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| **Frequently asked questions** |
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| **What is the HR & Payroll Service Desk Portal?** |
| The HR and Payroll Service Desk portal is a system designed for schools and academies (using HCC’s HR Transactions and Payroll services) to ask a question or seek advice.    When a request is logged it is picked up by one of the team and a response is provided directly to the customer via the system.  Both current (active) and recently closed queries (past three months) are viewable in the portal.  For the HFL HR Advisory Service please use the HR Service Portal - HR services portal | HFL Education |
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| **Why has it been introduced?** |
| It has been introduced to provide an efficient route for schools and academies to log queries and for the Schools HR Transactions and Payroll Service Desk teams to respond quickly and fully to the query.  The portal will allow customers to track and view responses all in one place. |
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| **When and how should I use it?** |
| Using the portal is an alternative to telephoning the teams and replaces email contact.  Please follow the guidance to get set up and to log in.  You should use the portal when you want to contact the Schools HR and Payroll Service Desk to ask a question or seek advice.    Note - Schools and Academies have access to the HR Payroll team only. |
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| **What is the difference between Advisory and Payroll query?** |
| The HR Transactions and Payroll Team deal with queries relating to pay, entitlements/quotas such as annual leave or family leave, reference requests of all types and contracts of employment.  Note - Schools and Academies have access to the HR Payroll team only. For the HFL HR Advisory Service please use the HR Service Portal - HR services portal | HFL Education |
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| **Can I still telephone the HR Advisory or Payroll team for advice?** |
| Yes, you can. Telephone lines remain open 01992 556500 |
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| **Can I use the portal to contact other HR Teams?** |
| No, you can’t. The portal is available for contacting the HR Transactions and Payroll Service Desk teams only.  For the HFL HR Advisory Service please use the HR Service Portal - HR services portal | HFL Education |
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| **Can I use the portal from a mobile device?** |
| Yes, you can. The portal has been set up for use on a laptop, tablet or mobile phone.   Please follow the Schools HR and Payroll Service Desk Portal user guidance to gain access to the system using Two Factor Authentication. |
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| **How will I know when my request (query) has been answered?** |
| You will receive an email notifying you that a response has been provided and is waiting in the portal for you. This email will include a link you can click on to gain access. |
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| **How quickly can I expect a response?** |
| You can expect to receive an initial response to a payroll query with 24 hours. |
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| **Logging in and two factor authentication** |
| **How can I access the portal?** |
| Schools and Academy Users can use the L***ogin to HR & Payroll Service Desk – Non-ESS Users (Including schools, academies, and traded services)*** link (white box) to access the portal. Please see the Schools HR and Payroll Service Desk Portal User Guidance which explains the log-in process. |
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| **How do I verify using Two Factor Authentication?** |
| Please see the Schools HR and Payroll Service Desk Portal User Guidance for step by step guidance on how to verify using Two Factor Authentication for those logging in as Non- SSO users. |
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| **What if I forget my password or login?** |
| You can reset your password on the login screen by following the ‘Forgotten Your Login details?’ link which will generate an email to your registered email address to reset your password. |
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| **How do I update my email address?** |
| You'll need to complete the Change of Personal Details form to make payroll aware of the change.   For a copy of the form, contact your manager. If they are unable to provide this form, please get in touch with the Service Desk Payroll Team, contact details below. |
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| **I have a disability, how can I contact the HR & Payroll Service Desk?** |
| Most colleagues with a disability/disabilities should be able to access the portal, however we are aware of some accessibility issues which affect those who use a screen reader.  We are working with the provider Sunrise Systems to resolve these issues.  Please see the Accessibility Statement for further information.  As an alternative way to seek HR Advisory or Payroll support, please telephone 01992 556500 and the relevant team will be able to assist you. |
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| **Why won't the portal accept my username and password?** |
| If you can’t remember your password, please use your personnel/payroll number as username and the password that you previously set.  If you can’t remember your password, please use the ‘Forgotten Your Login Details’ on the log-in screen to reset your password. |
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| **How do I find my Personnel (Payroll) number** |
| You can find your personnel number on your payslip, which can be accessed via Epay. |