pobl
aber
people

Self Service User Guide

Version History

Version	Date	Change Summary
1.0	July 2014	N/A
1.1	August 2014	Additional FAQs
1.2	August 2014	Revised hyperlinks
1.3	March 2015	Milestone 4 Annual Leave Experience Pack
1.4	July 2019	Required revisions for compliance

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1. INTRODUCTION

Welcome to the AberPeople Project. AberPeople is a university wide programme, designed to deliver standard, easy to use ways of managing our working life.

Above all, AberPeople is not about implementing a new IT system for HR or payroll. It is about transforming the way people-related services are accessed and delivered across the University by each and every one of us.

We all spend time filling in forms and posting them about our departments to various signatories. We trust that the paper will make its way, in due course, to the correct person in a central service. We hope that they will interpret the information as we intended and input it into an IT system. But we do not know.

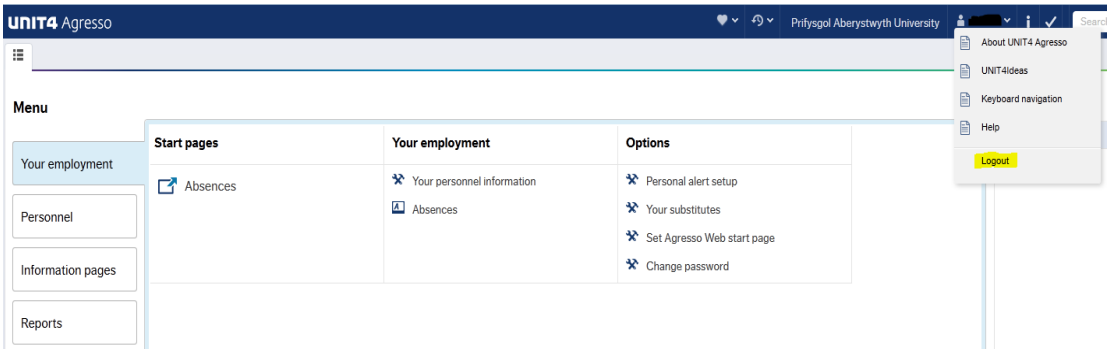
Our aim is to update the way we work and replace those outdated paper-based systems with online services. As individuals, we will have access to view our own data, input changes or requests and be able to track progress of our requests and updates on line. We will know exactly where our request is, be it for holiday, for time-sheets or for a contractual change, and what is its status As recruiters or managers, we will be able to manage processes on line and have access to clear reports to give us timely, accurate overview information on our team or department.

3. DATA PROTECTION & CONFIDENTIALITY

AberPeople contains detailed position information and it is important that you use it responsibly to ensure that the security of this information is maintained at all time.

Therefore, when you have finished using AberPeople please always ensure that you logout:-

- To logout you click the "X" in the top right hand corner of the AberPeople page
  or
- Click on the Log off button



Your login details are the same as your university username and password. It is important that you never let anyone else know your University username and password as this information would allow people to access information about you and your staff through Self Service, hence exposing a risk of identity fraud. If you believe others may be aware of your Password please change it.

If at any point you feel that your information security may have been compromised you should contact the University's IT Help Desk in the first instance (ext.2400). More details about Information security can be found here

(http://www.aber.ac.uk/en/is/about/regulations/)

Please note that within AberPeople/ABW there is a document archive where documents such as your payslips and contracts are stored. There is also a section which allows for the upload of 2 types of photos.

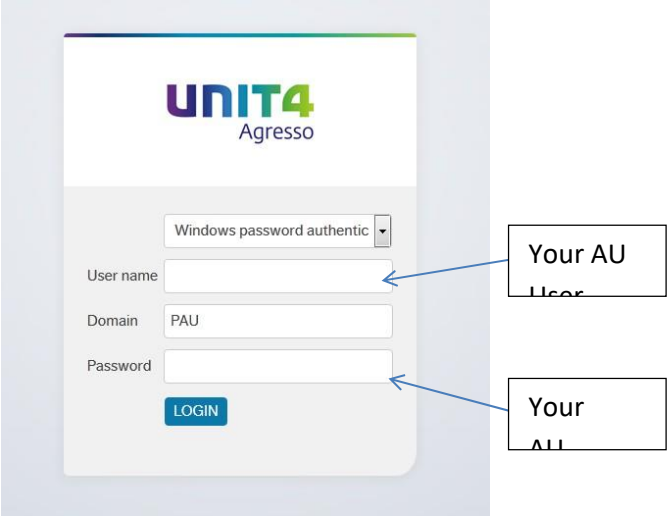
The first is an ID photo which will be used on your AberCard. This is required for your AberCard for proof of ID, printing, door locks etc. This image will not be used for any purposes other than internal administration and ID associated with your Abercard. This is mandatory.

The second allows for the possible upload of a profile photo. This is an image that you can choose to provide for use on publicly available sources and media such as departmental photo boards, Web profiles and printed material. In providing this second image, you automatically consent to the use of this profile photo in the manner described.

4.

a. Logging on to AberPeople

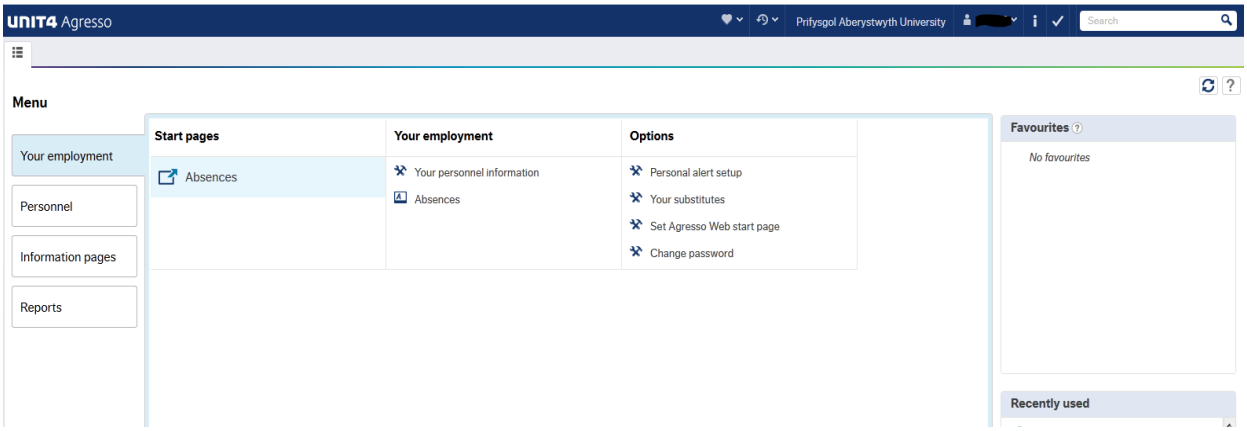
To connect to AberPeople, go to the Aberystwyth University staff page and click on the AberPeople login icon. This also can be accessed using the following URL (https://abw.aber.ac.uk) which will open the login screen



Enter your University **User name** (which is the first part of your email address - without @aber.ac.uk), enter **PAU** in the **Domain,** and finally enter your **Password** and click on the **Login** Button.

b. Navigation

Once you have logged on, you will see the following * navigation screen

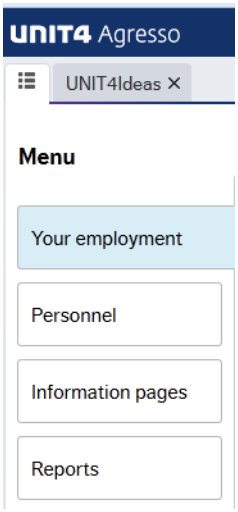


*Your role may grant you additional functions

c. Standard Menu

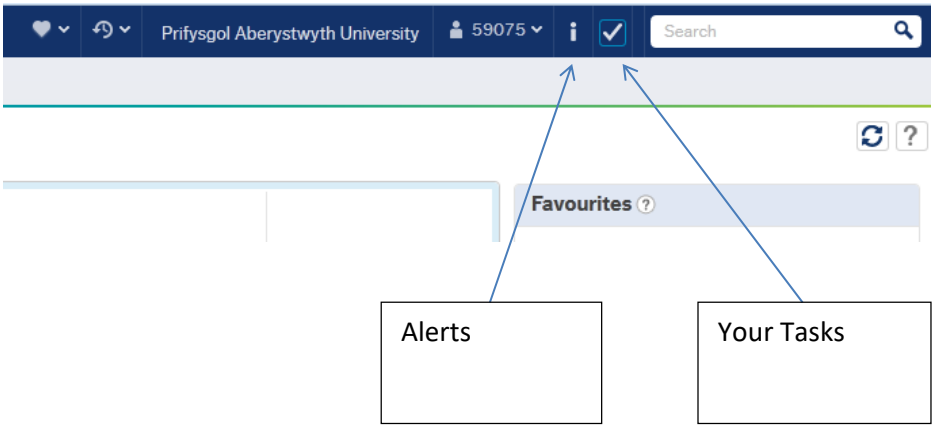
The Standard Menu includes a number of functions which include:-

- Your Employment
- Personnel
- Information Pages
- Reports



d. Your Tasks

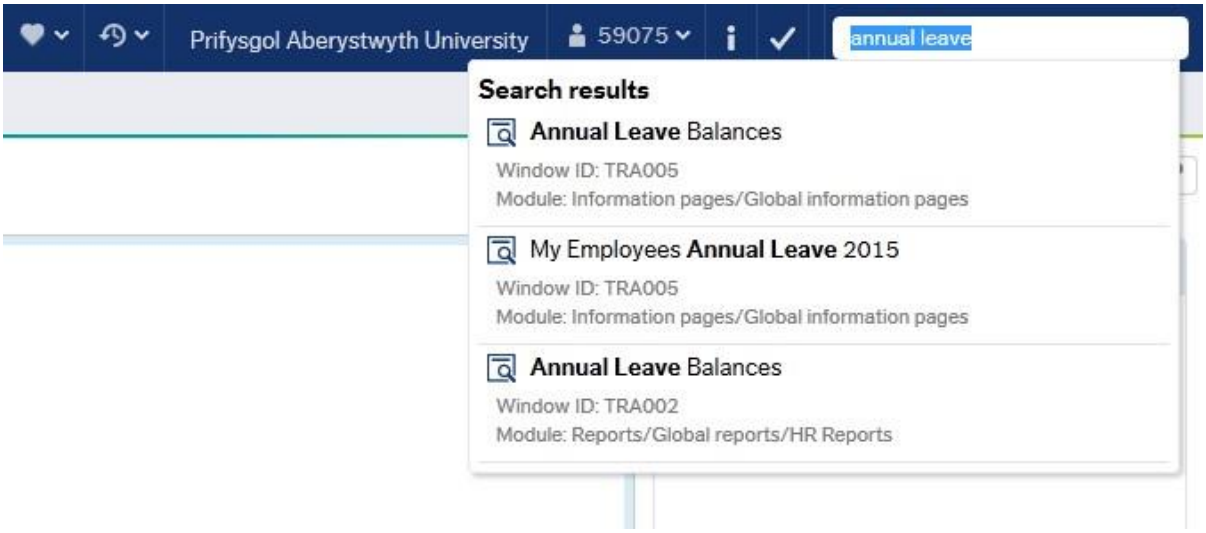
Your Tasks is a function that notifies you of any workflow tasks and alerts that need to be carried out. Such notifications include Absence Approval, Expenses approvals, Complete Requisitions (* role specific) and will appear at the top left of the screen. The majority of staff will only receive alerts regarding Absence (Annual Leave)



e. Menu Search

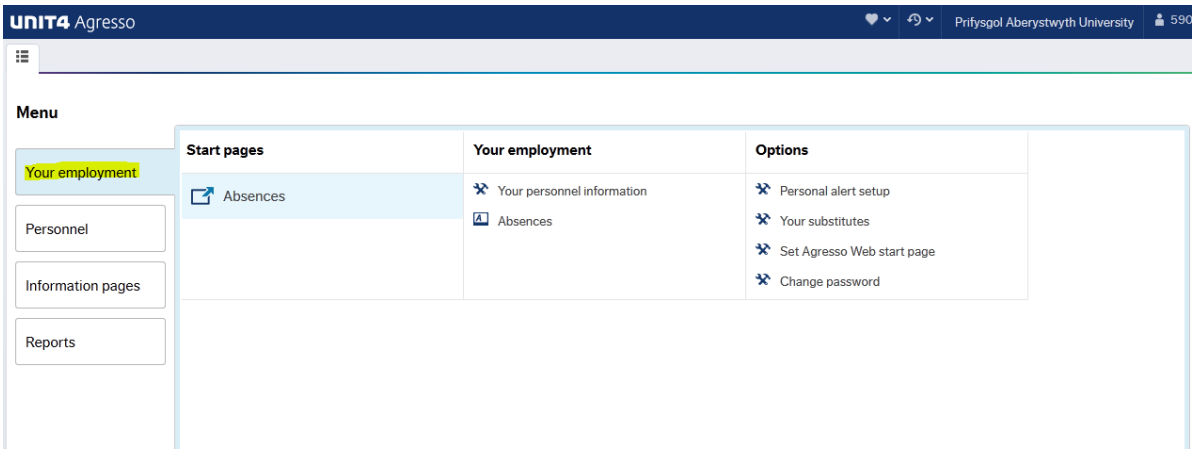
The Menu Search function allows you to search for functions that have been granted to your Role. Such functions include, ‘Annual Leave Balances’, ‘Expenses’, ‘Absences’ and ‘information’.

*More functions will be rolled out on an ongoing basis

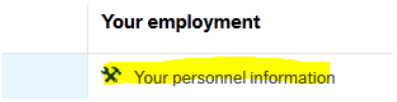


f. Your Employment

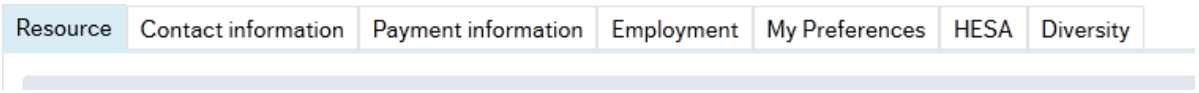
The Your Employment function allows staff to check their employment details, record annual leave and update information. This can be accessed by clicking on the **Your Employment** menu button.



Your Personnel Information

Click on the **Your Personnel Information** function 

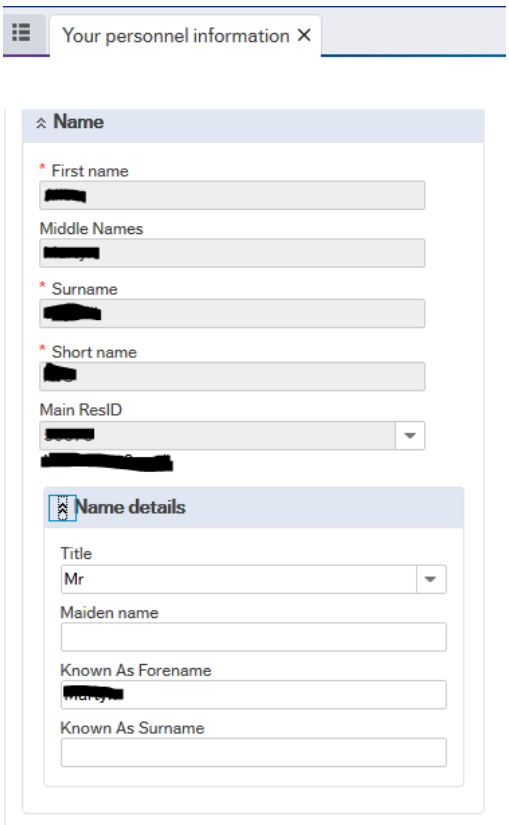
The tabs at the top of the screen will allow you to view the information held on the AU systems. You simply click on the tab that you want to look at.



f.i Resource - This holds lots of information about you such as your name/date of birth/Employee Number (Main ResID)/NI Number and lots more information. Take a look and make sure this is correct. You can update Welsh Language Standard (See link for definitions), Preferred Language (Self Service will change to Welsh) and Work Location.

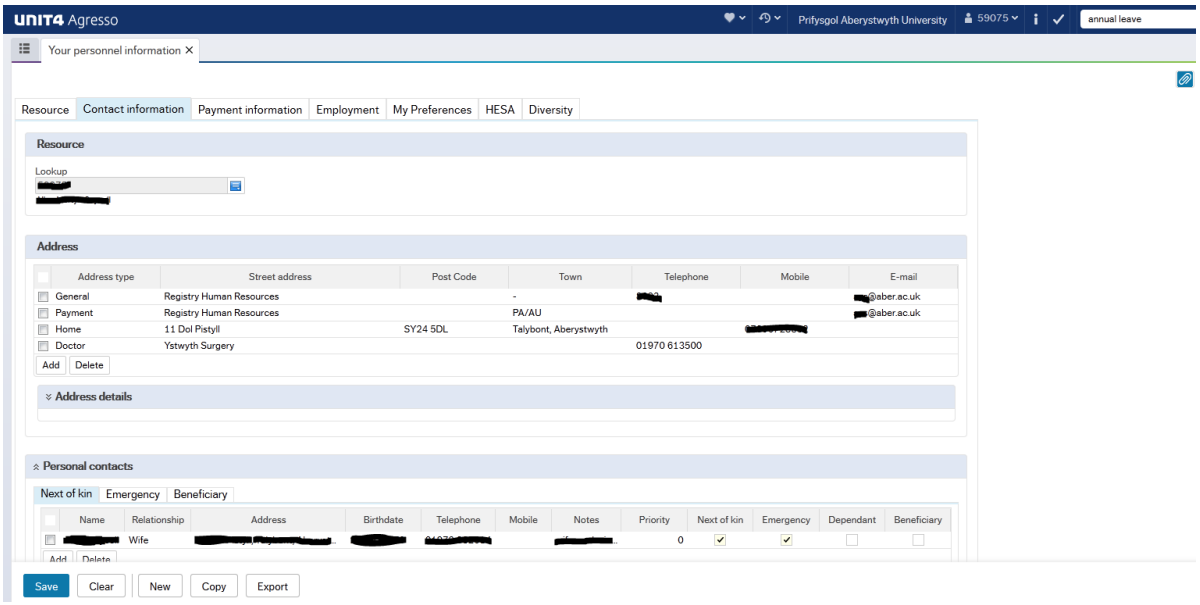
To update these fields move the cursor into the box that you wish to change and press the space bar three times, this will provide a drop down list.

You also have the ability to update your *Title, Maiden Name, Known As Forename & Known As Surname.* * (Please note that this will also update your AU Email address.)



If you see any information that is incorrect that you cannot change, please contact hr@aber.ac.uk and we will update this information.

f.ii Contact Information – The Contact information holds important information about you that needs to be maintained. In particular, Home Addresses, Doctors Address, Next of Kin, Emergency and Beneficiary information.



This shows several addresses.

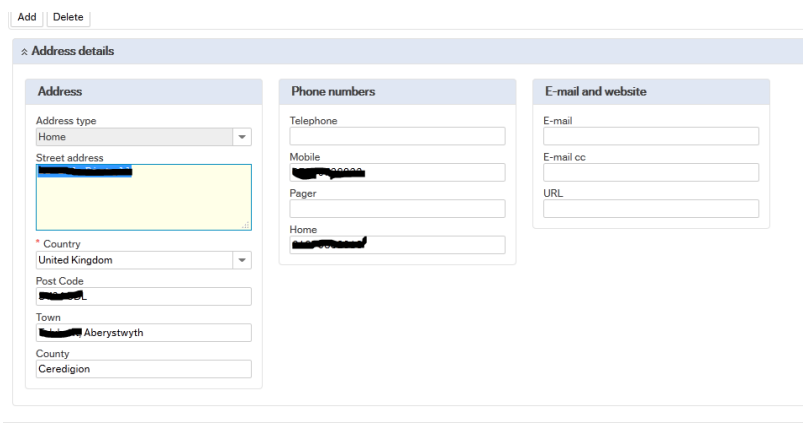
The **General** Address is the University building you usually work in.

The **Payment** Address is usually the same as the General address.

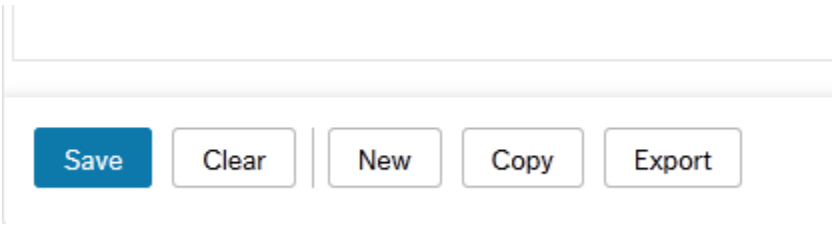
Your **Home** address is where you currently live and where all correspondence from the University will be sent. Check that this is correct. If it is wrong – because there is, for example a spelling mistake or if you have moved house, then you should change it.

To change or correct errors in your *Home* address

Click on the line where your '**Home**' address is shown. The screen will expand and show in the ***Address Details***. Simply amend the address – if the details are incorrect or change it completely if you have moved.



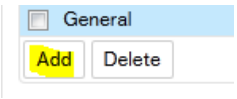
Once you have correctly entered the address you must **Save** the change by clicking on the **Save** symbol at the bottom left of the screen. The correct details will then be shown on the **Home** Address Line.



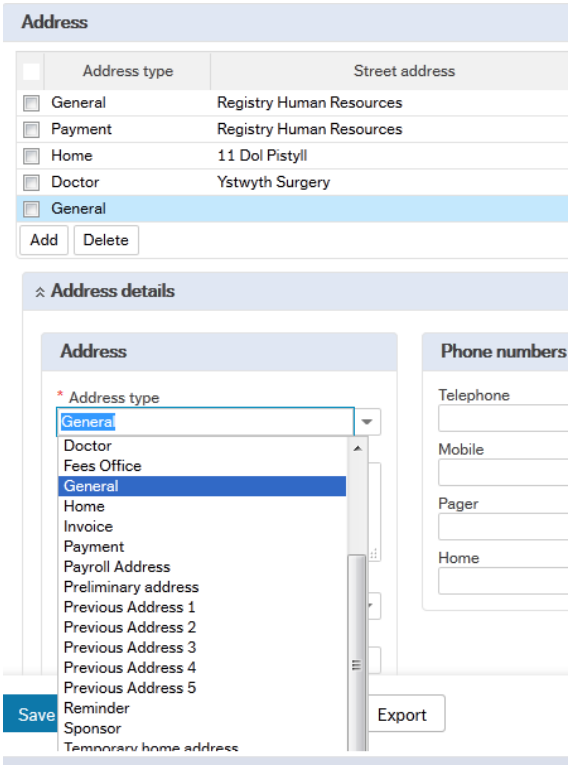
You may have other address lines – such as **Doctor**, **Previous Address** or a **Term-Time Address.**

Adding New Address

If you need to add a new address - for example a Term Time Address. First click on the ADD symbol



Then select the Address Type using the drop down box. Complete all the details, and SAVE.

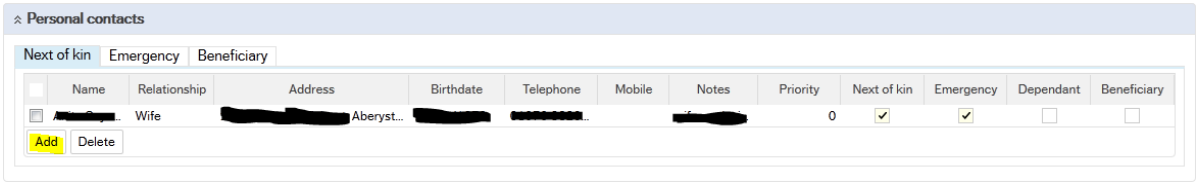


A new line will now be displayed showing your Term-Time address.

You can see that below the Address details is a section called **'Personal Contacts'** where details of your Next of Kin and Emergency Contacts are stored.

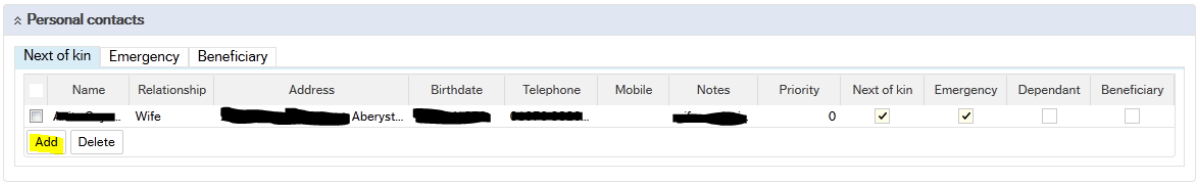
To add Emergency Contact Details or Next of Kin

Select the correct Tab then click on ‘Add’. Enter the details in the boxes.



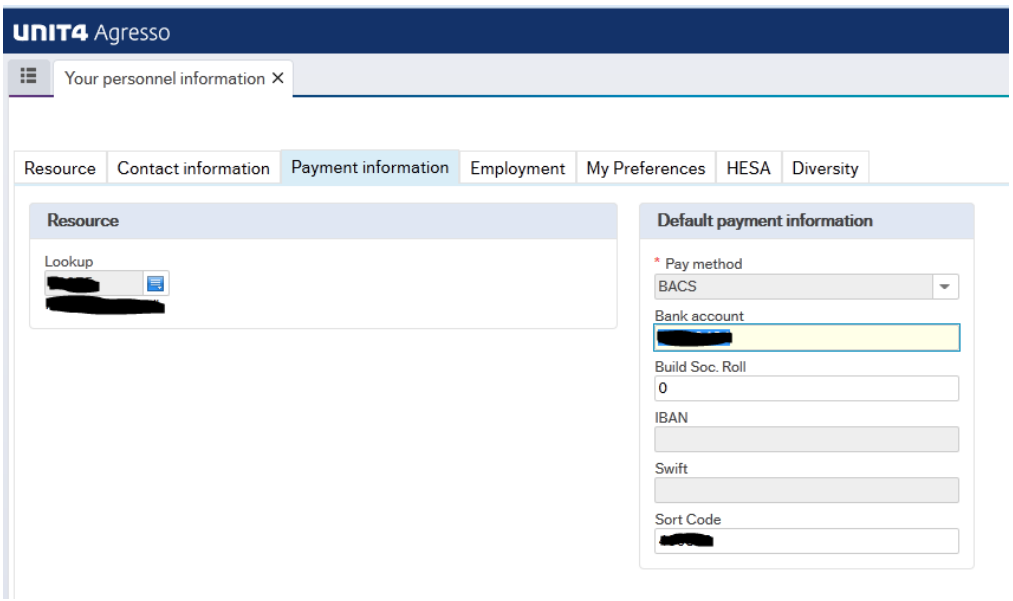
SAVE when you have entered all the details.

The ‘Beneficiary’ Tab is for Pension use and allows staff to change their beneficiary % allocations. There may be additional paperwork to complete by amending or adding beneficiaries. Where applicable we will send you the relevant forms / paperwork to sign and have witnessed by a third party.



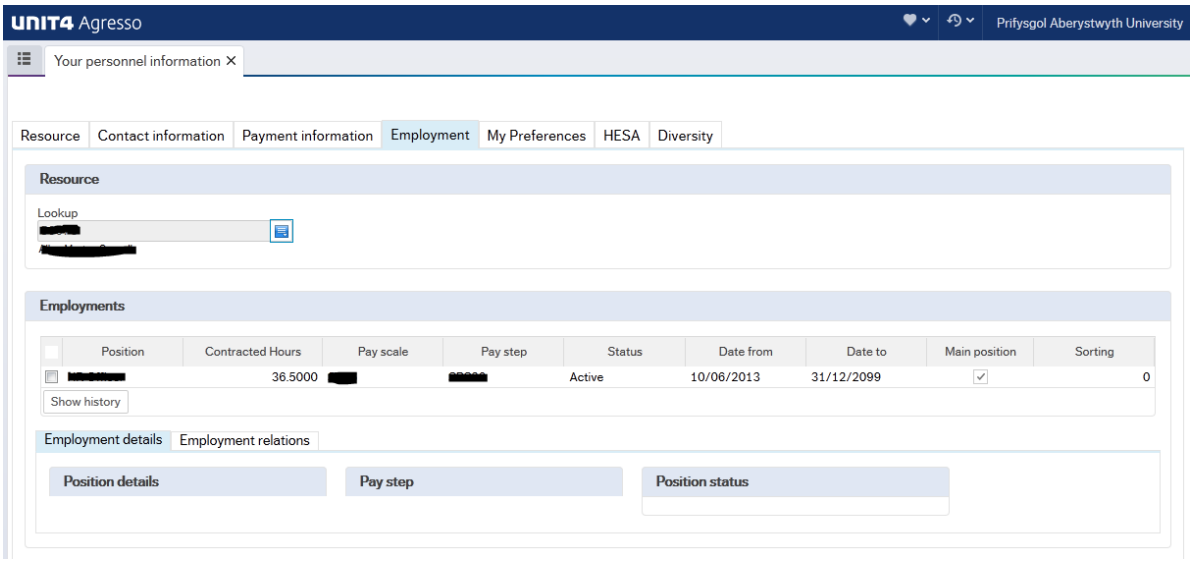
f. iii Payment Information Tabs

These screens show details of how you are paid and your Bank Account Number and Sort Code. You can change these details. Any changes are recorded into an audit log.



Employment Tab

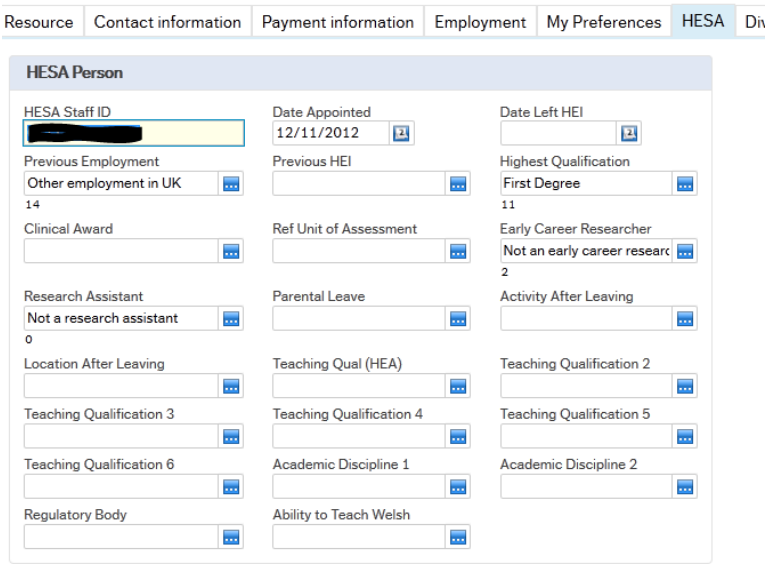
This screen shows details of your employment. The example below shows one full time position of 36.5 hours per week. If you have more than one position a line will be displayed for each one, with details of hours, grade and dates to and from. If you have a permanent position it will show a '*date to*' of 31/12/2099. ***If you think any details are incorrect you should contact your Line Manager and Human Resources Department.***



f. iv HESA

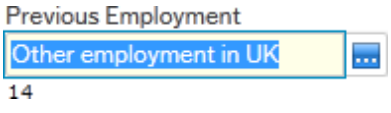
HESA is the Higher Education Statistical Agency and is the central source for the collection and dissemination of statistics about publicly funded UK higher education. We do not have any control about the type information we collect and hold for HESA. The level of information we collect about you will depend on whether you have an academic position or not. For example, if you are an Admin Assistant we will not collect or hold information on you Academic specializations or Teaching qualifications, but if you have an academic role such as a Lecturer or Researcher we will collect this information for HESA. Please see the HESA website for more information

Click on the **HESA tab** and you will see many boxes – you will need to scroll down the page to see all the sections. Some sections are completed by all employees – others are completed just by those who hold an academic position.

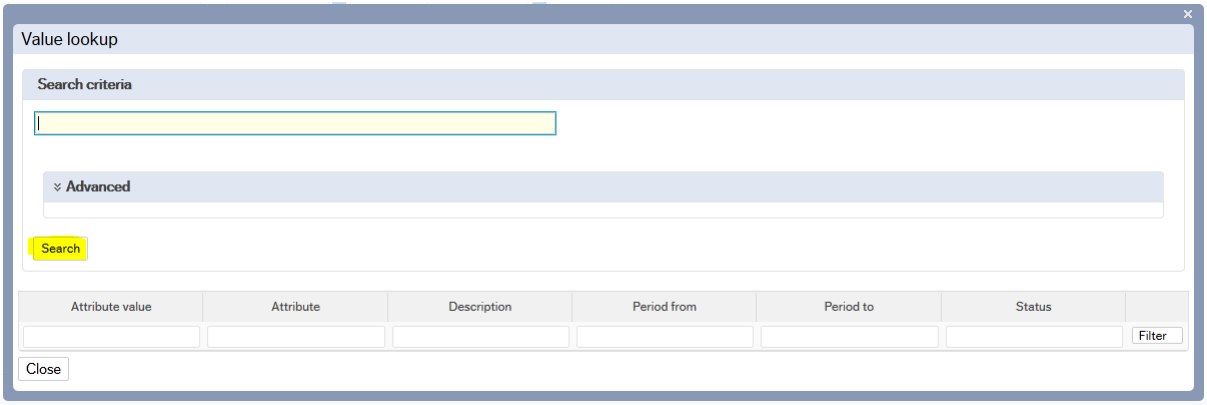


Entering HESA Information

To enter information click into the small blue section of the box



You will now see this 'Value Look Up'. Click on 'Search' then select the correct information by highlighting the line and then closing.



The first box shows the ***HESA ID*** – this is a unique individual ID number which stays with employees even if they move to another university.

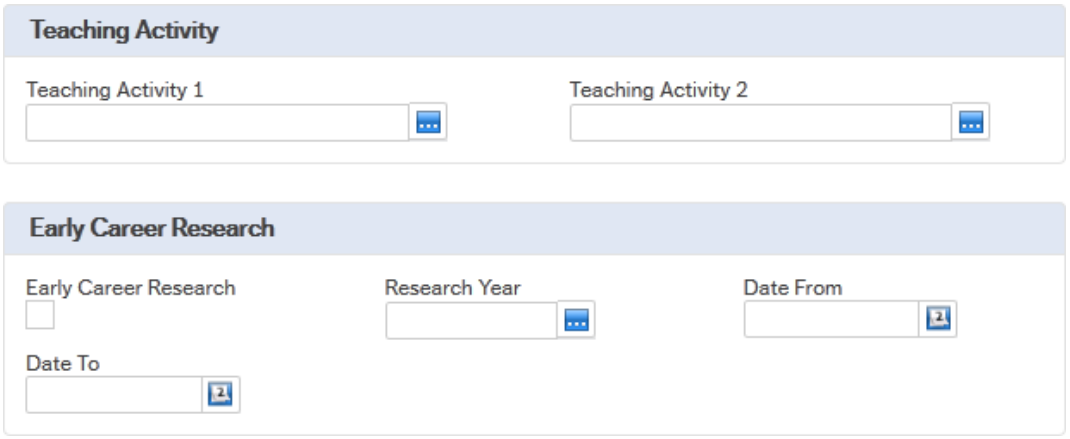
The ***date appointed*** is the date the employee started at the University – not the start of the current position if the employee has changed jobs. The ***date left*** is only entered when the employee leave Aberystwyth University not when the employee changes jobs within the university.

The ***previous employment*** is the last position held before starting at Aberystwyth University

Other HESA information should be entered into the boxes depending on the position you hold – ie academic/teaching/research.

The sections on Parental Leave/Activity after leaving/Location after Leaving are all completed by HR not the employee.

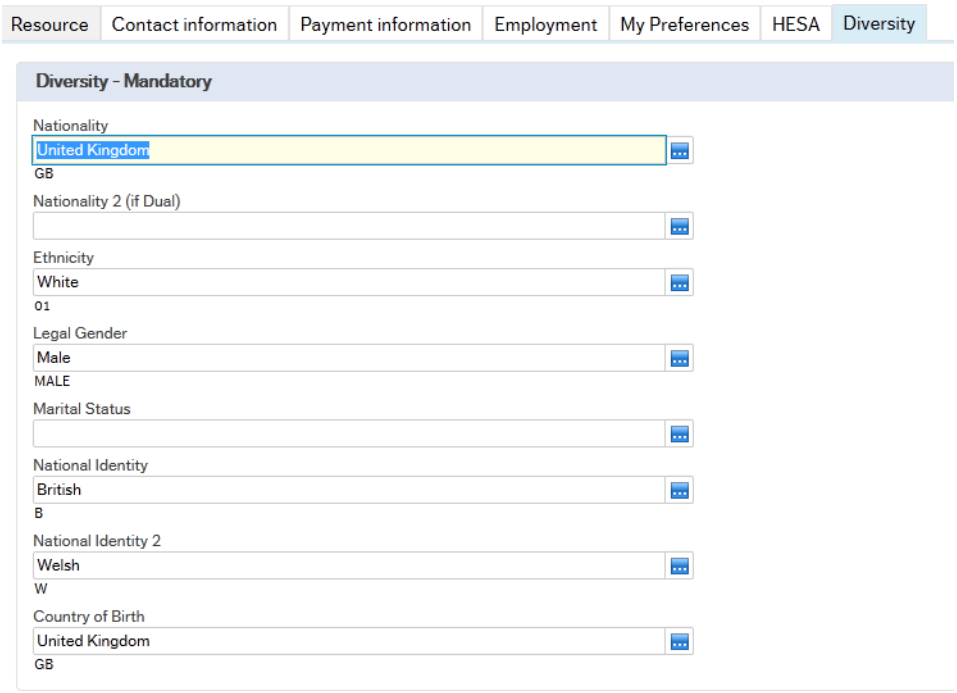
Please make sure you complete all sections of the HESA tabs that apply to you. If you are not sure please contact your Line Manager for more information about HESA and your Position.



f. vii Diversity Tab

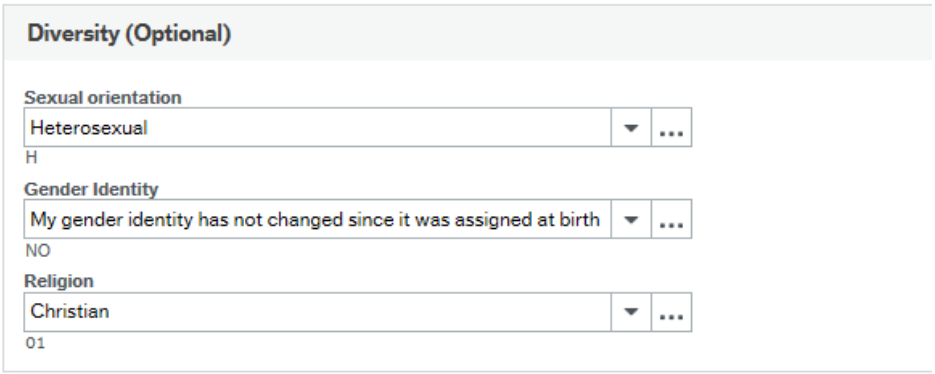
Diversity (Mandatory)

This tab holds personal information about you. Please check that any information is correct. If there are any boxes that have no information, please complete. **All boxes should be completed** except for 'Nationality 2'. You should complete this box only if you have dual nationality.



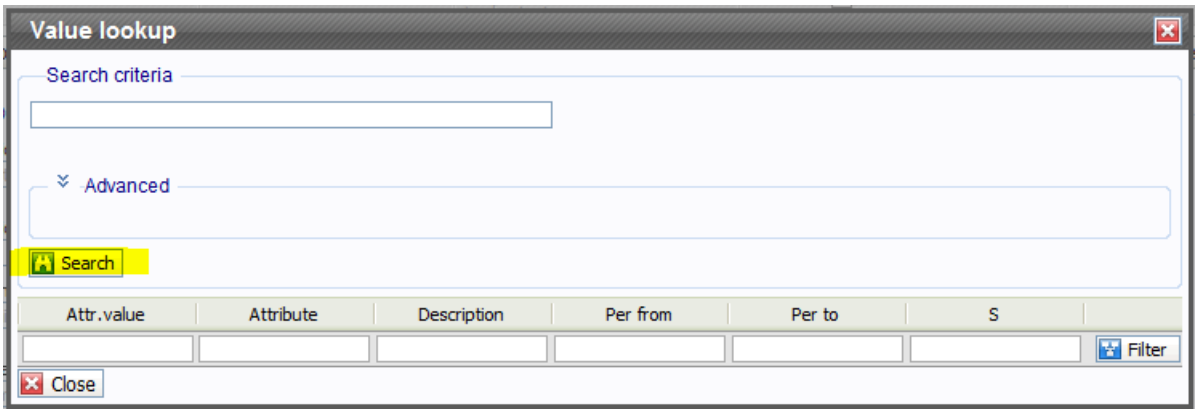
Diversity (Optional)

This information is optional and you can choose to complete this section if you wish.



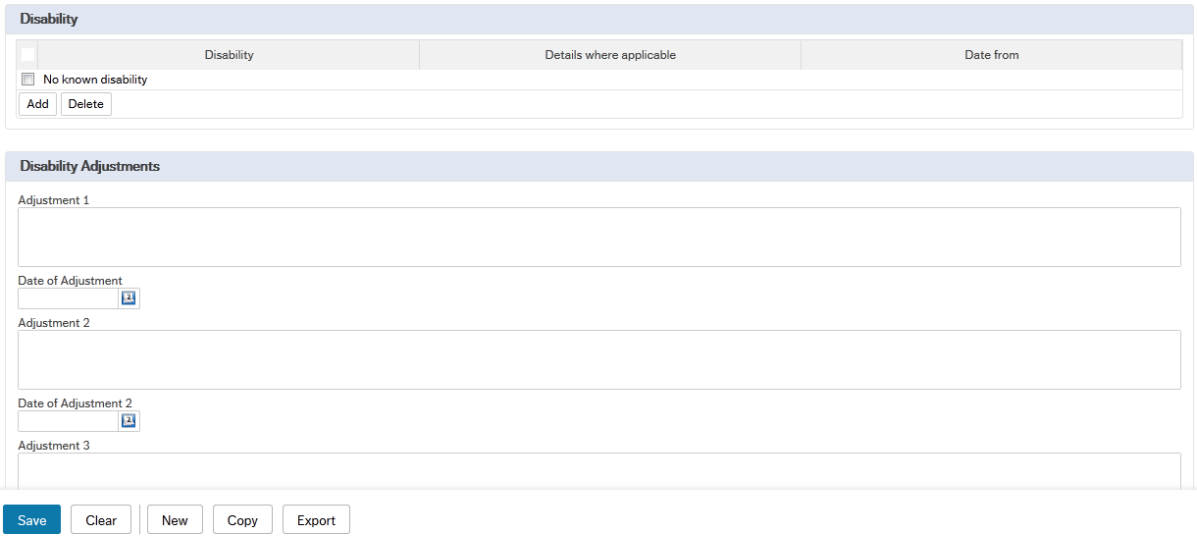
To enter information click on the small blue section of the box

Then click on search and then select from the list by clicking on the correct line.

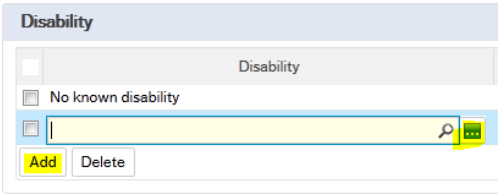


Disability Information

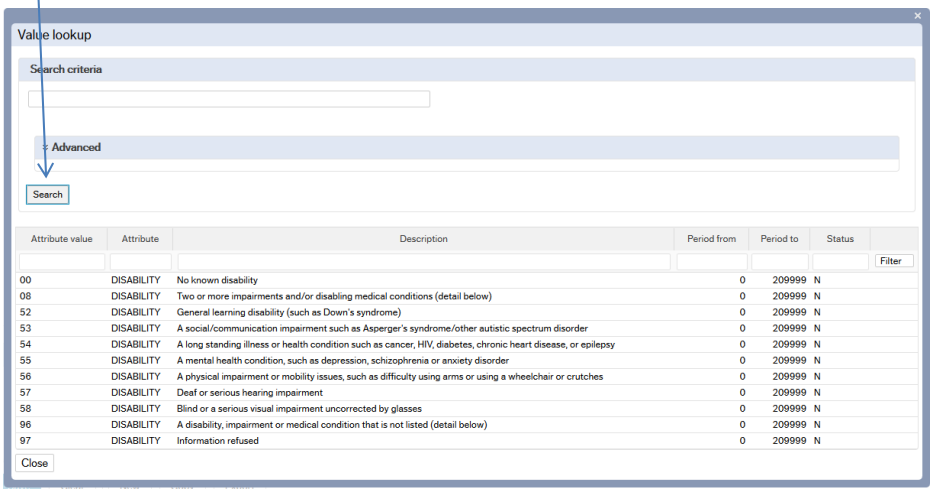
This section should be completed if you have a disability. The section on adjustments will be completed by HR if appropriate.



Click on ‘Add’ and then the small blue section of the box that appears above.



Search and then select the appropriate disability from the list



F viii Performance Record

*The Performance Record (SDPR) will be activated at a later date

F ix Absences

Employee you can use AberPeople to request leave or record absence, but it can also be used by Line Managers to record absence for their employees.

Requests for time off work fall into two categories.

Ones that **request approval** from your Line Manager, such as annual leave, go through a work-flow process to your Line Manager, who then approves – or declines - the request. You cannot take this time off until you have approval.

The other type of time off work is when you are simply informing your Line Manager, such as Antenatal appointments. Again this is 'work-flowed' to your Line Manager, but just to inform rather than to approve the time off work.

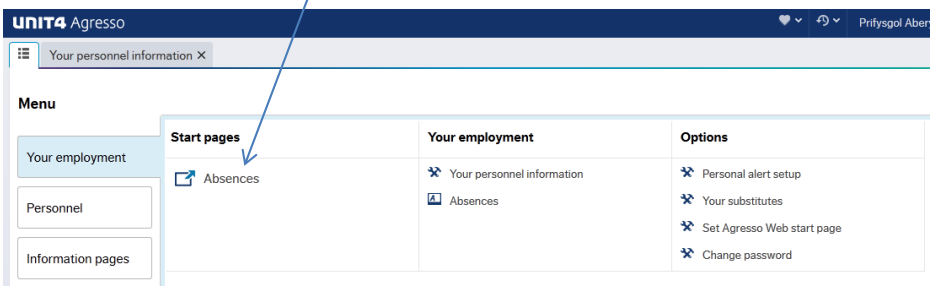
The actual process in AberPeople is very similar for each one so we will look in detail at the most usual request – Annual Leave – and then in less detail for other absences and time off work.

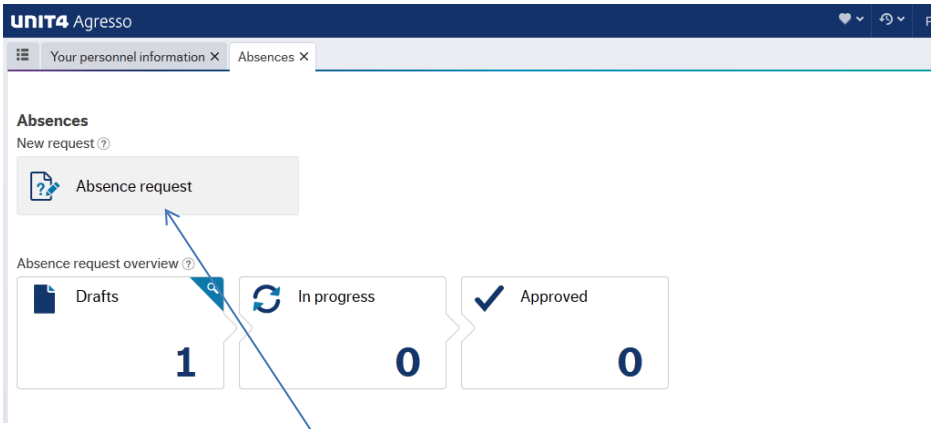
The following leave reasons can be recorded/requested in the same way:

- Action Short of Strike
- Adverse Conditions
- Annual Leave
- Antenatal Leave
- Compassionate Leave
- Conference/Working Away
- Emergency Call Out
- Emergency Time Off for Dependants
- Field Work (UK)
- Not working normally due to strike action
- On Strike
- Public Duties
- Redundancy Preparation
- Research
- Reservist Call Up
- Sick
- Trade Union Facilities Time (Paid)
- Working from Home
- Working Overseas inc Field Work

So now let's request a period of annual leave. Annual leave is now calculated in hours and is based on your work schedule. Your schedule has been provided by your department and updated onto the system by HR.

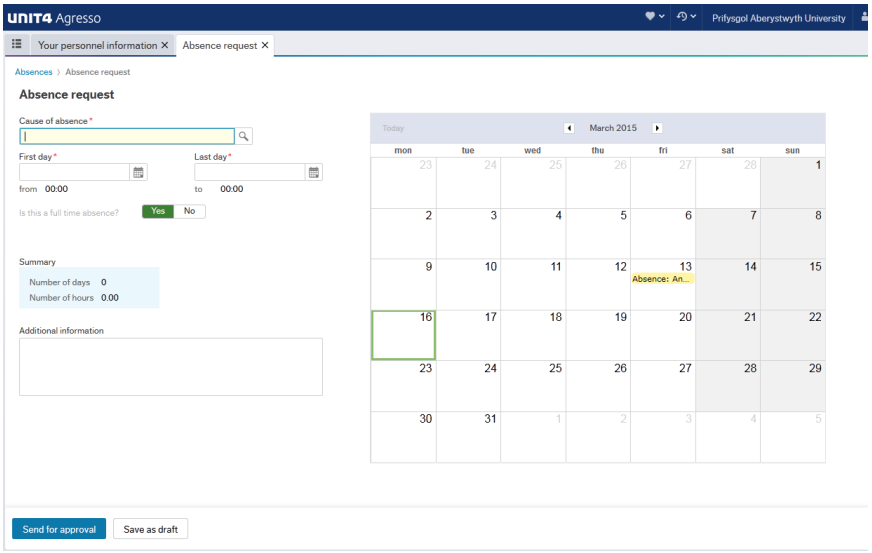
In 'Your Employment', click on "Absences"



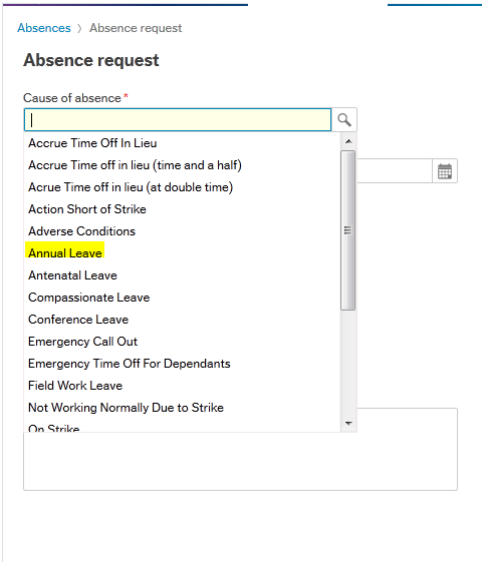


To add an absence, click on the 'Absence request' button.

This is what you will see.

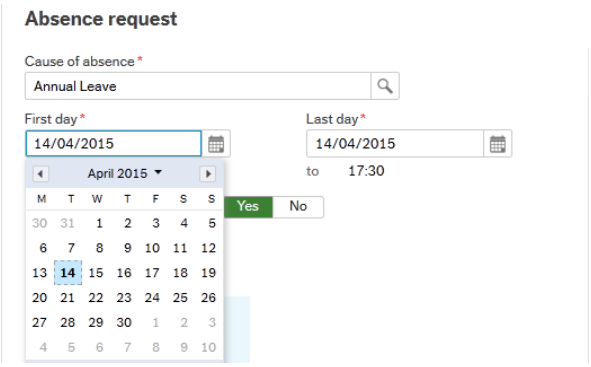


Now go to cause of absence and click in the dropdown box. Now choose the type of absence that you want to log – Annual Leave.

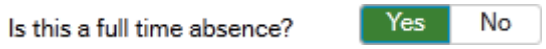


Booking a full day annual leave

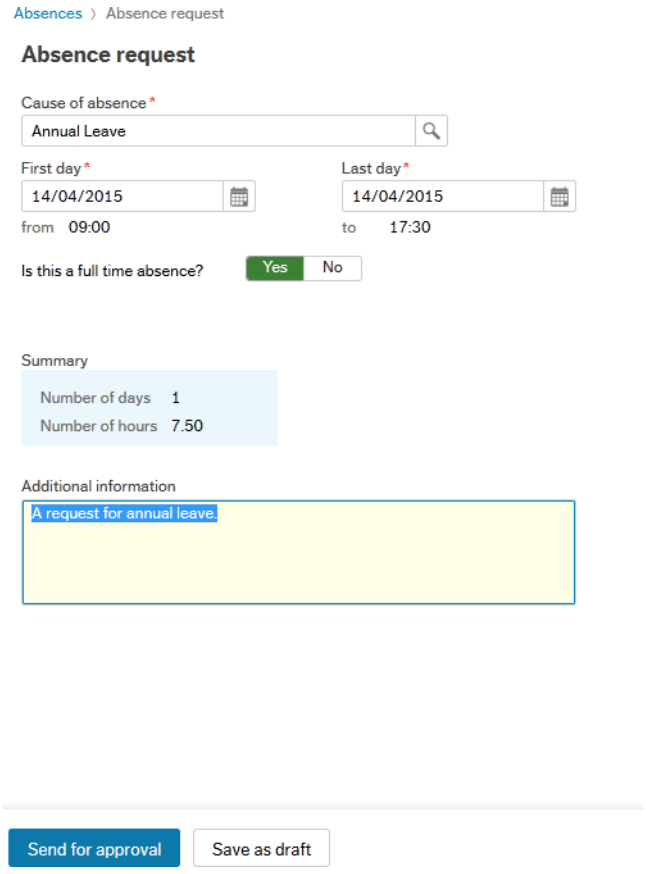
The next box is the day of your annual leave, first day and last day. In this example we are requesting a full day leave on the 14/04/2015



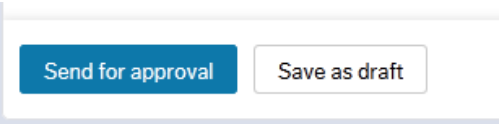
An option is provided to book a half day. You will be prompted to the question “Is this a full time absence” If it is, select yes.



Once you have confirmed is a full time absence, the summary will show number of days absence and the number of hours. A text box is available to add in further comments to your line manager to support your leave request.

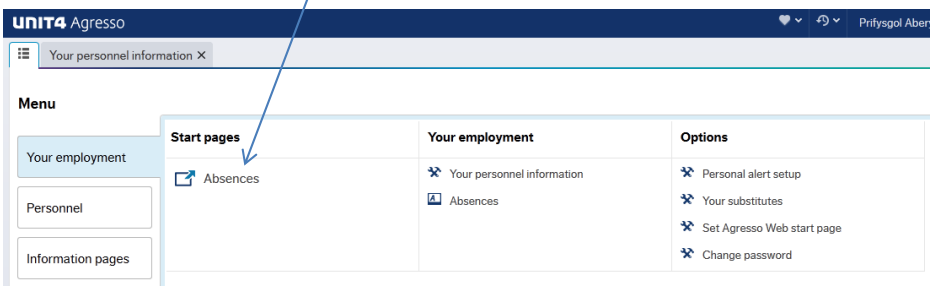


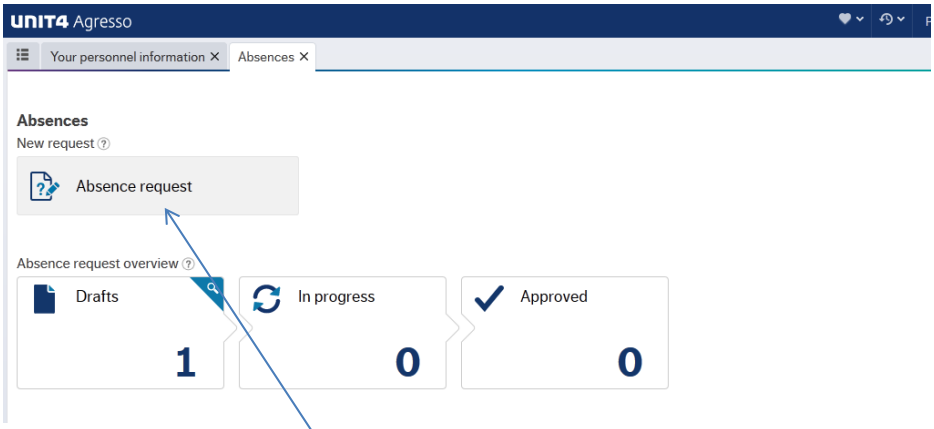
Once you are happy with your leave request, you can send for approval or save as a draft.



To book a half day annual leave (in hours or time)

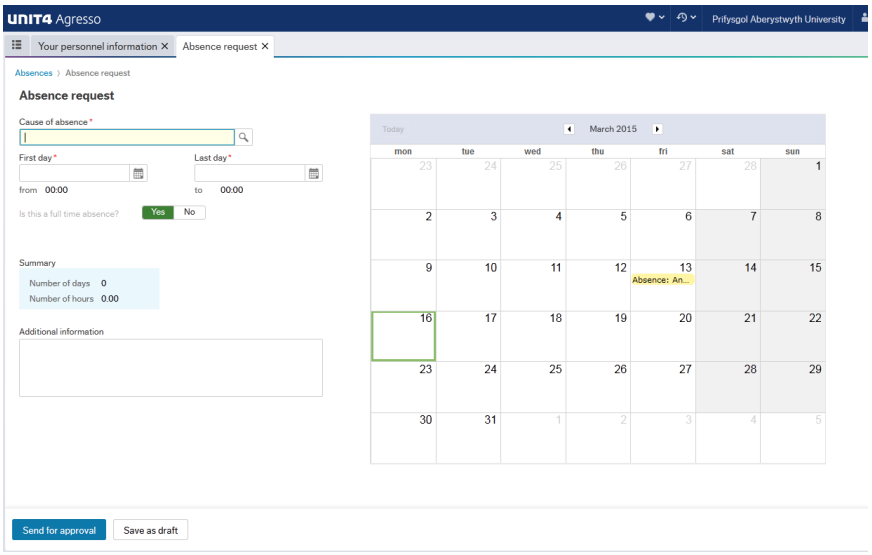
In 'Your Employment', click on "Absences"



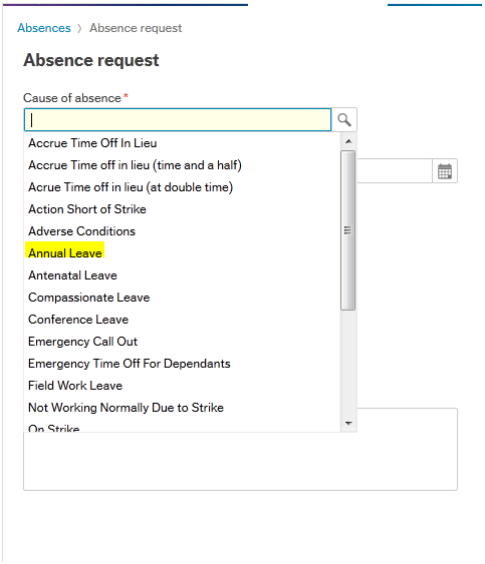


To add an absence, click on the 'Absence request' button.

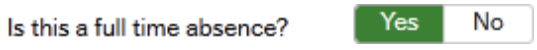
This is what you will see.



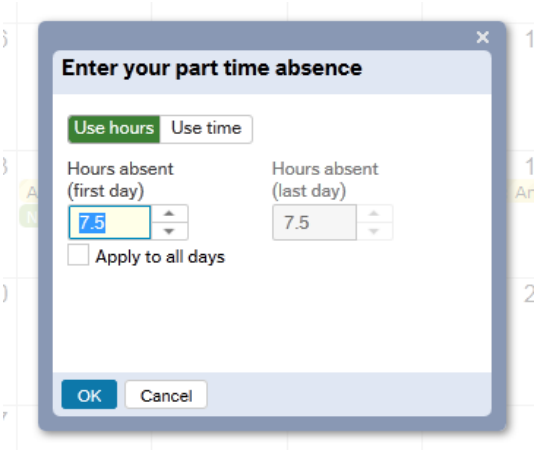
Now go to cause of absence and click in the dropdown box. Now choose the type of absence that you want to log – Annual Leave.



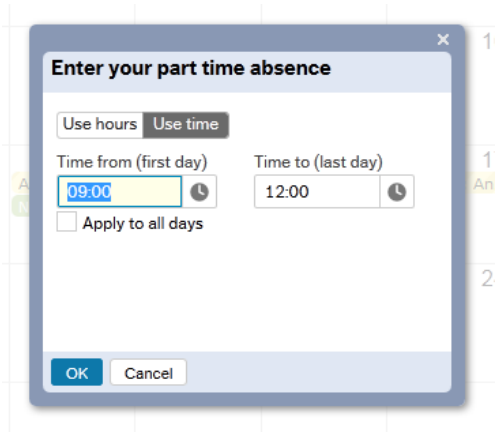
Under is this a full time absence, select No.



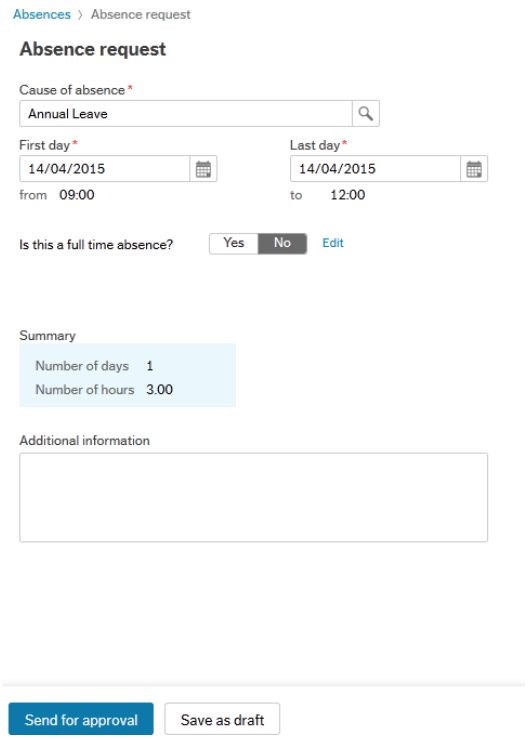
The following option box will appear, this will allow you to select hours or time. In this example we will use time.



I this example we are taking the hours from 9am to 12noon off as annual leave, then select ok



In the example you can see that the number of days still reflects 1 (as this is 1 absence period) but the hours are 3. Once you are happy with your request, send for approval

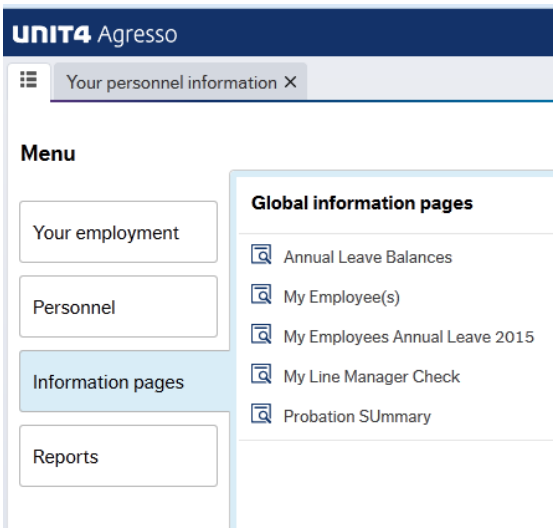


The other types of time off – remember some are requests which need approval from your Line Manager and some just Alert your Line Manager that you will be absent such as Antenatal Appointments

Information Pages

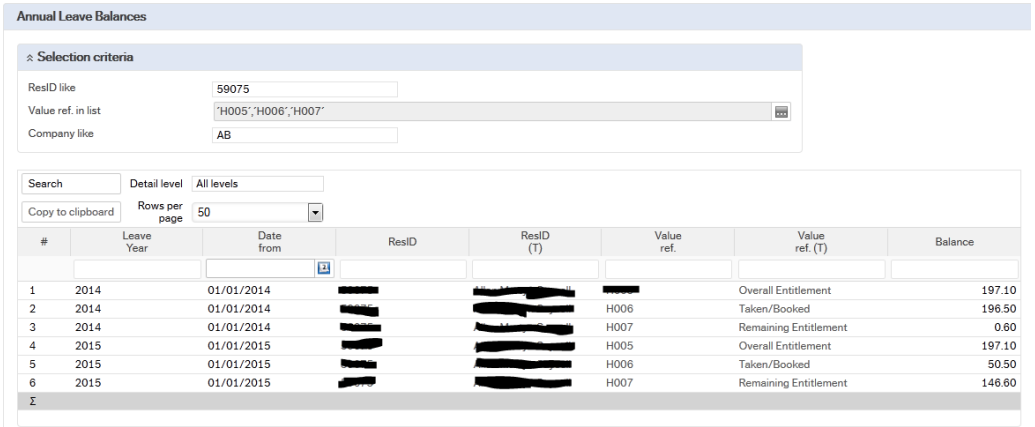
There are currently three Information pages that can be utilised, these are *Annual Leave Balances*, *My Line Manager Check* and *My Employee(s)* that can be quickly viewed using the Information Pages tool.

These pages can be accessed using the *Global Information Pages*



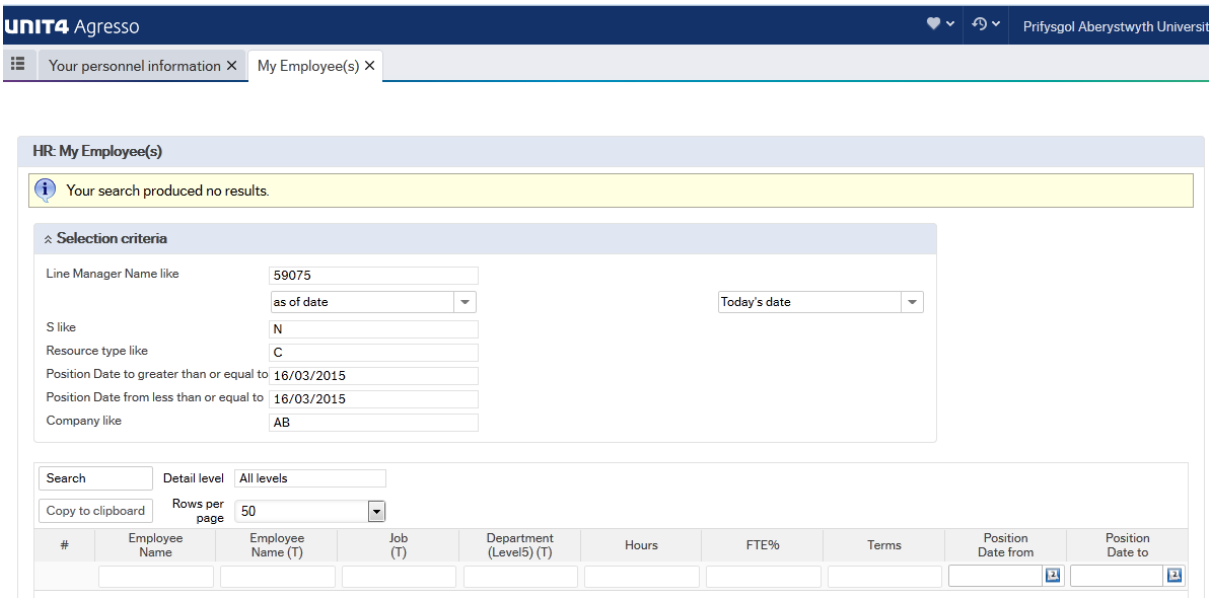
Annual Leave Balances

This page displays staffs Annual Leave Overall Entitlement, Annual Leave Taken/Booked and Remaining Entitlement. Please note that the Overall Entitlement may not include any holidays brought forward. If you have any queries, please contact HR.



My Employee(s)

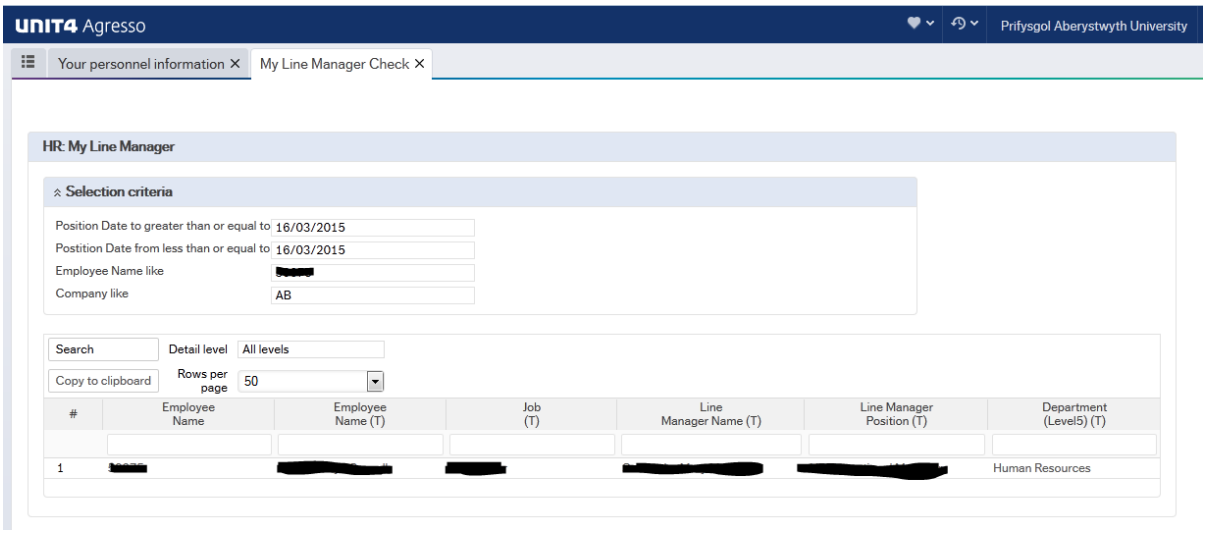
This page displays any current staff for which you will have direct line management responsibility. You will receive their Annual Leave notifications. If there are any individuals who appear that you do not believe that you should be line managing, please contact HR.



My Line Manager Check

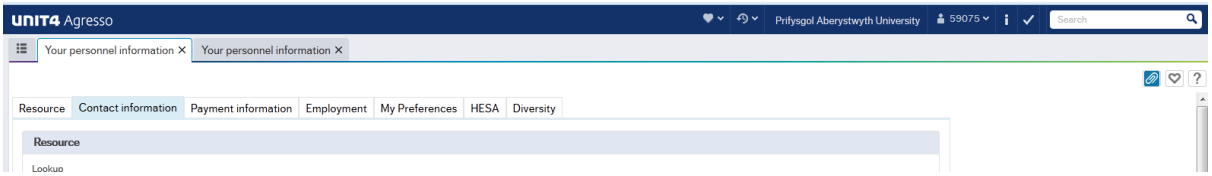
Please use the *Line Manager check* to verify that the Line Manager on the system is your correct Line Manager. If you have any queries, please notify your correct Line Manager and Human Resources.

If you have multiple positions, the system may display a list of Managers against those roles.



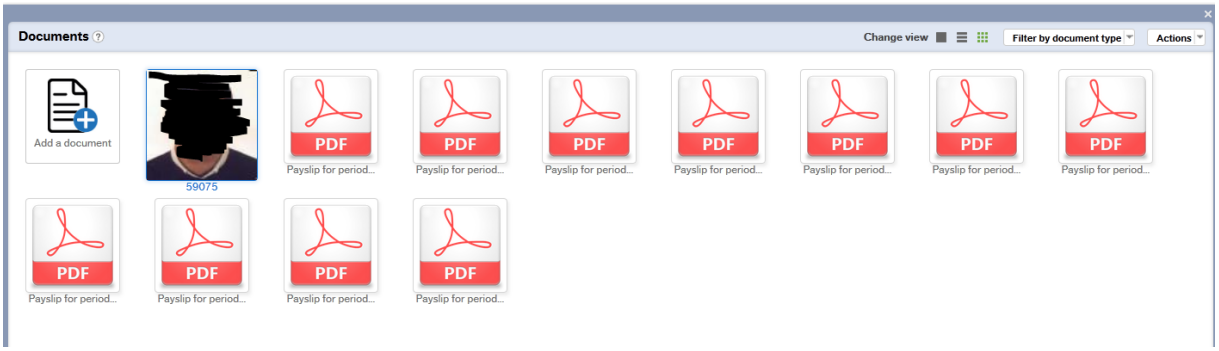
How to View Your Pay Slip

To view your Payslip, first click in **Your Employment**, then **Your Personnel Information**.



Then double-click on white paper clip in the blue box at the top of the screen

Your Payslip's will then be displayed.

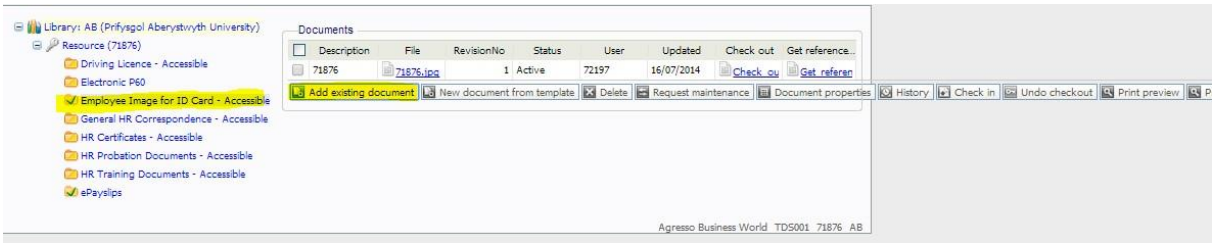


Employee Image for ID Card

All employees require ID cards for Security & Printing purposes. If you wish to update this image you can change it via Self-Service. To do this login to Self-Service, select **Your Employment** and **Your Personnel Information** then select the *Documents Icon*

Select the 'Employee Image for ID Card – Accessible' Folder

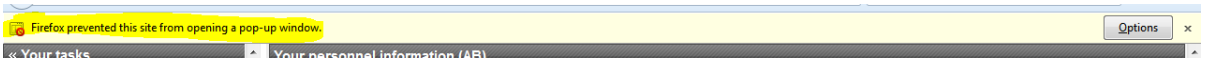
Select '**Add Existing Document**'



(All images are checked for suitability and please note there is a small administration fee to change your Staff Card)

FAQ's AND OTHER KNOWN ISSUES

- **I hear about data security, will my Payslip be safe?**
  AberPeople's platform 'Agresso Business World', is ISO/IEC 27001 (Data Security) Compliant. Our protocols also mean that your Payslip can ONLY be viewed by yourself due to data control mechanisms. Your Payslip is actually far safer on AberPeople compared to a paper version that could be left in unsupervised office. However, always keep you Username & Password secure!
- **I cannot see my Payslip?**
  Follow the steps "How to view your Payslip", however, make sure that you have enabled 'Pop-Ups' on your browser.



- **Can I use Self-Service with any Internet Browser?**
  AberPeople works with most browsers that Include Google Chrome, Safari, Firefox and Internet Explorer. However, there is a known bug with Internet Explorer 11 which will not allow the menu to refresh.
- **Do I have to make changes to my Browsers Settings?**
  Make sure that the Browsers Language is set to "English – United Kingdom". We have noticed an issue that the date format will appear incorrect if "English – United States" is used
- **I'd like to use Self-Service in Welsh**
  *Staff can change their Self-Service language by updating the Preferred Language field on the Resource Tab. Any changes to this field are refreshed every few hours. * Please note that some users will not be able to change this setting due to back-office permissions.*