

\* Please note that this document is a work in progress and as such, this document will be updated regularly with any frequently asked questions. \*

## Login

- [I was told that I would receive an e-mail to activate my staff account but haven't had anything yet. How would I go about activating this account?](#)
- [How do I log in to Pobl Aber People?](#)
- [I cannot remember my password /staff username. What do I do?](#)

## My information

- [How do I view my personal information that is available on the system?](#)
- [Can I change any of my personal information?](#)
- [How do I add/update my contact details on the system?](#)
- [How do I change my address on the system?](#)
- [Where do I record my next of kin, emergency contact, dependants and beneficiaries?](#)
- [How do I remove someone as my next of kin, emergency contact, dependants or beneficiary?](#)
- [How do I view my Payslip?](#)

## Technical Issues

- [I've updated information on my personal information, the system asks if I want to "generate a personal work schedule now". What do I do?](#)
- [What should I do if I experience technical difficulties?](#)

## Login

Q – I was told that I would receive an e-mail to activate my staff account but haven't had anything yet. How would I go about activating this account?

You will only receive a log on once the Human Resources department have verified your right to work in the UK documentation. If you have yet to do this or if you require assistance, please contact the Employee Services Team to schedule an appointment (e-mailing [hr@aber.ac.uk](mailto:hr@aber.ac.uk), telephone 01970 628555).

If we have verified your right to work:

- Please double check that you have not misspelled your personal e-mail address while applying for you position.
- Check all the folders (including junk) in the e-mail address provided.
- If you still cannot locate the activation e-mail, please contact the Information Services Customer Service helpdesk on [csistaff@aber.ac.uk](mailto:csistaff@aber.ac.uk) or call 01970 622400.

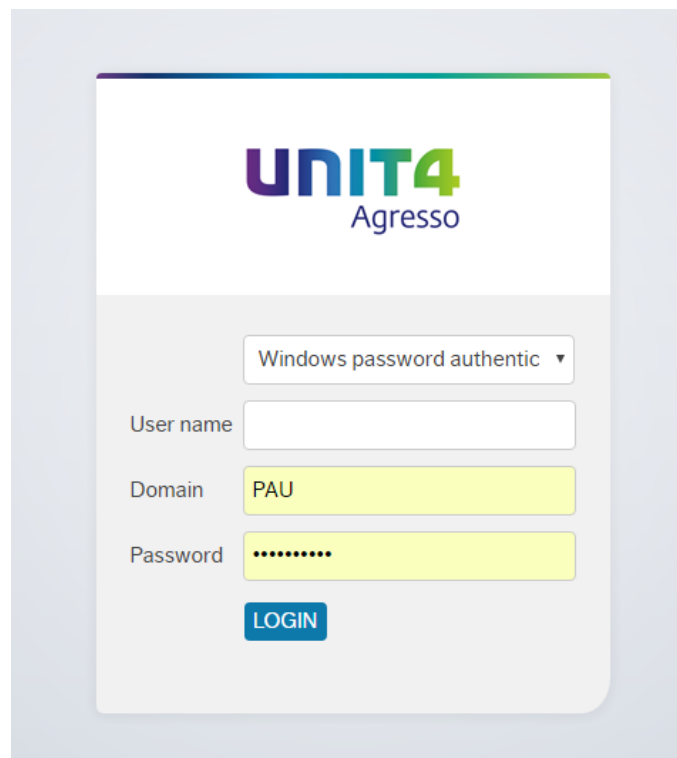
Q – How do I log in to Pobl Aber People?

- Go to <https://abw.aber.ac.uk/agresso/Login/>
- On this screen (shown below), please fill in the following:

*User name* The letters and numbers before @aber.ac.uk on your **STAFF** e-mail account.

*Domain* Always PAU

*Password* The password associated to your staff computer log on




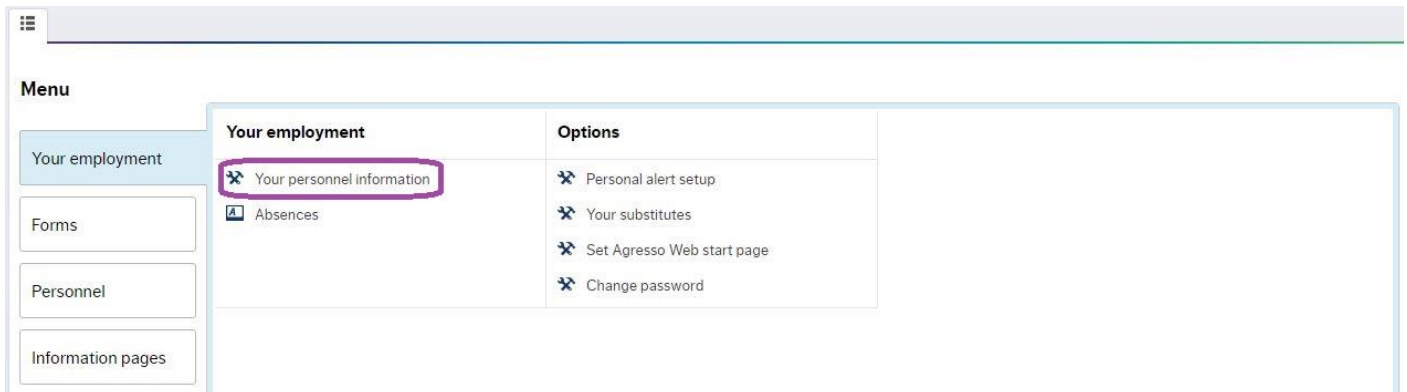
Q - I cannot remember my password /staff username. What do I do?

Please contact the Information Services Customer Service helpdesk by e-mailing [csistaff@aber.ac.uk](mailto:csistaff@aber.ac.uk) or by calling 01970 622400.

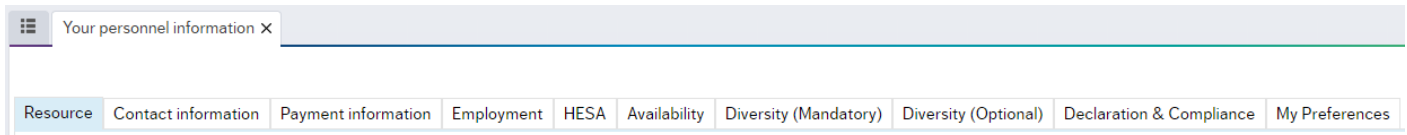
# My Information

## Q - How do I view my personal information that is available on the system?

- Click on  Your personnel information

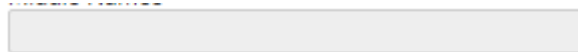


- There are different information available on the numerous different tabs



## Q – Can I change any of my personal information?

- If a field has been greyed out, these can only be updated by the Human Resources department:



To do this, please send an e-mail to [hr@aber.ac.uk](mailto:hr@aber.ac.uk) with the details of what you would like changed. For instance, if the date of birth is incorrect, please notify HR. They will then need to cross-reference against the right to work that you have provided.

- Any field that isn't greyed out can be edited.



To edit these fields, click on the field itself and press the space bar 3 times. This will then bring up a list of all the available options that you can select.

Resource

Lookup  Resource type Contracted

Resource ID  Resource name

**Name**

\* First name

Middle Names

\* Surname

\* Short name

Main ResID

∨ Name details

**Personal information**

\* Date from  \* Status  This section is currently empty

Date to  not in use

Birthdate  \* Language

NI Number  Marital status

Gender  \* Resource type

Total Hours


**Attributes**

Welsh Language Standard  Preferred Language  Work Location - Building  Leaver Reason 1

Greyed field – Cannot edit!

Non-greyed field - Can be edited!

**Q - How do I change my contact details on the system?**

- Click on  [Your personnel information](#)

Menu


Your employment


Forms

Personnel


Information pages


**Your employment**


 [Your personnel information](#)


 Absences

**Options**

 Personal alert setup

 Your substitutes

 Set Agresso Web start page

 Change password

- Click on the [Contact information](#) tab

Resource [Contact information](#) [Payment information](#) [Employment](#) [HESA](#) [Availability](#) [Diversity \(Mandatory\)](#) [Diversity \(Optional\)](#) [Declaration & Compliance](#) [My Preferences](#)

- In the address table, click on the line that is currently noted as “Home” under the Address type. This will open up the current detail fields in to the “Address Details” Section.

**Address**

Address type	Street address	Post Code	Town	Telephone	Mobile	E-mail
General	AberTemps					
Home						

Add Delete

---

Address details

**Address**

Address type: Home

Street address: [Redacted]

\* Country: [Redacted]

Post Code: [Redacted]

Town: [Redacted]

County: [Redacted]

**Phone numbers**

Telephone: [Redacted]

Mobile: [Redacted]

Pager: [Redacted]

Home: [Redacted]

**E-mail and website**

E-mail: [Redacted]

E-mail cc: [Redacted]

URL: [Redacted]

- Add/update the relevant field under the “Phone numbers” section.
- To keep these details once you have finished, click **Save** on the bottom left of the screen.



## Q - How do I change my address on the system?

- Click on **Your personnel information**

Menu

Your employment Forms Personnel Information pages	<b>Your employment</b>	<b>Options</b>
	Your personnel information Absences	Personal alert setup Your substitutes Set Agresso Web start page Change password

- Click on the **Contact information** tab

Resource **Contact information** Payment information Employment HESA Availability Diversity (Mandatory) Diversity (Optional) Declaration & Compliance My Preferences

- In the address table, click on the line that is currently noted as “Home” under the Address type. This will open up the current detail fields in to the “Address Details” Section.

**Address**

Address type	Street address	Post Code	Town	Telephone	Mobile	E-mail
<input type="checkbox"/> General	AberTemps					
<input type="checkbox"/> Home						

Add Delete

---

⌵ Address details

**Address**

Address type  
Home

Street address

\* Country

Post Code

Town

County

**Phone numbers**

Telephone

Mobile

Pager


Home

**E-mail and website**

E-mail

E-mail cc

URL

- Copy all the information of your previous home address in to a document or take a screenshot of the details supplied.
- Overtyping the home address details in to the “home” line with the new address.
- Click on the  button on the left under the “Address” table.

**Address**

Address type	Street address	Post Code	Town	Telephone	Mobile	E-mail
<input type="checkbox"/> General	AberTemps					
<input type="checkbox"/> Home						
<input type="checkbox"/> Previous Address 1						

Add Delete

---

⌵ Address details

**Address**

\* Address type  
Previous Address 1

Street address

\* Country  
United Kingdom

Post Code

Town

County

**Phone numbers**

Telephone

Mobile

Pager


Home

**E-mail and website**

E-mail

E-mail cc

URL


- Change the “Address type” field of the new line to “Previous Address” and input the information of the previous home address into the relevant fields.
- To keep these details once you have finished, click  on the bottom left of the screen.

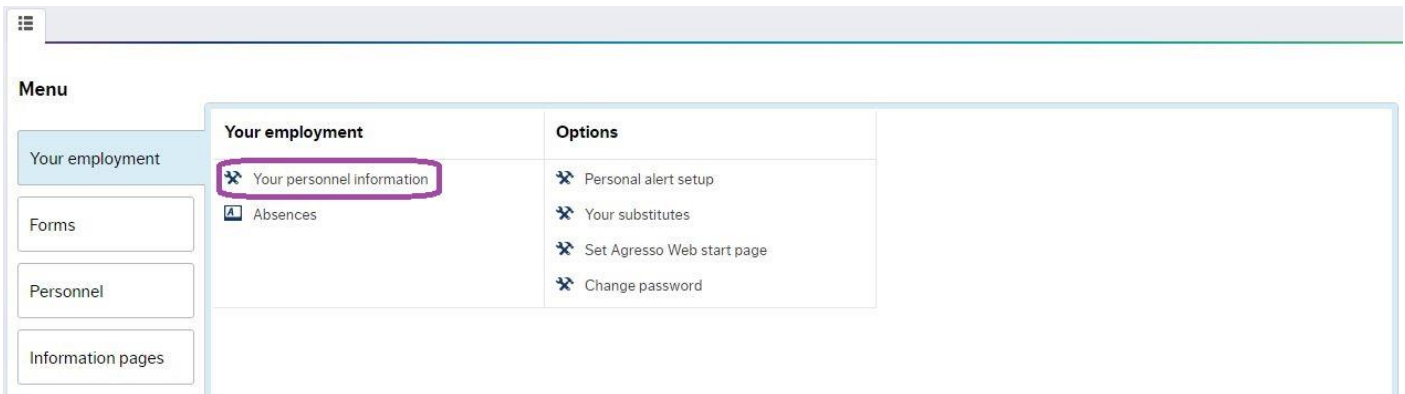




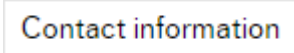


## Q - Where do I record my next of kin, emergency contact, dependants and beneficiaries?

- Click on  Your personnel information



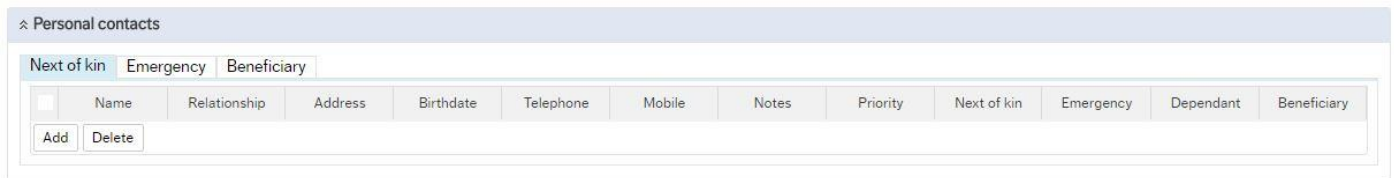
The screenshot shows a web application menu. On the left, there is a vertical sidebar with buttons for 'Your employment', 'Forms', 'Personnel', and 'Information pages'. The main area is titled 'Your employment' and contains two columns: 'Your employment' and 'Options'. In the 'Your employment' column, 'Your personnel information' is highlighted with a purple box. In the 'Options' column, there are four items: 'Personal alert setup', 'Your substitutes', 'Set Agresso Web start page', and 'Change password'.

- Click on the  tab




The screenshot shows a horizontal navigation bar with several tabs: 'Resource', 'Contact information', 'Payment information', 'Employment', 'HESA', 'Availability', 'Diversity (Mandatory)', 'Diversity (Optional)', 'Declaration & Compliance', and 'My Preferences'. The 'Contact information' tab is highlighted with a purple box.

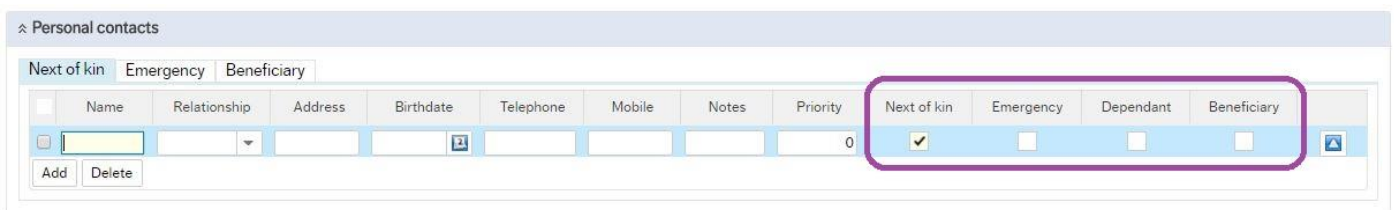
- Scroll down to the bottom of the page until you find the “Personal Contacts” table.



The screenshot shows the 'Personal contacts' section. At the top, there are three tabs: 'Next of kin', 'Emergency', and 'Beneficiary'. Below the tabs is a table with the following columns: Name, Relationship, Address, Birthdate, Telephone, Mobile, Notes, Priority, Next of kin, Emergency, Dependant, and Beneficiary. There are 'Add' and 'Delete' buttons at the bottom left of the table.

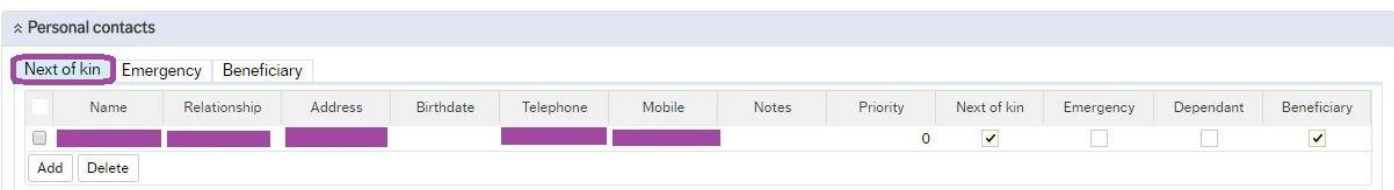
**Please ensure that you keep this section up to date and accurate!**

- Click on the  button on the left under the “Personal Contacts” table to add a “Next of kin”, “Emergency” contact, “Dependant” and “Beneficiary”.



The screenshot shows the 'Personal contacts' table with a new row added. The row is highlighted in light blue. The 'Next of kin' column has a checked checkbox, while the 'Emergency', 'Dependant', and 'Beneficiary' columns have unchecked checkboxes. The 'Add' and 'Delete' buttons are still visible at the bottom left.

“Next of kin” refers to your closest living relative, while a “Dependant” is a person who relies on you for financial support (usually family members):



The screenshot shows the 'Personal contacts' table with a row highlighted in purple. The 'Next of kin' column has a checked checkbox, and the 'Beneficiary' column has a checked checkbox. The 'Add' and 'Delete' buttons are still visible at the bottom left.

Those noted under “*Emergency contact*” are the people that we should contact in case of an emergency or if anything happens to you.


- This can be the same as your next of kin, beneficiary or it could be somebody close to you who could get to you or the university quickly.
- You can add more than 1 person and note in which order we should contact them by numbering the “priority” field (please note “1” in the priority field for your contact in the case of an emergency, “2” for the next person to contact if the first person is unavailable, etc.)

	Name	Relationship	Address	Birthdate	Telephone	Mobile	Notes	Priority	Next of kin	Emergency	Dependant	Beneficiary
<input type="checkbox"/>	[Redacted]	Father	[Redacted]	[Redacted]	[Redacted]	[Redacted]		1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	[Redacted]	Sister	[Redacted]	[Redacted]	[Redacted]	[Redacted]		3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	[Redacted]	Sister	[Redacted]	[Redacted]	[Redacted]	[Redacted]		2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


The “*Beneficiary*” is the person who will be the recipient of funds or other property under a will, trust, insurance policy, etc. if something were to happen to you.

- You can have more than 1 beneficiary but will need to ensure that the “Beneficiary %” adds up to 100.

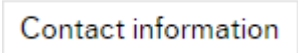
	Name	Relationship	Address	Telephone	Notes	Priority	Next of kin	Emergency	Dependant	Beneficiary	Beneficiary %
<input type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]		0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	50.00
<input type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]		0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	50.00
Σ											100.00

- To keep these details once you have finished, click  on the bottom left of the screen.

## Q - How do I remove someone as my next of kin, emergency contact, dependants or beneficiary?

- Click on  [Your personnel information](#)

Menu	Your employment	Options
<a href="#">Your employment</a>	<input checked="" type="checkbox"/> <a href="#">Your personnel information</a>	<input checked="" type="checkbox"/> Personal alert setup
<a href="#">Forms</a>	<input type="checkbox"/> Absences	<input checked="" type="checkbox"/> Your substitutes
<a href="#">Personnel</a>		<input checked="" type="checkbox"/> Set Agresso Web start page
<a href="#">Information pages</a>		<input checked="" type="checkbox"/> Change password

- Click on the  tab



- Scroll down to the bottom of the page until you find the “Personal Contacts” table.
- Tick the box on the relevant line that you would like to remove.
- Click on the **Delete** button on the left under the “Personal Contacts”.

Personal contacts

Next of kin Emergency Beneficiary

	Name	Relationship	Address	Birthdate	Telephone	Mobile	Notes	Priority	Next of kin	Emergency	Dependant	Beneficiary
<input type="checkbox"/>	[Redacted]	Father	[Redacted]	[Redacted]	[Redacted]	[Redacted]		1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	[Redacted]	Sister	[Redacted]	[Redacted]	[Redacted]	[Redacted]		3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	[Redacted]	Sister	[Redacted]	[Redacted]	[Redacted]	[Redacted]		2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Add Delete

- To keep these details once you have finished, click **Save** on the bottom left of the screen.



## Q - How do I view my payslip?

- Click on **Your personnel information**

Menu

Your employment

Forms

Personnel

Information pages

**Your employment**

**Your personnel information**

Absences

**Options**

Personal alert setup

Your substitutes

Set Agresso Web start page

Change password

- Click the paperclip icon on the top right side of the new window

Your personnel information X

Resource Contact information Payment information Employment HESA Diversity (Mandatory) Diversity (Optional) Declaration of Interests My Preferences

Resource

Lookup [Redacted] Resource type Contracted

Resource ID [Redacted] Resource name [Redacted]

**Name**

\* First name [Redacted]

Middle Names [Redacted]

\* Surname [Redacted]

\* Short name [Redacted]

Main ResID [Redacted]

Name details

**Personal information**

\* Date from [Redacted] \* Status Active

Date to [Redacted] not in use

Birthdate [Redacted] \* Language English UK

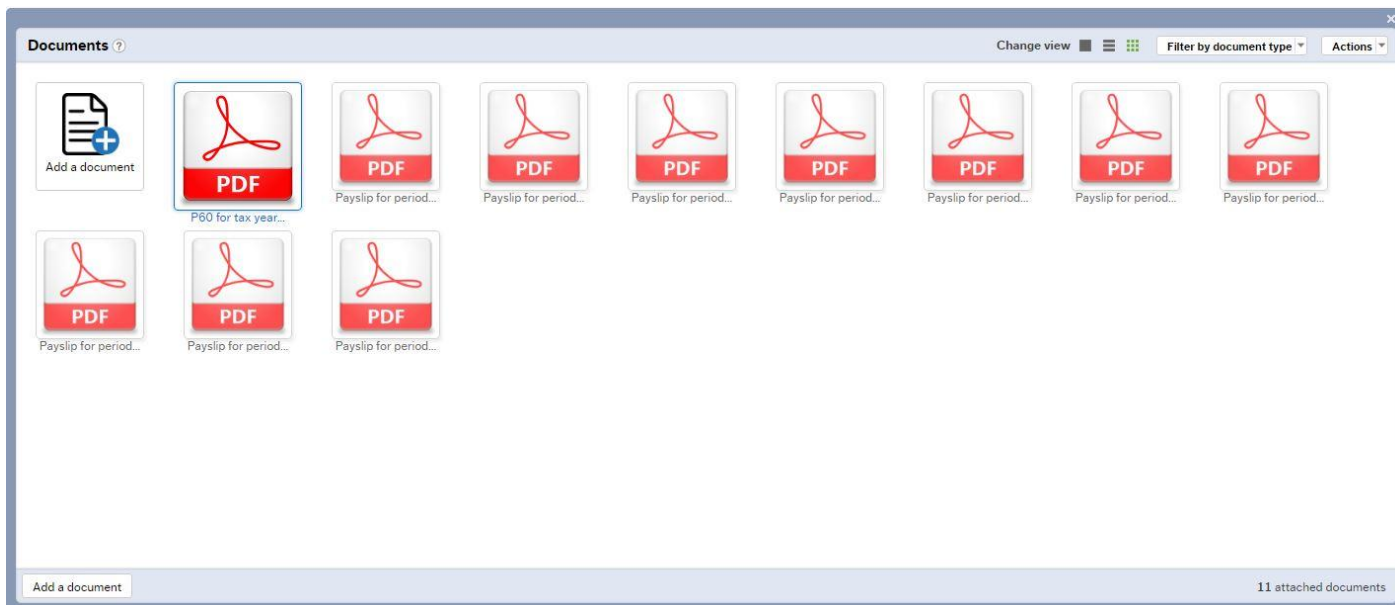
NI Number [Redacted] Marital status [Redacted]

Gender [Redacted] \* Resource type Contracted

Total Hours [Redacted]

This section is currently empty

- This should open up a pop-up window with all your payslips and P60 in a PDF format.




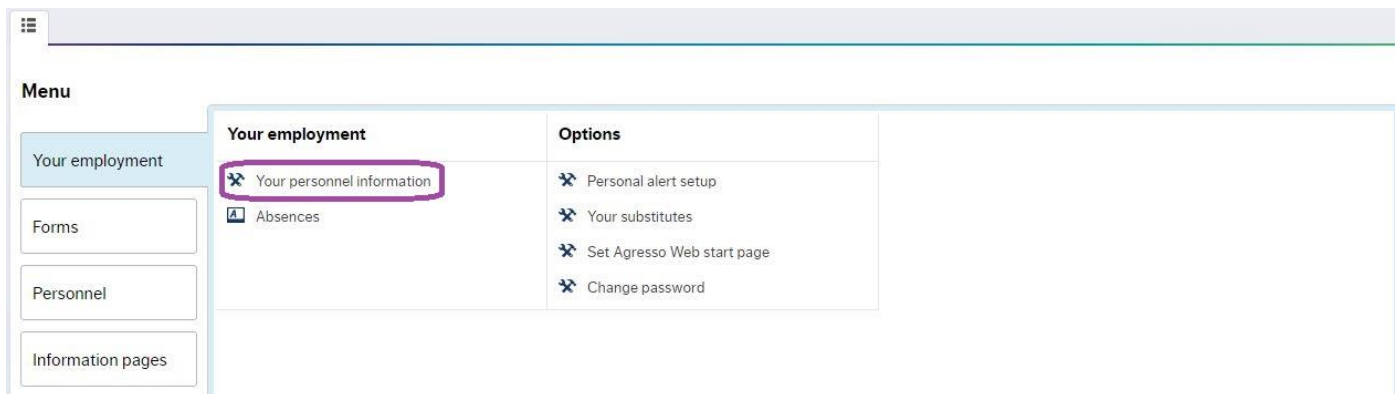
If you are unable to open the pop-up window, please follow these instructions:

<https://www.aber.ac.uk/en/media/departmental/humanresources/pdfs/Electronic-Payslips---Further-Help.pdf>

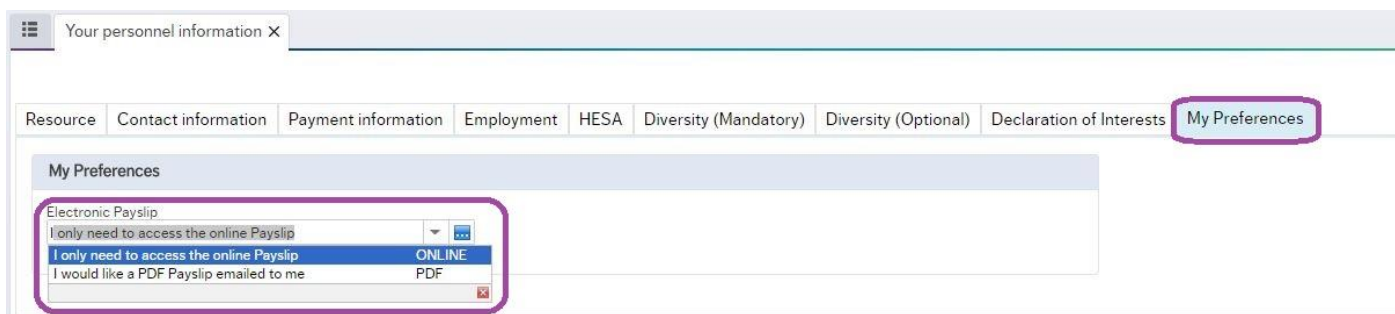
## Change how to view payslips

If you would prefer to change how you receive a copy of your payslips...


- Click on  Your personnel information



- Click on the **My Preferences** tab



- In the Electronic Payslip field, select whether you would prefer for your payslips to be e-mailed to your staff e-mail address or whether you would prefer to log-in to the system to access.

- To keep these details once you have finished, click  on the bottom left of the screen.



## Technical issues

Q - I've updated information on my personal information, the system asks if I want to "generate a personal work schedule now". What do I do?

The error message should look like this:



Confirm

Do you want to generate a personal work schedule now?

Yes No

To save the information that you have just tried to amend, please select "No" otherwise the system will refuse to save the amended information.

Unfortunately, generating a personal work schedule is something that only HR can do. Please send an e-mail to [hr@aber.ac.uk](mailto:hr@aber.ac.uk) to say that your personal work schedule has not been generated and please provide us with your correct work schedule in the following form:

	<b>Dechrau / Start</b>	<b>Diwedd / Finish</b>	<b>Dechrau / Start</b>	<b>Diwedd / Finish</b>	<b>Oriau / Hours</b>
<i>e.e./e.g.</i>	<i>09:00</i>	<i>12:30</i>	<i>13:30</i>	<i>17:00</i>	<i>7:30</i>
<b>Dydd Llun / Monday</b>					
<b>Dydd Mawrth / Tuesday</b>					
<b>Dydd Mercher / Wednesday</b>					
<b>Dydd Iau / Thursday</b>					
<b>Dydd Gwener / Friday</b>					
<b>Dydd Sadwrn / Saturday</b>					
<b>Dydd Sul / Sunday</b>					
	<b>Cyfanswm oriau'r wythnos / Total weekly hours</b>				

Once this has been amended, a member of the Employee Service Team will reply to your message and you should be able to amend and save you changes.

Q - What should I do if I experience technical difficulties?

If you are unable to save, please take a screenshot of the error message that you receive with an explanation of what you were trying to do on the system and send it in an e-mail to [hr@aber.ac.uk](mailto:hr@aber.ac.uk).

Once this has been received, our Pobl Aber People technical team will be able to look in to the problem, correct any technical faults and advise you further.