EMPOWER-HR TRAINING, EMPLOYEE SELF SERVICES

Introduction and User Guide

Please note if using a MAC computer use Web Browser Firefox not Safari.
Introduction and User Guide

Human Resource Services
Catholic Education Office
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This document was compiled in collaboration with the Employee Self Service, Implementation Reference Manual provided by Empower.
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Introduction

Employee Self Service facilitates the handling of previously time-consuming activities to be handled over the corporate intranet and world wide web at the employee level. Using Internet technology Self Service provides access to information on the Empower-HR database. Self Service incorporates two levels of access - Employee (ESS) and Manager (MSS). Employees are issued with a PIN number to ensure secure and authorised access to the system, allowing them to action HR activities either from an individual PC or via the internet at home.

ESS Features

An employee may, dependent on access security, undertake the following on Self Service;

- View and modify personal demographic data.
- View pay information related to current and previous pay periods.
- Print a pay advice.
- View and modify payment instructions.
- View salary history details.
- View individual position history.
- View individual history of leave taken.
- Submit leave requests on line.
- Access to an organisation employee contact directory.
- Send and receive messages.
- Able to search and view training courses that are available.
- Submit a request to attend a training course.
- View individual skill and qualification records.
- Receive confirmation email reminders once booked onto a training course.

In addition to accessing the Employee Self Service functions available, Empower-HR Manager Self Service allows managers/Principals to perform the following functions for the defined selection of employees under their supervision:

- View Employee History details for employees.
- View Position History details for employees.
- View details pertaining to Positions within the organisation.
- Process/action work flow tasks (eg. leave requests), which have been originated and submitted by employees.
- Review and update Self Service Forms for employees.
- View and respond to messages initiated by work flow tasks, which have been allocated for processing and/ or tasks that have been accepted and passed on for further authorisation.
- View employee skill and qualification records.
- View employee training course history.
- Submit a request to attend training courses on behalf of an employee.
- Approve a request for a training course.
- Receive confirmation email reminders once an employee is booked onto a training course.
Logging into ESS

ESS will operate under most web browsers. The supported web browsers are as follows:

For computers that are members of either the CEO.NET (i.e. CEO Staff) or PRIMARY.CEO.NET (i.e. Schools rolled over to the new Active Directory system) domains, you are able to access ESS by simply opening Internet Explorer and selecting “CEO HR & Payroll Employee Self Service” from within the Favourites menu (as illustrated below). To view ESS from another PC (i.e. at home) go to the web address outlined below:

http://ess.ceowoll.catholic.edu.au (this URL will automatically redirect you to an SSL secured website)
The initial screen will appear similar to the one below:

Enter your Surname followed by your First name (as shown on your payslip). Your initial password will be your employee number.
You will be presented with the above screen on first login. It is strongly recommended that you change your password from the default password (employee number). This can be performed by clicking on the “Click here” link followed by entering your current password (your employee number), followed by your new password in the two remaining text entry boxes. You will notice a strength bar below the text boxes. This bar indicates the ‘strength’ of your password. Once you have filled out the relevant text boxes, click on the ‘Change’ icon.

*Nb. It is recommended that your new password consist of no less than 8 characters containing both alpha and numeric characters.*
Using ESS

ESS is quite straightforward in its use. The initial page of ESS consists of six main links. These being:

1. Personal Details
2. Leave Details
3. View Payslip
4. Employment
   - Employee History
5. Leave
   - Leave Details — *Identical to link 2.*
6. Pay
   - Pay Slip — *Identical to link 3.*
7. Training

In addition to these you will notice a number of shortcut icons (Personal Details, Leave Details and View Payslip). Each of these applications/shortcuts will be outlined later in this document.

*Above:* Initial page displayed on first login.
1. Personal Details

The Personal screen is used to view or modify any data that is contained within the HR & Payroll system. From this screen, users are able to update their details as and when required. It is suggested to all employees that any outdated information be updated and that any blank fields be filled with the appropriate information. Under “Contact” most important of these is the Business Email Address (which is the school/CEO email address; for casuals this is the most effective email address) as this field is used to send leave correspondence, training course notifications, as well as forgotten passwords in the event that a password is lost. It is suggested that this field be filled out as soon as possible.

Remember your Business Email Address is important for Employee Self Service to work effectively.
Leave Details

The leave details screen displays previous leave history including Annual Leave, Sick Leave, Long Service Leave etc. In addition to this, you will notice your leave balances, current leave bookings and any pending leave requests.

Leave without pay applications of greater than four (4) weeks duration cannot be processed through ESS. Applications must be made directly to the Head of Human Resource Services with the approval of the school principal.
To submit a leave request, simply click on the new request link as outlined above. Following clicking this link you will be presented with the below screen:

The next step is to fill in the relevant details and click on the Save button.

After clicking the Save button in the previous step, you will then be required to enter the person that you would like to submit your leave request to. Typically this is your Head of Service or Principal. Once this has been selected, click the Send To button to submit your leave request.

Once a leave request has been made, the request is then forwarded to the manager or principal (as designated within the payroll system). The manager is notified and the leave is then approved or disapproved accordingly. An email will be sent to you confirming the outcome of your leave request (Nb. This is only possible if you have entered your Business Email address in the Personal Details section within ESS. Refer to Point 1.), and if approved, the leave request is automatically forwarded to payroll for final approval and entry into the payroll system.
From within the payslip screen, users are able to view current and previous pay slips as well as print them as required.
2. Employee History

The employee history screen enables employees to view adjustments made to their pay and position.
Using ESS to Search and Apply for Training Courses

Empower-HR Training and Skills Development records details of all available training courses provided by the Catholic Education Office, Diocese of Wollongong.

To support employees in their selection of training courses Empower-HR displays the:
- Course Objective
- Method of Delivery
- Provider of Course
- Target Group
- Expected Course Outcomes
- Timetable Information (including date, time, venue and contact details).

Please note: to navigate through this section of the manual:

- This symbol indicates that the text is an explanation.
- This symbol indicates that there is an action required.

Applying for a Training Course

Once you have logged into ESS (Refer to Page 2. for assistance) you will be taken to the ESS “home page”.

**Step 1:** To search or apply for a training course: click on the Training icon.
You will be taken to the **Search Training Screen** (see below) which allows employees to both search for training courses and request to attend training courses.

Please note:

The left hand side of the screen allows employees to **Search for Courses**.

The right hand side of the screen displays the top seven (7) **Recently Used Courses** that employees have currently enrolled in and **More Training Courses** which displays the courses that an individual employee has searched for.

**Step 2:** You may already know the **Training Course Name** or the **Training Course Code**. If so you can search by these, entering the relevant details next to **Course Name** or **Course Code**.
If you don’t know the training course name or the course code you can search by the following process.

Select the **Search** button to bring up all available courses displayed under **More Training Courses** by the focus area.

Please select the **cross icon** to view further course information.
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**Step 3:** To apply for a Training Course:

The **Course Name** will appear on the screen with upcoming course dates listed underneath the name.

You can either view the training course details first (see below) or you can apply directly (refer to page 15.).

**To view the training course details before applying** -
If you would like to view:
- Course Objective
- Method of Delivery
- Duration of Course
- Provider of Course
- Target Group
- Expected Course Outcomes
- Timetable Information (including date, time, venue and contact details).

Select the **blue button with the white exclamation mark**.

![Image of training course details on screen]
You will be presented with the Course Summary screen below. The Course Summary screen records all the relevant course information.

The Timetable window will display all the current course dates and times.

To Exit the screen select the red box with the white cross.

To apply directly for a training course -
Once you have decided on the date of the course that you would like to attend, select the Choose Course button which is the green button with a white tick.
Step 4: You will then be taken to the Create New Training Request screen.

You will be required to complete the New Training Request form:

1. Confirm your course Preference date/s using the drop down arrow option.

2. Select the Priority using the drop down arrow option.
   Options include:
   - Pre-approved course i.e. leadership member recommended the training.
   - Required course i.e. child protection training
   - Scheduled course that you are interested in attending

3. Select the reason using the drop down arrow option:
   Options include:
   - Personal development
   - Policy change
   - Principal decision
   - Professional development

4. You can leave the work time and personal time field at 0.00 even though you have the option to enter work time and personal time spent attending the training course. Please note that this information will not affect your pay.

5. Once you have completed the Training Request form click on the Save button. Please note that this course has been saved but has not been submitted. This will then be listed on your Training History Screen summary page where you will be able to see saved but not submitted requests.
**Step 5:** You will then be taken to the screen below. You then have three options:

1. You can **Submit the Training Request**.

2. You can **Add Course** which allows you to add in another training course.

3. You can **Exit the screen** and submit the saved training request at a later time.
Step 6: After clicking the Save button in the previous step you will then be taken to the Workflow :: Addressee screen.

You will then be required to enter the person that you would like to submit your training request to. Typically this is your Head of Service or Principal. Once this has been selected, click on the send to button to submit your training request.

Once a training request has been made, the request is then forwarded to the Head of Service or Principal. The Head of Service or Principal is notified and the training request is then approved or disapproved accordingly. An email will be sent to you confirming the outcome of your training request (Nb. This is only possible if you have entered your Business Email address in the Personal Details section within ESS. Refer to page 6.), and if approved, the training request is automatically forwarded to the training manager at the Catholic Education Office for final approval.

Please note: after you have submitted a training request to your Head of Service or Principal and after their approval of your attendance on a training course your request goes onto a waitlist. The training manager at the Catholic Education Office will then book you onto the training course.

Advice of the Booking
Only if you have the business email set up an email will be sent to the employee confirming the booking. There will also be a reminder email sent prior to the course commencing.
Training booked will be shown under the **Training History Screen**.

**Step 7:** To view the **Training History Screen** return to the home page and select the **New Request Link** (white document with green arrow pointing forward) and **Select Training**.
Please note that this is a summary page only.

You will be presented with the **Training History Screen** below. The **Training History Screen** provides a summary and outlines your individual:

- Saved – Not Submitted Training Requests
- Current Course Bookings
- Current Waitlist Requests
- Pending Requests and
- Training History.
An employee’s training request will be recorded in the employee Training History Screen under Pending Request until the Head of Service or Principal has actioned the request. This is similar to the leave request process. It will also show on the home page under pending request.

Once the training request has been actioned it will move to Current Course Bookings on the Training History Screen.

To return to the ESS Home Page click on the highlighted button and select “Home”.

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Once the course has been completed and all the skill outcomes have been “met” the training history status will change to **completed** and the skills history window will be updated.

**To view qualification and skills history:** select the **personal details** icon.

Select the **skills** tab.

View the **qualification and skills history** including expiry dates if applicable.
Logging out of ESS

It is imperative that users log out of ESS once their session is completed in order to maintain privacy and security. Logging off is a simple case of clicking the ‘Sign Off’ link in the top right hand corner of the ESS window. Upon a successful log off you will presented with the following screen:

ESS Support

Please contact the CEO Payroll office for any ESS support requirements relating to payroll.

Please contact the CEO Human Resource Services Reception on 4253 0957 for any ESS support relating to training.