



Frequently asked questions

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What is Employee Self-Service?

Employee Self-Service (ESS) will give you direct control of the personal information HR hold for you on the HR/Payroll system through a fully secure and user-friendly website. It can be accessed through any internet enabled device, including personal computers, smartphones and tablets.

ESS will allow you to:

- View, download and print your electronic payslips
- View and change your personal details
- View your employment record
- View your absence history and request paid special leave

Can I use ESS for all my jobs with the Council?

You can use the full range of ESS functionality for jobs within Business Services, Infrastructure Services and Children's Services, but you will be required to use existing paper-based processes for any jobs within Education or Health & Social Care. We are working to a rolling implementation programme which will provide ESS access to all employees eventually. You will be notified when ESS is introduced to service areas that are relevant to you.

How do I access Employee Self-Service?

Visit www.askHR.it and click on the ESS link. There is also an Employee SelfService quick link on Arcadia-lite.

From a council computer / device

If you are using a council device you'll be automatically logged into ESS through a single sign on process.

From a personal device

If you have an Aberdeenshire email address, you can also log into ESS through a personal device by entering your @aberdeenshire.gov.uk email as your username and the Windows password you use when you log into the Council's network.

If you do not have an Aberdeenshire address your user name will be provided to you via email once you have provided a personal email address. A password will also be provided and you will be prompted to change your password following first log in.

I'm having difficulty logging in

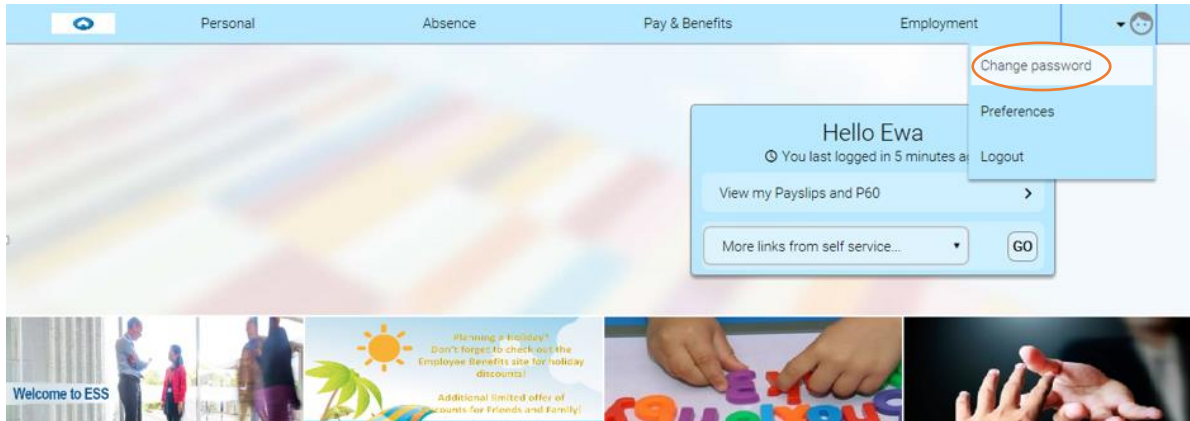
Please contact askHR via:

- the [askHR portal](#)
- the askHR Support Desk on (01467) 534400

- by email: askhr@aberdeenshire.gov.uk

I want to change my password.

Log in to your ESS and go to **Profile**  then 'Change password':



My Personal Details

What happens if my personal details are wrong or out of date?

ESS gives you full visibility and ownership of your own personal data. You can update or amend your personal data.

What if there is an error identified that I am unable to amend in ESS?

Please contact askHR to arrange for the change to be made (some changes may require verification by your line manager):

- the [askHR portal](#)
- the askHR Support Desk on (01467) 534400
- by email: askhr@aberdeenshire.gov.uk

Can I change my date of birth if it is wrong?

You cannot amend this through ESS. You will need to provide proof of the correct date to your Line Manager e.g. a Birth Certificate or current Passport.

Your Line Manager can then contract askHR to arrange for the change to be made.

What happens if I change my Surname in ESS?

If you change your name in ESS, HR Support will be notified so that they can make the relevant change to your personal file contained within HR&OD.

Please be aware that a change to your Surname will be automatically sent to the ICT Support Desk. They should make contact with you to see if you wish to amend your work email address.

Ensure that you advise any organisations that you make payments to via your payslip (such as pension scheme, union deductions, etc) of any changes to your personal details (eg name and address) as this will not be done automatically by Aberdeenshire Council. Contact the pensions service by email pensions@nespf.org.uk; or by calling the Helpdesk on 01224 264264

Can I change my user email address in ESS?

No, as email notifications resulting from ESS are sent to this address. You can change your correspondence email address in ESS. If you have a work computer then your Aberdeenshire email address will be used. This can be changed temporarily by askHR if requested (for example during maternity leave or long term sickness) via:

- the [askHR portal](#)
- the askHR Support Desk on (01467) 534400
- by email: askHR@aberdeenshire.gov.uk

If you do not have an Aberdeenshire provided email address then your personal email address will be used as your user email address. If you require to change this please contact the askHR Support Desk on (01467) 534400 or by email; askhr@aberdeenshire.gov.uk to arrange for the change to be made.

Bank Details

Can I change my bank details online?

Employees who require to amend their bank details should log a request through the [askHR Portal](#) or by emailing askHR@aberdeenshire.gov.uk

Alternatively you can complete the detachable 'authority for payment of salary through a bank/building society' slip on your payslip and return it in a sealed envelope marked 'Confidential' to askHR, Aberdeenshire Council, Woodhill House, Westburn Road, Aberdeen AB16 5GB

Change requests for local government and permanent teachers received in askHR after the 17th of the month will be applied in the following month. Change requests for supply teachers received in askHR after the 6th of the month will be applied in the following month.

The change to the current online process is due to ongoing security improvement developments, which are designed to keep employee's personal information secure and confidential.

Payslips

How do I access my payslip online?

- Access ESS securely through either your work computer or personal device.

- On the Home Page, Select 'Show my latest payslip' from the quick links or
- Select the 'Pay and Benefits' Tab
- Select the payslip you wish to view from the list generated.
- Payslip can then be viewed online
- Download option is also available

When can I expect to receive my electronic payslip?

You will be notified via email when your latest payslip is available to view.

Can I print out my electronic payslip at work?

Electronic payslips should not be printed at work. ESS can be accessed at home and it is recommended that if required, payslips are printed at home.

Please note that ESS requires you to download and save your payslip. If you are accessing your electronic payslip from a public computer please ensure you delete your payslip before logging out of the public computer.

Can I save my electronic payslip on my computer or in my personal network folder?

Your electronic payslip is kept in a secure, password protected environment, which only you can access.

You have a responsibility to ensure that your personal data is kept safe. Saving your electronic payslip to your PC or any network drive is not recommended as there is a risk when doing so.

Can I send my payslip to my personal home email account?

You have a responsibility to ensure that your personal data is kept safe. Any data you send outside the authority including your electronic payslip is done on the understanding that it is at your own risk. Emails can easily be intercepted by others or stored on internet servers when they leave the authority.

I don't have access to a computer at work. How do I view my electronic payslip?

Employees without access to a work computer can access ESS if they have a personal computer, tablet or smartphone. This can be accessed using the user name provided to you by HR and your personal email address will be used for ESS correspondence e.g. payslip ready for viewing.

A password will also be provided and you will be prompted to change your password following first log in.

What if my electronic payslip is not correct?

Please contact askHR via

- the [askHR portal](#)

- the askHR Support Desk on (01467) 534400 •
by email:
askHR@aberdeenshire.gov.uk.

Will my old payslips be online too?

Historical payslips will be available from April 2016 onwards. Initially you will have the option to view payslips prior to April 2016 however when you download these payslips no information will be contained on the payslip.

What if I receive an additional payment?

If an additional payment is being made, you will see an additional payslip in ESS.

When will I be paid?

All pay dates will remain the same.

Employment Record

What is the significance of the 'ZGrey Chair'?

Not all historical employment information has been transferred into ESS to date. The ZGrey Chair has been used to show your start date with the Council.

Security

How safe is my personal data?

ESS is hosted in a secure, protected environment, similar to the security used when you shop online or use online banking. The individual pages containing data are also encrypted.

If you are concerned about others viewing your personal data over your shoulder, then consider using ESS at home or at a quieter time of day.

You have a responsibility to ensure that your personal data is kept safe in accordance with the ICT Code of Practice.

What should I do if I think someone has accessed my data online?

The Authority will take appropriate action to investigate and process any suspected breaches of the ICT Acceptable Use Policy and or work-related misconduct. You can view this policy at

http://arcadia3.aberdeenshire.gov.uk/wphttp://arcadia3.aberdeenshire.gov.uk/wphttp://arcadia3.aberdeenshire.gov.uk/wp-content/uploads/2015/07/COP_AUP_Employees_v10_1.doccontent/uploads/2015/07/COP_AUP_Employees_v10_1.doccontent/uploads/2015/07/COP_AUP_Employees_v10_1.doc

Troubleshooting

View and Payslips and P60s on Apple mobile devices

Accessing your Payslips and P60s on mobile devices is the same as it is on a PC or laptop. However, if you are trying to view them on an Apple device (iPhone or iPad) using Safari, the default settings will prevent them from being displayed.

You will be able to click on the link to download a payslip but it appears that nothing has happened. This is because your payslip or P60 is trying to display in a new window within your browser, and the default settings on iPhones and iPads prevent this. To solve this, please follow the steps below:

- Open up 'Settings', and select 'Safari'



- Scroll down the screen and turn off the 'Block Pop-ups' setting



- In some circumstances it is necessary to clear out safari's history to ensure the change is picked up immediately. To do this, scroll down the safari setting pages a little further and select the option 'Clear History and Website Data'



- On the screen that pops up, select 'Clear History and Data'. You should now be able to view your Payslips and P60s correctly.