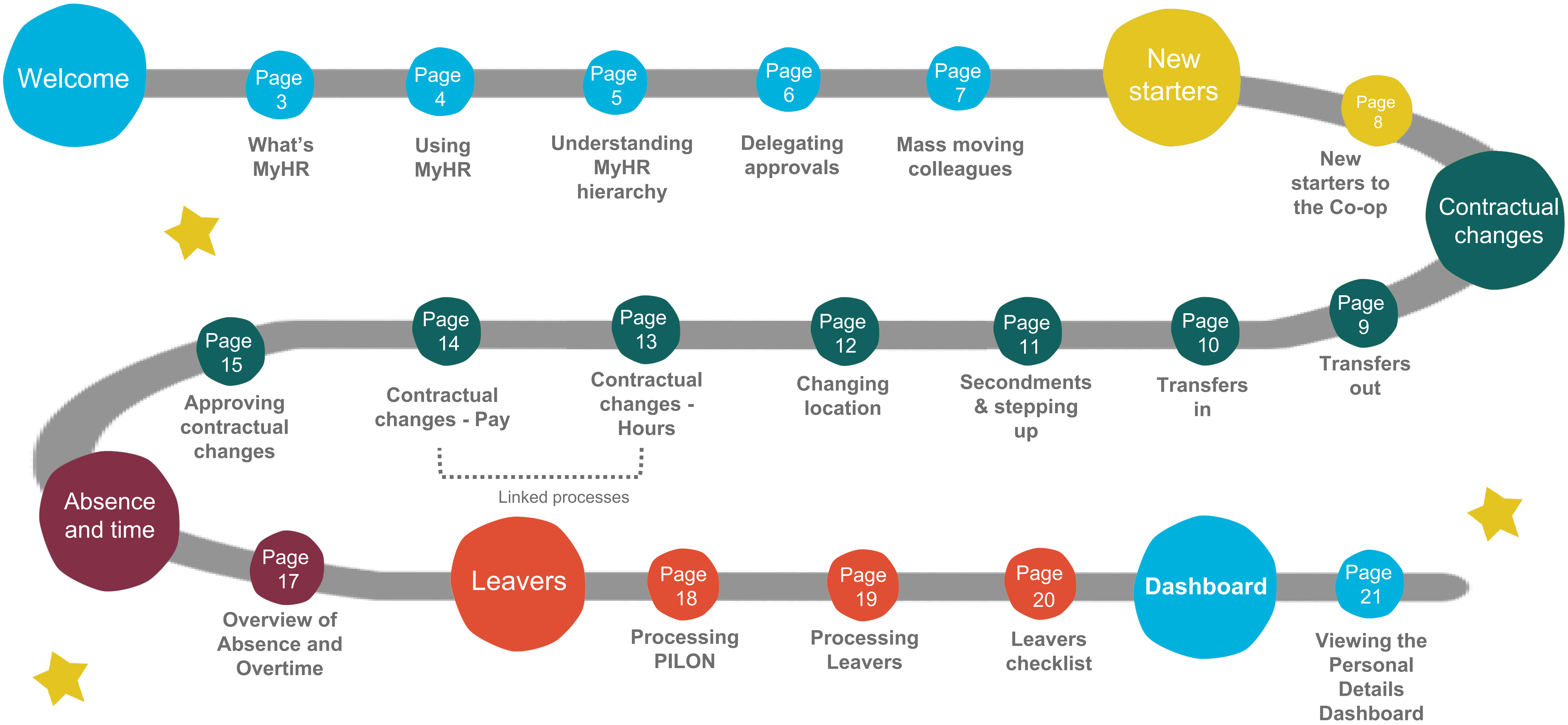
Managers

Your Guide to MyHR

Depots

Get Started ❯

Welcome to MyHR



What's MyHR?

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What's MyHR?

MyHR is a cloud based HR system which holds all of our HR data in one secure place, making it easily easier to access, view and update your own and team's HR data.

What do you mean by cloud based?

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

If you've ever used Facebook or similar, you've already used 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'll 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 and manage your own and your team's HR data online. It will make tasks like transferring colleagues, approving leave requests and processing new starters and leavers easier than ever.

Because the system is cloud based you can access it anywhere and on any device (e.g. 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 access the system and step-by-step guidance for completing all of the tasks relevant to you.

You'll also find some 'What if's' just in case something doesn't go to plan.

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Using MyHR

How do I access MyHR

You can access MyHR by using the link below and logging on with your username (employee number) and password.

myhr.coop.co.uk

You can use this link to access MyHR from your personal device including mobile phone, laptop, tablet or PC.

Your homepage

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

The **About Me** section is where you'll spend most of your time as a colleague; you'll find information such as personal details, payslip emergency contact information etc.

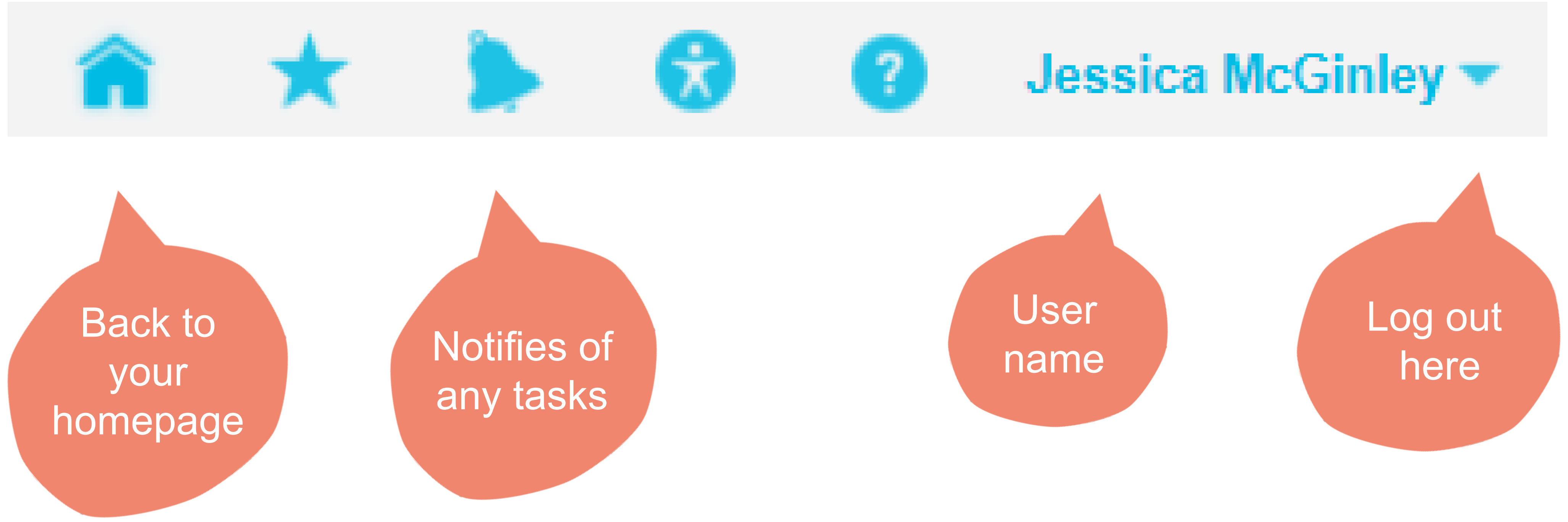
You'll find step-by-step guidance for completing colleague tasks in the **Your Guide to MyHR – colleagues** guide.

The following sections are where you'll spend most of your time as a manager:

My Team is where you'll manage your colleagues' employment information i.e. Transfers, location, Salary changes, Work Hours etc.

The **Tools** section is where you'll find the dashboards as well as approval requests and checklists.

You'll also see this toolbar at the top of every page:



Use the star icon in the toolbar to add frequently used pages to your favourites, so that they're only a click away.

To do this go 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.**

Tips, tricks and more

- The system doesn't like the back button so always press your homepage button to return back.
- To open up a drop-down box you'll need to double click on it.
- Where you're required to enter a name, you'll need to enter in the following format: *surname, first name.*

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Understanding MyHR hierarchy

The MyHR hierarchy is made up different levels in the business that are recognised by the system. It's important that you understand how the MyHR hierarchy is built up so that you're able to move colleagues to new roles and update their information.

MyHR is built up of six levels:

Enterprise

This is the top level of the hierarchy. Our **Enterprise** is called **Co-operative Group (CWS) Ltd.**

Legal Entity

The **Legal Entity** refers to the registered company that employs the colleagues. Our legal entities are either **Co-operative Group, CSFMS or The Co-operative Pensioner.**

Division

Division is the first level that starts to divide down the separate areas of our business, examples of divisions are **Retail Division, Consumer Services, CSFMS, Corporate Functions** and **General insurance.**

Sub Division

Sub Division breaks the Divisions down further, for example Logistics breaks down into options like **Retail Operations – Logistics.**

Business Unit

A **Business Unit** is a unit of an Enterprise that performs one or many business functions. Retail Operations – Logistics breakdown to options like **Logistics North > Birtley CDC.**

Department

Department is the lowest level of the structure and is what you and your colleagues are assigned to. It's also what your Cost Centre is assigned to.

MyHR Terminology

Below are some examples of phases that are used in the system;

location – Refers to a physical address i.e. store, depot, branch or office.

Position – A specific occurrence of one job, fixed within one organisation, and belonging to that organisation. There may be one, many, or no holders of a position at any time.

Job – A generic role, which is independent of any single organisation and therefore common across the business.

Job Family – A group of jobs that have different but related functions, qualifications and titles.

Workers - Refers to colleagues.

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Delegating approval (vacation rule)

There may be times that you'd like a colleague to manage approvals for your team members on your behalf. A typical reason for this is if you're on holiday or are sick.

It's easy to set up approval on your behalf in MyHR, just follow the steps below:

1. From your toolbar click on the **notification icon**
2. Click on **More Details**
3. Click on the **arrow next to your name** located in the top right hand corner
4. Select **preferences**
5. Tick the **Enable Vacation Period** box
6. Select a **Start Date** and **End Date**
7. Select the box next to **Reassign to**
8. Click on **Select User**
9. Enter the **First Name** and **Last Name** of the manager you're delegating to and click **Search**
10. Select the correct manager from the list and select **OK**
11. Click on **Save.**

There may be times that you'd like your manager to manage all of your accountabilities on your behalf.

To transfer your manager accountabilities on MyHR, just follow either of the processes below:

- Ask your manager, as they can do the same actions as you can
- Transfer your manager activities to another colleague (who has the right level of authorisation) by following the **Transfers out** process on page 10. If you chose this process, don't forget to get the caretaker manager to transfer your colleagues back, upon your return.

All of your notifications will now go to the assigned manager for the selected dates.

What if…

I forget to delegate approval before I take annual leave?

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Mass moving colleagues

There may be times when you need to complete a mass change to a number of colleagues. A common reason for this can be moving a number of colleagues to a new manager after their manager leaves.

Follow the steps below to do this:

1. From the homepage select **My Team**, and then **Team Details**
2. Click on the **Orange Icon** next one of your employees, from the drop-down select **Personal and Employment** and then **Manage Direct Reports**
3. Use the **Manage Direct Report Effective of** field to input the date they'd like this change to take effect from
4. in the **Manage Direct Report Reason** field select the drop-down **Change to Supervisor**
5. You'll now see a list of direct reports below, in the field next to the colleague name you'll see a proposed manager has been entered, if this is correct scroll to the top and select **Save** and then **Submit** to make the changes. You can also use the check box next to the colleague's name to opt them out of this change
6. If the proposed manager name is incorrect click on the **arrow next to the name** and then select **Search**
7. Use the search box to find the correct manager by entering their surname into the **Name** field and clicking on **Search**, a list of names will appear - find the correct name and **double click** on it to select
8. Repeat this for all relevant colleagues, using the check box to de-select any colleagues you don't wish to apply the changes to; when complete scroll to the top and select **Save** and then **Submit.**

Tips, tricks and more

Mass moving colleagues can only be performed by your manager's manager.

What if…

The manager has left the business but the new manager is yet to be recruited?

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New starter to the Co-op

New starters in the Co-op

Before the external new starters' first day, Resourcing will setup your new starter so they'll appear on MyHR on their start date. You'll get an email confirming this has happened along with their employee number so you can order other equipment etc they may need.

On Day 1

Your new colleague will receive an email with their employee number and a link to set their password for MyHR on or just after day 1, to the email they applied with. Make sure they add their bank details and emergency contacts as soon as they start. More details can be found in the email they get and in the colleague guide.

Tips, tricks and more

- If your new starter fails to start, then process them as a leaver using the reason 'failed to start.
- Where Shift Allowance is separate to the colleague’s salary, this should be entered via Kronos as normal.

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What if…

I haven’t processed my new starter and they haven’t been paid?

I can’t see my new starter?

My new starter is internal?

I can’t find the correct job to populate the job field?

My notification failed to open?

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Transfers out

When a colleague moves into a new team, as the outgoing manager you need to transfer them to the new manager.

To do this follow this process:

Change of manager

1. From the homepage select **My Team,** then **Team Details**
2. You'll now see all colleagues who report into you, identify the colleague transferring out and click on the **orange arrow icon** to the right of their name
3. From the drop-down select **Personal and Employment** and select **Change Manager**
4. Using the calendar icon select the **Change Manager Date** (the date they'd like this change to be effective from)
5. Use the drop-down to select a **Change Manager Reason** (e.g Change to Supervisor)
6. Under the **Manager Details** section locate the current manager name (your name), click on the **arrow** next to the name and select **Search**
7. Enter the name of the new manager (surname, first name) into the **Name** field and click **Search**
8. From the list of managers displayed, select the correct one and click **Ok**
9. If the mover has a team reporting into them you, must reassign them to a new manager. You'll see a section called **Manage Direct Report** . Click on the **small grey arrow** to the left to drop-down see the direct reports
10. in this section you'll see a list of all the leavers direct reports. Enter the name of the new manager (surname, first name) into the **Reassign to** field. The proposed manager will now have been applied to all colleagues . If you want to reassign each direct report to different managers, you can enter the name of the new manager (surname first) into the **Proposed Manager** field, next to each of the direct reports
11. Scroll back up to the top of the page and select **Review** to double check the changes you're about to make. If they're correct, select **Submit.**

Tips, tricks and more

- To find the name of a manager quickly, you can start typing their name directly into the field (surname, first name), instead of clicking the search arrow.

What if…

I can't find the new manager's details?

The colleague is moving from Group to insurance/CFSMS or vice versa?

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Transfers in

When you recruit an internal colleague into your team their details will be sent to you by their outgoing manager instantly on MyHR. You'll need to update their employment details so they reflect their new role.

You'll also use these steps to promote a colleague and to change a colleague's position e.g. a move from Warehouse Operative – Days to Warehouse Operation – Backs.

You now need to update their employment information. To do this follow the steps below:

1. From the homepage select **My Team,** then **Team Details**
2. You'll now see all colleagues who report into you, identify the new starter and click on the **orange arrow icon** to the right of their name
3. From the drop-down select **Personal and Employment** and select **Transfer**
4. Using the calendar icon select the **Transfer Date (this MUST be a Sunday)**
5. Use the drop-down to select a **Transfer Reason.** For promotions select Career Progression
6. To find the colleague's new **Business Unit** click in the field and type in Logistics, pick your site from the list
7. To find the new **Position**, e.g. Warehouse Operative – Backs, click on the arrow and select **Search,** type in the position you're looking for and select **Search**. You might see some positions starting with ZZZ, these are legacy positions and should not be used
8. Click **Yes** in the pop-up window to accept the default position information
9. Enter the **Working Hours** and select if they're a **Manager**
10. The manager section should be correct, when you've finished select **Next**
11. Use the drop-down to amend the **Payment Type.** If the colleagues is salaried select 'Annual Salary', if the colleague is on an hourly rate select 'Hourly Rate – 37.5'
12. Choose Propose New Salary, then enter the new agreed salary or hourly rate into the **New Salary** field

Salary Calculator – For part-time salaried colleague you need to add the new salary based on the number of hours they work and not the full-time equivalent, the salary calculator can help you work this out. Click on the calculator icon type in the full-time equivalent salary into the annualized salary field, the calculator will then work out the new salary based on the hours of work you entered on the previous page.

13. Scroll to the top of the page and select **Next**, and then **Next** and **Submit.**

What if…

I can't see my internal new starter?

I don't know the Business Unit, Department or Grade etc?

My colleague has a -2 next to their employee number?

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Secondments & stepping up

'Secondments' are a temporary move for a defined period of time to another role. The MyHR system steps for a secondment are managed by the HRSS on-boarding team, they'll set up the secondment, extend it where applicable and end it when the secondment concludes.

As a Manager you need to complete a number of out-of-system steps, see below:

1. The **Manager** will get authorisation to recruit. The **Manager** will follow the recruitment process for internal vacancies in My. Recruit
2. The **Manager** will complete interviews
3. Secondment details will be agreed with the colleague
4. Confirmation of secondment details will be sent to the **Manager** and colleague
5. HR Shared Services will process the secondment onto MyHR including allowances
6. Confirmation that the secondment has been processed on MyHR will be sent to the manager.
7. The **Manager** will get a reminder for one month before the end of the secondment advising them on their options/next steps
8. If the secondment is to be extended the **Manager** will get authorisation and informs HR Shared Services
9. HRSS complete extension or return colleague to home role and remove allowance if secondment is ending

A manager would raise a requisition in My.Recruit under the following circumstances:

- The manager needs help in recruiting
- The manager already has a colleague/s lined up for the role
- The manager would like to extend an existing secondment
- The manager would like to convert the existing seconded colleague/s to a permanent position

'Stepping Up' is taking on additional responsibilities within a team for a short period of time (under 6 months), whilst also continuing in your own role. Speak to your HRBP for more information.

You can add step up payments under Manage Compensation. See the Allowances section of the guide for how.

What if…

I can't see my internal new starter?

I don't know the Business Unit, Department or Grade etc?

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Changing location

If a colleague's work location changes, the outgoing manager will need to update this in MyHR as part of updating their position

To do this, follow the steps below in Transfers in page. When you update the position it will automatically update the location.

If you need to then you can manually change this at this point:

1. Navigate to the **location field**, click on the **arrow icon** to the right of the field and select **Search**
2. Use the field to search for the new location, select the location from the list generated and click **Ok**

Tips, tricks and more

- The location refers to the geographic location of the role e.g. a store, branch, depot or floor of an office building/floor.
- It's best practice not to future date changes too far in advance as this can stop you being able to make other contractual changes.

What if…

I can't find the location I'm looking for?

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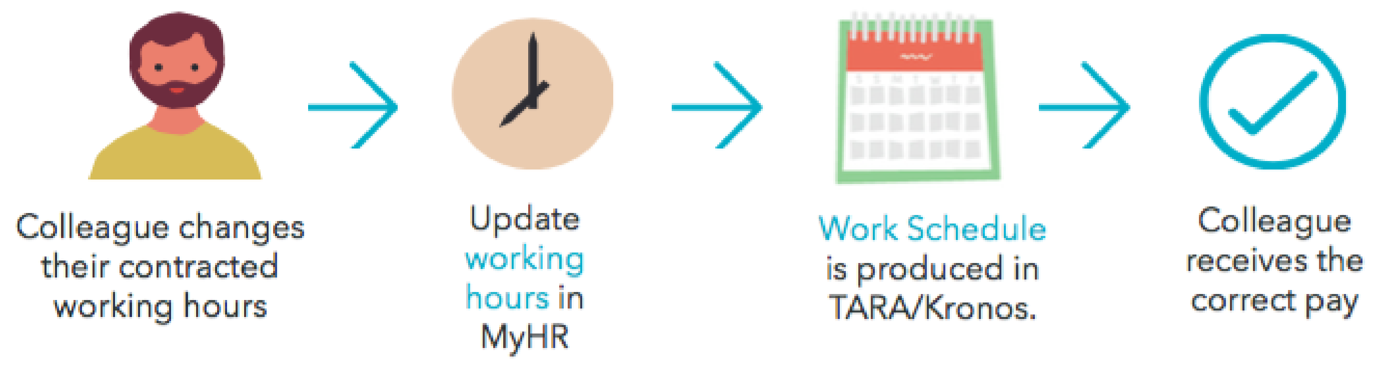
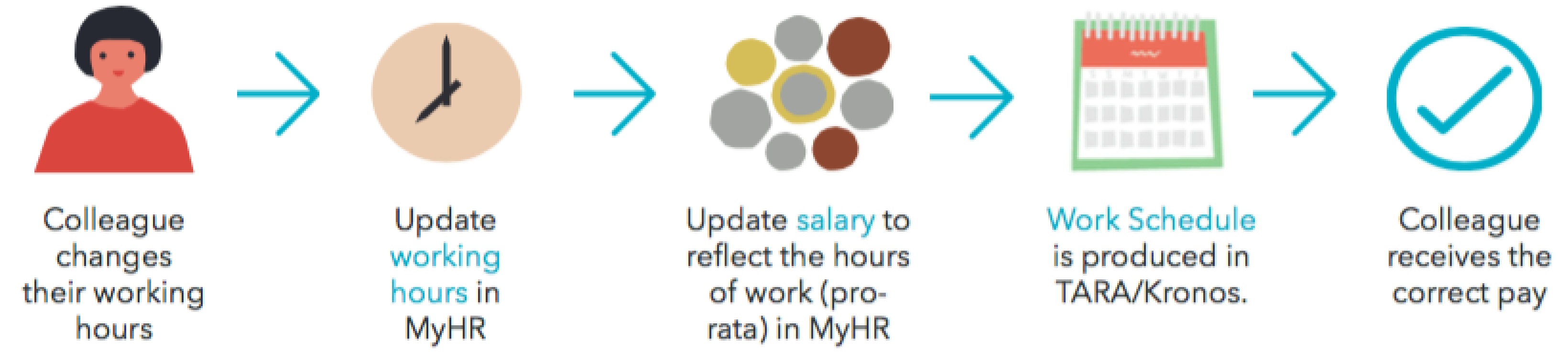
Contractual changes - Hours

When new, transferred and existing colleagues change their working hours you need to update this in MyHR . At the same time you can update the salary to reflect the hours change.

Change of contacted working hours for hourly rated colleagues



Change of working hours for a salaried colleague



To do this, follow the steps below:

1. From the homepage select **My Team,** then **Team Details**
2. You'll now see all colleagues who report into you, identify the colleague with the change of working hours and click on the **orange arrow icon** to the right of their name
3. From the drop-down select **Personal and Employment** and select **Change Working Hours**
4. Use the calendar icon to select the date which **must be a Sunday**
5. Navigate to the **Working Hours details** section
6. Enter the new number of hours in the **Working Hours** field
7. Click **Next** and then **Propose New Salary**

You can now amend the actual salary to reflect the new working hours. The system will automatically amend the salary, you need to overwrite this to reflect the actual salary amount.

8. Enter the **new salary (the actual salary and not the FTE)** or **rate per hour**

Next to the salary adjustment field you'll see a calculator icon, you can click on this and enter the annualised salary (full-time equivalent), the system will then calculate the actual salary for part-time colleagues for you.

9. Scroll to the top of the page and click **Next**
10. Click **Submit**
11. This has now been sent to your manager for approval.

Tips, tricks and more

- It's best practice not to future date changes too far in advance as this can stop you being able to make other contractual changes.
- Any changes to colleagues' total working hours and/or work schedule should also be made in KRONOS.

What if…

I've updated the working hours and not the work schedule?

I'm going on annual leave and I'm not able to approve Contractual changes

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Contractual changes – Pay

If a transferred or existing colleague has an out-of-cycle change in pay you must update this in MyHR. This will be closely monitored by HR.

To do this, follow the steps below:

1. From the homepage select **My Team,** then **Team Details**
2. You'll now see all colleagues who report into you, identify the colleague with the change of salary and click on the **orange arrow icon** to the right of their name
3. From the drop-down select **Compensation** and select **Change Salary**
4. From the drop-down select an **Action Reason** (e.g. Job Change)
5. Select **Propose New Salary** and then select a **Salary Basis**
6. Enter the **new salary** or **rate per hour**
7. Scroll to the top of the page and click **Continue**
8. Click **Submit**
9. Click **Yes**
10. Click **Ok**
11. This has now been sent to your manager for approval.

Salary calculator

Next to the salary adjustment field you'll see a calculator icon, by clicking on this you can add the annualised salary (full-time equivalent), the system will then calculate the actual salary for part-time colleagues.

1. Click on the **calculator icon**
2. Add the full-time salary into the **Annualised Salary** field and select **Ok**
3. The system will then add in the colleague's actual salary based on the working hours
4. If you amend the hours of work the actual salary will be automatically updated.

Tips, tricks and more

- You can also use the percentage field in this section to increase salary by a percentage (e.g. apply a 5% increase in salary).
- Salary is displayed with four decimal places.
- It's best practice not to future date changes too far in advance as this can stop you being able to make other Contractual changes.
- Where Shift Allowance is separate to the colleague's salary, this should be entered via Kronos as normal.

What if…

I want to update a colleague's salary outside of a review?
Lea Green – I need to change the overtime rate for a colleague?
I'm going on annual leave and I'm not able to approve Contractual changes?

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Approving contractual changes

Manager of Managers

When your direct reports have made any contractual changes to one of their team members you'll need to review and authorise the change.

Follow the steps below to do this:

1. From the homepage select **Tools**
2. From the dropdown select **Worklist**
3. Select the notification that requires your approval. The notification wil read something along the lines of **'Tasks require your attention'**
4. Check the details the colleague has submitted and click either **Approve** or **Reject.**

Examples of some contractual changes you'll need to approve

- Transfers
- Salary changes.

Viewing indirect reports

As well as approving contractual changes you're also able to perform them for your indirect reports.

Follow the steps below to do this:

1. From the homepage select **My Team**
2. Locate the manager of the indirect reports they'd like to view
3. Click on 2, 3 to view your indirect reports
4. You can complete all tasks for your indirect reports by following the steps in this guide.

Tips, tricks and more

- You can also complete these tasks using the **Notifications Icon (bell)** from the toolbar.

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What if…

I am going on annual leave and I'm not able to approve contractual changes?

My team member who is so a manager is off - can I approve tasks as the manager +1?

My notification failed to open?

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Allowances

Entering Allowances

You can enter allowances for colleagues on their behalf

Follow the steps below to do this:

1. From the homepage select **My Team**
2. From the drop-down select **Team Details**
3. Click on the **orange arrow icon** next to the relevant colleague name.
4. Click on **Compensation** and then **Manage Compensation**
5. Click on **Award Compensation**
6. From the drop-down select the **Plan** (i.e. allowance, additional payments)
7. From the drop-down select the **Type** (i.e. first aid, call out) allowance
8. You'll now be asked for the **Value**. This could be amount, salary, percentage or weekly allowance dependent on the plan you have selected
9. Select **Ok**
10. Select **Continue**
11. Select **Submit**.

Tips, tricks and more

- The allowances you can enter depend on your area of the business. Some examples may include:

Warehouse to Wheels

Step Up Payments

Continue

Absence and overtime

Overview of absence and overtime

You'll continue to record any absences and time through KRONOS. Some examples of these can be found below:

- Managing sickness
- Holidays
- Paid/Unpaid leave
- Overtime entry.

The following absences will continue to be managed via HRSS or via a web form:

- Career break
- Paternity
- Maternity
- Shared parental leave
- Adoption leave
- Manual corrections

All allowances will continue to be processed in the current way.

Tips, tricks and more

- It's important to ensure that whilst work patterns need to be maintained in Kronos, any changes to total contractual work hours should be made in MyHR, see page **14** of this guide.
- Any holiday requests made in MyHR by colleagues should be rejected by the manager as these will continue to be processed via Kronos.

What if…

I've received a holiday request from a team member?

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PILON
Processing a leaver
Leaver checklist

PILON (Pay in Lieu of Notice)

PILON is a payment that is made to a colleague if their employment has been terminated and they're not required to work their notice period.

If this situation occurs the manager will calculate the colleague's PILON entitlement and enter it into MyHR so that the colleague receives the correct payment. This must be carried out **before** you process the colleague as a leaver.

A colleague receives a week's pay for every week they're entitled to.

PILON entitlement

This is based on two factors, the colleague's length of service and their grade;

Grade E and above

- If a colleague is in their probationary notice period, their entitlement is 4 week's pay
- If a colleague is outside of their probationary period, 13 week's pay is entered into MyHR.

Below Grade E

- If a colleague is in their probationary period, 1 week's pay is entered into MyHR
- If a colleague is outside of their probationary period and has 4 or less years' service, 4 week's pay is entered in MyHR. If the colleague's length of service is over 4 years, the number of week's increases by 1 for each additional years' service, up to a maximum of 12 years (e.g. if a colleague has 6 years' service they'd enter 6 weeks' pay into MyHR).

Before you can work out the colleague's entitlement you'll need to check MyHR for their length of service, to do this follow the steps below:

1. From your homepage select **My Team** and then **Team Details**
2. Click on the **name** of the relevant colleague (this will be highlighted blue)
3. You'll now see the colleague's **Employment Information** which includes the hire date
4. Click **Done** when you've finished.

Once you know the colleague's entitlement you're able to enter this into the system, using the steps below:

1. From the homepage select **My Team**
2. From the drop-down select **Team Details**
3. Click on the **orange arrow** next to the relevant colleague name
4. Click on **Compensation** and then **Manage Compensation**
5. Click on **Award Compensation**
6. From the **Plan** drop-down select 'PILON'
7. From the **Options** drop-down select 'PILON TAX and NI NR'
8. Once you've clicked out of the Options box, you'll be asked for the **Number of week's** entitlement
9. Select **Ok**
10. Scroll to the top of the page and select **Continue** and then **Submit.**

What if…

I'm not sure if a colleague should receive PILON?

I need some advice about PILON, where can I go?

Continue ❯

PILON

Processing a leaver

Leaver checklist

Processing a leaver

If a colleague has given you their notice or you've terminated a colleague's contract of employment you need to process them as a leaver in MyHR as soon as possible.

Follow the steps below to do this:

1. From the homepage select **My Team**
2. From the dropdown select **Team Details**
3. You'll now see all colleagues who report into you, identify the leaver and click on the **Orange Icon** to the right of their name
4. From the drop-down select **Personal and Employment** and then **Terminate**
5. in the Action field select **Termination**. Use the drop-down in the reason field to select a **reason for the termination**
6. Using the calendar icons select the **Notification date** and **Termination date**
7. Select **Yes** or **No** in the **Recommended for Rehire** field
8. Scroll to the top of the page and click on **Review** and check that you're happy with the details, then click **Save** and **Submit**
9. You'll now see a pop-up, select **Immediately**, then click **yes**
10. Click on **Ok** to return to the homepage.

Failed to start

If a colleague fails to start, action them as a leaver following the steps to the left. When asked for a reason for termination select **Failed to start.**

No action is required to remove a 'failed to start' colleague from Kronos as MyHR will flow through to Kronos and remove them from the system.

Tips, tricks and more

- Ensure that the colleague record is up to date, including absence, before you make the colleague a leaver.
- Ensure that any PILON has been entered before you carry out this process to ensure that the colleague isn't overpaid.

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What if…

If I need to do a reverse termination?

I've processed a leaver by mistake?

I've processed a leaver but they've revoked their notice?

I'm getting an error message when I am trying to process a leaver?

PILON

Processing a leaver

Leaver checklist

Leaver checklist

When you've processed a leaver on MyHR you need to complete the leavers checklist to ensure all actions have taken place.

To do this follow the steps below;

1. From the homepage select **My Team,** then **Team Details**
2. You'll now see all colleagues who report into you, identify the leaver and click on the **Orange Icon** to the right of their name
3. From the drop-down select **Manage Allocated Checklists**
4. Click on the name of the **offboarding checklist** to open the checklist details. Select **Edit** at the top of the page
5. You'll see that there are a list of tasks that you need to complete at the bottom of the page, click on the icon next to the first task (you may need to scroll to the right)
6. In the pop-up window update the **Status** drop-down to **Complete** when you've completed the task. Use the calendar icon to enter **the Action Start Date** and **End Date** that you complete this task
7. When you've finished, select **Ok**
8. Repeat this process until you've completed all of the tasks in the Offboarding checklist, then click **Submit**
9. Click **Yes**
10. Click **Ok.**

What if…

Continue ❯

Viewing personal details

Viewing the personal details dashboard

You can view a colleague's personal contact details such as address and phone number in your dashboard.

To view your personal details dashboard follow the steps below:

1. From your homepage select **My Team**
2. Click on **Team Details**
3. Click on the **Team Contacts** icon on the left hand side
4. Enter **your employee number** into the field and search
5. This will now bring up the personal details for your direct team members. You'll see things like employee number, name, address and phone number.

Tips, tricks and more

You must enter **your** employee number and not the employee number of the colleague whose details you're looking for.

What if…

I get an error message and no information is found?

Continue ❯

What if...

Welcome

I forgot to delegate approval before I took annual leave	Your manager is able to manage approvals on your behalf if you forget to delegate approval.

New starters

I haven’t processed my new starter and they haven’t been paid	Process your new starter as soon as possible and ensure they've added their bank details into the system. Call HR Shared Services who can advise you on payment options.
I can’t see my new starter	Your new starter will only appear once they've accepted their contract and Eligibility to Work (ETW) has been accepted – if you believe that this has taken place contact your Resourcing Partner who can update you on the status of the new starter.
My new starter is internal	They'll be transferred to you from the old manager – see the transfer sections of this guide for more information.
I can’t find the correct job to populate the job field	If you already have a colleague in the same role you can view their job information and search for the same details. To view an existing colleague’s job from your homepage click My Team – Team Details – click on the name of the relevant colleague – you'll now see their employment information including job. If you're still unsure what to select speak to your manager.
My Notification failed to open	Dependent on your computer, some notifications may open in a separate window which will open like it has failed to open. Minimise your current screen and should see your notification behind.

Continue ❯

If you can’t find the answer to your question refer to the FAQs. If you still need help, contact HR Shared Services on 0330 606 1001 or HRServices@coop.co.uk

What if…

Contractual changes

I can't find the new manager details	Ensure you're searching for the managers surname first. If you still can't find this information call HR Shared Services for support.
The colleague is moving from Group to insurance or vice versa	Contact HR Shared Services for support.
I can't see my internal new starter	The outgoing manager may not have completed the transfer yet, contact them to ensure the new starter is moved to you as soon as possible. If they've transferred the colleague to the wrong line manager, contact HR Shared Services who can correct the line manager for you.
I don't know what the business unit, department or grade is	You should have provided this information when you raised the requisition. If you already have a colleague in the same team you can view their employment information and search for the same details. To view an existing colleague's employment information from your homepage click My Team – Team Details – click on the name of the relevant colleague – you'll now see their employment information.
My colleague has a -2 next to their employee number	This mean that they've a dual assignment .This is usually because they've two roles with us.
I can't find the location I am looking for	If you believe that a location is missing, contact HR Shared Services.
I've updated the work hours and not the work schedule	Once you have changed their contract hours in MyHR you need to just make sure they are scheduled for these in Kronos. You should not touch the work schedule in MyHR as Kronos will provide this.
I want to update a colleagues salary outside of a review	You'll need to speak to your manager to gain authorisation for this change.
I'm going on annual leave and I'm not able to approve contractual changes	You can delegate approval to a colleague; see the delegating approvals section of this guide.
My Team member who is also a manager is off, can I approve tasks as the manager +1?	To do this click on the notification icon (bell) > More details > My staff tasks. Your team members' approvals will now be available for you to approve or reject on their behalf.
I need to change the overtime rate for a colleague (Lea Green only)	Once a new starter has passed their probation period you should use the 'Transfer in' process to move the colleague off the new starter position (which includes the overtime rate) onto the standard position. Any overtime entered in Kronos will now pay at the correct rate.
My Notification failed to open	Dependent on your computer, some notifications may open in a separate window which will open like it has failed to open. Minimise your current screen and should see your notification behind.

Continue ❯

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What if…

Absence and time

I've received a holiday request on MyHR from a team member	Reject the request, and inform the colleague that they'll need to request leave via KRONOS as normal.

Leavers

I've processed a leaver by mistake	Contact HR Shared Services who can reverse the termination.
I've processed a leaver but they've revoked their notice	Contact HR Shared Services who can reverse the termination.
I'm getting an error message when I am trying to process a leaver	Contact HR Shared Services to remove the future dated changes before proceeding.
The manager has left the business but the new manager is yet to be recruited	The colleagues will report into the manager's manager until they're moved to the new manager; to do this see the mass assignment updates section of this guide.
I need to do a reserve termination	Fill out the reverse termination intranet form. The link is here

Dashboard

I get an error message and no information is found?	Make sure you're entering **your** employee number and not the employee number of the colleague who's details you're looking for..

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