# Using the new Self Service system

## Introduction

The main benefits of the Schools' Self Service system are that it:

- Allows you to view your pay history and to look at your payslips online, save them electronically or, if necessary, take a print.

- Provides you with greater control over the information we hold about you. Most of this information can be changed online using Self Service, which helps ensure that we record your most current information.

Click one of the links to find out how to:

- Log in to Self Service.

- What to do the first time you use the system.
    - Set up your memorable information.
    - Check your personal details are correct.

- Access your payslip.

- View absence and employment information.
    - Absence.
    - Employment.

- Request your username or reset your password.
    - Request your username.
    - Reset your password.

You can access Self Service from the school or from your home computer or laptop.

> **Note:** Currently, the system only works with Internet Explorer, and does not work on mobile devices such as smart phones or tables, but this is something we are looking into possibly providing.

## Log in to Self Service

A username and password for the Self Service system were sent to your school e-mail address:

1. Click on the following link to start Self Service:
   http://theltli.webitrent.com/theltli_ess/ess

2. Add this website to your Internet favourites, so that you can easily access it next time you need to (from Internet Explorer, click **Favorites**, **Add to Favorites**).

3.    Enter your username and password and click the **Login** button.

The main screen is displayed. You can navigate the system by using the toolbar at the top of the screen:
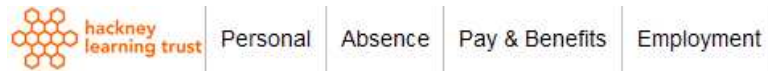


You can also navigate using one of the **Quick Links** at the bottom of the Homepage:
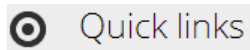


# What to do the first time you use the system

The first time you use the system you should:

- Set up your memorable information (as this allows you to reset your own password if you ever forget it in the future).

- Check your personal details are correct.

## Set up your memorable information

It is important to set up your memorable information as this allows Self Service to remind you of your username and password if you ever forget them.
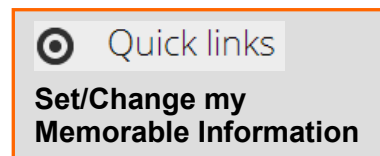


1.    Click on the **Profile** button in the top right of your screen and select **Memorable Information**:



The Memorable information details window is displayed.

2.    Type a question in the **Memorable information prompt** field. The answer should be something that is only known to yourself and must be between six and 25 characters.

> **Note:** It cannot contain spaces, nor be the same as your prompt, password or username.

Type the question that will prompt your memorable information (e.g. What is my dog's name? What is my son's date of birth? etc.)

Memorable information prompt

What is my mother's maiden name?

Memorable information

••••••

Confirm memorable information

••••••

Type and confirm the answer to the question.

3. Enter and confirm the answer to the prompt.

4. Click **Save**. The main screen will be redisplayed. You can now use this information on the Self Service login screen if you forget your username and/or password. See: Request your username or reset your password.

## Check your personal details are correct

The Personal details section holds the following details about you:

- Personal details, including sensitive information.

- Contacts (address, other contact details).

- Friends/family (emergency contacts, next of kin).

- Bank details.

⊙ Quick links

**Equal Opportunities Information**
and
**Bank Details**

Click the **Personal details** button in the top right of your screen.

hackney learning trust | (Personal) | Absence | Pay & Benefits | Employment

A screen is displayed showing the personal information held about you.

**iTrent:** 10.10.01
**Document:** 0.2
**Date:** 10/02/14

iTrent

Just click in each section to display full information. Points to note are:

| Section… | Things to note… |
|---|---|
| **Personal details** | You can only change your 'preferred name' and 'previous surname'; for all other changes send an Employee Amendment Form to HLT Payroll (as you do now). |
| **Sensitive information** | We are committed to being an equal opportunities employer. This section holds equal opportunities data that allows us to monitor the diversity of our schools. Any information entered on this page will be treated in strict confidence. Neither other staff nor the school management will have access to this information, and it will only be used for monitoring purposes.<br><br>Please review and complete this screen. If you do not want to answer a particular question, please select 'Do not wish to disclose' rather than leaving the field blank. |
| **Address** | To enter a new address, click the **Add** button, click **Add Address** and complete the screen.<br><br>To amend an existing address (i.e. typos, missing postcode, flat number, etc.), just click in the address and make the changes. |
| **Contact information** | To add contact details (home phone, mobile, home e-mail, etc.), click the **Add** button, click **Add Contact Details** and complete the screen.<br><br>To make amendments to existing contact details, just click in the relevant section and make the changes.<br><br>Please **do not** change the 'User e-mail address', as this is the e-mail that Self Service will use to contact you at the school. |
| **Friends/family (emergency contacts and next of kin)** | Please ensure your emergency contact and next of kin information is correct. Click to edit, or use the **Add** button to add new information.<br><br>The difference between an 'emergency contact' and a 'next of kin' may be that your 'next of kin' is your mother or father and your 'emergency contact' is your flatmate. |
| **Bank details** | Your bank details should already be correct as these are what Payroll have been using to pay you.<br><br>To change your bank account, submit a form to HLT Payroll as usual. |

# Access your payslip

Online payslips are part of our commitment to save money and make Hackney a greener borough. You now have online access to:

- Your monthly payslip.

- Your historic payslips.

- Your P60s.



Click the **Pay & Benefits** button in the top right of your screen. Your latest payslips and P60s will be displayed.

Payslips for the last 12 months are displayed, showing your net pay details and allowing you to view or download payslips for the individual pay months

To view a payslip just click on it, you can then print the document or download a PDF.

## Downloading payslips

You must download and keep copies of your payslips each month for your records as you will not be able to access Self Service if you no longer work for a school whose payroll is administered by Hackney Learning Trust.

Note that as the filename is computer generated for downloaded payslips, it's a good idea to change it to something more meaningful (for example, Payslip – February 2014).

## Payslips older than 12 months

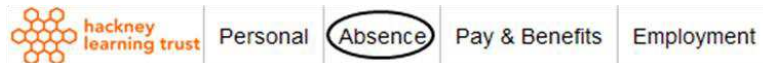Use the **Search** icon to find payslips older than 12 months:



The online payslips show exactly the same information as the paper payslips that you receive, but if you have any queries please e-mail trent@learningtrust.co.uk.

# View absence and employment information

## Absence

Click the **Absence** button in the top right of your screen



A history of your sickness and other absence (jury, strikes, etc.) is displayed.

The Sickness section shows **all** sickness absences; the Other Absences section only shows two years history and any other absences booked for the future.

Use the **Search** icon to find 'other' absences earlier than 2 years ago:



## Employment

Click the **Employment** button in the top right of your screen



A history of your current and previous jobs is displayed. Click on a particular job to see the start date, end date, contractual hours, etc. (Note that jobs will only be displayed if you were paid through the HLT Payroll).

# Request your username or reset your password

If you forget your username and/or password, you can enter your memorable information to:

- Request your username.

- Reset your password.

## Request your username

Follow the steps below if you need to be reminded of your iTrent username.

At the first sign on screen:

1. Click **Forgotten username**. The Forgotten username window is displayed.

2. Enter the following information and click **Next**:

    - Forename and surname.
    - Date of birth.
    - Email address.

A prompt is displayed showing you your memorable information question

3.  Type the correct answer in the **Memorable information** field and click **Next**. If you answer the prompt correctly, your username is displayed:

> Prompt
>
> Team in Essex (13chs, no spaces)
>
> **Memorable information**
>
> ●●●●●●●●●●●●
>
> **Username**
>
> (SJWILLIS)

4.  Click the cross to close the window. The login screen is redisplayed. Use your username and password to sign in as normal.
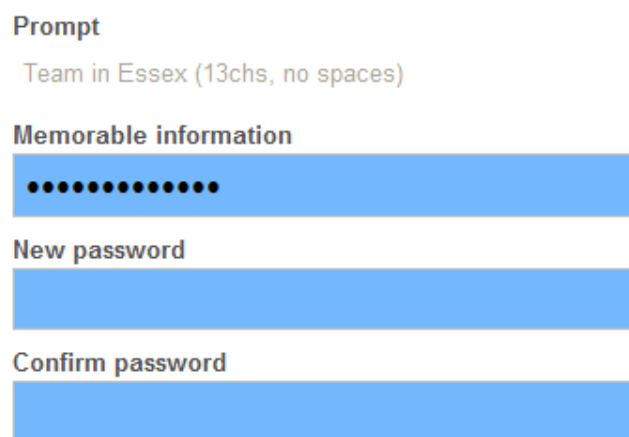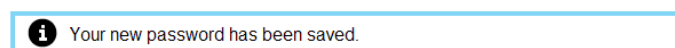
## Reset your password

To reset your password:

1.  Click **Forgotten password**. The Forgotten password window is displayed prompting you to enter your username:

2.  Type your **User name** and click **Next**.

    A Prompt field is displayed showing you your memorable information question

3.  Type the correct answer in the **Memorable information** field and click **Next**. If you answer the prompt correctly, two fields will be displayed in which you can change your password:

> Prompt
>
> Team in Essex (13chs, no spaces)
>
> **Memorable information**
>
> ●●●●●●●●●●●●
>
> **New password**
>
> **Confirm password**

4.  Enter your new password, confirm it in the second field and click **Next**. A message is displayed confirming that the password has been changed:

> ⓘ Your new password has been saved.

5.  Click the cross to close the window. The login screen is redisplayed. Use your username and password to sign in as normal.