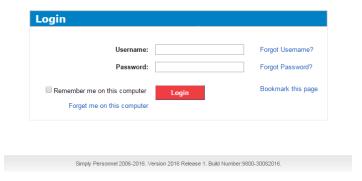


# Simply Personnel- Self Service



**Training Workbook** 



# **Objectives**

- Manage user accounts e.g. enable disable and reset user accounts
- Maintain user permissions and access type
- Have visibility of authorisation requests
- Determine and reroute authorisation requests
- Documents Upload, view and maintain policy documents
- Utilise declaration upon reading policy documents for auditing purposes
- Execute administrator procedures- authorise employee details changes
- Build performance profiles for online management of appraisal process
- Companywide holiday planners
- Set tasks for users



# **Contents**

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# **Introduction to Self Service**

The Self Service module is an online employee management system; it is an online tool allowing users to submit change requests for their own details and have these requests authorised by either their reporting manager or the HR admin of the system.





# Logging in and out



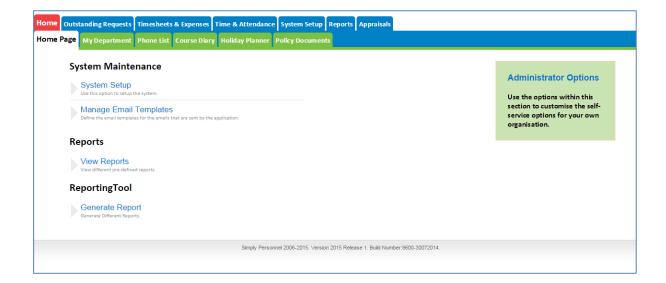
- Enter username and password
- Select login



### Home-page

Once an administrator user has logged into their Self Service system they will be greeted with an administrator dashboard.

An administrator logon is the only profile that has access to the system setup tab, this section allows users to define what other users can see and do within the system. Administrators can define what a user can amend and if they can amend something if another user such as a manager should receive an approval request.



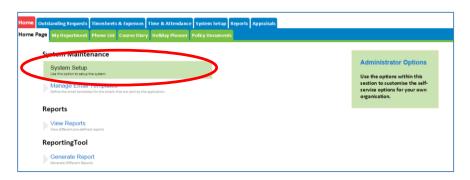


### **System Setup**

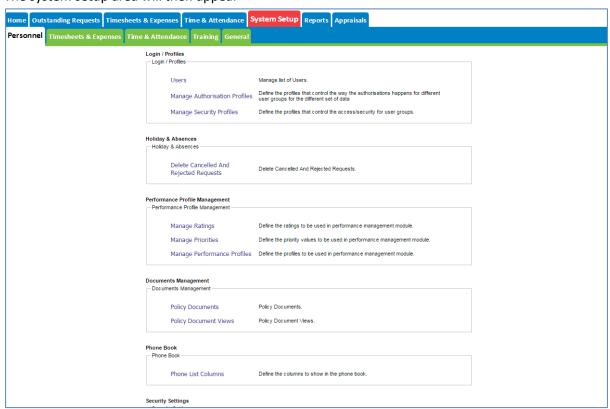
It is from this area that the administrator of the Self Service site can begin to configure user profile permissions and manage authorisation routes.

The area allows the administrator to manage the employees that have access to the Self Service module. This manual will detail where the administrator can set the permissions each user type has and if the user type has certain a permission if it needs to follow an authorisation procedure.

• Select System setup



The system setup area will then appear





# **Login/Profiles**

This area allows the administrator of the site to configure what areas users have access to and relevant the permissions. There are 3 types of control on each screen which are; add, update and delete. Users can see a list of user logons to the site for resetting passwords and usernames and also checking configuration.



Administrators can amend the profile a user is assigned to which will adjust the tabs that appear when the user logs in.

There are four standard security profiles within the system.

Admin:- This account will have access to all accounts and all areas of the system

**HR**:- This account will have access to all employee records but will not have access to the system setup tab

**Manager:-** The user assigned to this profile will have a view of the employees that report to them, reporting features are also available

**Employee:-** Users assigned to this profile will have access to their own information and if the admin account so wished access to team holiday planner or the whole company

**Teamleader:-** The user with this profile will be able to see the employees who report to them but are unable to access the report feature.



#### **Users**

This section enables the administrator to view user accounts that have access to the self-service site, usernames and passwords can be reset and accounts can also be disabled. The user accounts will integrate with the Personnel record held within the main desktop application.



The cog and spanner is where a user can apply security settings per individual

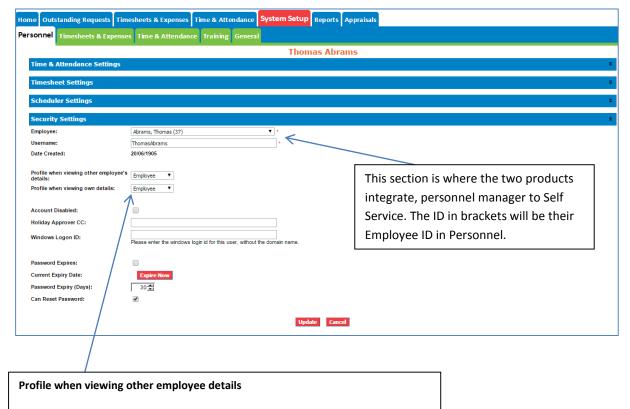
The red cross will remove an employee account (It will not remove the record from the Personnel system)

The key symbol will allow an administrator to reset and individual's password



#### Cog & Spanner

This section of security settings allows an administrator to apply permissions on an individual basis also reset usernames.



#### Profile when viewing own details

This section will determine what a user can see and do on their own record and if they are a manager what they can see and do on their teams records.

Refer to 'Manage Security Profiles' for extensive detail.

**Account Disabled:-** Upon checking this section the user will no longer be able to login to Self Service until the check is removed.

**Holiday Approver CC:-** An email address can be entered here upon approval of the individuals holiday

**Windows Logon ID:-** Self Service can be enabled for Windows Authentication and the guide below will guide your IT department on how

https://simplypersonnel.zendesk.com/entries/23339466-Active-Directory-Authentication-Self-Service-only-

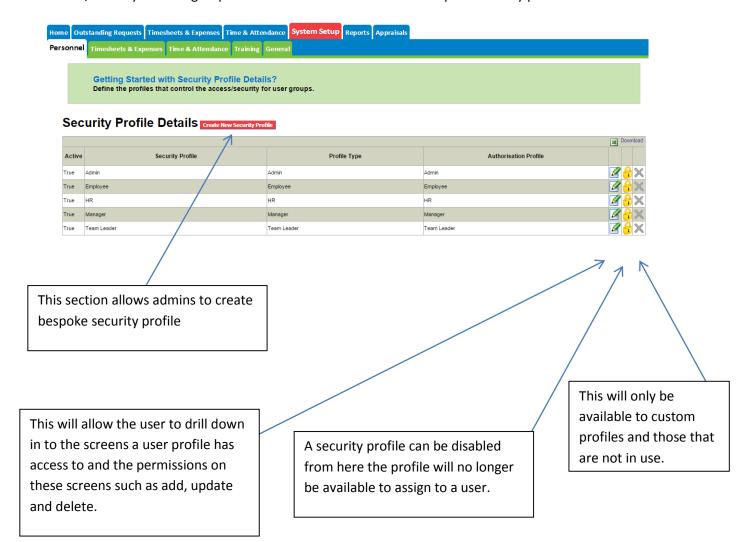
**Password Expires** The section enables an administrator user to set expiry permissions on the password for the user and enable them to reset their own password.



Click update to save the settings

### **Manage Security Profiles**

This section defines the user profiles available and the permissions set that control the access/security for user groups. Administrators can also create bespoke security profiles.





This must be checked to make the profile active Getting Started with Security Profile Details?
Define the Security Profile that control the profile security for that profile. K In Use: Profile Name: Employee Profile Type: Employee Employee Initial Menu Page To Show: ~/Admin/Home.aspx Request Authorisation Profile:\* Employee ▼ Here the user will have 3 options: See Own Attendance ▼ Holiday Planner: Show Managers in Team Attendance: Show Absences on Planner: Own attendance Show Courses on Planner: Team attendance Company attendance This determines the view of the holiday planner and whether perhaps employees can view their manager's holidays This section will allow the admin to 'Manage the screens' the employee has access to.



This will allow you to activate any screen previously removed.

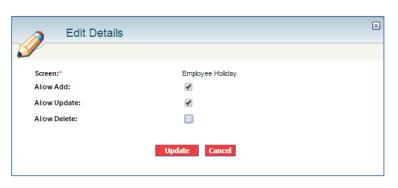
Manage Screens Add New Screen

				Download	
Screen Name	Allow Add	Allow Update	Allow Delete		
Attendance Record	NA NA	NA	NA NA	<b>AX</b>	
Employee	NA	1	NA	XX	
Employee Absence	4	4	4	X	
Employee Appraisals	4	4	4	X	
Employee Banking Details	4	4	4	<b>X</b> X	
Employee Contact	4	4	4	<b>X</b>	
Employee Contract	NA	4	NA	<b>X</b>	
Employee CPD	4	4	4	<b>X</b>	
Employee Documents	NA	NA	NA	<b>X</b>	
Employee Emergency Contact	4	4	NA	<b>X</b>	
Employee Holiday	4	4	4	<b>X</b>	
Employee Job History	4	4	4	<b>X</b>	
Employee Notes				X	
Employee Performance Profiles		4		<b>X</b>	
Employee Personal Development	1	4	4	X	
Employee Picture	1	4	4	<b>AX</b>	
Employee Qualifications	1	4		AX	
Employee Questionnaire	NA	4	NA	X	
Employee Recruitment	1	4	4	X	
Employee Salary History	1	4		X	
Employee TOIL	1	4	4	X	
Employee Training Licensed	4	4	4	X	
Employee Training Needs	4	4	4	<b>X</b>	
Employee Training Profiles	NA	NA	NA	<b>X</b>	
Holiday Planner	NA	NA	NA	<b>X</b>	

On each screen which is the screens available to the employee are 3 functions add, update and delete.

If the screen states NA this means the functions are not available on this screen.

- To edit the functionality on a screen
- Select the paper and pencil icon and the following screen will appear



Remove or add checks where necessary

This will delete the screen entirely from view of the profile.



Select update



To save you must go back to the previous screen to the save function, those on the profiles will automatically update on next logon. Complete the above process to also define what the managers can see with regards to their employees.

#### **Manage Authorisation Profiles**

This section is where an admin can control the direction authorisations happen for different user groups for different sets of data.

From the main system setup select 'Manage Authorisation profiles'

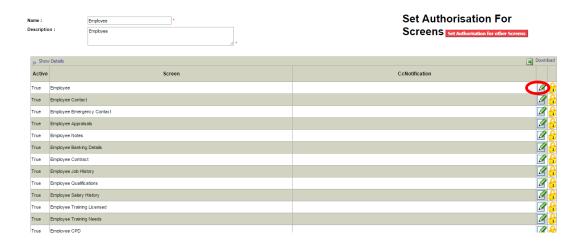


• With the paper and pencil navigate to the profile the user wishes to configure the approval process for.

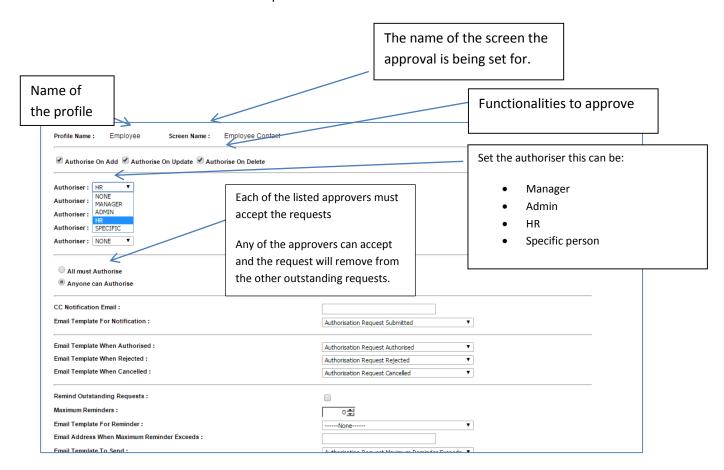


The admin will then be greeted with a list of screens the user has access to and can then set an approval process





- Select the screen you wish to set an approval for with the paper and pencil
- Do this for each screen that requires an authorisation







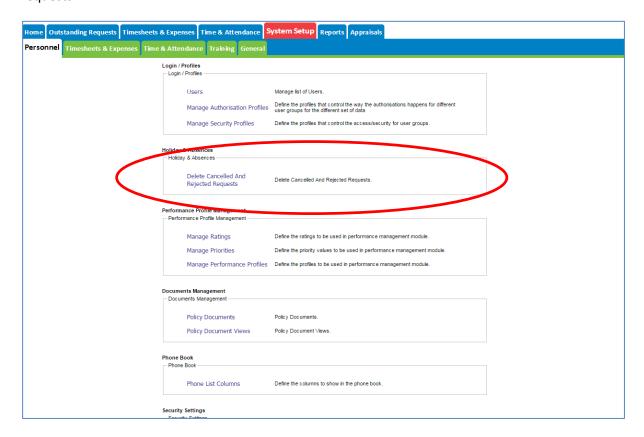
Complete the above process should any other profiles require an authorisation process.



# **Holidays & Absences**

#### Delete cancelled and reject requests

This section is where the administrator can free up the system of deleted, cancelled and rejected requests.



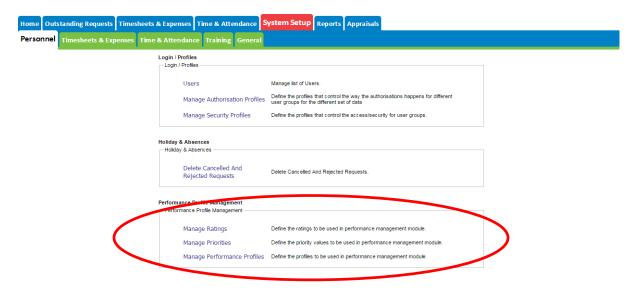
- Select delete cancelled and rejected requests
- The system will then confirm they have been removed





# **Performance Profile Management**

In this section an administrator can create a bespoke performance profile to record details for appraisals and performance relevant to the job position of an employee.



#### **Manage Ratings**

Here the administrator can determine a score based rating for performance against job criteria.

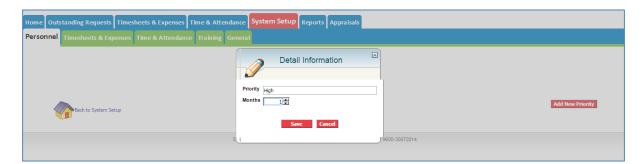


- Select add new rating
- Enter the description of the rating e.g Excellent
- Enter the numeric score for the rating e.g 5
- Select save
- Select back to system setup to continue building the performance profile



#### **Manage Priorities**

In this section an administrator can determine priority timescales to use on the performance profile against objectives defined in the profile.

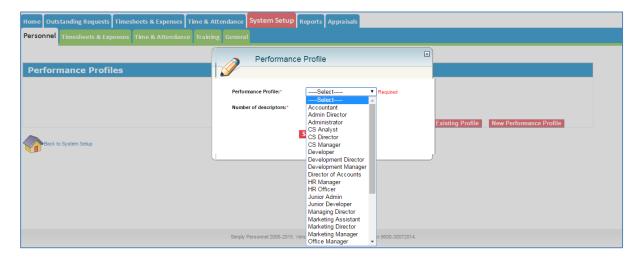


- Select add new priority
- Specify the duration of the priority in months
- Select save
- Select back to system setup to continue building the performance profile.



#### **Manage Performance Profiles**

Here the user can begin to build the performance profile tying the previously created values to the relevant job titles.



- Select new performance profile
- Select the job position you are creating the profile for
- Select the number of descriptors (this should be the same as the number of ratings)
- Select save
- The system will open in the performance profiles to begin building

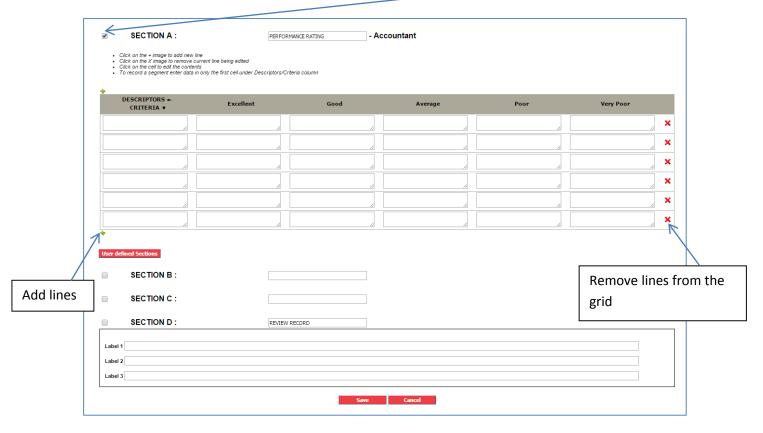
Users will only be able to assign the performance profile to an employee that has been set to the selected post on their current job record.

Users can copy existing profiles as a template to other job roles.



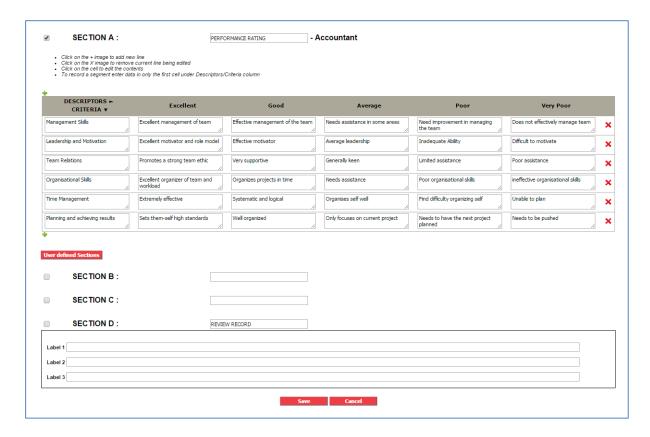
This ensures the section is visible

The system will then display the profiles to be built.



To tailor the profile, enter, on the right –hand side a list of criteria to then utilise the ratings for:





#### **User defined Sections**

In this section the administrator can define bespoke sections

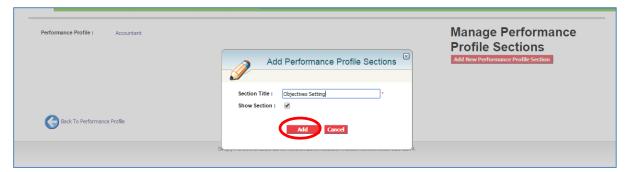
• Select user defined sections

**User defined Sections** 

The user will then be able to add new sections to the performance profile

- Select add new performance profiles section
- Enter the title of the section
- Tick to show the section
- Select add

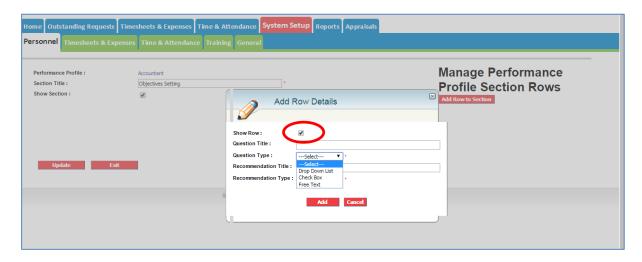




The system will now allow the user to add rows to the newly created section

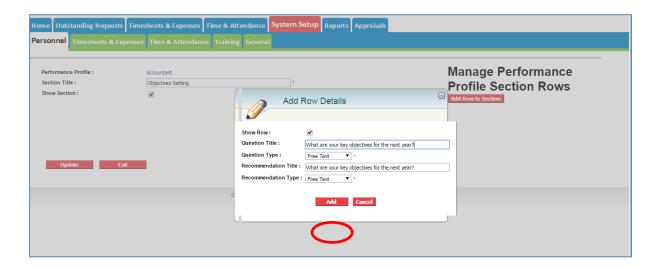


The user can then add rows to this section with questions and answers sections



- Select add row to section
- Tick to show row and enter the title
- From the question type drop down determine how the question will be answered
- Select add





When the user is happy with the section select update to save and then save from the initial screen.

To start the performance profile on a record refer to page 42.

Hints and Tips

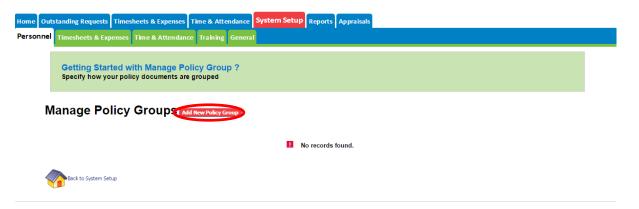


# **Policy Document Management**

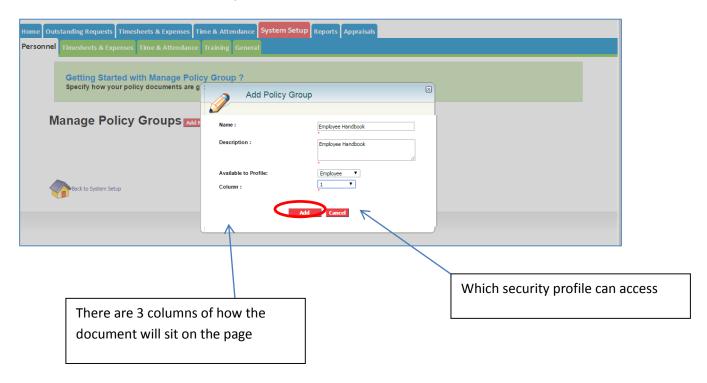
In this section the administrator can upload policies and procedures for the employees to access and download as well as placing a confirmation declaration on the document.



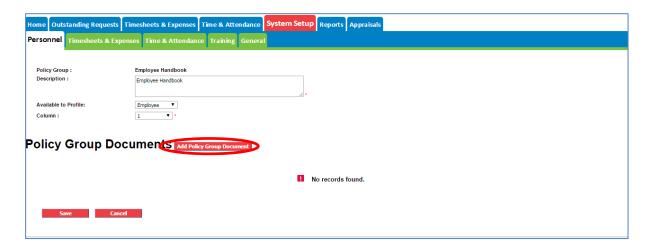
- Select Policy documents
- Add new policy document group to apply a folder structure to the procedures.



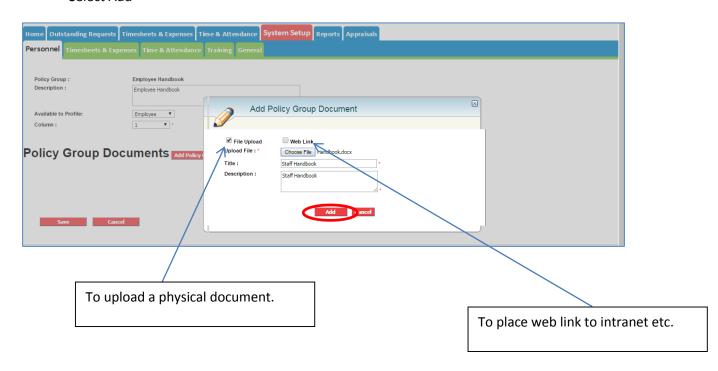
• Enter the name of the Group







- Select add new policy group document
- Either enter the web address or select choose file to browse to the location of the document.
- Select Add

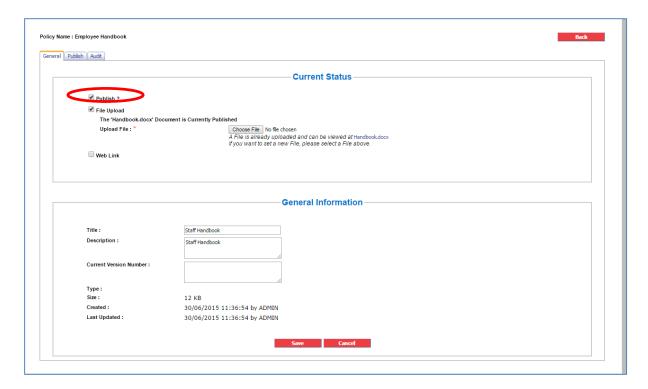


If there is an error at this point please follow the link below to enable permissions

https://simplypersonnel.zendesk.com/entries/23002278-Self-Service-Access-to-the-path-C-inetpub-wwwroot-SimplyWebPersonnel-Files-PolicyDocument-1-is-denie

Hints and Tips



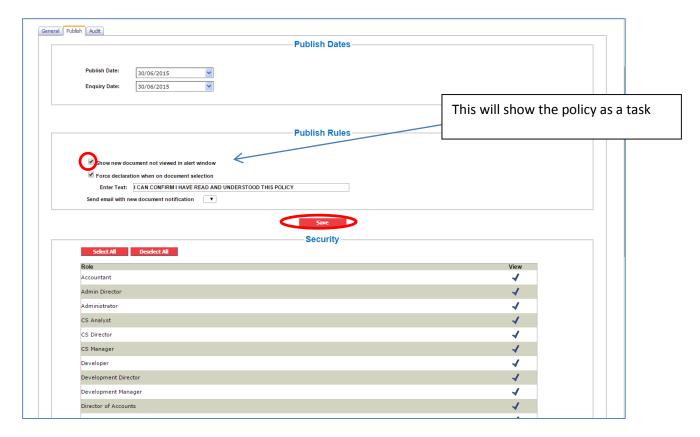


This section is where the user will now publish the policy document

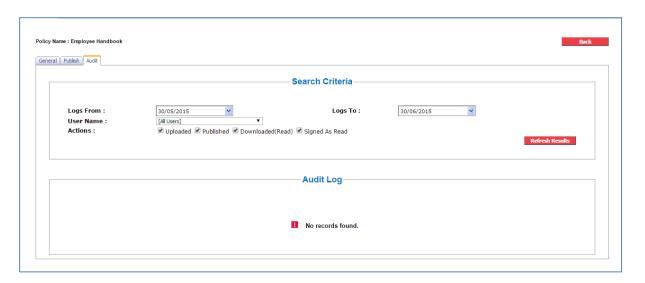
- Tick the publish checkbox to ensure document is visible
- Enter a version number

Navigate to the publish tab to enter a declaration and also ensure the job titles are selected as allowed the view or not view the policy.





- Tick the box to enable the declaration]
- Enter the text
- Ensure the job titles are allowed to view
- Select save



In this section the user can run audit reports on the document access.



The user will see the document alert on logon:

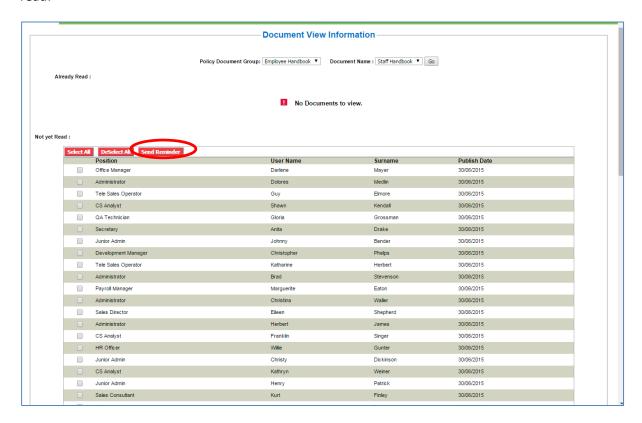


The employee will see the confirmation of the policy once downloaded:



#### **Policy Document Views**

Here the user can report on who has read the document and can send a reminder to those not yet read:



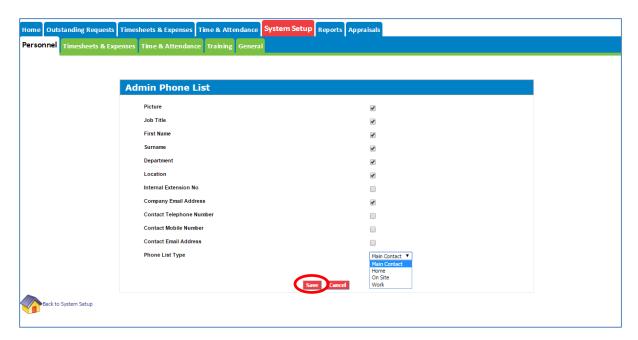


# **Phone Book Configuration**



In this section the user can determine the columns which will show in the phonebook

• Select phone list columns



- Tick the columns you wish to have included and the phone list type
- Select save

The phone list type will need to exist on the personal page of the employee in order to

show

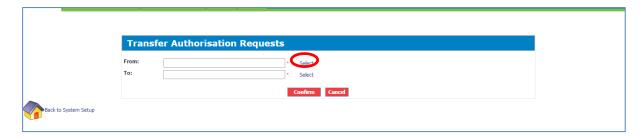


#### **Security Settings**

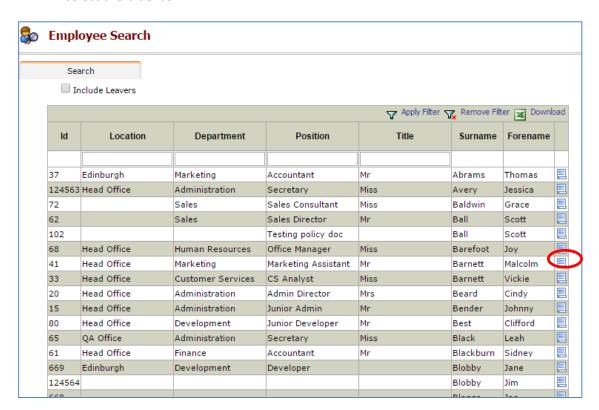
In this section the user can transfer submitting authorisation requests to a temporary authoriser



• Select transfer authorisation requests



- Click select to choose the approver you are transferring from
- select the blue icon

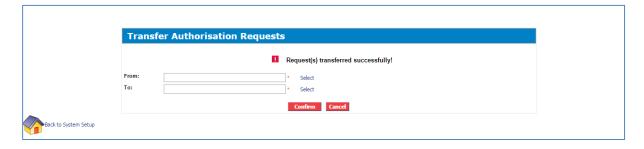


- Click select again to enter the temporary approver
- Then select confirm





• The system will then confirm the transfer



• Follow the same procedure to transfer performance profiles

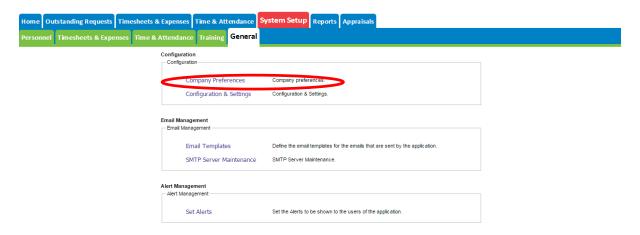


This is only a temporary submission tool; this will only transfer requests awaiting approval. Future requests will go back to the primary approver.



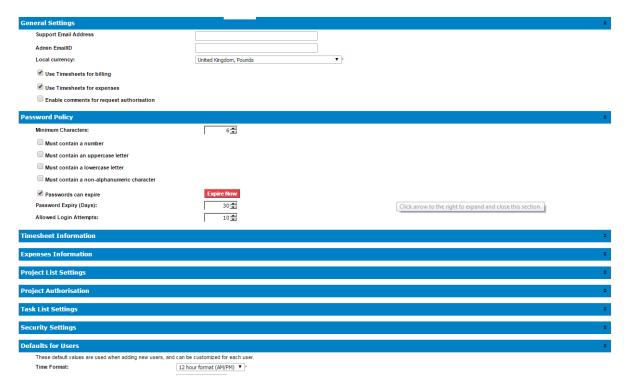
### **System Set-up Global settings**

In this section the user can apply settings on mass.



#### **Company preferences**

This section is where the user can determine password policies and determine in the security section if salaries can display in the employees total reward statement

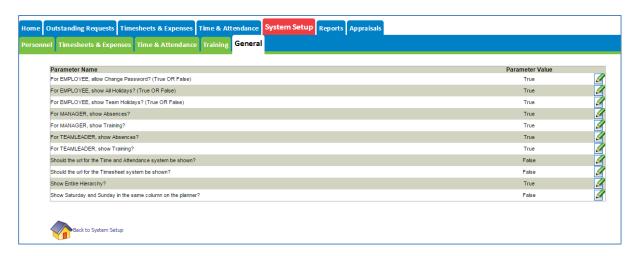


• Scroll down to select update to save



#### **Configuration and settings**

In this section the user can configure extra values for the security profiles

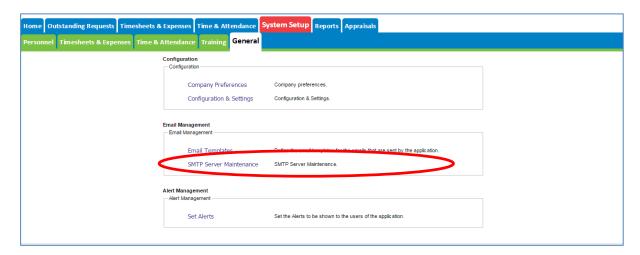


• Select the paper and pencil on the section to amend to true/false



# **Email Configuration**

This section will need to be competed in order for the system to successfully send emails



• Select SMTP server maintenance



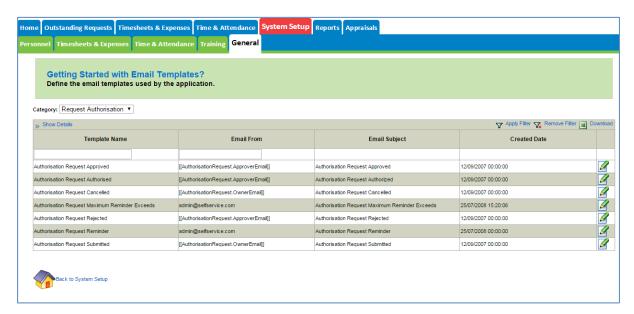
- Enter the SMTP server details
- Select update



#### **Email Templates**

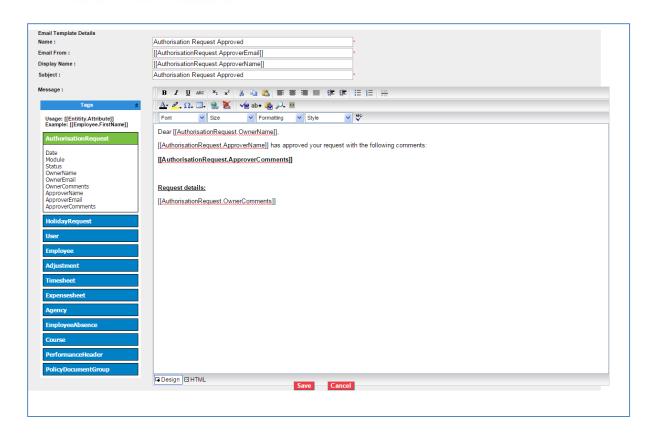
When a request is made through Self Service, an email will be sent to the appropriate person detailed within the authorisations profile. The administrator has the ability to make amendments to the templates

• Select Email Templates



- To edit the template select the paper and pencil
- Select save when complete





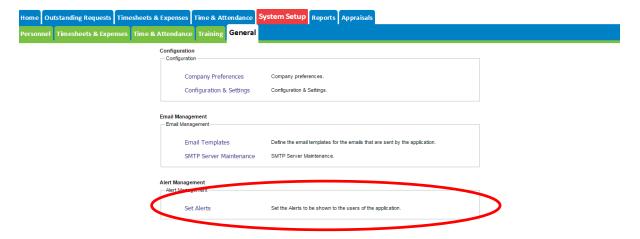
The email templates utilise merge fields to extract the appropriate data making amendments to this could cause data to not send.

Hints and Tips

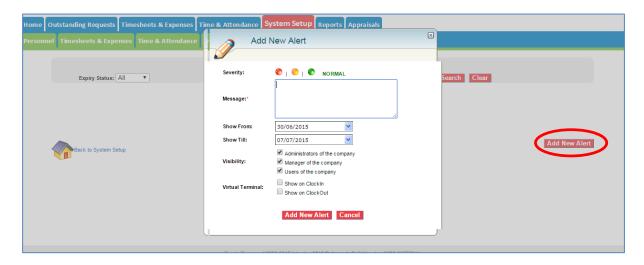


#### **Alert Management**

The user can use the alert management tool to send bulletins/reminders for a period of time to different user profiles.



Select set alerts



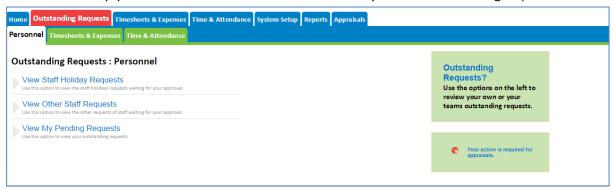
- Select add new alert to display the above
- Select the severity of the alert by selecting the traffic light symbols
- Enter the message
- Select the time frame for the alert to display
- Check the profiles that should see the alert
- Select add new alert



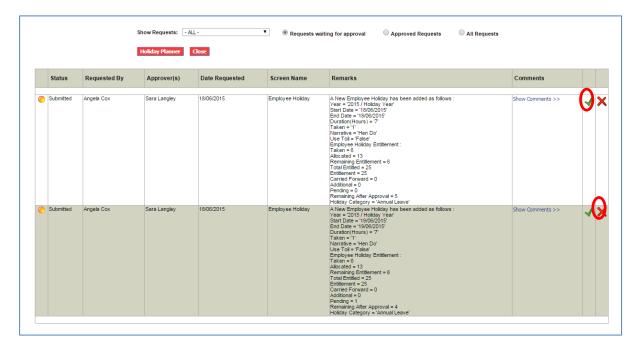
### **Outstanding requests**

When a request has been submitted for approval the authoriser will receive an email notification detailing the request and will also have an alert on the dashboard of Self Service.

The user can simply select from the dashboard or alternatively head to outstanding requests.



• Select the requests to be viewed



• Select the green tick to approve or the Red Cross to reject and apply a comment this will go back to the requester.

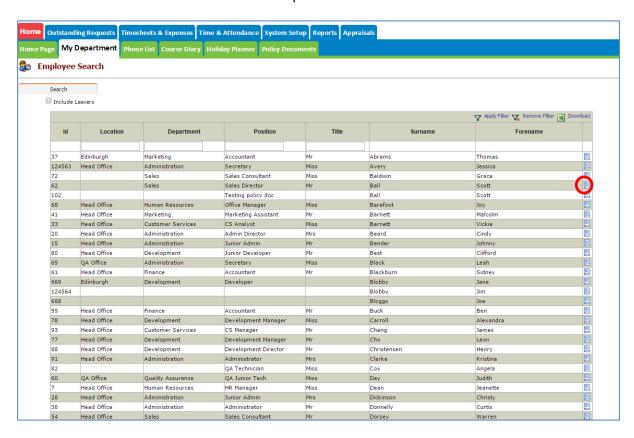




#### **My Department**

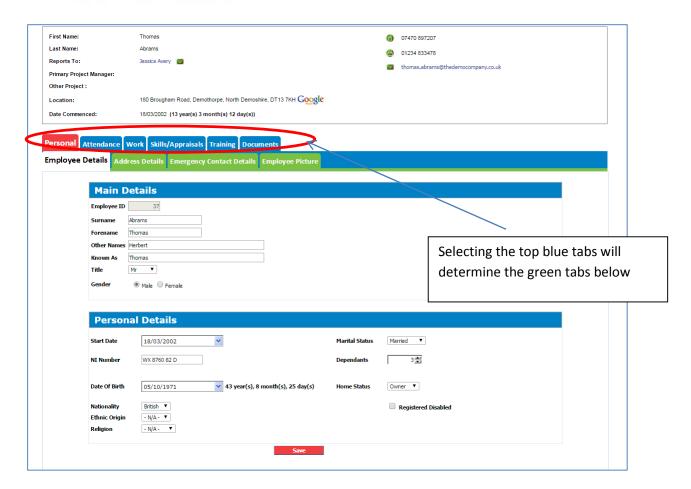
The admin logon will allow access to all employee records and all sections of the record.

- Select my department
- Select the blue icon on the record to open



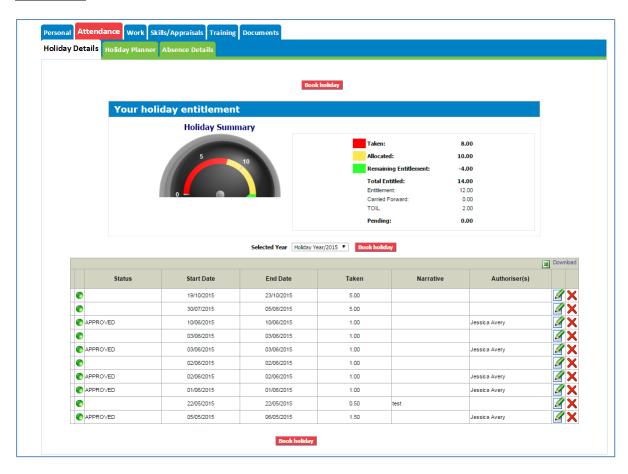
The user will be greeted with the employees Self Service account

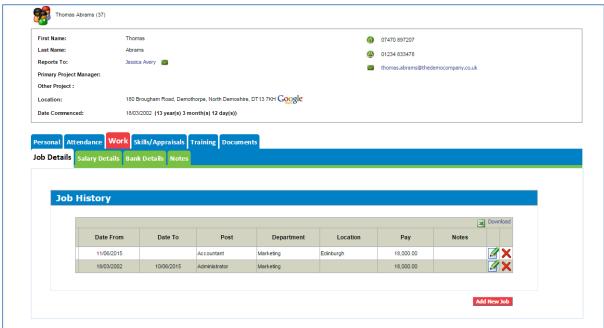






#### **Attendance**

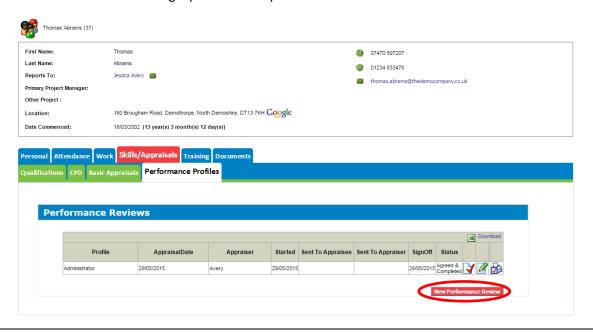




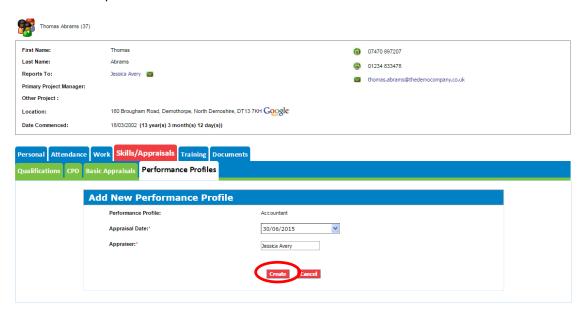


#### **Performance Profile**

This section will detail starting a performance profile.

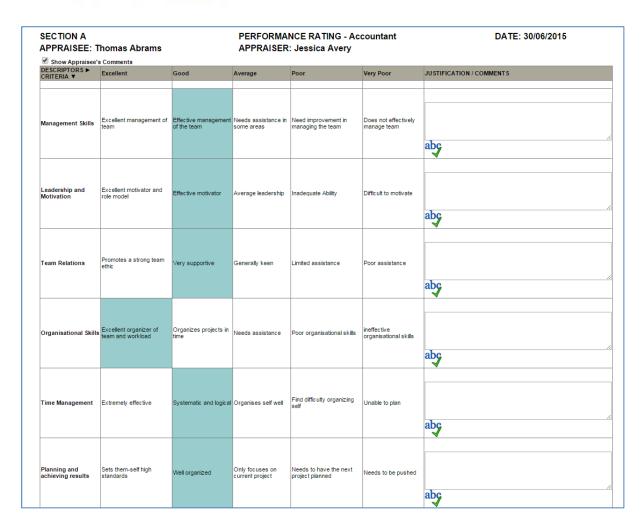


Select New performance review

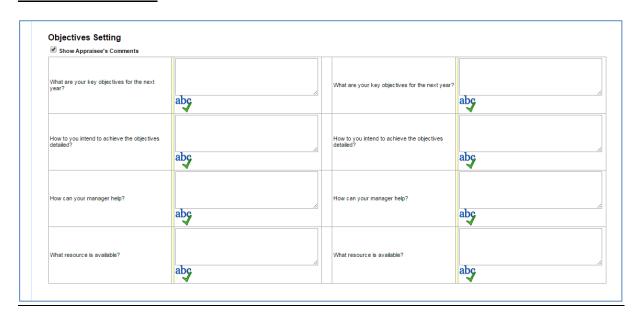


- Enter the Appraiser name
- Select create



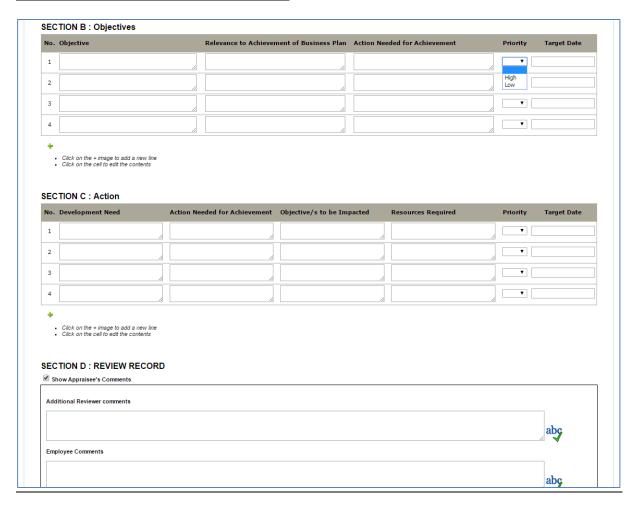


#### **User Defined Section**

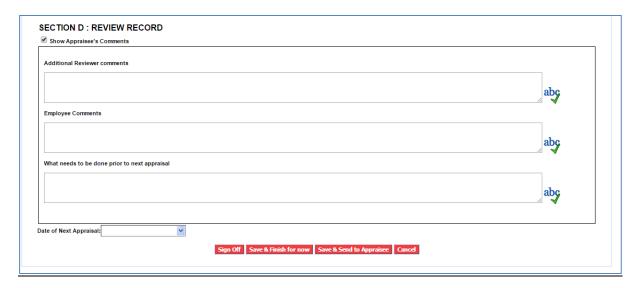




#### **Priority Setting and additional comments**

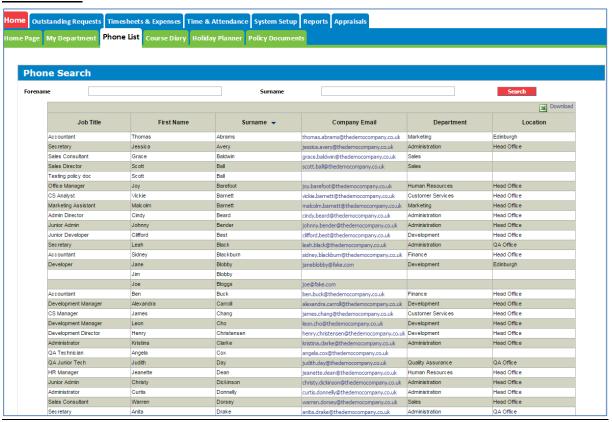


#### Saving the review





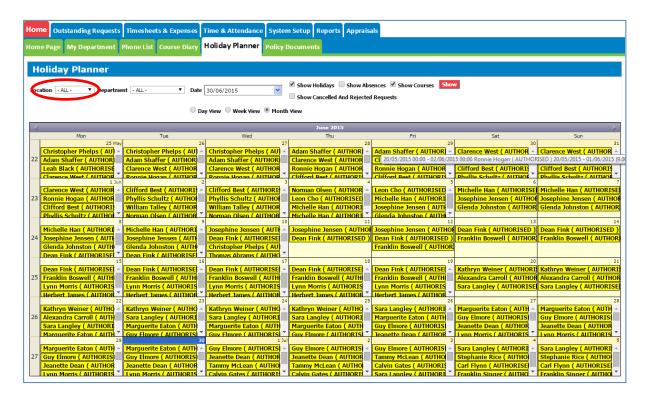
#### **Phone List**





## **Holiday Planner**

Here the administrator can utilise the company attendance planner for courses, holidays and absences.



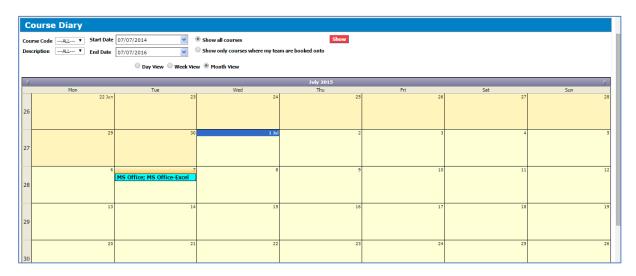
- Utilize the filters to display certain dates/departments
- To view all holiday on one day double click the day



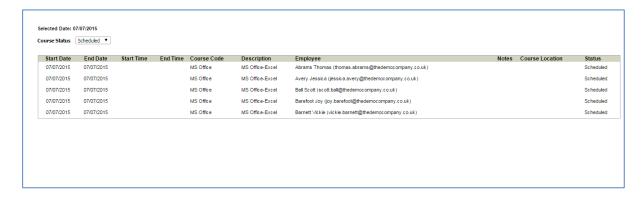


## **Course Diary**

In this section an administrator can view any courses for the month that have been scheduled within the Training Manager module.



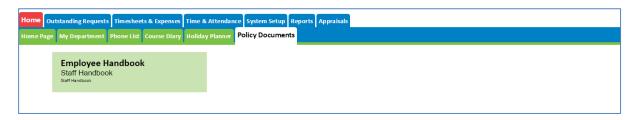
 Double selecting the day the course is due will allow the user to see the delegates booked onto the course.





# **Policy Documents**

Once the Administrator has successfully uploaded the policy documents they will display as below



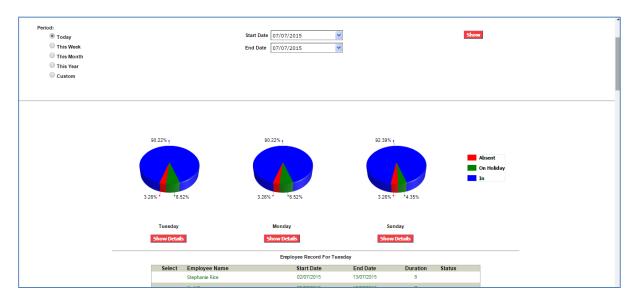


## **Reports**

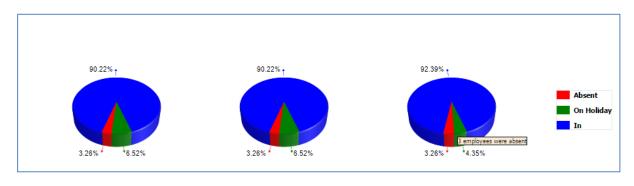
There is the ability to run absence and performance management reports from the Self Service system.

#### **Absence Management**

This report will detail employees working, on holiday or absent



Hovering over the different sections of the chart will detail how many employees were off.





## **Performance Report**

