Colleague MyHR Guide

Support Centre

Version 15

Welcome to MyHR

How to get onto MyHR (New Starters)

Type myhr.coop.co.uk into the address bar of any web browser on your computer/smartphone/tablet and log in with your **Username (employee number)** and **Password.**

How to get onto MyHR (MyApps Access)

Type myapplications.microsoft.com into the address bar of any web browser on your computer/smartphone/tablet and log in with your email address and password.

Toolbar

In the top right corner you will see your toolbar

- Homepage
- Notifications
- Search
- Actions – log out

WHO YOU GONNA ASK?

I'm Bobbi and I am available 24/7 to assist you with your queries by directing you to a Service Request, Knowledge Article or link which can help you

Personal details

Updating your name

1. Select **My Details** then **Update Personal Information**
2. Select the **pencil** icon in the **Name** section
3. Enter the date you want the change to be made
4. Overtype the information you want to change (fields marked * must be completed)
5. Select **Submit**

Updating your address/phone number/personal email address

1. Select **Update Contact Methods**
2. Select the **pencil** icon in the section you want to change
3. Enter the date you want the change to be made
4. Overtype the information you want to change (fields marked * must be completed)
5. Select **Submit**

Adding an address/phone number/personal email address

1. Select **Update Contact Methods**
2. Select **Add** in the section you want to add details to
3. In the **Type** field select the correct option and complete all fields marked *
4. Select **Submit**

WHO YOU GONNA ASK?

You can find guidance on how to update this through our digital assistant Bobbi.

Search “Personal Information”

Create a Service Request

Personal details Continued

Updating your Date of Birth

You will need to provide Photo ID for your Date of Birth to be corrected

Updating your National Insurance

You will need to provide Photo ID along with a copy of your National Insurance Number to be added

Updating your work email address

You would need to submit a Service request with the new email address you would like listed as your work email address.

To update your Work Email Address, Date of Birth or National Insurance Number, you will need to [Create a Service Request](#).

You can find guidance on how to update this through our digital assistant Bobbi.

[Create a Service Request](#)

WHO YOU GONNA ASK?

Updating emergency contacts

Add

1. Select **Update Emergency Contacts**
2. Select **Add** and then **Create a new contact**
3. Enter all of the relevant details for your contact (fields marked * must be completed)
4. Select **Submit**

Amend

1. Select **Update Emergency Contacts**
2. Select the name of the contact you wish to amend
3. Select the **pencil** for the section you wish to change or **Add** to provide additional contact or address details
4. Enter all of the relevant details for your contact (fields marked * must be completed)
5. Select **Submit**

Delete

1. Select **Update Emergency Contacts**
2. Select the name of the contact you wish to delete
3. Select **Delete**

You can find guidance on how to update this through our digital assistant Bobbi.

Search “Emergency Contacts”

WHO YOU GONNA ASK?

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New Starter Declaration
View Documents
Employment Details
Overtime
Holidays
Sickness, Paid/Unpaid Leave
Paternity
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Updating bank details

Add

1. Select **My Pay** and then select **Update Bank Details**
2. Select **Add**
3. Enter a name for the payment method i.e. ‘wages’
4. Enter your account number, sort code and then account holder name
5. Select **Save**
6. In the bottom box select **Add**
7. Complete all fields
8. In Payment Amount field enter 100% (or specific percentage to be paid into selected account)
9. Choose new bank details from Bank Account dropdown list
10. Select **Save**

Amend

1. Select **Update Bank Details** and then the pencil
2. Overtype the information you want to change
3. Select **Save**

Delete

1. Select **Update Bank Details** and then the **pencil**
2. Select **Delete**

You can find guidance on how to update this through our digital assistant Bobbi.

Search “Payment Methods”

WHO YOU GONNA ASK?

Accessing payslips

Payslips

1. Select **View Payslips**
2. Select **Last 12 Months** in the drop down menu
3. Select the word **PAYSLIP** for the payslip you wish to view

Historic payslips

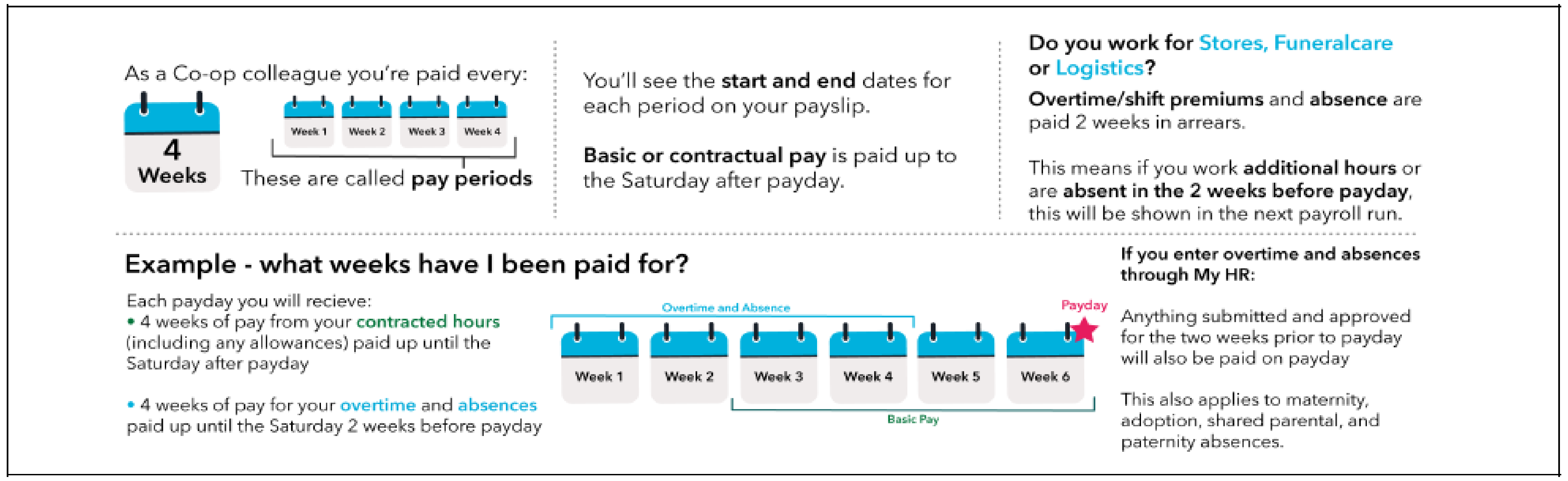
1. Select **My Details** and then **View Documents (Payslips, P60, P11D)**
2. Select the word **Payslip** for the payslip you wish to view

First payslips

Your first payslip may look different than expected due to when you started in the business,

If you had started after the payroll cut off, your first pay will be in the following pay period.

Below you can see the Pay Cycle and You can also view the payroll cut off dates here



You can find guidance on how to update this through our digital assistant Bobbi.

Search "Payslip"

New Starter Declaration

Add

1. Go to **Me**
2. Select **My Pay**
3. Select **View New starter Declaration**
4. Select **edit** and complete the form
5. Submit.

The New Starter Declaration can only be completed on MyHR if you have not yet received your first pay.

If you have already received a pay, please submit a service request and attach a copy of your P45 or the New Starter Declaration that can be obtained from the gov.uk website.

You can find guidance on how to update this through our digital assistant Bobbi.

Search "P45"

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View Documents

Overview:

This section contains documents generated by MyHR through the course of your employment with the Coop, from your Welcome Letter and contract, to the reference letter after you leave, though not everyone will have all of these on their record, depending upon their hire date and the nature of the employment. They will all be listed in reverse date order of being generated, and there are filter facilities to help you locate specific documents

Viewing/Accessing Documents

1. Select **My Details** and then **View Documents (Payslips, P60, P11D, Contract)**
2. Type in the search bar for the document you wish to view, i.e. P60, and then select the **magnifying glass**
3. Scroll through the list of documents until you see the correct document (select **Load More Items** if needed)
4. Click the **glasses icon** on the right hand side. This will open a new page
5. Scroll down to the bottom of the page to find the **download link**

You can find guidance on how to update this through our digital assistant Bobbi.

Search “Payslips”, “P45”, “P60”, “Recruit”

View Documents

Document types you might see on this screen:

Payslips: These are your payslips, shown in reverse date order.

Payslip Archive: This will be one bundle of any payslips you might have generated if you worked prior to October 2017, though this will not be a comprehensive set.

P60s: Annual statements which show the tax you've paid on your salary in the tax year (6 April to 5 April). You get a separate P60 for each of your jobs every tax year. If you leave employment before 5 April, you do not get one, your P45 will serve in this capacity for you.

P11Ds: Not everyone gets these, they are only generated if you have taxable benefits as part of your employment (for example company cars or interest-free loans).

Application: This is a basic reference letter generated after you leave employment for you to keep and forward to prospective future employers

Recruiting Job Offer: This will include a copy of your offer letter and contract, and a copy of the Welcome Pack initially provided to you upon recruitment. Not everyone will have these on their record, depending upon their hire date and the nature of the initial hire.

Note: P45s will not be found here, they are Issued generated on the pay date after a colleague has left employment. These are emailed separately. They cannot be sent sooner.

Viewing employment details

Viewing your employment details

1. Select **My Details**
2. Select **View Employment Details**

Viewing your Salary details

1. Select **My Details**
2. Select **View Compensation**

In this section you can see:
Your business Unit
Department
Line manager
Employment history
Current Salary
Prior Salary

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Overtime

Entering overtime

1. Go to **Me**
2. Select **My Time and Absences**
3. Select **Manage Time Cards**
4. Select **+**
5. Select the timecard **Start Date** (start of the week) then click OK
6. Select your employee number in the **Assignment Number** field using the drop down
7. Use the drop down to select the **Payroll Time Type** i.e. Time and a half, plain time etc.
8. Enter the **number of hours overtime worked in the Quantity field for each day of that week**
9. You can use the additional rows to add in overtime at a different rate
10. Select **Next**
11. Review the information and select **Submit.**

You can find guidance on how to update this through our digital assistant Bobbi.

Search “Overtime”

WHO YOU GONNA ASK?

Holidays

Requesting time off for holiday

1. Go to Me
2. Select **My Time and Absences**
3. Select **Book Time Off (incl. Sickness)**
4. From the **Absence Type** drop-down, select **Holiday**
5. Select the **Start Date** and **End Date** of the absence.

- (To change the duration for part day holiday, select **Edit Entries** then select the pencil icon. Change the **Absence Duration** then select **OK**)

6. Select **Submit**

Viewing Holiday Balance

1. Go to **Me**
2. Select **My Time and Absences**
3. Select **View Holiday Entitlement**
4. By default, it shows the balance as of today's date. To change this to see the full year's entitlement, click on Holiday, and in the **Balance As-of Date**, enter the 31st of March of the year.

Holidays are paid based on average earnings from the last 12 months therefore in the periods where you have taken a holiday, your pay may be slightly more

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Sickness, Paid/unpaid leave

Requesting sickness, paid/unpaid leave

1. Select **Book Time Off (incl. sickness)**
2. From the **Absence Type** drop-down, select **Sickness, Paid Leave or Unpaid Leave**
3. From the drop-down select an **Absence Reason**
4. Select the **Start Date** and **End Date** of the absence.
   - Amend the hours for part days
5. Select **Submit**

Any Sickness, Paid or Unpaid Leave is paid 2 weeks in arears, so any absences the 2 weeks before pay day will be paid in the next pay period

WHO YOU GONNA ASK?

Paternity leave

Requesting paternity leave

1. Notify your Line Manager
2. Complete the PL1 Application for Paternity
3. Speak to your manager about Antenatal appointments and pre-adoption appointments
4. Notify HR Services (Non-Kronos Users)

Scheduling paternity leave

1. Select **Book Time Off (incl. Sickness)**
2. From the **Absence Type** drop-down, select the correct **Paternity** option
3. Select the **Actual Date of Child Birth** using the calendar
4. Select the **Start** and **End** date of the absence using the calendars
5. Select **Submit**

Once approved by your manager HR Shared Services will do the calculations and send you an email/letter confirming what pay you're entitled to.

You can view the Paternity Leave Process on the Colleagues Website

Maternity leave

1. This is not a self service process. Your information will need to be processed by Payroll.
2. Call HR Services once you find out you are expecting a baby and provide your line manager with the ML1 Form.
3. You will need to provide HR Services with the baby's due date, your personal information and the manager's information
4. HR Services will send you and your manager a confirmation email, listing what is required from you
5. Once all the relevant documentation (ML1 and MATB1 Forms) has been received, Payroll will notify you of your entitlements
6. Payroll will process your maternity leave on MYHR, based on the dates you have provided

Maternity Pay:

If you were eligible for Statutory Maternity Pay, you will have qualified for Coop Maternity Pay. This will show in your payslip after maternity leave starts

Changes during Maternity Leave:

Your manager needs to contact HR Services if you:

- Change your Maternity leave date
- Change your return from Maternity leave date

Holidays during Maternity leave

You can use your annual holiday entitlement before of after your maternity leave.

If you plan to use them after your return from maternity leave, ensure that your manager request a carry over.

You can view the Maternity Leave Process on the Colleagues Website

Career break

Requesting a career break

1. Complete a Career Break Request form
2. Decision meeting with line manager
3. If Career Break has been approved, The Career Break will need to be entered on MyHR
4. If the return to work date has changed, your line manager will need to contact /hr services for the Career Break to be updated

Requesting a career break

1. Select **Book Time Off (incl. Sickness)**
2. From the **Absence Type** drop-down, select **Career Break**
3. Select the **Start Date** and **End Date** of the absence.
4. Select **Submit**

Once approved by your manager HR Shared Services will do the calculations and send you an email/letter confirming what pay you're entitled to.

You can view the Career Break Process on the Colleagues Website

Service Requests

While the Coop provides an extensive list of resources such as Bobbi, Knowledge Articles and the Colleagues website to respond to your questions and requests, it is not comprehensive. And if you need to contact HR Services, you can do so by Creating a Service Request.

Creating a Service Request

1. On the Home Page of MyHR, scroll down below the notices and select **Help Desk**, and below that, select **HR Service Requests**
2. This will take you to a page where you can create service request as well as monitor ones you have already created. Select **Create Service Request**
3. This opens a generic template for your Service Request. There is a drop-down list in the Request field that will allow you to select specific templates, depending on the reason you are contacting HR Services. Not every template will be applicable to you, many are for managers only.
4. Among the templates available and most applicable to colleagues are:

   Contact HR: This is a basic template that can be used for general queries that can't be answered through available resources such as Bobbi, Knowledge Articles or the Colleagues Website, or for providing HR with documents such as P45s and family leave documents.

5. Once you have completed the Service Request, click on **Save and Close**. A unique Service Request number will momentarily appear in a green box, and will be connected to your employee number to allow it to be tracked and processed.

Benefits

Overview

While employed in Coop, you may be eligible for certain benefits such as:

- Season Ticket Loan
- Rental Deposit Scheme
- Eyecare

You will need to request some of these benefits by creating a Service Request and selecting the most relevant template (Contact HR, Season Ticket Loan Requests, Rental Deposit Loan Requests). The guidance on the Coop Hub will provide more information on how to apply.

Here is more information on the wellbeing hub

Leavers Portal

Have you left the business within the last 90 days?

When you leave the business, you will have 90 days access to your MyHR Leavers Portal to obtain any documents that you may need such as payslips, P60's and also an Employment reference.

How to get onto MyHR (Leavers)

Type myhr.coop.co.uk into the address bar of any web browser on your computer/smartphone/tablet and log in with your **Username (employee number)** and **Password.**

Have you left the business more than 90 days ago?

If you have left more than 90 days ago, please raise a Service Request here.