

YourHR

Self-Service System User Guide

YourHR FAQs



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1 Introduction

1.1 General

This document covers a range of frequently asked questions relating to the YourHR system. If required, detailed guides for all of the topics covered in this document are available from the User Guide section of the YourHR news carousel.



Note: This document is updated regularly. Always refer to the latest version available from the User Guide section of the YourHR news carousel.

2 Logging in

2.1 I have not been able to log into the YourHR system or reset my password. The system is saying that my email address is invalid.

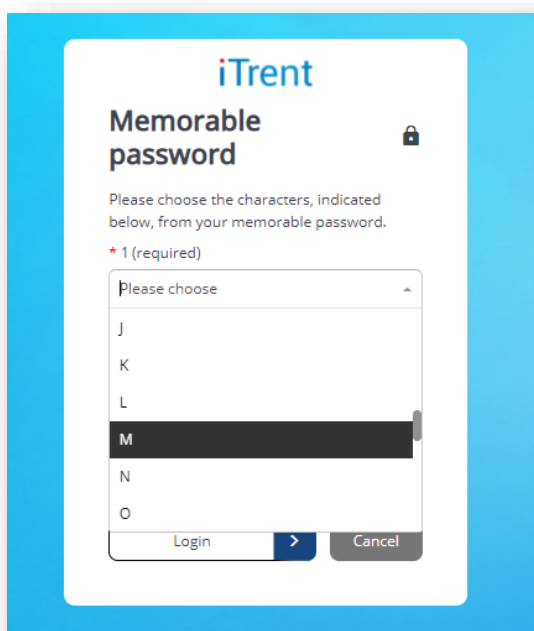
This error message is due to us not holding an email address against your employee record. To register an email address, email the HR Service Centre at hrpgeneng@rotherham.gov.uk

2.2 I have previously logged in to YourHR or ManageHR but I now receive an error messages.

Are you entering the correct username, this is your payroll number, your password needs to be entered with the correct characters? Your password should be a minimal of 8 characters long, include a capital letter, a number and a special character, such as '!@%^*'.

If you move passed this stage to your memorable (pass)word you will need to make sure you select the correct character from the drop down, you can scroll through this list to find the correct character.

Please note if the character you are asked to enter is a capital letter you will need to select this from the drop down.

The image shows a screenshot of the iTrent 'Memorable password' selection screen. The screen has a white background with a blue border. At the top, the iTrent logo is displayed. Below it, the title 'Memorable password' is shown with a lock icon. A message states: 'Please choose the characters, indicated below, from your memorable password.' Below this, a red asterisk indicates '* 1 (required)'. There is a dropdown menu with the placeholder text 'Please choose'. The dropdown is open, showing a list of characters: J, K, L, M (highlighted in black), N, and O. At the bottom of the screen, there are three buttons: 'Login', a blue arrow button, and 'Cancel'.

If you are a line manager you will have access to YourHR and ManageHR, they share the same details, if you have updated one you will need to log in to the other with these details.

2.3 What are the password lockout criteria?

Should you try to log into any of the systems and fail, after 3 successive attempts your user account will become locked. Due to this, good practice would be that after two failed attempts you should use the password reset link on the login homepage to reset your password before it becomes locked.

If your account does become locked you will be unable to reset your password until your account has been unlocked by an admin user. To unlock your account you will then need to send an email to hrpgeneng@rotherham.gov.uk which includes your user name (payroll reference number) as this will speed up the resolution of any issues.

3 Time and Expenses

3.1 Is there a cut off time which any time and expenses claims must have been submitted and authorised by for them to be paid in the next pay day?

The cut off time for the submitting any time and expenses claims is approximately 12 working days prior to pay day. Managers must also authorise the claims by the cut date which is displayed at the time of authorisation.

3.2 Why does my claim for Additional Payments disappear when I try to save or submit it?

This occurs when something is being entered into a field that isn't allowed e.g., a pound sign being entered into the hourly rate field. The claim should be reviewed to ensure that there are no special characters such as this contained within the form before it is submitted.

4 Annual Leave

4.1 How is my Holiday entitlement calculated?

YourHR automatically calculates your Holiday using your working days (work patterns) and bank holidays. If the calculation is incorrect, in the first instance speak to your line manager and ask them to review and if incorrect, change your work pattern. YourHR will then recalculate the holiday entitlement.

4.2 Additional annual leave purchased is not showing as being included in my holiday entitlement?

Where annual leave has been purchased, your Line Manager will need to add the amount purchased to your holiday entitlement as an adjustment.

4.3 I have a protected annual leave entitlement, why is this not included in the holiday calculated by the system?

Where annual leave protections are in place, your Line Manager can amend your holiday entitlement to reflect the protected annual leave amount.

4.4 No holiday entitlement has been calculated for me. Why might this have happened?

Employees appointed on Non-Standard, Apprentice and Minimum Wage grades will not have any annual leave automatically calculated in YourHR. In this case your Line Managers should add your entitlement before you can book annual leave using the YourHR system.

4.5 I work a variant of a Term-Time work pattern, why has no annual leave been calculated?

Due to the working pattern of employees on Term Time Variants, you will not have your annual leave automatically calculated in YourHR. Please use the legacy processes available on the intranet.

5 Change History

Date Revised	Date Approved	Summary of Changes	Author
	25/02/2022	Initial document creation	Elliott Carter