Colleague

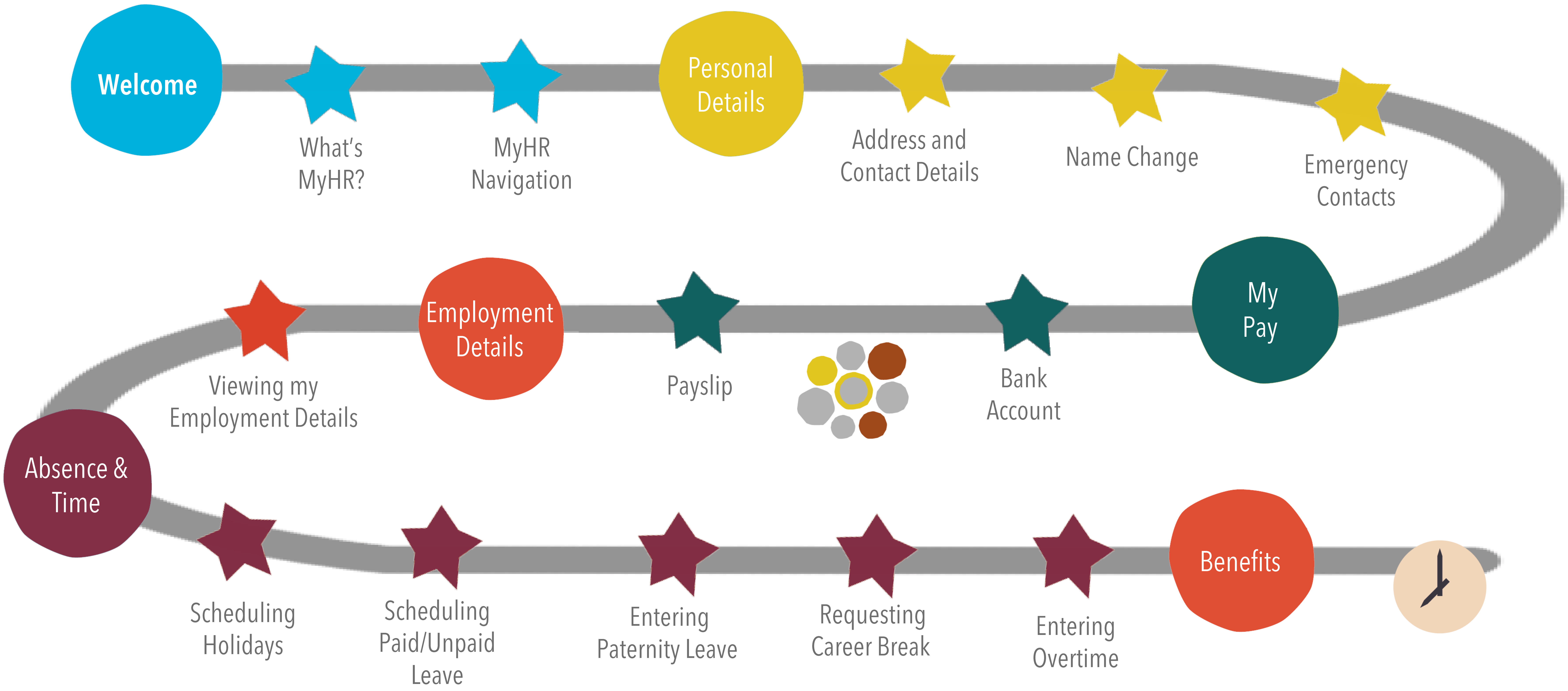
Your Guide to MyHR

Insurance CFSMS

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.

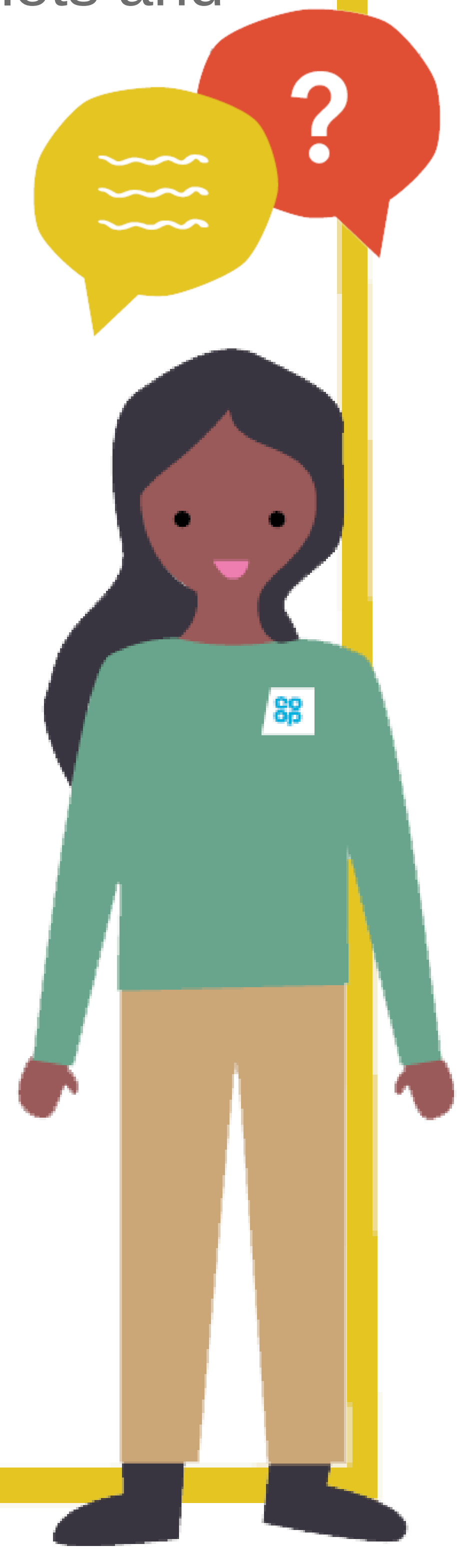
If you've ever used Facebook or similar, you're already used to the cloud, you just might not have realised it.

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!

Continue ❯

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:
- Performance Goals
- Mid and End of year Performance Reviews
- Personal Details
- Employment Details
- Bank Details
- Payslip
- Absence and Time

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**.

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.

Continue ❯

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?

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.

Continue ❯

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 ❯

Bank Account

Payslip Access

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.**

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What if

There isn't a payslip visible?

I want to view my back-dated payslips?

There's something wrong on my payslip?

I want to view my P60?

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

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 ❯

Scheduling your Holidays (Non customer facing colleagues only)

Before taking annual leave, you need to submit it and gain approval from your manager using MyHR.

To do this, 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 **Time**
4. Select the **Action** icon and **Maintain Absences Records**
5. Select the ➕ to enter a new absence
6. From the **Absence Type** drop-down, select **Holiday**
7. Select the **Start Date** and **End Date** of the absence. (For single day absences make sure the start and end date are the same)
8. The number of hours holiday will pre-populate based on your work schedule. If you require less than a full day's absence, amend the hours in the duration field
9. When you have finished, select **Submit**
10. Your request will now go to your manager for approval

Tips, tricks and more

Remaining balance

Under the end time field, you will see **Balance,** click on the calculator icon to see your remaining holiday balance – this figure includes your annual entitlement minus any holidays you have already taken and any future holidays which have been approved.

Customer facing colleagues continue to request holidays via the Resource Planning team in the usual way.

Continue ❯

What if

The number of hours pre-populated for a single day is incorrect?

If I don't know how many holidays I have left?

I want to change the days I have requested as annual leave?

I want to remove annual leave I have requested?

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

I want to book half a days absence

Scheduling Paid or Unpaid Leave

You are required to submit any paid or unpaid overtime in MyHR for your manager's approval.

To do this, 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 **Time**
4. Select the **Action** Icon and **Maintain Absences Records**
5. Select the ➕ to enter a new absence
6. From the **Absence Type** drop-down, select **Paid or Unpaid Leave**
7. Select the **Start Date** and **End Date** of the absence. (For single day absences make sure the start and end date are the same)
8. The number of hours holiday will pre populate based on your work schedule

Important - If you are a customer facing colleague, you may need to overwrite the absence duration as your working schedule does not accurately reflect the hours you work on any one day, to do this select **Advanced Mode**

9. Amend the **duration** for each day's absence
10. From the drop-down select an **Absence Reason**
11. When you have finished, select **Submit**
12. Your request will now go to your manager for approval

Tips, tricks and more

If you are requesting half a days absence, simply amend the start and end times to reflect the duration of the absence.

What if

The number of hours pre populated for a single day is incorrect?

I want to change the days I have requested as leave?

I want to remove leave I have requested?

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

'Advance Mode' isn't working.

I want to book half a days absence

Continue ❯

Scheduling Holidays

Scheduling Paid or Unpaid Leave

Scheduling Paternity Leave

Requesting a Career Break

Entering Overtime

Scheduling Paternity Leave

You are required to submit any paid or unpaid overtime in MyHR for your manager's approval.

To do this, 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 **Time**
4. Select the **Action** icon and **Maintain Absences Records**
5. Select the ➕ to enter a new absence
6. From the **Absence Type** drop-down, select **Paternity**
7. Select the **Actual Date of Child Birth** using the calendars
8. Select the **Start** and **End** date of the absence using the calendars
9. The number of hours holiday will pre-populate based your average hours worked
10. When you have finished, select **Submit**
11. Your request will now go to your manager for approval

Tips, tricks and more

You can find information about your paternity leave entitlements on the colleague hub at colleagues.coop.co.uk

Continue ❯

What if

I'm not sure if I'm entitled to paternity leave?

I want to change the days I have requested as leave?

I want to remove leave I have requested?

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

Scheduling Holidays

Scheduling Paid or Unpaid Leave

Scheduling Paternity Leave

Requesting a Career Break

Entering Overtime

Requesting a Career Break

You can submit a request for a career break on MyHR, the request will be submitted to your line manager who will either accept or decline your request.

To do this, 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 **Time**
4. Select the **Action Icon** and **Maintain Absences Records**
5. Select the ➕ to enter a new absence
6. From the **Absence Type** drop-down, select **Career Break**
7. Select the **Start Date** and **End Date** of the absence. The number of hours holiday will pre populate based on your work schedule

Important - If you are a customer facing colleague, you may need to overwrite the duration of the absence, as your working schedule does not accurately reflect the hours you work on any one day, to do this select **Advanced Mode**

8. Amend the **Duration** for each day's absence
9. From the drop-down select an **Absence Reason**
10. When you have finished, select **Submit**
11. Your request will now go to your manager for approval

Tips, tricks and more

You can find information about career breaks on the colleague hub at colleagues.coop.co.uk

Continue ❯

What if

The number of hours pre populated for a single day is incorrect?

If I want to change the days I have requested as leave?

I want to remove leave I have requested?

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

Scheduling Holidays

Scheduling Paid or Unpaid Leave

Scheduling Paternity Leave

Requesting a Career Break

Entering Overtime

Entering Overtime (non customer facing colleagues only)

You need to enter your overtime in to MyHR and send it to your manager for approval.

To do this, 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 Details**
4. Click on the **Arrow** icon next to My Details
5. Click on **Compensation** and then **Manage Personal Contribution**
6. Click on **Manage Contribution**
7. From the drop-down select the **Plan** called **Overtime**
8. From the drop-down select the **Option** (i.e. Plain Time, Double Time)
9. You will now be asked for the **Number of Hours**
10. Enter the **Working Date**, this is the date you worked the overtime, Select **Ok**
11. Select **Continue** and then **Submit,** if you have entered all of your overtime for the week.

Note – If you have further overtime to add for the week click **Save**. When you have entered all of your overtime then select **Continue** and **Submit**

Tips, tricks and more

The overtime you have submitted must be approved before you are able to submit further overtime. Therefore use the save option and only submit your overtime when you have entered it for the whole week.

Customer facing colleagues submit overtime via the Resource Planning team in the usual way.

What if

I forget to enter my overtime?

I don't know which overtime option to select?

I have entered my overtime and it's been approved but its not been paid on my latest payslip?

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

Continue ❯

Benefits

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

I need more information – you can contact hrbenefitsteam@coop.co.uk or go to benefits.coop.co.uk

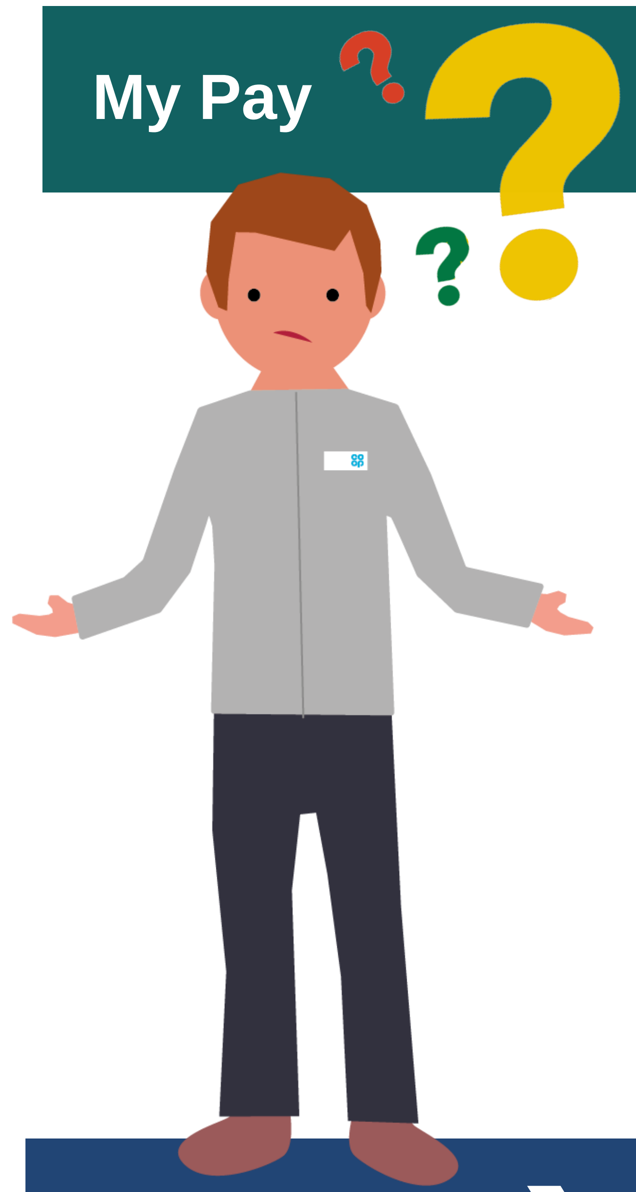
Continue ❯

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



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

Continue ❯

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

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.

Absence

I need to enter sickness	Your manager will enter any sickness in to MyHR on your behalf.
The number of hours pre populated for a single day absence is incorrect	This means that your work pattern is incorrect; speak to your manager who can correct this on the system for you.
I want to change the day(s) I have request as annual leave/paid leave/unpaid leave	Your manager can amend your request on your behalf. If the request has been approved you can amend the absence yourself and send it back from approval by clicking on About Me, Time, Action icon, Maintain Absence Records, selecting the absence and correcting the detail.
I want to remove annual leave/paid/unpaid leave I have requested	If your request has been approved, you can remove it by clicking on About Me, Time, Action icon, Maintain Absence Records, selecting the absence and clicking the X icon. If the request is still with your manager, they can reject it for you.
I want book a half day absence	You can amend the duration of your absence (in hours), when you are entering it on to MyHR
I don't know how many holidays I have left	To view your holiday balance click on About Me, Time, Action icon, Maintain Absence Records, you will then see your holiday balance under Balance Accruals.
'Advanced Mode' isn't working	You can't use Advanced Mode if the single day box is ticked. Untick the single day box and try again. For single day absences, make sure that the end day is the same at the start day.
I don't know if I'm entitled to Paternity Leave	Visit the HR Shared Services intranet pages to view the Paternity policy or speak to your manager.
I forgot to enter my overtime	Enter your overtime as soon as possible, making sure you enter the correct working date so that your manager can see what they are approving. Dependent on the payroll cycle, you may not receive this payment on your next pay day, you may have to wait until the one after.
I don't know which overtime option to select	Speak to your manager who will be able to help you.
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 . Speak to your manager who can advise you further.

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