Employee Self Service User Guide

March 2026

Data Label: Public

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Please refer to the relevant user guides for the following processes which can be found on my toolkit Welcome to Human Resources - West Lothian Council

- **Annual Leave**
- **Learning**

1. About This Guide

This guide gives you comprehensive information about how to use employee self-service and acts as a reference point in case you need to know about any particular feature.

- **How to use this Guide**

You can use the contents page to find a specific topic or, you can read through the entire guide to help you understand what you can do on myHR. Within the guide we have used screen shots to illustrate the self-service screens and any steps you need to make when making a change or submitting claims.

There are separate guides available for

- **Learning**
- **Annual Leave**

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2. Getting Started with myHR Employee Self Service

➢ What is myHR

myHR is West Lothian Council's employee self-service system that enables you to:

- **View and update some of your own personal details.**
- **View your sickness absence details.**
- **Submit Special Leave requests and submit Time & Expenses claims.**
- **View and request Annual leave.**
- **Book a Learning course.**

➢ Security

When you log into myHR, the data you see only be viewed by you. Your Reporting manager will be able to view limited details. It is in your own interest to keep it accurate and up to date.

You can help ensure your myHR data is secure by following these simple rules:

- **Never give your username and password to anyone else.**
- **Never leave personal data on screen for others to see.**
- **Always log out of myHR when not in use.**

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Data Protection
The data contained in this system and its usage is subject to general data protection regulations and West Lothian Council's Information- Governance Policy.

➢ New User Set up

When first set up on the system you will receive an email advising that your account has been set up and a link to access myHR.

Please be advised that your 'myHR' account has been set up.

Your username is as follows:

Your initial password is your NI Number (all uppercase characters with no spaces). You will be asked to change your password after accessing the system for the first time. Please note that your password must have at least 8 characters and must contain alpha, numeric and upper lower-case letters.

After successfully changing your password, you will be required to register your authenticator. This can be completed in one of two ways: by scanning the QR code with your phone's camera, or by manually entering the authentication key. Please click here for instructions on how to download and install an authenticator.

Please click here to access myHR

If you are a **reporting manager** please access your People Manager account via this link. Note that People Manager accounts must first be set up and authorised but your line manager. Please email myhr@westltohian.gov.uk for further details.

Please use the same username and password to access People Manager.

Whichever you access first, myHR or People Manager and you change your password, you are changing the password for both and the new changed password should be used going forward.

Never save your password to your device.

Kind Regards

HR Services

(To open links – hold Ctrl on keyboard and click on link)

Capital letters should be used when entering your National Insurance number.

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3. Multi-factor authentication

From 10th March 2026, MyHR will transition to a Multi-Factor Authentication (MFA) method. This provides enhanced protection and security by requiring users to verify their identity using additional information beyond a username and password. This additional layer of authentication helps ensure that users accessing the system are who they claim to be and protects your personal data.

By default, all users will be required to register using an authenticator application. An authenticator app is a software application, typically installed on a smartphone, that provides an additional layer of security for online accounts by generating time based, one-time passwords. You will need to have a valid internet connection or ability to connect to Wi-Fi in order to set up your authenticator. We recommend using Google Authenticator, which can be downloaded from all major app stores (Google Play, Apple App Store, or Microsoft Store). As a new user, you will be prompted to set up your authenticator application during your initial login.

Alternatively, users who do not have access to a smartphone can register using an email address (one other than your MyHR email address). We require two different emails for the purpose of security, this is to ensure the password reset and authentication process cannot be achieved through the same method. For details on how to register using the email method, please see here.

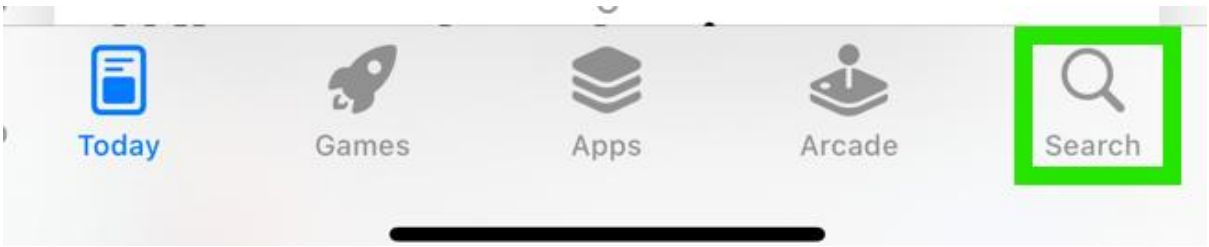
➢ Downloading and setting up Google authenticator

You will first need to download an authenticator application. We recommend using Google Authenticator, which can be downloaded from the App Store (for Apple users) or the Google Play Store (for Android/Microsoft users). The authenticator must be installed on a mobile device with an active internet connection.

For Apple users:

1. **Open the App Store on your iPhone or iPad. It's the blue icon with a white "A" in your app list.**

2. **Tap Search. It's the magnifying glass icon at the bottom right corner.**



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3. **Type ‘Google Authenticator’ into the Search bar and tap search. This displays a list of matching search results**.

4. **Tap ‘GET’. Depending on your settings, you may have to verify your PIN or approve the download. When the download is complete, the ‘GET’ button will change to ‘Open’, and Authenticator's icon will be added to your app list.**

For Android users:

1. **Open the Play Store on your Android. It's the multicolour triangle icon labelled "Play Store" in your app list.**

2. **Type ‘Google Authenticator’ into the Search bar and tap search. This displays a list of matching search results.**

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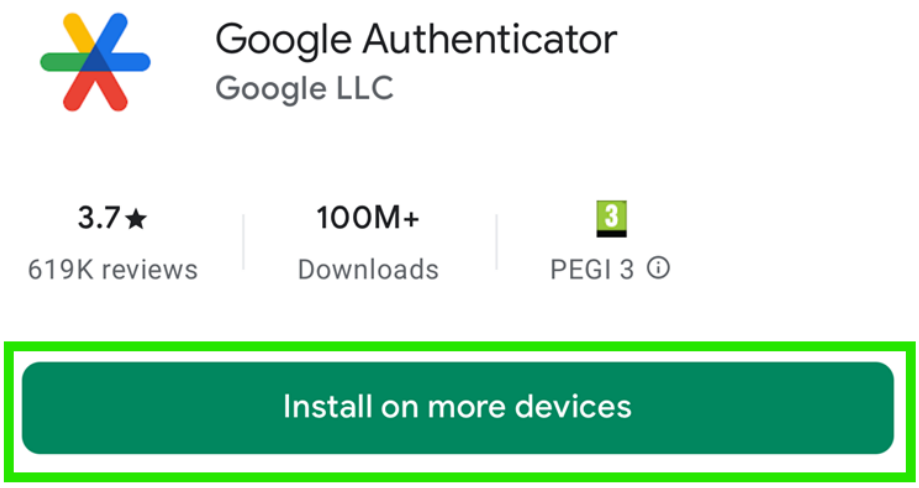
3. **Tap the green Install button. Depending on your settings, you may have to verify your PIN or approve the download. When the download is complete, the "Install" button will change to "Open," and Authenticator's icon will be added to your app list.**



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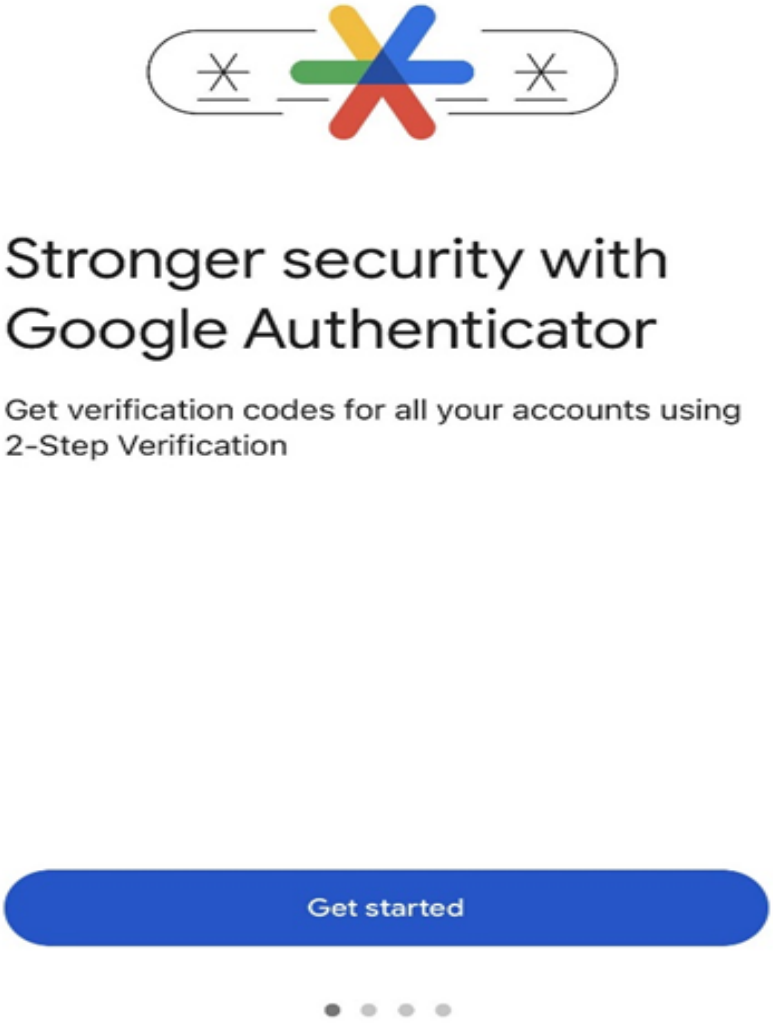
➢ Setting up your Authenticator

When you first open Google Authenticator app, you will see this screen:



- **Click 'Get started'**

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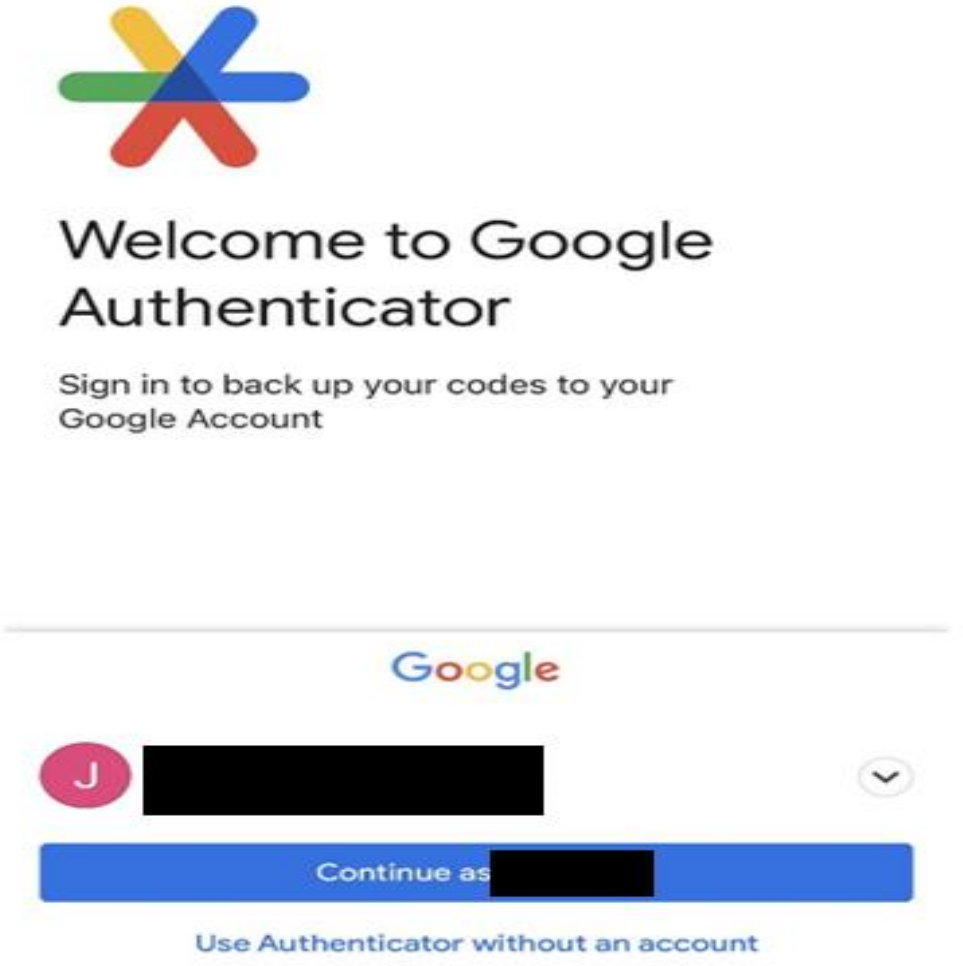

- **You can either log into your google account or click "Use Authenticator without an account"**

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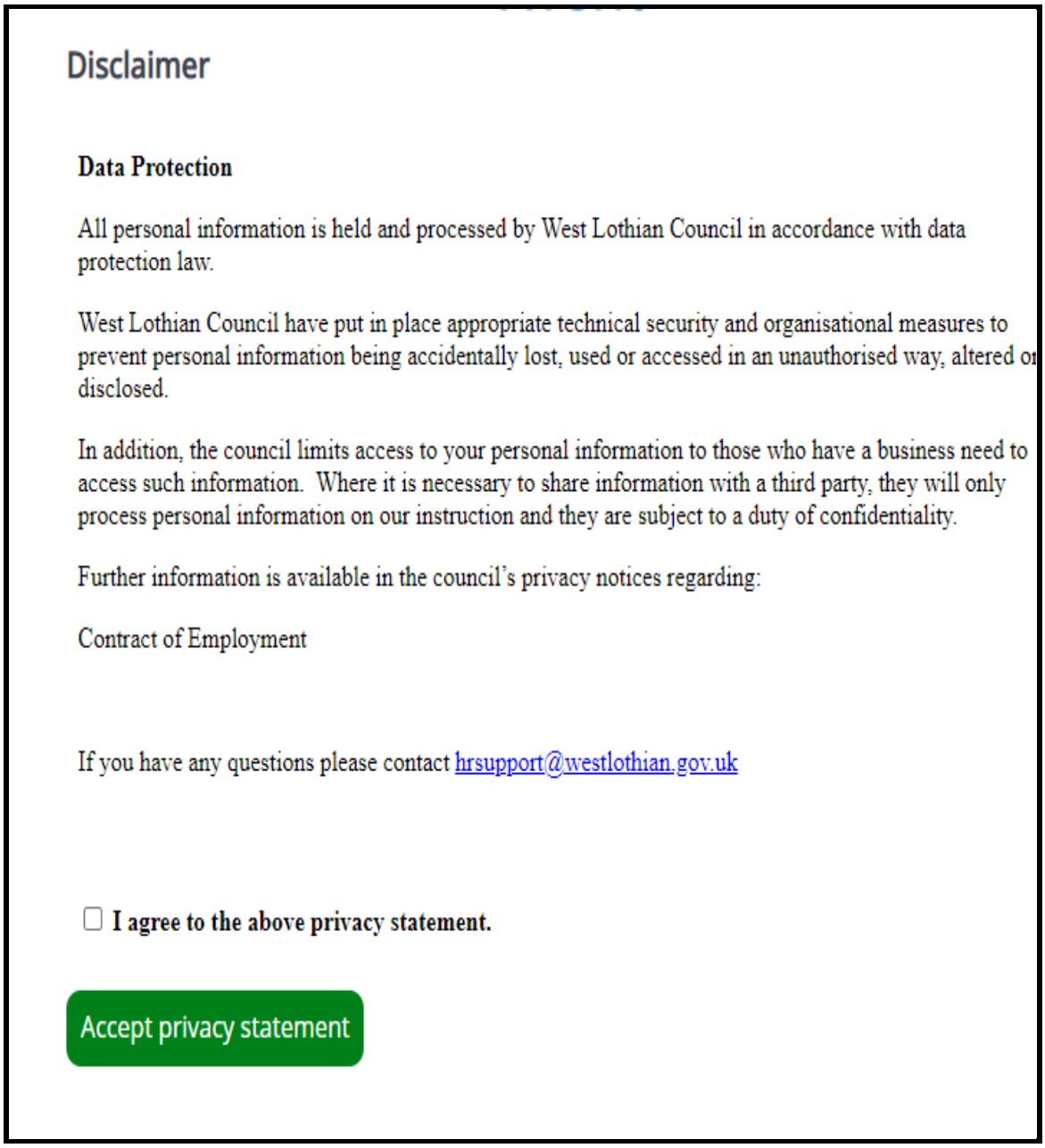
➢ First time login in – Registering your authenticator

Disclaimer notice

<u>The first time</u> you access myHR a Disclaimer notice will display for you to read.

After you have read the statement please tick box "I agree to the above privacy statement" and click Accept.

You cannot access myHR until this has been done.



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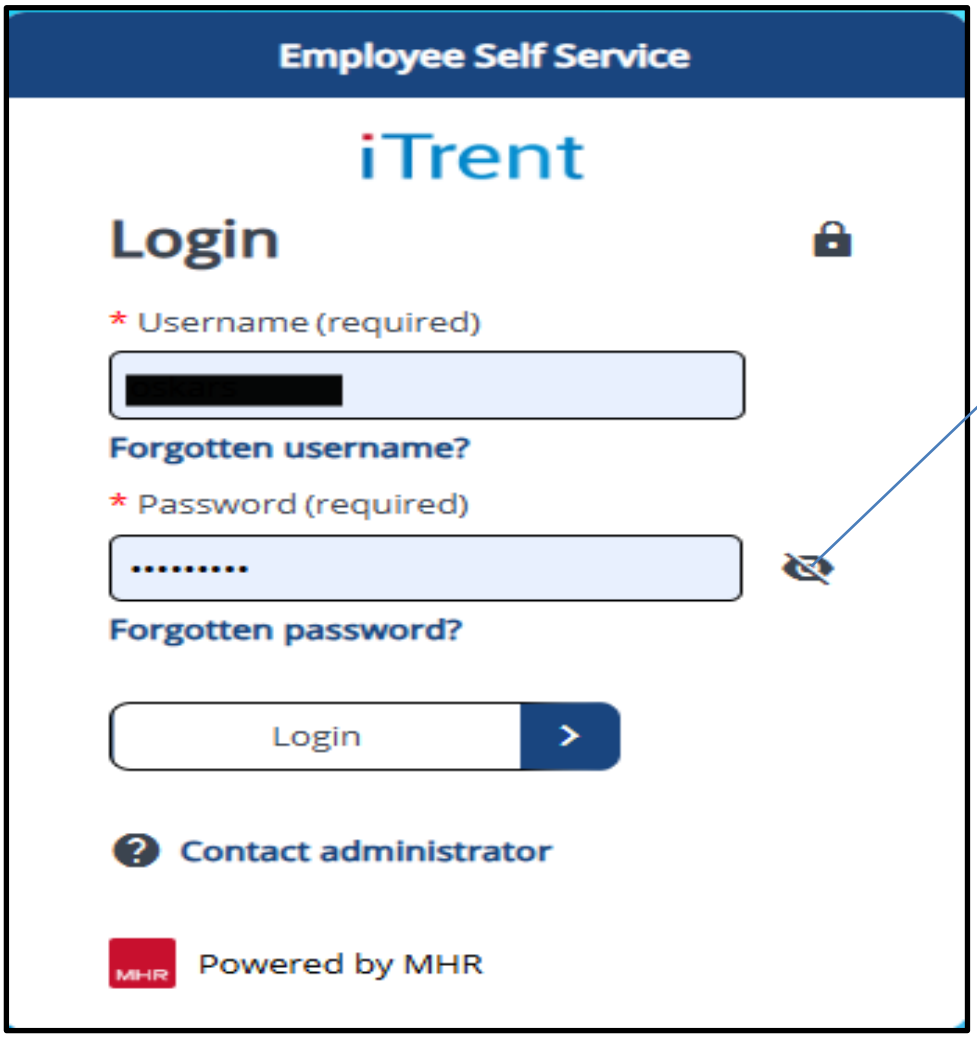
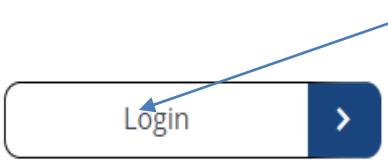
[Click here to log in]



You can select this icon to toggle the visibility of your password

- Type your Username: This is your employee number and this never changes.
- Type your Password: Your Initial password will be your National Insurance number (Please use capital letters with no spaces).
- You will be asked to change your password after accessing the system for the first time.
- Click on Login button once to get started



Employee number can be found on your payslip or P60. Your reporting manager will also be able to give you this number.

After clicking on login, you are required to choose a new password. Please note that your password must have at least 8 characters and must contain alpha, numeric and upper lower-case letters.

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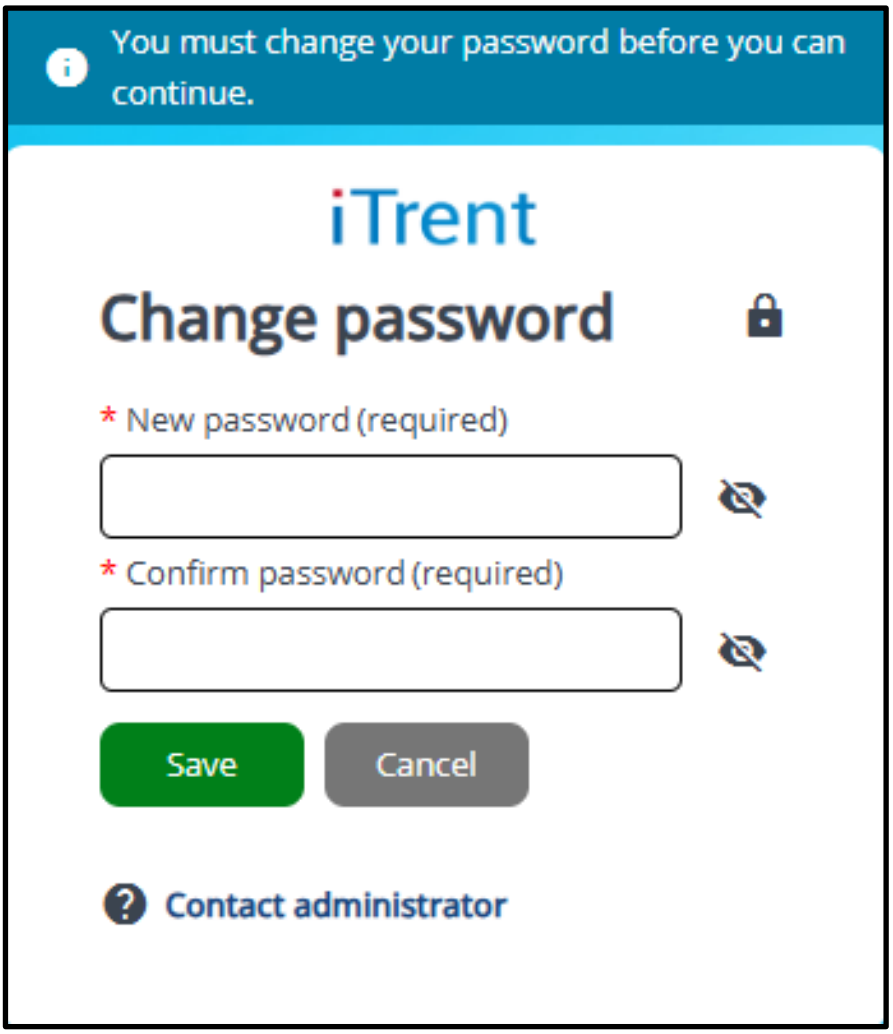
- **Passwords expire after 90 days.**
- **Password will deactivate after three unsuccessful attempts (invalid login will keep appearing) If this happens please use the Forgotten password process.**



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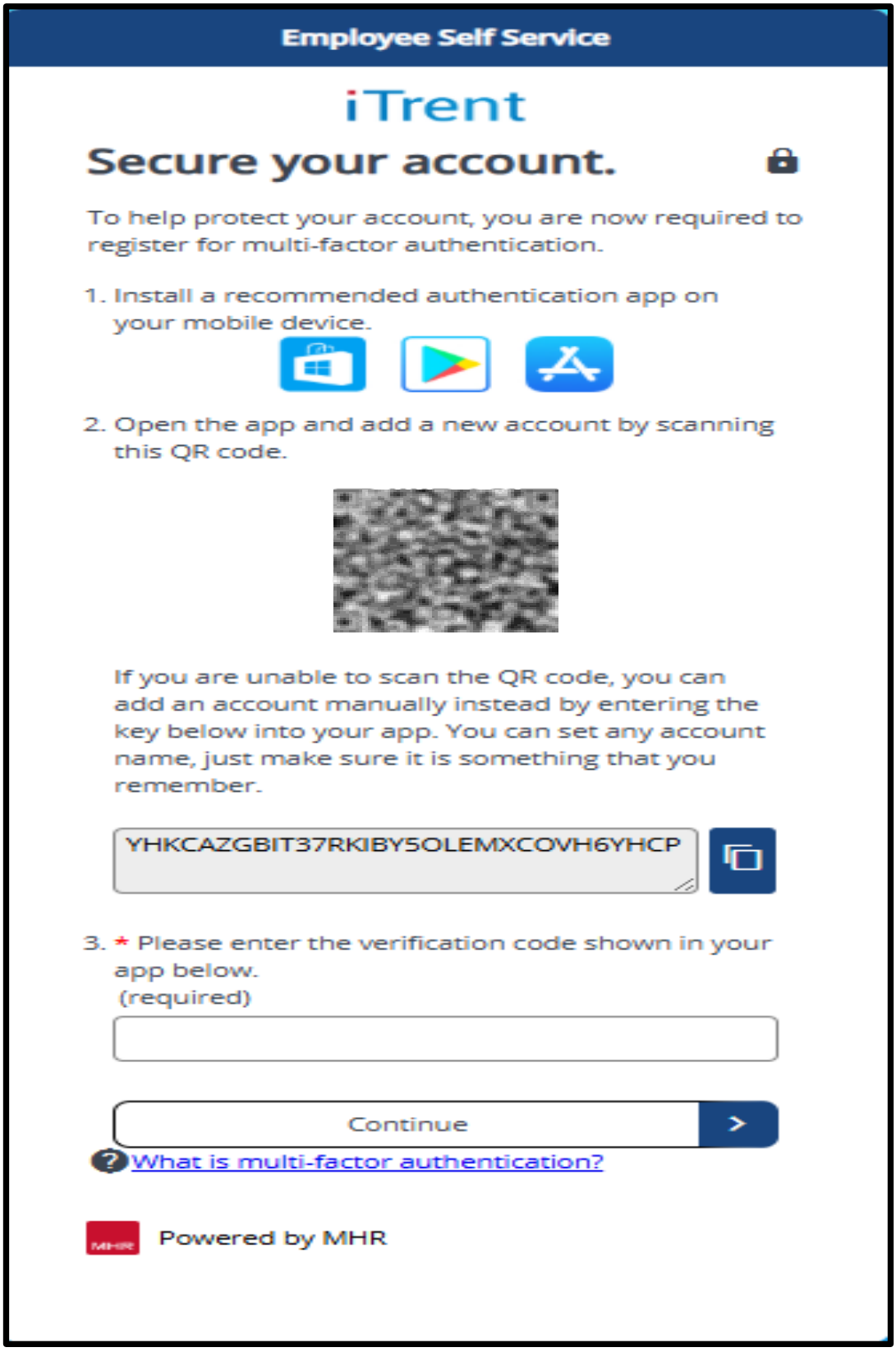
After successfully changing your password, you will be required to register your authenticator. This can be completed in one of two ways: by scanning the QR code with your phone's camera, or by manually entering the authentication key.

Please click here for instructions on how to download and install an authenticator



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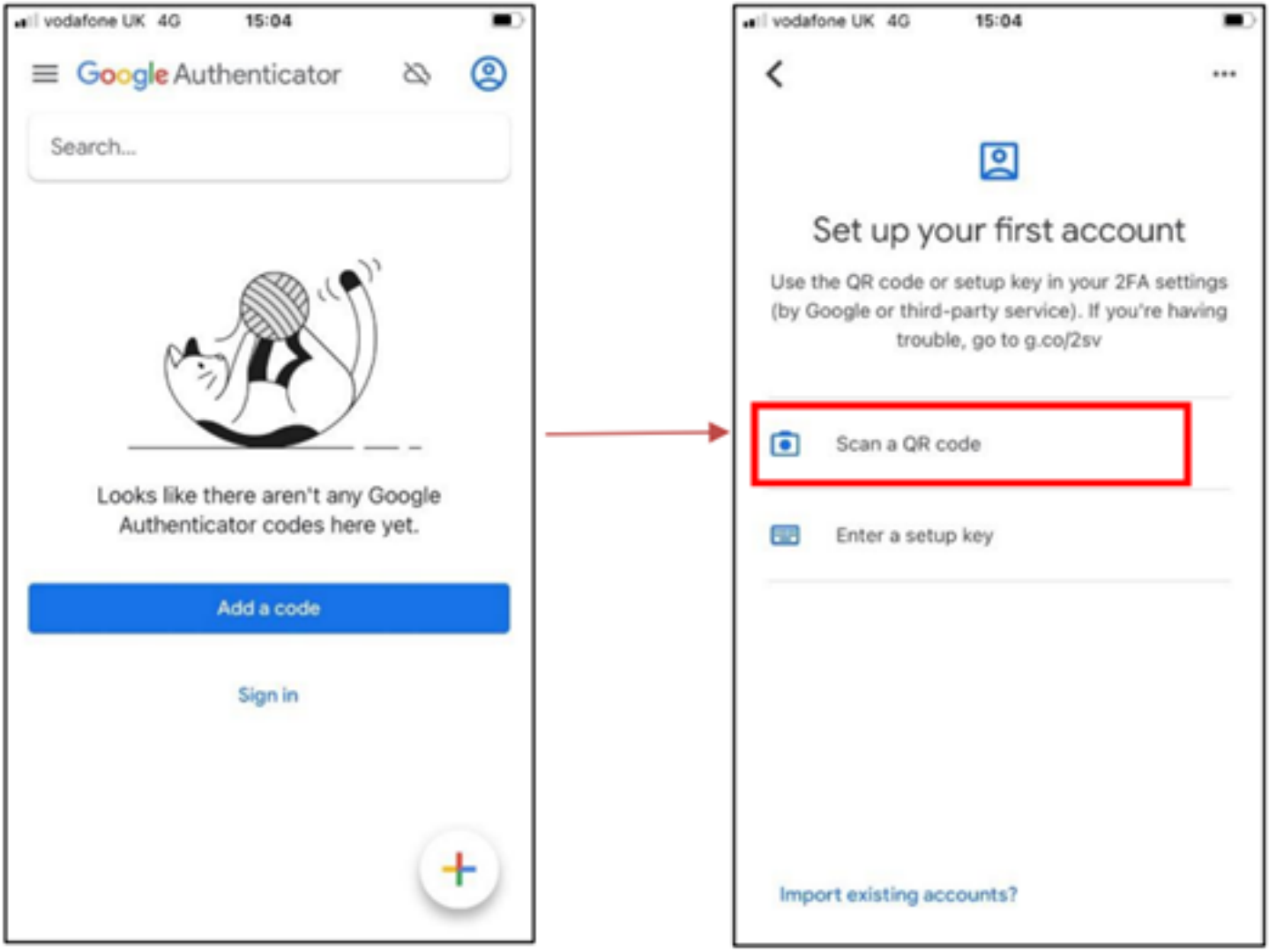
➢ How to scan QR code

- **Open your Authenticator**



- **Click “Add a code”, followed by “Scan QR code”. This will open your device’s camera.**

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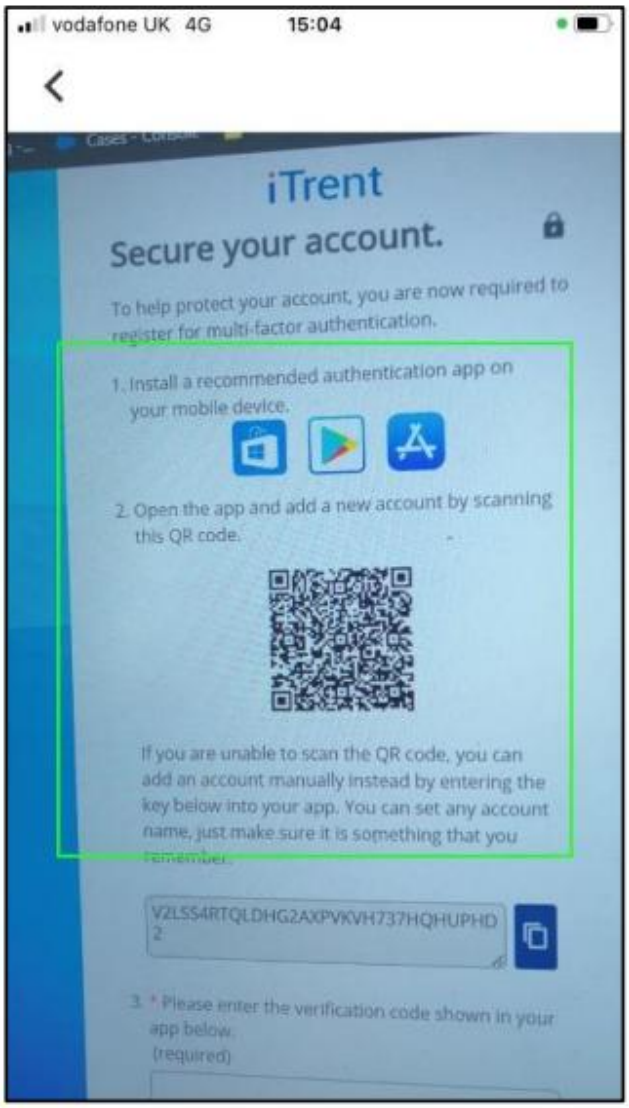

- **Point the device's camera towards the QR code. This will scan and create an account in the authenticator app.**
- **The name and user email will be shown against this account. The six-digit verification code will now be available for input.**
- **Depending on your device settings, you may be prompted to allow the authenticator application to access your camera. Please select "Allow" to proceed.**

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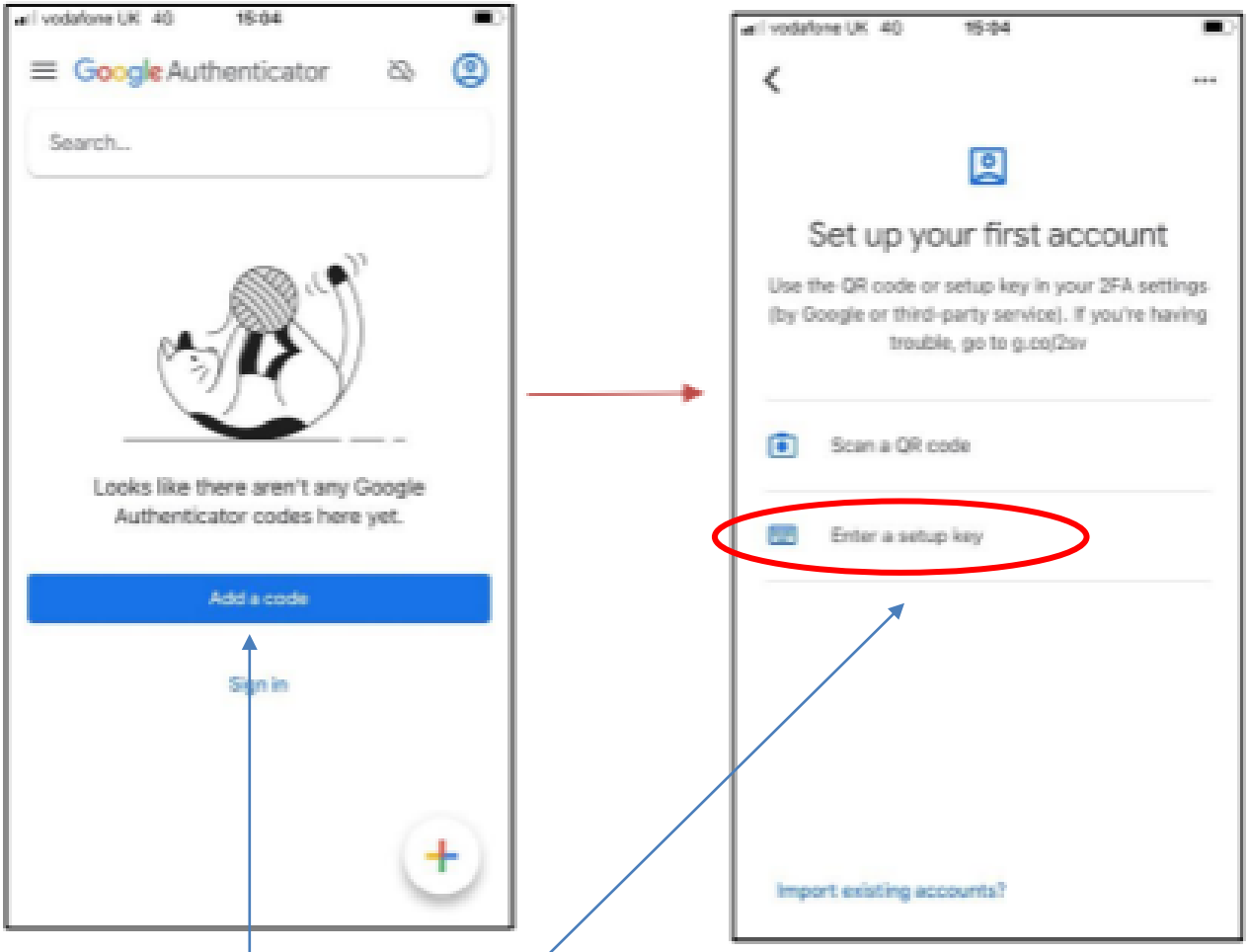
➢ How to manually enter key for verification



- **Click Add a Code**
- **Click Enter a setup key**

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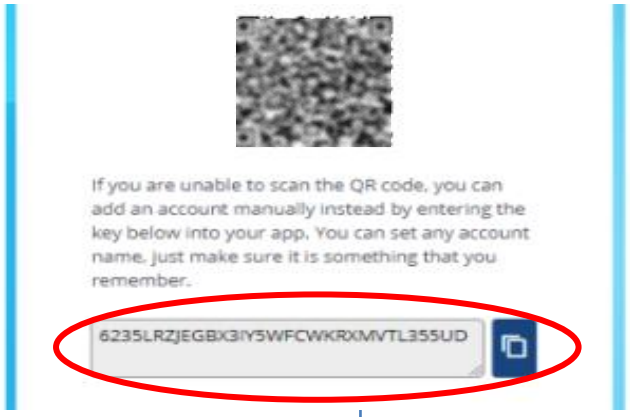
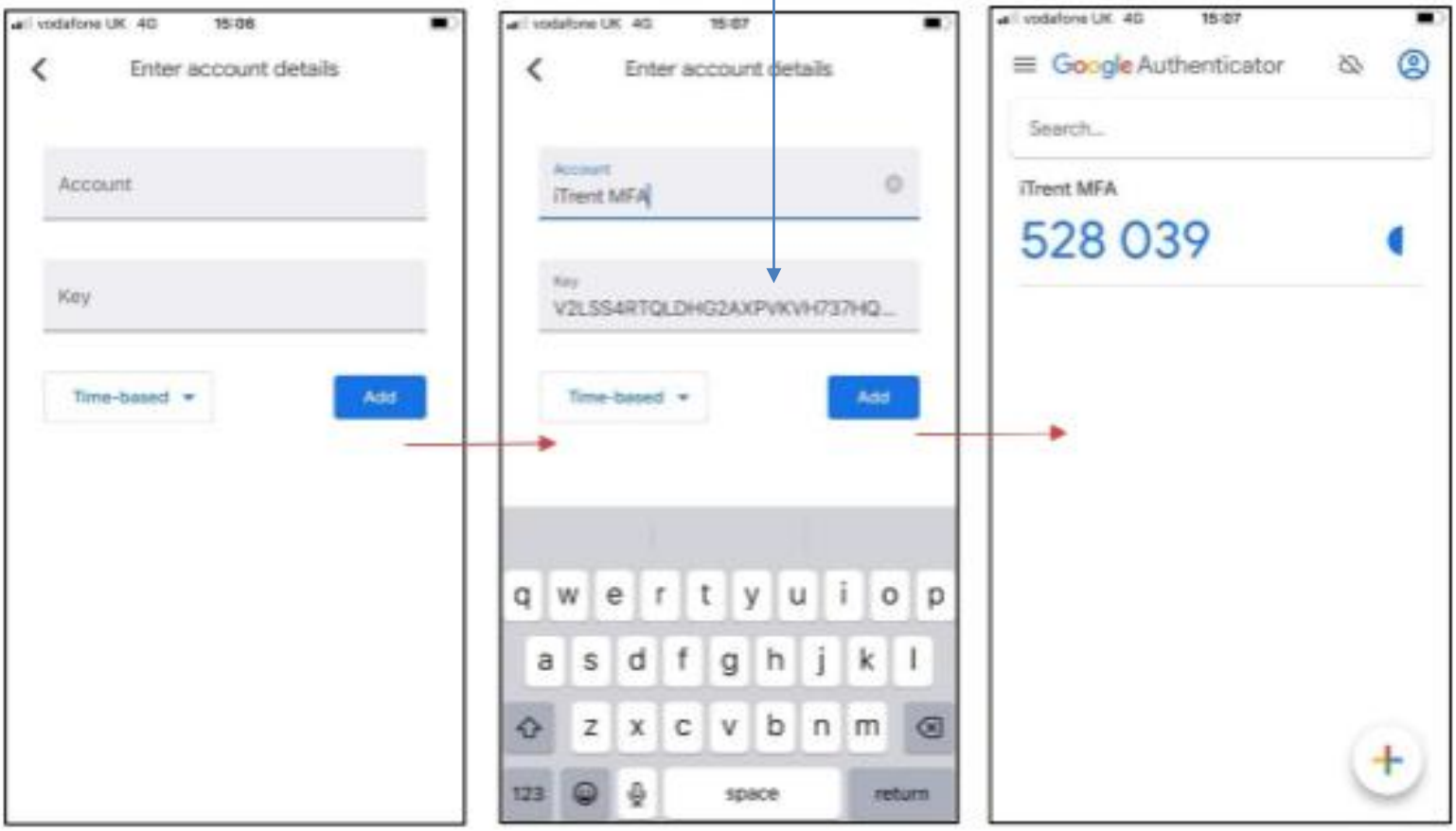


- **The key (which can be seen from the "Secure your account" screen) should be copied into the "Key" field.**



- **Any account name can be given; however, it is recommended to use something identifiable as the name will be shown against this account (iTrent MFA, for example). Select "Time based".**
- **Press 'Add' to create the account. The six-digit verification code will now be available for input. It refreshes every 30 seconds and will be available to view every time you open the app.**

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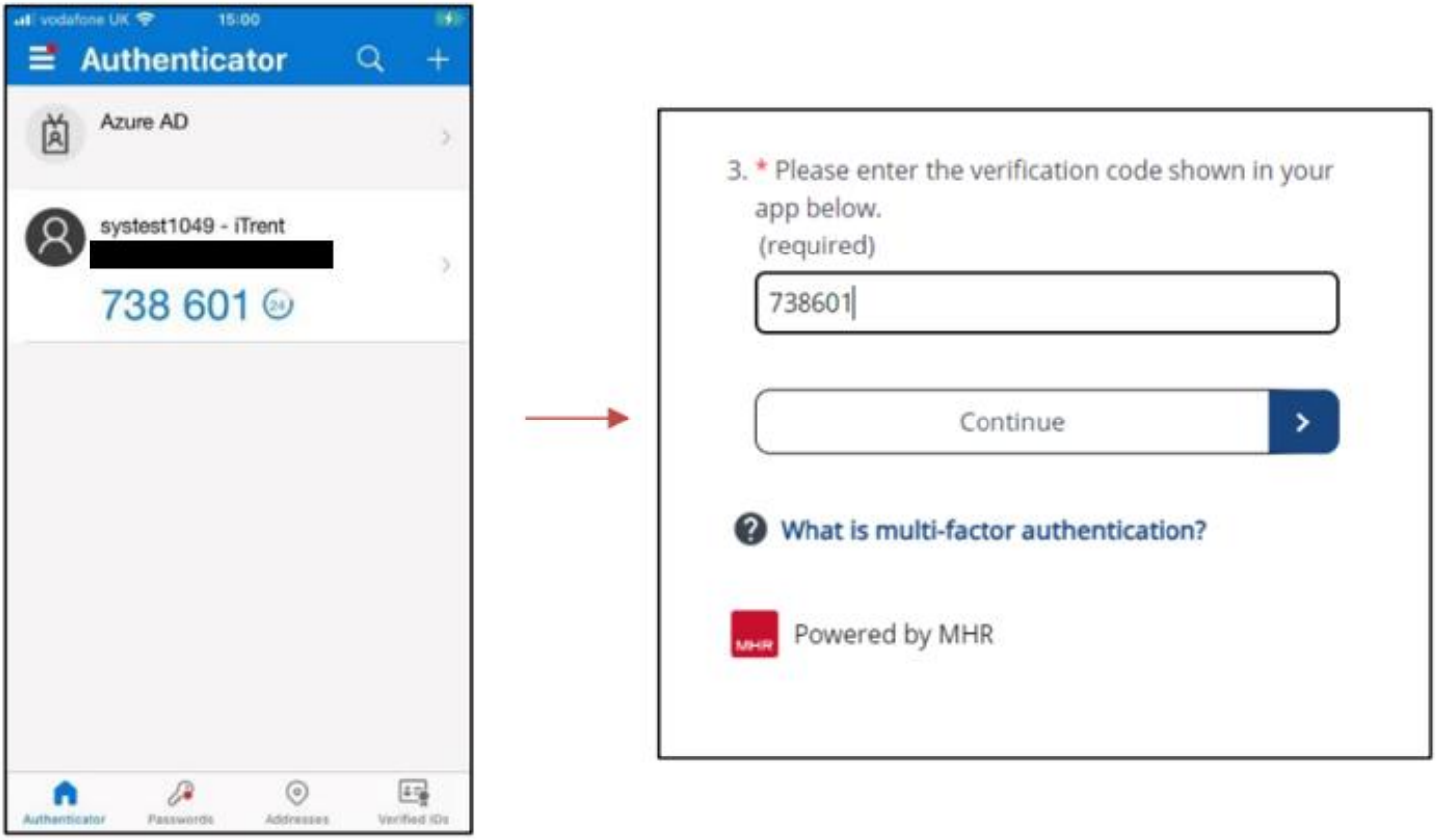

- **Enter the six-digit verification code generated by the authenticator app on your device to gain access. It is important to note that you should NOT put a space between the digits. So, in the example above, you would type in 738601 not 738 601.**

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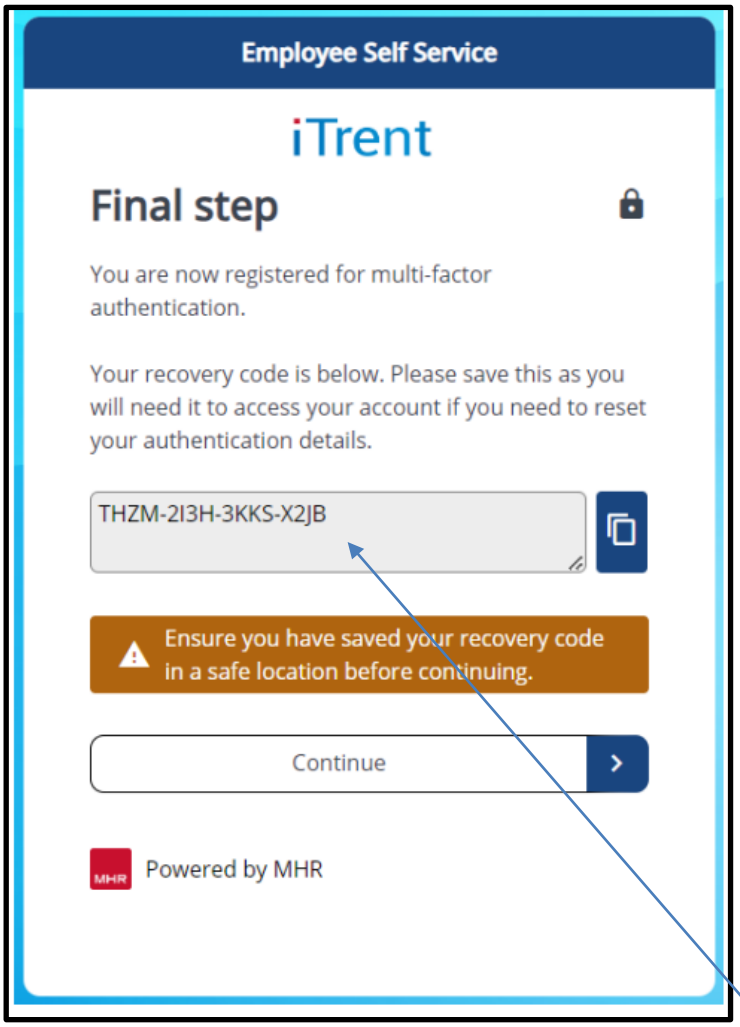

Once your authenticator has been successfully added, you will be given a recovery code. Take note of the recovery code and store it in a safe place as you may need it to re-register your authenticator app details.

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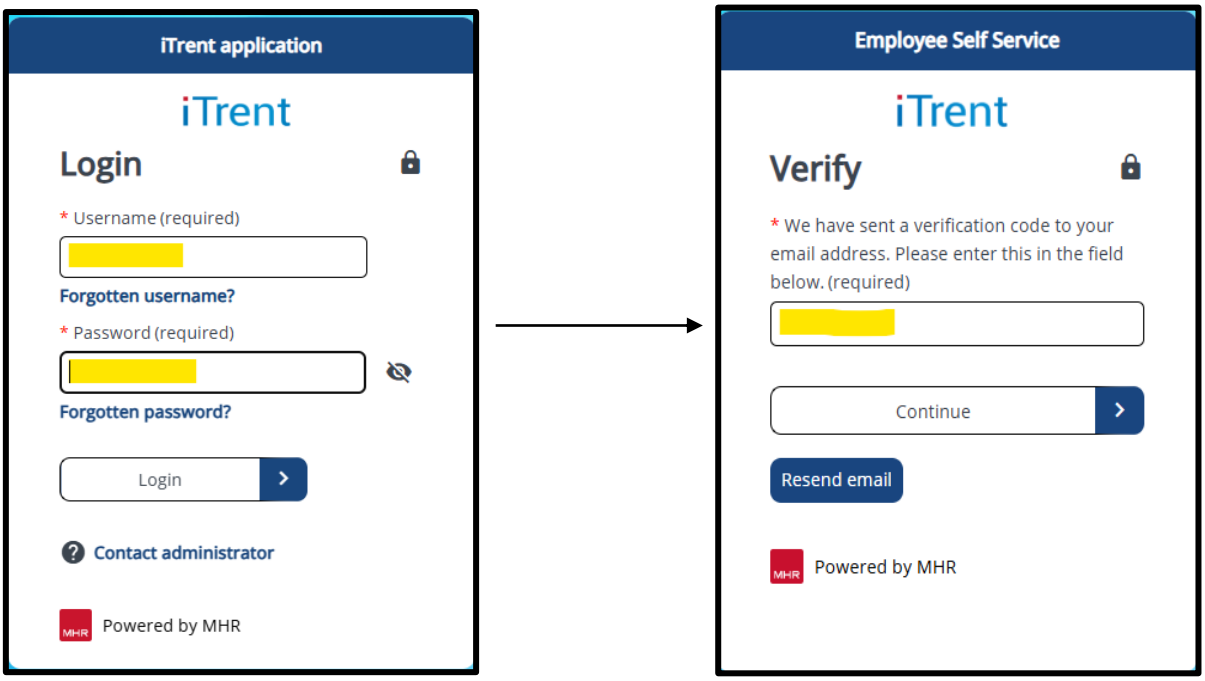
➢ How to log in using email authentication method

In order to log in using the email authentication method, please email myhr@westlothian.gov.uk and explain that you require this to be switched on. Please note that by default users are required to log in using the authentication app. We would only apply the email authentication method if you do not have access to a smartphone with apps. The process for setting up the authenticator application has been clearly documented and is strongly recommended to ensure optimal account security.

For security purposes, we require two different email addresses. This ensures that the password reset and authentication processes cannot be completed through the same method. Please note that the email address used to reset your main password is the original email address that was used to set up your account. This is different from the email address that will be applied for MFA purposes.

Once we have confirmed that email authentication has been enabled for your account, please navigate to the login page and sign in as usual using your 7-digit employee number as your username and your primary password. If you receive an "invalid login" error message, this indicates that incorrect credentials have been entered. You have three login attempts before the system locks your account. To reset your primary password, please click here for guidance.

The system will then send an automated email containing a 6-digit verification code to your registered MFA email address. Please enter this code on the verification screen shown below. If you do not receive the email within five minutes, please select the "Resend email" option to trigger it again.



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➢ Multi-factor Authentication frequently asked questions

Please find below a list of common questions that may arise when using Multi-Factor Authentication (MFA):

What should I do if I lose my phone?
You can reset your Authenticator via the re-register option. You will require your recovery code in order to do this. Please see here for guidance.

What if I leave my phone at home?
In urgent cases, we may temporarily switch your authentication method to email. This is subject to approval, as changing authentication methods may pose a security risk. Where possible, you may be asked to wait until you have access to your phone.

What if my phone is stolen?
Notify MyHr@westlothian.gov.uk immediately. Your account may be temporarily disabled to prevent unauthorised access. Once you have a replacement device, you will be required to re-register MFA.

What if I lost my recovery code?
Contact MyHr@westltohian.gov.uk stating this and we will force a reset.

What if my phone battery is dead?
You will need to recharge your phone in order to access the authenticator app and complete sign-in.

Can I switch my MFA device later?
Yes. You can re-register MFA on a new device using your recovery code.

Can I switch from email-based MFA to app-based MFA at a later stage?
Yes. Please email us on MyHr@westlothian.gov.uk and request that the app-based MFA method be enabled.

What if I change phones or reinstall the app?
If you change phones, reinstall the app, or accidentally remove it, you can re-register using your recovery code.

What if my phone screen is damaged?
You will need to repair the screen or obtain a replacement phone. If you receive a new phone, you can re-register using your recovery code.

Which authentication apps are supported?
We currently support Google Authenticator. Other apps, such as Microsoft Authenticator, may also work but are not officially supported.

Can I use the app on my personal device?
Yes. You may use a personal smartphone with a valid internet connection.

What if I do not have a smartphone?
If you do not have access to a smartphone, your account may be configured to use email based authentication. However, the use of an authenticator application is strongly recommended, as it provides a higher level of security and better protects your data.

What if I do not have internet access on my phone?
An internet connection is required to set up the authenticator app and to receive authentication codes.

Can I use more than one device for MFA?
No. Only one device can be registered for MFA at a time.

Why am I not receiving a verification code?
This may be caused by an incorrect setup, lack of internet access, disabled notifications, or other technical issues. Please contact MyHr@westlothian.gov.uk for further support.

What should I do if my authentication code does not work?
Please re-register your authenticator app using your recovery code.

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4. Account reset options

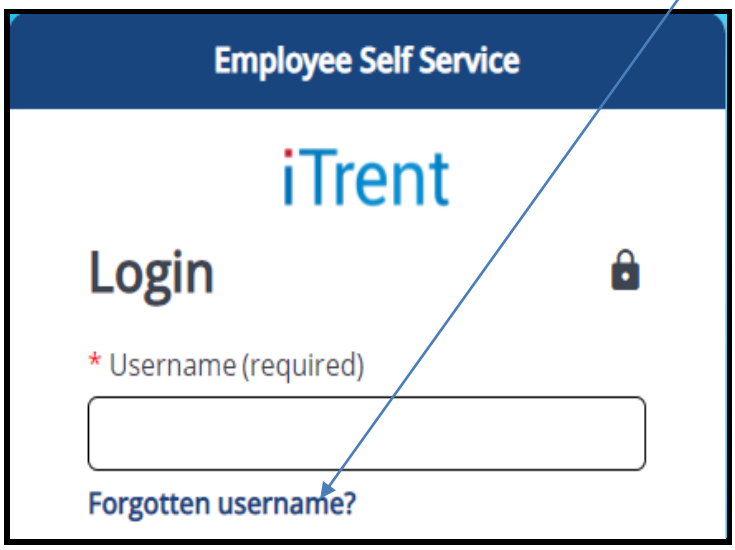
An 'Invalid login' message will appear after the first incorrect password attempt, and it will continue to appear with each subsequent incorrect attempt. This message does not mean that your account is invalid. It indicates that you are entering incorrect details. After 3 failed attempts, your account will be locked, and you will need to use the 'Forgot Password' option to unlock it. Please ensure that you have no password saved to your device and that you are keying in the correct password when logging in. If you require extra guidance on how to remove saved password then please let us know by emailing myhr@westlothian.gov.uk.

➢ What to do if you forget your username?

Your username is your employee number and this never changes.

If you forget your username you can find it on your payslip or P60 and you can also ask your reporting manager.

Do not use the Forgotten username link on the login page



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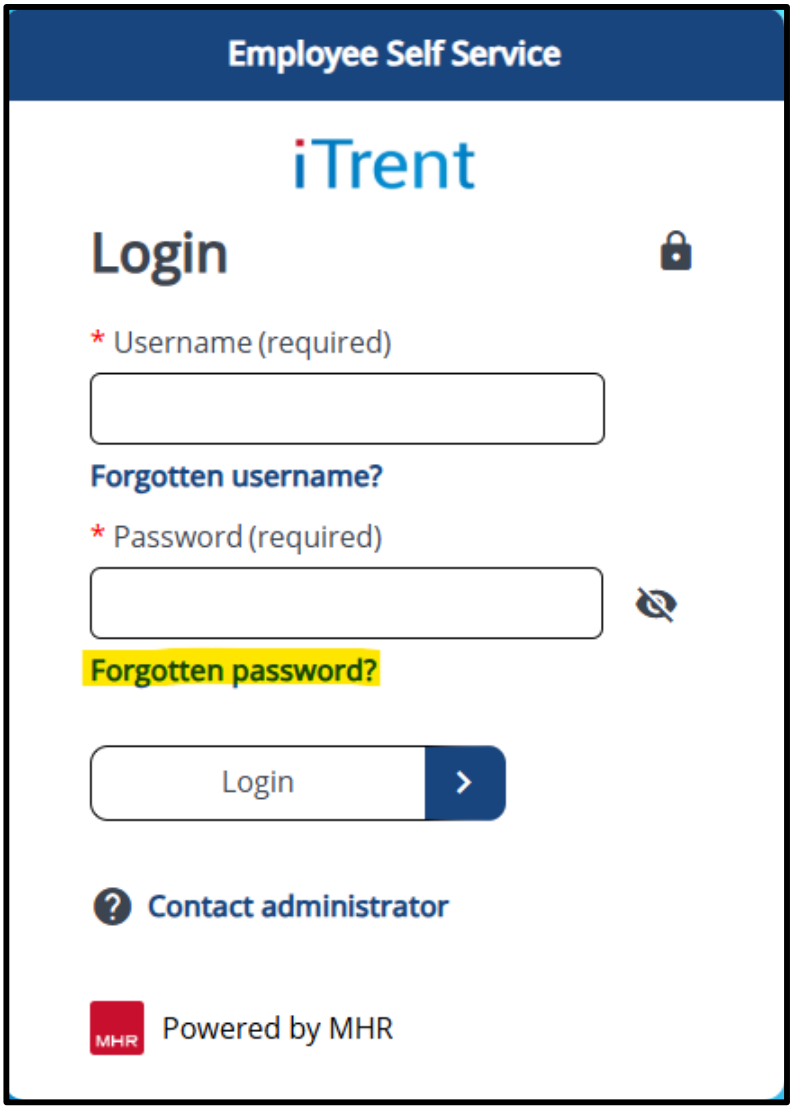
➢ What to do if you forget your main password or unable to access Authenticator / Lost Authenticator code / Lost recovery code?

- **Scenario 1 – Forgot main log in password**

If you forget your main password click the "Forgotten password?" link



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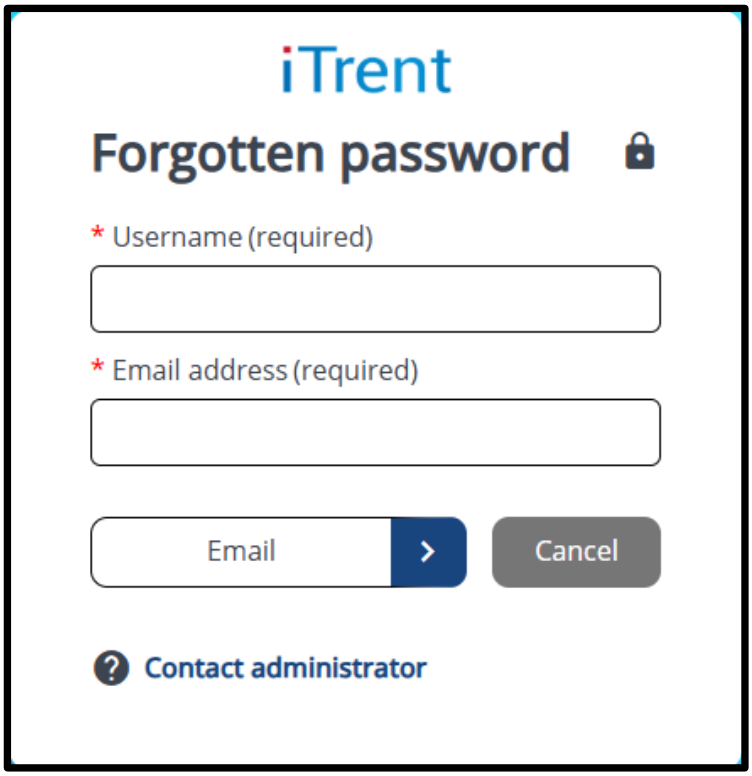
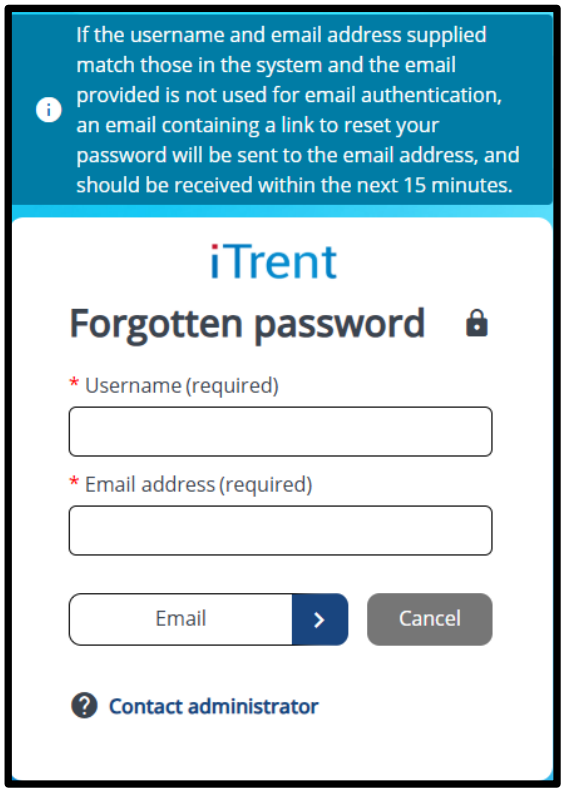


- **Enter your username – this is your 7-digit employee number**
- **Enter your myHR email address in Email address field**
- **Click the 'Email' button to initiate the forgotten password option**

After clicking 'Email' you will see the following message.



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Email addresses

Please ensure you use the correct email address, this should be the email address you advised that you wish to be assigned to your myHR account.

Email addresses can be your

- **Work email address (if you have one)**
- **Personal email address**

Employees cannot change their myHR email address

Email addresses can be changed as follows:

- **myHR Correspondence: Change yourself via myHR**
- **myHR email: Request via HRSupport@westlothian.gov.uk**
- **e-payslip: Request via payroll@westlothian.gov.uk**

Education staff only

Please do not try to use glow email addresses you will not be able to access your account.

Glow email addresses where not assigned to any myHR accounts.

Your work email address is .org account e.g. David.Test@westlothian.org.uk

Email is received in your mailbox (example below) – Click on Reset password button and you will be asked to enter a new password.

If the password you enter is the same as your old password you will be informed.

- **Passwords expire after 90 days.**
- **Passwords will deactivate after three unsuccessful attempts (invalid login will keep appearing) If this happens please use the Forgotten password process.**
- **You cannot use any password you have previously used.**
- **Password must have at least 8 characters and must contain alpha, numeric and upper- and lower-case letter.**

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Hi Anita Marie,

You recently requested to reset your password for your MyHR / People Manager account. Use the button below to reset it.

This password reset is only valid for the next 30 minutes.

Please DO NOT save your password on your device

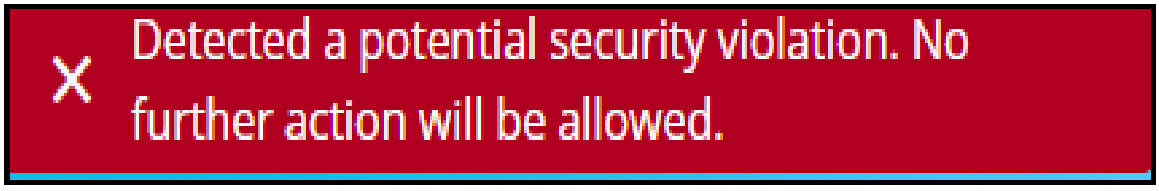
Reset your password

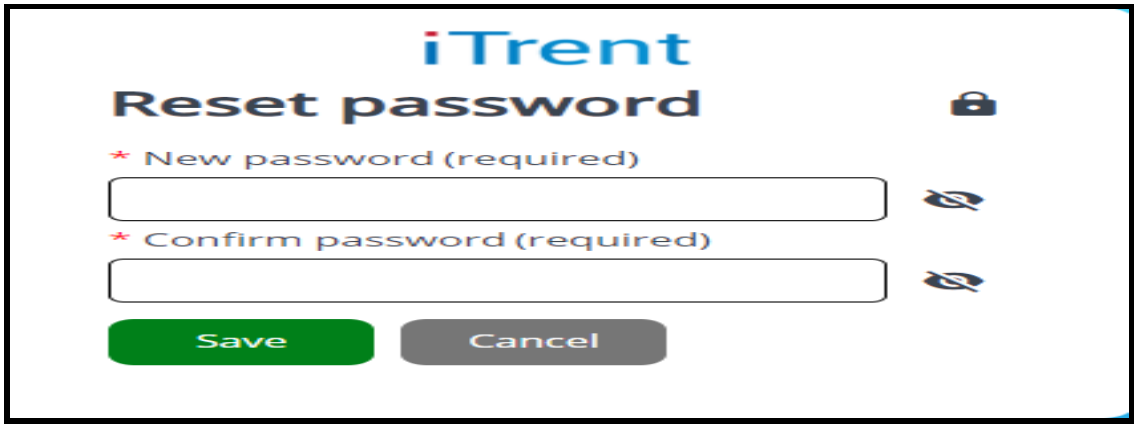
If you did not request a password reset, please ignore this email or contact myhr@westlothian.gov.uk if you have questions.

Thank you
HR Services

If you do not receive this email in your inbox within the specified timeframe, please check your Junk mail before contacting HR as a potential problem.

You can only use the Reset your password link once if you try more than once you receive a warning message.





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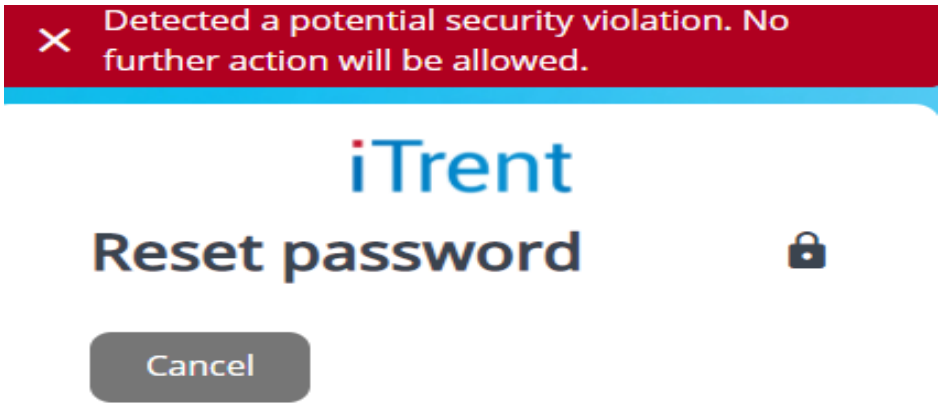
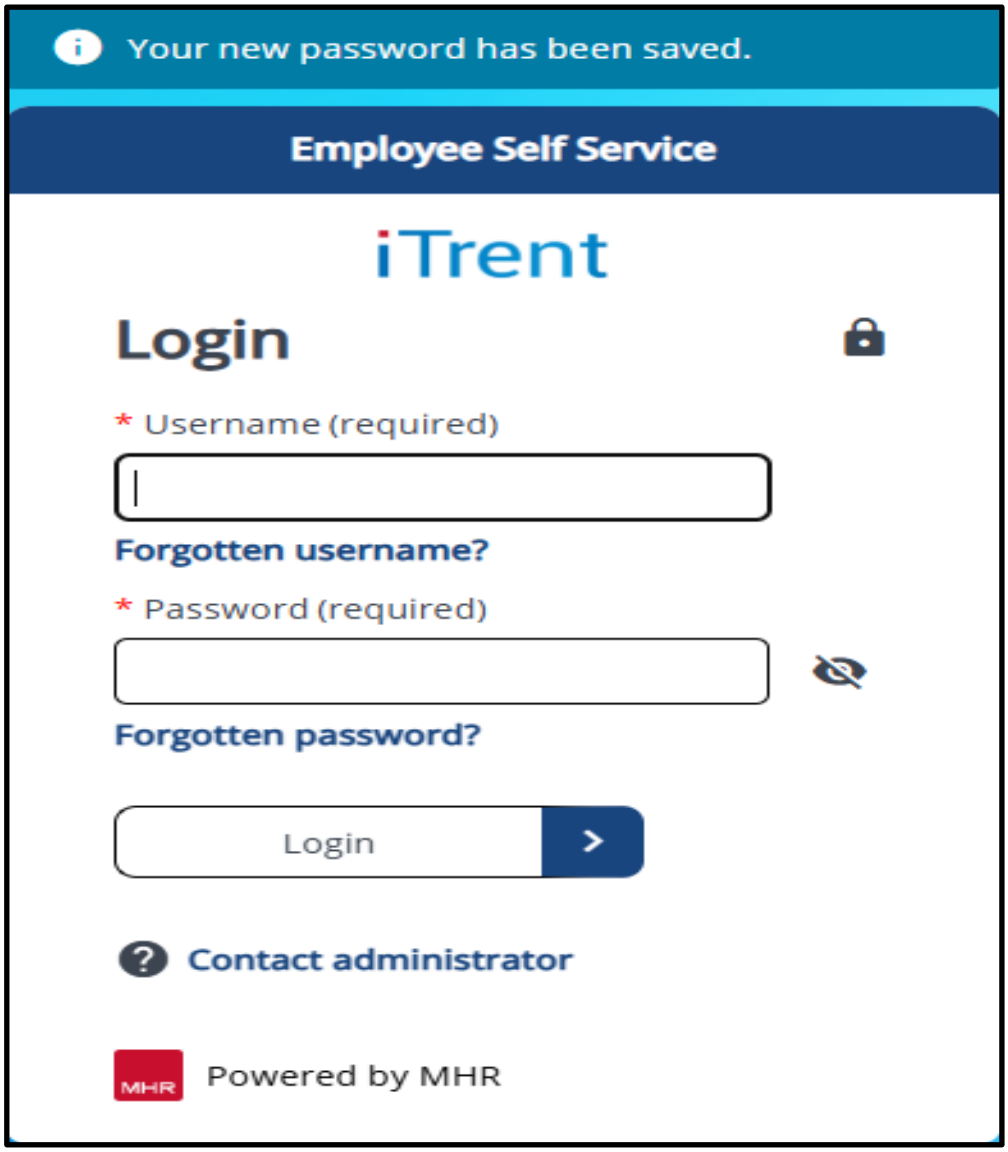
If you do not reset your password within the 30-minute time limit you will receive the following warning message. You will have to start the Forgotten password reset process again.



When you successfully change your password, this screen is displayed



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Saved Passwords

You should never save your password to any device as this can stop you accessing the system.

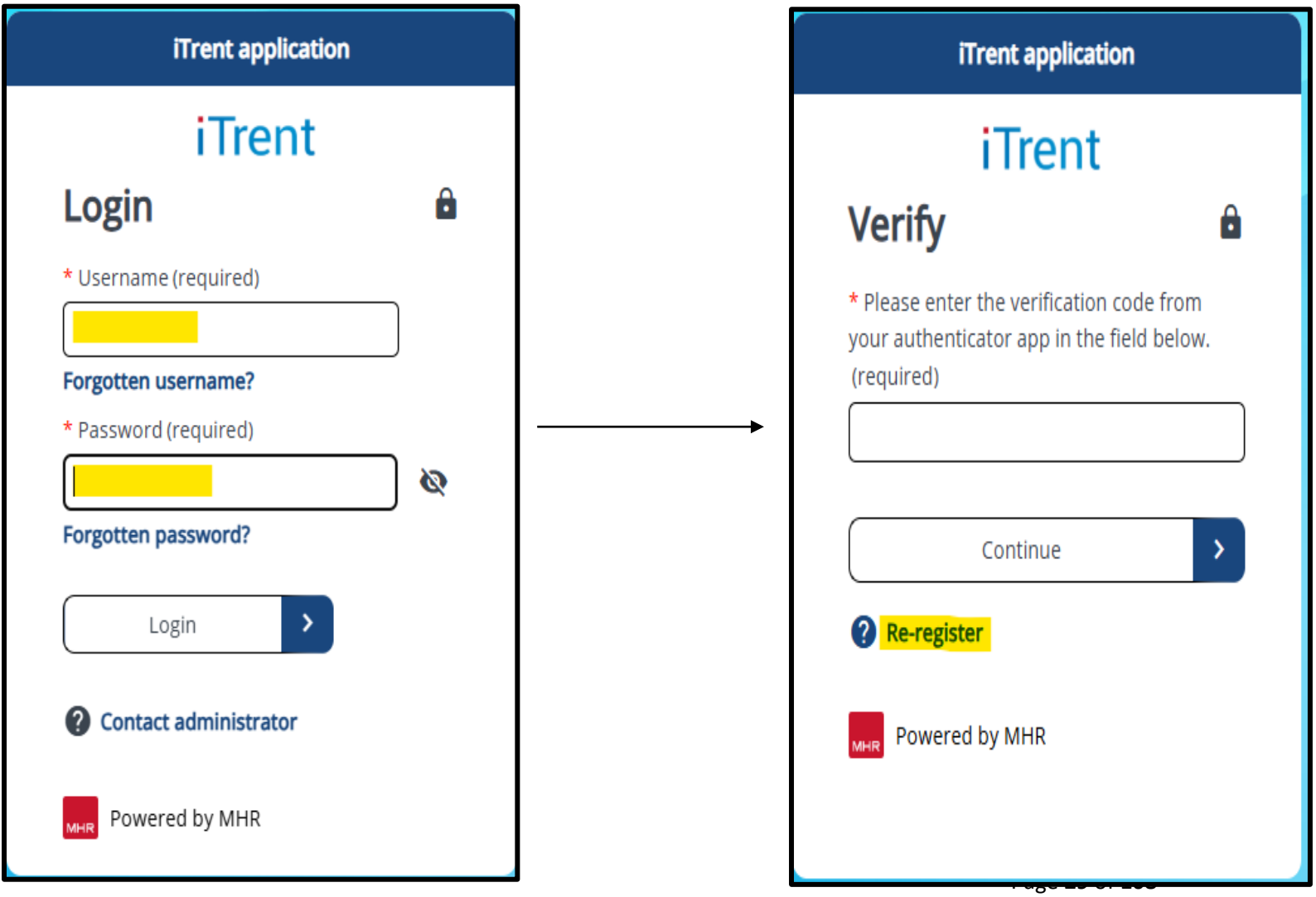
You will need to delete any saved passwords from your devices and then use the Forgotten password process to create a new password.

MyHR system teams cannot delete your saved passwords.

➢ Scenario 2 – Unable to access Authenticator / Lost Authenticator Code / Lost recovery code

If access to your authenticator is lost, you can reset it using the "Re-register" option. You will need your recovery code, which was issued when you first set up your authenticator.

To begin, please log in as usual using your username and password. Once logged in, click on the "Re-register" option, as shown below.



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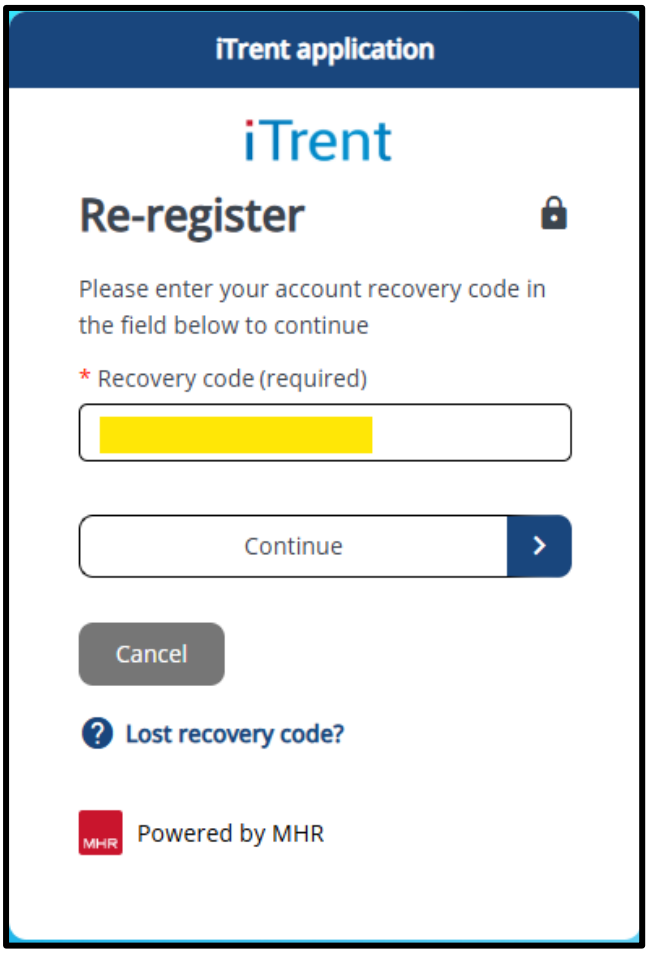
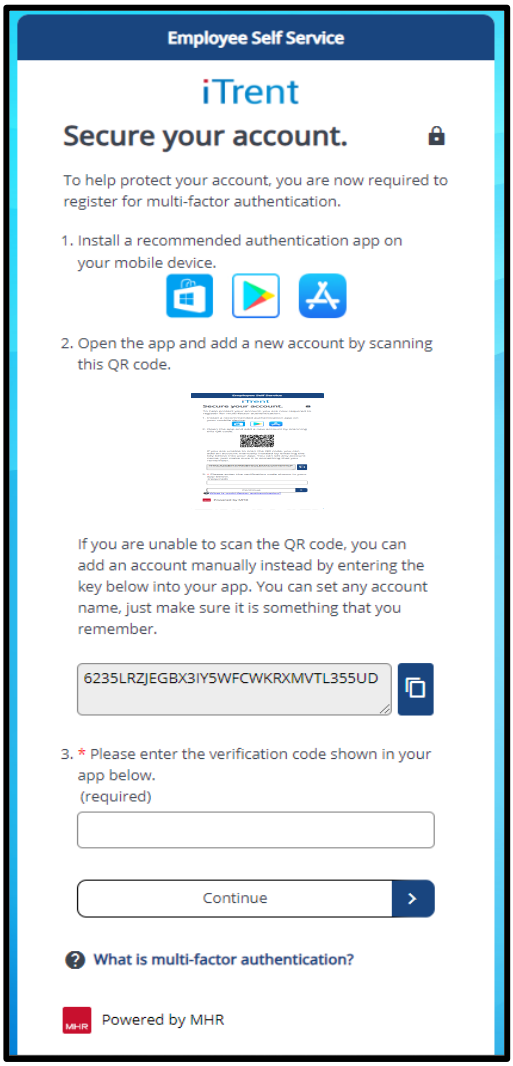
You are then required to key in your recovery code. Entering the correct recovery code and pressing 'Continue' will take you back to the 'Secure your account' registration form.





Once your recovery code has been accepted, you will be required to re-register your authenticator. Please refer to "First time login – registering with your authenticator" for guidance on completing the re-registration process.

The existing registration details will only be replaced at the point of successful re-registration i.e., pressing 'Continue' on the secure your account form with a new six-digit verification code.

If you have lost your recovery code, please contact MyHr@westlothian.gov.uk, stating this clearly and including your employee number (7-digit username).

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➢ Unable to login using the email verification method

For the email verification method, users do not have access to the Re-register option. If you have lost access to your email account, please contact myhr@westlothian.gov.uk, clearly stating the issue and including your employee number (7-digit username).

A member of the team will ask you a series of security questions to verify your identity and will then update your email address accordingly. Once updated, your new authentication code will be sent to the newly updated email address.

5. Home Page

Home page **this button can be used to return to the home page from any page**

If you have not signed out of myHR after a period of time and access again you will receive this warning message

Log out and log back in again to access myHR again.

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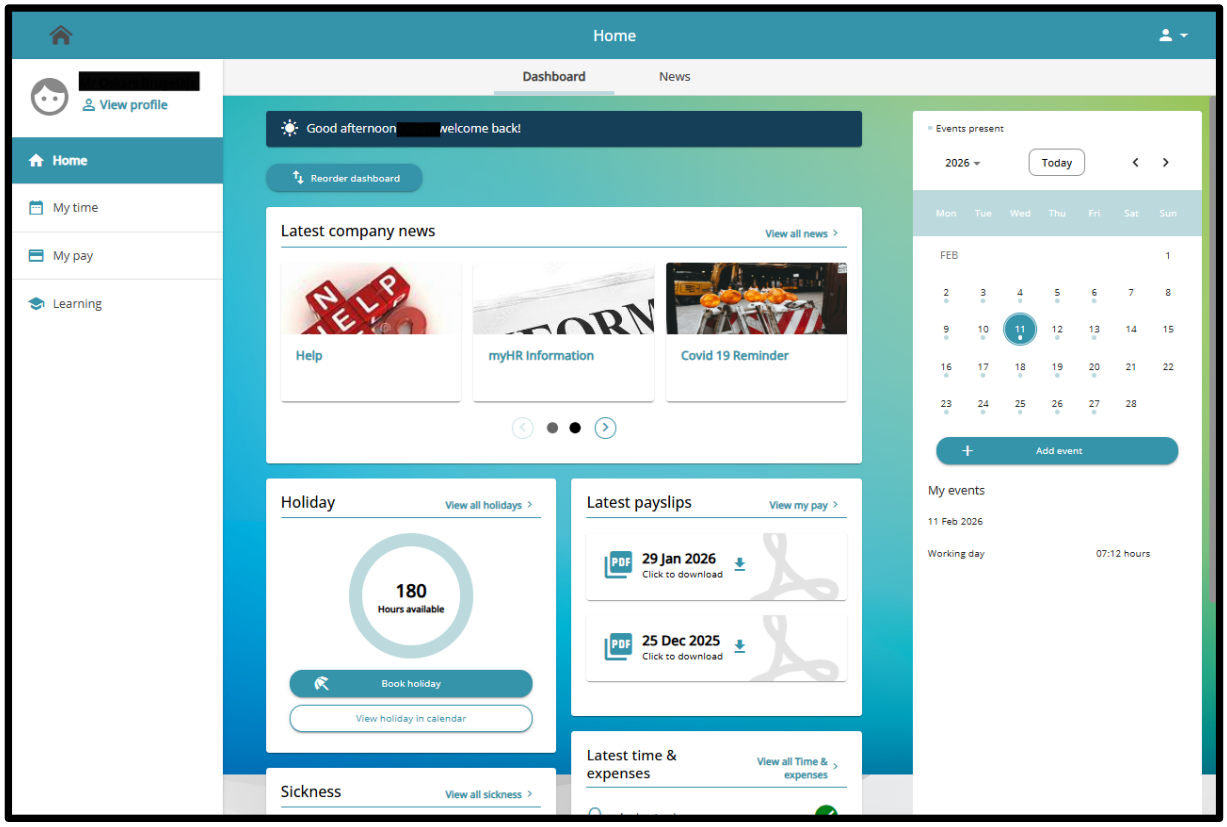
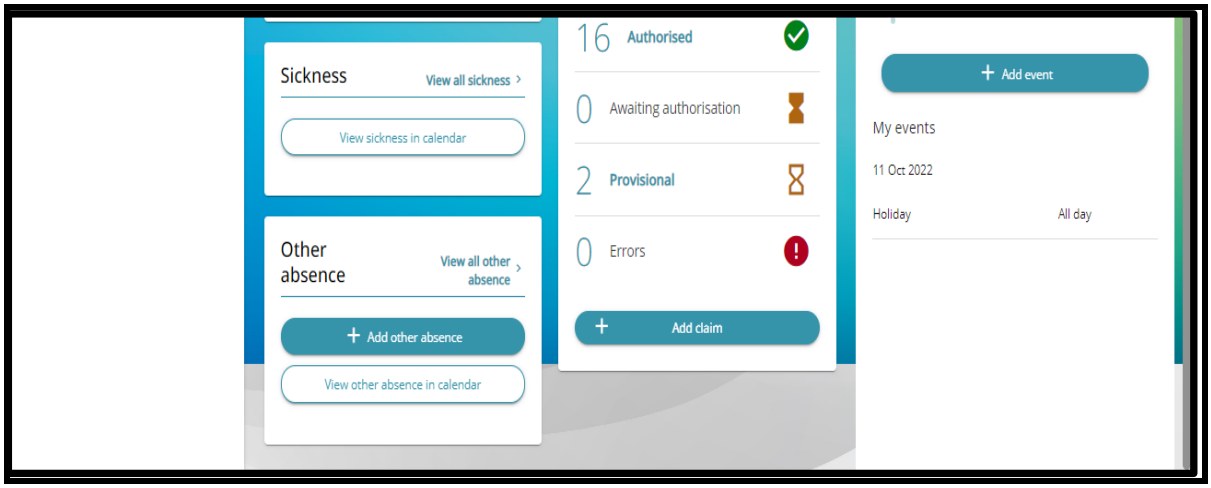
Home page





Data Label: Public

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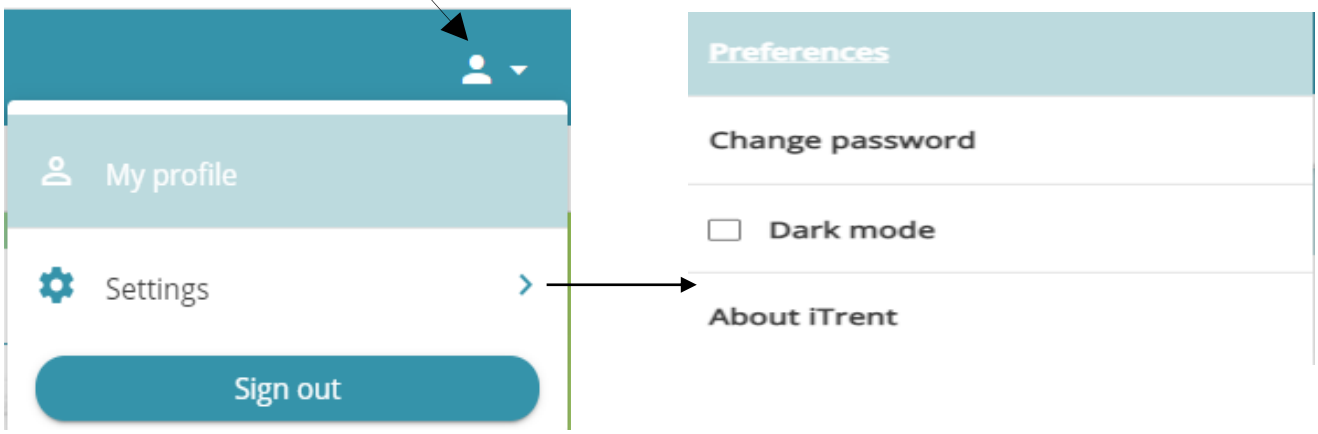
➢ Utility menu

The utility menu can be accessed from the home page and is located in the top right corner of the page (person icon). From this menu, you can perform the following actions:

- **View your profile**
- **Set your preferences for the site (customise date format)**
- **Change your main password**
- **Toggle dark mode view**



- **Passwords expire after 90 days**
- **You cannot use any password you have previously used.**
- **Password must have at least 8 characters and must contain alpha, numeric and upper- and lower-case letter**
- **Passwords will deactivate after three unsuccessful attempts (invalid password message will keep appearing) If this happens please use the Forgotten password process**
- **NEVER SAVE YOUR PASSWORD**

➢ Dark mode

- **If Dark mode is ticked your background view will be dark. This view can help with accessibility issues.**

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➢ Dashboards

Displays the latest company news which you can view by clicking on the arrows under the cards displayed.

You can also view your

- **Sickness absences**
- **Latest payslips (download also if required)**
- **Add and view Other absence**
- **Book and view all your holidays**
- **Add and view all your Time & Expenses claims**

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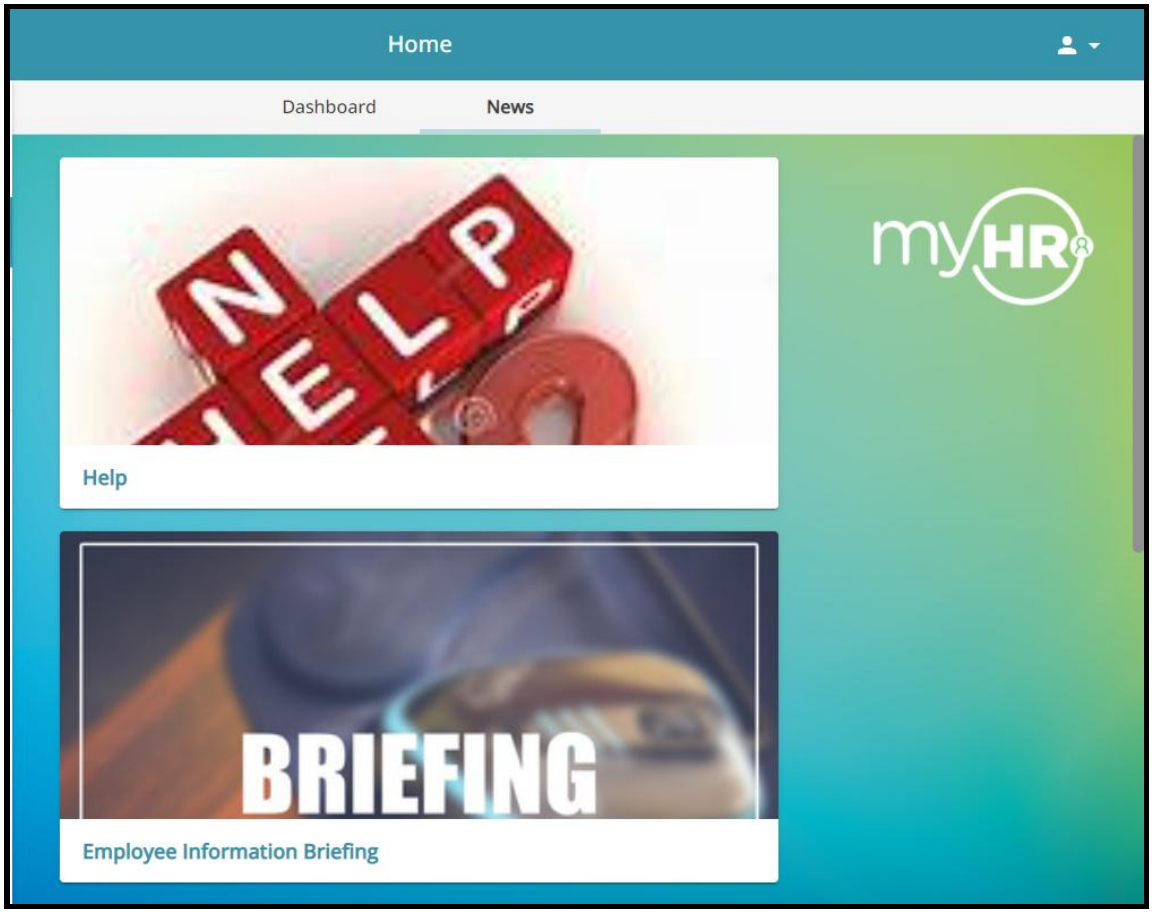
➢ News

Can view all news items by clicking on cards displayed



Data Label: Public

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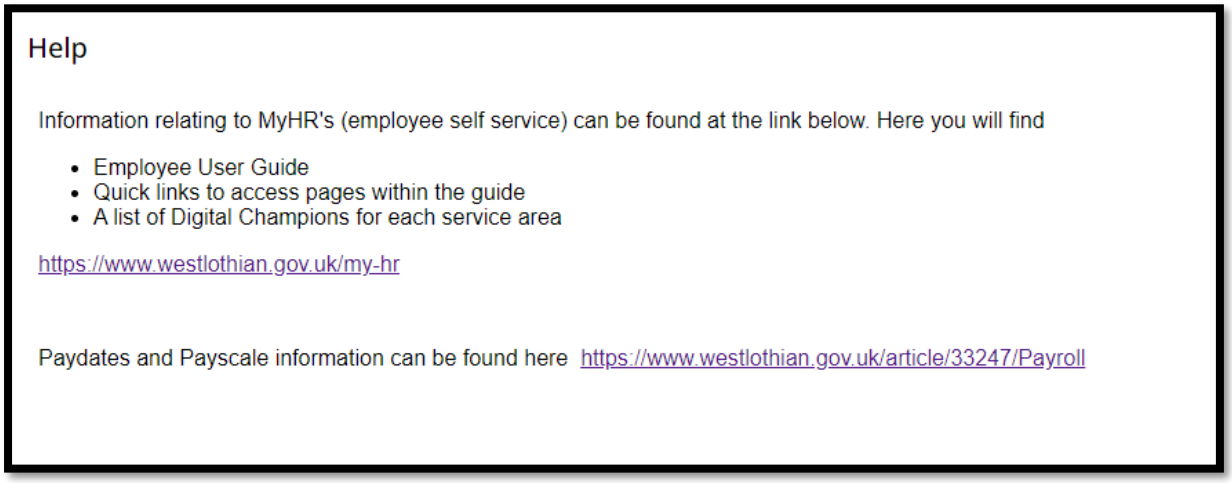
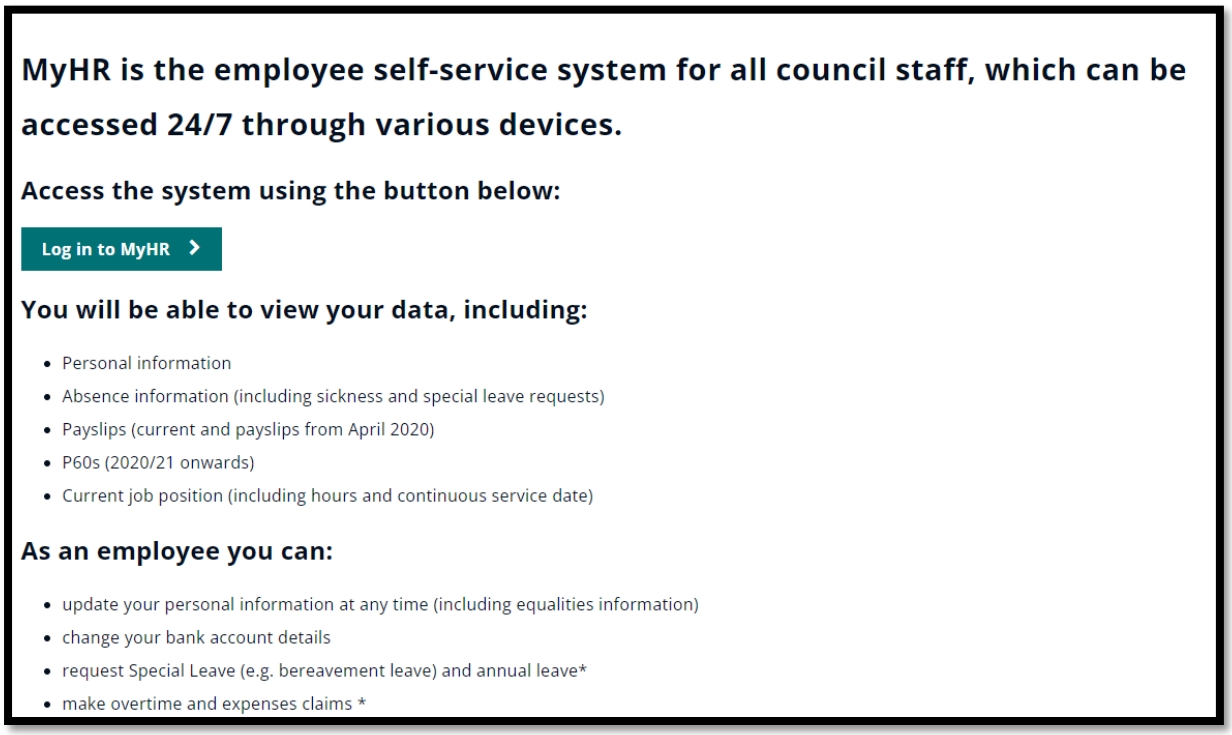
Example:

Click on Help card – information displayed



Click on myHR information – information displayed



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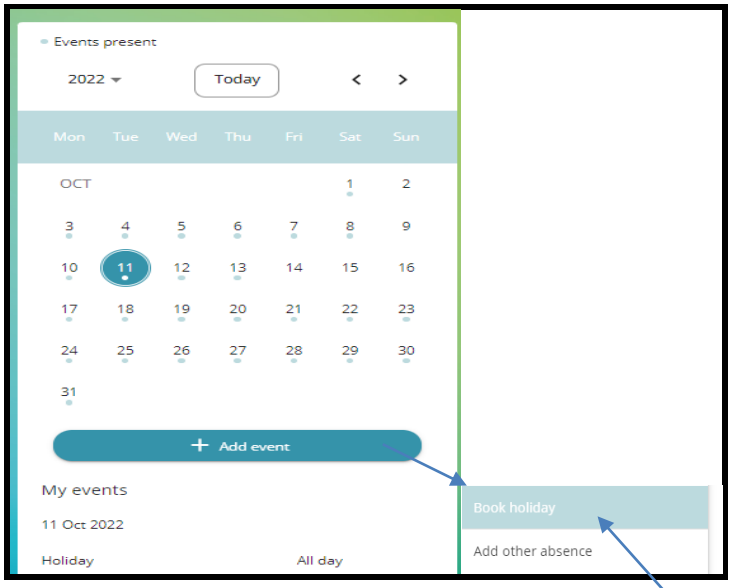
There is an events calendar displayed on the right-hand side of the screen



Any holidays/Other absences that you have booked will be displayed under My events

In Add event you can book a holiday and add a Other absence here.

Data Label: Public

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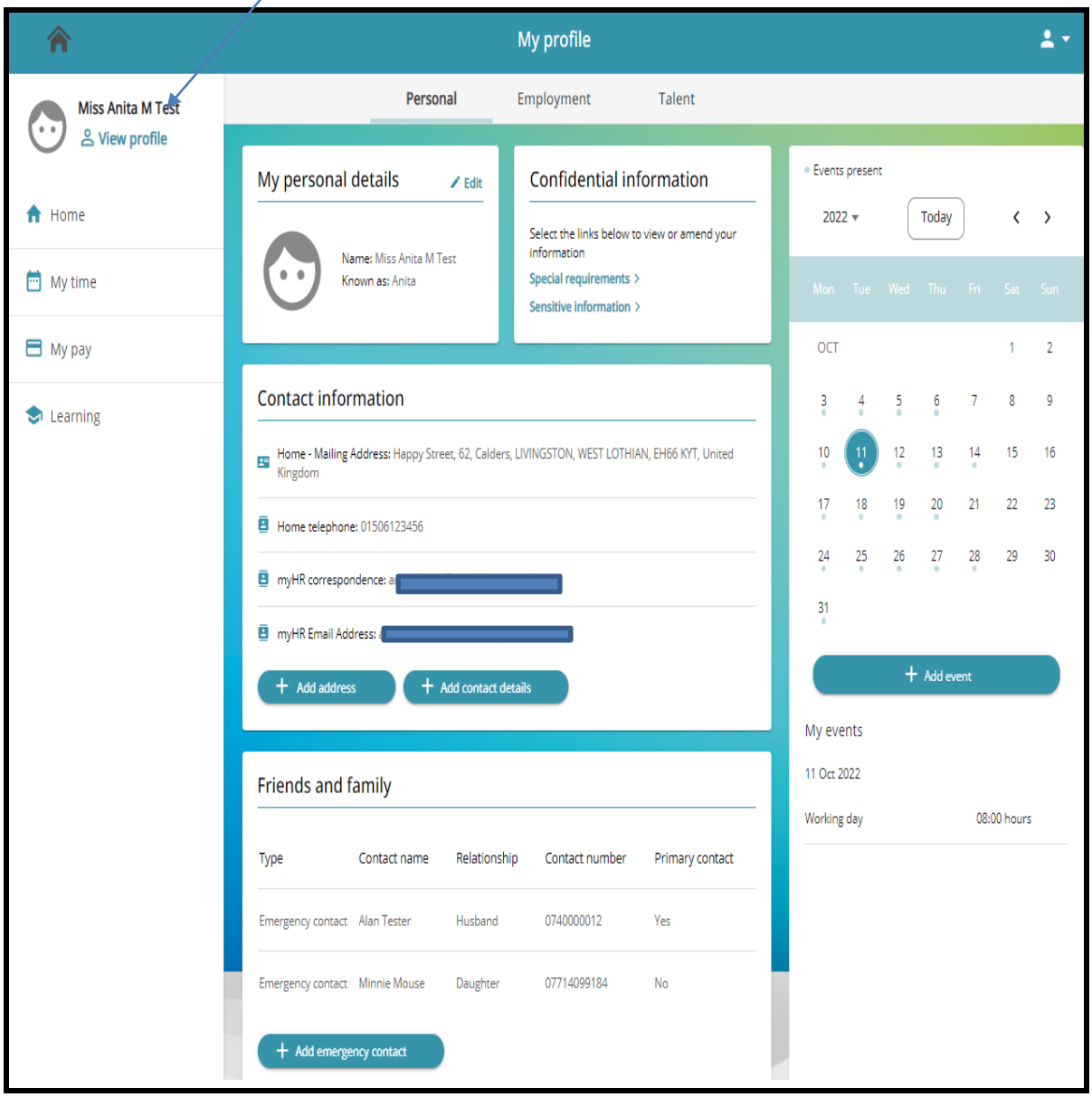
View profile

You will see your name in the left-hand corner of the screen with a View profile icon.

When you click on View profile all your personal details are displayed.



Data Label: Public

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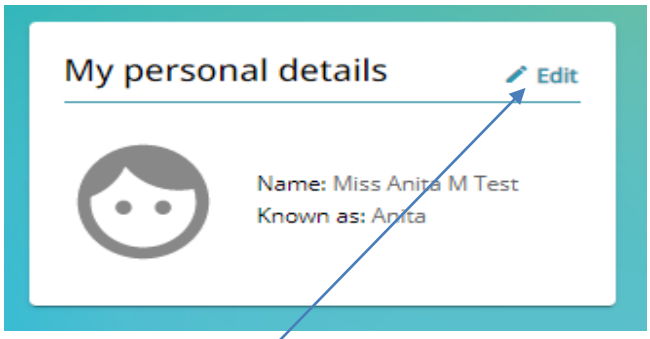
My personal details

- **Confidential information – includes Special requirements /Sensitive information**
- **Contact information**
- **Friends and family**
- **Bank details**
- **Private vehicles**

My personal details



My personal details section, you can view, add and change certain information held about you in the Council's HR/Payroll system.

You can change your surname /title/pronouns/preferred names/marital status in this section by clicking Edit – you are unable to amend any of the grey boxes

You are unable to change your date of birth. In the event it is incorrect and it requires changing, please email hrsupport@westlothian.gov.uk

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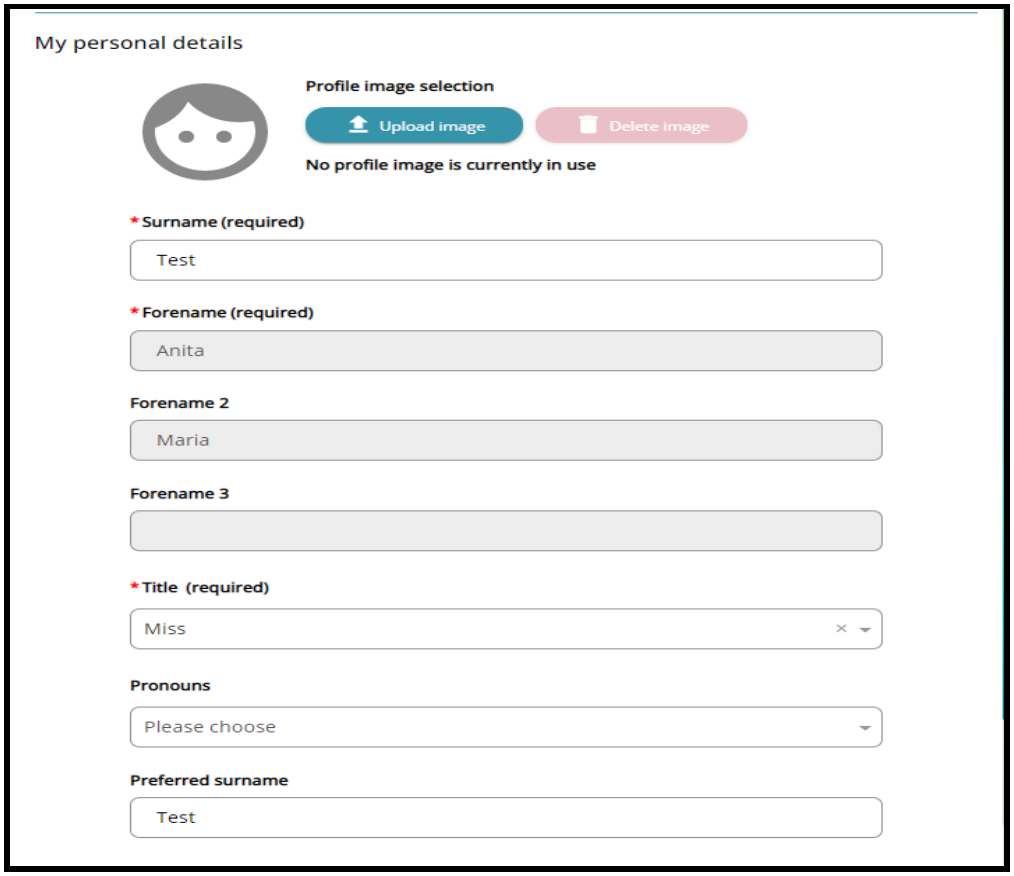
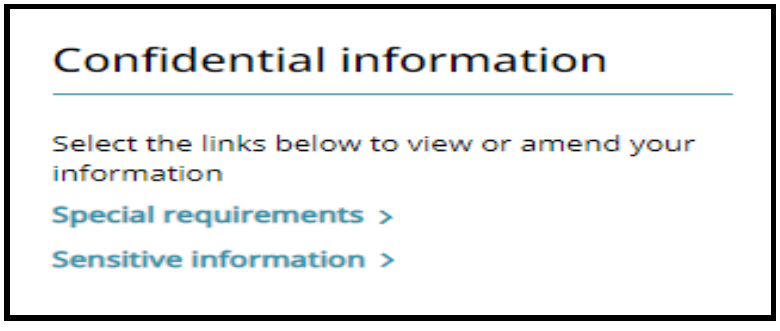


Make the change – Save

When you make a change, an email notification will be sent to you.

Click on Back to Personal to bring you back to Personal page.

Confidential information

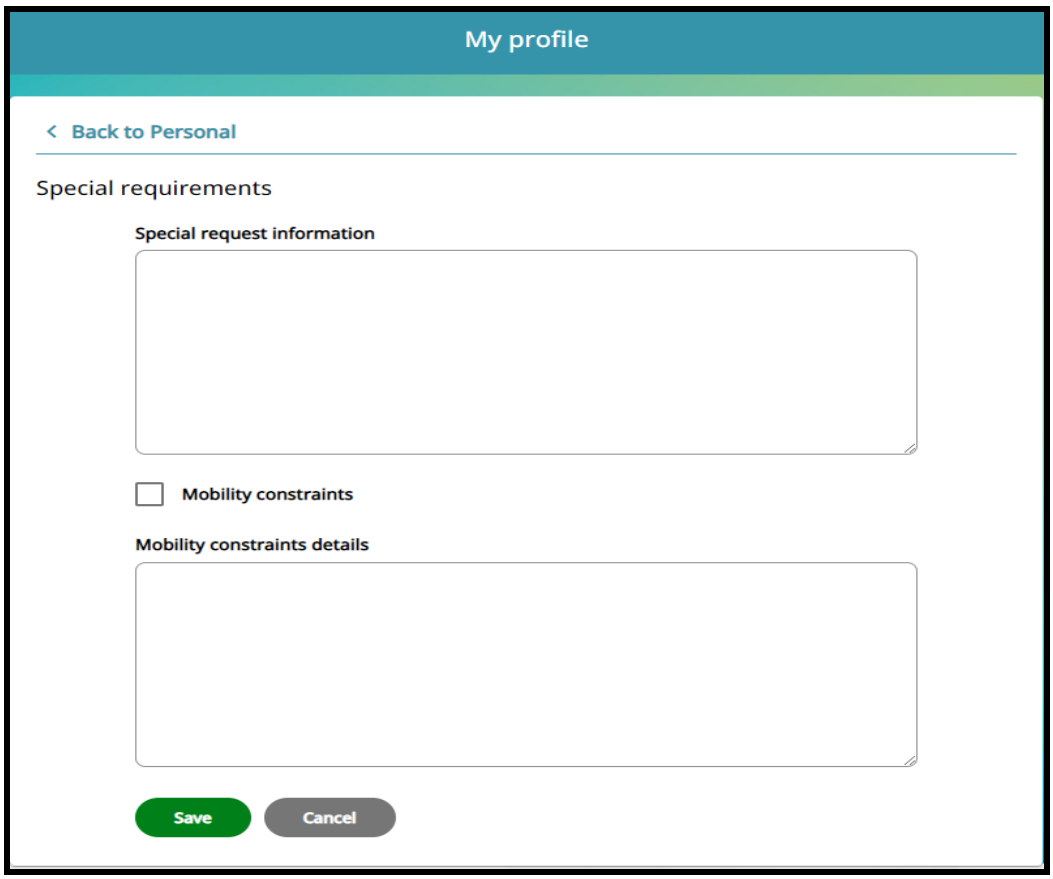


Confidential information section, you can view, add and change certain information held about you in the Council's HR/Payroll system.

Back to top

Special requirements

If you have any special requirements e.g. Mobility issues, you can record your information here.



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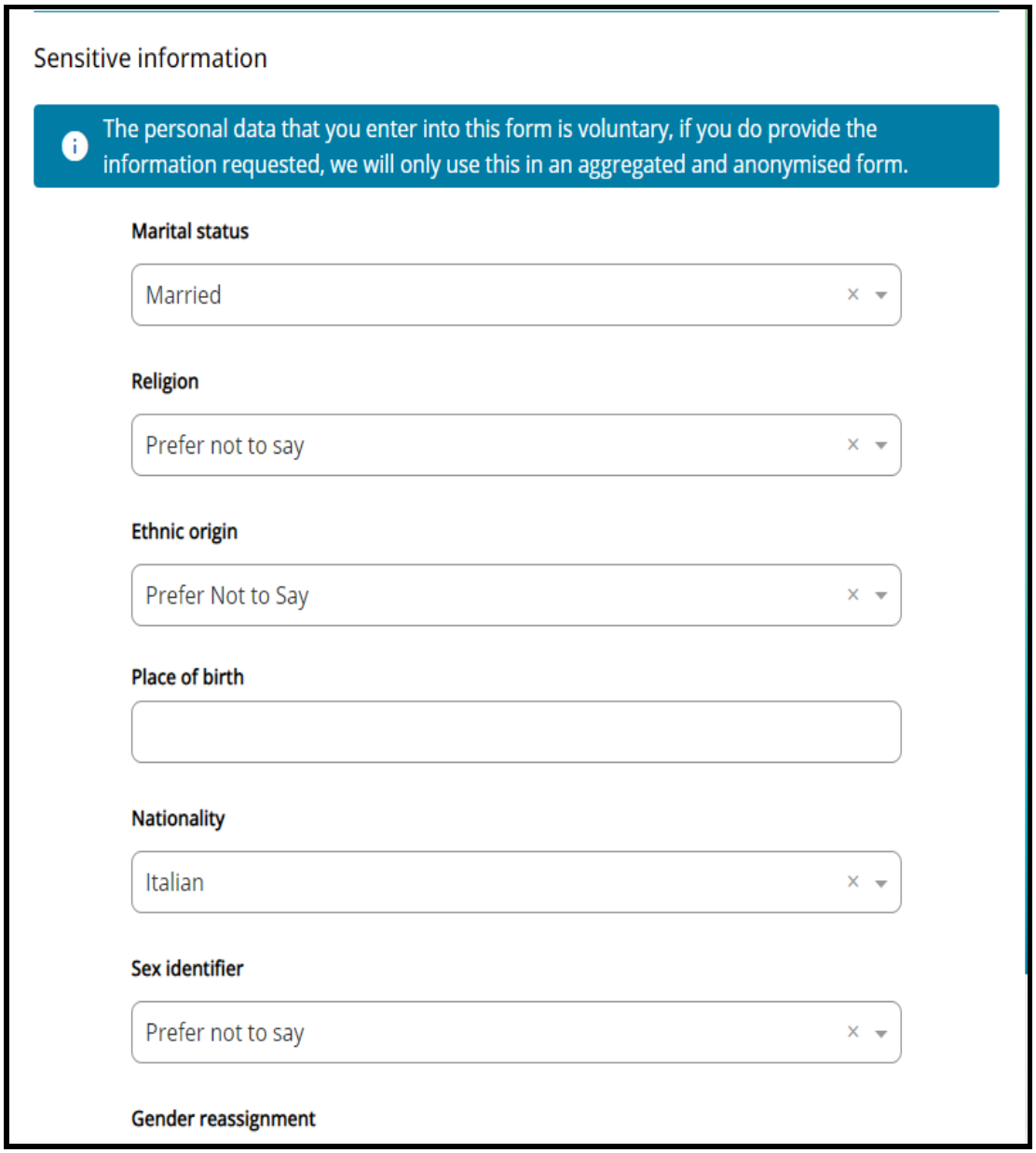
Sensitive information

This screen contains information that the Council has about you with regards to sensitive information such as Religion, Ethnic origin, Sexual orientation and disability.

On your first visit to the system, please enter your information in this area. This is to enable the council to make their legal obligations with regards to equality legislation.

Please note you are not required to complete any of these fields on this screen and you have an option to select prefer not to say.



When you make a change, an email notification will be sent to you.

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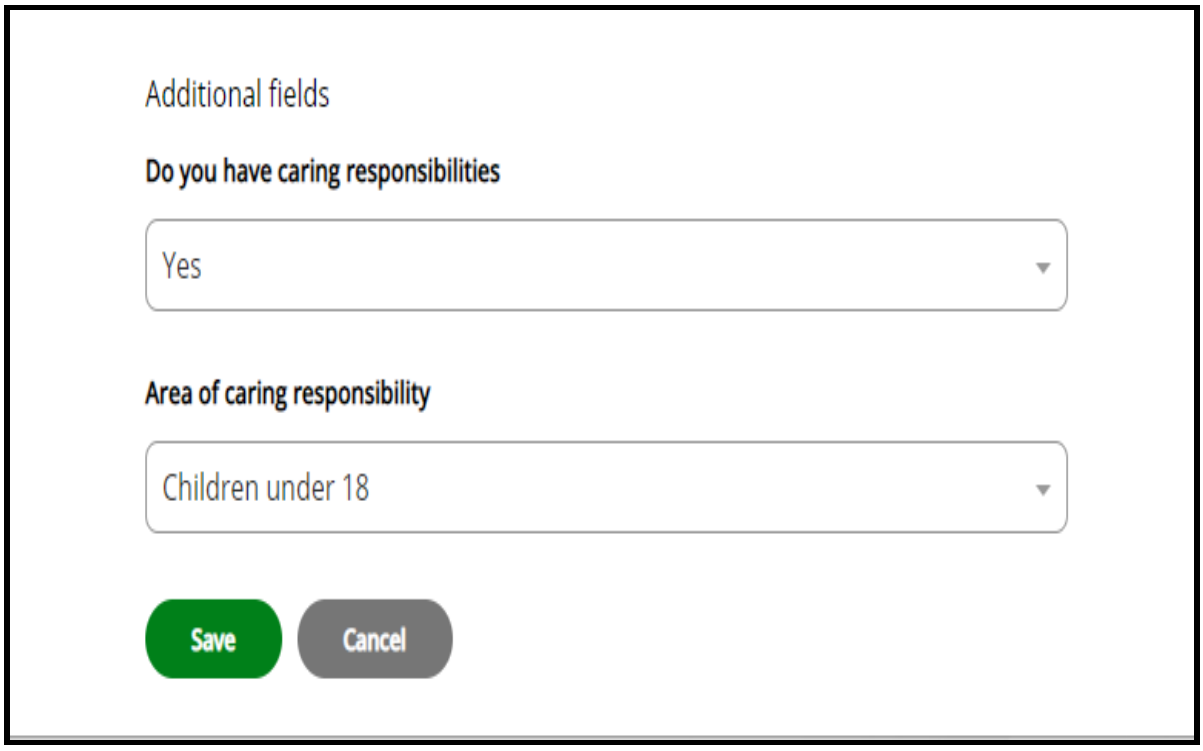
You can also update /amend any changes that may occur with your Carer responsibilities

e.g. Your children are no longer under 18 years old

- **In "Do you have caring responsibilities" – choose None**
- **In "Area of caring responsibility" – Choose No longer applicable**
- **Save**



Data Label: Public

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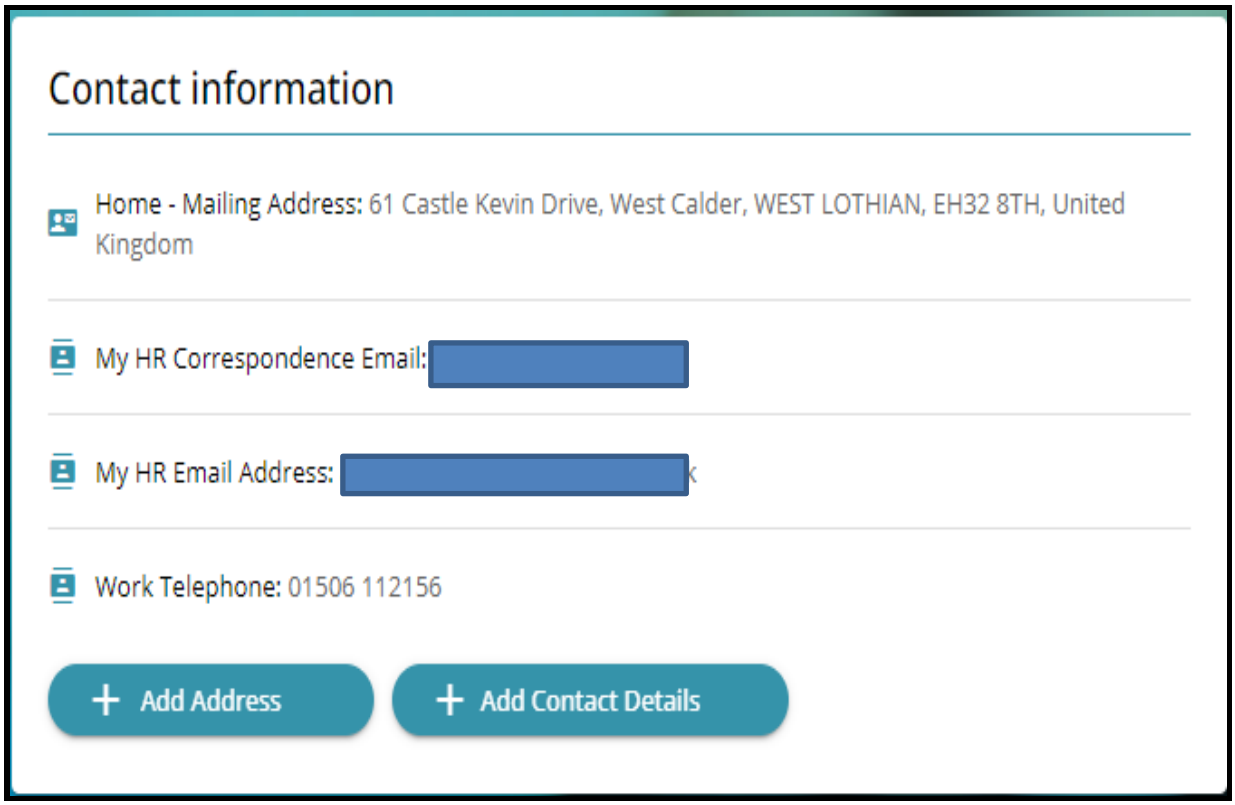
Contact Information

In Contact information section, you can view, add and change your contact details, view amend and add your address.



Email addresses

- **myHR Correspondence Email**
  - **myHR Correspondence Email address can be changed by you. Click on link and make change.**
  - **This email address is where all your correspondence from HR / Payroll will be emailed to.**
- **myHR Email Address**
  - **myHR Email Address cannot be changed by you – this is used to send notifications to you when an action is carried out on the system.**
  - **Employees who have a council email address this will be their "myHR email address"**

myHR email address for employees who do not have a Council's email address will be their personal email address.

Please contact hrsupport@westlothian.gov.uk if you wish to change this.

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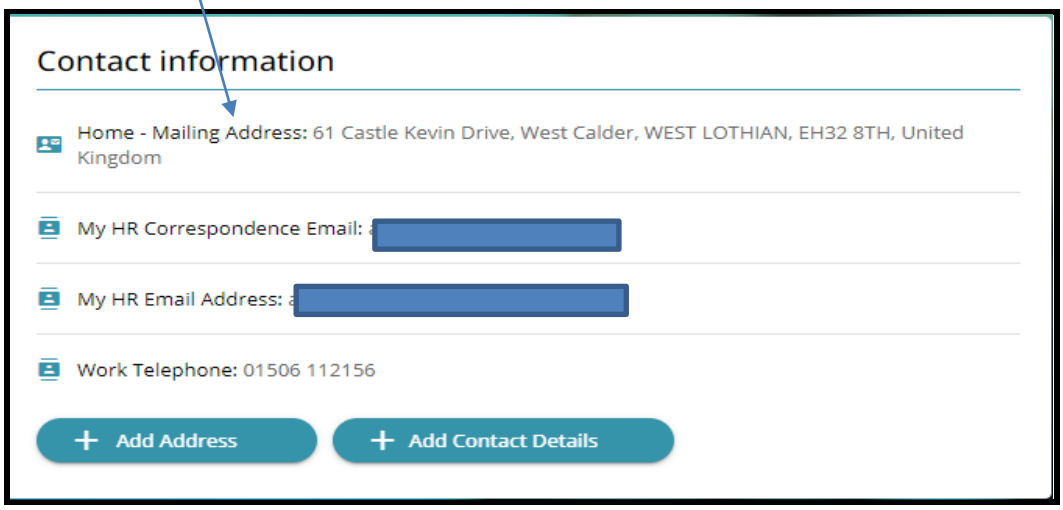
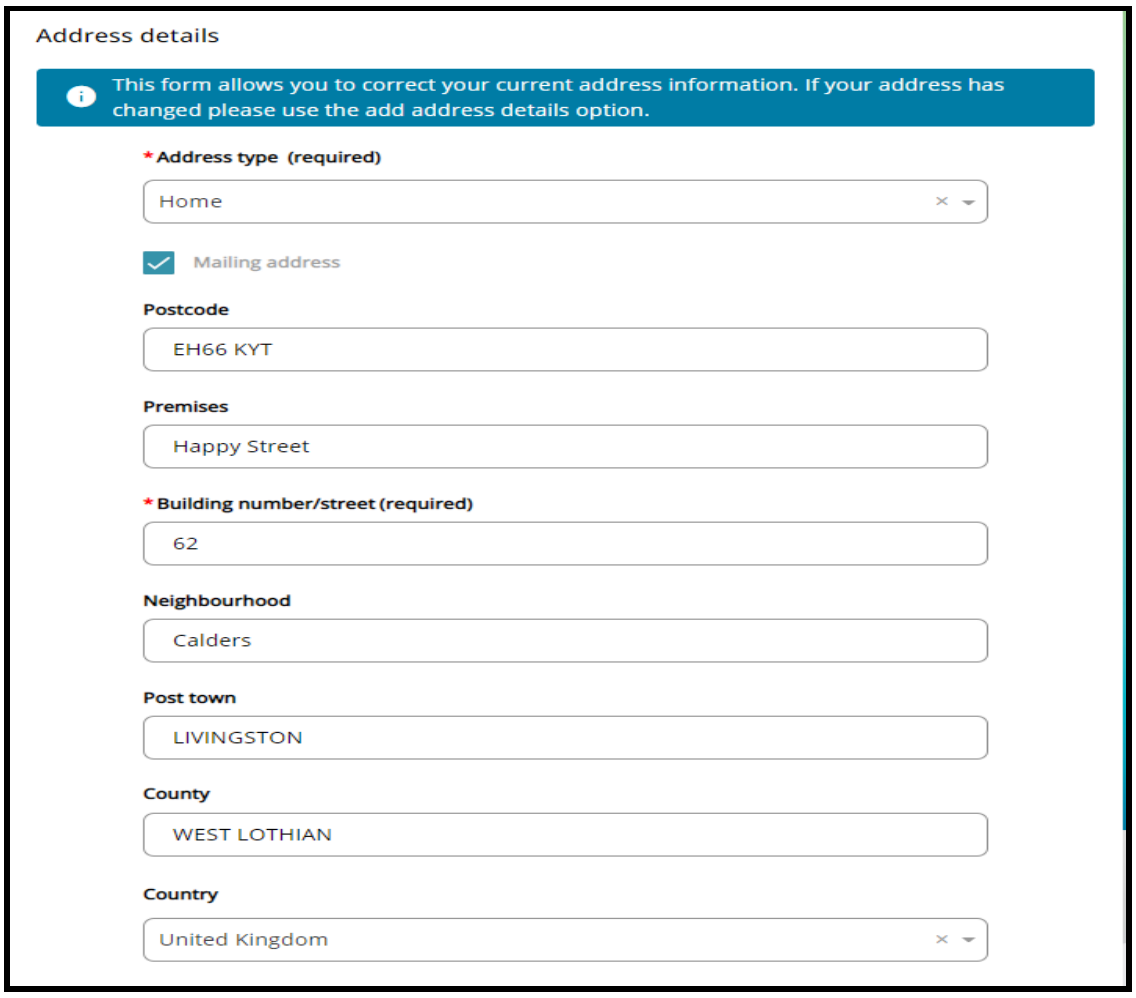
To amend contact information

Click on relevant link



Example: Home – Mailing Address



You can amend your address here by over keying information already there.

Save

Back to top

If your address has changed – Click on Add Address button

- **A blank screen is displayed**
- **Enter your new address**
- **Save**
- **Message is displayed – Address has been set as a new mailing address**

When you make a change or add a new address, an email notification will be sent to you.

Data Label: Public

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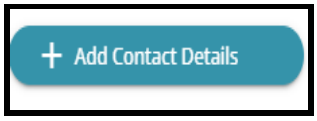
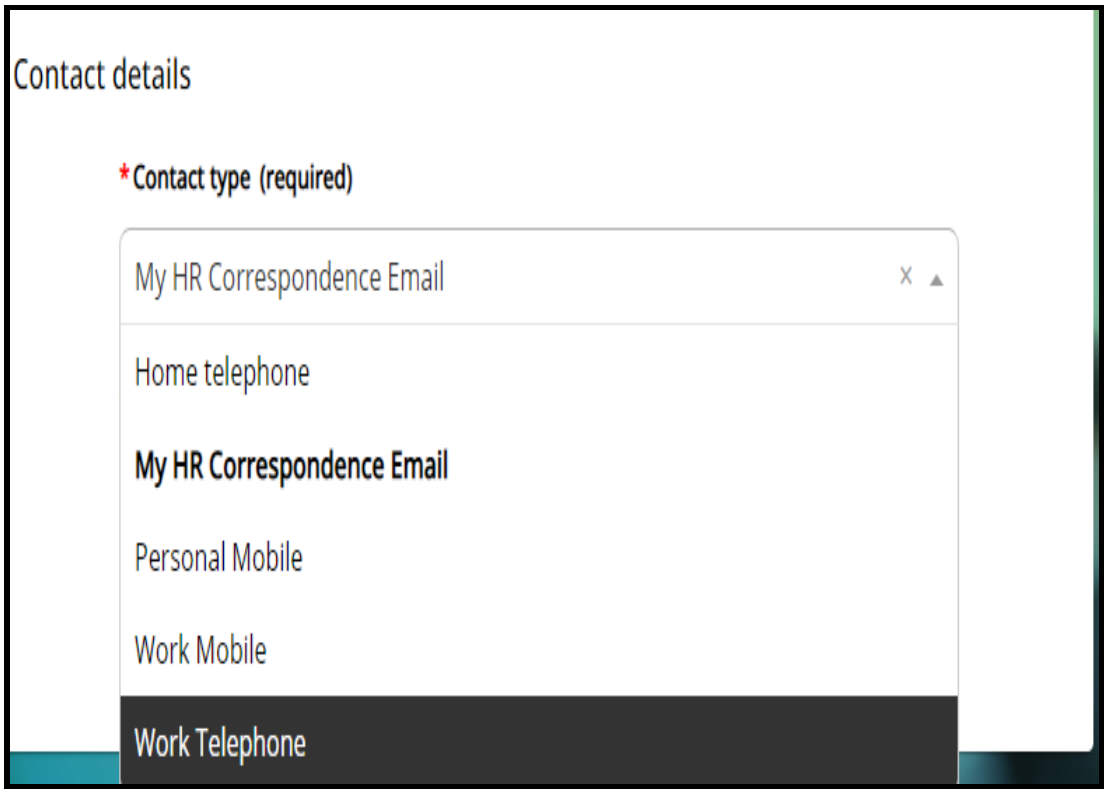
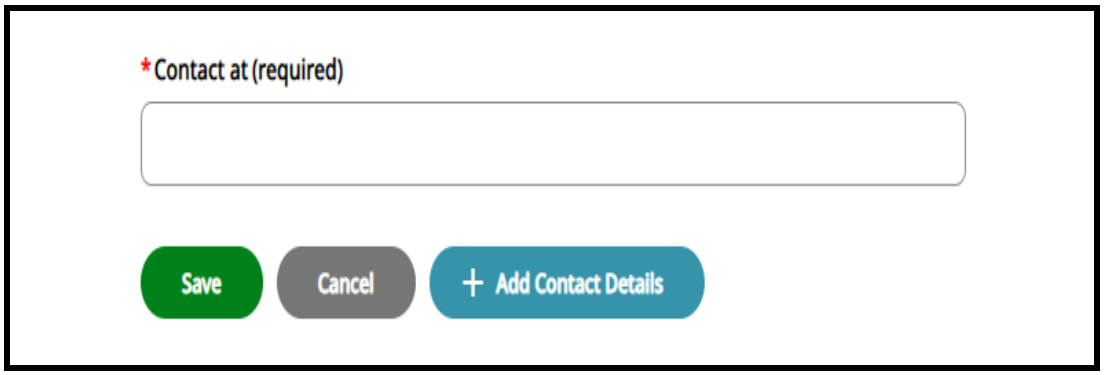
Contact details

Click on Add Contact Details 

and choose which contact type you want to add from drop down list.





Add in information you want added

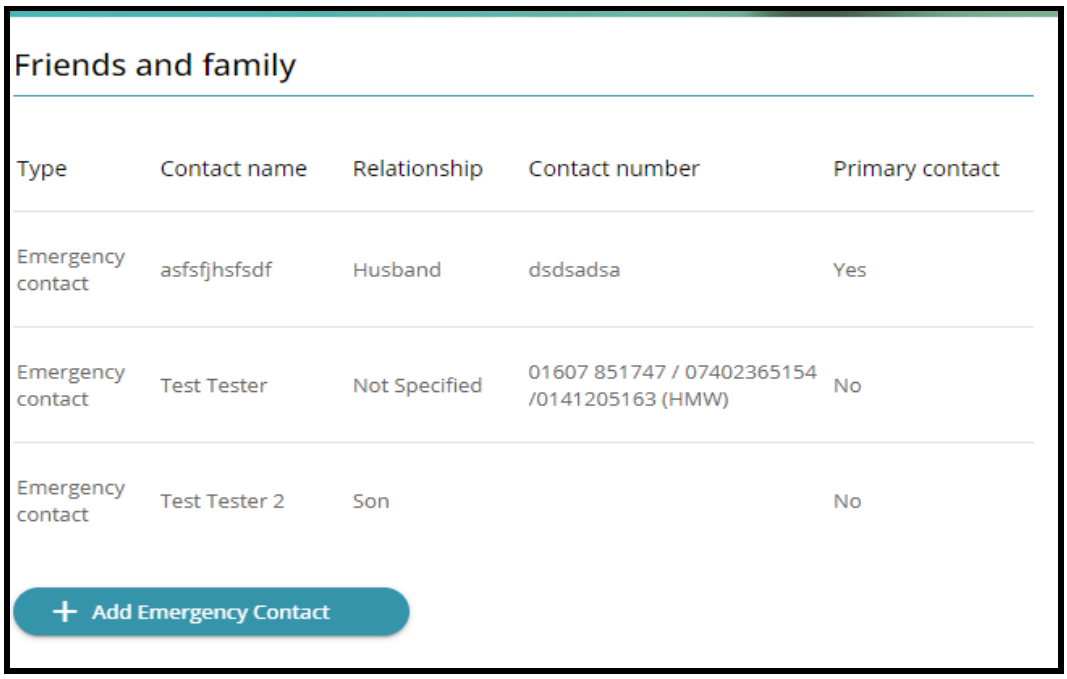
Save

If you have more than one contact detail to add click on Add Contact details button again.

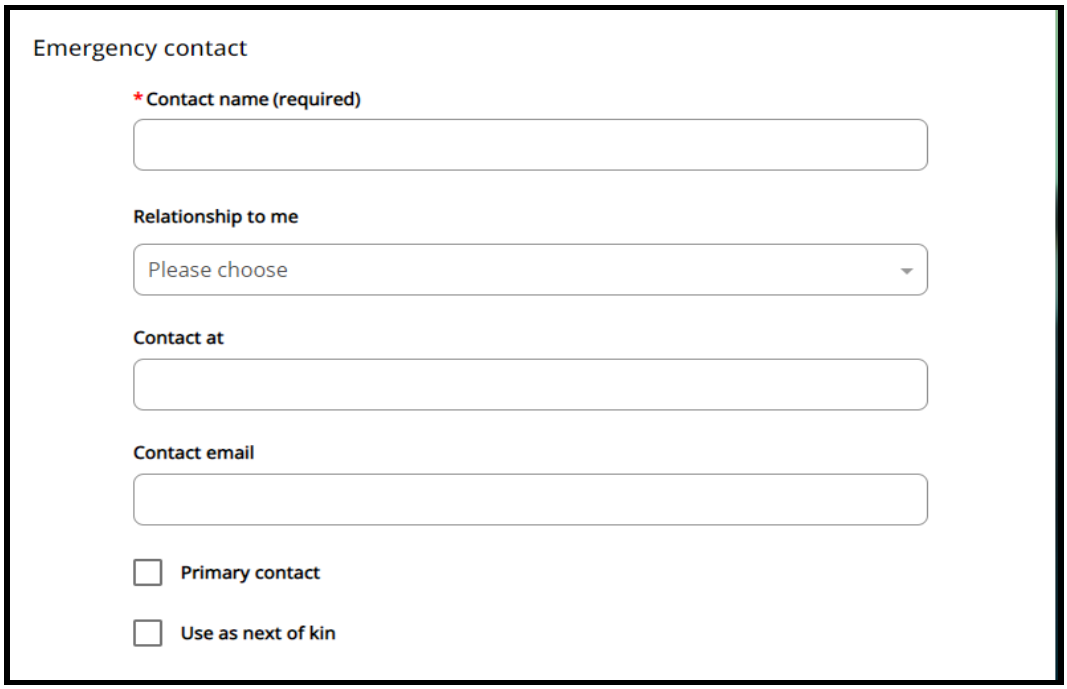
Back to top

Friends and family

In this screen you can maintain your emergency contact details. Emergency contacts are used when the Council needs to get in touch with your nominated contact (friend or family member) in the event of an emergency.



Click on Add Emergency Contact button



Enter details - Save

If the contact you are adding is to be the primary contact please tick the box (you can only have one primary contact).

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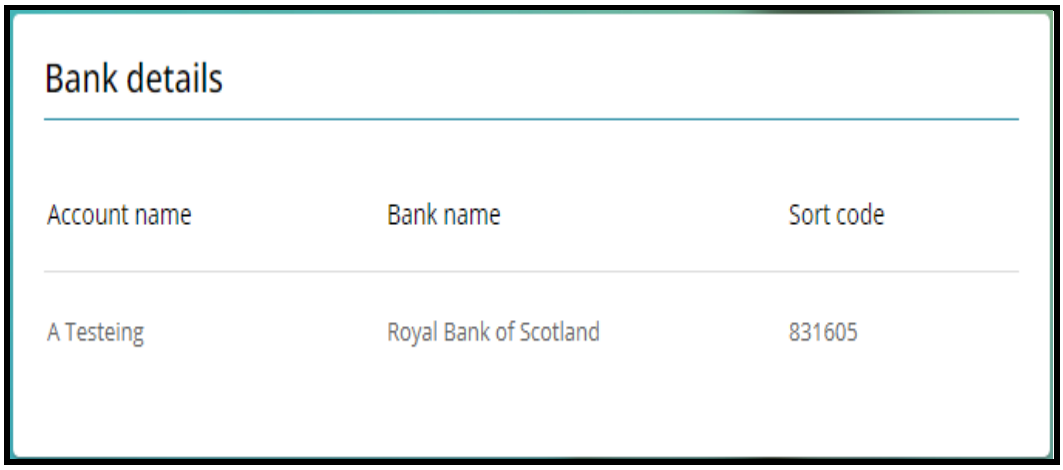
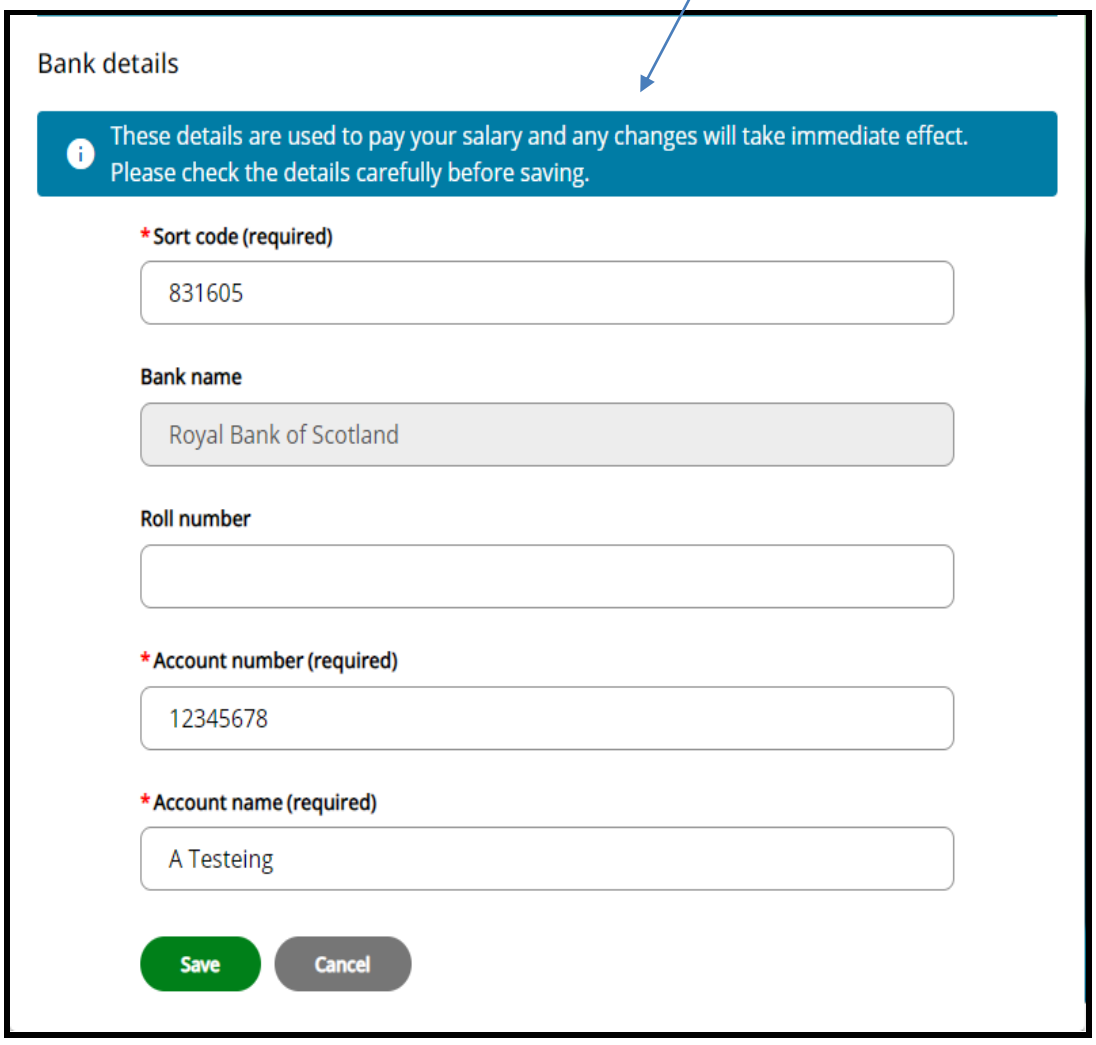
Bank details

This page shows the bank details that are used to pay you.



You can only amend your bank details by clicking on the information already there.

Please be aware of the warning message at top of screen



Data Label: Public

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PLEASE NOTE: If you have changed your bank account within 8 days of pay day, your pay will have already been processed to the bank. We therefore recommend that your old account is left open until you have been paid.

Please be mindful when changing bank details that the correct details are entered to ensure your salary is not paid into an incorrect bank account.

- **Overtype with new details**
- **When you change the bank sort code, the bank name will change on the screen**
- **Roll number field is only used for those accounts that are from certain Building Societies**
- **If your sort code is not recognised a message will appear saying invalid sort code. If this happens contact Payroll at payroll@westlothian.gov.uk ask them to check your sort code on your behalf**
- **If payroll has already been processed, this change will take effect from the next payroll run**
- **Save**

When you change your bank information, an email notification will be sent to you.

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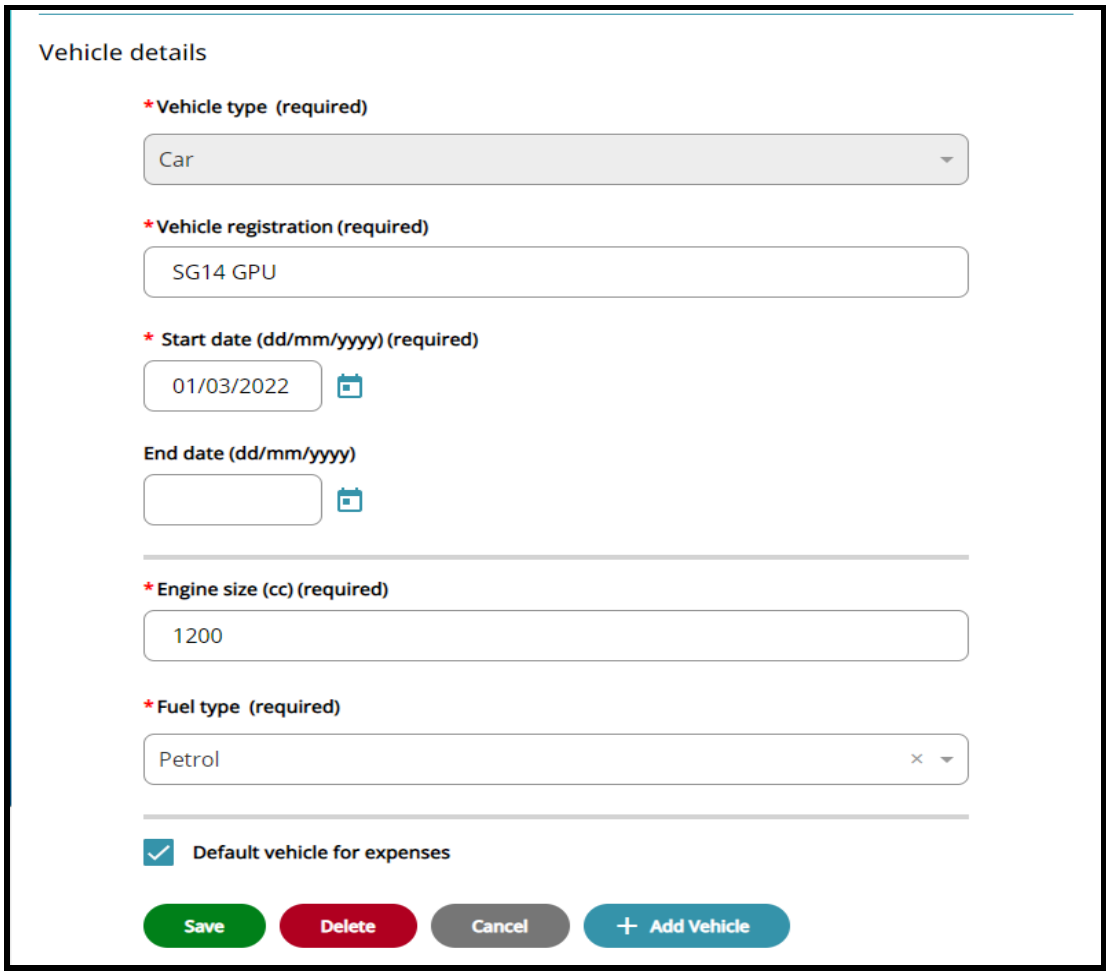
Private vehicles

This screen should only be completed if you are authorised to use your own car for business journeys.
Before you can claim business mileage your vehicle must be added here.



- **Start Date – The system will only allow mileage to be claimed from this date – if you add a claim prior to this date you will receive an error message on claim "Error You have no default vehicle"**
- **Default vehicle for expenses must be ticked if this is the vehicle you wish to claim mileage for.**
- **You will not be able to claim mileage unless this box is ticked. An error message will display when you try to claim your business mileage in Time and Expenses if this is not ticked.**
- **End Date – Please do not enter an end date when adding a vehicle.**
- **End dates should only be entered when the car will no longer be used to claim mileage.**
- **If you are no longer using your car for council business please enter an end date.**

You will receive an email notification when you add or amend a vehicle.

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Your reporting manager will be advised that you have added a vehicle and they are required to check your documents each time a vehicle is added and update in People Manager.

You should not claim mileage until these checks have been made – please refer to the council's Policy on Business Travel and Subsistence

Managers are required to verify that authorised car users, for whom they are responsible, have the following checked:

- **Driving licence,**
- **a comprehensive business use motor insurance policy**
- **Valid MOT certificate**
- **Driver Declaration and Authorisation form.**

Where an employee has agreed to use their own car for undertaking business mileage, payment of all allowances will only be made where Services have completed the relevant documentation.

Driving at Work Policy

West Lothian council is committed to protecting, so far as is reasonably practicable, the health and safety of all its employees and others who could be affected by the hazards associated with work related driving.

This policy applies to all employees who drive at work on council business whether this is a key responsibility of their job or a means of travelling between council locations for work purposes.

To refer to this policy please click on this link Driving at Work Policy

Relevant employees are required to complete a Driving Authorisation and Declaration form when requested annually and resubmit a form if there are any subsequent changes to their details.
This form should be completed and passed to your reporting manager.
They are required to verify that relevant employees have completed this form on an annual basis and update checks in People Manager.

Please click on link to access form Driving Declaration and Authorisation form

(This form now includes the Own Vehicle Authorisation form)

Business use mileage cannot be claimed until this form has been completed.

Motorcycle

If you are adding a motorcycle, fuel type should be Not-applicable.

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Employees who drive at work but do not use their own vehicle for council business

All employees who drive whilst at work both in council and private vehicles, must on an annual basis have their drivers licence checked and complete a Drivers Declaration Authorisation form (which includes a medical declaration) annually and be authorised to drive by their reporting manager.

Please click on link to access form **Driving Declaration and Authorisation form**

When these checks are completed your reporting manager will record the checks in employee's record in People Manager.

Employee and Reporting manager will receive an email reminder 90/60/30 days before these checks are due to be renewed.

For further information please refer to the Driving at Work Policy.

Click on this link Driving at Work Policy

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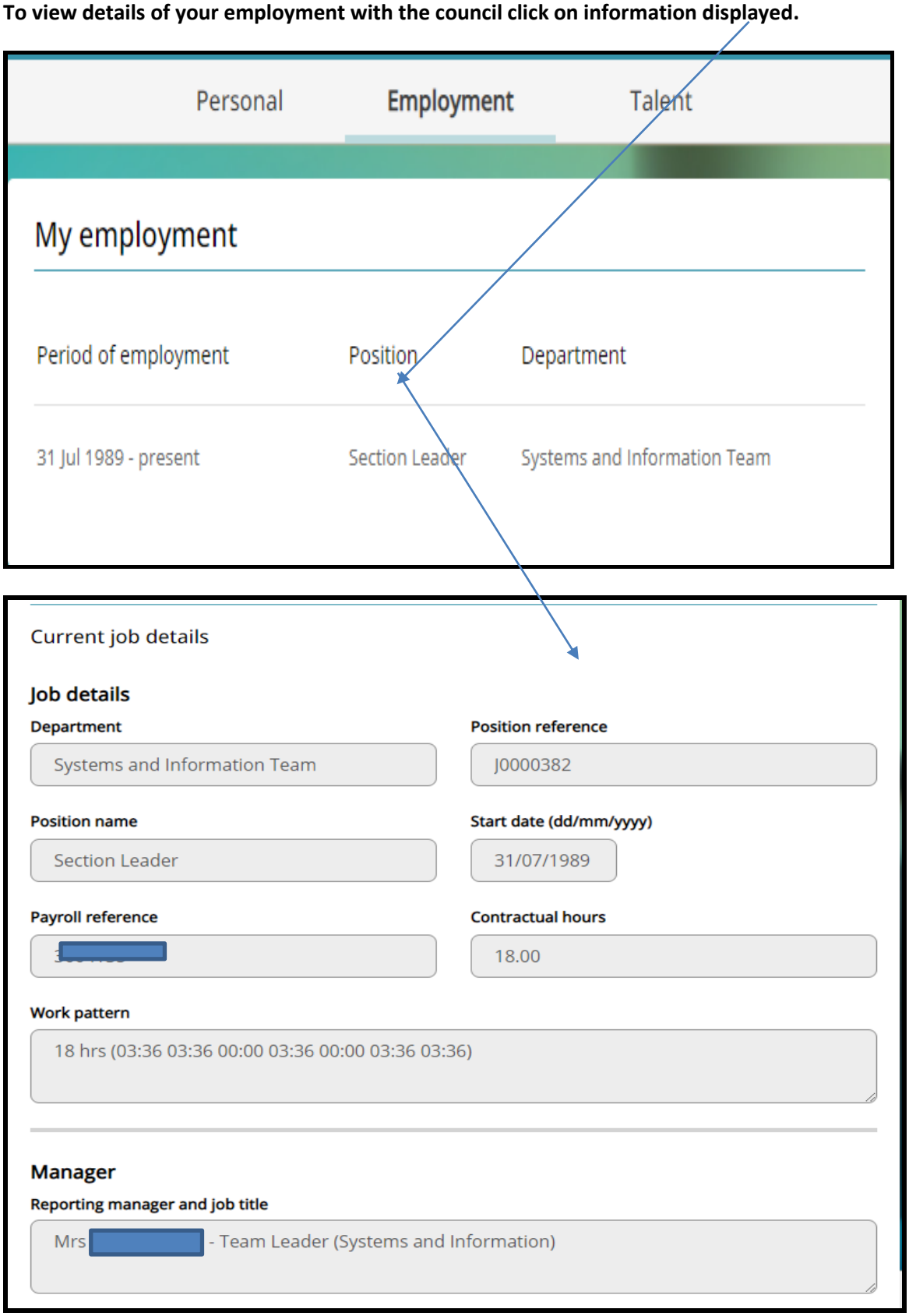
Employment

To view details of your employment with the council click on information displayed.



Data Label: Public

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- **Your current position details are read only.**
- **If you believe the details to be incorrect please contact your reporting manager.**
- **If your reporting manager is incorrect in Manager field please ask your current reporting manager to email myHR@westlothian.gov.uk**
- **Please email hrsupport@westlothian.gov.uk if you require more information about your post.**
- **If you believe your work pattern is incorrect please contact your reporting manager**

Please note: The start date is the date you started working for the organisation not the date you started in this post.

Any future posts you may have will display the date you started in the post.

Employees who more than one post will see all post displayed in this screen.

Click on a post and information about that post is displayed.

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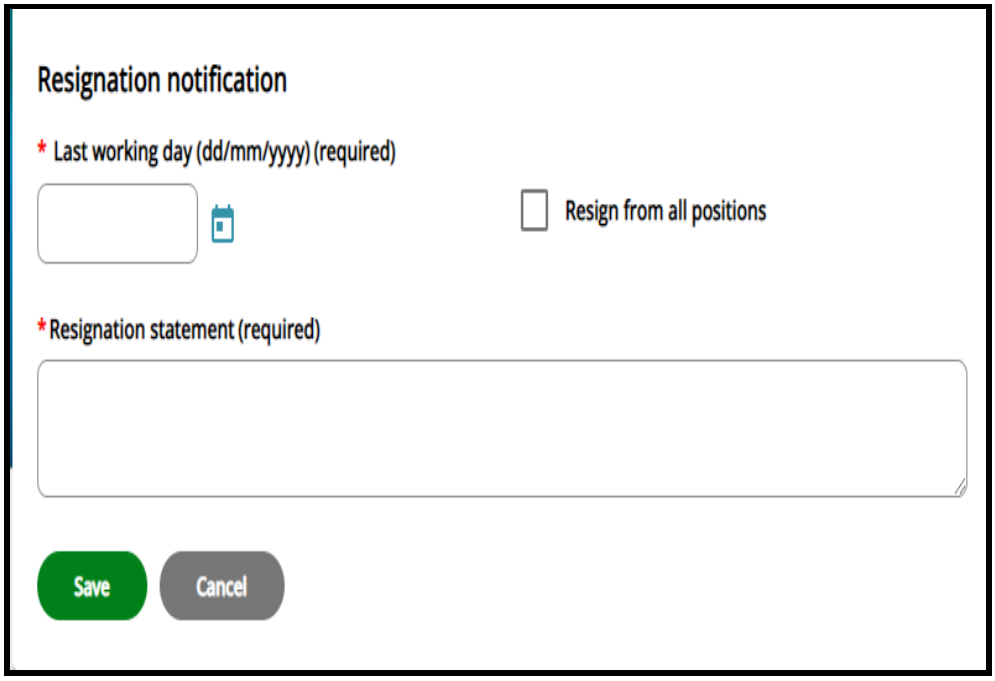
Resignation notification

When you resign from your post in myHR the following details should be entered in this screen.



- **Enter your Last working day – Please be mindful that you are still required to work your notice period. This date should be after all annual leave due to you has been taken**
- **You must complete a resignation statement.**
- **If you have more than one post and only want to resign from one – click on relevant post in Current Job details and continue to complete resignation.**
- **If you have more than one post and wish to resign from them, all please tick Resign from all positions**
- **Save**

Your reporting manager and you will receive an email notification confirming your resignation entry – if you have more than one post you will receive an email notification for each post.

Your reporting manager will complete a Leavers form and send to HR Support to be processed.

You cannot delete a resignation entry.

Please discuss with your manager if there has been an error in the date.

Off – Boarding: When you leave you will still have access to myHR for a period of 60 days to allow you to access any Payslips/P60'S you may require, you can also download your P45.

Also, to allow any late payments to be processed for you by payroll.

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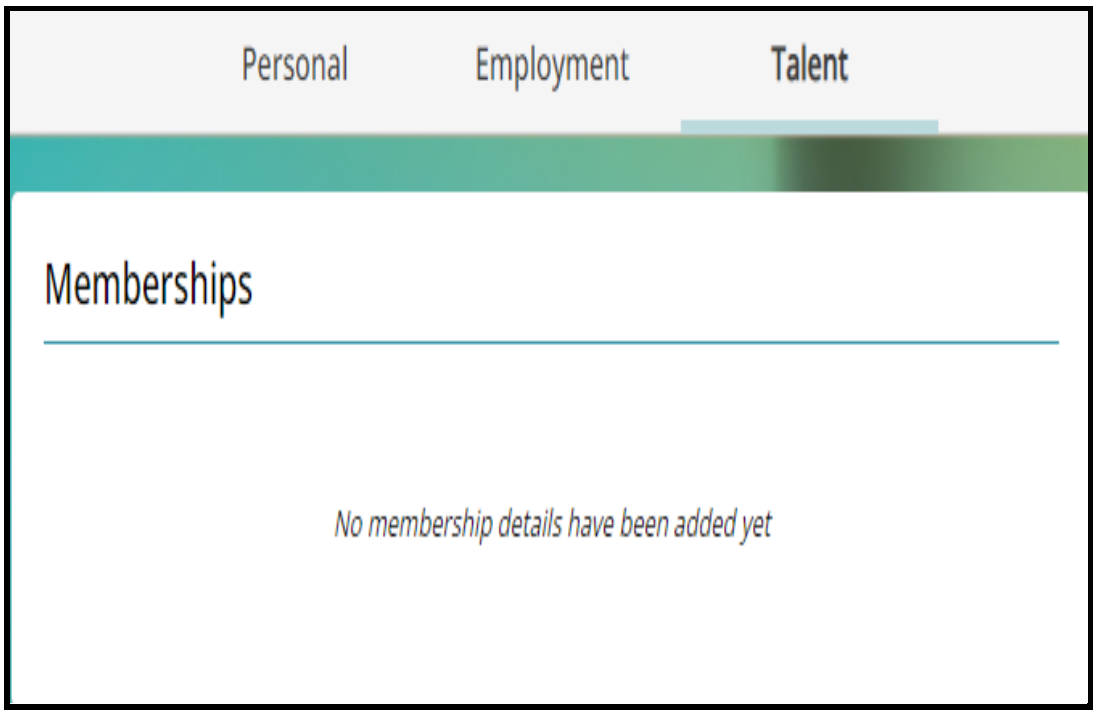
Talent

Memberships

Teachers can view their GTC membership number here.

Currently you cannot add any memberships details to this screen.



Data Label: Public

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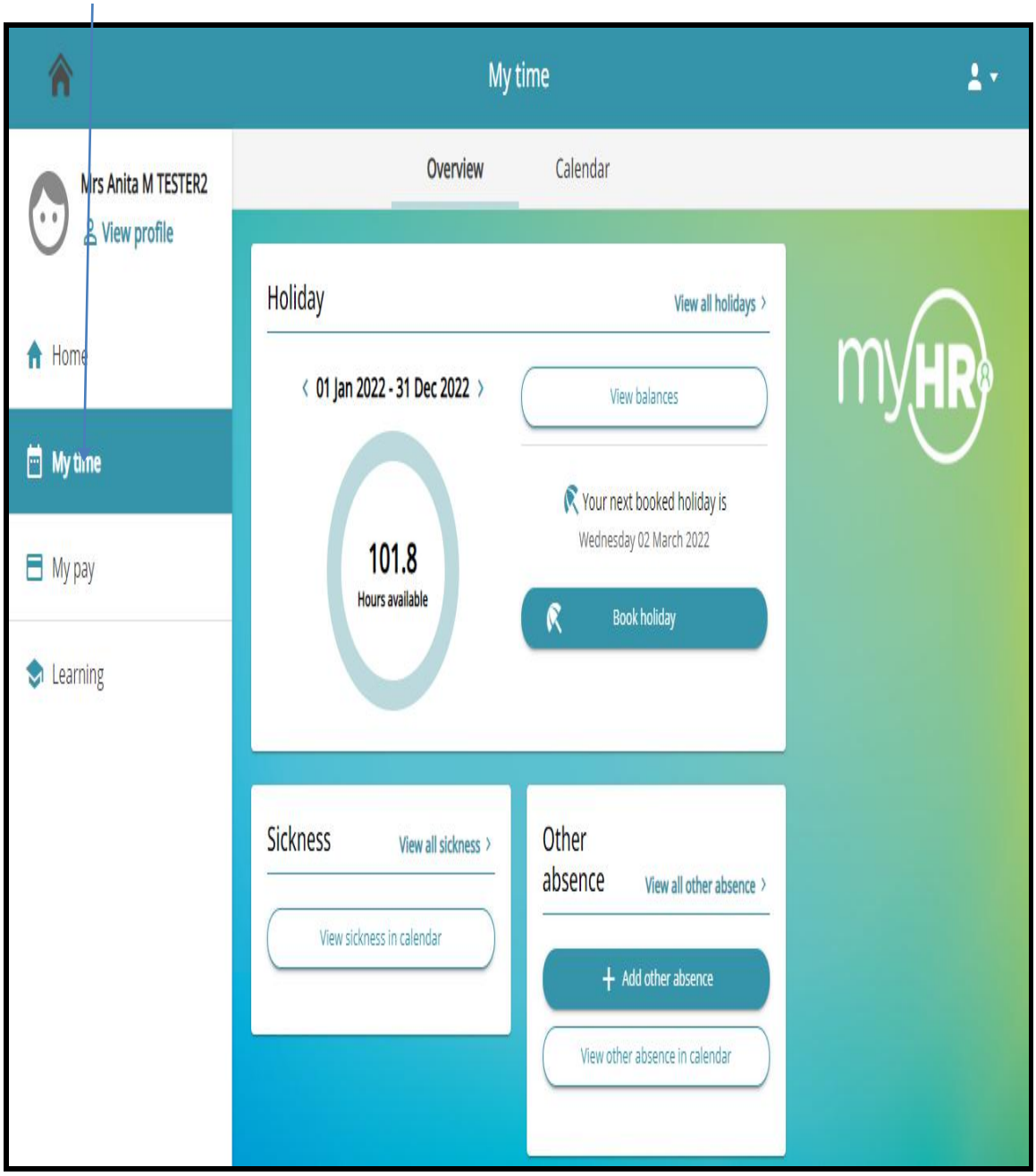
My time



In My time you can

- **Book a holiday**
- **View your sickness absences**
- **Add a Other absence**

Please refer to the myHR annual leave user guide on how to book a holiday.

Back to top

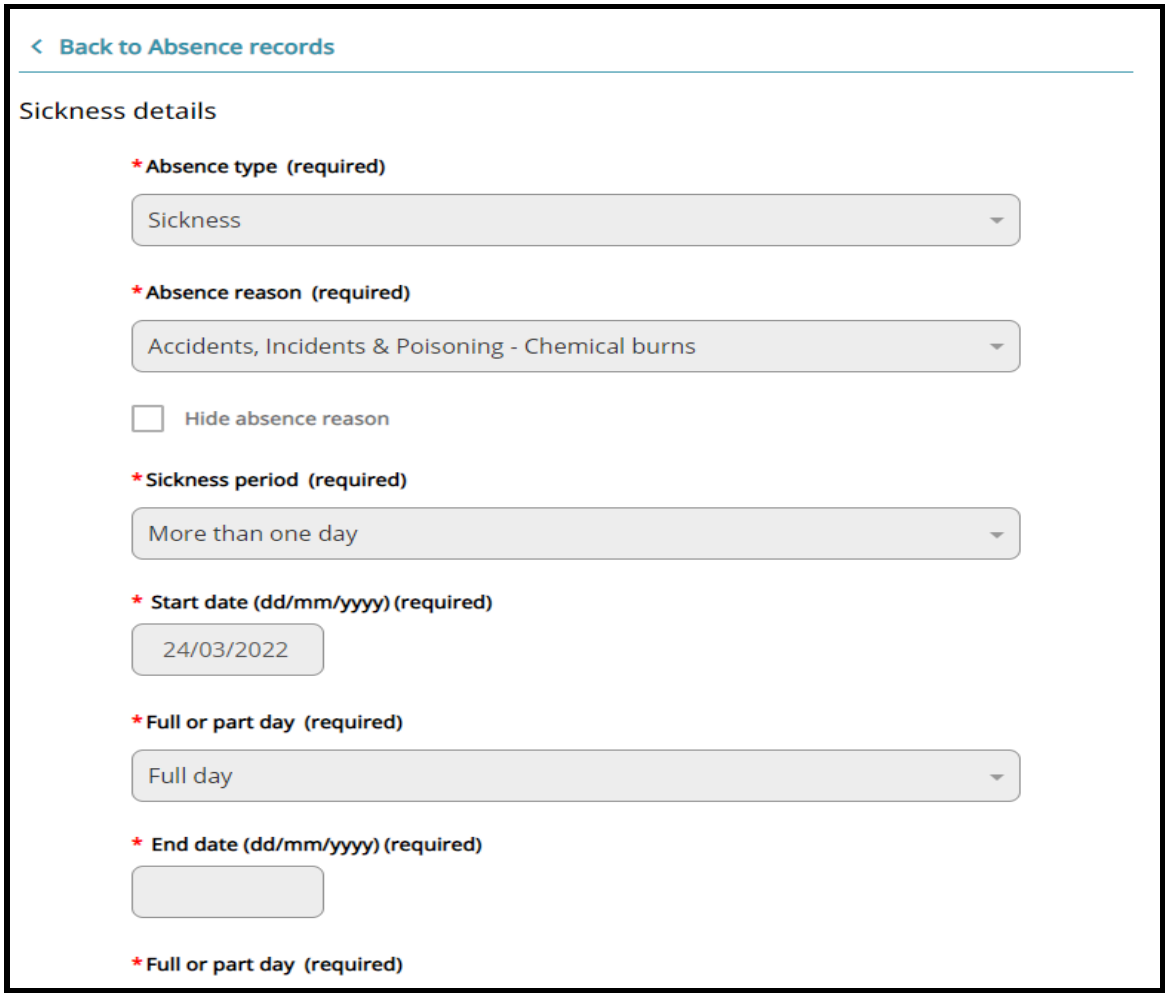
Overview

Sickness

Click on view all sickness

- **Enter start date and end date if you want to view your sickness for a specific period of time.**
- **Searching with neither Start date nor End date will return all absences.**

Example - Sickness absence entry



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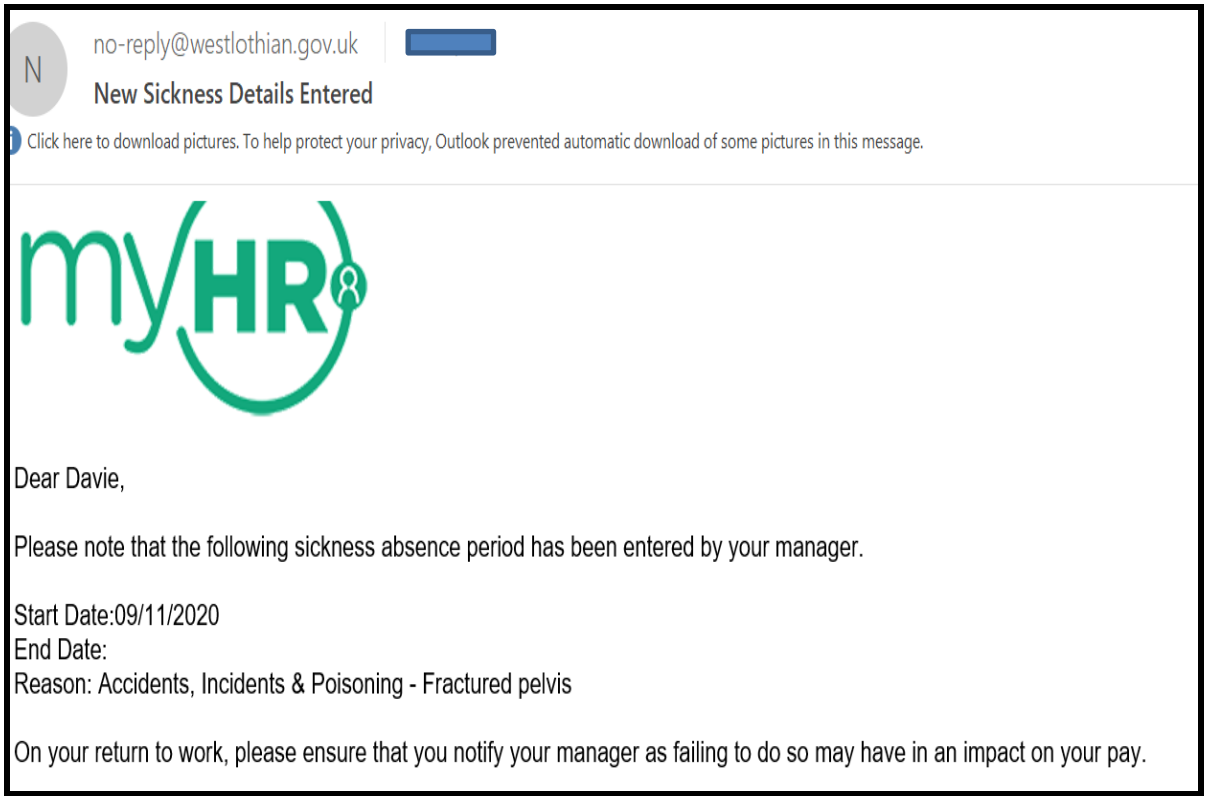
Sickness absence process

- **When you contact your reporting manager to advise of your sickness absence, they will update the system with the start date and the expected end date of your absence. An email notification will be sent to you.**



Return to work

- **On your return to work you must advise your reporting manager, they will then enter last day of your absence in the system, if this end date is not entered, this can affect your salary as you will be recorded as still been absent.**
- **The sickness end date is day before you come back to work, not the last day you would have worked i.e. If you are absent from work Monday to Friday and do not work Saturday and Sunday, your sickness end date would be Sunday.**
- **You will receive an email notification to advise that an end date has been entered for you by your reporting manager.**
- **When you do return to work and have advised your reporting manager please review in myHR to check your end date has been entered by your reporting manager.**
- **On your return you are required to complete a self-certificate and your reporting manager will arrange a return to work interview.**

Please contact your reporting manager if end date has not been entered and if any of the details are not correct

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Email you will receive when an end date has been entered by your reporting manager.

Dear David,

Your sickness absence has been updated, the records note you being absent between: 05/10/2022-07/10/2022.

Regards
HR Services

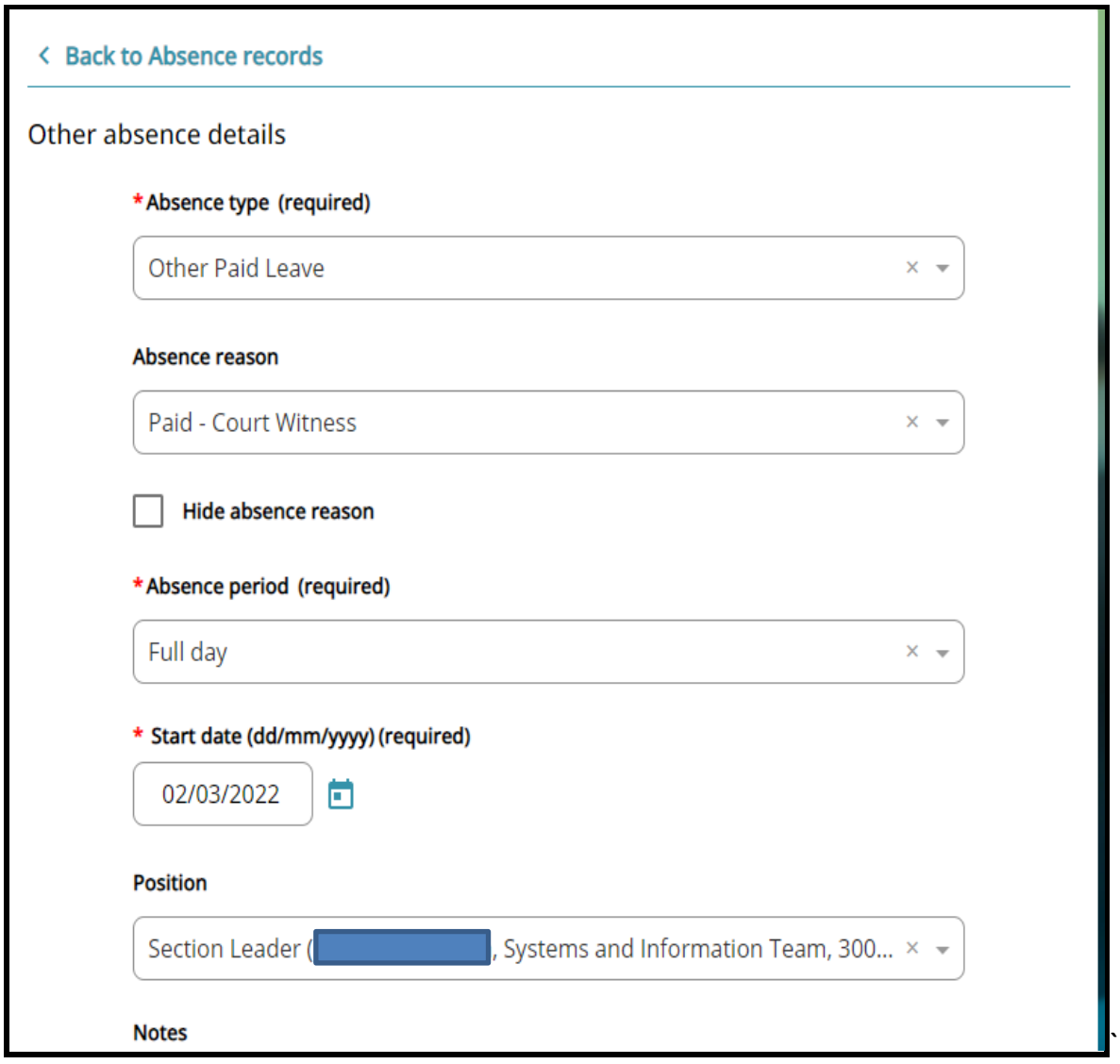
Back to top

Other absence

Click on view all other absence View all other absence >

- **Enter start date and end date if you want to view your Other absences for a specific period of time.**
- **Searching with neither Start date nor End date will return all Other absences.**

Example – Other absence entry



Data Label: Public

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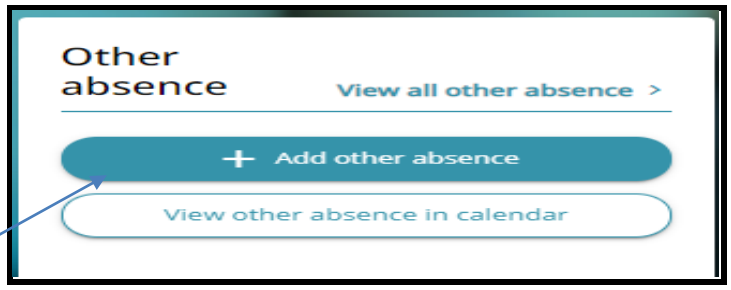
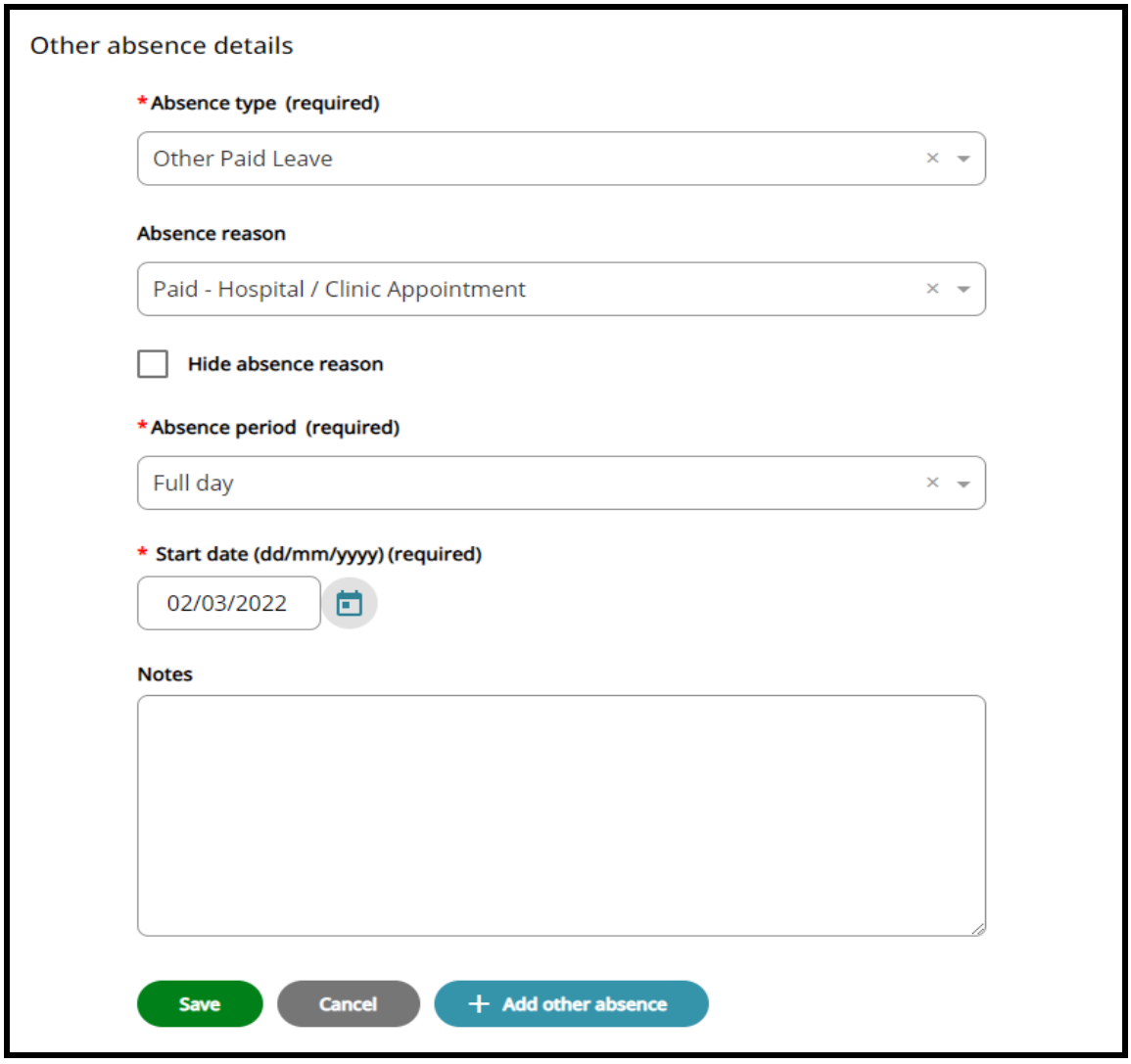
To request a Other absence

Employees can request other leave or time off work in certain circumstances. This must adhere to the Council's Family Care and Other Special Leave policy.

Click on Add other absence





- **Choose absence type from drop down list**
- **Choose absence reason from drop down**
- **Choose absence period e.g. Full day etc**
- **Start date for Part day or Full day**
- **Start date and End date for More than one day**
- **Save**

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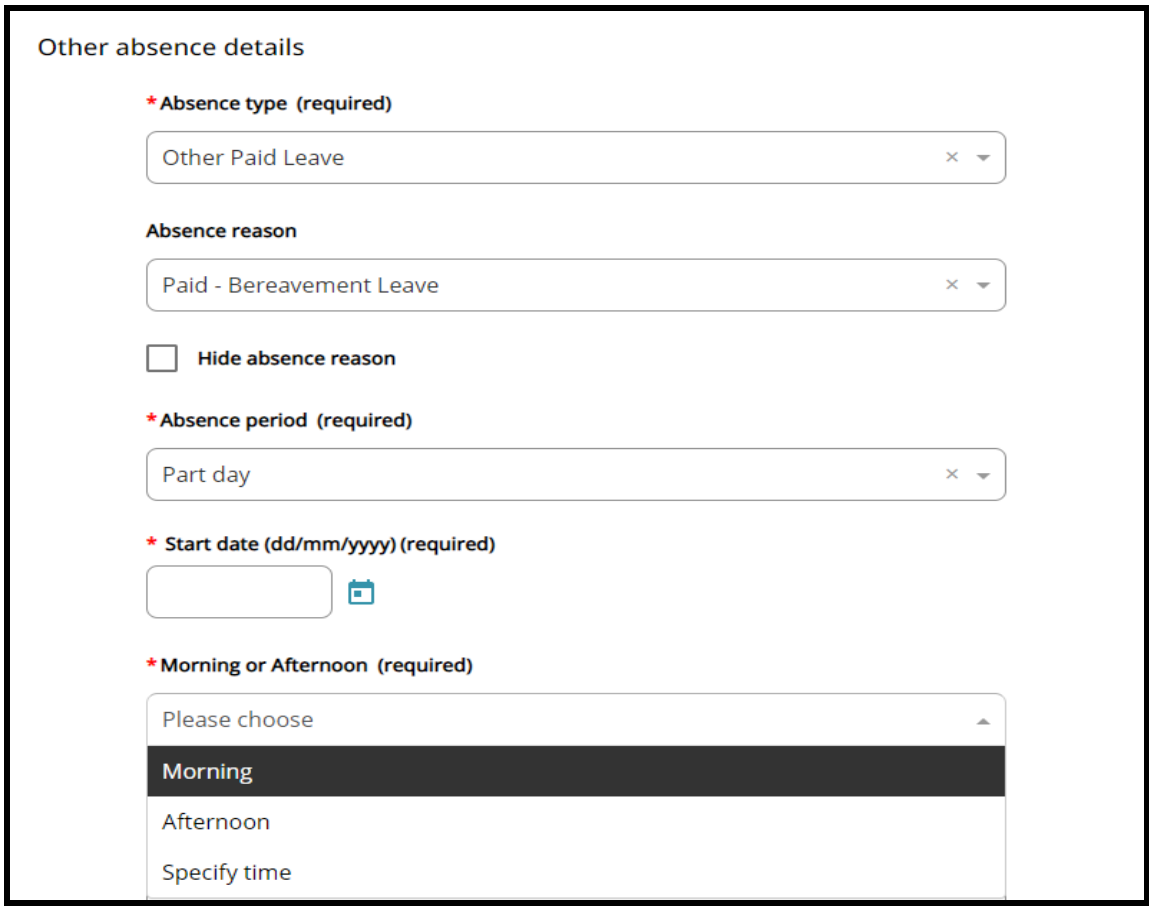
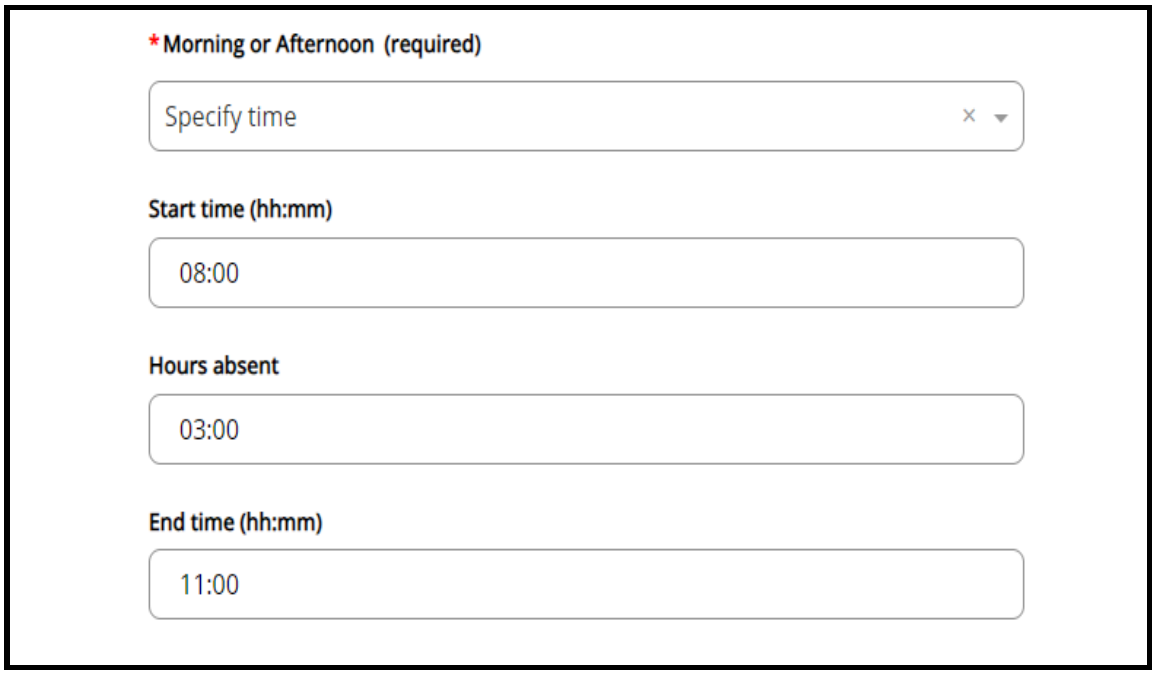
If you select Part day a new field appears and you will then have to select Morning / Afternoon or Specify time.



If you choose Specify time you are required to enter the Start time and End time e.g. 08:00 – 11:00 and number of hours absent e.g. 03:00.



Data Label: Public

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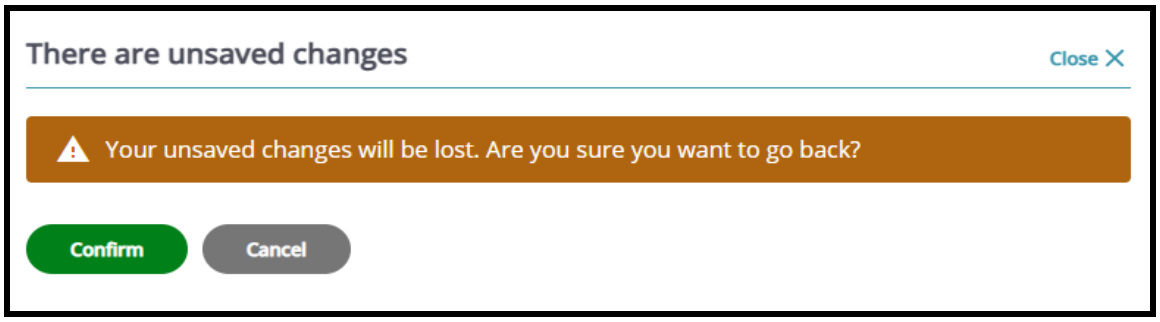
if you do not click "Save" after entering details and you then click "Back to Overview" (top of the page) the following warning message is displayed.



A system generated email will be sent to your reporting manager for them to review and either authorise or not authorise your request. When your reporting manager processes your request, you will receive an email notifying you of the outcome.

Amend an Other absence request

You can amend a future dated authorised Other absence request

- **You cannot amend a future Other absence request that has not been authorised by your reporting manager**
- **You cannot amend a retrospective Other absence request, you will need to contact your reporting manager requesting that this is to be done**

To amend a future dated authorised request

- **Open request**
- **Make changes**
- **Save**

You will receive an email when this is done and so does your reporting manager.

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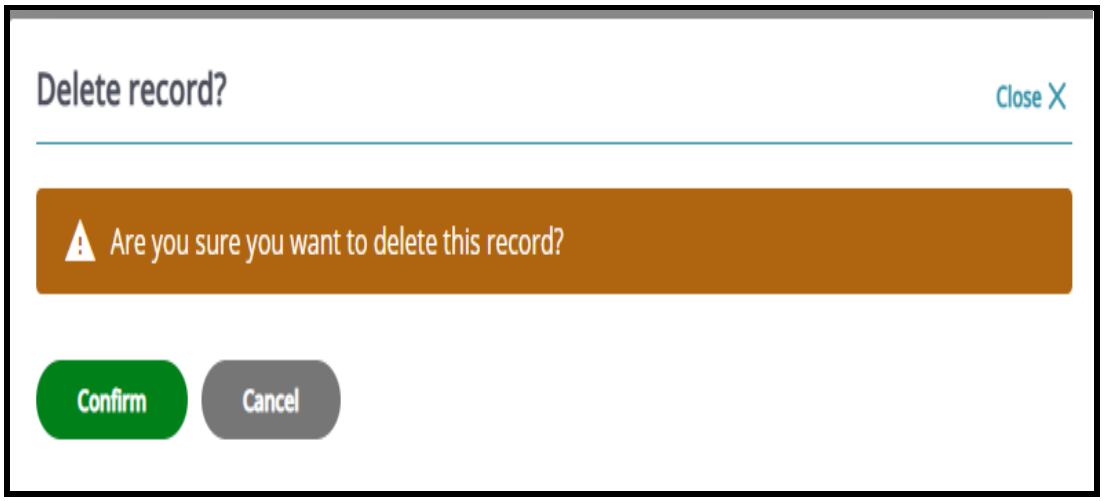
Delete a Other absence request

You can delete a future dated authorised Other absence request

- **You cannot delete a future Other absence request that has not been authorised by your reporting manager**
- **You cannot delete a retrospective Other absence request, you will need to contact your reporting manager requesting that this is to be done**
- **If you wish for an unauthorised entry to be deleted you will need to contact your reporting manager requesting that this is to be done**

To delete a future dated authorised request

- **Open request**
- **Click Delete button**
- **Warning message is displayed**



- **Click Confirm**

You will receive an email when this is done and so does your reporting manager.

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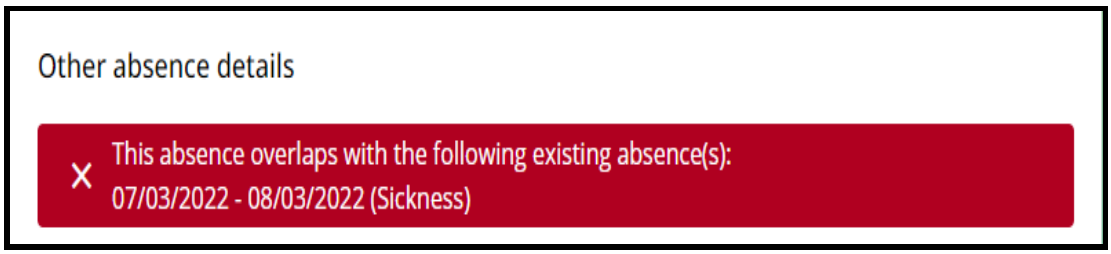
Warning messages

Sickness absence

If you request a Other absence and it overlaps with a sickness absence entry, a warning message is displayed. You will not be able to save the Other absence entry.

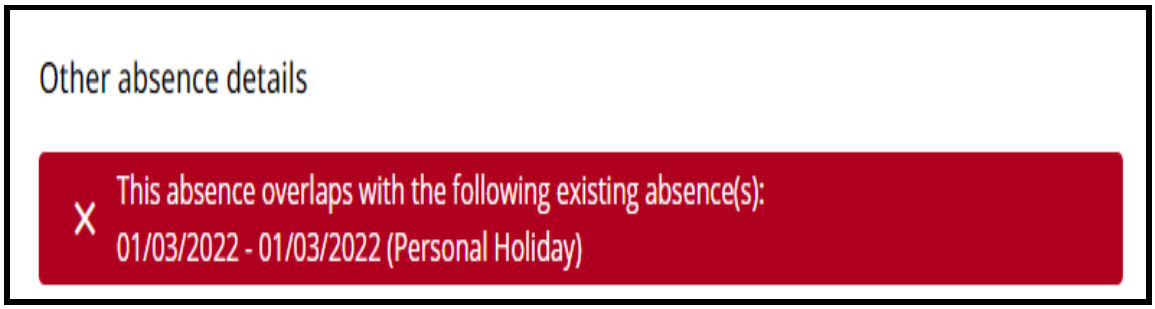


- **This indicates that your reporting manager has not ended your sickness absence. In this instance you will need to contact your reporting manager as it will not allow you to save the Other absence request.**
- **When the end date has been entered by your reporting manager will be then able to request the Other absence.**

If you have previously submitted a future dated Other Absence request but was on sickness absence leave on the dates you had requested, your reporting manager should delete your Other Absence request.

Holiday absence

If you request a Other absence and it is the same day you have booked a holiday for, a warning message is displayed. You will not be able to save the Other absence entry.



- **This indicates that you have already booked a holiday for this date.**
- **The booked holiday will have to be deleted if you want to request the Other absence for this date.**
- **If it is a future dated holiday booking and it has been authorised by your reporting manager you will be able to delete it in myHR. A notification email will be sent to your reporting manager advising that you have deleted this booking.**
- **If the booked holiday date is retrospective you will have to ask your reporting manager to delete the booking for you.**
- **You will then be able to request the Other absence.**

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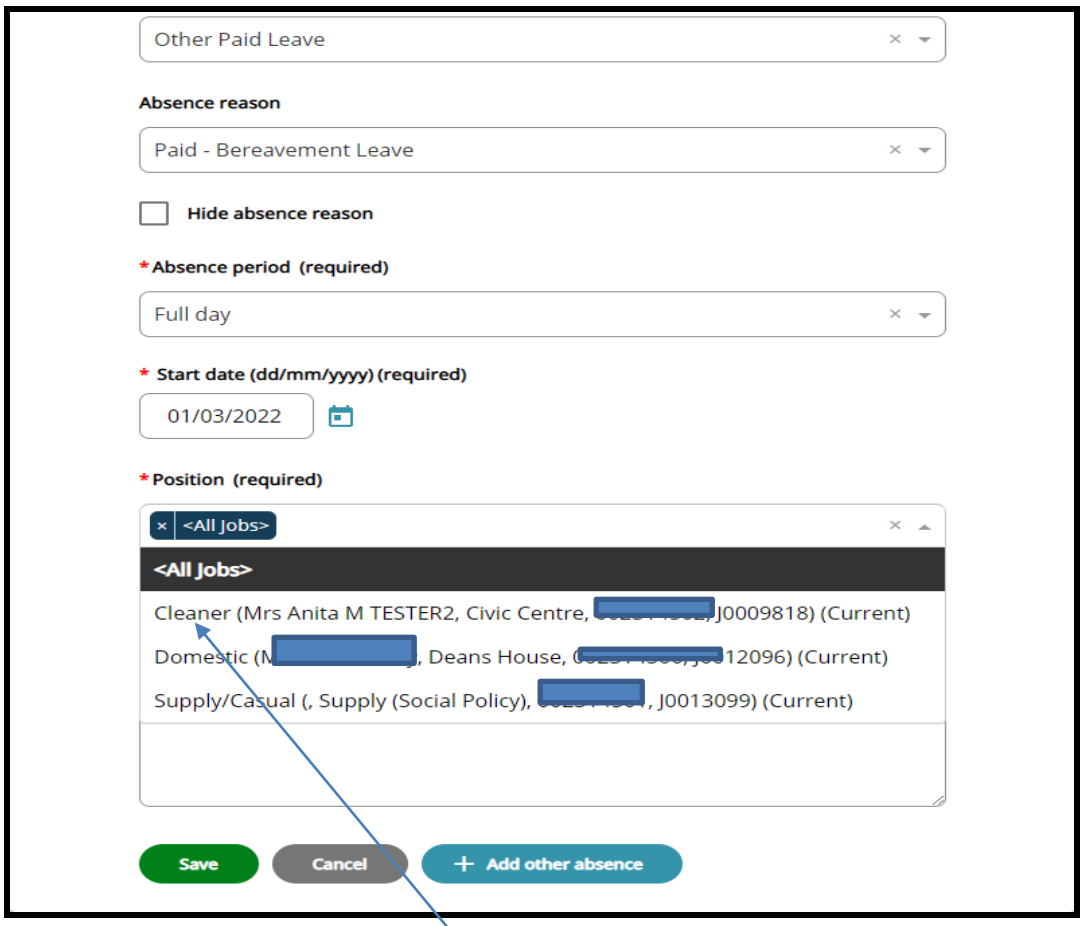
Multi Posts

If you want to apply for leave in all your posts you will need to do a Other absence request for each post except any supply posts you may have



- **Choose first post from drop down**
- **Save**

Then do same again for each remaining post – never do a request for a supply post.

A system generated email will be sent to your reporting manager for each post and for them to review and either authorise or not authorise your request. When your reporting manager processes your request, you will receive an email notifying you of the outcome.

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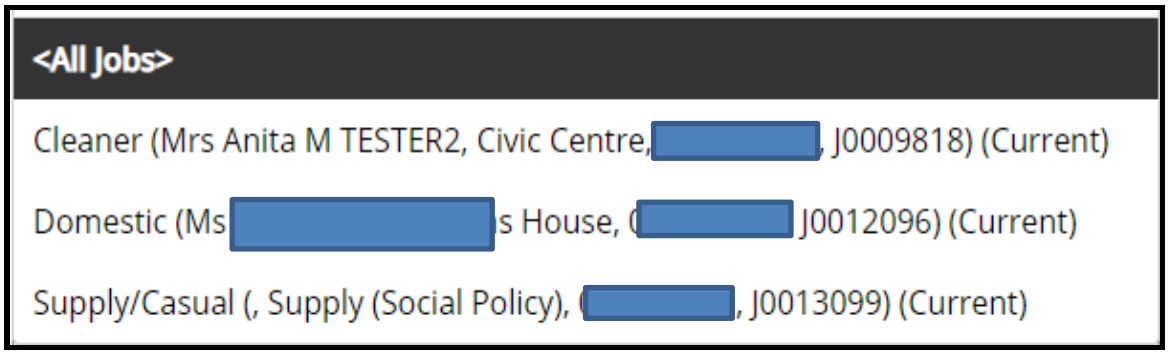
If you only want to apply for leave in one post only

- **Choose relevant post from drop down list - email requesting authorisation will be sent to reporting manager for this post only**



DO NOT APPLY FOR LEAVE FOR ANY SUPPLY POSTS

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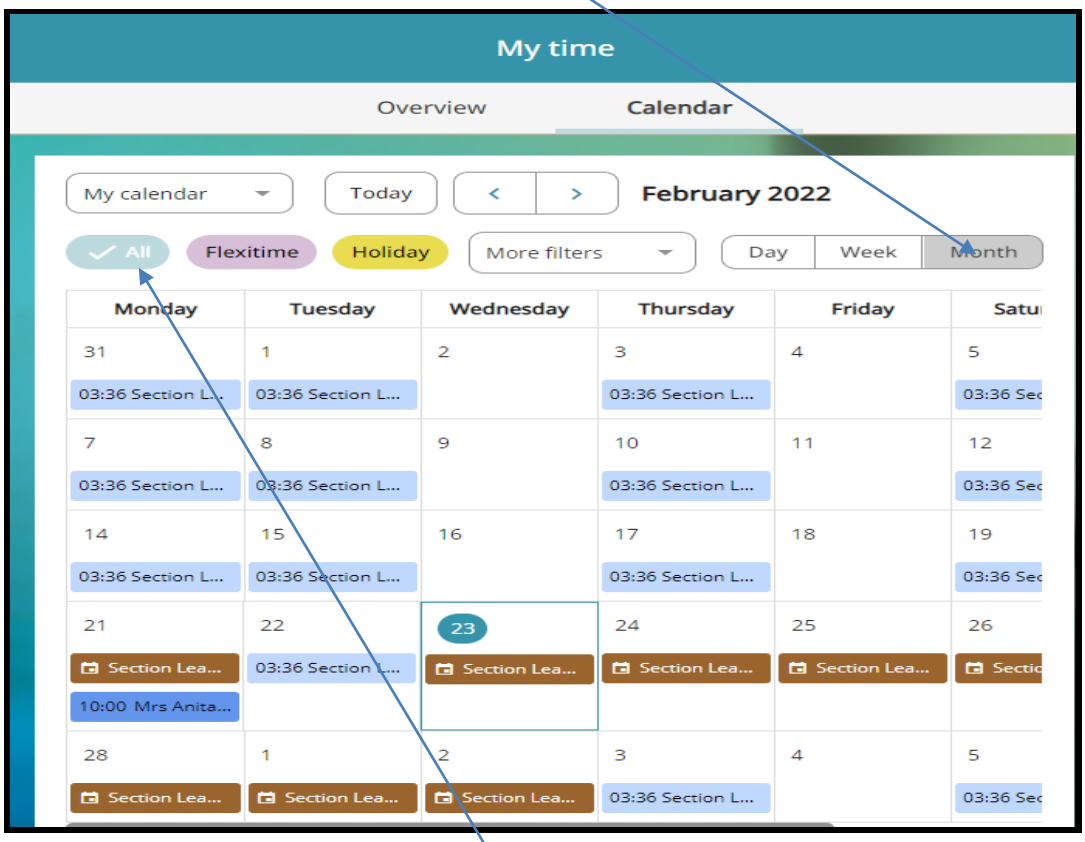
Calendar

Click on Calendar

In calendar you can view by day/week/month



In this screenshot which is a month view All is ticked so everything that can be ticked in more filters is displayed in calendar

More filters list

Adoption leave

Bank holidays

Company holidays

Maternity/Paternity leave

Other absences

Working patterns

Sickness absences

Learning activities

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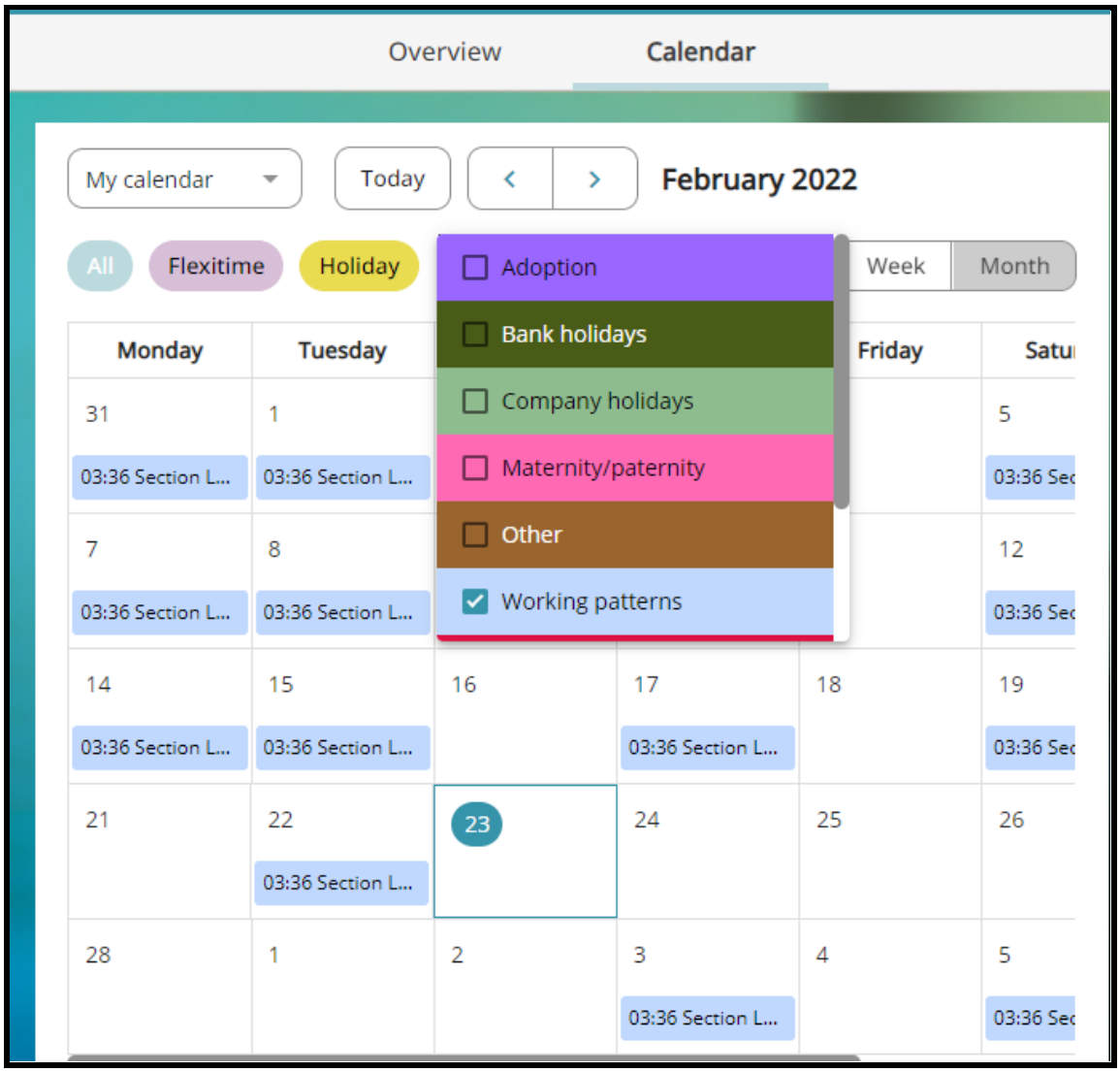
Example

If you just want to see your working pattern for a month – tick Working pattern



Data Label: Public

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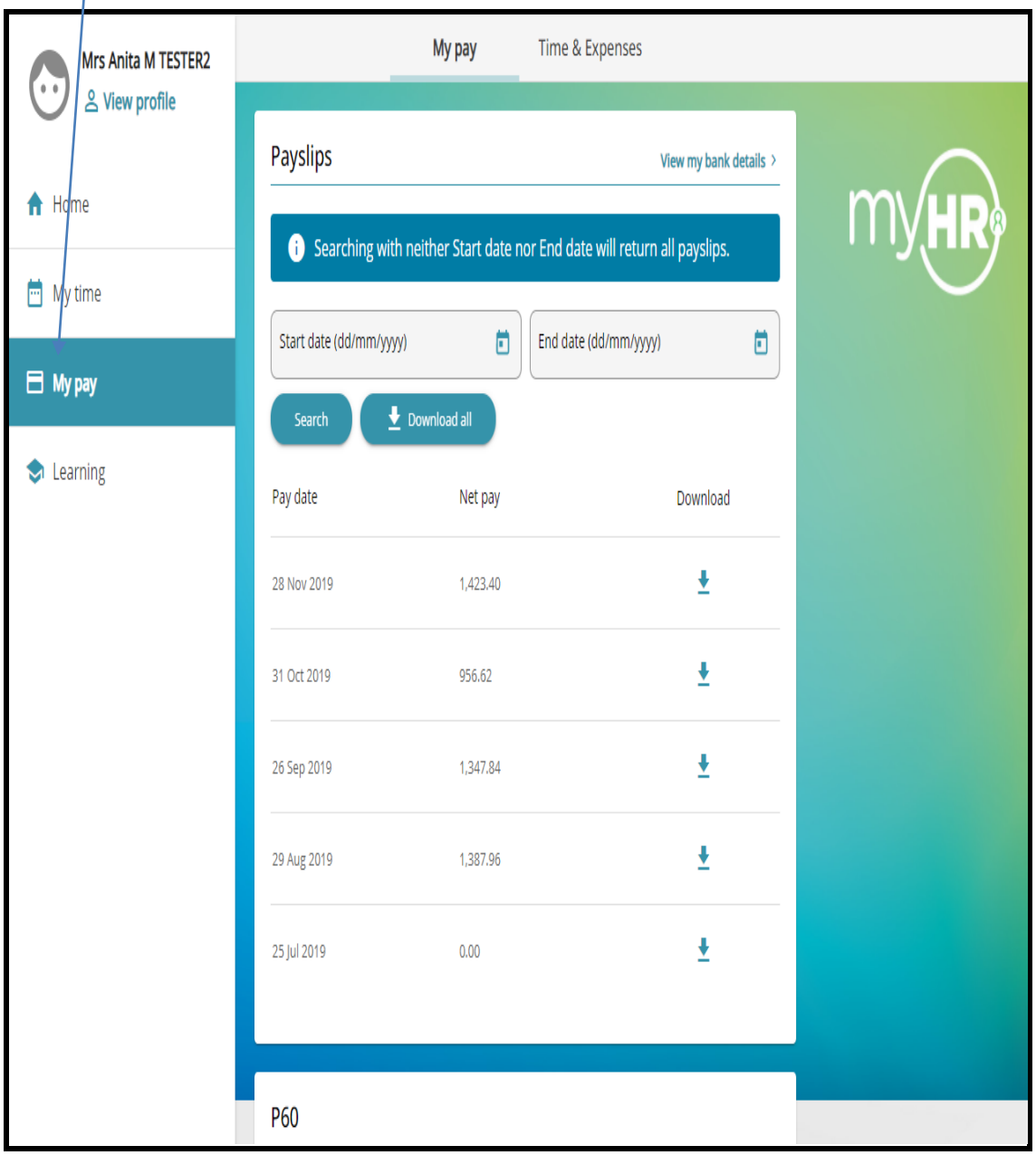
My pay



In My pay you can

- **View your payslips**
- **Download your payslips**
- **View your P60**
- **Download your P60**
- **Make an overtime claim**
- **Make a sleep-in claim**
- **Make a mileage claim**
- **Make an expense claim**

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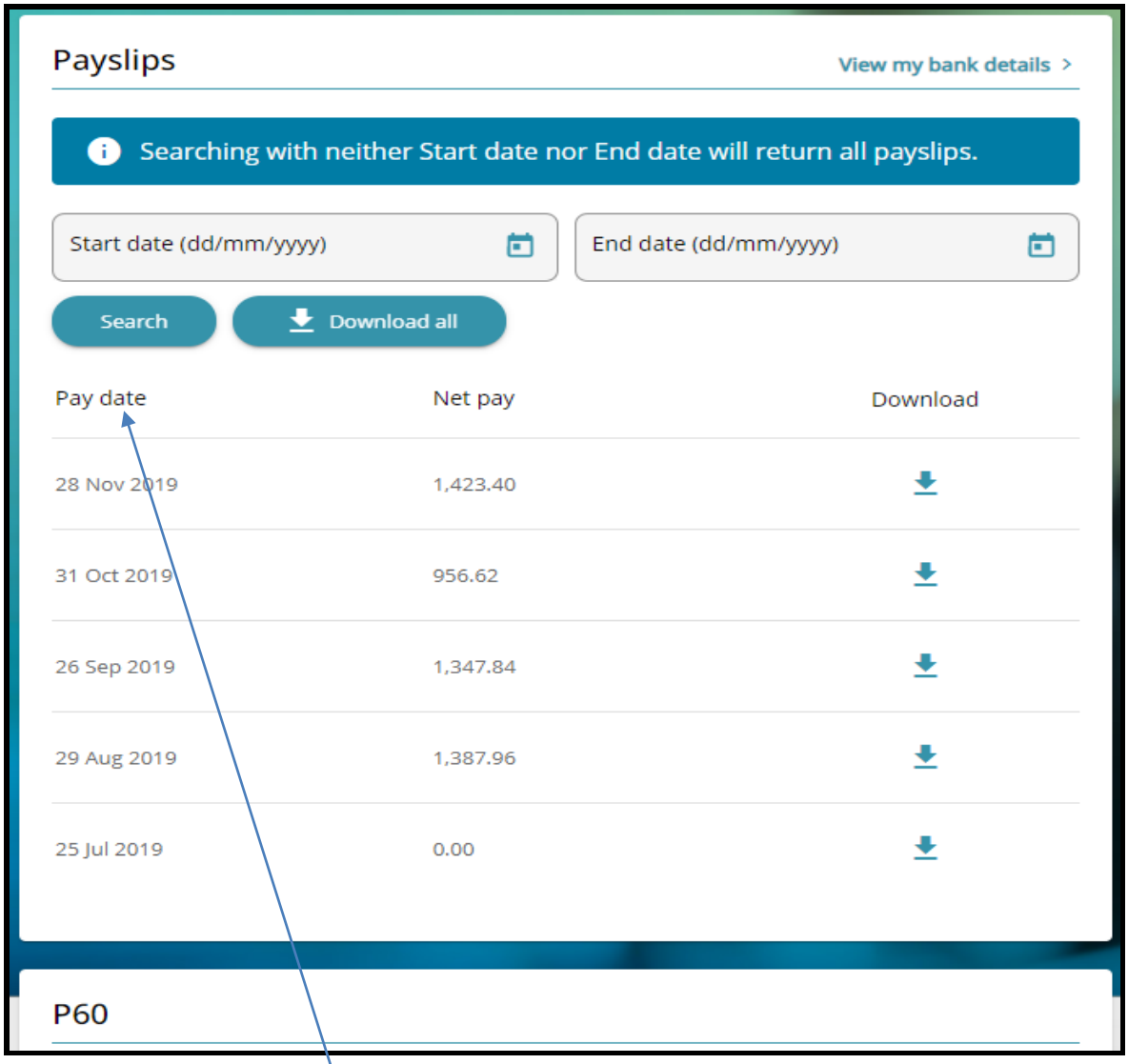
My pay

Payslips / P60

This section looks at how to view and download your payslips and P60's.



To view a payslip

- **Click on a relevant pay date**
- **Payslip is displayed**

Data Label: Public

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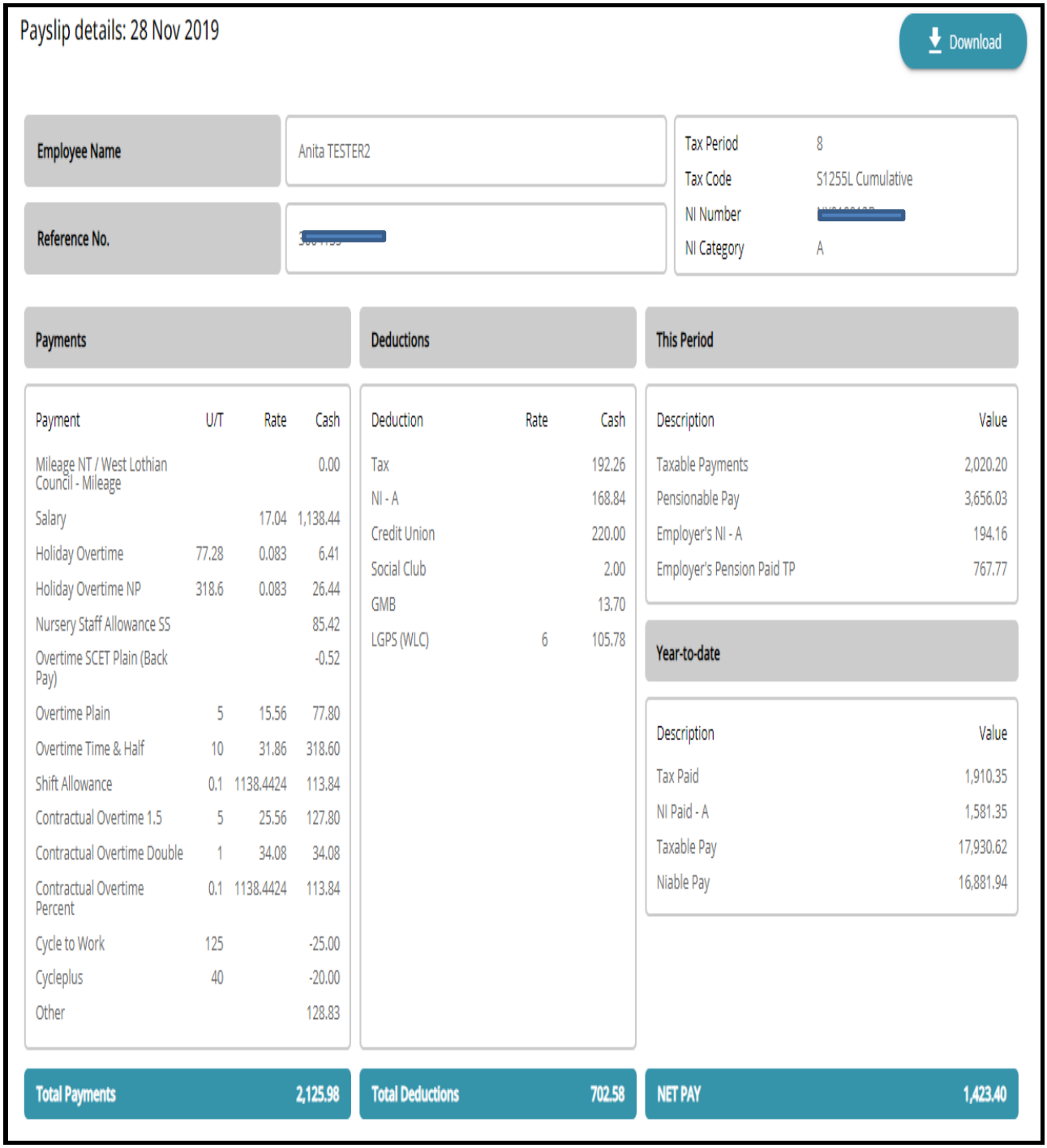
Please note this payslip will not have a West Lothian Council logo on it



Payslip details: 28 Nov 2019

Download

Employee Name	Anita TESTER2
Reference No.	[redacted]

Tax Period	8
Tax Code	S1255L Cumulative
NI Number	[redacted]
NI Category	A

Payments

Payment	U/T	Rate	Cash
Mileage NT / West Lothian Council - Mileage			0.00
Salary		17.04	1,138.44
Holiday Overtime	77.28	0.083	6.41
Holiday Overtime NP	318.6	0.083	26.44
Nursery Staff Allowance SS			85.42
Overtime SCET Plain (Back Pay)			-0.52
Overtime Plain	5	15.56	77.80
Overtime Time & Half	10	31.86	318.60
Shift Allowance	0.1	1138.4424	113.84
Contractual Overtime 1.5	5	25.56	127.80
Contractual Overtime Double	1	34.08	34.08
Contractual Overtime Percent	0.1	1138.4424	113.84
Cycle to Work	125		-25.00
Cycleplus	40		-20.00
Other			128.83

Deductions

Deduction	Rate	Cash
Tax		192.26
NI - A		168.84
Credit Union		220.00
Social Club		2.00
GMB		13.70
LGPS (WLC)	6	105.78

This Period

Description	Value
Taxable Payments	2,020.20
Pensionable Pay	3,656.03
Employer's NI - A	194.16
Employer's Pension Paid TP	767.77

Year-to-date

Description	Value
Tax Paid	1,910.35
NI Paid - A	1,581.35
Taxable Pay	17,930.62
Niable Pay	16,881.94

Total Payments	2,125.98
Total Deductions	702.58
NET PAY	1,423.40

Data Label: Public

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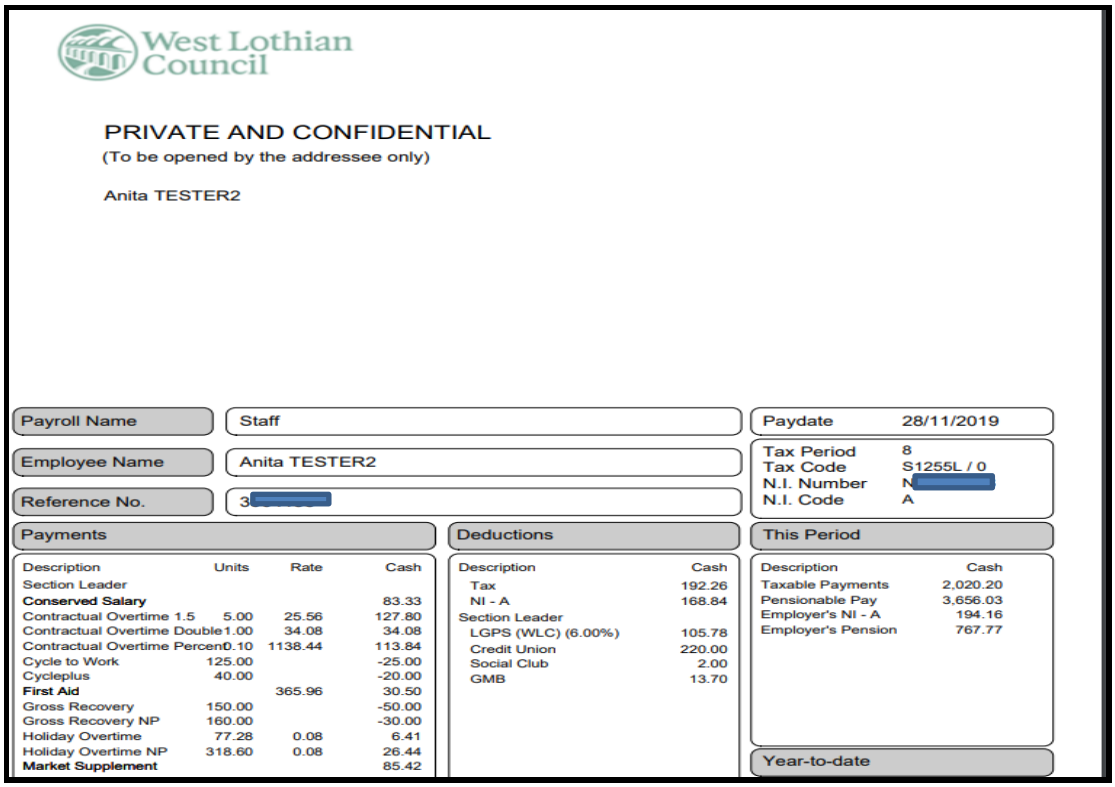
To download a payslip

- **Click on Download button**

which can be found on right hand corner on payslip

- **When downloaded a tab will appear at the bottom of your screen**
- **Click on tab to open payslip**
- **Payslip is displayed with West Lothian Council logo on it**



West Lothian Council

PRIVATE AND CONFIDENTIAL
(To be opened by the addressee only)

Anita TESTER2

Payroll Name	Staff	Paydate	28/11/2019
Employee Name	Anita TESTER2	Tax Period	8
		Tax Code	S1255L / 0
Reference No.	3[redacted]	N.I. Number	N[redacted]
		N.I. Code	A

Payments

Description	Units	Rate	Cash
Section Leader			
Conserved Salary			83.33
Contractual Overtime 1.5	5.00	25.56	127.80
Contractual Overtime Double	1.00	34.08	34.08
Contractual Overtime Percen	0.10	1138.44	113.84
Cycle to Work	125.00		-25.00
Cycleplus	40.00		-20.00
First Aid		365.96	30.50
Gross Recovery	150.00		-50.00
Gross Recovery NP	160.00		-30.00
Holiday Overtime	77.28	0.08	6.41
Holiday Overtime NP	318.60	0.08	26.44
Market Supplement			85.42

Deductions

Description	Cash
Tax	192.26
NI - A	168.84
Section Leader	
LGPS (WLC) (6.00%)	105.78
Credit Union	220.00
Social Club	2.00
GMB	13.70

This Period

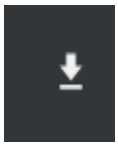
Description	Cash
Taxable Payments	2,020.20
Pensionable Pay	3,656.03
Employer's NI - A	194.16
Employer's Pension	767.77

Year-to-date

To print payslip

- **Click on printer icon on screen** **top right-hand corner**

To save to your PC

- **Click on downward arrow** 

Data Label: Public

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Online payslip (E-payslip)

Your payslip is emailed to you each month by Payroll, if you do not receive this email please contact Payroll who can check that the email address they have for you is correct.

To access this payslip please enter your National Insurance number using capital letters.

Download your payslip from your iPhone you may need to enable pop up blockers on your phone

Enable Pop Up Blocker for iPhones

- Go to > Settings > Scroll down to Safari > Disable Block-Ups

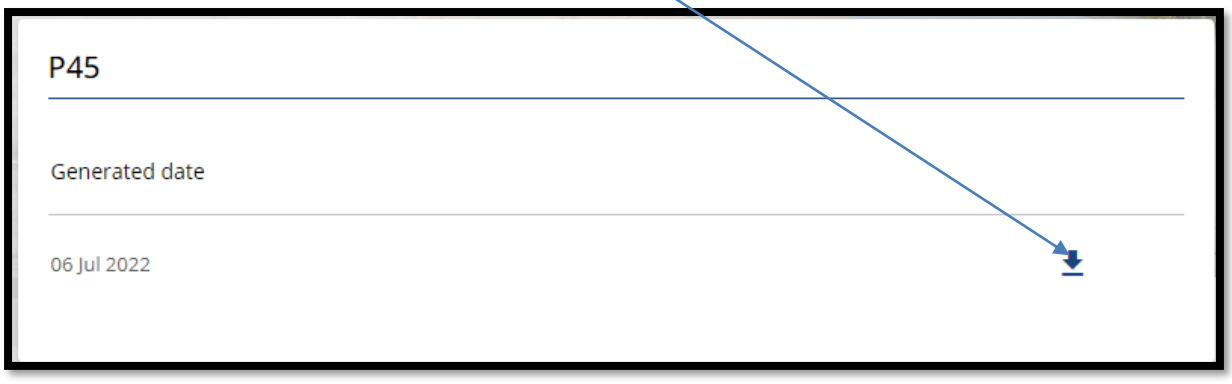
View your P60

You can view and download your P60 – 2020/2021

Please note the P60s for 2019/20 were sent to employee's home addresses.

Leavers - P45

You can view and download your P45



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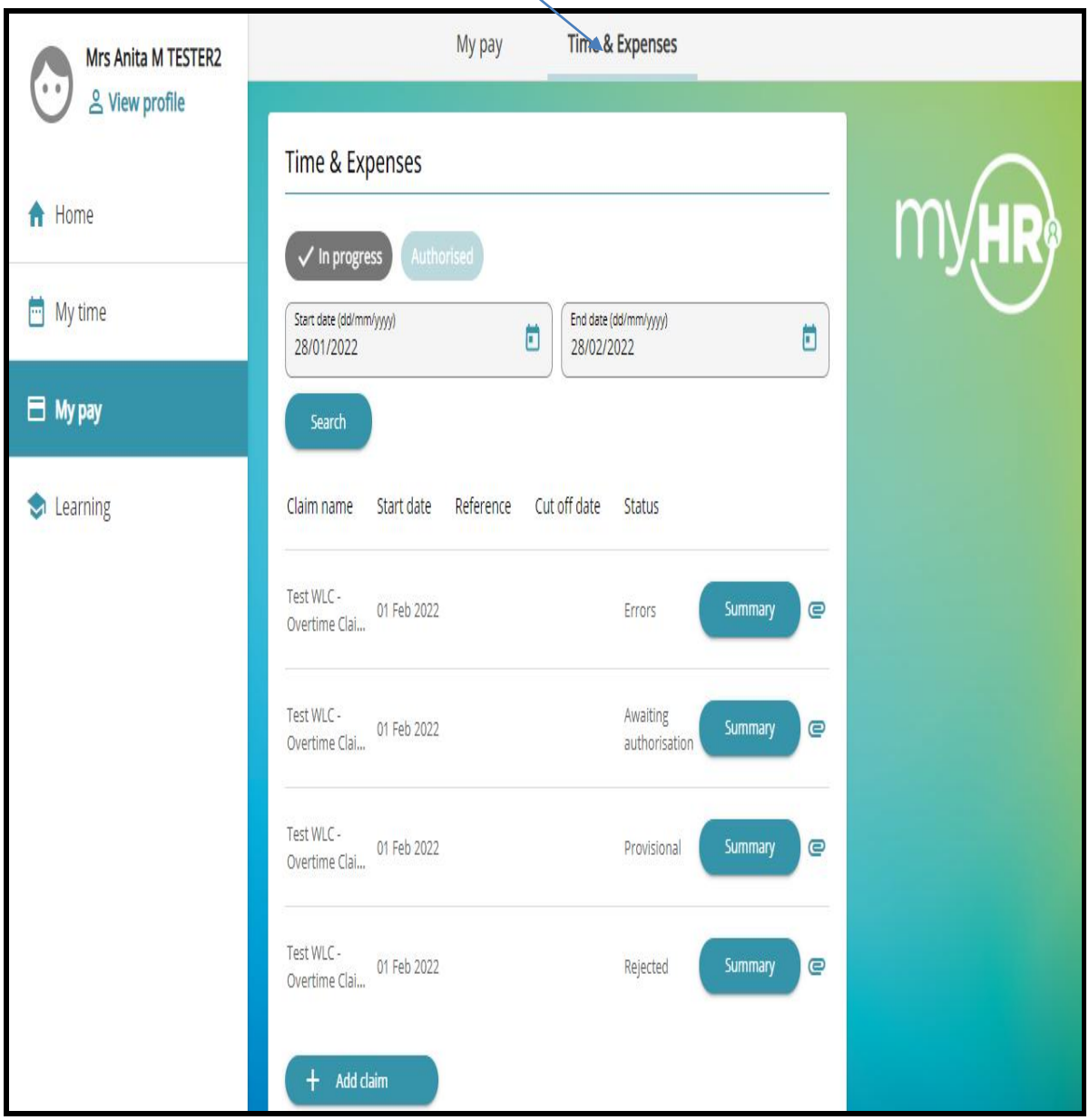
Time & Expenses

This section looks at how

- **To view**
- **Add**
- **Submit**
- **Amend your time and expense claims**



On this page you can view which claims are in Progress ✓ In progress **or Authorised** ✓ Authorised **by clicking on the relevant tabs and entering the start date and end date of the period you wish to view.**

Data Label: Public

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In progress claims can be:

- **A claim Awaiting authorisation by the reporting manager**
- **A claim with Errors – indicates that there is an error on the claim and needs to be rectified by you before it can be submitted**
- **A claim Provisional – not submitted yet**
- **A rejected claim – manager has not authorised this claim, employee required to amend if necessary and resubmit or delete the claim**
- **Click on relevant status and the claim will be displayed**

Error reasons

Overtime

- **Element left blank**
- **Details left blank**
- **Hours from and to left blank**

Mileage

- **Date of claim left blank**
- **Miles left blank**
- **Journey from and to left blank**
- **Reason for journey left blank**

Expenses

- **Element left blank**
- **Claim reason left blank**
- **Amount left blank**

Cost Centre

- **Invalid cost centre entered**
- **Nothing should be entered in this field if claim is for your substantive post**
- **If your expenses are to be charged to a different cost centre than your own – enter here.**

To return to the Time & Expenses page click on Back to Time & Expenses on top of page

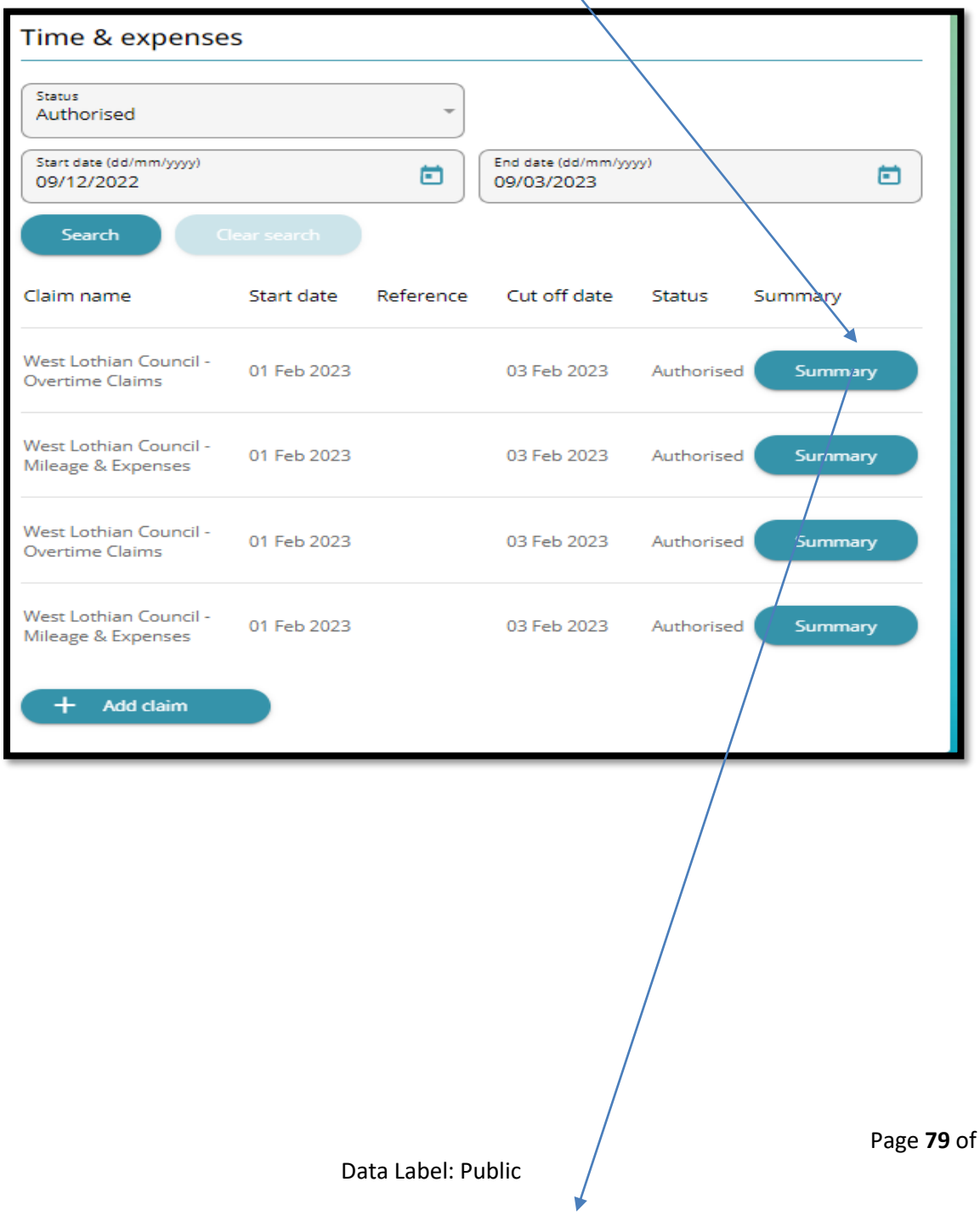
Back to top

Authorised claims are:

- **Claims that have been authorised by your reporting manager and have been paid to you in your salary or will be paid in the next available salary pay date**

To search for Authorised claims

- **In status choose "Authorised" from drop down**
- **Start date – if you want claims that have been paid previously – choose a start date that is before the date's overtime/expenses have been claimed for**
- **End date - todays date**
- **Click on Summary- details of claim are displayed**



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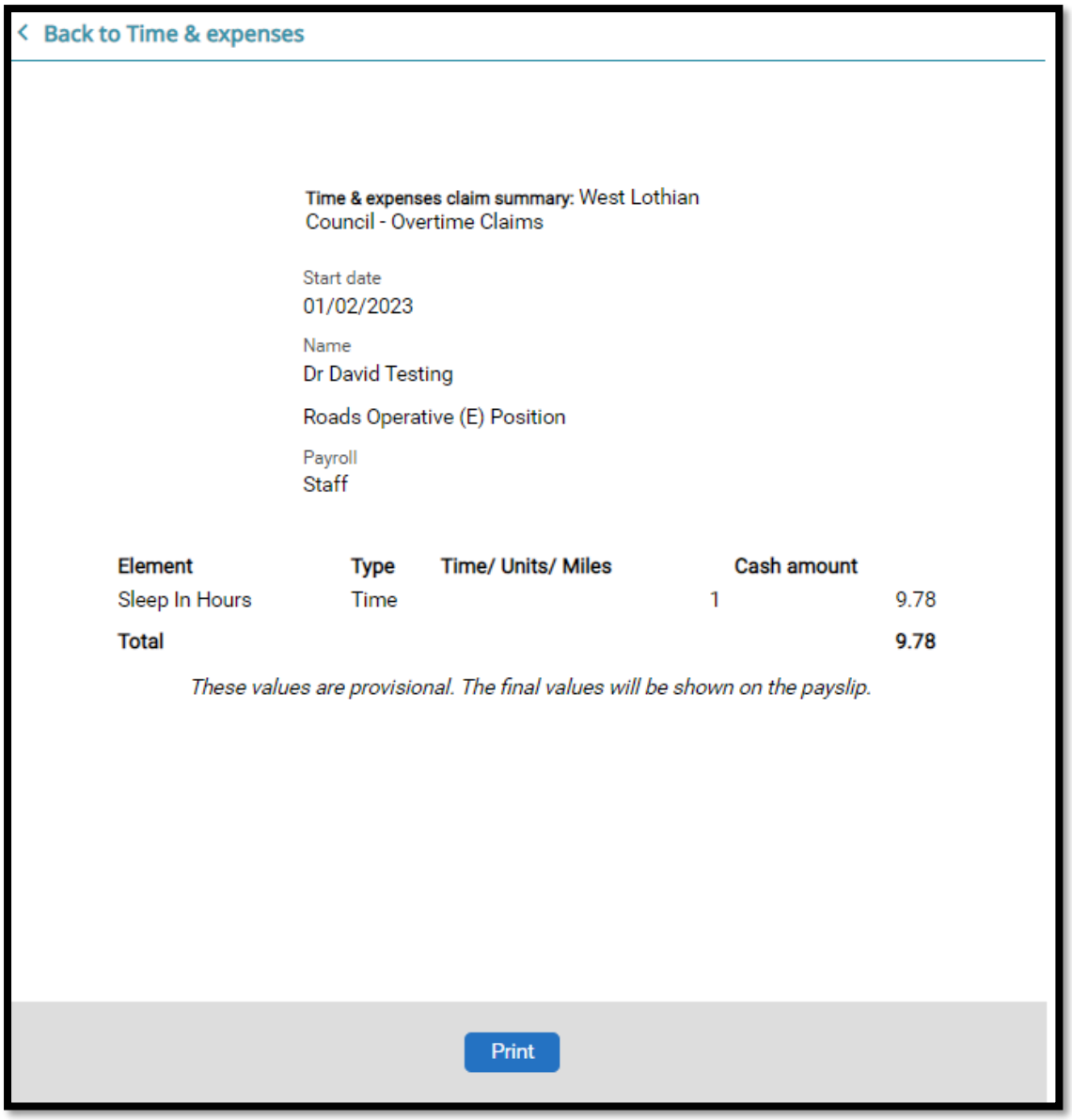

To check which authorised claims have been paid to you in your salary go to My pay to view your monthly payslips.

To return to the Time & Expenses page click on Back to Time & Expenses on top of page.

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Before submitting an overtime claim please read the following:

Overtime

Overtime at enhanced rates will only apply when 36 hours a week have been worked.

Overtime will only be paid for complete 30 minutes of work.

Employees working overtime must take a break after 6 hours, this break will be unpaid.

Employees graded Band I and over are not entitled to overtime payments.

If your overtime is to be paid at a different rate i.e. If your Acting post is paid as an allowance amount and overtime worked is to be paid at the acting rate. Please email payroll to advise of this as your overtime rate will need to be amended by payroll payroll@westlothian.gov.uk

All claims are submitted and paid a month in arrears and will be processed up to the payroll deadline for that month. Any claims authorised after the Payroll cut-off date will be carried forward to the next pay period.

The payroll cut-off date is the date by which the reporting manager must have authorised the claim, otherwise the claim will carry over to the following month – so please submit your claims promptly at the end of each month to allow your reporting manager sufficient time to action the claims.

Employees

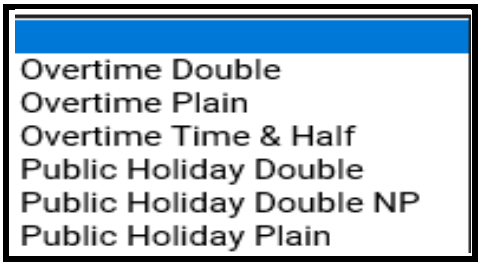
If you do work more than 6 hours enter 2 separate entries as follows:

1. **Start to break**
2. **End of break to finish**

What cannot be claimed in myHR

You cannot claim Supply Hours in myHR. Teachers cannot claim additional hours in myHR.

The following payments can be claimed in myHR



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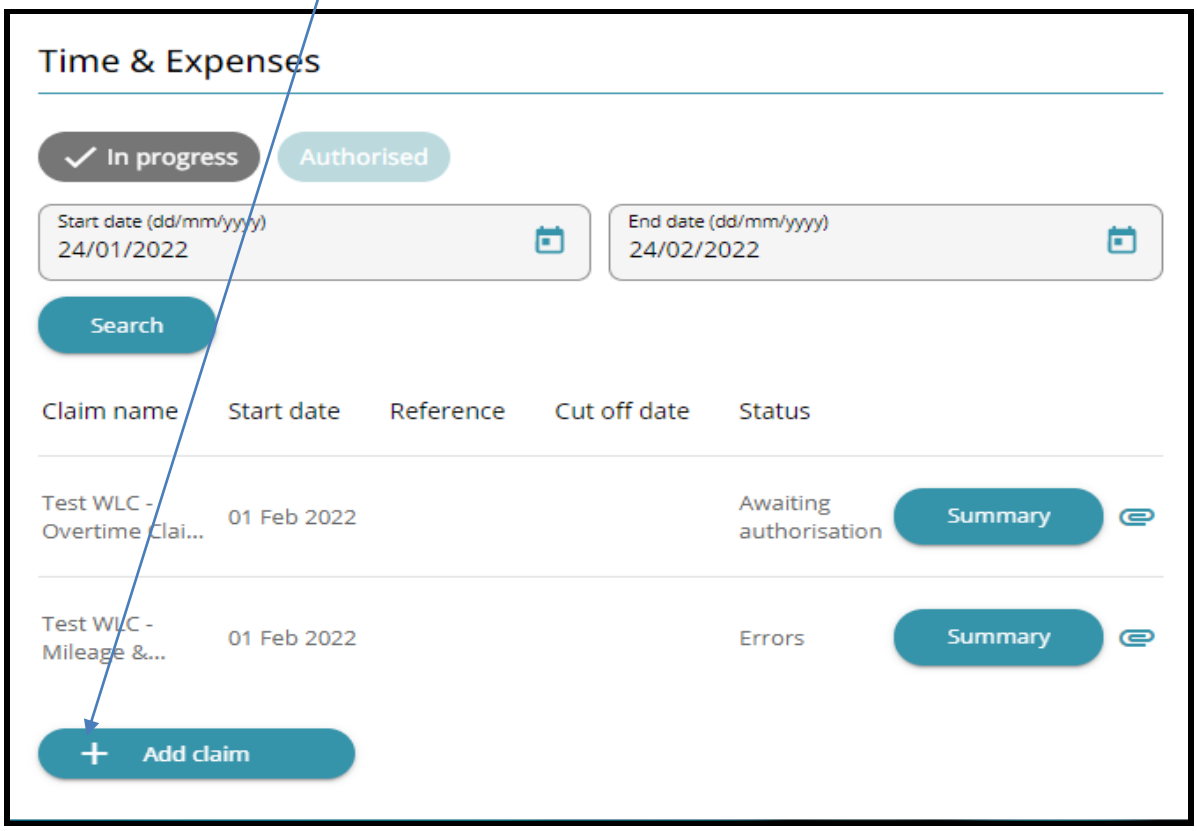
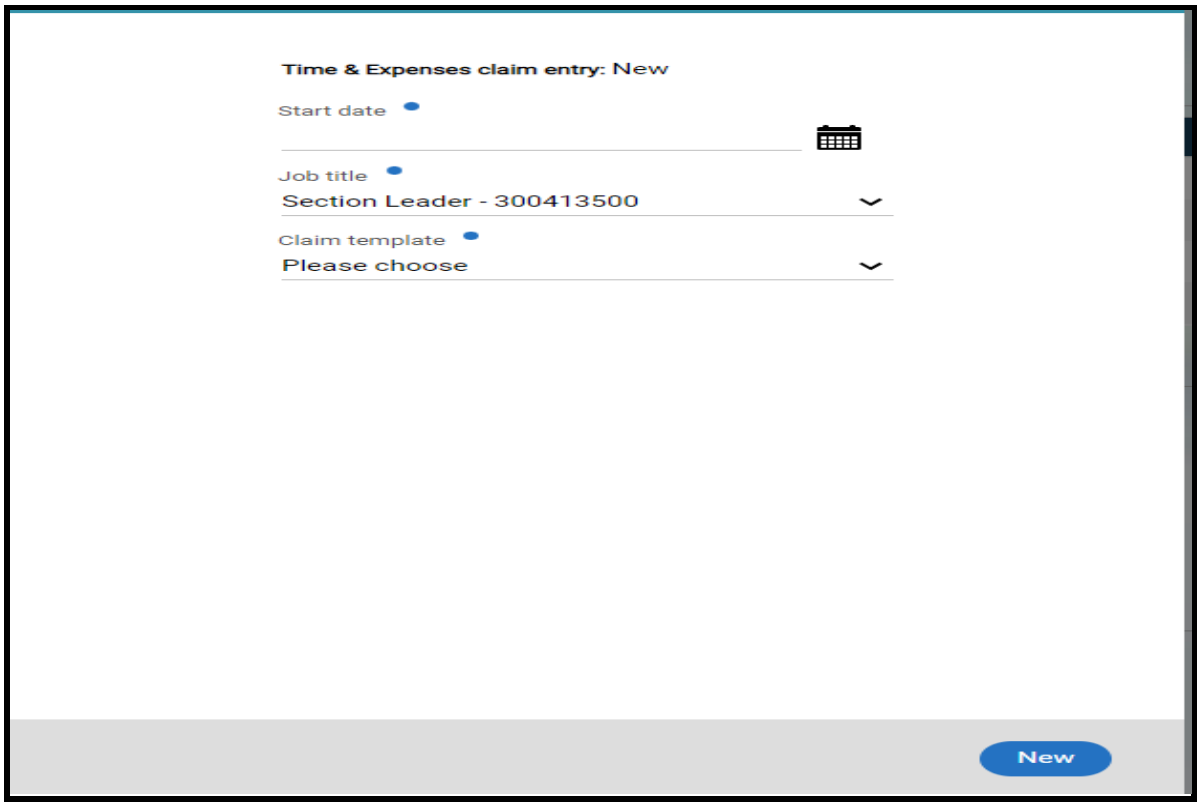
Add a claim

Click on + Add claim button



Time & Expenses claim entry: New screen is displayed



Data Label: Public

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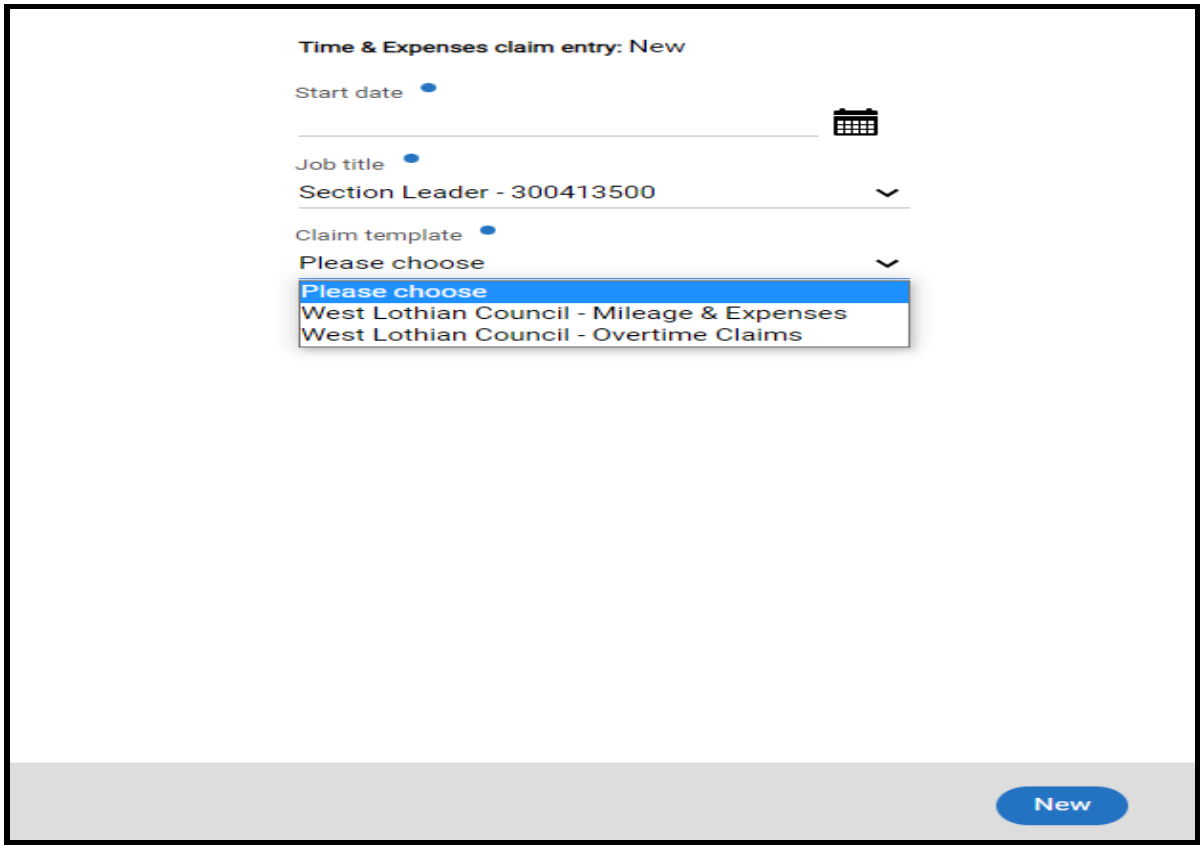
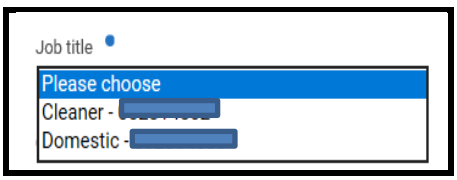
It is recommended you read the following information before making a claim

- **Start date should be the 1st date of the month you have worked the overtime in e.g. you worked overtime in February so the start date should be 01/02/ 2022**
- **Claim forms should cover one calendar month e.g. All overtime claims for February (and only February) on one claim**
- **A new claim form should be started for each new month, and claims should not be accrued to redeem several month's claims in one go**
- **System will not allow a Start Date in the future**

To add an overtime claim



- **Start date – enter 1st date in month e.g. 01/02/2022**
- **Job title - If you only have one post this will be populated but if you have more than one post you will need to choose the post you wish to claim overtime for from the drop down list e.g.**



- **Claim template – Choose which ever applies to your claim i.e. if it is Overtime choose Overtime Claims**
- **New**

Data Label: Public

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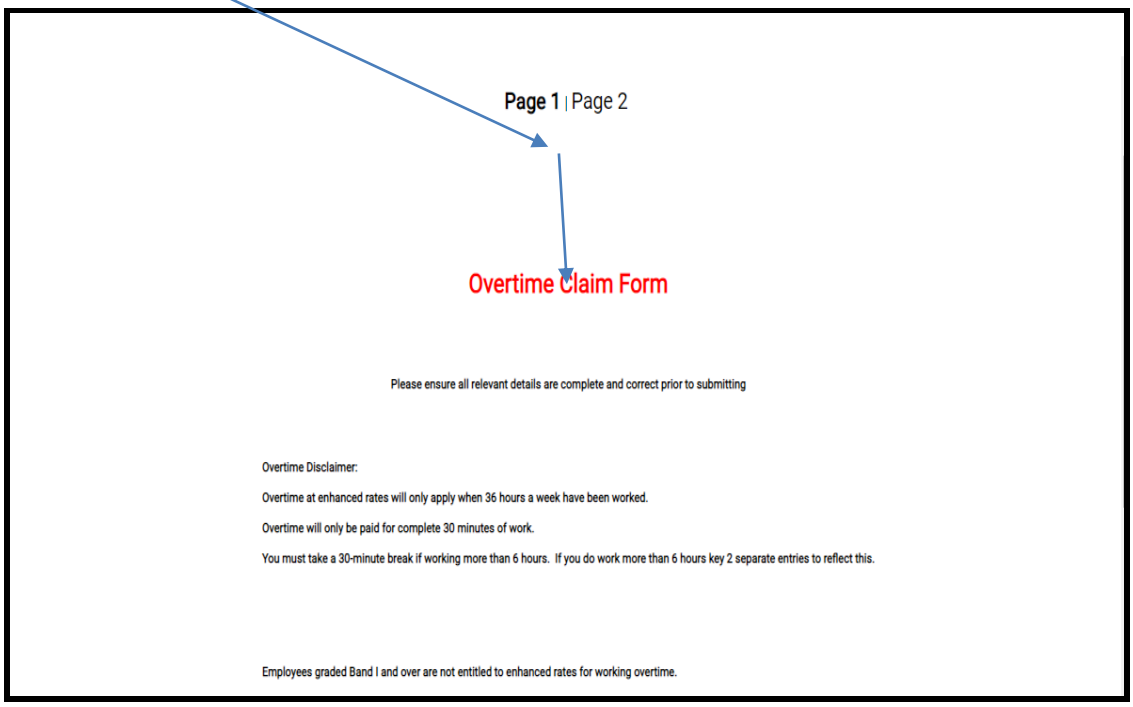
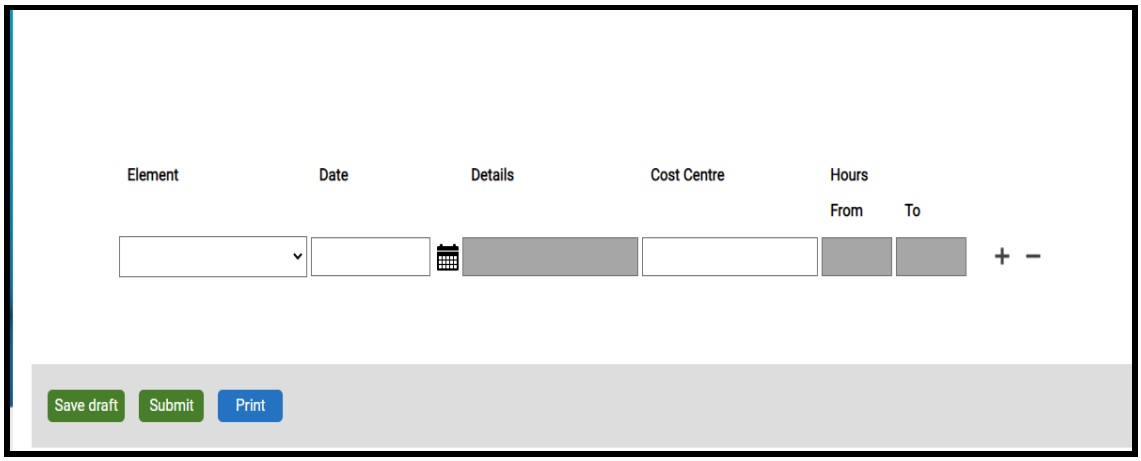
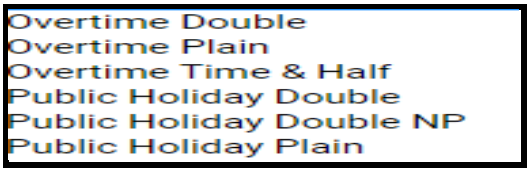
Click on Page 1





Only the following elements can be claimed in myHR



- **Overtime Double**
- **Overtime Plain**
- **Overtime Time & Half**
- **Public Holiday Double**
- **Public Holiday Double NP**
- **Public Holiday Plain**

All other payments should continue to be claimed re the current process

e.g. Standby / Unsocial hours

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When and how to claim Public Holiday payments

Public Holiday Plain

- **You can claim Public Holiday Plain hours when you work a public holiday during your normal working week and will receive another day as a holiday.**

Public Holiday Double

- **You can claim Public Holiday Double when you work a Public Holiday during your normal working week and will not receive another day as a holiday.**

Public Holiday Double NP (non-pensionable)

Scenario 1

- **You can claim Public Holiday Double NP if you were not rostered to work on the public holiday e.g. Your working week is Tuesday to Saturday but Public Holiday is a Monday a non-working for you but are required to work.**

Scenario 2

- **Public holiday is a Monday and your normal working day is 7 hours – you work 9 hours on the Public Holiday**
  Claim 7 hours at Public Holiday Plain time
  Claim 2 hours at Public Holiday Double NP

If you are unsure on what you can claim please discuss with your reporting manager in the first instance.

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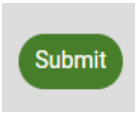
How to make an Overtime claim

- **In Element choose from drop down list what you are claiming for e.g. overtime plain**
- **Enter date – The date you enter is the date you worked the overtime hours**
- **Details – Input the reason for the overtime working**
- **Cost Centre – Please leave Cost Centre field blank - only time you should enter anything here is if it is to be costed to a different cost centre from your own cost centre**

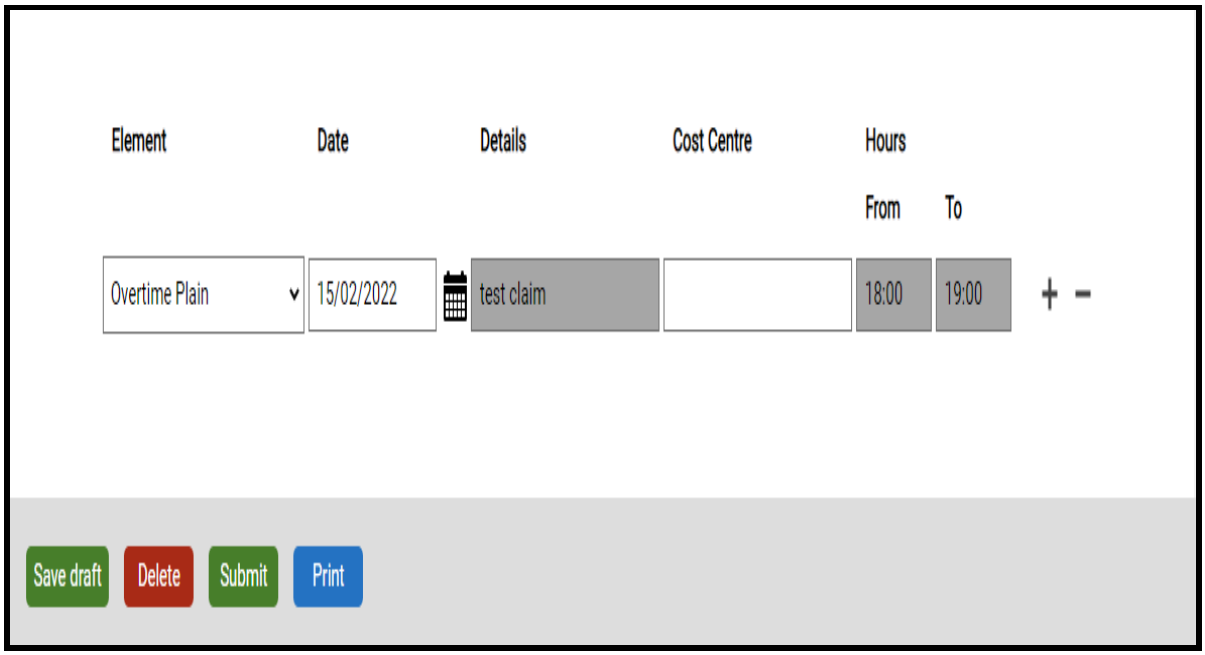
  If it is to be costed to a different cost centre you will need to ask your reporting manager what the cost centre should be (can only be 5 digits)
- **Hours From - To - Key in times of overtime working**

  Please note when you enter From and To, it must be entered in a 24-hour clock format (20:00 is 8pm).

- **To add another line, click on +**
- **To remove a line, click on –**
- **If you are unable to complete your claim at any point and wish to return to it later, click on Save draft button**

at the bottom of the claim.
- **Any claims that are saved as draft are provisional claims and have not been submitted to your reporting manager for authorisation**
- **When you are ready to submit your claim click the Submit button** 

Completed overtime claim



Please do not copy/paste information from word to this claim form

Data Label: Public

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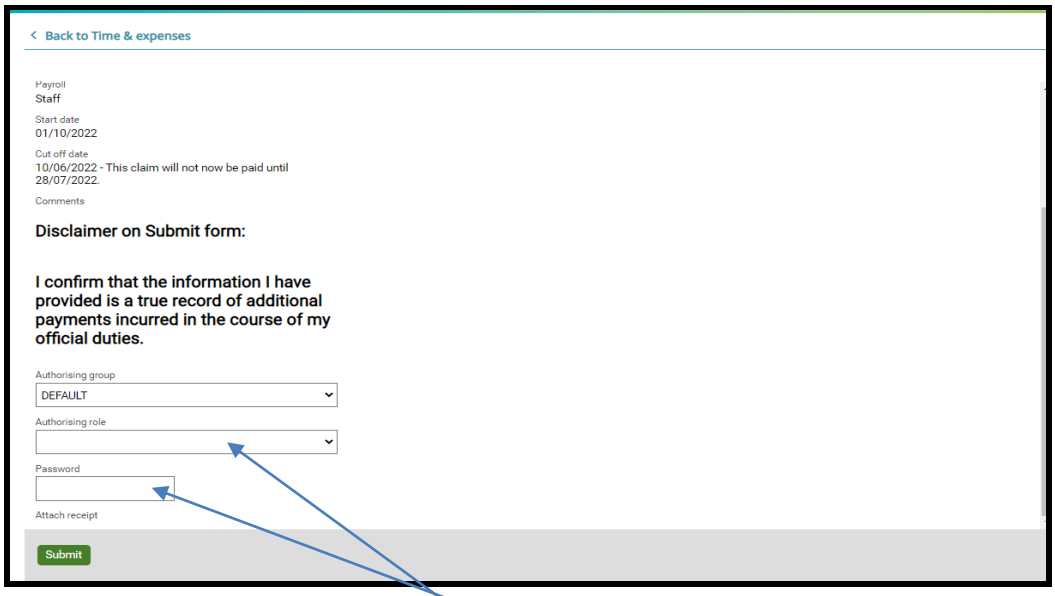
How to submit an overtime claim

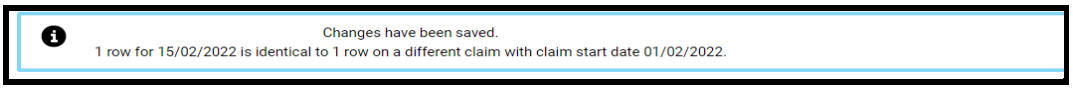
When you click Submit this page is displayed



- **By submitting your claim, it confirms you have read the disclaimer and agree to its contents**
- **DO NOT enter anything in Authorising group or Authorising role**
- **Enter your main myHR password – this is the same password you used to log into myHR**
- **Submit**

❖ **After your claim is submitted the status changes from Provisional to Awaiting Authorisation and will now say Awaiting Authorisation on the Time & expenses front page**

❖ **Please be aware of any warning messages that will appear at the top of the screen when you submit a claim e.g. duplicate claim warning**



Always review your claim and amend before submitting

❖ **When claim is submitted you will receive an email confirming that your claim has been forwarded to your reporting manager to Authorise/Reject and another email is sent when your reporting manager has actioned request.**

❖ **If your claim is rejected you should contact your reporting manager in the first instance to discuss this.**

❖ **You can amend the rejected claim (Status changes back to Provisional when original claim is rejected) and resubmit to your reporting manager if applicable.**

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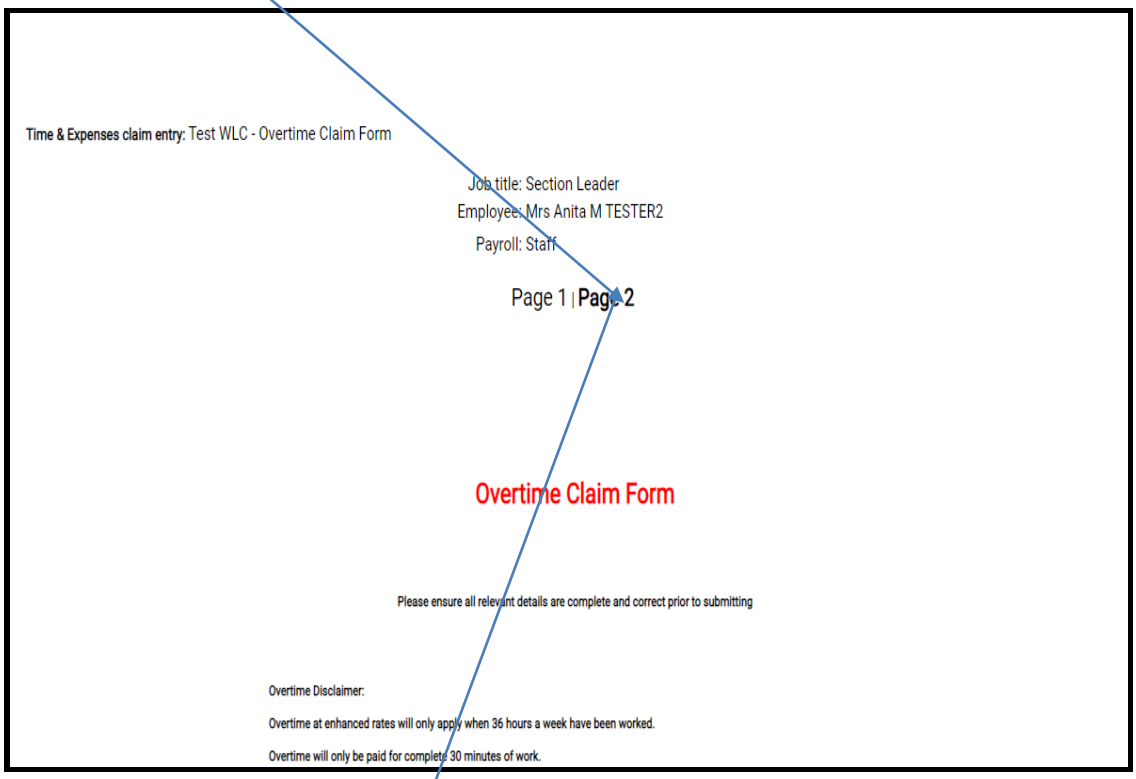
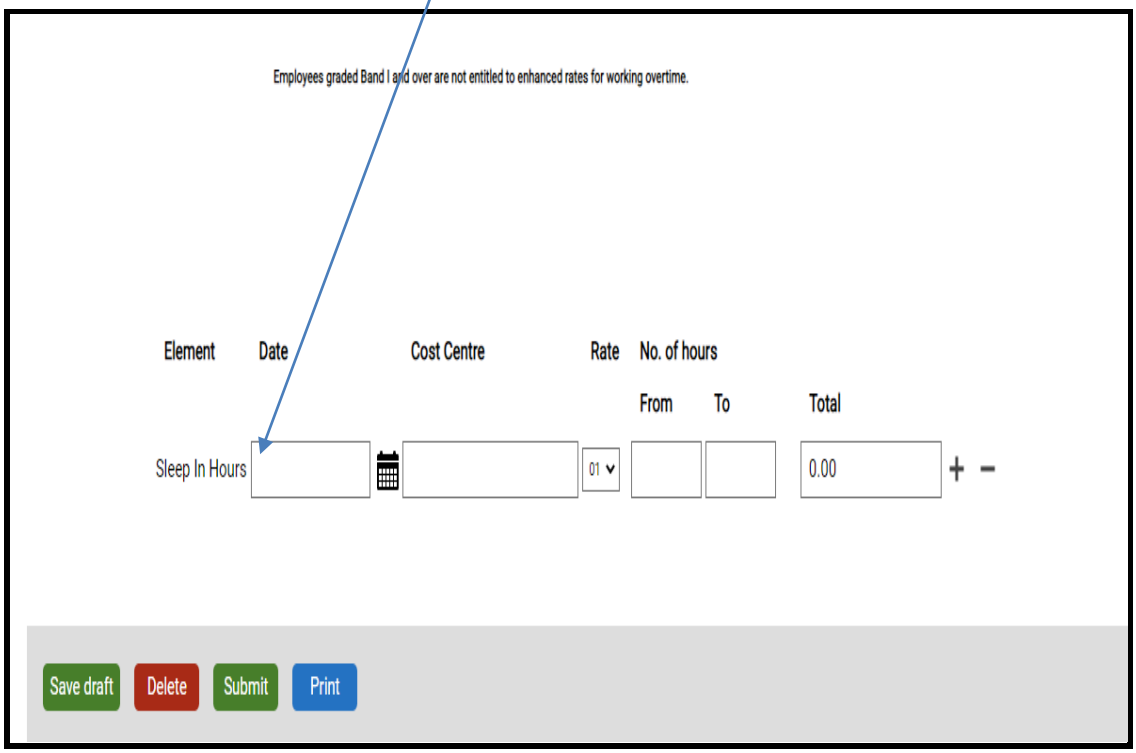
Sleep ins – Page 2





Data Label: Public

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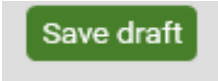
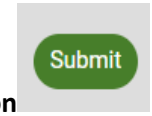
How to claim Sleep ins

- **Enter date – The date you enter is the date you are claiming a Sleep in for**
- **Cost Centre – Please leave Cost Centre field blank - only time you should enter anything here is if it is to be costed to a different cost centre from your own cost centre**

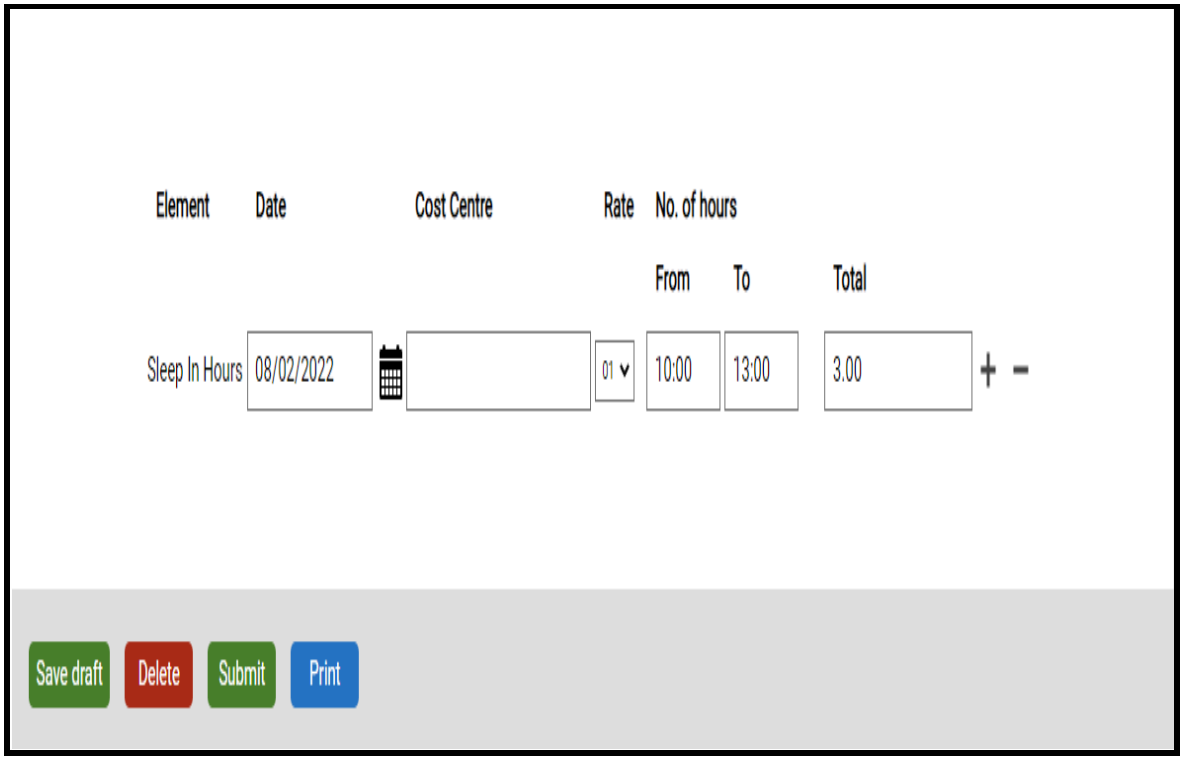
  If it is to be costed to a different cost centre you will need to ask your reporting manager what the cost centre should be (can only be 5 digits)
- **No. of hours – Enter start time to end time e.g. 10.00 to 13.00**

  Please note when you enter From and To, it must be entered in a 24-hour clock format (20:00 is 8pm).

- **Total automatically populates e.g. 3.00 when claim is saved**
- **To add another line, click on +**
- **To remove a line, click on –**
- **If you are unable to complete your claim at any point and wish to return to it later, click on Save draft button** 

at the bottom of the claim.
- **Any claims that are saved as draft are provisional claims and have not been submitted to your reporting manager for authorisation**
- **When you are ready to submit your claim click the Submit button** 

Completed Sleep in claim



Data Label: Public

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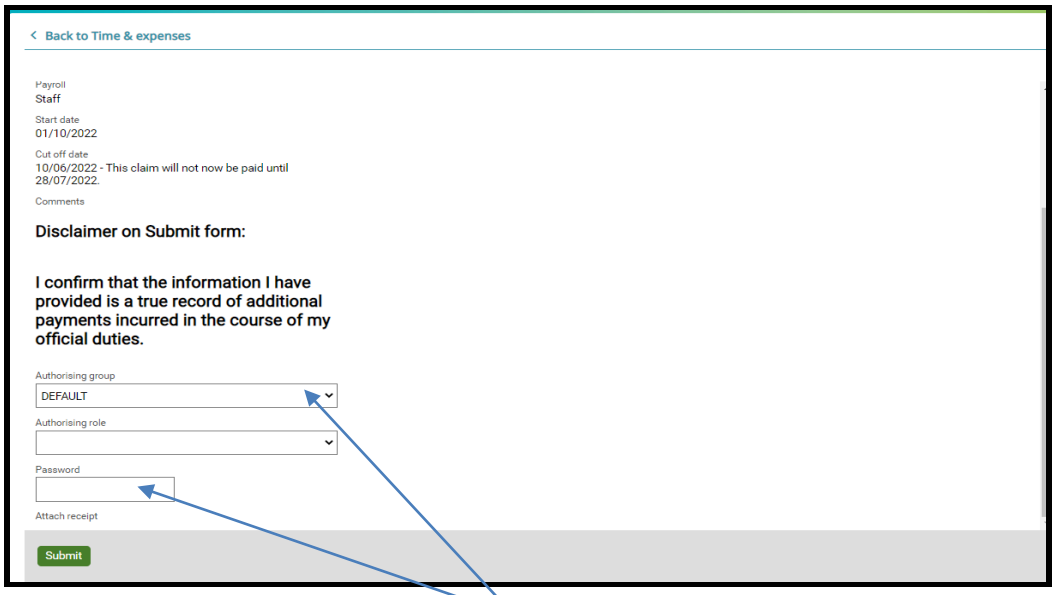
How to submit a Sleep-in claim

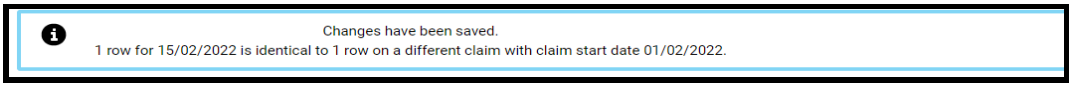
When you click Submit this page is displayed



- **By submitting your claim, it confirms you have read the disclaimer and agree to its contents**
- **<u>DO NOT enter anything in Authorising group or Authorising role</u>**
- **Enter your main myHR password – <u>this is the same password you used to log into myHR</u>**
- **Submit**

❖ **After your claim is submitted the status changes from Provisional to Awaiting Authorisation and will now say Awaiting Authorisation on the Time & expenses front page**

❖ **Please be aware of any warning messages that will appear at the top of the screen when you submit a claim e.g. duplicate claim warning**



<u>Always review your claim and amend before submitting</u>

❖ **When claim is submitted you will receive an email confirming that your claim has been forwarded to your reporting manager to Authorise/Reject and another email is sent when your reporting manager has actioned request.**

❖ **If your claim is rejected you should contact your reporting manager in the first instance to discuss this.**

❖ **You can amend the rejected claim (Status changes back to Provisional when original claim is rejected) and resubmit to your reporting manager if applicable.**

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Before submitting mileage claims please read the following:

Mileage

Before submitting a claim for mileage, you must ensure you are authorised to use your own car for business journeys. Please refer to the council's Policy on Business Travel and Subsistence

You must have a valid Driving Licence / Insurance (which covers Business use) Mot if applicable: if your car is not eligible for a MOT your Car registration document must be produced. You must have completed a Driver Declaration and Authorisation Form which now includes the Own Vehicle Authorisation form.

Your reporting manager is required to check and record these documents on an annual basis and you will receive an email notification to advise you when your checks are due.

Each time you add a new vehicle your reporting manager is required to check the documents for your new vehicle.

Mileage should not be claimed until all these documents have been checked by your reporting manager

Claims for mileage must be made in accordance with the council's Business Travel and Subsistence policy

Council's schedule of mileage should always be used in the first instance

- **Business Travel and Subsistence Policy**
- **Schedule of mileages**

A valid vat receipt for fuel is required for each mileage claim that is made and should be retained by yourself for a period of 6 years (HMRC)

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Driving at Work Policy

West Lothian council is committed to protecting, so far as is reasonably practicable, the health and safety of all its employees and others who could be affected by the hazards associated with work related driving.

This policy applies to all employees who drive at work on council business whether this is a key responsibility of their job or a means of travelling between council locations for work purposes.

To refer to this policy please click on this link Driving at Work Policy

Relevant employees are required to complete a Driving Authorisation and Declaration form when requested annually and resubmit a form if there are any subsequent changes to their details.
This form should be completed and passed to your reporting manager.

Please click on link to access form Driving Declaration and Authorisation form

Business use mileage cannot be claimed until this form has been completed.

It is recommended you read the following information before making a mileage claim

- **Start date should be the 1st date of the month you are claiming mileage for e.g. you used your car for business in February so the start date should be 01/02/ 2022**
- **Claim forms should cover one calendar month e.g. All mileage claims for February (and only February) on one claim form**
- **A new mileage claim form should be started for each new month, and mileage claims should not be accrued to redeem several month's claims in one go**
- **System will not allow a Start Date in the future**

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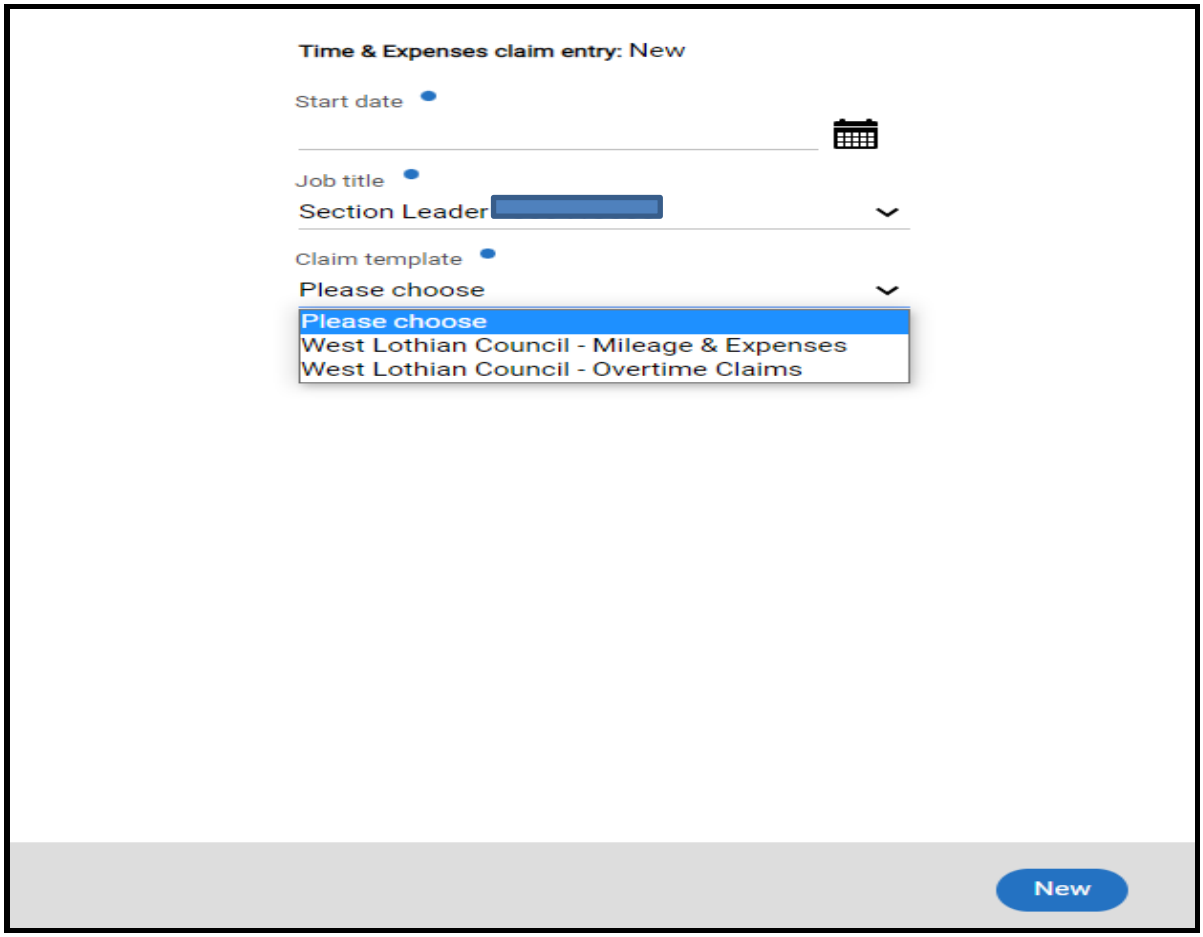
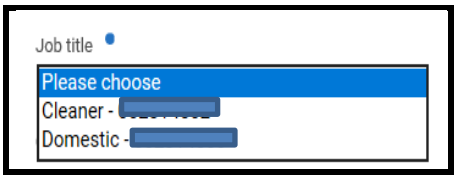
To add a Mileage claim



- **Start date – enter 1st date in month e.g. 01/02/2022**
- **Job title - If you only have one post this will be populated but if you have more than one post you will need to choose the post you wish to claim overtime for from the drop down list e.g.**



- **Claim template – Choose which ever applies to your claim i.e. if it is Mileage choose Mileage & Expenses from drop down list**
- **New**

Data Label: Public

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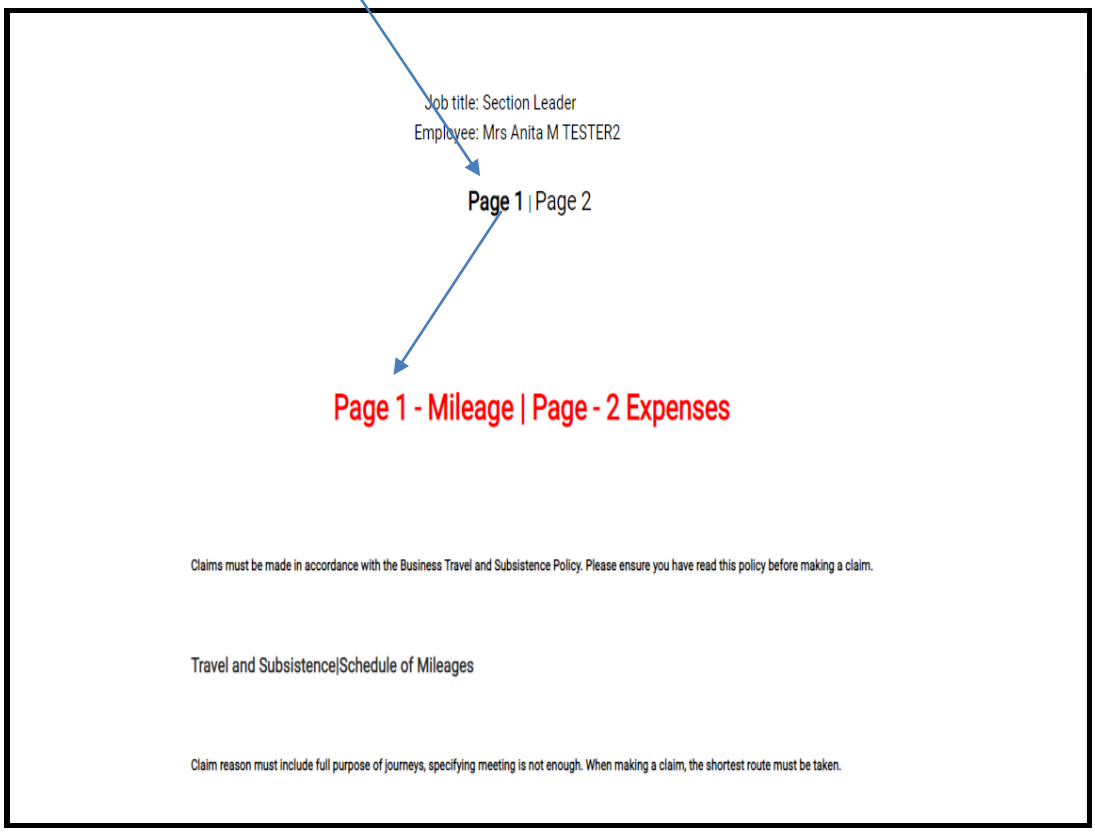
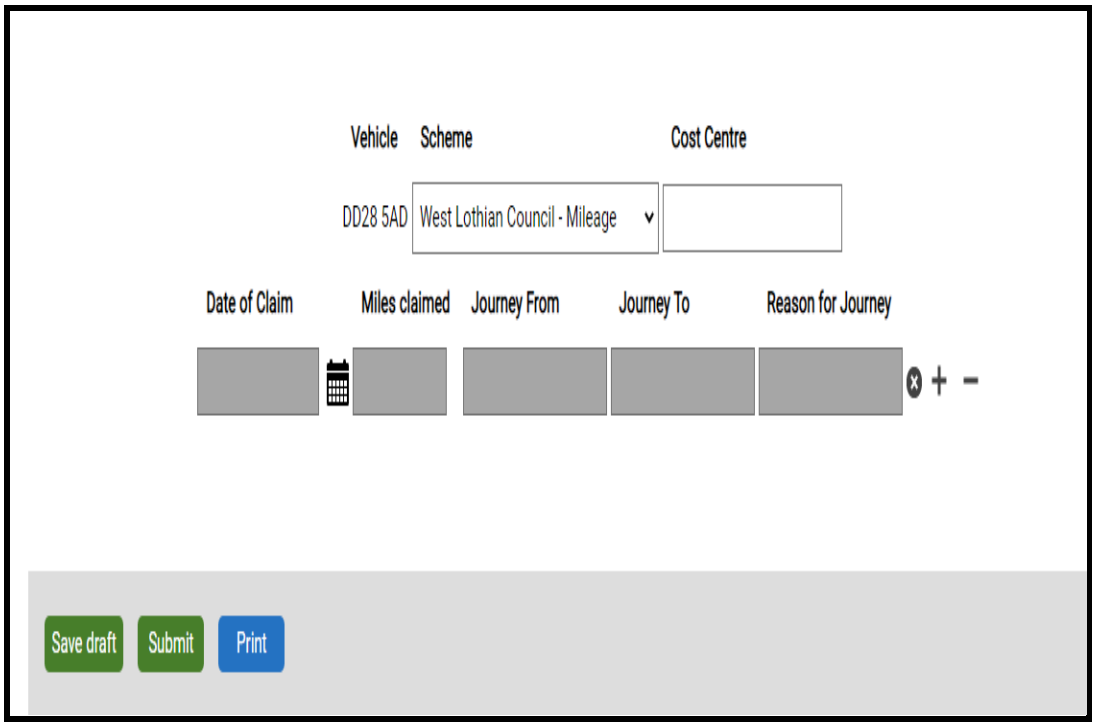
Mileage claim form – page 1





Data Label: Public

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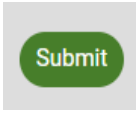
How to make a Mileage claim

- If you are claiming mileage for a motor cycle – choose in Scheme – **West Lothian Council Motorcycle**
- Do not have to change scheme for claiming mileage for a car
- Date of Claim – The date you enter is the date you want to claim mileage for
- Miles claimed – How many miles you wish to claim for that date
- Journey To – Journey From – Start of journey to end of journey
- Reason for journey
- Cost Centre – **Please leave Cost Centre field blank** - only time you should enter anything here is if it is to be costed to a different cost centre from your own cost centre If it is to be costed to a different cost centre you will need to ask your reporting manager what the cost centre should be (can only be 5 digits)
- To add another line, click on +
- To remove a line, click on –
- If you are unable to complete your claim at any point and wish to return to it later, click on Save draft button

at the bottom of the claim
- Any claims that are saved as draft are provisional claims and have not been submitted to your reporting manager for authorisation
- When you are ready to submit your claim click the Submit button 

- Please refer to page 69 on how to submit a claim

Completed mileage claim form

Data Label: Public

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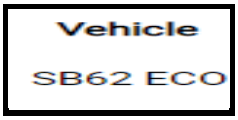
Default vehicle

- **Your default vehicle is displayed on claim form** 

if this is not the vehicle you want to claim mileage for – this can be changed by you in View profile – Private vehicle

- **If you have not added your vehicle in Private Vehicles this error message will appear and you will not be able to make a claim for mileage**

- **Please note that you will only be able to claim mileage from the start date you have entered for your car in Private vehicle – if you try to claim mileage prior to this date error message will say "Error - you have no default vehicle".**

If you want to claim mileage for a motorcycle not a car (must be added in Private Vehicles as your default vehicle)

- **Choose Motorcycle from drop down list in Scheme**

Data Label: Public

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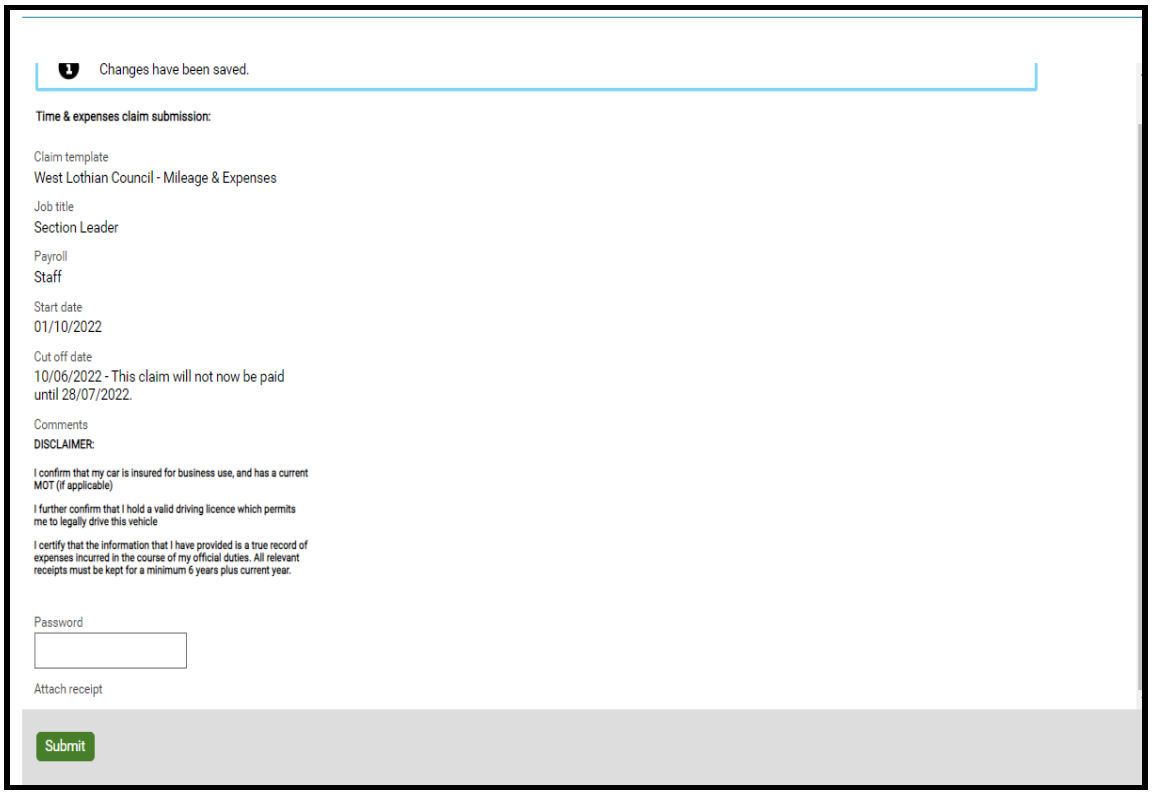
How to submit a Mileage claim

When you click Submit this page is displayed

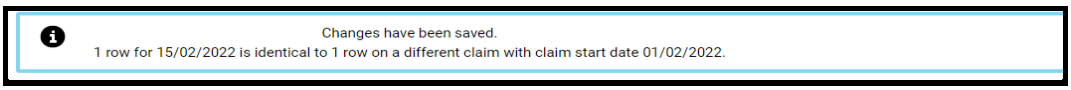


- **By submitting your claim, it confirms you have read the disclaimer and agree to its contents**
- **Enter your main myHR password – <u>this is the same password you used to log into myHR</u>**
- **Submit**

Please do not attach receipts – Fuel receipts should be retained by yourself for a period of six years.

- **After your claim is submitted the status changes from Provisional to Awaiting Authorisation and will now say Awaiting Authorisation on the Time & expenses front page**

- **Please be aware of any warning messages that will appear at the top of the screen when you submit a claim e.g. duplicate claim warning**



<u>Always review your claim and amend before submitting</u>

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- **When claim is submitted you will receive an email confirming that your claim has been forwarded to your reporting manager to Authorise/Reject and another email is sent when your reporting manager has actioned request.**

- **If your claim is rejected you should contact your reporting manager in the first instance to discuss this.**

- **You can amend the rejected claim (Status changes back to Provisional when original claim is rejected) and resubmit to your reporting manager if applicable.**

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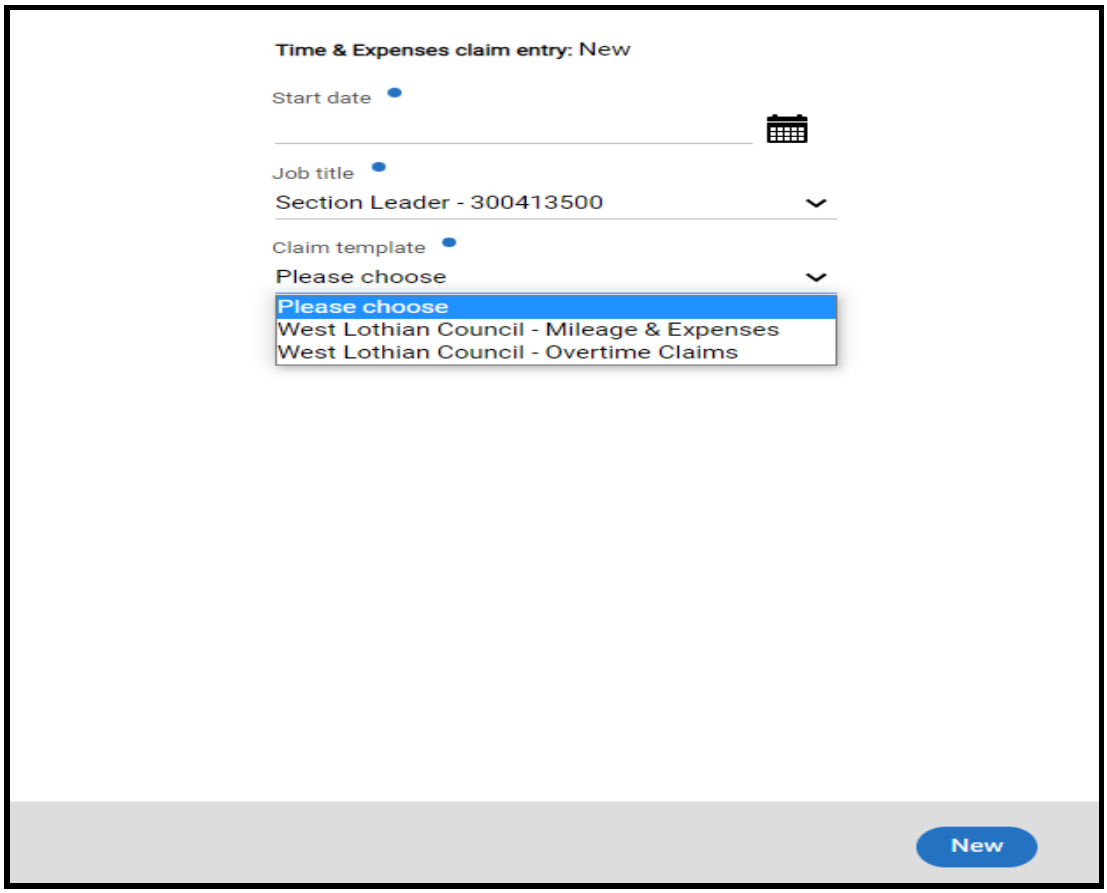
Expenses

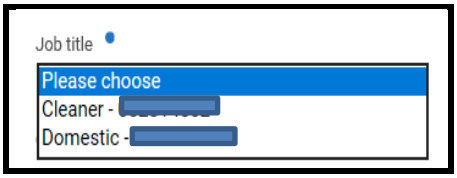
- **Claims for expenses must be made in accordance with the council's Business Travel and Subsistence policy**

- **Employees must only claim for their own individual expenditure and all claims must be supported by relevant receipts and retained by yourself for a period of six years (HMRC)**

To add an Expense claim



- **Start date – enter 1st date in month e.g. 01/02/2022**
- **Job title - If you only have one post this will be populated but if you have more than one post you will need to choose the post you wish to claim overtime for from the drop down list e.g.**



- **Claim template – Choose which ever applies to your claim i.e. if it is Expenses choose Mileage & Expenses from drop down list**
- **New**

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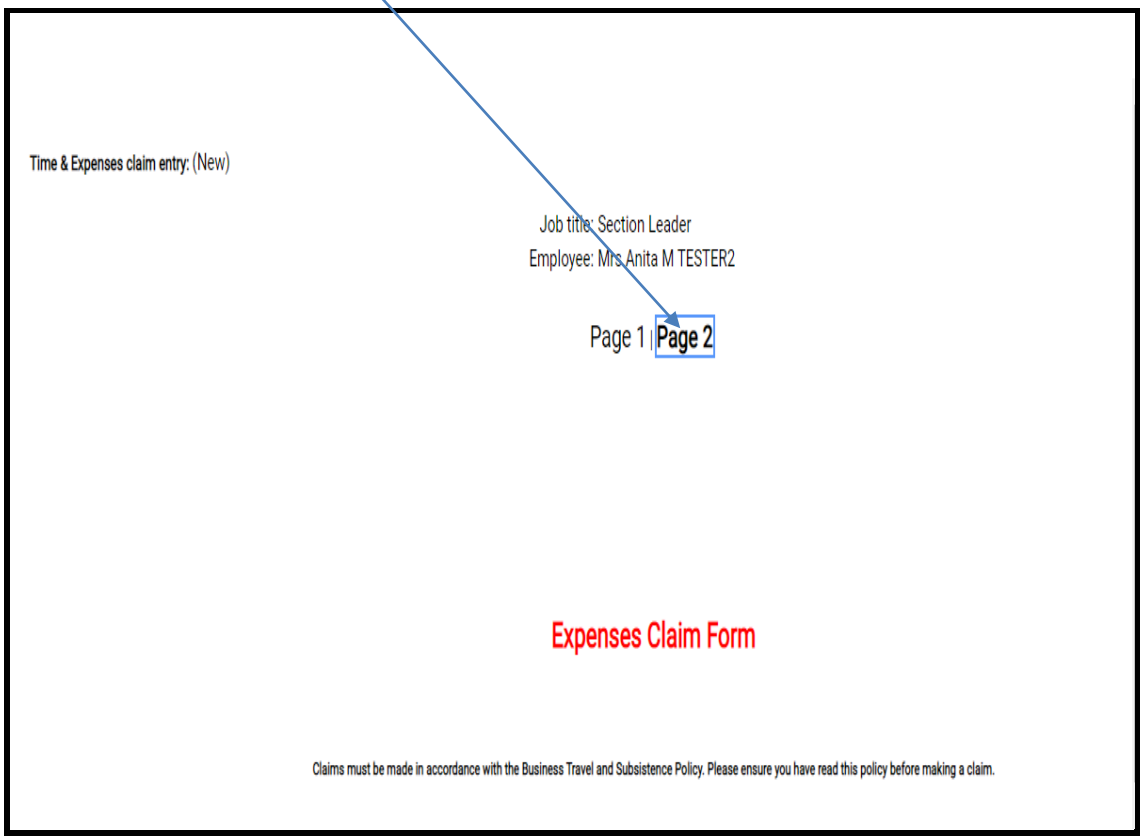
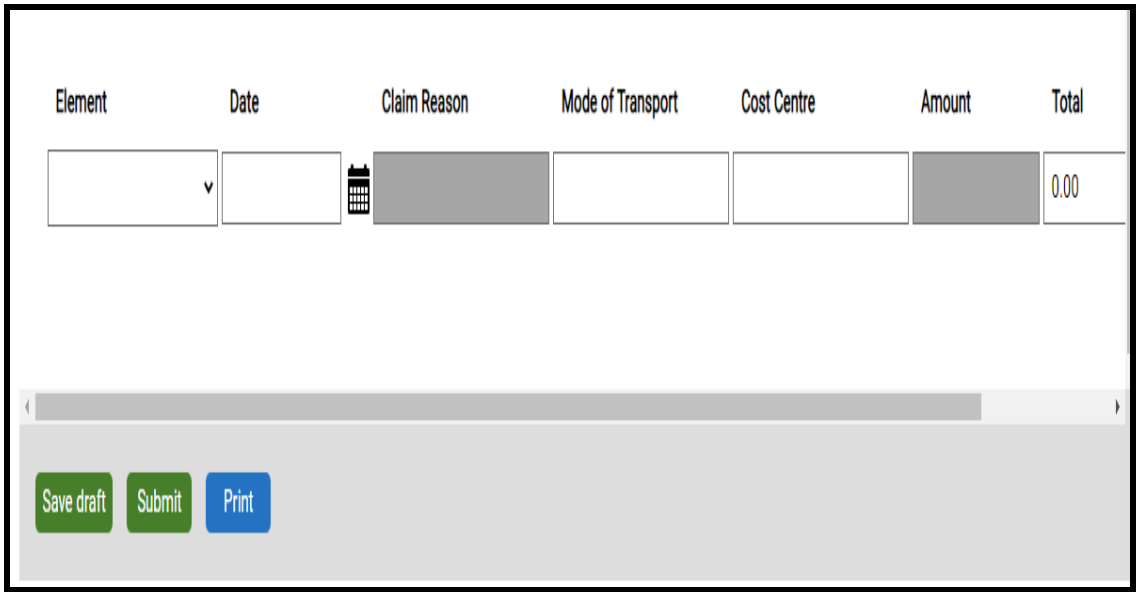
Expense claim form – Page 2





Data Label: Public

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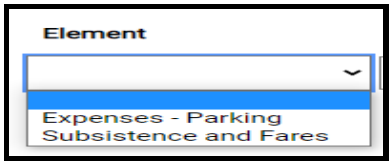
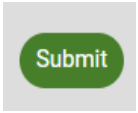
How to make an Expense claim

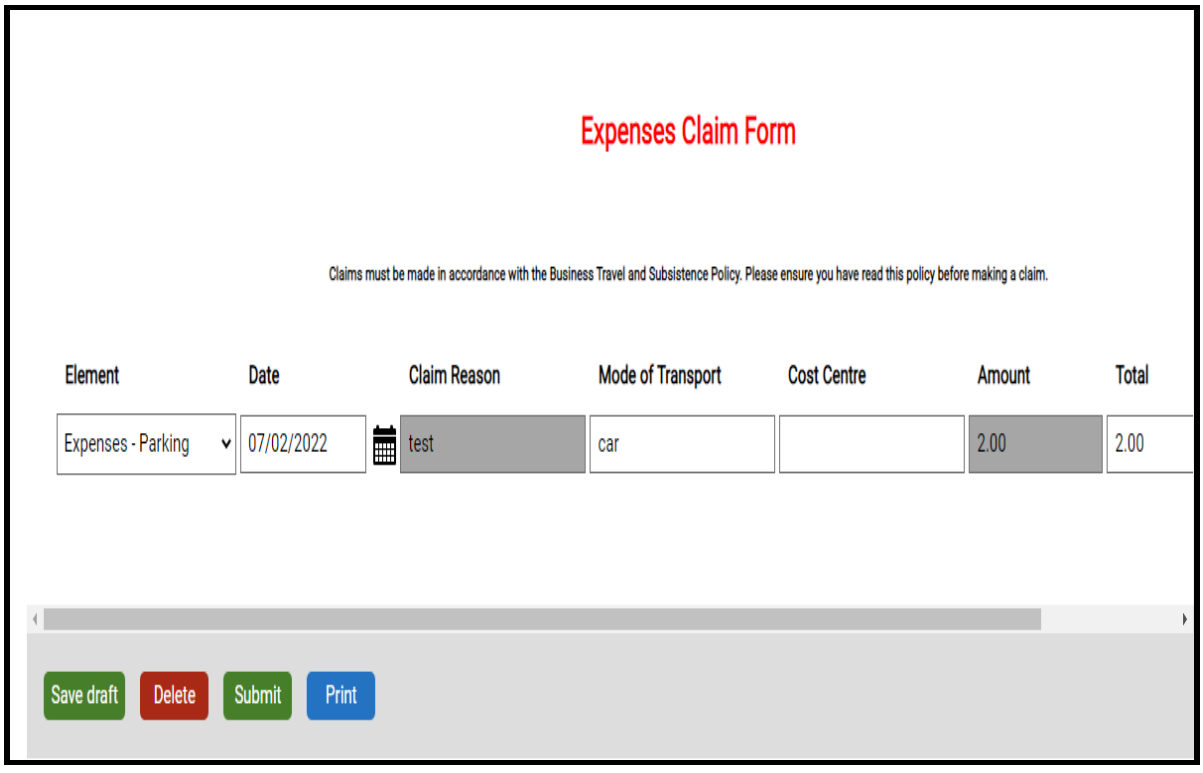


- **Element – choose from dropdown type of expense**
- **Date - The date you enter is the date you want to claim expenses for**
- **Mode of Transport – Car /Bus/Taxi etc**
- **Cost Centre – Please leave Cost Centre field blank - only time you should enter anything here is if it is to be costed to a different cost centre from your own cost centre If it is to be costed to a different cost centre you will need to ask your reporting manager what the cost centre should be (can only be 5 digits)**
- **Amount of expense you are claiming for**
- **To add another line, click on +**
- **To remove a line, click on –**
- **If you are unable to complete your claim at any point and wish to return to it later, click on Save draft button**

at the bottom of the claim
- **Any claims that are saved as draft are provisional claims and have not been submitted to your reporting manager for authorisation**
- **When you are ready to submit your claim click the Submit button** 

- **Please refer to page 69 for how to submit a claim**

Completed expense claim form



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- **When claim is submitted you will receive an email confirming that your claim has been forwarded to your reporting manager to Authorise/Reject and another email is sent when your reporting manager has actioned request.**

- **If your claim is rejected you should contact your reporting manager in the first instance to discuss this.**

- **You can amend the rejected claim (Status changes back to Provisional when original claim is rejected) and resubmit to your reporting manager if applicable.**

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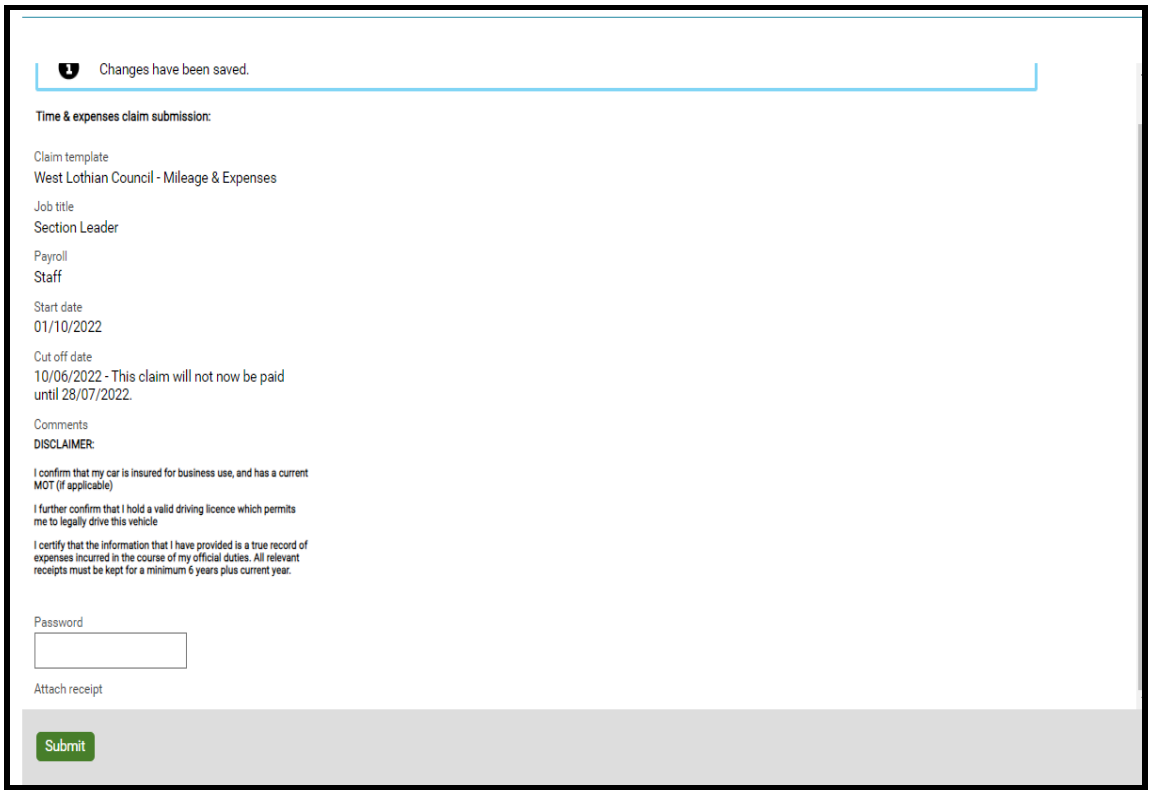
How to submit an Expense claim

When you click Submit this page is displayed

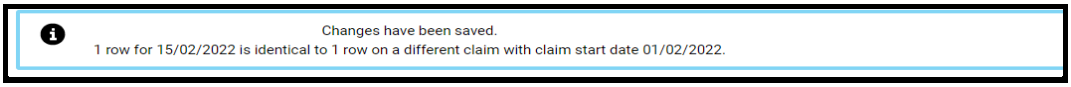


- **By submitting your claim, it confirms you have read the disclaimer and agree to its contents**
- **Enter your main myHR password – <u>this is the same password you used to log into myHR</u>**
- **Submit**

Please do not attach receipts – Fuel receipts should be retained by yourself for a period of six years.

- **After your claim is submitted the status changes from Provisional to Awaiting Authorisation and will now say Awaiting Authorisation on the Time & expenses front page**

- **Please be aware of any warning messages that will appear at the top of the screen when you submit a claim e.g. duplicate claim warning**



<u>Always review your claim and amend before submitting</u>

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Amend status of claim

When a claim has been submitted it can only be amended when status is "Provisional".

Employees cannot amend a claim if status is Awaiting Authorisation – if your submitted claim requires amending

- **Contact your reporting manager and ask them to reject the claim**
- **Employee amends rejected claim in myHR and resubmits**
- **Reporting manager will have a new task to process**

Delete a claim in myHR

You can only delete a claim if its status is Provisional

- **Go back to view claim**
- **Click Delete button and claim will be removed**

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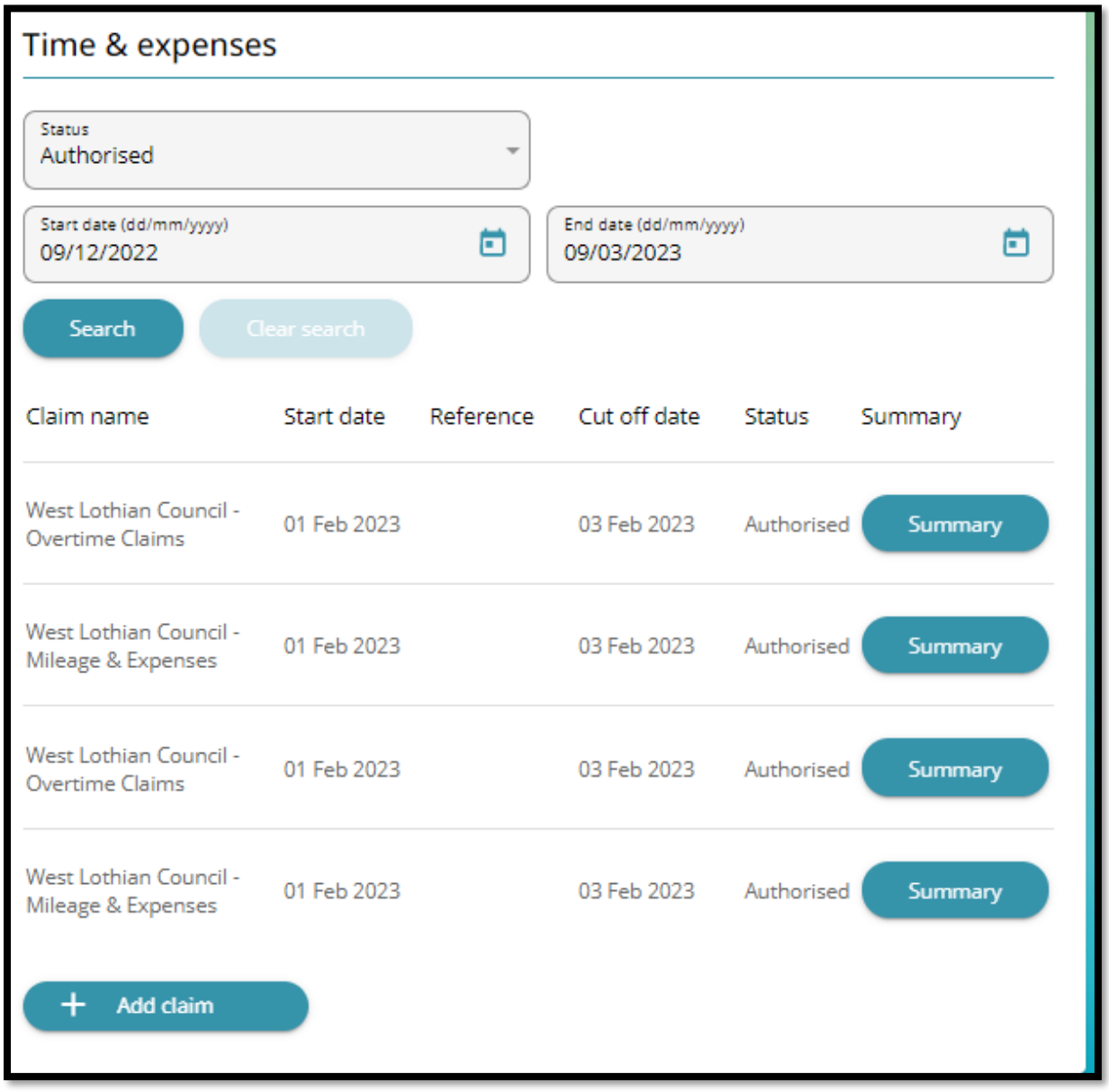
To view claims that have been processed

- **In status choose "Authorised" from drop down**
- **Start date – if you want claims that have been paid previously – choose a start date that is before the date's overtime/expenses have been claimed for**
- **End date - todays date**
- **Click on Summary- details of claim are displayed**



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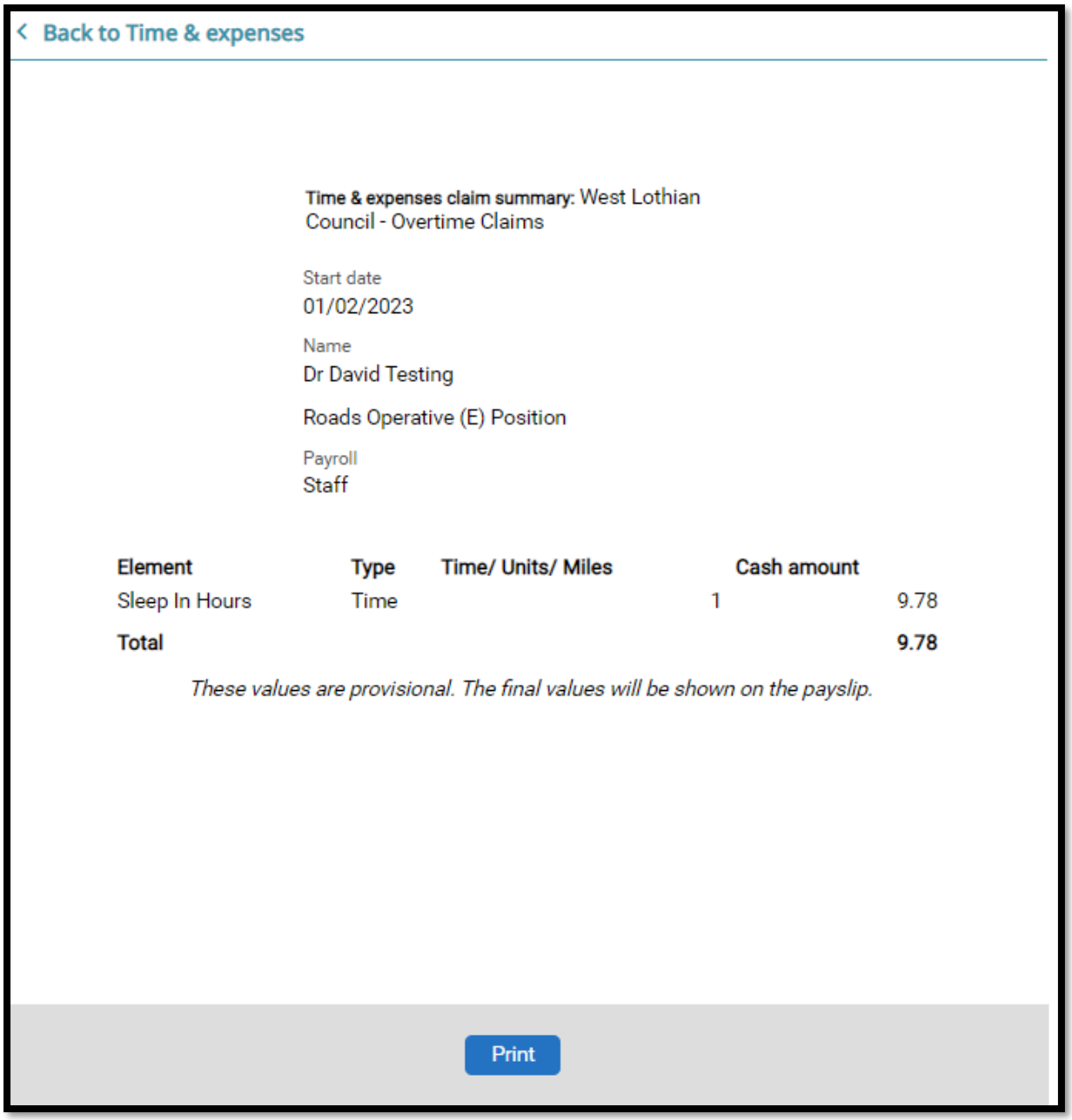

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Claims not paid in salary

Claims will not be paid to you in your salary until your reporting manager has authorised the claim and you should have received an email confirming this.

If your expected claim payments are not in your salary the following reasons may apply

- **Your reporting manager has not authorised payment – Please contact your reporting manager**
- **It has been authorised by your reporting manager but missed the payroll cut off period your payment will be in the next available pay date.**

- **You can check the status of your claim in My pay – Time & Expenses**

  In Progress
  - **Provisional – you have not submitted your claim to your reporting manager**
  - **Awaiting Authorisation – Your reporting manager has not authorised your claim**
  - **Error – claim cannot be submitted until errors in claim are corrected**

  Authorised
  - **All authorised claims can be viewed**

Learning
Please refer to the myHR Learning user guide

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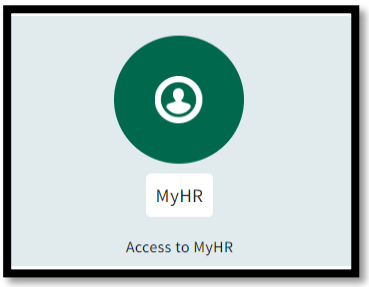
Help & Support

- **If you still have difficulty logging on the system after you have followed instructions found in this guide please email MyHR@westlothian.gov.uk**
- **Contract query: HRSupport@westlothian.gov.uk**
- **Payroll query: payroll@westlothian.gov.uk**
- **Sickness absence query: sickness absence@westlothian.gov.uk**
- **Learning & Development: learn2develop@westlothian.gov.uk**
- **Policy & Advice query: Hrpolicy@westlothian.gov.uk**
- **Annual Leave queries please contact your reporting manager**
- **Reporting manager queries please contact your reporting manager**

Intranet



Click on this tab to access

- **MyHR user guides**
- **Index list to guides**
- **Annual leave FAQs**
- **Assistance accessing myHR**