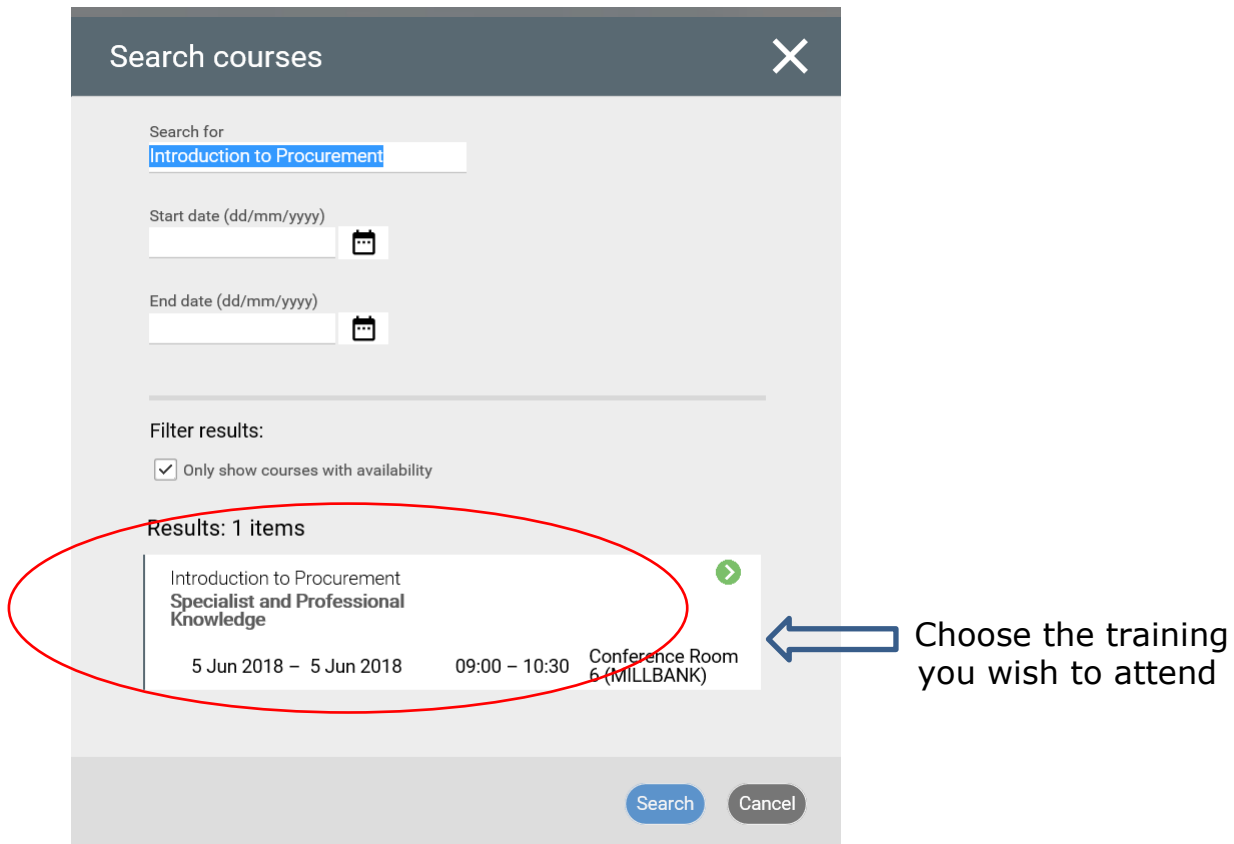
From '**Career & Development**' folder choose '**Search courses**' .

This will take you to the page where you can view a list of all the available activities/courses in Ofgem. In order to access all available training you will need to perform a search:



- Type in the course name
- You can enter start and date, but it's not mandatory.
- If you can't find the course, but you wish to add your name to the 'waiting list,' untick the filter and show all courses.

Following screen will appear with list of available events:



**Search courses**

Search for  
Introduction to Procurement

Start date (dd/mm/yyyy)

End date (dd/mm/yyyy)

Filter results:

☒ Only show courses with availability

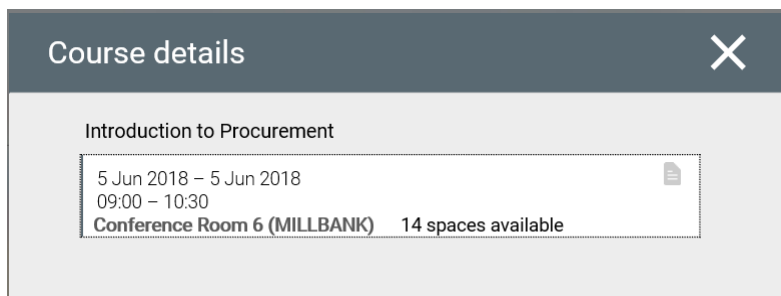
Results: 1 items

Introduction to Procurement <b>Specialist and Professional Knowledge</b>	5 Jun 2018 – 5 Jun 2018	09:00 – 10:30	Conference Room 6 (MILLBANK)
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Choose the training you wish to attend

Search Cancel

Click on the training to see course details as below:



**Course details**

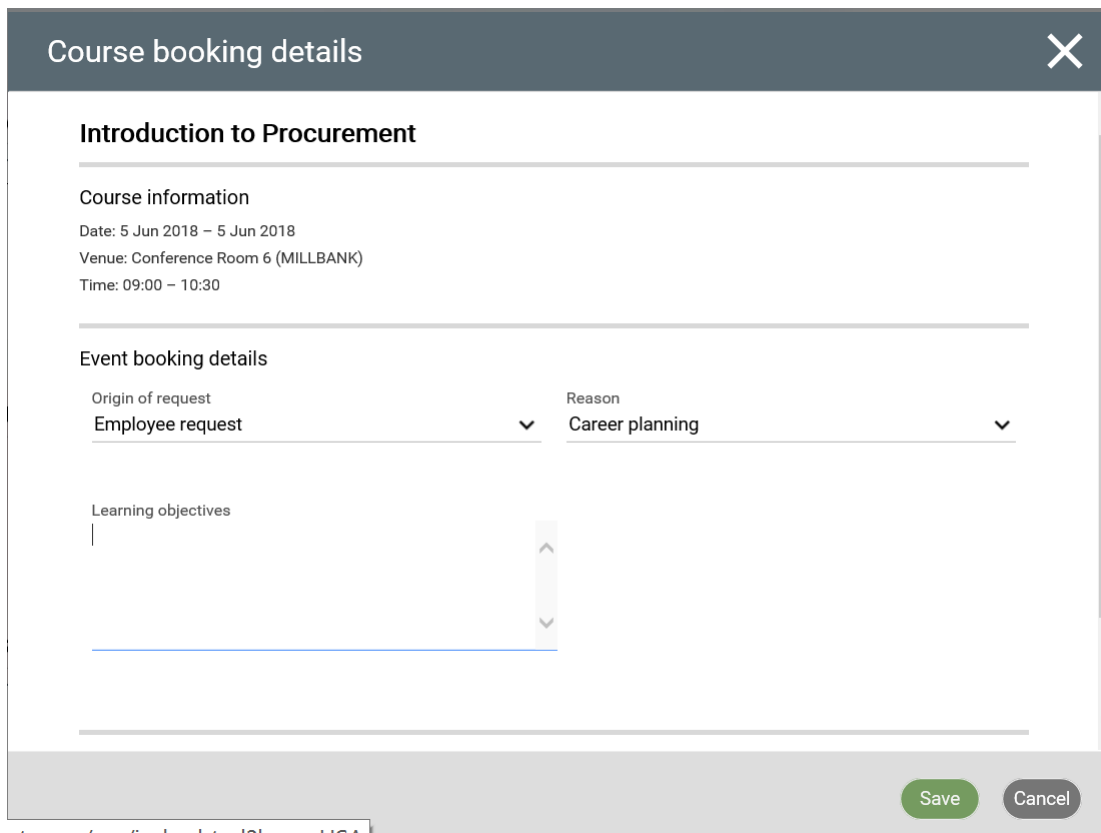
Introduction to Procurement

5 Jun 2018 – 5 Jun 2018

09:00 – 10:30

Conference Room 6 (MILLBANK) 14 spaces available

To process the booking please click on the course details and fill the form:



Click on the drop down list **Origin of request**, and choose why you are requesting this course.

**Next**, click on the drop down list **Reason**, and choose the reason for completing the course.

You must also enter **Learning objective** details for non- mandatory courses. Please check the L&D microsite if you are unsure about what the mandatory courses are.

Then click **Save**

You will be sent a provisional booking email and the booking will be subject to your managers approval and availability on the session.

An email will be sent to your line manager for authorisation and you will then get a confirmation email once approved along with a calendar appointment.



## Special Requirements

You can record any special requirements if needed.

Go to the first section of top page menu **Personal** and choose **Special Requirements** folder.

The screenshot shows the iTrent system interface. At the top, the 'Personal' menu item is highlighted with a red circle. Below the menu, the 'Personal' section is displayed. Under 'My personal details', the 'Special requirements' card is highlighted with a red circle. The card contains the text: 'Select this card to view or amend your special requirements'. Below this, the 'Contact information' section is visible, showing a mailing address and an email address.

Enter all necessary details, e.g disability requirements or dietary needs, then click on **Save**.

The screenshot shows the 'Special requirements' form. The 'Special request information' section has 'Vegetarian' selected. Below this, the 'Mobility constraints' checkbox is checked. The 'Mobility constraints details' section is empty. At the bottom, there are 'Save' and 'Cancel' buttons.

## Trainings status can be:

**Completed** Learning event attended and 'completed'.

**Booked** You are registered to attend this event.  
***Please note that the status will remain as booked until the administrator for the learning activity closes the event. This is usually done soon after the learning event has taken place.***

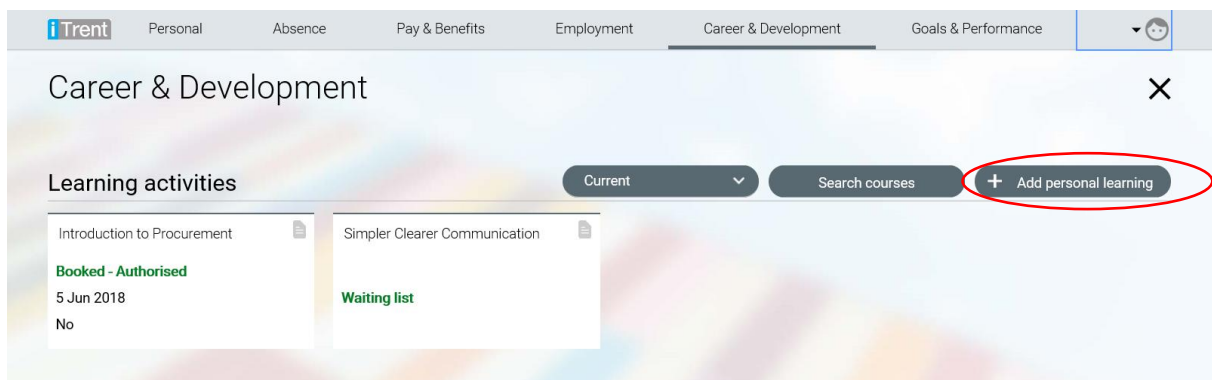
**Waiting** You are on the waiting list for a future event.

**Cancelled** Your place at the learning event has been cancelled - you have either withdrawn from attending, or not attended a learning event that has taken place.

## Recording external training.

The Learning activities section should be used to record all work-related learning. Attendance at learning events not organised through one of the learning providers, or external events can be recorded by adding a new personal learning event.

Click the **Add – Personal learning** button.



Personal learning event details

×

Event title

☐ Internal

Start date (dd/mm/yyyy)

End date (dd/mm/yyyy)

Duration

▼

Learning hours

Learning activity type

▼

Learning event code

Save

Cancel

Enter the details of the course and then **Save**.

Please note that your manager will be notified of Personal learning events added via self service and you may be asked to provide copies of certificates if required.

## Waiting Lists

If the training is listed as '**waiting**', you can book yourself on the waiting list and the L&D team will email you once a place becomes available.

If a course/activity is not available please change the **filter status** and make sure it's unticked. You don't need to enter full name of the training, first word should let you find it.

After you find the required course please select it, complete all the required information including a **date to attend the course by** if necessary. Click the **Save** button.

## Amend/Delete place on a course

1. Go to **learning activity** on the **Career & Development** sub menu page.

The screenshot shows the 'Career & Development' sub menu page. The 'Learning activities' tab is highlighted with a red circle. Below it, the 'Introduction to Procurement' course is highlighted with a red circle. A blue arrow points from the 'Introduction to Procurement' course to the 'Cancel reason' field in the 'Course booking details' form below.

2. Click on the appropriate course you want to cancel and Following screen will appear:

The screenshot shows the 'Course booking details' form for 'Introduction to Procurement'. The 'Cancel reason' field is highlighted with a blue circle. A blue arrow points from the 'Cancel reason' field to the 'Save' button at the bottom right. Another blue arrow points from the 'Save' button to the 'Press Save' instruction.

**Course booking details**

**Introduction to Procurement**

**Course information**

Date: 5 Jun 2018 – 5 Jun 2018  
 Venue: Conference Room 6 (MILLBANK)  
 Time: 09:00 – 10:30

**Event booking details**

Cancel reason •  
 Illness

☐ Join waiting list

**Other participants**

Management Information and Payroll, Mr John Jones

**Other information**

Origin of request: Employee request  
 Reason: Career planning  
 Special request information: Vegetarian  
 Mobility constraints: Yes

**Save** **Cancel**

## **Goals & Performance**

- Fill the Exit Questionnaire if you are leaving Ofgem.
- This is normally issued to the employee once notification has been sent to Payroll from HR.
- This should be completed online and returned to HR .

## FAQs

### General

#### ***"What is Employee Self Service?"***

Employee Self Service allows employees to view their own personal and job details and to request that information is updated where it is incorrect on the HR System. This means that Ofgem will have more accurate and up to date details on record.

Staff will also be able to view their holiday balance and request holiday leave directly through the Employee Self Service system. In addition staff will be able to view and download their current and historical payslips.

#### ***"What information will I see?"***

There are five main categories of information that can be accessed:

- Personal details
- Employment
- Payroll
- Absence
- Learning

#### ***"What if I don't have access to a computer?"***

Everyone in Ofgem is entitled to have an Ofgem username and password which can be used on any office based PC connected to the organisation network.

#### ***I can't log in to Self Service.***

You can only log in to Self Service if you are a contracted member of staff at Ofgem, when you are connected to the network (either on site, via an Ofgem issued laptop or via remote access).

If you are connected to Ofgem's network but still cannot access the log in page, please contact the IT Helpdesk.

Temporary Staff/contractors will not be able to log in to Self Service.



### ***"What if I have questions or problems with using Employee Self Service?"***

If you experience problems logging into iTrent Self Service system or have questions relating to the information shown in the Employee Self Service screens, please contact the System administrator to report faults or request support


Email [Payroll@ofgem.gov.uk](mailto:Payroll@ofgem.gov.uk)

### ***"How secure is the HR Self Service system?"***

HR records, like all sensitive corporate database records, are held on secure servers which are invisible to the Internet.

Access to the iTrent Employee Self Service records is via usernames and encrypted passwords which are stored on secure hardware servers. These passwords are not stored on the HR system.

As an added security measure, an email is sent to you when your home address or bank account details are changed.

Connections to iTrent are encrypted, look for the  symbol in your browser.

To ensure the security of the information held in the system, you should also always remember to log out or lock your PC when you have finished using Self Service.

### ***"Who has access to my details?"***

Staff in Human Resources and Payroll/Finance have access to **only** the information required to carry out their specific roles.

Additionally, Line Managers have People Manager access to iTrent which allows them to view person and position-related information for the staff who report to them.

No staff outside Human Resources and Payroll/Finance will have access to your bank details. Senior staff outside these areas will only have access to the information related to your salary, not payslip details, i.e. tax details or deductions.

Access to information about other employees is only permitted if there is a genuine business need for an individual to access this information. **Other staff can not see your details through Self Service and you can't see theirs.**

***"Can I access Employee Self Service from home?"***

As long as you have access to the Ofgem service remotely, you will be able to access Self Service.

***"How can I access MyHR Self Service from my Ofgem equipment at home?"***

When logging to your work laptop or pc at home you need to ensure that you select your Ofgem desktop by clicking "Please click here for desktop".

***"I would prefer not to have my HR details available via Employee Self Service. Is it possible to opt out?"***

No. Employee Self Service is an integral part of the improved HR/Payroll services that Ofgem is implementing. It has inbuilt security and with prudent use by staff it will provide significant benefits.

***"Can I ask a colleague/manager in my department to book annual leave/enter overtime for me?"***

No. You must not share your user details as this would give access to all your personal information.

## **System Navigation**

***"How can I access my Employee Self Service?"***

On the intranet Homepage, click on the link to Employee Self Service.

Remember, you must not share your username and password with any other individual. If you share your username and password with anyone, for any purpose, they could potentially view and/or amend your personal data.

***"The 'log-out' button doesn't work, how do I exit Employee Self Service?"***

Close your web-browser to end your Self Service session.

### **"Can I claim expenses through Self Service?"**

**Yes** . The Instrcutions for this process is on the WIRE.

### ***"What is an E-Slip and how do I access it?"***

E-slips are a fully branded pdf. copy of your regular payslip/P60 which you can now view in Employee Self Service.

You may also choose to forward your payslip to your preferred email address via Employee Self Service or print a hard copy.

If you forget your e-slip password you can change it at any time by overwriting it on the E-form preferences screen.

### ***"When will my next/new E-Slip become available?"***

New E-slips will become available on the day before Pay Day.

### ***"I need 'old payslips"***

You can access any payslips issued after **October 2004** via the payslip history.

### ***"What should I do if there is an error on my payslip?"***

If you are worried that there is an error on one of your payslips you must first check your own records to make sure that this is a genuine error, and then if you still believe there is you should contact the Payroll department to discuss.

### **"I am on maternity leave, but cannot see my maternity absence dates or KIT days on the system, why?"**

Access to maternity absence dates is not available through the Employee Self Service.

If you have any questions or concerns about your maternity leave please discuss this with your line manager or contact [payroll@ofgem.gov.uk](mailto:payroll@ofgem.gov.uk) discuss with your HR Business partner.

### **"Can annual leave be requested and authorised retrospectively?"**

Yes. Placing and authorising annual leave requests retrospectively is an acceptable practice and the process works in the same way as requesting and authorising future dated leave. This would help to ensure the holiday balances shown are as accurate as possible.

**"If leave is not authorised on the system but I have my manager's 'verbal' permission, what happens?"**

Leave requests can be authorised at any point, e.g. even after the due date for authorisation has passed.

**"My leave record shows annual leave that I haven't taken, how can this be corrected?"**

Speak to your Line Manager to seek approval. If in agreement, your Line Manager should contact the HR team or [Payroll@ofgem.gov.uk](mailto:Payroll@ofgem.gov.uk) asking for the leave record to be deleted through the core HR system.

## **Learning**

***"There are no dates listed for the course I want to attend, can I be notified of future dates?"***

You can add yourself to the waiting list by following the guidance for waiting lists.

This will automatically add you to the waiting list. When further dates are set up for the course, everyone on the waiting list will be sent an email of the new dates.

***"How do I obtain a list of the courses I have attended?"***

Your training record is held in your Personal Learning Account, log into eHR Self Service, click on Learning and then Personal Learning Account.

***"What is the Personal Learning Account?"***

Courses booked and attended from the central training programme will automatically be recorded in your Personal Learning Account. If you attend training outside the central programme, e.g. through an external training provider, you can record this on your training record through your Personal Learning Account.

***"Why can't I just email you to book the course for me?"***

By using Self Service to book your own learning events, you receive immediate confirmation that you have booked for the session and date on which you wish to attend. You will also receive a diary reminder for the session.

***"The information showing is not correct, what should I do?"***

Please contact the Learning and Development team.

***"I can't find the course I want to attend."***

If you cannot find the course you want to attend, please contact the Learning and Development team and they will try to advise on alternative internal courses or be able to suggest suitable external alternatives.

***"I booked for a course by mistake, how do I cancel this?"***

You can cancel your place in Self Service, by going to your Personal Learning Account, selecting the event you are registered for and then click on Cancel.

***"I am booked for a course, but now cannot attend, how do I cancel?"***

You can cancel your place in Self Service, by going to your Personal Learning Account, selecting the event you are registered for and then click on Cancel.

***"How do I find the details (venue/time/date) of the course I am booked on?"***

Log into Self Service and check your Personal Learning Account; click select next to the course you require information on - this brings up the basic detail of the date. For full details, click the 'Booking Summary' button on the left hand side.