

Colleague



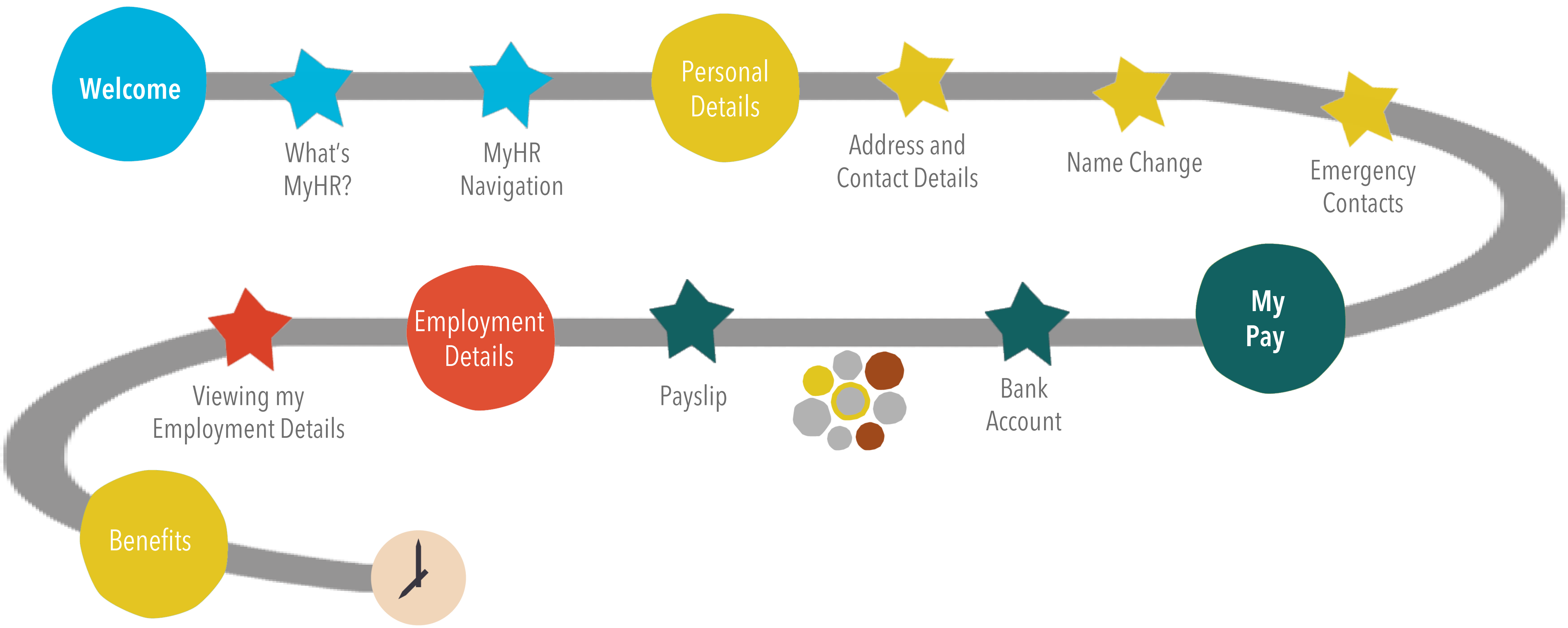
Your Guide to MyHR Stores

Get Started



Your guide to MyHR

To navigate this guide, click on the tabs at the top and to the side of each page. You can also navigate to each section by using the road map below.



New Starters – Ensure you complete the **Personal Details Sections** and **Bank Account Section** within the first few days of employment.

Welcome

Navigation

Welcome to your MyHR Guide

MyHR is a Cloud based HR system which will hold all of our HR data in one secure place which is easily accessible for you and your manager.

What do you mean by cloud based?

The cloud is just a network of servers that will store and allow us to access our data.

If you've ever used Facebook or similar, you're already used to the cloud, you just might not have realised it.

What's good about the cloud is that we'll get regular MyHR updates, meaning that we will always be up to speed on the latest version – like when your phone has an update!

So, what does this mean for me?

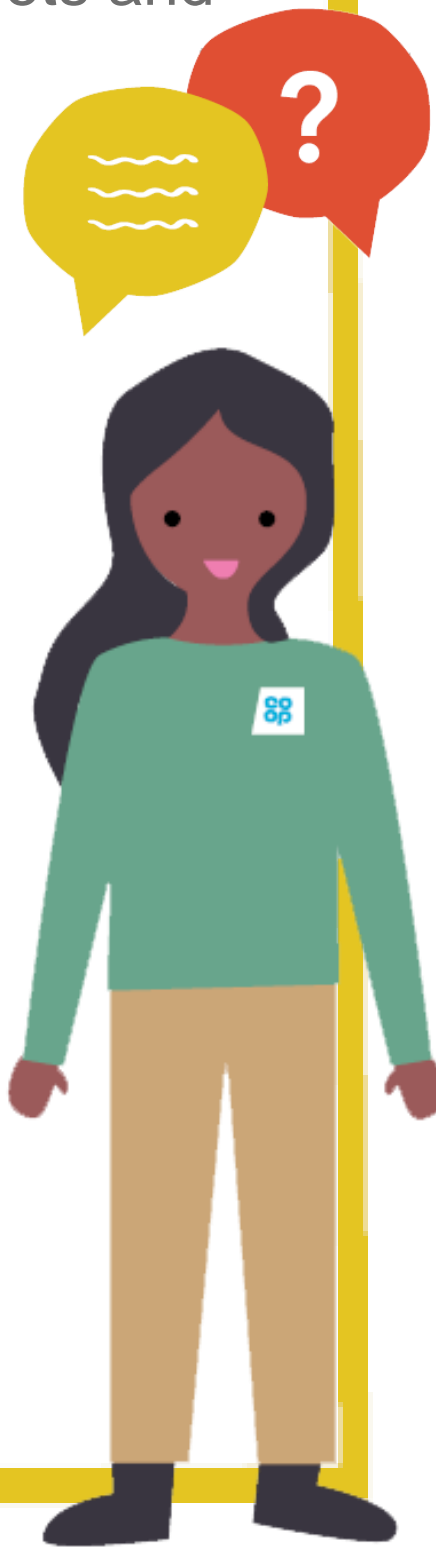
It means that you'll be able to view your payslips online, update your own personal information and request holidays in just a few clicks.

And because the system is cloud based you can access it anywhere and on any device (i.e. personal phones, tablets and computers), making it more convenient for you.

Sounds great! What next?

In this guide you'll find all the information you need to enable you to access the system and complete all of the tasks relevant to you, step-by-step.

You will also find some 'What Ifs' just in case something didn't go to plan!



Welcome

Navigation

Navigating MyHR

How do I access MyHR?

You can access MyHR by [clicking here](#) and logging on with your Username (employee number) and Password.

If you'd like to access MyHR from your personal device use the link <http://myhr.coop.co.uk>

Your Homepage

Let's start by explaining some of the icons you'll see on the MyHR Homepage:



About Me

The **About Me** section is where you'll spend most of your time, this is where you will find all the information about you.

This includes your:

- Personal Details
- Employment Details
- Bank Details
- Payslip



Use this star icon on your toolbar to add frequently used pages to your favourites so they are only a click away!

To do this navigate to the page you'd like to save as a favourite, click on the **Star Icon** from the toolbar, click **Add to Favourites**, click **Save and Close**.



Jan TrainLevinson ▼

Goes back to your homepage

Log out here

Continue



Address and Contact Details

Name Change

Emergency Contacts


Updating your Address and Contact Details

Moved house, new phone number or email address?

You can update these yourself in MyHR and it's really easy. To change your personal details, follow the steps below:



1. Log into MyHR. Continue to step 2 if you're a manager, go to step 3 if you're not
2. Select **About Me**
3. Select **Personal Information**
4. The **My Details** icon on the left hand side will be pre-selected.
You should be able to see your personal details
5. To amend your details click on **Edit**
6. The **Contact Details** icon on the left-hand side will be pre-selected.
7. To update your **phone number** simply select the box with your old number, delete it and re enter your new number. You can also input additional contact numbers by clicking on the **+** icon and selecting **phone** to add in a new row
8. To add in a **personal email address**, select the **+** icon to add in a new row, select the **type** from the drop-down (email) and enter email address

9. To update your **address**, simply click on the  icon to edit the fields. Delete the old information and type in the new. You can also add in an effective date if you want us to use this address from a future date.

Note: If you click on the **+** you will add in an additional address instead of updating the old one

10. When you have completed your changes click on **Save and Close**

Tips, tricks and more

When entering your phone number and email address, you will notice that the **Primary box** is ticked next to your information. This means that these are the details we will use to contact you/send you notifications.

Note - You can only edit information on this page **once a day**, you will be locked out when you have clicked Save and Close. Make sure you make all the changes you require on this page in one go before clicking Save and Close.

What if

The Co-op uses my personal email address or phone number to contact me?

I've changed my details and I can't get back in to make a further change?

I can't see the 'about me' icon?

Continue



Address and Contact Details

Name Change


Emergency Contacts

Name Change

Have you recently changed your surname?

You can update your name in just a few clicks:



1. Log into MyHR. Continue to step 2 if you're a manager, go to step 3 if you're not
2. Select **About Me**
3. Select **Personal Information**
4. The **My Details** icon on the left hand side will be pre-selected
You should be able to see your personal details
5. To amend your details, click on **Edit**
6. Select the **Biographical Detail** icon on the left hand side
7. Click on the  icon to turn the fields editable. Delete the old information and type in the new
8. You can add in an effective date using the calendar, if you don't do this the change will be effective the day you make the change. If you change your martial status you will see a separate effective date field appear for this
9. You will see that if you choose, you can also add in additional information such as religion, ethnicity etc
10. When you have completed the change, select **Save and Close**

Tips, tricks and more

You'll notice that some fields are marked with a *****, this mean that they are mandatory fields and need to be completed.

You can also add in other information such as ethnicity if you wish, this is not mandatory.

Note - You can only edit information on this page **once a day**, you will be locked out when you have clicked Save and Close. Make sure you make all the changes you require on this page in one go before clicking Save and Close.



What If

I want to change my date of birth or NI number as they are incorrect?

I can't see the 'about me' icon?



Address and
Contact Details

Name Change




Emergency
Contacts

Entering your Emergency Contact Details

It's important that we have a contact for you in the case of an emergency.

To add or amend an emergency contact, follow the steps below:



1. Log into MyHR. Continue to step 2 if you're a manager, go to step 3 if you're not
2. Select **About Me**
3. The **My Details** icon on the left hand side will be pre-selected
You should be able to see your personal details
4. To amend your details click on **Edit**
5. Select the **Contacts** icon on the left hand side 
6. Select the  icon
7. Select **Add New Contact** to add in a new emergency contact or select **Existing Contact** if your contact also works for the Co-op
8. Tick the **Emergency Contact** box
9. Work through the fields completing the details, mandatory information is highlighted with a *
10. To add in the phone number, select the  icon to add in a new row and enter the information and click **Save and Close**

Amending existing emergency contact details.

To edit or delete existing emergency contact details, follow the steps below:

1. Follow **steps 1 – 5** to the left to navigate to the contact section.
2. You will see any **existing contacts** on the **left hand side** of the screen.
3. Click on the contact until an **X** appears, click on the **X** to delete the contact.
4. To edit the details, click on the **pencil** icon to amend the detail.
5. Update the relevant details and click **Save and Close**

Tips, tricks and more

You can select to add an existing colleague who is already on the system (i.e. a fellow colleague), by selecting the existing colleague option and searching for them. The existing colleague will need to approve the request before you will see their details in your contacts.



Note – Once you have added a new contact it can't be deleted on the same day.

What if

I want to change my emergency contact details?

I can't see the 'about me' icon?

Continue



Bank Account
.....
Payslip Access
.....

Entering your Bank Details

It's important that you enter your bank account details as soon as you start to ensure you get paid.



Log into MyHR and select:

1. **Payslip**
2. **Add.** If you already have bank details, the button will change to Manage
3. **New Account**
4. Select **BACs** from the **Payment Method** options
5. Fill in each box on the page
6. The **Bank** and **Bank Branch** Fields are searchable to make it easier for you to find the right information. Click on the **arrow** next to the fields and select **Search** to be taken to the search window
7. Type in the bank name you are looking for (i.e. The Co-operative Bank, National Westminster, Royal Bank of Scotland) and click **Search** to bring up the options; select the correct one
8. Enter your **Sort Code** i.e. 009784 (no dashes) for your Bank Branch

10. Make sure that the **Active** box is ticked, this will ensure that this is the bank account your wages will be paid into
11. When you have completed all of your details select **Save and Close**

Deleting bank details

1. Follow **Steps 1 – 3**
2. Click on **Manage** next to Payment Methods
3. You will now see your existing bank details to delete click on the **X**
4. Click **Save and Close**
5. Follow the **Steps 1-10** to add in new bank details

Tips, tricks and more

If you wish, you can select for a certain percentage of your wages to go into different bank accounts. To do this, use the percentage field.

The percentage field will be blanked out until you add in more than one bank account; you can then use this field to determine what percentage of your wages you would like to be deposited into each account.

What if

I haven't entered my bank account details so haven't been paid?

I can't find my bank on the system?

I can't see the 'about me' icon.

Continue



Accessing your Payslip

Accessing your payslip online couldn't be easier

Your payslip will be available to view, save and print on pay week before the Thursday payday. You can access your payslip on a work computer or anywhere using your own device (mobile, tablet or computer).



To access your payslip, login to MyHR and follow the steps below:

1. Choose the **Payslip Icon**
2. Click on the payslip you want to open
3. To **save** your payslip to your computer or laptop, hover your mouse over the payslip until you see the toolbar. Choose the Save or Print option.



Accessing P60/P11D

1. Log into MyHR. Continue to step 2 if you're a manager, go to step 3 if you're not
2. Select **About Me**
3. Choose the **Documents** icon on the left hand side
4. You'll find copies of P60, Payslips and P11D's available

Tips, tricks and more

Below are some of the key fields on your payslip and what they mean.

Gross Pay – This is the amount before deductions.

Net Pay – The amount that will be paid to your bank.

PACE – your pension deduction (if applicable).

NI – your National Insurance deduction.

PAYE – your tax deductions.

Holidays Section - shows holiday entitlement in hours as projected at the last day of the period.

YTD – Year to date.

Hours worked show as **Basic** or **Overtime**.

View my employment details

.....

Viewing my Employment Details

You can view your employment details at any time, this will show you information about where you sit in the business.

To view your employment information, follow the steps below:

1.

Log into MyHR. Continue to step 2 if you're a manager, go to step 3 if you're not
2.

Select **About Me**
3.

Select **Personal Information**
4.

Select the **Employment Information** icon on the left hand side
5.

You will now be able to see you employment information. The view will show you things like:

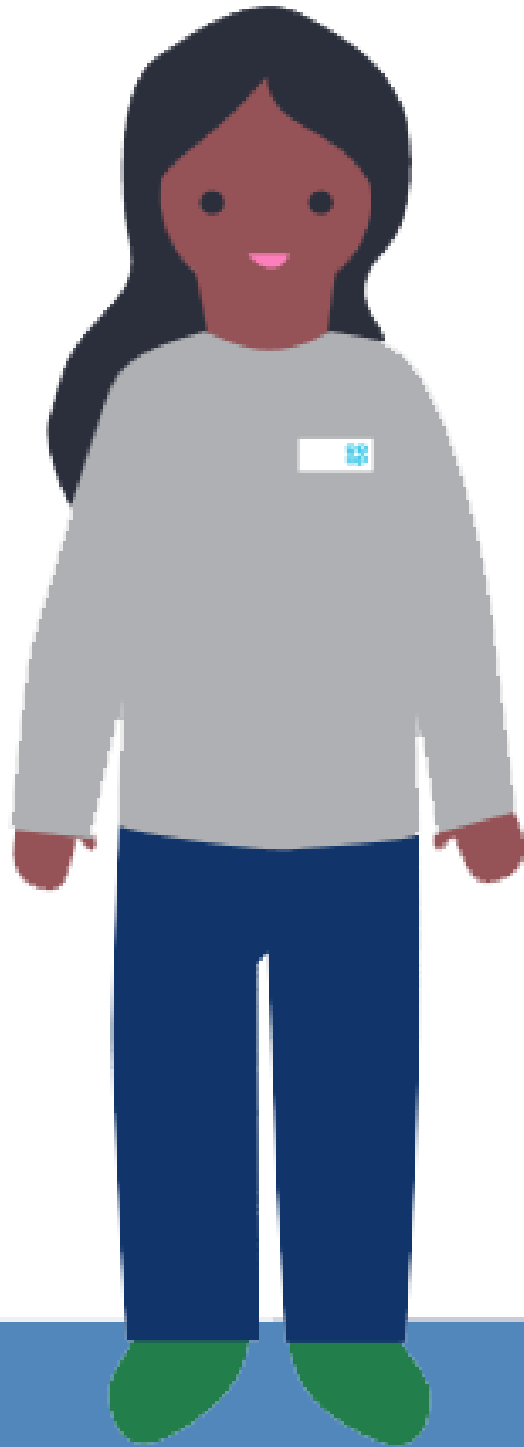
• Hire date

• Line Manager

• Position

• Grade

• Work location and hours of work



What if

I think that some of my employment information is incorrect?

I can't see the 'about me' icon?

Continue

Applying for Season Ticket / Rental Deposit Loan

You can apply for an interest free season ticket loan to help you towards the cost of travelling to work. The season ticket loan covers trains, trams, car parks and buses. You can also apply for an interest-free loan to help you pay the rental deposit on a property.

To do this login to MyHR and follow the steps below:

1. Select **Benefits** (choose About Me first if a manager)
2. Click on the **Change Benefits Election** button
3. Click **Continue** to bypass the family member page
4. You'll be taken to an authorisation page which will outline some of the conditions of the loan agreement, ensure you read this carefully before moving on. Click **Accept**.
5. Click **Select** next to Rental deposit / Season Ticket Loan
6. Enter the **loan amount**. For Rental - this amount will be the total cost of the rental deposit only and must not include rent, fees, additional costs or mortgage deposits. For Season Ticket the amount must be the total cost of the season ticket only.

7. When you've entered the loan amount, you'll notice that the weekly payroll deduction amount field will update. This will be the amount deducted per week from your salary to repay the loan. You'll need to multiply this by 4 to find out the total that will be deducted from your 4-weekly salary.
8. Select **Next**
9. Review the information on the screen and select **Submit**.

The evidence (see below) for your season ticket purchase will need to be sent to either addresses below;

Email: hrbenefitsteam@coop.co.uk

Or post: HR Benefits Team, The Co-op, Dept10406, 7th Floor, 1 Angel Square, Manchester, M60 0AG.

Tips, tricks and more

The evidence required for the rental deposit scheme is a government approved tenancy deposit protection certificate. Your landlords tenancy agreement is NOT acceptable as evidence.

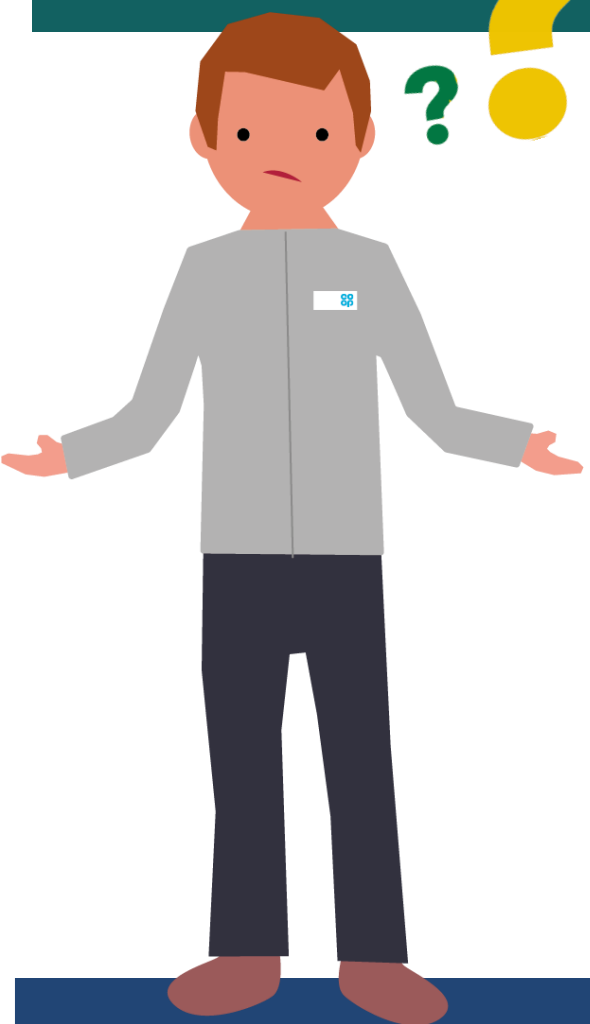
The evidence required for a season ticket loan is a copy of your season ticket or annual pass.

What If

Personal Details

The Co-op uses my personal email address or phone number to contact me?	If you only want for us to contact you using your work details, untick the primary box next to your personal details and tick it next to your work details.
I've changed my details and I can't get back in to make a further change	You can only change your personal details once a day. If you have already made changes and clicked save and close, you will have to wait until the next day to make further changes.
I need to change my date of birth or NI number as they are incorrect	You can't make this change yourself, please contact HR Shared Services who can do it on your behalf.
I want to change my emergency contact details	You can change emergency contact details by navigating to Emergency Contact page, clicking on the current emergency contacts and unticking the Emergency Contact box. You can then add in a new emergency contact.
I can't see the 'about me' icon	If you're a colleague you won't see the 'about me' icon – continue to the next step of the instructions on the relevant page. Only managers will see this icon.

My Pay



Continue



There isn't a payslip visible	This may be because you are new and haven't been paid yet, so will not have a payslip available. Payslips will be available on the pay week before every Thursday payday.
I want to view my back dated payslips.	Your previous payslips are available on the same screen as your current payslip, the dates should help you find the one you are looking for. 1 year's worth of payslips generated on the old system can be found under My Documents > Payslip Archive
I haven't entered my bank account details and I haven't been paid.	Log in to MyHR and enter your details as soon as possible
There's something wrong on my payslip	Talk to your manager about getting this corrected
I want to view my P60	Your P60 can be found under My Documents
What if I cant find my bank on the system	Contact HR Shared Services for support
What if I have entered incorrect bank details and haven't been paid	Contact HR Shared Services for support

If you can't find the answer to your question talk to your manager and then if you need further support contact HR Shared Services on 0330 606 100



What If

Employment
Details

Absence

I think my employment information is incorrect

If you believe some of this information is incorrect, speak to your manager who can update where applicable.

I need to enter sickness

Your manager will enter any sickness in to TARA on your behalf.

I want to change the day(s) I have request as annual leave/paid leave/unpaid leave

Talk to your manager about removing it from TARA/Shifts. They may have to send a manual correction form to Payroll if the deadline has already passed

I want to remove annual leave/paid/unpaid leave I have requested

Talk to your manager about removing it from TARA/Shifts. They may have to send a manual correction form to Payroll if the deadline has already passed

I want book a half day absence

Your manager will enter this in TARA on your behalf

I don't know how many holidays I have left

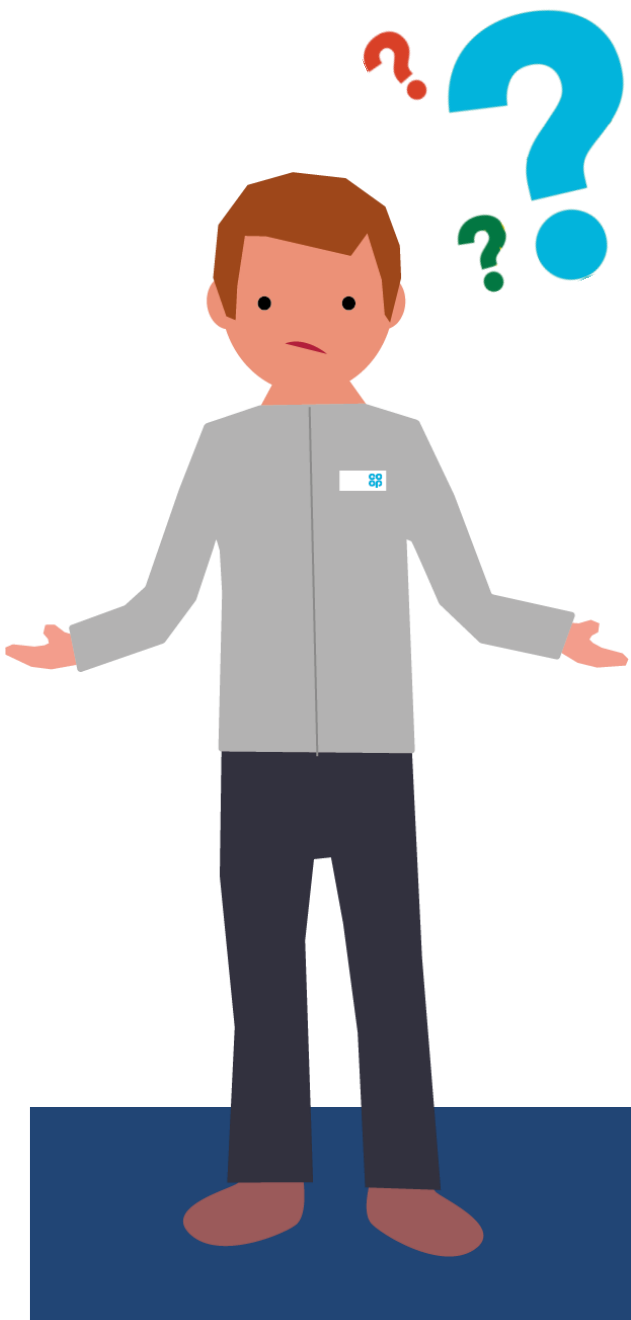
Check your payslip or look on Shifts for the current balance

I don't know if I'm entitled to Paternity Leave

Visit the colleague site <https://colleagues.coop.co.uk> to view the Paternity policy or speak to your manager.

My overtime has been approved but its not been paid on my latest payslip

You may have missed the payroll cut off for this month, so the payment will be paid on the next pay day. Check the payroll calendar for dates on Shifts



If you can't find the answer to your question talk to your manager and then if you need further support contact HR Shared Services on 0330 606 100

