# Supply myHR

# Self Service user guide

## Contents

Data Label: Public

## 1. About This Guide

This guide gives you comprehensive information about how to use the self-service system 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 Supply myHR.  Within the guide we have used screen shots to illustrate the self-service screens.

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## 2. What is Supply myHR?

Supply myHR is the self-service system for the council, which can be accessed 24/7 and through various devices from smartphones to tablets and PCs.
You will be able to view your data, including

- Personal information
- Payslips
- P60's

You will be able to update the following

- Personal information
- Sensitive information
- Bank account information

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> ➢ **What do I need to do now?**

When you first log into Supply myHR you should:

- complete the Sensitive Information section
- complete Emergency Contact Details
- check other personal information held on the system, and update any information that is out of date.

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**Your duty to inform us of changes**

It is important that the information the council holds about you (including your emergency contacts) is accurate and current. Please keep us informed if your personal information or circumstances change during your time with the council.

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## ➢ Security

When you log into Supply myHR, the data you see only be viewed by you.  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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## ➢ Where can I get help from?

To help you there are, user guides and an e-learning module on My Learning.

The links to the user guides can be found in the Need Help box in Latest company news on the Dashboard.



Link for My Learning  [https://intranet.westlothian.gov.uk/article/72322/E-Learning](https://intranet.westlothian.gov.uk/article/72322/E-Learning)

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## ➢ Data Protection

**All personal information is held and processed by West Lothian Council in accordance with data protection law.**

**West Lothian Council have put in place appropriate technical security and organisational measures to prevent personal information being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.**

**In addition, the council limits access to your personal information to those who have a business need to access such information. Where it is necessary to share information with a third party, they will only process personal information on our instruction and they are subject to a duty of confidentiality.**

**Further information is available in the council's privacy notices, links below, regarding:**

**Contract of Employment**

**Learning & Development**

**If you have any questions please contact hrsupport@westlothian.gov.uk**

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## ➢ 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.**

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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

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

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

## 2. Multi-factor authentication

From 10<sup>th</sup> 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.
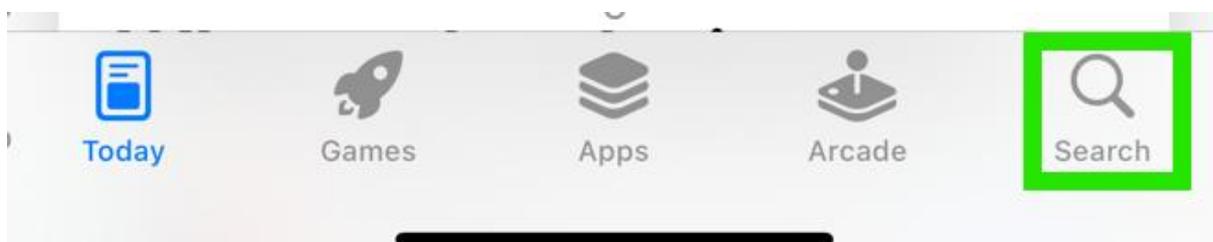


3. Type 'Google Authenticator' into the Search bar and tap search. This displays a list of matching search results.

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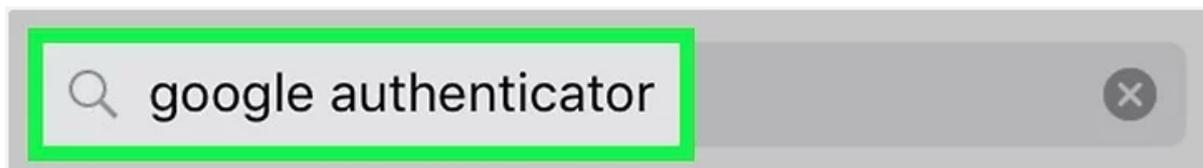
4. Tap 'GET'. Depending on your settings, you may have to verify your PIN or approve the download. When the download is complete, the 'GET' button will change to 'Open', and Authenticator's icon will be added to your app list.
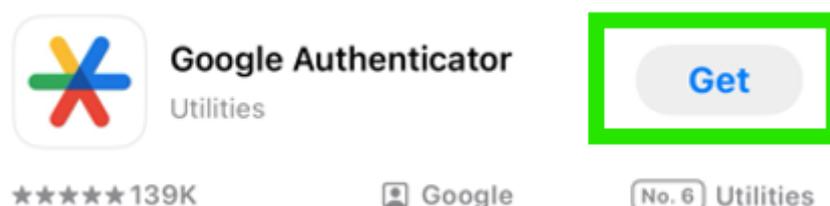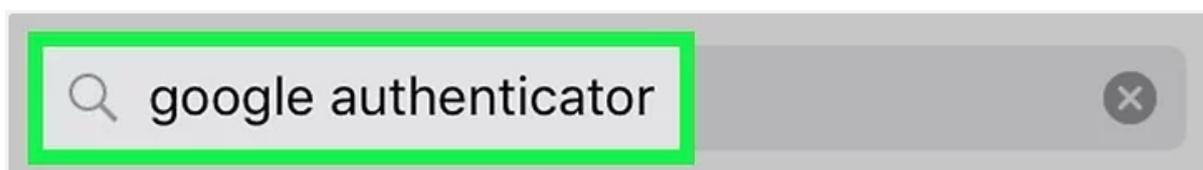


## For Android users:

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.**



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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Google Authenticator
Google LLC

3.7 ★
619K reviews

100M+
Downloads

3
PEGI 3 ⓘ

Install on more devices

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➢ **Setting up your Authenticator**

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



- **Click 'Get started'**

Welcome to Google Authenticator

Sign in to back up your codes to your Google Account

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

## ➢ First time login in – Registering your authenticator

**Disclaimer notice**

**The first time you access Supply 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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**In addition, the council limits access to your personal information to those who have a business need to access such information.  Where it is necessary to share information with a third party, they will only process personal information on our instruction and they are subject to a duty of** confidentiality.

☐    **I agree to the above privacy statement.**

Accept privacy statement

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## Logging onto Supply myHR

**To access Supply myHR at any time please click on this link to the login page – it is recommended you save link to your favourites**

**https://trent.westlothian.gov.uk/trentlve_ess/**

**Supply myHR is a web-based system so you can access it using a PC, Laptop, tablet, Android and iPhone smart phones.**

**(The system will not work on Internet explorer please use Google chrome or Edge browsers)**

**iPhone**

**Bookmarking (shortcut) to iTrent link for an iPhone**

- **Browse to  https://trent.westlothian.gov.uk/trentlve_ess/**
- **At bottom of Safari click on 'send to' icon. This is a square with an arrow pointing upwards.**
- **Scroll down to Add Bookmark & Select.**
- **Name Bookmark (if required).**
- **Ensure LOCATION is set to Bookmarks & Save.**
- **NEVER SAVE YOUR PASSWORD**

**View Bookmarks (shortcuts)**

- **Open Safari.**
- **At bottom of Safari click on 'book' icon.**
- **Ensure 'book' icon is highlighted, if not select it.**
- **Your bookmark should appear.**

**Android phone**

**Creating a shortcut to myHR on Smartphone Home Screen.**

- **Launch "Chrome" app.**
- **Open the website or web page you want to pin to your home screen. For myHR go to https://trent.westlothian.gov.uk/trentlve_ess/**
- **Tap the menu icon (3 dots in upper right-hand corner) and tap Add to home screen.**
- **You'll be able to enter a name for the shortcut (MyHR) and then Chrome will add it to your home screen.**
- **NEVER SAVE YOUR PASSWORD**

**Supply myHR can be accessed by the following browsers**

- **Google Chrome**
- **Microsoft Edge**

**Click here to log in**
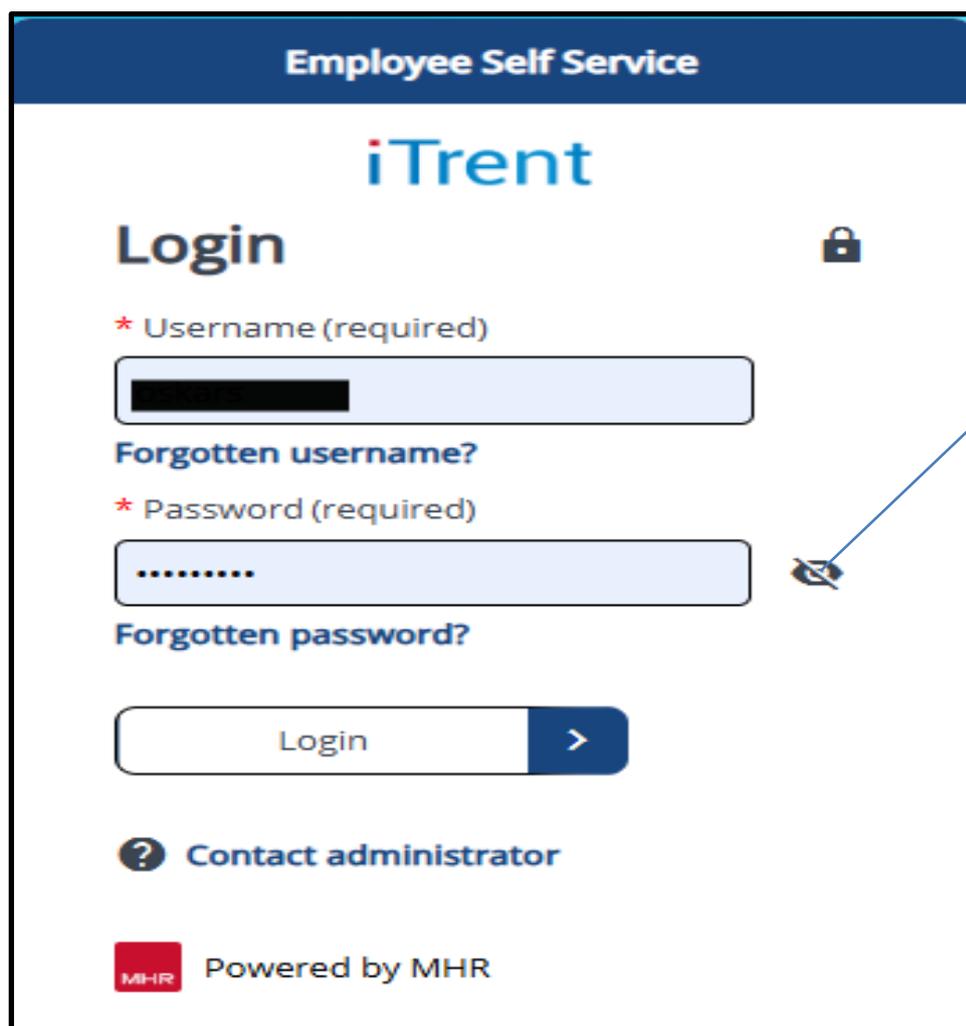


You can select this icon to toggle the visibility of your password

- **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.

- **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.**

Data Label: Public

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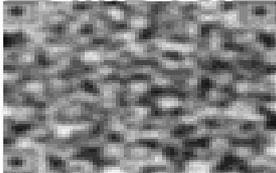
**Please click here for instructions on how to download and install an authenticator**

Data Label: Public

## ➢ **How to scan QR code**

- **Open your Authenticator**
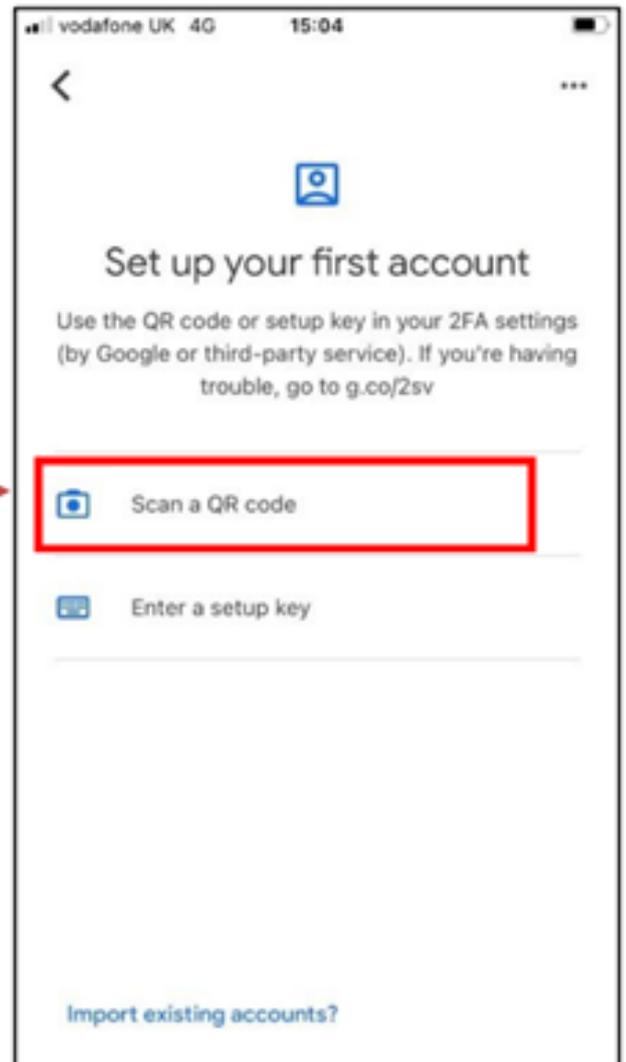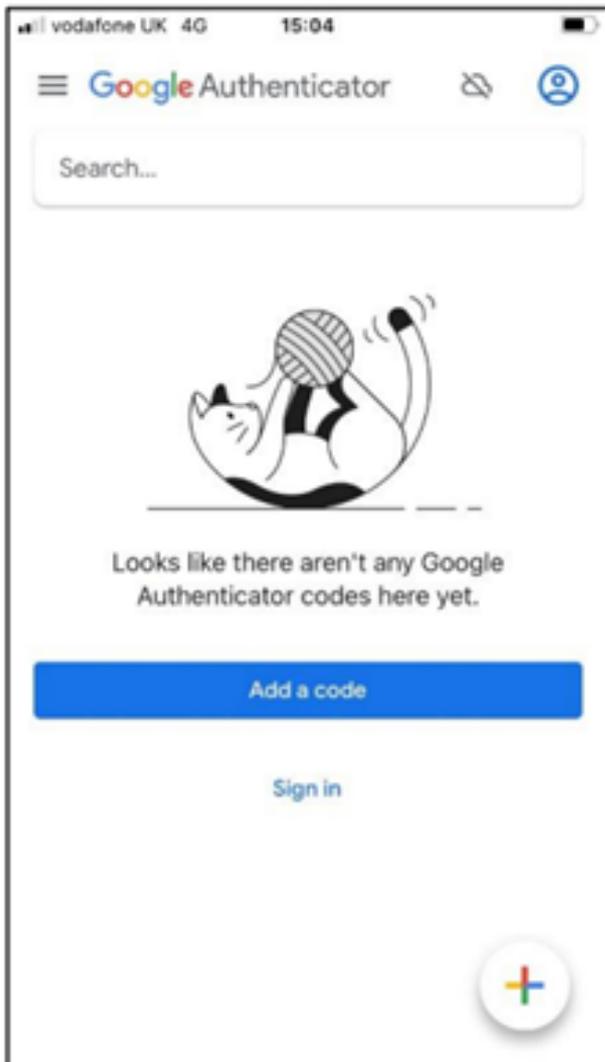


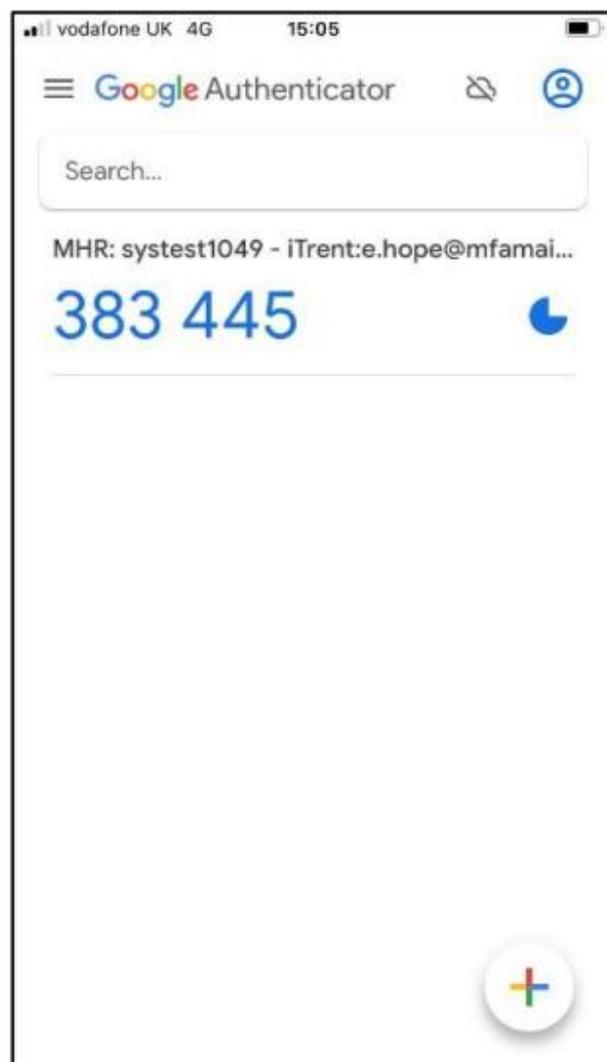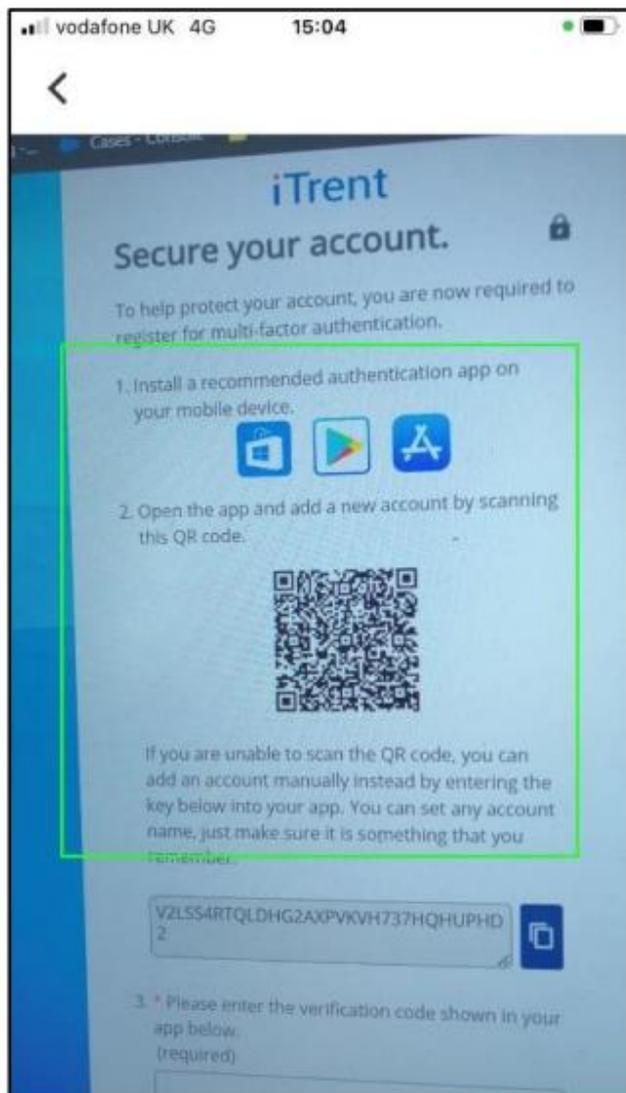- **Click "Add a code", followed by "Scan QR code". This will open your device's camera.**

Data Label: Public

- **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.**

## ➢ How to manually enter key for verification
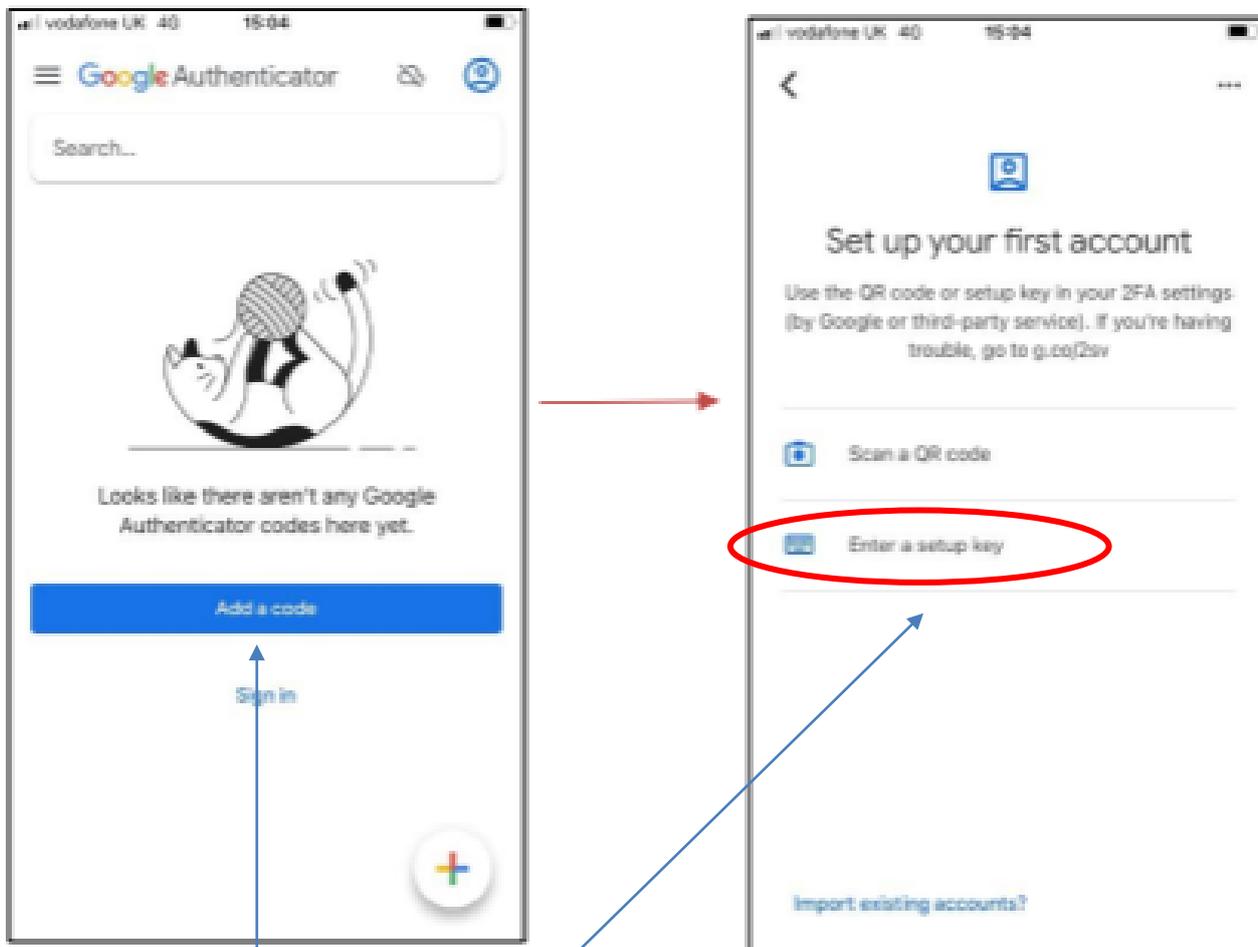


- **Click Add a Code**
- **Click Enter a setup key**

Data Label: Public
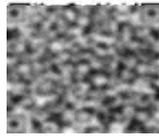
If you are unable to scan the QR code, you can add an account manually instead by entering the key below into your app. You can set any account name, just make sure it is something that you remember.
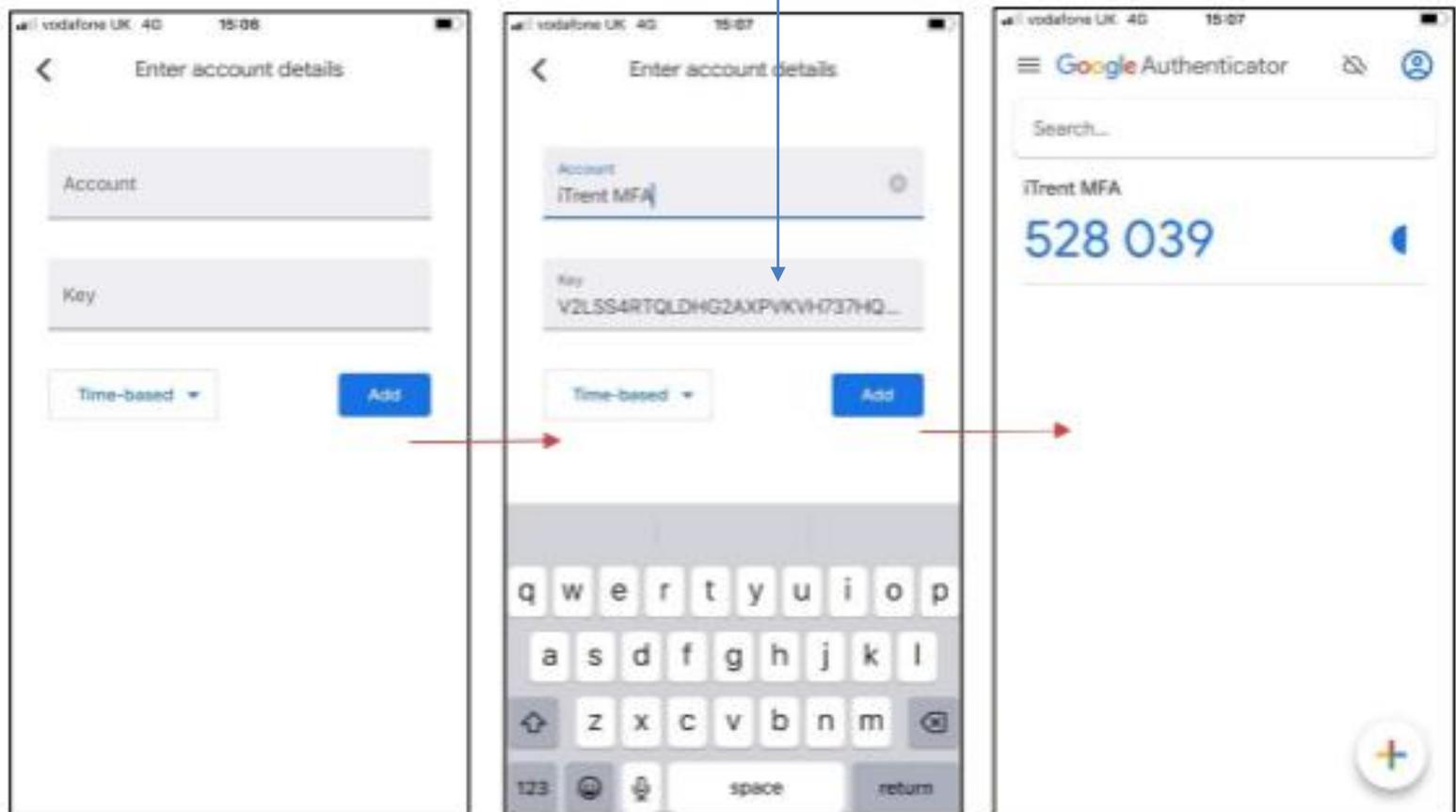
6235LRZJEGBX3IY5WFCWKRXMVTL355UD

- **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.**

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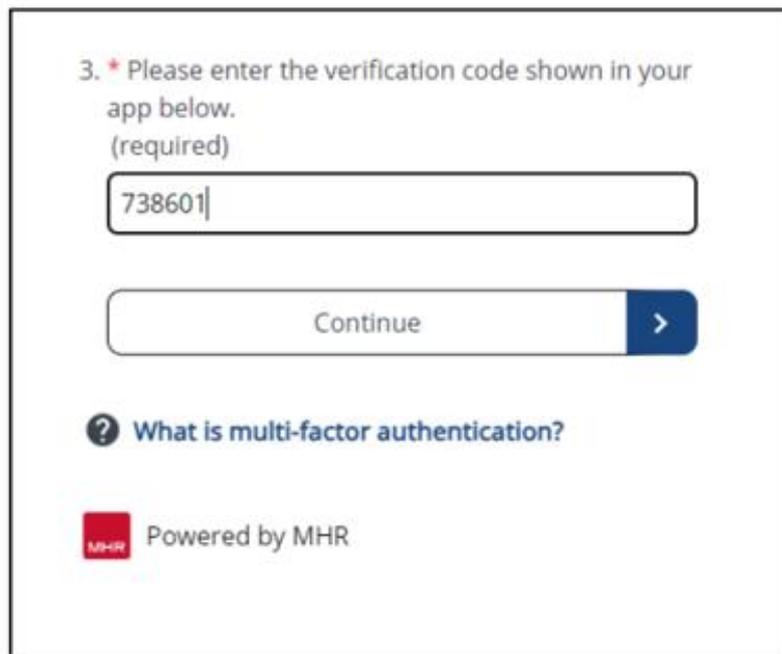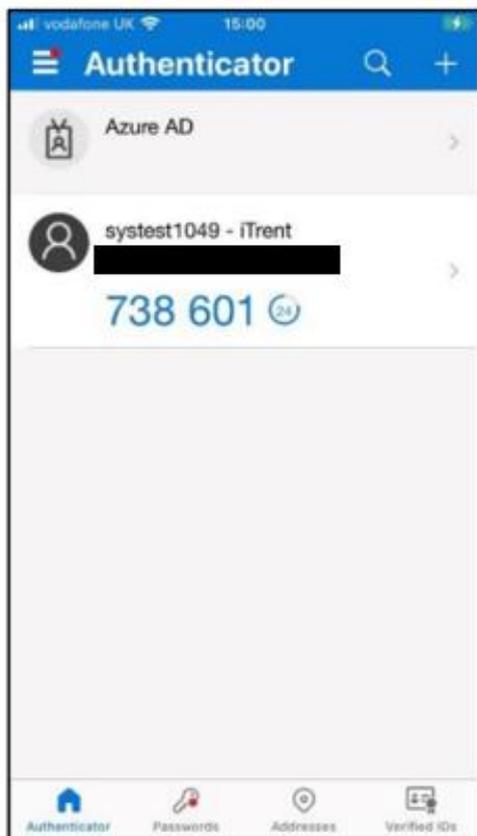
- **Enter the six-digit verification code generated by the authenticator app on your device to gain access. It is important to note that you should NOT put a space between the digits. So, in the example above, you would type in 738601 not 738 601.**

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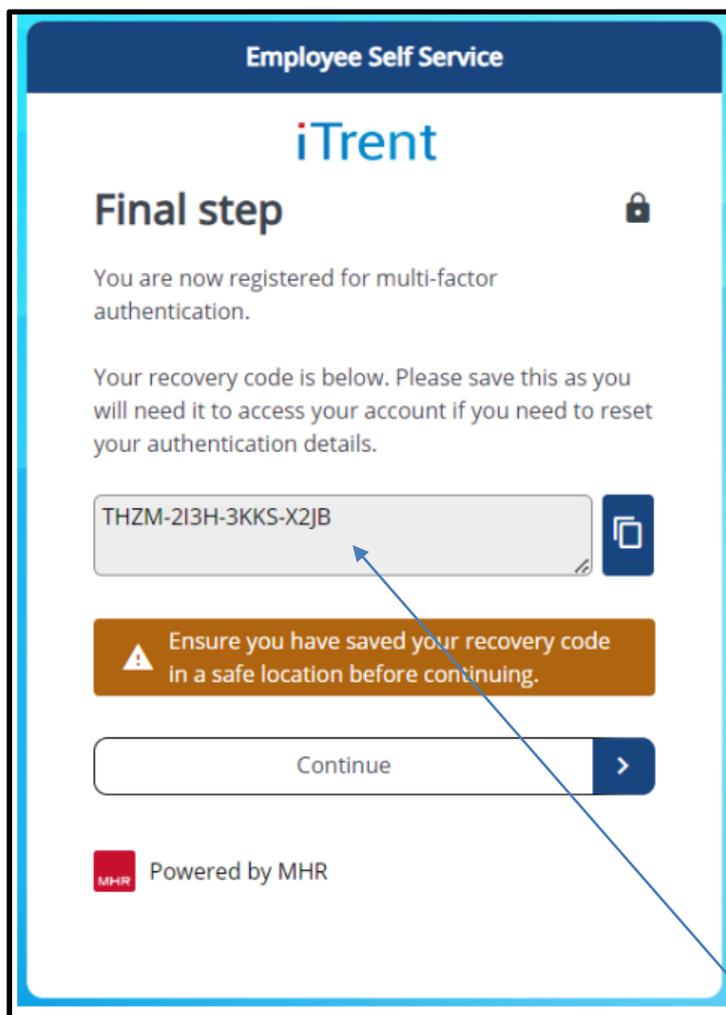
**Once your authenticator has been successfully added, you will be given a recovery code. Take note of the recovery code and store it in a safe place as you may need it to re-register your authenticator app details.**

Data Label: Public

## ➢ 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 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.

Data Label: Public
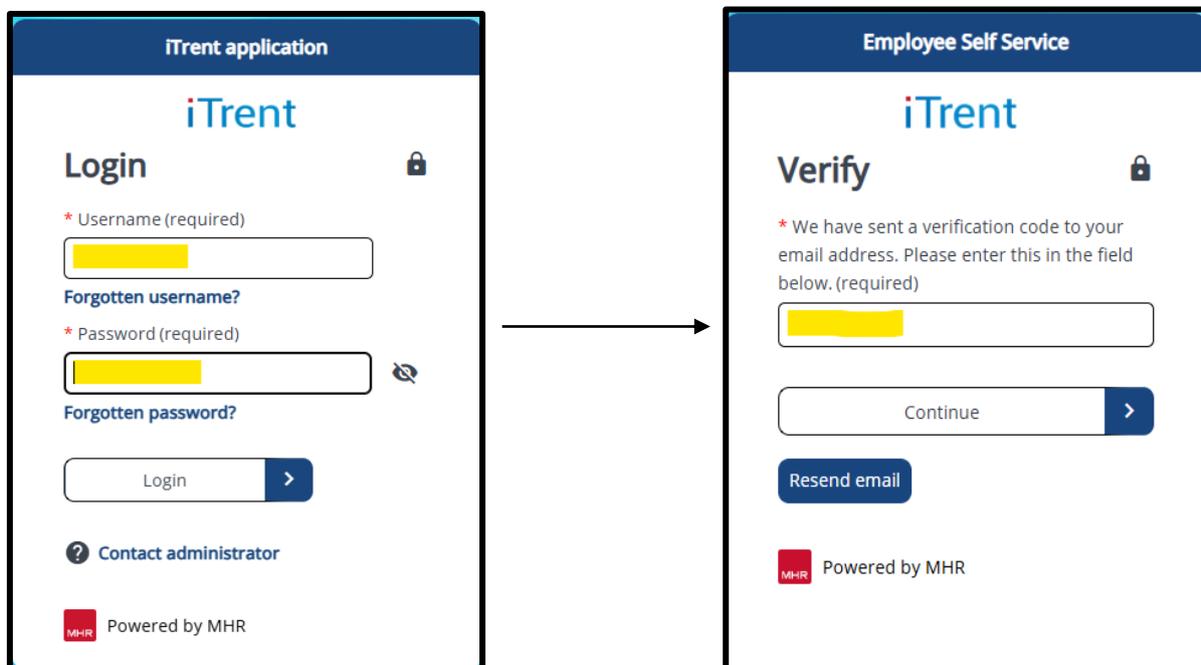
## ➢ Multi-factor Authentication frequently asked questions

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.

## 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**

➢ **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.**
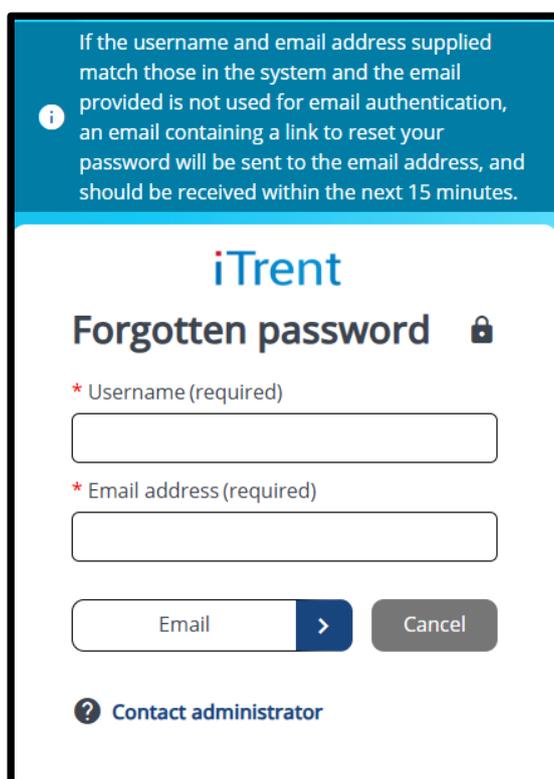
Data Label: Public

**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.**

**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.**

**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.**
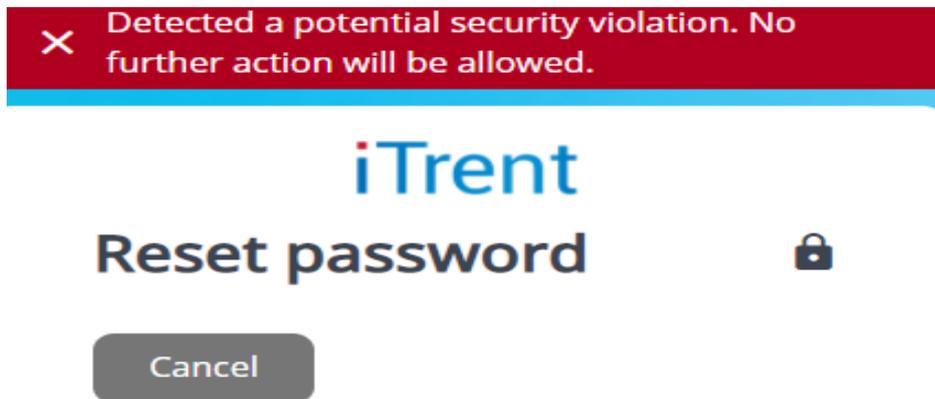


**When you successfully change your password, this screen is displayed**

Data Label: Public
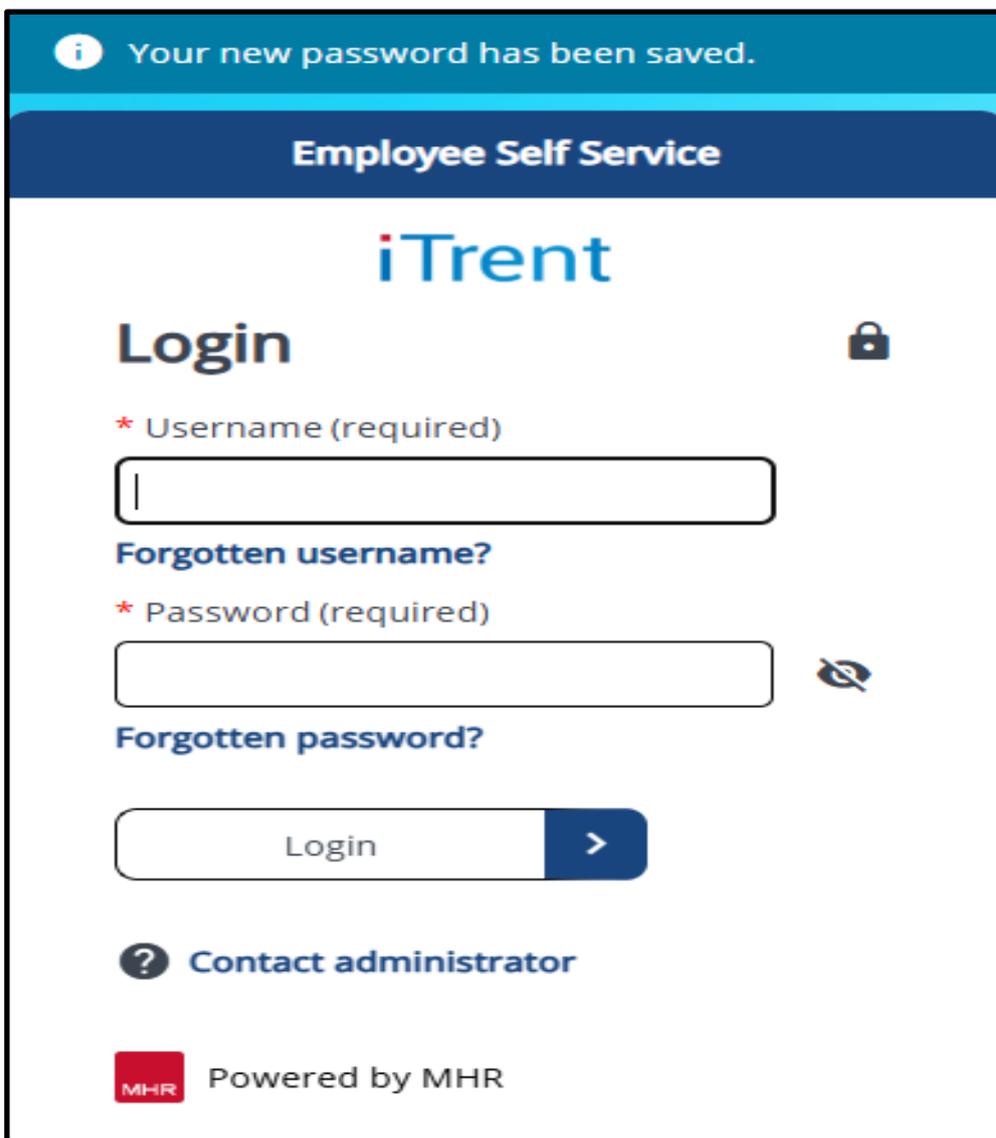
**Saved Passwords**

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.

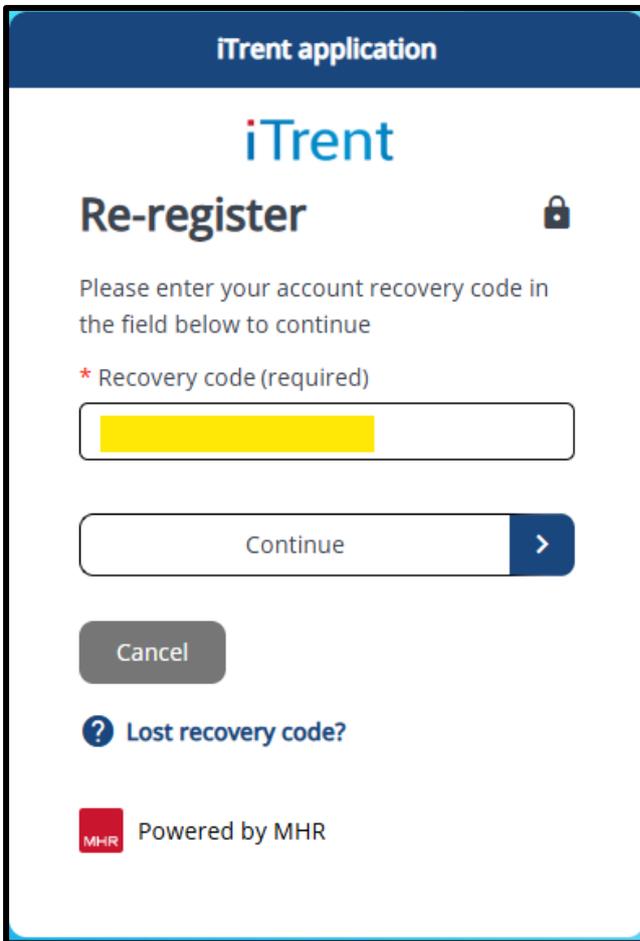> ➢ **Scenario 2 – Unable to access Authenticator / Lost Authenticator Code / Lost recovery code**

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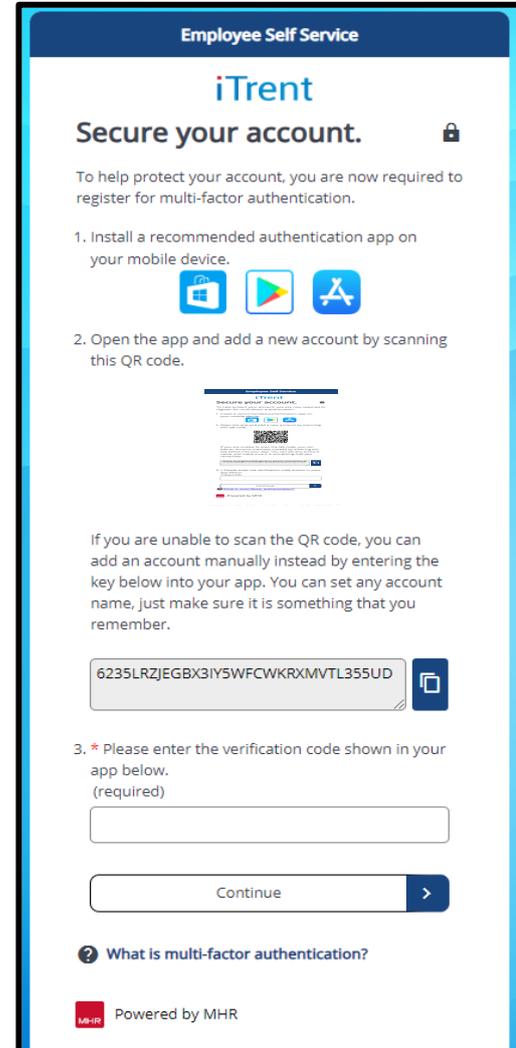
To begin, please log in as usual using your username and password. Once logged in, click on the "Re-register" option, as shown below.

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**
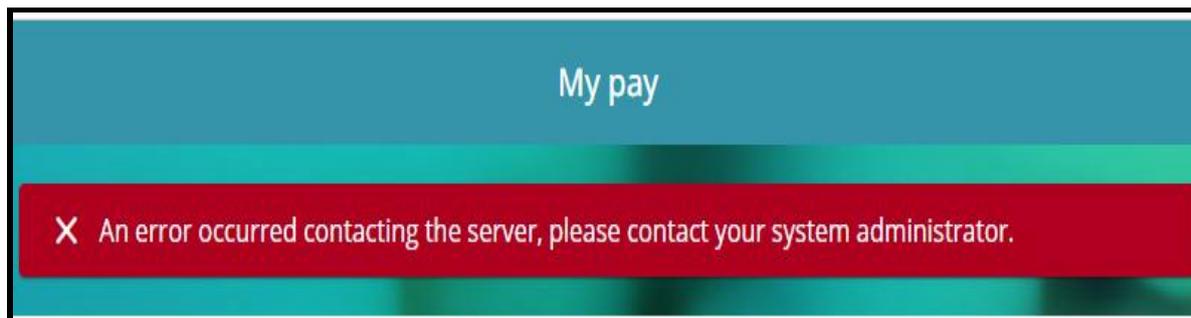


**Log out and log back in again to access myHR again.**

**Home page**

Data Label: Public
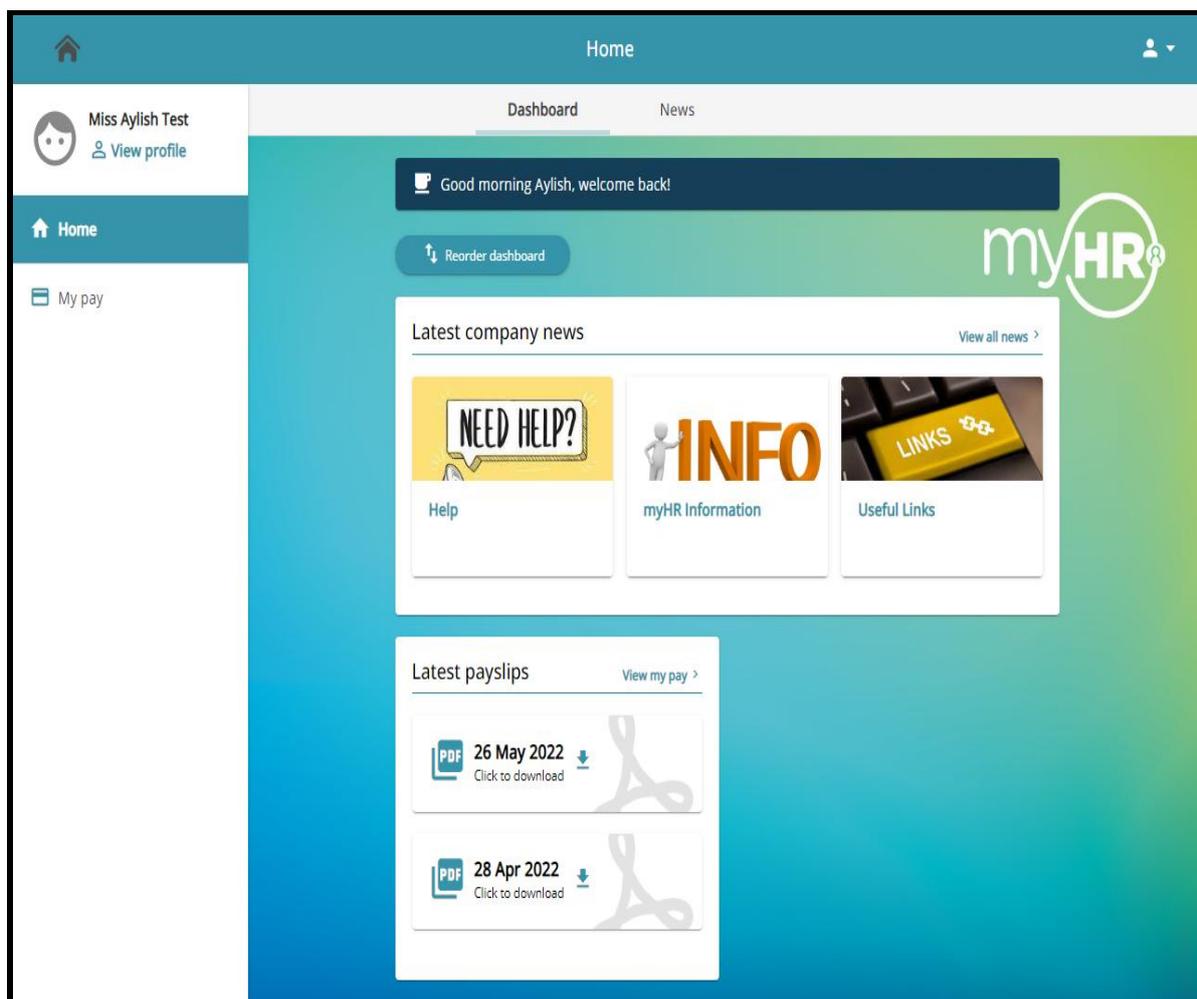
➢ **Utility menu**

**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.**

Data Label: Public
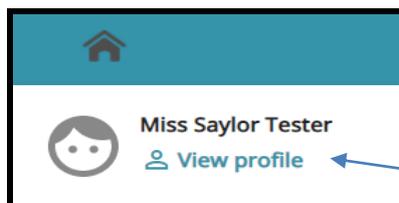
## View profile



**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.**
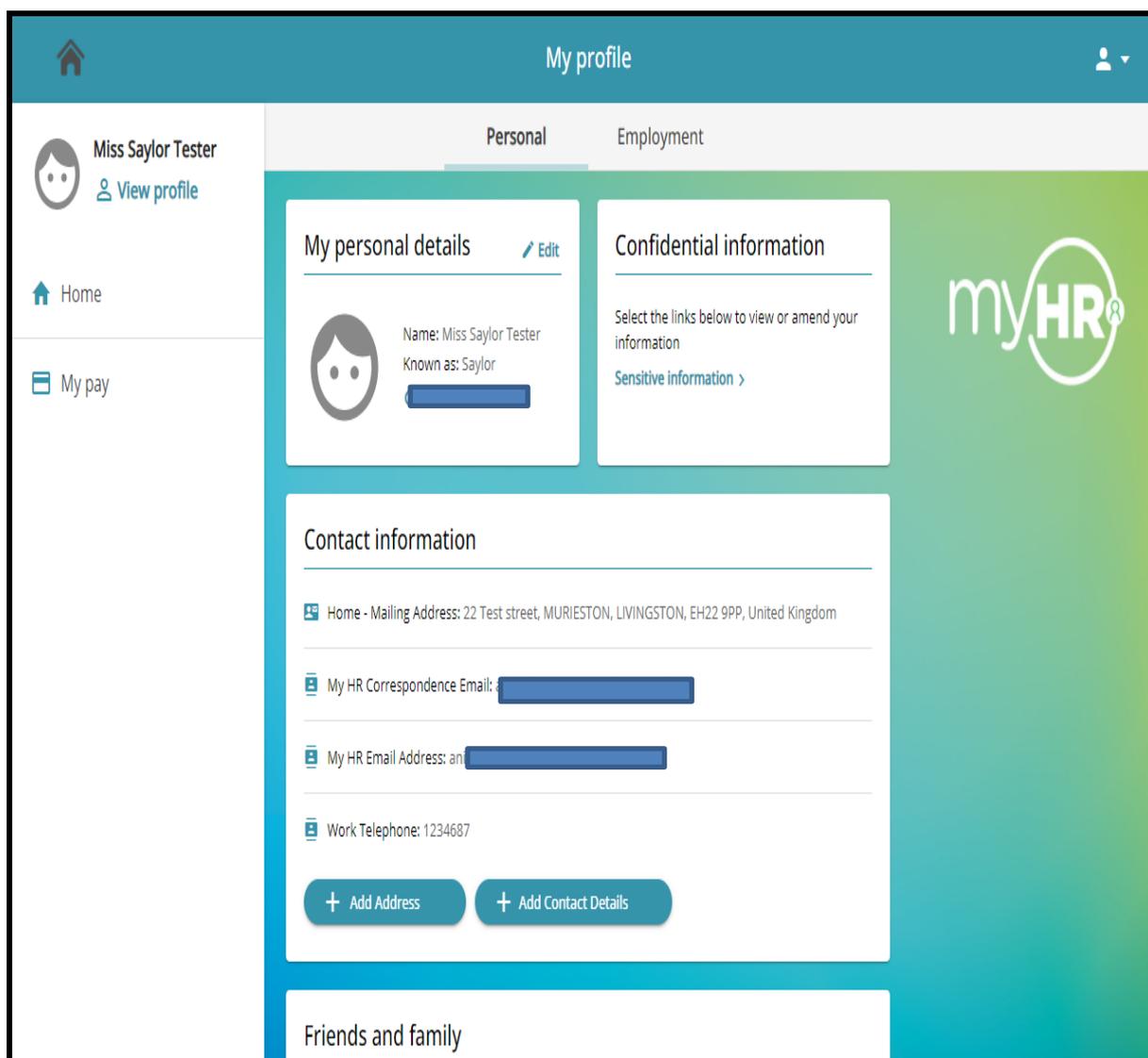


- ❖ **My personal details**
- ❖ **Confidential information – includes Special requirements /Sensitive information**
- ❖ **Contact information**
- ❖ **Friends and family**
- ❖ **Bank details**

Data Label: Public

**My personal details**
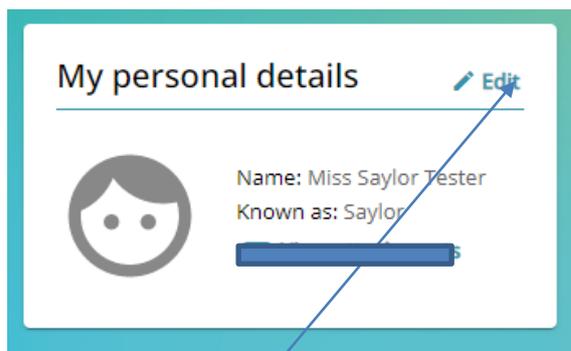


My personal details section, you can view, add and change certain information held about you in the Council's HR/Payroll system.

You can change your surname /title/preferred name/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**

**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.**

Data Label: Public

**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.**

Sensitive information

ⓘ The personal data that you enter into this form is voluntary, if you do provide the information requested, we will only use this in an aggregated and anonymised form.

**Marital status**

| Married | × ▾ |

**Religion**

| Prefer not to say | × ▾ |

**Ethnic origin**

| Prefer Not to Say | × ▾ |

**Place of birth**

| |

**Nationality**

| Italian | × ▾ |

**Sex identifier**

| Prefer not to say | × ▾ |

**Gender reassignment**

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

**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**

Additional fields

Do you have caring responsibilities

| Yes | ▼ |

Area of caring responsibility

| Children under 18 | ▼ |

**Save**    **Cancel**

**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.**

**Please contact [hrsupport@westlothian.gov.uk](mailto:hrsupport@westlothian.gov.uk) if you wish to change this.**

**To amend contact information**

**Click on relevant link**

Contact information

Home - Mailing Address: 61 Castle Kevin Drive, West Calder, WEST LOTHIAN, EH32 8TH, United Kingdom

My HR Correspondence Email:

My HR Email Address:

Work Telephone: 01506 112156

+ Add Address        + Add Contact Details

**Example: Home – Mailing Address**

Address details

This form allows you to correct your current address information. If your address has changed please use the add address details option.

*Address type (required)

Home

☑ Mailing address

Postcode

EH32 8TH

House name

Number/Street

61 Castle Kevin Drive

Local area

West Calder

Post Town

County

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

**Save**

Data Label: Public

**But 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**
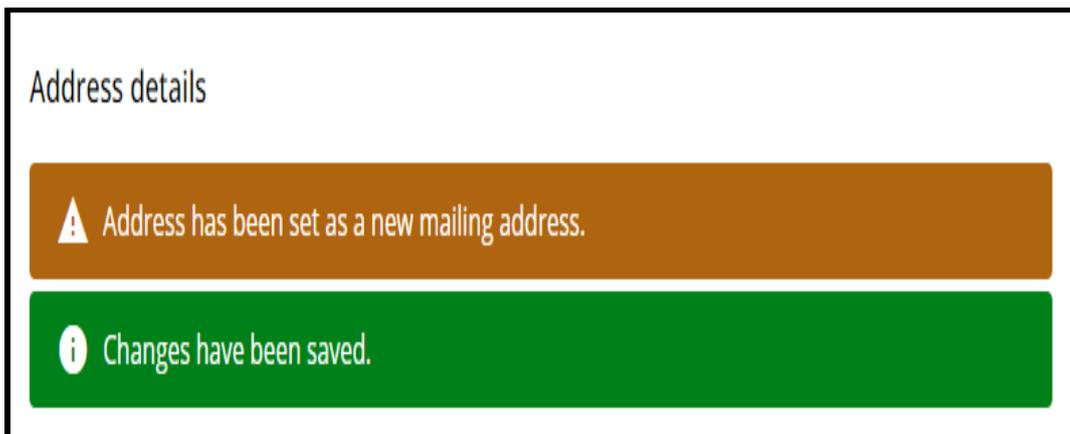


**When you make a change or add a new address, an email notification will be sent to you.**

**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.**

**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.

## Friends and family

| Type | Contact name | Relationship | Contact number | Primary contact |
|------|-------------|--------------|----------------|-----------------|
| Emergency contact | asfsfjhsfsdf | Husband | dsdsadsa | Yes |
| Emergency contact | Test Tester | Not Specified | 01607 851747 / 07402365154 /0141205163 (HMW) | No |
| Emergency contact | Test Tester 2 | Son | | No |

**+ Add Emergency Contact**

**Click on Add Emergency Contact button**

‹ **Back to Personal**

**Emergency contact**

**\* Contact name (required)**

**Relationship to me**

Please choose ▾

**Contact at**

**Contact email**

☐ **Primary contact**

☐ **Use as next of kin**

**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).

**Bank details**

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



You can 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

**If you have changed your bank account within 8 days of pay day, your pay will have already been processed to the bank. You must keep your old account 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](mailto: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 via your myHR email address.**

Data Label: Public

**Employment**

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

❖ **Your current position details are read only.**

❖ **Please email [hrsupport@westlothian.gov.uk](mailto:hrsupport@westlothian.gov.uk) if you require more information about your post.**

**If you have more than one supply post will see all post displayed in this screen.**

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

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

❖ **Your current position details are read only.**

❖ **Please email [hrsupport@westlothian.gov.uk](mailto:hrsupport@westlothian.gov.uk) if you require more information**

## My pay



**In My pay you can**

- ❖ **View your payslips**
- ❖ **Download your payslips**
- ❖ **View your P60**
- ❖ **Download your P60**

**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 – this payslip will not have Awest Lothian Council logo on it**

Data Label: Public

**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. | | | | | N.I. Number | |
| | | | | | N.I. Code | A |

| Payments | | | | Deductions | | This Period | |
|---|---|---|---|---|---|---|---|
| Description | Units | Rate | Cash | Description | Cash | Description | Cash |
| Section Leader | | | | Tax | 192.26 | Taxable Payments | 2,020.20 |
| Conserved Salary | | | 83.33 | NI - A | 168.84 | Pensionable Pay | 3,656.03 |
| Contractual Overtime 1.5 | 5.00 | 25.56 | 127.80 | Section Leader | | Employer's NI - A | 194.16 |
| Contractual Overtime Double | 1.00 | 34.08 | 34.08 | LGPS (WLC) (6.00%) | 105.78 | Employer's Pension | 767.77 |
| Contractual Overtime Percen | 0.10 | 1138.44 | 113.84 | Credit Union | 220.00 | | |
| Cycle to Work | 125.00 | | -25.00 | Social Club | 2.00 | | |
| Cycleplus | 40.00 | | -20.00 | GMB | 13.70 | | |
| 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 | | | Year-to-date | |
| Market Supplement | | | 85.42 | | | | |

**To print payslip**

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

**To save to your PC**
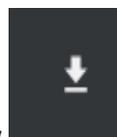


**Click on downward arrow**

**Online payslip (E-payslip)**

**If applicable a payslip is emailed to you each month by Payroll, if you do not receive this email please contact Payroll who can check your email address they have for you is correct and will update if required.**

<mark>**To access this payslip please enter your National Insurance number using capital letters.**</mark>

**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**

<mark>**You can view and download your P60 – 2020/2021 – 2021/2022**</mark>

**Please note the P60s for 2019/20 were sent to home addresses.**

**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 / PVG query: HRSupport@westlothian.gov.uk**
- **Payroll query:  payroll@westlothian.gov.uk**
- **Policy & Advice query: Hrpolicy@westlothian.gov.uk**

**Frequently Asked Questions**

| Email Example | Reply |
|---|---|
| Please can you advise me of my username and provide me with a password. | Your user name is your 7-digit reference number – **this never changes** and your initial password is your NI number (in capitals). If you have difficulty accessing the system you can reset your password using the forgotten password link which can be found on the login page of myHR.<br><br>The link to myHR is<br><br>**https://trent.westlothian.gov.uk/trentlve_ess/**<br><br>The MyHR user guide can be found in on the intranet using the following link: https://www.westlothian.gov.uk/my-hr |
| Can you please re-set my password for myHR | You must use the forgotten password link on the log in page to reset your password. This can be found on the login page of myHR (you must use your myHR email address which is your personal email address).<br>**Password must have at least 8 characters and must contain alpha, numeric and upper- and lower-case letter** |
| I tried to log in using my reference number as username and NI number as password and get an invalid login message | The error message "**invalid details**" means your account is locked, you must use the forgotten password link on the log in page to reset your password (you must use your myHR email address which is your personal email address).<br><br>The link to myHR is<br><br>**https://trent.westlothian.gov.uk/trentlve_ess/**<br><br>The MyHR user guide can be found in on the intranet using the following link: https://www.westlothian.gov.uk/my-hr |
| I get message "account violation" when trying to log in | The error message "account violation" or security violation means you have clicked on something in error or clicked too many times, you must try the accessing the system again allowing the pages to open properly before clicking again. |
| My email address is wrong | Your email addresses can be changed as follows:<br>• myHR Correspondence: Change yourself via myHR<br>• myHR email: Request via HRSupport@westlothian.gov.uk<br>• e-payslip: Request via payroll@westlothian.gov.uk |
| Can I have a copy payslip | Your payslips can be viewed on myHR.<br><br>The link to myHR is<br>**https://trent.westlothian.gov.uk/trentlve_ess/** |

| | |
|---|---|
| | MyHR user guide can be found in on the intranet using the following link: https://www.westlothian.gov.uk/my-hr |
| Can I have a copy P60 | Your P60 for 2019/2020 was sent to your home address May 2020<br><br>Your P60's for 2020/2021- 2021/2022 is available on myHR.<br><br>The link to myHR is<br><br>**https://trent.westlothian.gov.uk/trentlve_ess/**<br><br>The MyHR user guide can be found in on the intranet using the following link: https://www.westlothian.gov.uk/my-hr |