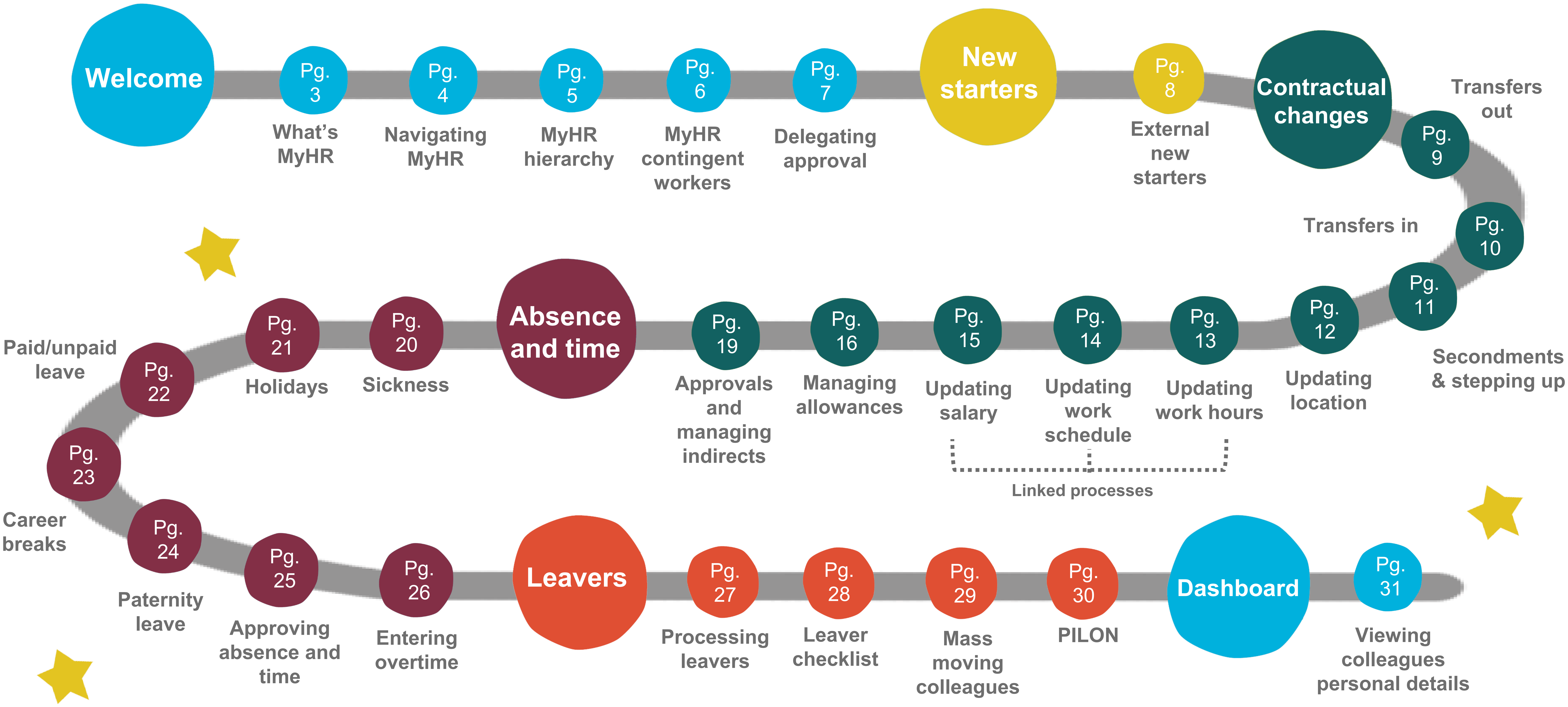
Managers

Your guide to MyHR

Support Centre

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?

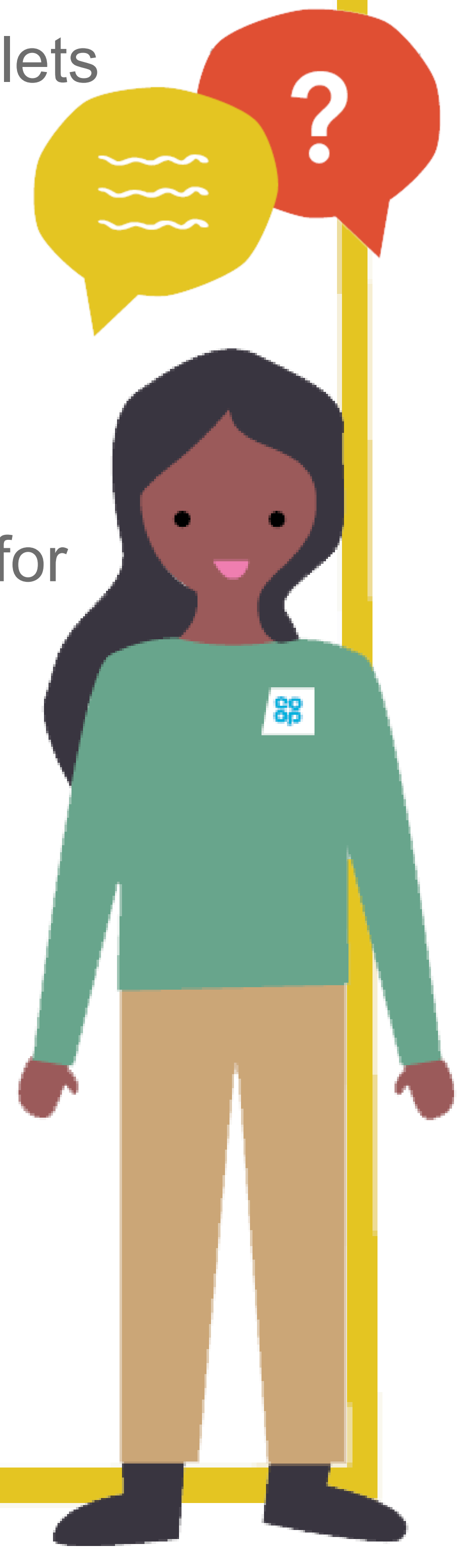
It means that you'll be able to view and manage your own and your team's HR data online. It will make tasks like transferring colleagues, approving leave requests and processing new starters and leavers easier than ever.

Because the system is cloud based you can access it anywhere and on any device (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 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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Navigating MyHR

How do I access MyHR

You can access MyHR by using the following link on any device (Co-op or personal):

myhr.coop.co.uk

Log in with your **Username (employee number)** and **Password.**

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 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

My Team is where you'll manage your colleagues employment information i.e. transfers, location, salary changes, work hours etc.

Tools

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.**

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Understanding the MyHR hierarchy

It's important that you understand how the MyHR hierarchy is built up so that you are 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 Corporate Functions break downs into options like **Humans Resources**

Business Unit

A **Business Unit** is a unit of an Enterprise that performs one or many business functions. Human Resources breaks down into options like **HR Operations and Delivery**

Department

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

MyHR terminology

There are some phrases that are hardwired into the system below, are some examples

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

Positon – A specific occurrence of one job, fixed within one organisation, and belonging to that organisation. There maybe 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 Enterprise

.

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

Workers - Refers to colleagues

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MyHR for contingent workers

A contingent worker is a temporary worker or contractor who is working with us, usually via an agency. Consultants, such as people from IBM or Deloitte or Secondees from other business areas aren't considered to be contingent workers.

Contingent workers who **don't** line manage permanent Co-op colleagues won't have access to MyHR.

Contingent workers who **do** manage permanent Co-op colleague need to be set up with MyHR access to allow them to perform line manager activities in the system. The contingent workers personal account will be set up with minimal information they therefore don't need to complete colleague tasks for themselves in MyHR.

Contingent workers are set up with MyHR access in the following way;

1. When the hiring manager raises a requisition in My.Recruiter (this is the contingent worker portal, not to be confused with My.Recruit), they'll be asked if the contingent worker will manage 1 or more Co-op colleagues
2. A report is pulled centrally to identify any contingent worker who will line manager a Co-op colleague and therefore requires MyHR access
3. The HRSS will set the contingent worker up in MyHR, a username and password will be sent to the contingent worker
4. The contingent workers manager will action any outstanding activity (i.e. holiday requests) for colleagues will are due to be transferred to the contingent worker
5. The contingent workers manager will transfer colleagues to the contingent worker
6. The contingent worker will now see their team in MyHR – they'll be able to complete all manager activities, outlined in the guide, for their team.

What if

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Delegating approval

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 are 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 are delegating to and click **Search**
10. Select the correct manager from the list and select **OK**
11. Click on **Save**

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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External new starters

External new starters

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 any other equipment etc they may need.

On Day 1

You'll need to add a work schedule for the colleague. This is so MyHR knows what days they'll be working and can pay them.

If you don't do this, then they won't get paid. To do this go to the Managing Work Schedules section of the guide.

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.

What if

My new starter is Internal?

I can't see my new starter?

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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 managers 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 on MyHR.

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**
5. Use the drop-down to select a **Transfer Reason.** For promotions select Career Progression
6. To find the colleagues new **Business Unit** click on the search arrow and select **Search,** type in the business unit you are looking for and select **Search**, select the correct unit from the list and select **OK**
7. Repeat step 6 for the **Position**. Grade and Location will be auto populated based on the selected position. You might see some positions starting with ZZZ, these are legacy positions and shouldn't be used. **You might see a number of positions called the same thing, scroll along to the department column to make sure you select the correct position for your department**
8. Click **Yes** in the pop-up window to accept the default position information
9. Enter the **Working Hours** and select **Yes** if they're a **Manager**. You don't need to populate the People Group field
10. The manager section should be correct, when you have finished select **Next**
11. Choose **Propose New Salary**, then enter the new agreed salary or hourly rate into the **New Salary** field

Salary Calculator – If they colleague is part-time and salaried, you can click on the **calculator icon** to bring up the salary calculator, type in the full-time equivalent salary (this is the salary they would earn if they worked full-time) 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 screen**

12. Select **Next** and then **Submit.**

Tips, tricks and more

It is extremely important that you check and update the work schedule for your new colleague as this is what drives their pay. To do this see the Managing Work Schedule section of this guide or **click here.**

What if

I can't see my internal new starter?

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

I can't find my business unit?

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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 HR Shared Services on-boarding team, they will set up the secondment, extend 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 Oracle Recruit
2. The **manager** will complete the interviews
3. Secondment details will be agreed with colleague
4. Confirmation of secondment details will be sent to the **manager** and colleague
5. Resourcing Services will process the secondment on to 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 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 raise a requisition via Oracle Recruit selecting 'secondment - extend an existing secondment' as reason for vacancy.
9. Resourcing Services 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.

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What if…

I can't see my internal new starter?

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Managing location

If a colleagues' location of work changes, you'll need to update this in MyHR.

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 i.e. a store, branch, depot or floor of an office building/floor.

It is best practice to keep future date changes in the current pay period as going too far in advance can stop you being able to make other contractual changes.

What if

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

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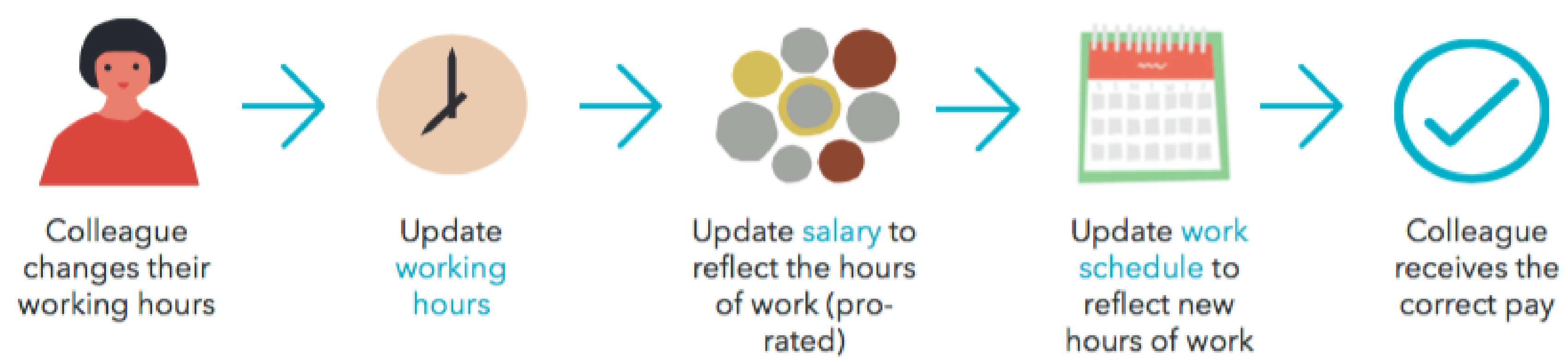
Managing contract working hours

When colleagues change their working hours you need to update this in MyHR . At the same time you should update the salary to reflect the hours change.

Change of hours for a salaried colleague



Change of hours for hourly rated colleagues

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. Using the calendar icon select the **Change in working hours** date
5. Navigate to the **Working Hours details** section
6. Enter the new number of hours in the **Working Hours** field
7. Click **Next** . If your colleague is on an hourly rate click Next to bypass the next screen. Then click **Submit.**

For salaried colleagues, you need to update their actual salary to pro rate it if they aren't working full-time hours. To do this select Propose New Salary then...

8. Click on the **calculator** next to the **Adjustment Percentage** field.
9. Enter the full time equivalent (FTE) salary into the Annualized Full-time Salary field and click **OK**.
10. The system will then calculate the actual salary for you
11. Click **Next** and then **Submit.**

Once you've completed the change in hours you MUST now update the work Schedule to reflect the new working hours. To do this navigate to the change in **Work Schedule Section** of this guide.

Tips, tricks and more

Important! The work schedule must reflect the working hours in MyHR, as it's the work schedule that drives colleague pay and not the working hours.

What if

I have updated the working hours and not the work schedule?

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Managing work schedules

If a transferred or existing colleague changes their work schedule, you need to update this in MyHR. You'll also need to add in a work schedule for a new starter. The work schedule is what drives colleagues pay and not the working hours.

Adding in a new work schedule

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 schedule and click on the **orange arrow icon** to the right of their name
3. From the drop-down select **Absence** and select **Manage Work Schedule**
4. Click on the **+** to add in a new work schedule
5. Navigate to the **Name** field, click on the **arrow icon** to the right of the field and select **Search**
6. You can now search for the colleague's work schedule*. Start by typing the colleagues contracted hours, followed by the number of working days and then the number of hours they work per day, starting with Sunday. This information **must** be entered like this example 37.5hrs_5dys_0_7.5_7.5_7.5_7.5_7.5_0. To the right is a table explaining what the work schedule combination means.

Contact Hours	No of working days	Sun hrs	Mon hrs	Tues hrs	Wed hrs	Thurs hrs	Fri hrs	Sat hrs
37.5	5	0	7.5	7.5	7.5	7.5	7.5	0

7. A list of schedules will appear. From this list click on the relevant schedule
8. Using the calendar select the **Start** and **End Date** that the schedule will run for, if indefinite leave the end date field blank (this will default to 31/12/59)
9. Select **Yes** in the primary field to ensure this is the work schedule used by the system (all work schedules in MyHR should have yes selected in the primary field)
10. Click **Review**
11. Click **Submit**
12. This has now been sent to your manager for approval.

Deleting a work schedule

1. Follow steps 1-3
2. **Highlight** the work schedule you want to delete and click on the **X** icon.

Tips, tricks and more

*HR Shared Services can create recurring schedules where required.
If a colleague has also changed their number of working hour ensure you update this in MyHR, see the Working Hours section of this guide.

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What if

I can't find the work schedule I am looking for?

My colleagues are customer facing what schedule would I enter?

My colleagues don't work the same schedule each week, what would I enter?

Managing salary

If a transferred or existing colleague has an out-of-cycle change in salary you must update this in MyHR.

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** (i.e. Job Change)
5. Select **Propose New Salary** and then select a **Salary Basis**
6. Enter the **new salary** or **rate per hour**
7. 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 (i.e. apply a 5% increase in salary).

Salary is displayed with four decimal places.

It is 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 want to update a colleague salary outside of a review?

Continue ›

Entering allowances

Colleagues can enter their own allowance which will came to you for approval. You can also enter allowances on their behalf.

To do this, follow the steps below:

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.**

Viewing and deleting existing allowances

You can easily view and amend existing allowances by following the steps below:

1. Follow **steps 1-4**
2. If colleagues have existing allowances you'll see them listed on this screen
3. To delete an allowance click **X** on the relevant line.

Tips, tricks and more

The allowances you can enter depends on your area of business.

Some examples may include:

- Job aid payment
- Standby allowance
- Call outs
- Local weighting

What if

I don't know what the value of the allowance is?

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Approving contractual changes

Manager of Mangers

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 will 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
- Some Allowances

Viewing indirect reports

As well as approving contractual changes you are 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 you'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 follow 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?

Sickness
Holidays
Paid/unpaid leave
Career break
Paternity
Approving absences & time
Entering overtime

Managing sickness

When a colleague notifies you of their sickness absence you need to open the absence in my MyHR. When the colleague returns to work you need to complete the return to work interview and close the absence down.

Follow the steps below to enter sickness on behalf of a colleague:

From the homepage select **My Team**

1. From the dropdown select **Team Details**
2. You'll now see all colleagues who report into you, identify the absent colleague and click on the **orange arrow icon** to the right of their name
3. From the drop-down select **Absence** and then **Manage Absence Records**
4. Use the icon to add a new absence record
5. From the drop-down select the **Absence Type,** in this case **Sickness**
6. Click to select the **Open Ended** box
7. Use the calendar icon to enter the **start date** of the absence.
8. From the drop-down select an **Absence Reason** (i.e. flu)
9. Select **Submit.**

Close the open ended absence

When the colleague returns to work, as well as completing the return to work interview, you also have to close the absence with their return date.

1. Follow **steps 1 – 4** to the left to navigate to the absence records
2. Find the relevant absence and click on the date to open the record
3. Deselect the **Open Ended** box
4. Use the calendar to add in the Absence **End Date. Note –** This is the last day of the colleagues absence and not the day they return to work
5. Amend the **duration** for each days absence
6. When you have finished, select **Submit.**

To delete an absence

1. Follow **steps 1 – 4** on the left to navigate to the absence records
2. Find the relevant absence and scroll along until you come to the **delete** column, click on the **X** to delete the absence, you'll see that the status has now changed to withdrawn.

Continue ❯

What if

I want view the number of absences the colleague has had?

I forget to close the absence down?

Sickness
Holidays
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Career break
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Approving absences & time
Entering overtime

Holiday entry on behalf of colleagues

You can enter holidays on behalf of your colleague if they aren't able to do this themselves, you can also update and delete holidays submitted by colleagues.

Follow the steps below to enter sickness on behalf of a colleague:

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 colleague and click on the **orange arrow icon** to the right of their name
4. From the drop-down select **Absence** and then **Manage Absence Records**
5. Use the icon to add a new absence record
6. From the drop-down select the **Absence Type, Holiday**
7. Use the Calendar icon to enter the **Start** and **End Date** of the absence. For a single day absence, select the **Single Day** tick box and just enter the start date. For part day absences, click on **Advanced Mode** and amend the hours in the **Duration** field for the relevant days
8. Select **Submit.**

Updating and deleting an absence

If the absence has been submitted by the colleague, ensure you have approved it before trying to update it.

1. Follow **steps 1 – 4** on the left to navigate to the absence records
2. Find the relevant absence and click on the dates to open it. Using the calendar icons update the **Start** and **End time** and/or reason where applicable
3. Select **Submit**.

To delete an absence

1. Follow **steps 1 – 4** on the left to navigate to the absence records
2. Find the relevant absence and scroll along until you come to the **delete** column, click on the **X** to delete the absence, you'll see that the status has now changed to withdrawn.

Continue ❯

What if
I want to see the colleagues holiday entitlement?

Paid/unpaid entry on behalf of colleagues

You can enter paid/unpaid leave on behalf of your colleague if they aren't able to do this themselves, you can also update and delete leave submitted by colleagues. As a manager you'd also use the steps below to record AWOL (absent without leave).

Follow the steps below to enter sickness on behalf of a colleague:

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 colleague and click on the **orange arrow icon** to the right of their name
4. From the drop-down select **Absence** and then **Manage Absence Records**
5. Use the ➕ icon to add a new absence record
6. From the drop-down select the **Absence Type**
7. Use the calendar icon to enter the **Start** and **End Date** of the absence.
8. From the drop-down select an **Absence Reason** (i.e. jury service)
9. When you have finished, select **Submit.**

Entering a half day/ part absence

1. Follow **steps 1 – 6** on the left to raise the absence
2. Select the **Single Day** tick box and just enter the start date
3. The **Start Date Duration** field should already be populated with the number of hours that has been entered in the colleague's work schedule for that day. Delete this and enter the number of hours the colleague would like to take
4. Select **Submit**

Updating and deleting an absence

If the absence has been submitted by the colleague ensure you have approved it before trying to update

1. Follow **steps 1 – 4** on the left to navigate to the absence records
2. Find the relevant absence and click on the dates to open it, using the calendar icons update the **Start** and **End time** and/or reason where applicable
3. Select **Submit**.

To delete an absence

1. Follow **steps 1 – 4** on the left to navigate to the absence records
2. Find the relevant absence and scroll along until you come to the **delete** column, click on the **X** to delete the absence, you'll see that the status has now changed to withdrawn.

What if

The wrong number of hours per day is being calculated for the absence?

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Career break entry on behalf of colleagues

You can enter career breaks on behalf of your colleague if they aren't able to do this themselves, you can also update and delete requests submitted by colleagues.

Follow the steps below to enter sickness on behalf of a colleague:

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 colleague and click on the **orange arrow icon** to the right of their name
4. From the drop-down select **Absence** and then **Manage Absence Records**
5. Use the ➕ icon to add a new absence record
6. From the drop-down select the **Absence Type, Career Break**
7. Use the calendar icon to enter the **Start** and **End Date** of the absence.
8. Select **Submit.**

Updating and deleting an absence

If the absence has been submitted by the colleague ensure you have approved it before trying to update:

1. Follow **steps 1 – 4** on the left to navigate to the absence records
2. Find the relevant absence and click on the dates to open it, using the calendar icons update the **Start** and **End Time** and/or reason where applicable
3. Select **Submit**.

To delete an absence

1. Follow **steps 1 – 4** on the left to navigate to the absence records
2. Find the relevant absence and scroll along until you come to the **delete** column, click on the **X** to delete the absence, you'll see that the status has now changed to withdrawn.

Tips, tricks and more

Colleagues can take a career break for a minimum of 3 months up to to a maximum of 12 months. Please refer to the Career Break Policy for further information.

What if

I'm not sure if I should grant a career break, where can I get some advice?

The wrong number of hours per day is being calculated for the absence?

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Paternity entry on behalf of colleagues

You can enter Paternity Leave on behalf of your colleague if they aren't able to do this themselves, you can also update and delete requests submitted by colleagues.

Follow the steps below to enter sickness on behalf of a colleague:

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 colleague and click on the **orange arrow icon** to the right of their name
4. From the drop-down select **Absence** and then **Manage Absence Records**
5. Use the icon to add a new absence record
6. From the drop-down select the **Absence Type, Paternity**
7. Use the calendar icon to select the **Actual Date of Childbirth**
8. Select the **Start** and **End Date** for the absence
9. When you have finished, select **Submit.**

Updating and deleting an absence

If the absence has been submitted by the colleague ensure you have approved it before trying to update

1. Follow **steps 1 – 4** on the left to navigate to the absence records
2. Find the relevant absence and click on the dates to open it, using the calendar icons update the **Start** and **End Time** and/or reason where applicable
3. Select **Submit**.

To delete an absence

1. Follow **steps 1 – 4** on the left to navigate to the absence records
2. Find the relevant absence and scroll along until you come to the **delete** column, click on the **X** to delete the absence, you'll see that the status has now changed to withdrawn.

Tips, tricks and more

Paternity leave can only be taken for either **7** days or **14** days. Please refer to the Paternity Policy for further information.

What if

The wrong hours per day are being calculated by the absence?

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Approving absence and overtime

Absence approvals

When your team members have entered their absence into MyHR, you need to authorise it.

Follow the steps below to enter sickness on behalf of a colleague:

1. From the homepage select **Tools**
2. From the dropdown select **Worklist**
3. Select the notification that requires approval. The notification will read something along these line of **'Approval of Absence request for 'Colleague Name' from 2016-08-28 to 2016-09-03'**
4. Check the details the colleague has submitted and click either **Approve** or **Reject.**

You can add, amend and delete absences on behalf of a colleague, to do this see the **Absence Section** of this guide.

Overtime approvals

When your team members have entered their overtime into MyHR you need to approve them.

Follow the steps below to enter sickness on behalf of a colleague:

1. From the homepage select **Tools**
2. From the dropdown select **Worklist**
3. Select the notification that required approval. The notification will read something along these line of **'Task Requires your attention'**
4. Check the details the colleague has submitted and click either **Approve** or **Reject.**

Tips, tricks and more

You can also complete this task using the **bell notifications icon** from the taskbar.

What if

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

Continue ❯

Sickness

Holidays

Paid/unpaid leave

Career break

Paternity

Approving absences & time

Entering overtime

Entering overtime

Colleagues are able to enter overtime themselves in MyHR and this will come to you for approval. If you need to enter overtime on behalf of your team, follow the steps below:

Generating and populating a timecard:

1. From the homepage select **My Workforce** and then **time Management**
2. Select **Manage time Card** icon on the left hand side
3. Select the **+** icon
4. Enter the name of the colleague (surname, first name) and select the start timecard start date (Sunday) and click **OK**
5. Use the arrow in the **Assignment Name** field to select the colleagues employee number (this will have an E in front of it)
6. Use the arrow in the **Payroll time Type** to select the overtime type i.e. Plain time, Double time
7. Type in the number of overtime hours underneath the correct date. You can use the additional lines to add in different types of time
8. When you have added all the overtime for the week select **Next** and then **Submit.**

Approving the timecard:

1. To find the timecard from the homepage select **My Workforce** and then **Time Management**
2. Enter the colleagues employee number into the **Person Number** field
3. Select the **Start Date** of the timecard (Sunday) and **End Date** (Saturday) and select **Search**
4. The timecard will now appear below, highlight it and select **Approve**.

Continue ❯

What if…

My Team member who is also a manager is off, can I approve tasks as the manager +1

Processing a leaver

If a colleague has given you their notice or you have terminated a colleagues contract of employment you need to process them as a leaver in MyHR.

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 arrow 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. If the colleague is a manager you need to reassign their team to a new manager before you can submit them as a leaver. Click on the grey arrow next to **Reassign Line Reports**, this will display the leavers direct reports
9. Remove the name of the old manager from the **Name field** and type in the name of the new manager (Surname, First Name) or use the search arrow at the side of the field.
10. Click on **Review** and check that you are happy with the details
11. Click **Save** and **Submit**
12. You'll now see a pop-up, select **Immediately**, then click **yes**
13. 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.**

Tips, tricks and more

Ensure that the colleague record is up to date, including absence, before you make the colleague a leaver.

What if

I have processed a leaver by mistake?

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

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Processing a leaver

Leaver checklist

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PILON

Leaver checklist

When you have 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 arrow 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 have completed the task. Use the calendar icon to enter **the Action Start Date** and **End Date** that you complete this task
7. When you have finished, select **Ok**
8. Repeat this process until you have completed all of the tasks in the offboarding checklist, then click **Submit**
9. Click **Yes**
10. Click **Ok.**

Continue ❯

What if

Mass movers

There may be times when a number of colleagues need to be moved to a new manager. The manager +1 is able to do this.

Follow the steps below to do this:

1. From the homepage select **My Team**, and then **Team Details**
2. Click on **orange arrow 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 you'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 select **Save** and then **Submit** to make the changes. You can also use the check box next to the colleagues 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 select **Save** and then **Submit.**

Tips, tricks and more

If a manager is leaving you can reassign their team while you are processing them as a leaver, see the leaver page in this guide.

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What if

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

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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 colleagues PILON entitlement and enter it into MyHR so that the colleagues receives the correct payment.

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 weeks pay
- If a colleague is outside of their probationary period, 13 weeks pay is entered into MyHR.

Below Grade E

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

Before you can work out the colleagues 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 colleagues **Employment Information** which includes the hire date
4. Click **Done** when you have finished.

Once you know the colleagues entitlement you are 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 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** in this case 'PILON'
7. From the **Options** drop-down select 'PILON TAX and NI NR'
8. You'll now be asked for the **Number of weeks** entitlement
9. Select **Ok**
10. Select **Continue**
11. Select **Submit.**

What if

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

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

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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 who's details you are looking for.

Continue

What if

I get an error message and no information is found?

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 position to populate the position 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 colleagues 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 are still unsure what to select speak to your manager.

Continue ❯

If you can't find the answer to your question, **click here for more FAQs**. If you still need help, contact HR Shared Services on 0330 606 1001.

What if

Contractual changes

I can’t find the new manager details	Ensure you are 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 colleagues 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.
I can’t find my business unit	If you’re a support centre colleague, searching ‘Support Centre’ won’t bring up your business unit. You’ll need to search your particular business function. Some of the more common functions include: - Retail - HR - Funeral
My colleague has a -2 next to their employee number	This mean that they've a dual assignment .This is usually because they work in two different roles within the Co-op.
I can’t find the location I am looking for	If you believe that a location is missing, contact HR Shared Services.
I have updated the work hours and not the work schedule	The work schedule drives the colleagues pay and not the hours worked therefore the colleague will continue to be paid the same as before the change.
I can’t find the work schedule I am looking for	If you believe that a work schedule combination is missing, contact HR Shared Services.
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 don’t know what that the value of the allowance is	Speak to your manager for advice.
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 > Human Capital Management > My staff tasks. Your team members approvals will now be available for you to approve or reject on their behalf
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

Absence and time

I want to view the number of absences the colleague has had	You can see all absences taken by a colleague in their absence record. To view the absence record click My Team – Team Details – The orange arrow next to the colleagues name – Absence – Manage absence record. you'll now see all the absences the colleague has taken including entitlements.
I forgot to close the absence down	Follow the steps in the managing sickness section of this guide to close the absence, ensuring the end date is the last day of the colleagues absence not the day they returned to work. Payroll will offset any incorrect absence pay.
I want to see the colleagues holiday entitlement	You can view the colleague's holiday entitlement by navigating to the absence record . To view the absence record click My Team – Team Details – The orange arrow next to the colleagues name – Absence – Manage absence record. you'll now see the colleague's entitlement.
The wrong number of hours per day are being calculated by the system	Amend the work schedule to reflect the colleagues working hours.
I'm not sure if I should grant a career break, where can I get some advice?	You can find the policy information for career break on the HR Shared Service intranet page which will inform your decision.
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.
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

Leavers

I have processed a leave by mistake	Contact HR Shared Services who can reverse the termination.
I have processed a but they've revoked their notice	Contact HR Shared Services who can reverse the termination.
What if the manager has left the business but the new manager is yet to be recruited	You can move colleagues to the manager + 1 or another manager in the interim. To move colleagues to the new manager see the mass movers page of this guide.
I'm not sure if I colleague should receive PILON	Speak to your manager or HRBP for advice.
I need some advice about PILON, where can I go?	Speak to your manager or HRBP for advice.

Dashboard

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

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