

New HR/Payroll System: MyView FAQs

Introduction

Why did we get a new HR/Payroll System?

As part of the Employer of Choice strand of Future Town and Future Council, HR and Payroll procured a new system to facilitate effectiveness both operationally and strategically across all People Based Processes through the use of technology. This system opens the opportunity to generate Real Time reporting information and to achieve the goal of having a paperless HR Service by the end of March 2018. Below are some frequently asked questions.

The Basics

What is the new HR Payroll system called?	The self-serve portal that all staff will use is called MyView
When did the system go live?	April 2017
When was the first payslip?	April
Who should I contact if there is problem with my payslip?	Payroll, just as you would presently.
How will I learn how to use MyView?	If you have not attended any of the training sessions or drop in sessions provided in April then there are screen shot guides on how to use it. If you require any extra support then please contact HR and we will come and directly train you if necessary.
Who is using the system?	Everyone!
Can I print off my pay slip and P60 (e.g. for mortgage application purposes)?	Yes, you can print your payslip and P60, which are in the format required to comply with mortgage applications and the like.
Do I have to be logged on to a computer at work to access MyView?	No, the joy of the system is that you can access it anytime, anywhere. As long as you have the link to access the website and a device with internet you can login.
Who else can access my on-line payslips, are they secure?	Each employee has their own login to access their documents securely. We will not send payslips via email or link to payslips from any email, this helps to maximise security. Employees also have the added knowledge that they won't have paper payslips left around for colleagues to view.
What happens if I leave the Council's employment?	Before you leave you should print any copies of payslips or P60's that you will need for future reference.

Leave Related Queries: Sickness, Annual and Flexi

Emergency Leave/ Other types of leave - will the system include these?

From April 1st, the only two types of leave that will be input by staff through My View are annual leave and Flexi. Special leave, emergency leave, unpaid leave etc. will not be accessible from here from day one. Any processes around these other types of leave, should be the same as it is presently.

Can staff input their own sickness through MyView?

In terms of recording sickness, the process will currently remain the same. From day one, this is not a function that we are rolling out, however, in the future it will be.

Annual Leave

Can I request a different amount of time off? E.g. 2 hours, 20mins?

Yes the system allows you do that. This is especially beneficial for workers who work shifts or fixed hours and don't have flexi- time. For example, leave 20mins early to pop to the dentist.

What happens if I work part-time and want to book annual leave, but I have an uneven spread of working hours across the week?

Over the past few months, HR has requested the work patterns of everyone in the organisation so that the correct work patterns can be applied to their role.

For example J. Bloggs has requested annual leave on a Wednesday. Below is their work pattern:

Day	Hours worked on that day
Monday	7 hrs 24 mins
Tuesday	7 hrs 24 mins
Wednesday	5 hrs
Thursday	N/A
Friday	N/A
S	N/A
S	N/A

So because the system knows J. Bloggs works 5 hours on Wednesday, only 5 hours will be deducted from their entitlement leave. If J. Bloggs requested a Tuesday off then the system would know to deduct 7 hrs 24mins.

This example shows how important it is that all of these details are accurate; without the correct information the employee would be deducted an incorrect amount of annual leave.

Flexi

Can I book Flexi?

Yes, you can book Flexi through the system. Go to 'Create Absence', on the right select 'Employee View' then select the date you would like off, right click and select Flexi.

Do I have to book off Bank holidays?

Bank holidays are not included in your leave entitlement therefore you do not need to include them in your leave request. If you do book bank holiday in error, please email HR using the email MyViewSBC and they can arrange to have the leave hours added bank into your entitlement.

How do I cancel leave I have requested?

Click on create absence (time management if a manager) and a list of your leave will show. If the leave is sitting as submitted you can click on the leave and a box comes up with “withdraw” click this and your leave request will be removed from the system.

If your leave has been approved by your line manager you will need to click on create absence (time management if a manager) then click on employee view. This will bring up a calendar view of your leave, find the leave you wish to change, right click and the options to delete or edit are available.

Other Queries

I have deleted my Leave balance and my payslip box? How can I get it back?

Don't worry! They are not gone just hidden! Go to the left hand side bar and select the spanner icon. You should then be able to see the Leave Balance and Payslip with '+' signs next to them. Select the '+' sign. Return to your dashboard and you should be able to see your boxes have returned.

Managers

Can I see an overview of my staff's holiday time?

You can see those who directly report to you.

I'm going on holiday can I get another manager to authorise staff holiday in my absence?

The system has a function called delegated authority, click on the My People tab and then click My Team, Delegation Responsibility Rules- see MyView Guide for further details

Who can I contact to help me with MyView?

A list of super users can be found on the council's intranet under Staff Info\I\Information Technology\IT Index\Key Users

If you have any queries that have not been resolved by the super users, then please email MyViewSBC@stevenage.gov.uk