



Employee Self Service Guidance

This guidance document outlines:

- How to navigate Employee Self Service
- How to view and update personal information such as your address, contact information, emergency contacts and bank details
- How to receive and view your payslips and P60s
- How to submit time and expenses claims
- How to view your employment details
- How to record and update work objectives

Data Protection

The data contained in this system and its usage is subject to general data protection regulations and the City of York Council's Information Systems Security and Acceptable Use Policy, available from the [ICT Homepage on the Intranet](#)

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Introduction

Employee Self Service (ESS) is an important tool that you will need to understand and use whilst working at the council. It allows staff to view and update information, which is held on City of York Council's HR system.

ESS is also how you will view and receive your payslips each month.

Your personal information should always be kept up to date. This includes your contact telephone number, email address and home address.

You will receive your ESS login details when you start working at the council. Your username will not change, but you are able to change your password.

Important!

ESS is available on your own personal device if it can connect to the internet. You do not necessarily need to use a work device.

Your ESS login details email will tell you if you will be using Multi Factor Authentication (MFA) or Single Sign-On (SSO). Guidance for using a personal device for SSO users can be found [here](#).

Logging into Employee Self Service

The way you log into ESS will depend on the type of ICT access you have. There are two types of login method:

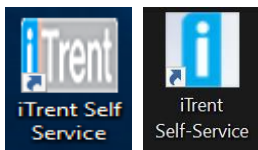
- [Single Sign On](#) (SSO), for those with the necessary ICT credentials.
- [Multi Factor Authentication](#) (MFA); a type of login that is more secure than just a username and password.

Guidance documents for both of these methods can be found on the council's ESS page [here](#). Please make sure you familiarise yourself with the correct login method for you.

Payroll Services will tell you which login method you will use when you receive your login details.

You can access ESS by:

- 1) The Employee Self Service icon on your computer desktop or work phone home screen, which will look like these:



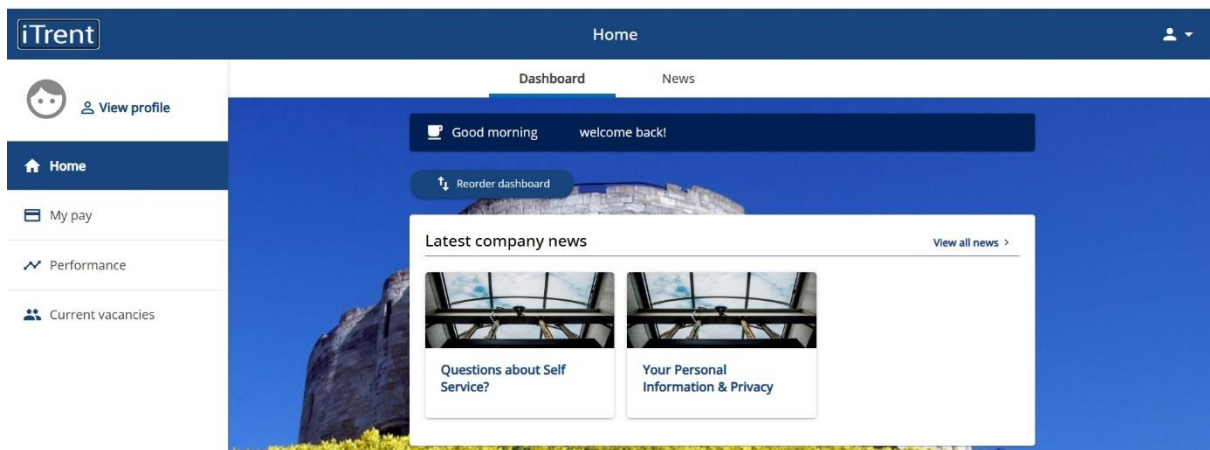
- 2) The [City of York Council's ESS](#) page on the internet.
- 3) City of York Council [Intranet](#). Please search for 'iTrent Employee Self Service'

Having trouble logging in?

If you are an MFA user, please contact the Payroll Services team by emailing payrollservices@york.gov.uk or call 01904 55 1619

If you are an SSO user, please raise a case via the ICT Self Service Portal on your desktop, or call 01904 55 2222

The Homepage



This is the starting point for access to your personal and employment information.

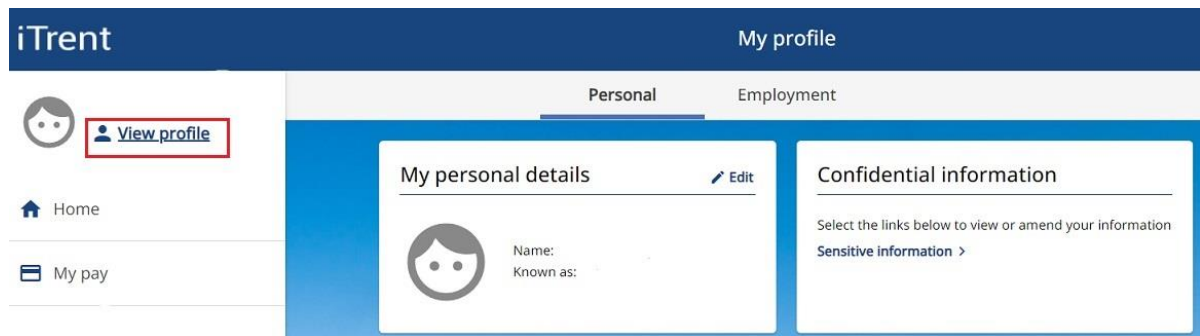
There are five sections:

1. View Profile
2. Home
3. My Pay
4. Performance
5. Current Vacancies

The Homepage will display information that you will need to be aware of such as updates from Payroll or HR. Please check this regularly.

Click on the Home button at any point to bring you back to this page.

View Profile

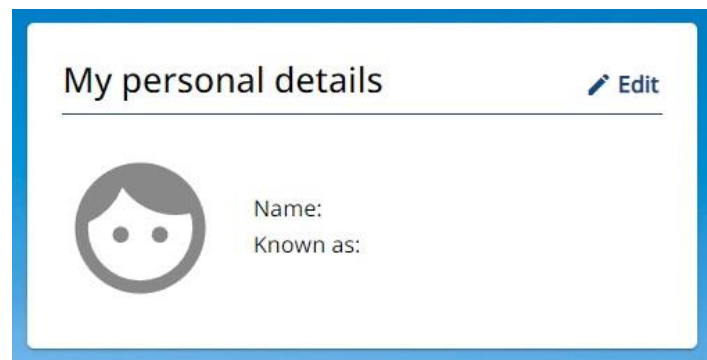


There are two areas of the View Profile section: **Personal** and **Employment** (from page 12).

The Personal section contains:

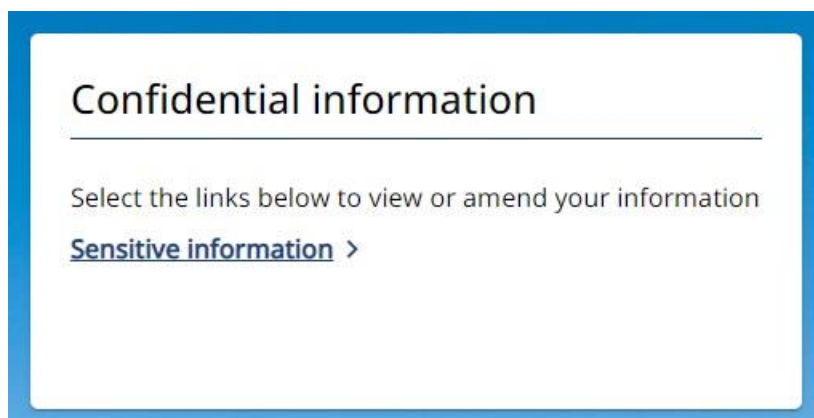
- 1) My Personal Details
- 2) Confidential Information
- 3) Contact Information
- 4) Friends and Family
- 5) Bank details
- 6) Private vehicles

My Personal Details



Please click on 'edit' to view your personal details held in the HR system. You won't be able to edit most of these details as they are required to process your pay. However, if you see something that isn't correct, please email Payroll Services.

Confidential Information

A screenshot of a web interface titled 'Confidential information'. Below the title is a horizontal line. Underneath, it says 'Select the links below to view or amend your information'. There is a single link labeled 'Sensitive information >' in blue text.

Confidential information

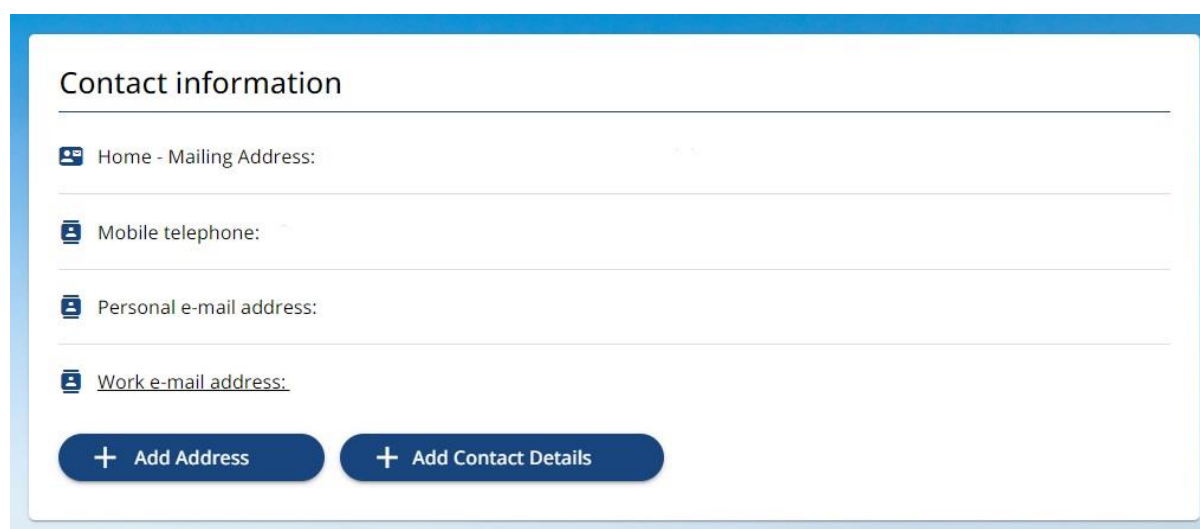
Select the links below to view or amend your information

[Sensitive information >](#)

We strongly encourage all staff to complete this sensitive information section. If you do not wish to complete a section, then please use the 'Prefer not to say' option.

Any information provided here is confidential and secure. It is only used in an anonymised format and helps the council understand its workforce as a whole.

Contact Information

A screenshot of a web interface titled 'Contact information'. Below the title is a horizontal line. There are four input fields, each with a person icon on the left and a label: 'Home - Mailing Address:', 'Mobile telephone:', 'Personal e-mail address:', and 'Work e-mail address:'. The 'Work e-mail address:' field has a blue link text '[Work e-mail address:](#)'. At the bottom, there are two blue buttons with white text: '+ Add Address' and '+ Add Contact Details'.

Contact information

 Home - Mailing Address:

 Mobile telephone:

 Personal e-mail address:

 [Work e-mail address:](#)

[+ Add Address](#) [+ Add Contact Details](#)

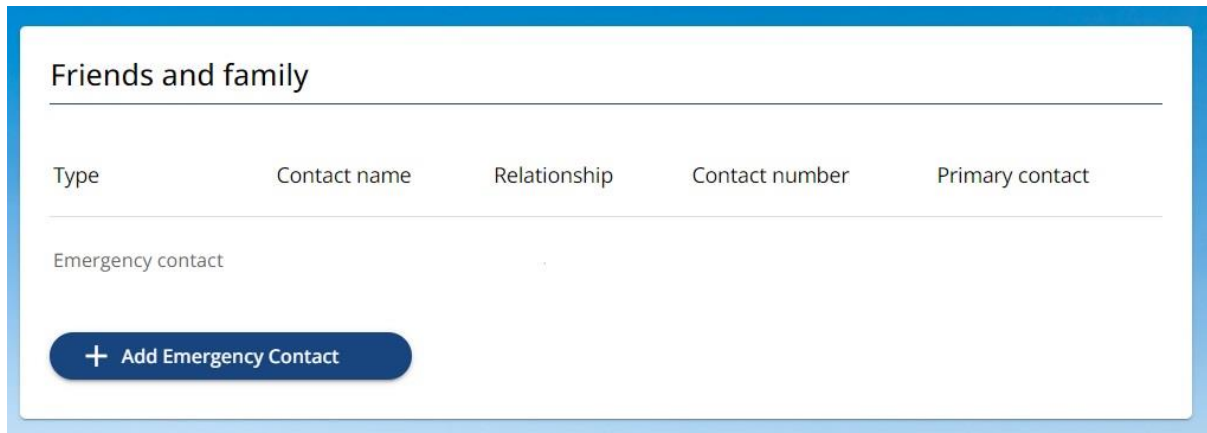
This is where you can view your own contact information. The council and/or your manager will use this information to contact you if needed, so please check regularly to make sure it is up to date.

Use the 'Add Address' button to update your home address.

Changes made here will take immediate effect.

Use the 'Add Contact Details' button to update or add mobile phone numbers or personal email addresses.

Friends and Family



The screenshot shows a web interface for managing emergency contacts. At the top, there is a header 'Friends and family' with a horizontal line below it. Below the header is a table with five columns: 'Type', 'Contact name', 'Relationship', 'Contact number', and 'Primary contact'. The table is currently empty. Below the table, there is a section labeled 'Emergency contact' with a blue button that says '+ Add Emergency Contact'.

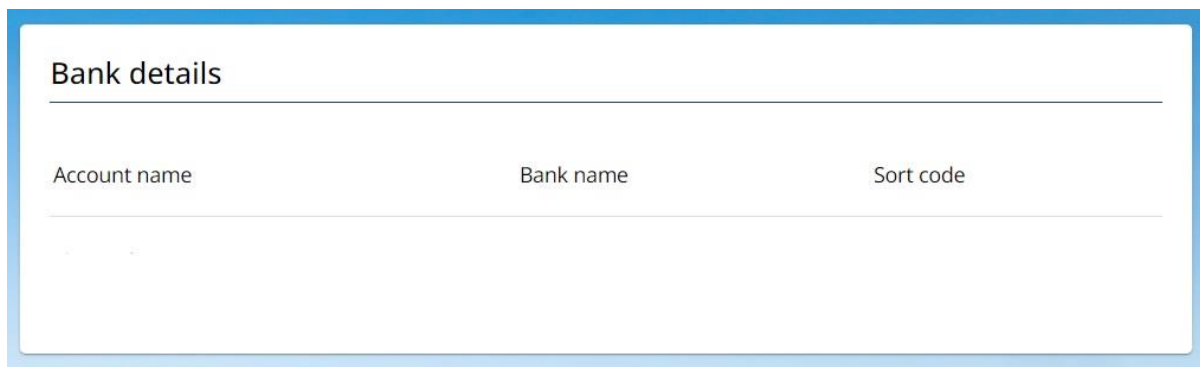
The friends and family section is where you tell us who to contact in an emergency. Your manager will have access to this information.

Please keep this up to date as it may be required at short notice.

You will be able to make one of these contacts the primary contact who will be the first choice in an emergency.

You can add as many contacts as you wish.

Bank Details

A screenshot of a web form titled "Bank details". The form has a light blue border and a white background. At the top, the title "Bank details" is followed by a horizontal line. Below this line, there are three input fields: "Account name", "Bank name", and "Sort code". Each field has a horizontal line below it for text entry. The form is currently empty.

This screen will be prepopulated with the bank details you provided when you started your employment or from the last time you updated them.

To change your bank details please click on the account name. You can then change your sort code and account number. After clicking 'save' the details will be automatically updated.

If you are unable to complete any of these fields, it means the bank you have chosen is not yet saved in the HR system. Please contact Payroll Services and they can add this for you.

You will receive an email notifying you of a change of bank details.

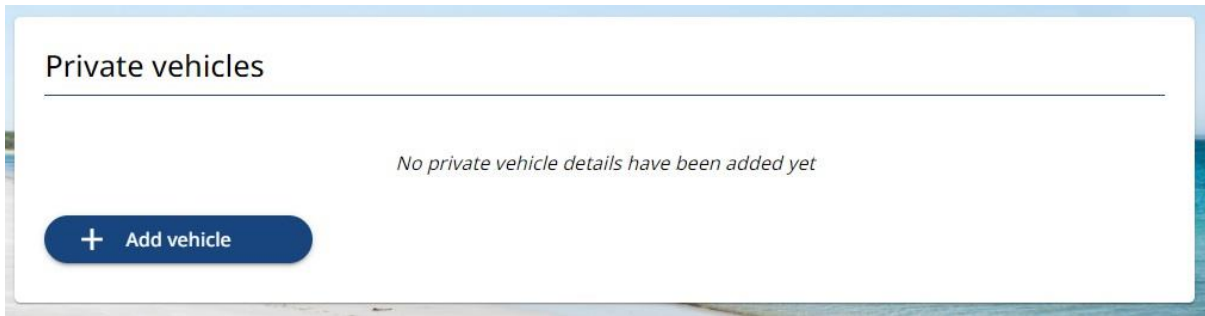
If you receive an email and you have not changed your bank account, please contact Payroll Services immediately.

Important!

Payroll is calculated at different times every month and your pay may not reach your desired account if the date you change it misses the cut off for that month. This is usually around the 15th. Please contact Payroll Services if you need to change your bank account details before the cut-off.

We strongly recommend keeping your old bank account open until you have received your pay into your new account.

Private Vehicles



Private vehicles

No private vehicle details have been added yet

+ Add vehicle

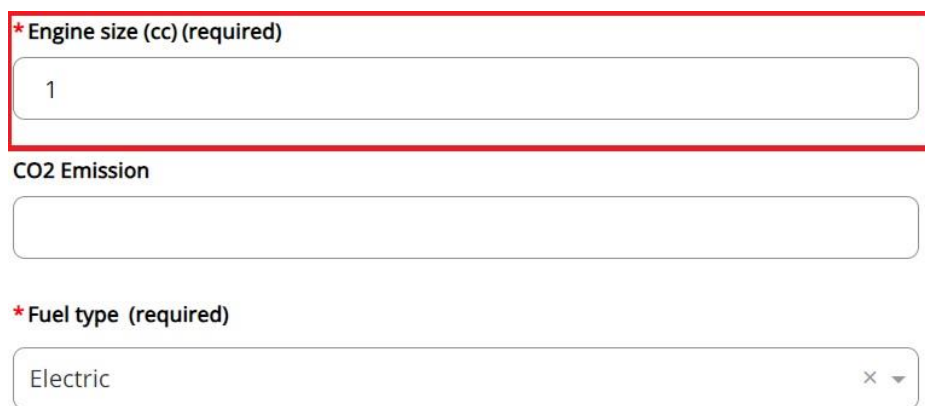
If you wish to claim mileage expenses, you will need to register your vehicle here.

You will be asked to provide the make and model. If details for your vehicle are not available for selection, please email Payroll Services and they can make these available to you.

Important!

If your car is Electric, please select the 'Electric' fuel type. If your car is a Hybrid, please select either petrol or diesel.

Engine size is a mandatory field. For Electric vehicles only, please enter a '1' as shown below:



* Engine size (cc) (required)

1

CO2 Emission

* Fuel type (required)

Electric

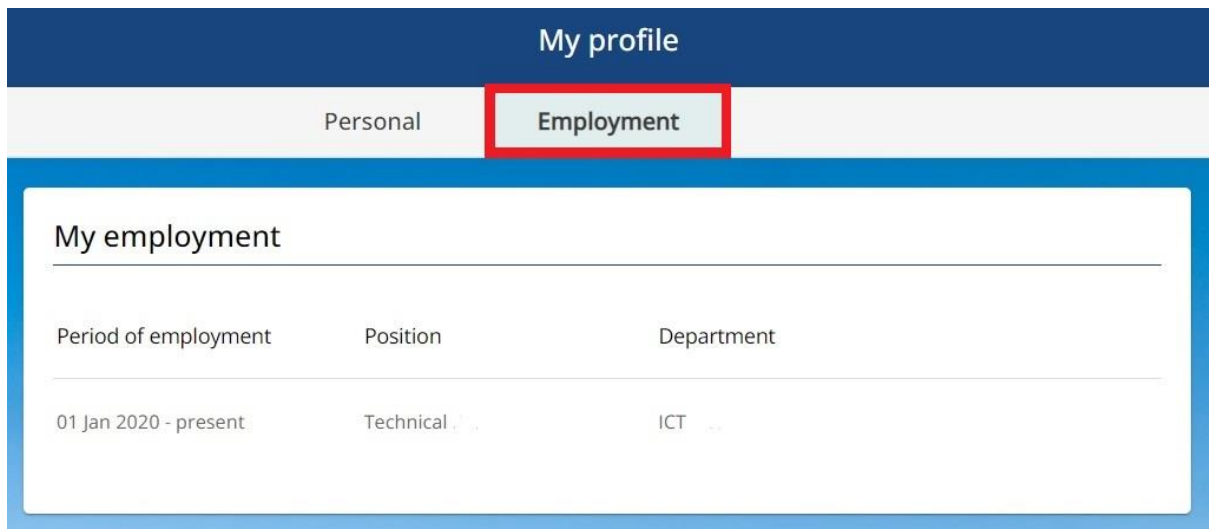
Your manager will receive an email that you have added a vehicle, and they will discuss your insurance documents with you and record this in People Manager.

If you want to change your car, please first select your existing vehicle, which will be listed above, and enter an end date. Then click 'Add vehicle' to create a new one.

You are required to enter the CO2 emission of your vehicle if it is petrol or diesel. This can be found by using the [Government website for car fuel and CO2 emissions data](https://www.gov.uk/co2-and-vehicle-tax-tools). For more information, please visit: <https://www.gov.uk/co2-and-vehicle-tax-tools>

Please note that the start date of your vehicle will be the earliest start date you can use when making a claim against that vehicle.

Employment



The screenshot shows a web interface for 'My profile'. At the top, there's a dark blue header with 'My profile' in white. Below it, a light grey navigation bar contains two tabs: 'Personal' and 'Employment'. The 'Employment' tab is highlighted with a red rectangular border. The main content area has a blue border and contains a section titled 'My employment' with a horizontal line underneath. Below this is a table with three columns: 'Period of employment', 'Position', and 'Department'. The table contains one row of data.

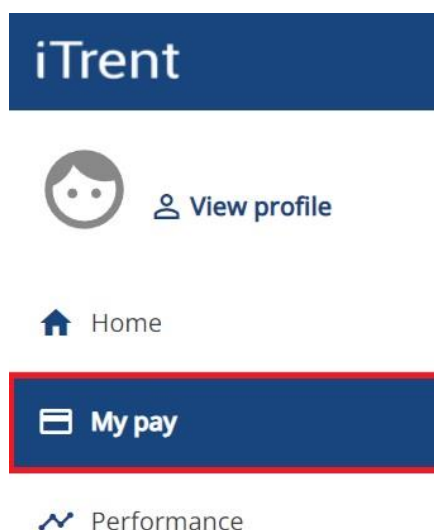
Period of employment	Position	Department
01 Jan 2020 - present	Technical	ICT

The employment section will show you a history of all your roles. Click on one to show your payroll number, your current reporting manager and your contractual hours.

Important!

Please consult this screen before making a time and expenses claim as it will show the name of the manager the claim will go to. If anything on this screen is incorrect, please email Payroll Services before you submit a claim.

My Pay



My Pay is where you can find your payslips, P60's and submit Time and Expenses claims.

Important!

Your P60 will only be available on ESS. You won't receive a printed copy through the post.

Payslips will show on this page after the payroll has been processed for that month. These can be viewed on screen or downloaded as a PDF.

Remember – you can receive your payslip earlier in the month if you set up an e-slip. This process is explained in the next section.

It is important to check your payslips every month. This is the best way to see if there has been a mistake with your pay and have it rectified as soon as possible.

Please make yourself aware of your salary as well as any deductions you may be expecting, such as student loans.

Your payslip is the best place to view your tax code, national insurance category and your pension scheme.

Payslips

Payslips

[View my bank details >](#)

Searching with neither Start date nor End date will return all payslips.

Start date (dd/mm/yyyy)

End date (dd/mm/yyyy)

Search

Download all

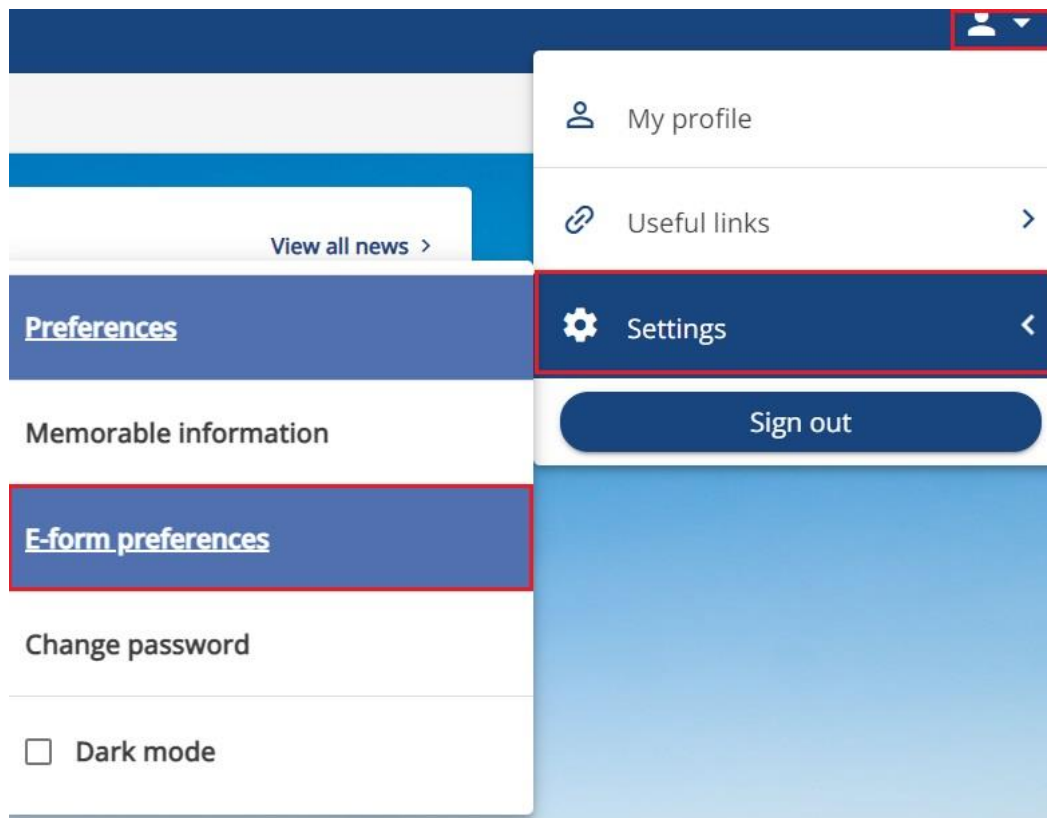
Pay date	Net pay	Download
28 May 2021		
30 Apr 2021		

Clicking on the pay date, as shown above, will load your payslip on the screen for you to view.

You can also click on the download arrow shown on the right-hand side. This will download a PDF to your device.

This page will display a maximum of twelve payslips. If you wish to view an earlier payslip, please enter the dates in the boxes 'start date' and 'end date' as shown above and click 'Search.' These can then be viewed on screen or downloaded.

Getting payslips via email



You have the option to receive an emailed payslip to an email address of your choice. To do this go to the Homepage and select the person icon in the top right of the page then select Settings > E-form preferences.

These payslips are protected with a password and can only be opened with the password you enter on this screen. If you change this password, it will affect any future emailed payslips.

This password is **not** your password for ESS, though they can be the same if you wish. Only you can change the password that opens your emailed payslips.

Viewing your P60

P60's are only available electronically through ESS.

You can view and download your P60 from the My Pay section in ESS.

Time and Expenses Claims

The screenshot shows a web application interface for 'Time & Expenses Claims'. The top navigation bar is dark blue with 'My pay' in white. Below it, a light grey bar contains three tabs: 'My pay', 'Benefits', and 'Time & Expenses', which is highlighted with a red border. The main content area has a blue header 'Time & Expenses'. Below this, there are two filter buttons: 'In progress' (grey) and 'Authorised' (blue). There are two date input fields: 'Start date (dd/mm/yyyy)' and 'End date (dd/mm/yyyy)', each with a calendar icon. A blue 'Search' button is below the date fields. A message in italics states 'There are no Time & Expenses claims to display'. At the bottom is a blue button with a plus icon and the text 'Add claim'.

The Time & Expenses section allows you to submit expenses for Overtime, Additional hours, Mileage, and other expenses specific to your role.

Making a Claim

Important!

Claims over 90 days old cannot be authorised by your manager so please submit them regularly.

Click the 'Add Claim' button to begin.

Time & Expenses claim entry: New

Start date



Job title

Claim template

Please choose

Please choose

1. CYC Basic/Casual Claim Form

12.Home to Work Expenses when on standby (taxable)

2. CYC Additional Hours Claim Form

3. CYC Overtime Claim Form

4. CYC Travel and Expenses Claim Form

5. CYC Bank Holiday Auto paid staff ONLY

7. CYC BI Assessment

The 'start date' field is the date the claim begins. This date will determine which manager your claim goes to.

If you have recently changed managers, please check that the correct manager is shown in your Employment section before you submit a claim.

If you have more than one role, please select the correct one. You can then select the claim template you wish to claim for.

If you are unsure what claim template to select, please check with your manager first.

Please note that all positions are treated separately and you are required to exceed 37 hours in any one position before being able to claim overtime. A new claim template will be required for these hours.

For example, if you are contracted to 16 hours, but you have worked 20 hours, the extra 4 hours will be categorised as Additional hours.

Saving a claim

You can save a claim as a draft if you do not want to submit straight away. This draft will remain in ESS until you submit it.

Cut off dates

Expenses will be paid in the same month if they are authorised by your manager on or before the **ninth** of that month. This is to ensure timely running of the payroll.

Claims that are not authorised by this date will be paid the following month.

Hours-Based Claims and enhancements

All hours being claimed must be entered in a decimal format e.g. 1hour 30mins would be entered as 1.5

A table converting all minutes to decimal is provided in **Appendix 1**.

Enhancements are available for claiming where the hours worked fall on a weekend or evenings.

Travel based claims – Mileage

Important!

You need to have registered a vehicle via the View Profile > Private Vehicles section shown on page 10. Please contact Payroll Services if a mileage scheme is not shown.

You can have more than one vehicle attached to your profile so please select the appropriate one here.

If travel to your required destination is less than your commute from home to your designated place of work, you cannot claim for these miles

e.g. Home to designated place of work = 5 miles

 Home to required destination = 10 miles

 Mileage allowed to be claimed = 5 miles

Guidance about mileage that you are entitled to claim can be found on [this](#) page on the intranet, please refer to the document 'Travel and subsistence policy and guidance'.

Subsistence Claims

If you have incurred expenses due to travel, then please use page 2 of the CYC Travel and Expenses claim form.

Travel claims will be for expenses such as train tickets, bus tickets or parking charges. Subsistence claims include meals.

Guidance on what can be claimed is available on the [Travel and Subsistence rates](#) page on the Intranet.

Page 1

Page 2

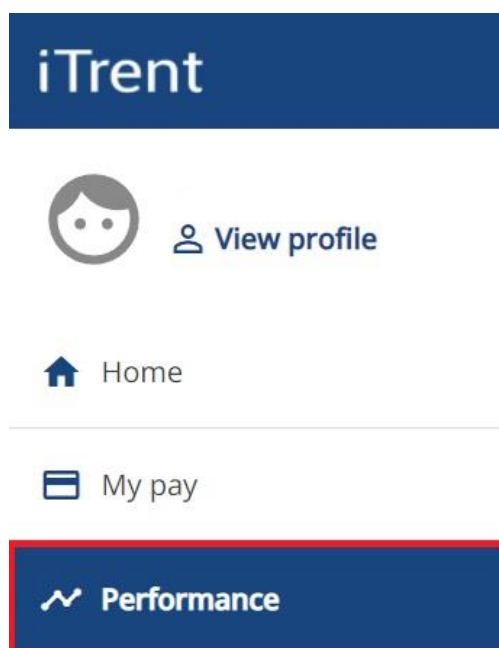
This page is for all subsistence and travel related expense claims.

Please enter claim details and the cash amount being claimed.

Any tickets/receipts must be kept and be available on request.

Element	Date	Details	Reason	Amount	Total	
▼ Subsistence Travel Expenses				0.00	0.00	+ -

Performance



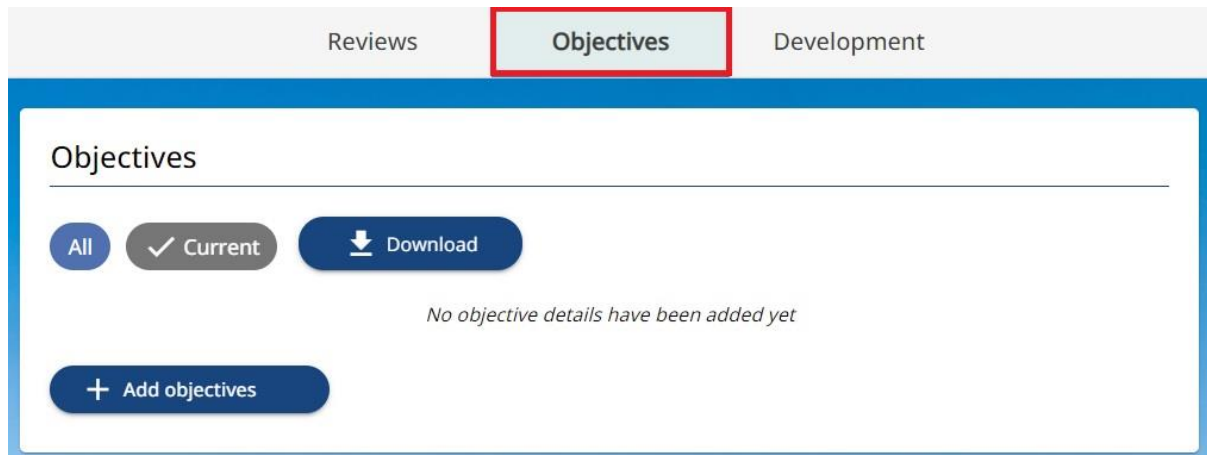
The performance section allows you to create objectives that you and your manager can both see.

This is part of the council's current Performance Development Review process, PDR. The options available on these pages may change over time but you will be notified via ESS if this happens.

The current PDR process can be found on the intranet [here](#)

Setting objectives is an important part of this process so please update them regularly as advised by your manager.

Objectives



This page will show current objectives. These are objectives that do not have an end date.

To see all objectives, including those with an end date, please click on the '**All**' button.

You can download all your objectives to a PDF by using the download button.

Adding an Objective

The 'add objective' button will allow you to create a new objective.

Objective details: New

Objective Title (required)

Type (required)

Personal

Team

Attachment date (required)

☐

Enter a title for your objective.

The 'Type' can be Personal or Team. Your manager will advise which to select.

The attachment date is auto populated and will be the same date you save the objective.

Description

Target completion date

☐

Start date

☐

Enter a description of the objective. You can change the size of this text box by dragging the bottom right corner.

The target completion date is optional. It is there to allow you to record when you think the objective should be completed by.

Enter a start date of the objective. This is the date you begin work on the objective.

Important!

Only enter a completion date when the objective is ended or completed. An end date will mean the objective no longer appears on the current objectives page. However, all objectives can be viewed by selecting 'All' on the Performance homepage.

Completion date

☐

Position

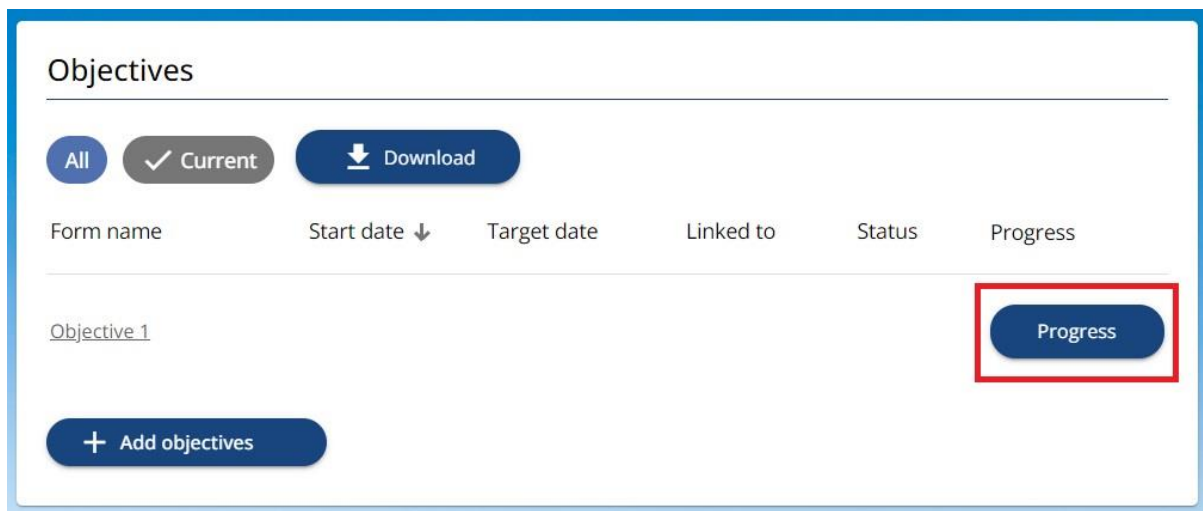
<All>

▼

Lastly, if you have more than one position, please select the appropriate one here.

Remember to click the save button when complete.

Progressing an Objective



The screenshot shows a web interface for managing objectives. At the top, there's a header 'Objectives'. Below it are three buttons: 'All', 'Current' (with a checkmark), and 'Download' (with a download icon). A table follows with columns: 'Form name', 'Start date ↓', 'Target date', 'Linked to', 'Status', and 'Progress'. The first row shows 'Objective 1' under 'Form name' and a 'Progress' button under the 'Progress' column. This button is highlighted with a red rectangular box. At the bottom left, there is a '+ Add objectives' button.

When an objective has been saved it is possible to add updates. Click on the progress button as shown above to add objective progress details.

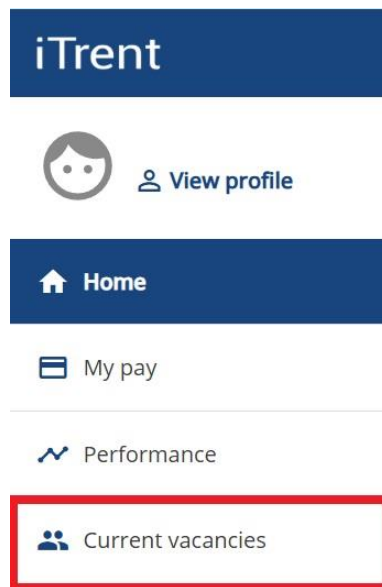
Complete the options as required. The status drop down box will allow you to select an option that will best describe the current status of an objective:



The screenshot shows a 'Status' dropdown menu. The menu is open, displaying four options: 'Cancelled', 'Deferred', 'In progress', and 'Not started'. The 'In progress' option is highlighted with a blue background. The dropdown is enclosed in a light blue border.

Remember to click save at the bottom of the screen when completed.

Current Vacancies



When logged into ESS, you can view the council's job vacancies by selecting Current vacancies. This will open a new browser window and automatically log you into the job's website using your ESS credentials.

If you want to log into the job's website without using your ESS credentials, please click on this [link](#) and create an account using a different email address.

Further Information and Support

Forgotten Passwords

If you use the MFA login method and need to reset your password, please use the Forgotten Password link on the ESS [login](#) page.

It is advised that you change your password once logged in for the first time. You will need to include a special character. You will find examples of these in appendix 2.

Payroll Services can reset your account if you cannot log in or you do not receive a password reset email.

If you are an SSO type user, please DO NOT try and reset your password on this screen. Please raise a case via the ICT self-service icon on your desktop or call 01904 55 2222.

General Self Service queries

If you have any queries relating the options below, please contact the Payroll Services team by emailing: payrollservices@york.gov.uk or call 01904 55 1619.

- A new Employee Self Service account and login details.
- If any information is incorrect in Self Service, such as your job title, manager or pay.
- Time and Expenses claims.
- Resetting your ESS account.

Appendix 1 – Converting minutes into decimal

When completing your Time and Expenses Claim Forms using iTrent Employee Self Service, you are required to record the number of hours being claimed in ‘*decimal*’ hours, rather than in Hours and Minutes. For example, if you are claiming for **2hrs 30mins** overtime, this would be recorded as **2.5**.

Note: Claiming 2.30 instead of 2.5 will result in you *under-claiming*

This is because the hour is divided into 100 parts instead of 60 minutes. The table below provides the decimal equivalent of each 1 minute value in the hour:

Mins	Hour/10 0	Mins	Hour/1 00	Mins	Hour/10 0	Mins	Hour/10 0	Mins	Hour/100
1	0.02	13	0.22	25	0.42	37	0.62	49	0.82
2	0.03	14	0.23	26	0.43	38	0.63	50	0.84
3	0.05	15	0.25 (¼hr)	27	0.45	39	0.65	51	0.85
4	0.07	16	0.27	28	0.47	40	0.67	52	0.87
5	0.08	17	0.28	29	0.48	41	0.68	53	0.88
6	0.1	18	0.3	30	0.5 (½hr)	42	0.7	54	0.9
7	0.12	19	0.32	31	0.52	43	0.72	55	0.92
8	0.13	20	0.33	32	0.53	44	0.73	56	0.93
9	0.15	21	0.35	33	0.55	45	0.75 (¾hr)	57	0.95
10	0.17	22	0.37	34	0.57	46	0.77	58	0.97
11	0.18	23	0.38	35	0.58	47	0.78	59	0.98
12	0.2	24	0.4	36	0.6	48	0.8	60	1.0 (1hr)

Note: City of York Council operates a standard 37 hour working week, which over a typical Monday to Friday 5-day pattern works out to 7hrs 24mins per day.

Appendix 2 – Password Special Characters (MFA)

The requirement for using special characters in your password only applies to Multi-Factor Authentication users.

Important!

If you are an SSO user, please DO NOT reset your password.

Special characters you can use:

Symbol	Name	Symbol	Name
!	Exclamation Mark	;	Semicolon
“	Quotation Mark (Double)	<	Less Than Sign
#	Hash	=	Equals Sign
\$	Dollar Sign	>	Greater Than Sign
%	Percent Sign	?	Question Mark
&	Ampersand	@	At Sign
‘	Apostrophe	[	Left Square Bracket
(	Left Parenthesis	\	Backslash
)	Right Parenthesis	]	Right Square Bracket
*	Asterisk	^	Caret
+	Plus, Sign	_	Underscore
,	Comma	`	Grave Accent
-	Hyphen or Minus	{	Left Curly Brace
.	Period or Dot	}	Right Curly Brace
/	Slash or Forward Slash	~	Tilde
:	Colon		

Passwords **may not** contain the pound £ symbol. If unsupported characters are used, an ‘Invalid login’ message will be displayed when the user attempts to login.

ESS restricts the input of passwords to a maximum length of 40 characters.