**Introduction**
Jisr HR System

Jisr HR System is an advanced solution for managing employee affairs, offering high efficiency in handling various operations such as leave management, attendance tracking, payroll, letters, and other essential HR processes.

The system is cloud-based, ensuring secure and fast access to data. It comes with a dedicated self-service mobile app, enabling a smooth digital transformation in HR management by allowing employees to:

• Record attendance and departure seamlessly.

• Submit and track requests for leaves and other HR

services.

• Access personal documents and company policies

anytime.

• Receive real-time notifications and alerts on

important updates.

**Introduction**

Jisr aims to replace traditional procedures like email-based requests or paper documents, enhancing operational efficiency, reducing time and effort, and ultimately improving overall organizational performance while fostering a more flexible and professional work environment

**App Download**
You can download «Jisr» Self-Service App through one of the following methods:
1. Via the invitation link sent to your email.
2. From the app stores by searching with the following names:
The app is available on official stores such as App Store and Google Play.
**Account Activation**
As a user (employee or team manager) of «Jisr» system, your information will be pre-entered by the HR department or the system admin in your organization. Typically, the system admin will send an activation invitation to your registered email address.

The activation invitation will have the subject:
The invitation will be sent in both Arabic and English.

It includes a dedicated link to set your password, allowing you to log in and start using the system. Additionally, the invitation contains links to download the Self-Service App (ESS) from the official app stores for each operating system:

**Invitation Example**

Dear Employee,

You have been invited to activate your account and download the Jisr system app for your organization (...) to manage HR operations.

The Jisr Self-Service App aims to promote digital transformation in HR management by enabling employees to submit and track the status of all types of requests and leave applications, view personal documents or the organization`s internal policies, and stay updated with important notifications and alerts as quickly and effortlessly as possible.

08/11/2023، 11:39ص>no-reply@jisr.dev< Jisr HR

Click here to watch a tutorial video on how to register and explore the app`s key features.

If you encounter any issues during registration, please contact us at support@jisr.net.

Forward Reply

**Steps to Activate Your Account:**

1. Set your password from here.

2. Download the app version compatible with your phone`s operating

system.

3. Log in using your work email address.

4. Enter the OTP (One-Time Password) if required: A verification

code will be sent to your email to confirm your identity.

5. If you are linked to multiple companies, a list will appear for you to

select the relevant one.

6. If you are linked to only one company, this step will be skipped

automatically.

7. Access the login screen: Your email address will be pre-filled.

Continue logging in by entering your password or selecting one of the

available login options (e.g., Gmail or Microsoft).
Click here to watch a tutorial video on how to register and explore the app`s key features.

If you encounter any issues during registration, please contact us at support@jisr.net.

**First-Time Login**

After downloading and launching the Self-Service App (ESS) on your mobile device, you will see the login page. Please follow these steps:

1. Enter Your Email Address: Start by entering your organization's email address.
2. Enter the OTP (One-Time Password) if required: A one-time verification code will be sent to your email to confirm your identity.

**3. Select the Organization Identifier:**

• If you are associated with multiple companies, a list

will appear for you to select the relevant one.

• If you are associated with only one company, this

step will be skipped automatically.

**4. Access the Login Screen:**

• Your email address will be pre-filled automatically.

• Log in by entering your password or choosing one of

the available login options (Gmail or Microsoft).

**Home Page**

Upon successful login, the app will automatically open to the home page, which includes the following sections:

**1. Employee Name and Location**

**2. Profile**

**3. Notifications**

**4. Clock In and Out**

**5. ViewRequestSummaryandCreateNewRequests**

**6. Announcements**

**7. Jisri (AI-Powered Chatbot Assistant)**

**Clocking In and Out**

You can clock in and out using the app by tapping «**Clock In/Out**» button.
Note:

The system admin must configure and enable the fingerprint clocking feature for employees using «Jisr» app on the mobile. This is achieved using **Geofencing technology** to ensure precise location tracking during attendance registration
**Note:** usage can be restricted outside the defined geofence.
The current date and time of the clock-in/out will be displayed. Tap on «**Record Fingerprint**».

**Clocking In and Out**

You can also tap «**Request Leave**» button to be redirected to the **Create New Request** page.
A message will appear confirming that your fingerprint has been successfully registered.
**Note:** To submit a punch correction request request, the employee must have permission to submit an attendance correction request.
**Jisri- AI-Powered Chatbot Assistant (New)**
Jisri is an AI-powered chatbot assistant integrated into the application, providing instant support to users with just a click on the chat icon. It helps answer inquiries, guide users through various processes, and offer support for different services.

This smart feature has been incorporated into the app to enhance employee support. The virtual assistant simplifies interactions with HR by:

Click here to start your conversation with Jisri.

**Jisri- AI-Powered Chatbot Assistant (New)**

• Providing accurate and prompt responses to

inquiries.

• Simplifying essential tasks for employees.

• Offering precise information based on the Saudi

Labor Law, organizational policies, and employee

data.

• Supporting communication in both Arabic and

English to ensure ease of use for everyone.
**Profile**

As an employee with default permissions on the system, you can view all the details of your personal profile through «**Jisr**» app, including:
Documents

Leaves Contracts

Attendance
Personal Information

Salary and Financial Details
Job Data
Tap on the Profile Icon to view your personal information.
**Note:**

If any data is incorrect or incomplete, or if you want to update your profile picture or other personal information or job data only:

The app will automatically send a data update request to the system admin for approval.

Once the request is accepted, the information will be automatically updated in the system.

Employees can also view their details such as salary, contracts, and documents. If the employee has admin or team manager permissions, they will be able to access the personal files of their team members or other employees in the system.

(More details in the Employees section).

From the **Personal** or **Job Data** tab, tap «**Edit**» option, make the necessary changes, and then click «**Submit Changes**»
The app will automatically send a data update request to the system admin for approval.

Once the request is accepted, the information will be automatically updated in the system.

Employees can also view their details such as salary, contracts, and documents. If the employee has admin or team manager permissions, they will be able to access the personal files of their team members or other employees in the system.

(More details in the Employees section).
**Settings**
The app settings provide the following options for the

employee:

• **Change Password:** Easily update your password to ensure security.

• **Change Language:** The app supports both Arabic and English, allowing you to choose your preferred language.

• **Enable Biometric Login:** Activate biometric login for easier access.

• **Contact Support via Chat Service:** Reach out to technical support through the chat feature.

• **Logout:** Securely log out of your account on the app.

• **Support Jisr by Sharing Suggestions:** Contribute to improving Jisr by submitting your suggestions.

**Notifications**

In the Notifications section, you can stay informed about all updates related to your accountand your team's, if you` re a system admin.

This section includes:

• **All:** View all notifications related to your account.

• **Requests and Tasks:** Track updates on requests such as leave applications, amendments, and violations, along with the ability to assign tasks via the web.

• **Announcements:** Official notifications issued by the company management.

• **Celebrations:** Notifications related to company events or activities.

You can also enable or disable notifications by tapping the **Enable** or **Disable** button.

**Attendance Reminders**

The app also sends "**Attendance Reminders**" notifications to employees about their clock-in and clock-out times, as long as the system admin or HR manager has enabled the ‹**Attendance Reminders**› feature from the web

When you tap on the notification, you will be directed to the following screen.

Employees can receive these **attendance reminder notifications** before the start of the workday, before applying deduction policies, before the end of the workday, or after the workday ends, with the time interval for sending these notifications specified by the admin.

However, please note that:

• Notifications are sent to all employees except those assigned to open shifts (currently not supported).

• Employees must have enabled the option to allow notifications from Jisr app to access their phones.

**Attendance**

The attendance screen allows employees to view the following information:
**Records**

• Displays **scheduled work periods** set by the system

admin or line manager.

• Shows **attendance and clock-out records,** including:

° Clock-in times.

° Tardiness and absences. ° Early departures. ° Excuse.

• **Weekends (rest days)** and **official holidays**(e.g.,

public holidays.
The app allows you as an employee to view the entered **fingerprint records** along with their details, enabling you to accurately track your attendance history.
«**My Leave**» Tab Displays only your personal leaves
**Team Leaves**

This tab will only appear if you are a system admin or team manager. It allows you to view and track leave requests submitted by your team members.

You can access the Team Leave

Tab by tapping on it, or by pressing the «Request Leave» or «On Leave» buttons.
**Reports**
By clicking on the **Report** icon, the **Attendance** section will be displayed, providing detailed reports on the employee's attendance record and leave balance for the month.

If the user is a **System Admin** or **Team Manager**, they will be able to view the attendance and leave records for all employees within their team within the month.
When selecting the Reports section, a summary report will be shown, including details on attendance and absences throughout the month, offering a comprehensive view of the attendance and clock-out records for the employee or the entire team.
You can also change the calendar view by selecting the display option for**Day,Week, or Month** by tapping on the Calendar Icon.
**Requests**
**Submitting Employee Requests**

Employees can easily submit their requests, such as loans, leaves, business trips, and more, in just one step through the app!

The request is then sent directly to the HR department or the direct manager, depending on the organization`s policy, via:
The blue ‹+**New request**› button on the homepage
From the ‹**Requests**› tab at the bottom of the homepage, or the ‹**New request**› option listed in the tabs bar below the shifts section.
All available requests for the employee will then be displayed for selection.

**Submitting Requests For a Team Member (by the Manager)**

If the user is an admin or has managerial permissions, they will be able to view all requests, as well as create a request on behalf of an employee. In this case, the admin/ manager will see the available requests for that employee.

If the employee has default permissions on the system, they will be able to view the list of requests available to them.

**Create a New Request**

Select the request you want to submit, and the corresponding form will be displayed for you to fill out the required fields and send the request for approval by the responsible users.

**View Your Requests/Team Requests**

To view your requests, whether it`s for leave, loan, asset, or any request you have submitted before, you can do so through:
The ‹**Your requests**› section on the homepage.
From the same section, you can view the team`s requests by clicking on the arrow next to the ‹**Your Requests**› title and selecting ‹**Team requests**›.
The team`s requests will be displayed, showing the names of the employees associated with each request, the current status of the request, and the user responsible for approval.
To view all of your requests or the team`s requests in full, you can do so by clicking on the ‹**View all**› button next to the ‹**Team requests**› section or through the ‹**Requests**› tab at the bottom of the homepage.
From within the ‹**Requests**› list, the following actions can be processed:

1. Choose between the ‹**Team Requests**› tab or ‹**My Requests**›.

2. Filter using advanced search options such as status, type, sort, and location.

3. View a specific request and check its details, workflow,

and comments if available, or share the request link.

4. Cancel your request or edit it, or cancel a team

member`s request if you have permission.
**Note:**

You can only edit your own requests. However, if you are an admin or have manager permissions to track team requests, you will not be able to edit the requests of team members.

**Employees**
**Note: This tab is displayed only to system admins or users with the team manager permissions on the system.**

As an admin or team manager, you will be able to view all team members under

your supervision and their profiles by clicking on the «**Employees**» tab at the bottom of the homepage.

When you open the «**Team**» list, your profile will appear at the top of the list. Clicking on it will direct you to your profile, which contains all your personal and staffing information.

The rest of the team members or employees available on the system appear in the list along with their employee ID. Clicking on any employee displays their profile, including personal information, job details, salary, etc.

Employees can be searched for using the search field.

**Managing employee profiles and their information**
• The user with the permission can edit or update employees` personal and staffing information, such as their photo, name, marital status, job title, etc.
• From the «**Salary & Financial**» tab within the employee`s profile, the user can view the employee`s detailed salary, access monthly payslips records with the option to download them, and review any loan information if available.

• The user can view the employee`s leave details, scheduled leave, and current leave from the «**Leaves**» tab. They can also request leave for this employee.

• Documents related to the employee, such as the ID or Iqama, can be added. Additionally, the internal regulations or any company-related documents can be uploaded from the «**Documents**» tab.

• From the «**Attendance**» tab, you can view the employee`s attendance schedule for previous months and the current month, check the record for each day including punches data, scheduled shifts, and any overtime hours if applicable.