

# East Dunbartonshire Council



## Employee Self-Service (ESS) User Guide

Version 1.1  
November 2018

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## 1. Getting Started

### 1.1. What is Employee Self Service?

Employee Self Service (ESS) provides a user-friendly interface between East Dunbartonshire Council employees and the data that is held on our HR & Payroll System, iTrent.

Employee Self Service can be accessed via any EDC networked device across the Corporate & Education Estate.

The available functions for Employee Self Service are:

- Personal details
- Absence details
- Pay & Benefits details
- Employment details

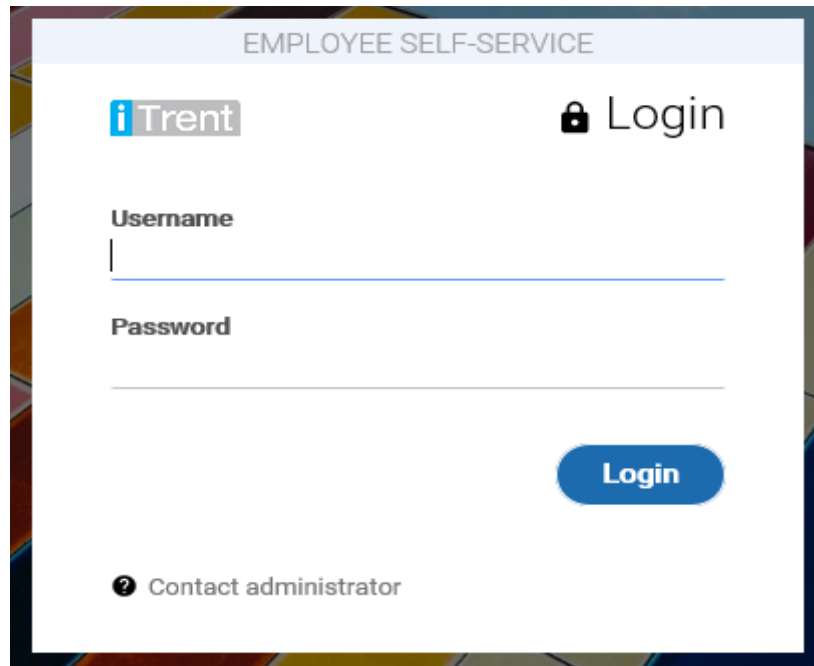
You can access Employee Self Service by clicking on the icon which appears on your EDC Apps.

### 1.2. Login Screen

When you open Employee Self Service you will be presented with the login screen.

For corporate employees your username and password will be the same as your network password for your PC or Laptop.

For Education employees your username and password will be your personal reference number and your national insurance number.



EMPLOYEE SELF-SERVICE

**iTrent** **Login**

**Username**  
|

**Password**  
|

**Login**

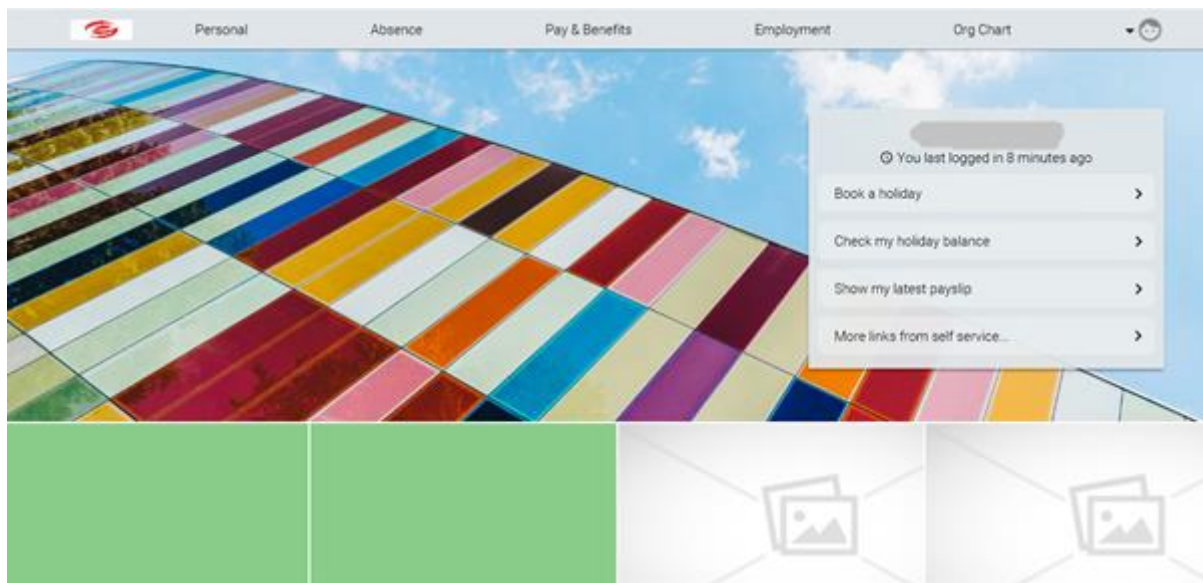
**? Contact administrator**

For any log in or technical issues please contact [IT.serviceline@eastdunbarton.gov.uk](mailto:IT.serviceline@eastdunbarton.gov.uk) or call 0141578 x8888.

For all other enquiries, including issues logging in please contact [itrentenquiries@eastdunbarton.ov.uk](mailto:itrentenquiries@eastdunbarton.ov.uk).

## 2. Home Page Overview

The main menu provides you with access to all areas within Employee Self Service.



### 2.1. Main Menu

The main menu allows you to easily move between the six areas of the system, which are:

- Personal
- Absence
- Pay & Benefits
- Employment

### 3. Personal

This area contains information about you, your personal details, contact information such as address, telephone numbers, emergency contacts and next of kin.

To add new details click on the add button.

To delete details, click on the information currently stored and click delete.

The screenshot shows the 'Personal' section of the ESS system. At the top is a navigation bar with tabs for Personal, Absence, Pay & Benefits, Employment, and Org Chart. The 'Personal' tab is selected. Below the navigation bar is a header 'Personal' with a close button (X). The main content area is divided into four sections: 'My personal details', 'Contact information', 'Friends & Family', and 'Private vehicles'. Each section has an 'Add' button. The 'My personal details' section shows 'Mr Mikey Mouse' with a date of birth of '7 Nov 1992' and a link to view or amend sensitive information. The 'Contact information' section shows 'Home - Mailing address' (7 Main Street, GLASGOW), 'E-mail address' (mikeymouse@hotmail.com), 'Mobile telephone' (07777777777), and 'User e-mail address' (mikeymouse@eastdunbarton.gov.uk). The 'Friends & Family' section shows 'Emergency contact' (Minnie Mouse, Wife, Primary contact, 07000000000) and 'Next of kin' (Donald Duck). The 'Private vehicles' section is currently empty.

Section	Details
My personal details	<p>Personal details</p> <p>Mr Mikey Mouse</p> <p>7 Nov 1992</p> <p>Select this card to view or amend your sensitive information</p>
Contact information	<p>Home - Mailing address</p> <p>7 Main Street</p> <p>GLASGOW</p> <p>E-mail address</p> <p>mikeymouse@hotmail.com</p> <p>Mobile telephone</p> <p>07777777777</p> <p>User e-mail address</p> <p>mikeymouse@eastdunbarton.gov.uk</p>
Friends & Family	<p>Emergency contact</p> <p>Minnie Mouse</p> <p>Wife</p> <p>Primary contact</p> <p>07000000000</p> <p>Next of kin</p> <p>Donald Duck</p>
Private vehicles	

#### 3.1. Private Vehicle

To help the processing of mileage claims, all employees with access to ESS should update their own vehicle details.

Click 'Add Vehicle'



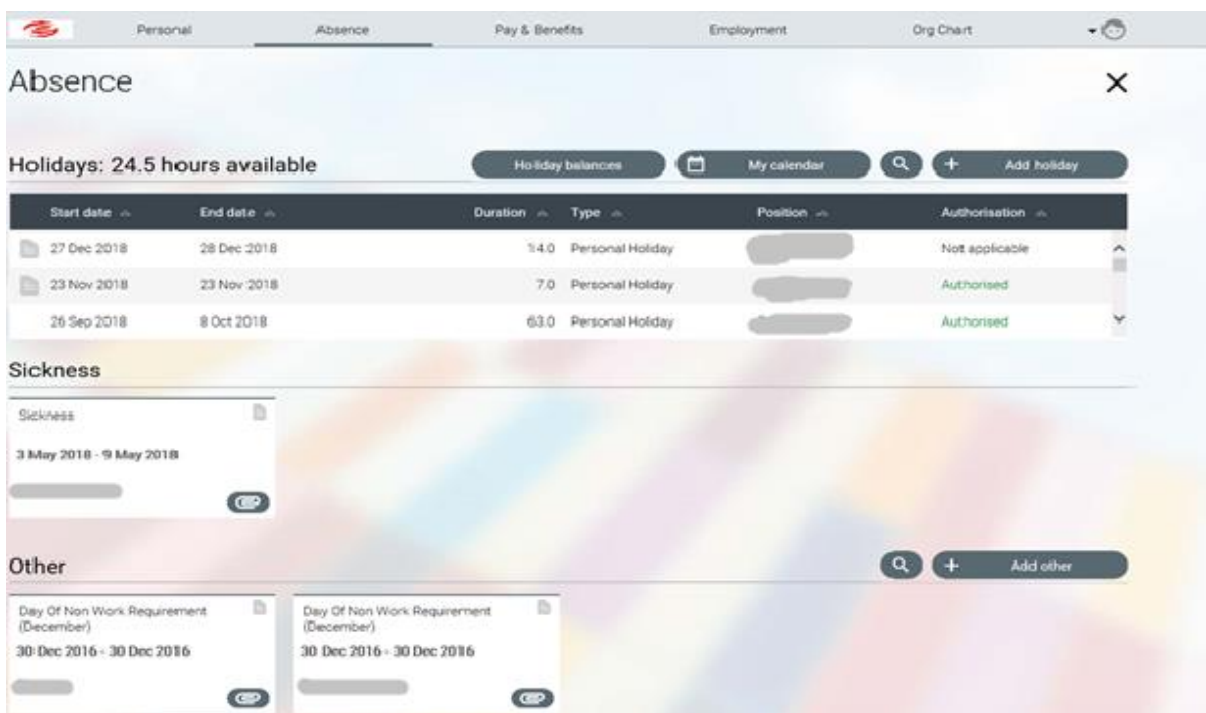
Complete the following fields for your vehicle:

- Vehicle Type
- Start Date – this should be 01/04/18
- Engine Size
- Fuel Type

Click save

### 3.2. Absence

This area contains information about your holidays, sickness, unpaid leave and any other absence.



#### 3.2.1. Requesting Annual Leave

You can request annual leave through the absence page on Employee Self Service. When you submit a request, you and your line manager will receive an email. Your manager will also receive a task through their Manager Self Service where they can authorise or not authorise your request.

When your request is approved by your manager, you will receive an email and your annual leave balance will automatically update.

**Absence**

Holidays: 24.5 hours available

Holiday balances My calendar Search Add holiday

Start date	End date	Duration	Type	Position	Authorisation
27 Dec 2018	28 Dec 2018	14.0	Personal Holiday		Not applicable
23 Nov 2018	23 Nov 2018	7.0	Personal Holiday		Authorised
26 Sep 2018	8 Oct 2018	63.0	Personal Holiday		Authorised

You can view annual leave balances by selecting holiday balances.

**i** The balance takes account of all recorded holidays including any awaiting authorisation

- Holiday Scheme - Local Government Employees

Holiday Period	Entitlement	Taken	Scheduled	Balance
1 Jan 2017 - 31 Dec 2017	259 hours	259 hours	0 hours	0 hours
1 Jan 2018 - 31 Dec 201...	238 hours	178.5 hours	35 hours	24.5 hours
1 Jan 2019 - 31 Dec 2019	238 hours	0 hours	42 hours	196 hours

To request annual leave select add holiday.

You will then need to select Personal Holiday from the absence type. In holiday period, you can select part day, full day or more than one day.

If you select part day you will need to specify morning or afternoon.

If you request more than one day you will need to select the start day and end day of your leave request.

If you select full day just select the date of leave requested.

Holiday details

Absence type

Personal Holiday

Holiday period

Full day

Start date (dd/mm/yyyy)

Notes

Save

Cancel

### 3.2.2. Cancelling Annual Leave

To cancel an annual leave request, select the request you wish to cancel.

This will bring up the details of the request and click delete. This will automatically update your annual leave balance.

Holiday details

Absence type

Personal Holiday

Holiday period

Full day

Start date (dd/mm/yyyy)

23/11/2018

Position

Notes

Save

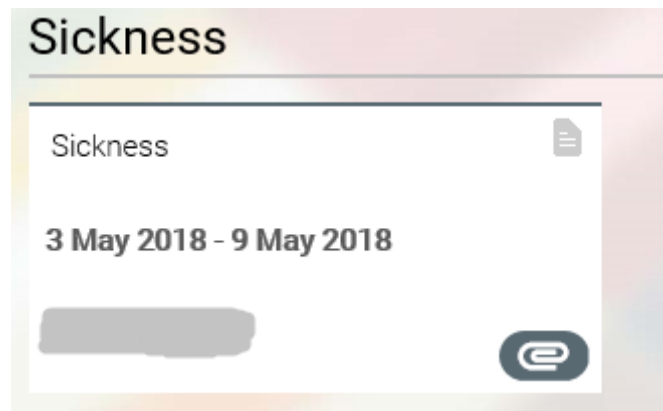
Delete

Cancel



### 3.2.3. Sickness Absence

Sickness absence information will be input by your line manager and you will have read only access to this in Employee Self Service.

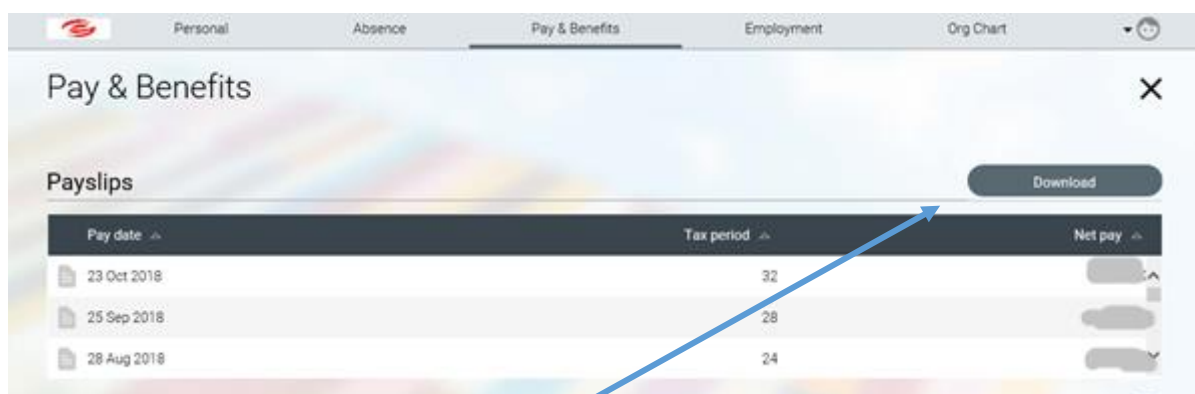


## 4. Pay & Benefits

This area contains information about your payslip.

### 4.1. View Payslips

You can view your payslips from the past twelve months.



To see older payslips click download.

Enter the dates, click search and all your payslips for that period will come up on a list so you can choose the one you want to download.

Download payslips

If neither Start date nor End date are entered then all payslips will be printed

Start date (dd/mm/yyyy)

Start date of search

End date (dd/mm/yyyy)

To see your payslip click on the payslip you would like to view, this will display a summary of payments, deductions and net pay.

Basic Pay

Unison

LGPS - EDC

Tax

NI - A

Name: Mr Mikey Mouse

Pay date: 23/10/2018

Tax code: S1185L Cumulative

Tax week: 32

National Insurance category: A

Legislation: UK

Currency: British Pound

National Insurance number:

Total payments:

Total deductions:

Net pay:

Print

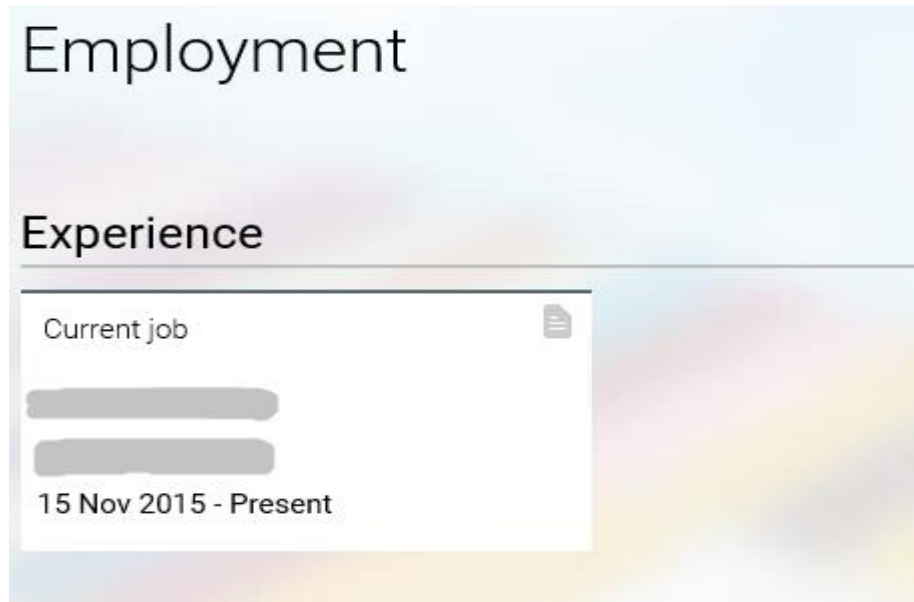
Cancel

Download

To see a copy of your full payslip click download.

## 5. Employment


This area contains information about your current and previous jobs.

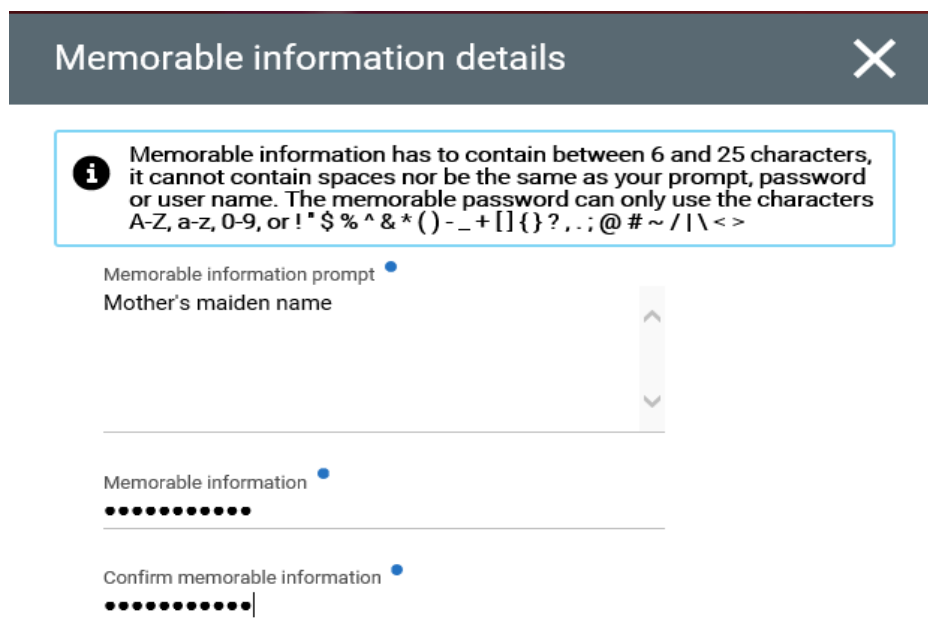


The screenshot shows the 'Employment' section of a user profile, specifically the 'Experience' tab. It features a card for the 'Current job' with two redacted lines of text and the date range '15 Nov 2015 - Present'. A document icon is visible in the top right corner of the card.

## 6. Memorable Information

Memorable information can be used to retrieve your user name and password should you forget them.

To create or edit your memorable information go to Profile  > Memorable Information.



The screenshot shows the 'Memorable information details' form. It includes an information box stating: 'Memorable information has to contain between 6 and 25 characters, it cannot contain spaces nor be the same as your prompt, password or user name. The memorable password can only use the characters A-Z, a-z, 0-9, or ! " \$ % ^ & \* ( ) - \_ + [ ] { } ? , . ; @ # ~ / \ < >'. Below this, there are three input fields: 'Memorable information prompt' with the value 'Mother's maiden name', 'Memorable information' with a masked input (dots), and 'Confirm memorable information' with a masked input (dots).

The prompt for your memorable information can be whatever you like, as long as it reminds you what the memorable information actually is. Example prompts include:

*What's your mother maiden name?*

*What was the name of your primary school?*

*What was the make of your first car?*

The memorable information response must contain between 6 and 25 characters; it cannot contain spaces and it cannot be the same as your prompt, password or user name.