

# Self Service Transactions

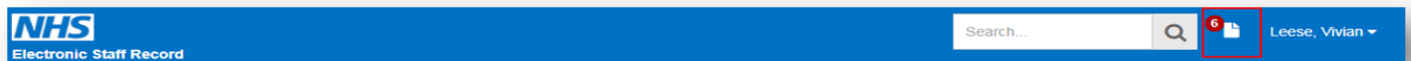
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## Workflow Notifications

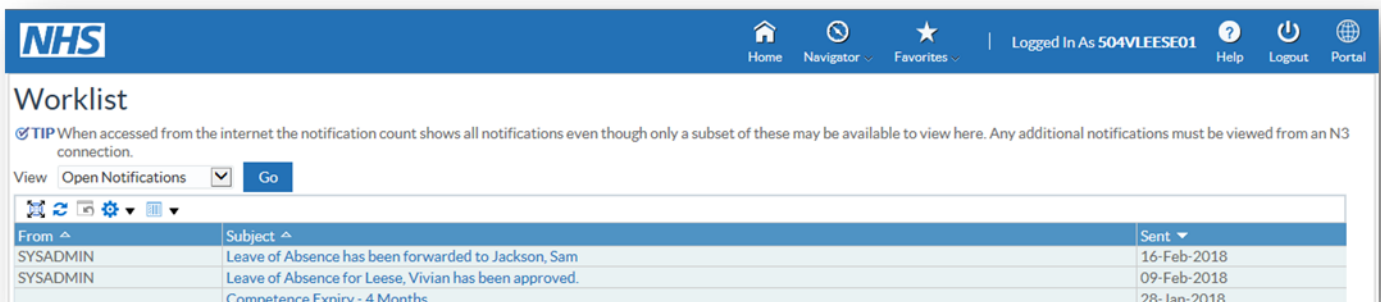
### Introduction

Notifications within ESR are system delivered messages which are sent either for action or information purposes.

### Access Notifications



Notifications are accessible from the ESR Portal and in most cases can also be received and actioned via email.



From ^	Subject ^	Sent ^
SYSADMIN	Leave of Absence has been forwarded to Jackson, Sam	16-Feb-2018
SYSADMIN	Leave of Absence for Leese, Vivian has been approved.	09-Feb-2018
	Competence Expiry - 4 Months	28-Jan-2018

## Changes Made In Employee Self Service

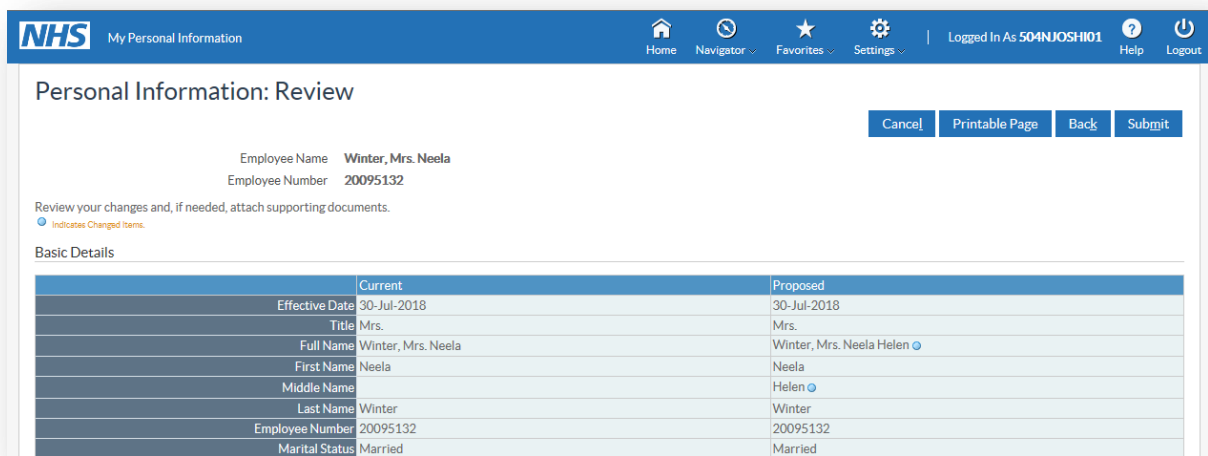
Certain changes made to the information in Employee Self Service are subject to approvals. For example Qualifications, Change of Name, Management of

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Registrations and Memberships, Enrol on Learning (where the course is not set to Self-Enrol) and Work Email Address.

When the data items are changed the employee has the opportunity to review the changes they have made.



**Personal Information: Review**

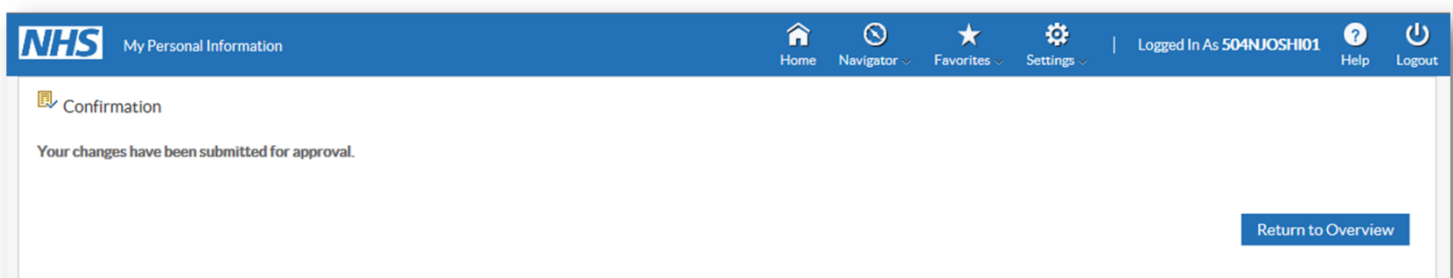
Employee Name Winter, Mrs. Neela  
Employee Number 20095132

Review your changes and, if needed, attach supporting documents.  
Indicates Changed Items

**Basic Details**

	Current	Proposed
Effective Date	30-Jul-2018	30-Jul-2018
Title	Mrs.	Mrs.
Full Name	Winter, Mrs. Neela	Winter, Mrs. Neela Helen
First Name	Neela	Neela
Middle Name		Helen
Last Name	Winter	Winter
Employee Number	20095132	20095132
Marital Status	Married	Married

Once any of these changes/requests is submitted a message is displayed confirming that it has been submitted for Approval.



**Confirmation**

Your changes have been submitted for approval.

[Return to Overview](#)

The change can be approved, rejected, reassigned or returned with a request for further information by the supervisor.

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Workflow

NHS Employee Personal Information Process for Winter, Neela

From Winter, Neela  
To Leese, Vivian  
Sent 29-Aug-2018 12:01:57  
Due 06-Sep-2018 12:01:57  
ID 348815

Attachments

Approve Reject Reassign Request Information

Summary

Employee Name Winter, Mrs. Neela  
Employee Number 20095132

Indicates Changed Items.

Basic Details

	Current	Proposed
Effective Date	30-Jul-2018	30-Jul-2018
Title	Mrs.	Mrs.
Full Name	Winter, Mrs. Neela	Winter, Mrs. Neela Helen
First Name	Neela	Neela
Middle Name		Helen

## Employee Annual Leave Requests

An employee can request leave and submit for their supervisor to approve.

My Absence

Create Absence: Enter Absence Details

Employee Name Winter, Mrs. Neela Helen  
Employee Number 20095132

Select an Absence Type, and enter any other information you want to record for your request. You can choose the Calculate Duration Button to see the number of days or hours you are requesting.

\* Indicates required field

\* Absence Type Study Decreasing Bal  
Absence Reason Study Leave

Duration \* Start Date 30-Aug-2018 End Date 30-Aug-2018  
 TIP Start Date is required.

Days  
Total 1

Calculate Duration  
 TIP Duration is calculated based on the number of full calendar days between the start and end date of your absence. You may need to update this duration to take account of your work pattern (e.g. to exclude weekends).

August 2018

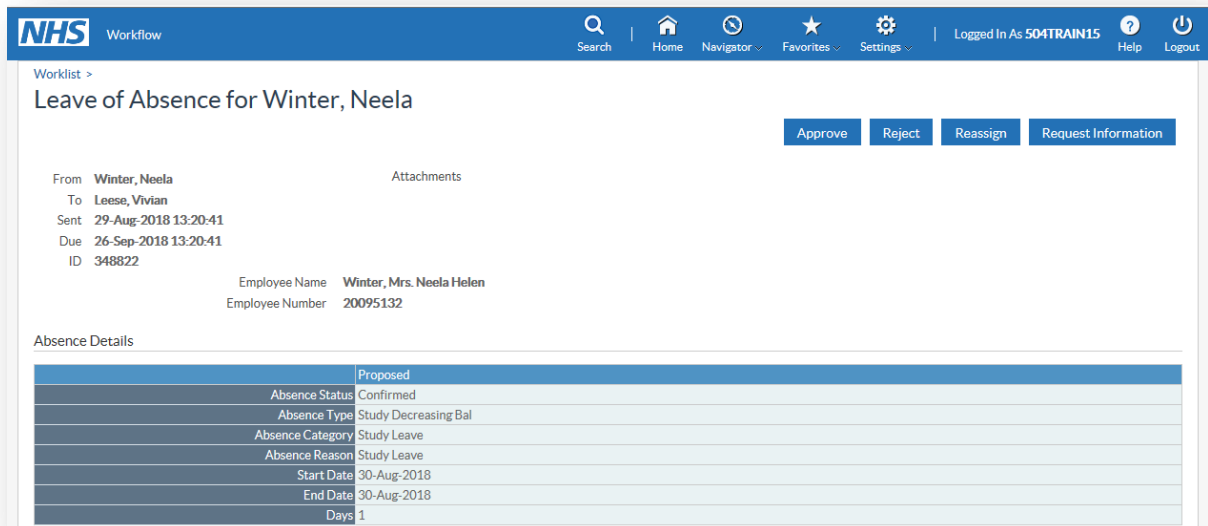
SUN	MON	TUE	WED	THU	FRI	SAT
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

The change can be approved, rejected, reassigned or returned with a request for further information by the supervisor.

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If the request is not approved within 28 days it is returned to the employee who then will need to resubmit their request.



The screenshot shows a workflow interface for a 'Leave of Absence for Winter, Neela'. The interface includes a top navigation bar with the NHS logo, 'Workflow', and various utility icons (Search, Home, Navigator, Favorites, Settings, Help, Logout). The user is logged in as '504TRAIN15'. Below the navigation bar, the transaction title is 'Leave of Absence for Winter, Neela'. There are four action buttons: 'Approve', 'Reject', 'Reassign', and 'Request Information'. The 'From' field is 'Winter, Neela' and the 'To' field is 'Leese, Vivian'. The 'Sent' date is '29-Aug-2018 13:20:41' and the 'Due' date is '26-Sep-2018 13:20:41'. The 'ID' is '348822'. The 'Employee Name' is 'Winter, Mrs. Neela Helen' and the 'Employee Number' is '20095132'. Below this, the 'Absence Details' are shown in a table:

	Proposed
Absence Status	Confirmed
Absence Type	Study Decreasing Bal
Absence Category	Study Leave
Absence Reason	Study Leave
Start Date	30-Aug-2018
End Date	30-Aug-2018
Days	1

## Hours/Salary Change

Organisations have the option to send notifications to employees when there are one or more contractual changes to an assignment for the following data items:

- Position Title
- Grade
- Salary (pro rata)
- Contracted Hours

A weekly process will run which will look at the status of the above data items and compare them with the previous weeks values.

Where any of the items are different a notification will be generated to the employee. If changes have been made to more than one data item for one assignment record between the process run dates then one notification will be generated showing all the changes made to that assignment.

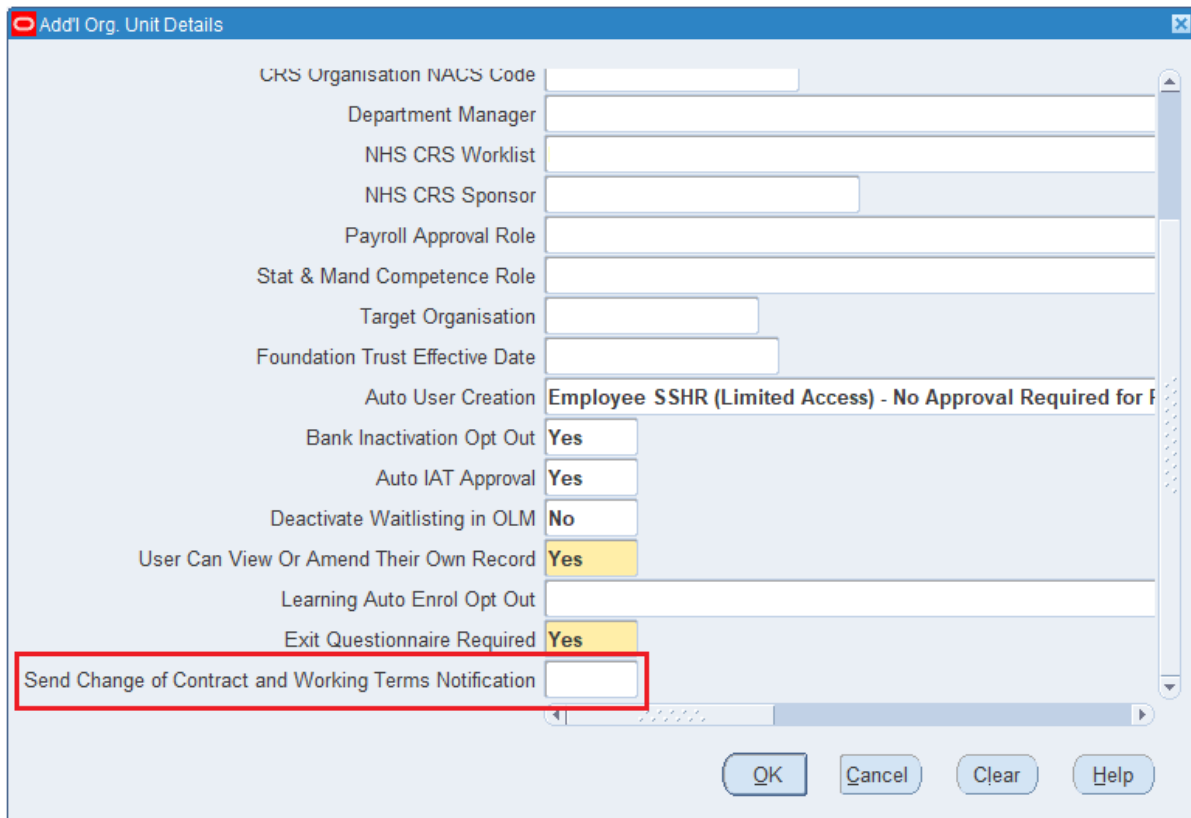
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If a data item is changed and then subsequently changed back to its original value (i.e. the change is removed) within the process run dates then no notification will be generated.

If an employee has multiple assignments and changes are made to more than one assignment a notification will be sent to the employee for each assignment record.

To invoke this functionality the 'Send Change of Contract and Working Terms Notification' field needs to be set to yes. This is done using the Workstructures URP at the Trust level settings.



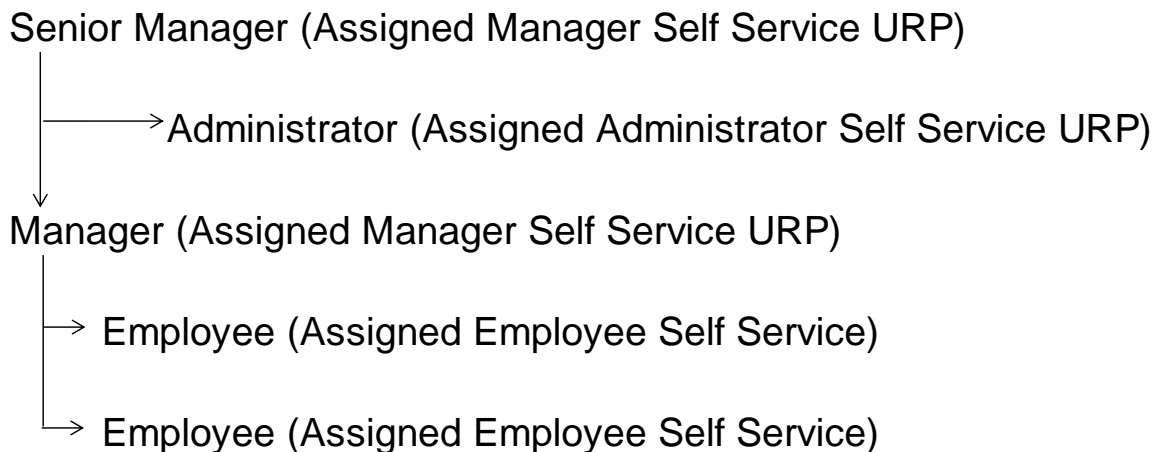
The screenshot shows a web form titled "Add1 Org. Unit Details". The form contains several fields for organizational details, including "CRS Organisation NACS Code", "Department Manager", "NHS CRS Worklist", "NHS CRS Sponsor", "Payroll Approval Role", "Stat & Mand Competence Role", "Target Organisation", and "Foundation Trust Effective Date". Below these are several checkboxes and dropdown menus for user creation and approval settings, such as "Auto User Creation" (set to "Employee SSHR (Limited Access) - No Approval Required for F..."), "Bank Inactivation Opt Out" (Yes), "Auto IAT Approval" (Yes), "Deactivate Waitlisting in OLM" (No), "User Can View Or Amend Their Own Record" (Yes), "Learning Auto Enrol Opt Out", and "Exit Questionnaire Required" (Yes). The field "Send Change of Contract and Working Terms Notification" is highlighted with a red rectangular box. At the bottom of the form are buttons for "OK", "Cancel", "Clear", and "Help".

## Administrator Self Service

Administrator Self Service allows administrators to perform data entry on behalf of managers. The Administrator does not have to sit directly below a manager in the hierarchy. This means that the Administrator can act on behalf of managers both above and below them in the supervisor hierarchy.

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<b>Group A Pay (Impacting)</b>	<b>Group B (Non pay Impacting)</b>
<b>Assignment Changes</b>	<b>Personal Changes</b>
<b>Contracted Hours Changes</b>	<b>Property Register</b>
<b>End Employment</b>	<b>Supervisor Change</b>
<b>Manage Hires</b>	<b>Locations</b>
	<b>Absence</b>
	<b>Competencies</b>
	<b>Qualifications</b>
	<b>Registrations and Memberships</b>
	<b>Learning</b>
	<b>External learning</b>

Group A Actions impact on pay while those in Group B do not with the exception of Absence. An Administrator granted access to Administrator Self Service will have the ability to make changes for actions in both Groups A or B.

Different options are available to determine the routing rules for Administrator notifications:

Administrator Actions Manager Approval – before the change is applied to ESR the employee's manager has to approve the change.

Administrator Actions No Approval – once the administrator makes the change it is applied directly to ESR and no information is sent to the employee's manager.

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Administrator Actions FYI – once the administrator makes the change it is applied directly to ESR and a notification is sent to the employee's manager informing them of the change but there is no action required by them.

The Manager check box needs to be ticked on the Miscellaneous tab on the approving managers assignment to correctly identify approvers.

WTE: 1.00 Primary assignment. 1 assignments in total. Total WTE: 1.00 (Leese, Mrs. Vivian)

Organization: 504 Trust Board  
 Job: Nursing and Midwifery Registered|Director of  
 Grade: NHS|CR91A & C Grade 10  
 Location: 504 ESR Hospital

Group: Default Home||  
 Position: 84696|Director of Nursing|NOA|Administration  
 Payroll: 504 MonthlyT00  
 Status: Active Assignment  
 Vacancy:

Assignment Number: 20055390  
 Assignment Category: Permanent  
 Collective Agreement:  
 Employee Category: Full Time

Standard Conditions | Statutory Information | **Miscellaneous** | Special Ceiling | Grade Ladder

Internal Address:  
 Reason:  
 Projected Assignment End:

Primary  
 Manager

Effective Dates  
 From: 07-NOV-1995 To:

Grade Step | Entries | Salary Information | Costing | Others...

WTE: 1.00 Primary assignment. 1 assignments in total. Total WTE: 1.00 (Winter, Mrs. (Deeta Helen)

Organization: 504 Ward 10  
 Job: Nursing and Midwifery Registered|Staff Nurs  
 Grade: NHS|XR05|Review Body Band 5  
 Location: 504 ESR Hospital

Group: Default Home||  
 Position: 84710|Staff Nurse Band 5|N6A|Surgery|  
 Payroll: 504 MonthlyT00  
 Status: Active Assignment  
 Vacancy:

Assignment Number: 20095132  
 Assignment Category: Permanent  
 Collective Agreement:  
 Employee Category: Full Time

Salary Information | **Supervisor** | Probation & Notice Period | Standard Conditions | Statutory Information

Name: Leese, Mrs. Vivian  
 Worker Number: 20055390  
 Assignment Number: 20055390

Effective Dates  
 From: 27-AUG-2018 To:

Grade Step | Entries | Salary Information | Costing | Others...

The senior manager details need to be entered into the Supervisor tab of the assignment.

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The screenshot shows the 'Enter HR Personal Information - Combined' form. The 'Name' section includes fields for Last (Winter), First (Neela), Title (Mrs.), Prefix, Suffix, and Middle (Helen). The 'Gender' is set to Female, and the 'Action' is a dropdown menu. The 'Person Type for Action' is set to Employee. The 'Identification' section shows Employee and the number 20095132. The 'Birth Date' is 01-JAN-1974, and the 'Country of Birth' is India. The 'Effective Dates' section shows 'From' as 30-JUL-2018. A 'Navigation Options' dialog box is open, displaying a list of options: Competence Profile, Diary Reminder, Disabilities, End Employment, Extra Information (highlighted), Mandatory NHS Employment Checks, Person Type Usage, Picture, Previous Employment, Qualifications, Schools and Colleges Attended, Supplementary Roles, and View Health Assessments. The dialog box has 'Find %' at the top and 'Find', 'OK', and 'Cancel' buttons at the bottom.

Click on others on the HR Personal Information form and then select Extra Information from the values.

The screenshot shows the 'Enter HR Extra Information' form. The 'Type' section includes a list of options: Administrator Actions Approvals, Civil Service Pension, DBS Checklist, Development Support, Employment Checklist Details, Illegal Working Checklist, Medical and Dental Job Plans, NHS CRS Person Registration, and NHS Key Worker Living Program. The 'SSHR Admin Approval Group A' and 'SSHR Admin Approval Group B' sections are visible. The 'Employee Action Approved By' field is also present. A 'Details' section is also visible. A 'SSHR Admin Approval Group A' dialog box is open, displaying a list of approval levels and descriptions. The dialog box has 'Find Administrator Actions %' at the top and 'Find', 'OK', and 'Cancel' buttons at the bottom.

SSHR Admin Approval Level	Description
Administrator Actions Manager Approval	Administrator Actions Manager Approval
Administrator Actions Manager FYI	Administrator Actions Manager FYI
Administrator Actions No Approval	Administrator Actions No Approval

You will then be able to select the Group A and/or Group B list and the approval level required.



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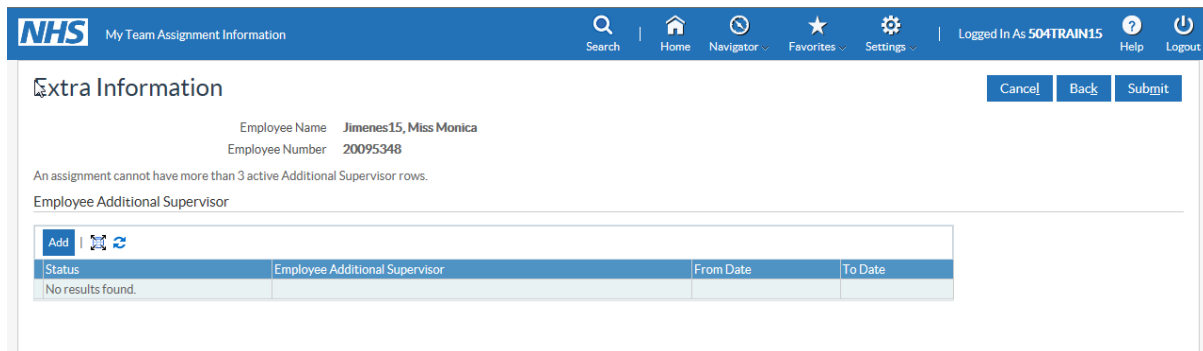
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## Managing Workflow

### Multiple Supervisors

Multiple Supervisors can be set up against an employee record to take account of job sharing.

Adding multiple supervisors for an employee means that more than one supervisor has the ability to make changes to their record and approve notifications.



My Team Assignment Information

Search | Home | Navigator | Favorites | Settings | Logged In As 504TRAIN15 | Help | Logout

Extra Information Cancel Back Submit

Employee Name Jimenes15, Miss Monica  
Employee Number 20095348

An assignment cannot have more than 3 active Additional Supervisor rows.

Employee Additional Supervisor

Status	Employee Additional Supervisor	From Date	To Date
No results found.			

Where requests are sent to multiple supervisors the first action taken against a notification will close it for all supervisors.

Where notifications are returned for correction the notification will close for all users.

A maximum of three additional supervisors can be added.

### Proxy Access

Proxy Access is available to all the Self Service URPs with the exception of Employee Self Service.

The proxy functionality allows delegated access to URPs and notifications, so that tasks can be performed by one person on behalf of another. Users can grant proxy access to the self service responsibilities listed below and specify a list of other users who can access their worklist and action notifications on their behalf via Settings.

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NHS Home

Logged In As 504SJACKSON03

- Preferences
- Manage Proxies**
- Access Requests

TIP You have 3 open notifications in your Worklist. Please use the Workflow Worklist to view and respond to your notifications.

NHS Proxy Configuration

Manage the people that can access your account and act on your behalf.

Add Proxy Run Proxy Report

Details	Last Name	First Name	User Name	Start Date	End Date	Update
No results found.						

Responsibilities:  None,  Selected,  All

Available Responsibilities

Selected Responsibilities

- 504 Supervisor Self Service (Limited Access)

Move, Move All, Remove, Remove All

## Vacation Rules

Rules can be created which will allow other users to manage notifications on your behalf between certain dates. You can do this by selecting the Vacation Rules option from your Worklist.

Worklist

View: Open Notifications Go

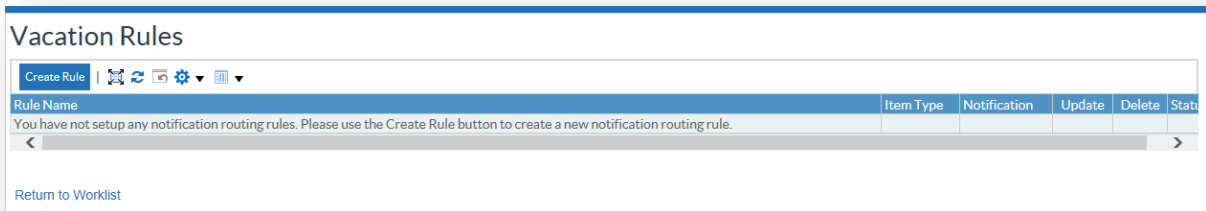
From	Subject	Sent
Leese, Vivian	You have successfully enrolled in the class.	05-Mar-2018
	IAT Update Competence Message for Mr. Adam King	22-Feb-2018

TIP Vacation Rules - Redirect or auto-respond to notifications.

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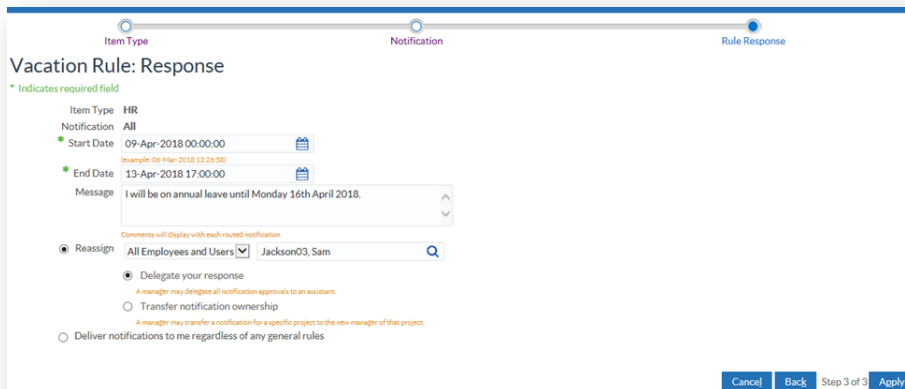
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Any previously created rules are displayed and new or additional rules can be created by selecting the 'Create Rule' button.



Rule Name	Item Type	Notification	Update	Delete	Status
You have not setup any notification routing rules. Please use the Create Rule button to create a new notification routing rule.					

Choose whether to Reassign the notification (with delegate authority or by actually transferring the ownership of it), or by responding to the Requestor with the contents of the note attached. Once the name has been selected, the Rule Response is completed as demonstrated.



**Vacation Rule: Response**

\* Indicates required field

Item Type: HR  
Notification: All  
Start Date: 09-Apr-2018 00:00:00  
End Date: 13-Apr-2018 17:00:00  
Message: I will be on annual leave until Monday 16th April 2018.

Reassign: All Employees and Users | Jackson03, Sam

Delegate your response  
 Transfer notification ownership  
 Deliver notifications to me regardless of any general rules

Buttons: Cancel, Back, Step 3 of 3, Apply

Vacation Rules can be set up for all Self Service URPs.

## Role Based Notifications

Role Based Notifications provide relevant business information to specific ESR users who are required to be aware of or act on this information as part of their role.

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Worklist &gt;

## Termination Notification

[Delete Notification](#)
[Reassign](#)
[Request Information](#)

To: Leese05, Vivian  
 Sent: 19-Apr-2017 16:08:18  
 Due: 18-Jul-2017 16:08:18  
 ID: 346547

The following employees have a termination record within 14 days. You are required to look at the details of each individual, and perform the appropriate actions for each individual.

Organization	Position	Location	Job	Grade	Last Name	First Name	Title	Actual Termination Date	Projected Termination Date
504 Ward 7	Health Care Asst Band 1	ESR Hospital	Additional Clinical Services\Health Care Support Worker	NHS\XR01\Review Body Band 1	Wright05	Dierdre	Ms.	30-APR-2017	

\*\*\* PLEASE DO NOT RESPOND TO THIS EMAIL \*\*\*  
 ANY REPLIES WILL NOT BE READ AND ARE SENT VIA THE INTERNET.  
 IF YOU HAVE ANY QUERIES, PLEASE CONTACT YOUR TRUST SYSTEM ADMINISTRATOR IN THE FIRST INSTANCE.  
 ALTERNATIVELY LOG AN ESR SERVICE DESK REQUEST. (HTTPS://SERVICEDESK.ESR.NHS.UK)

### Action History

Num	Action Date	Action	From	To	Details
1	19-APR-2017 16:08:18	Submit	NHSNSTACEY	Leese05, Vivian	

[Delete Notification](#)
[Reassign](#)
[Request Information](#)
[Return to Worklist](#)
 Display next notification after my response

The example shown is a notification sent to the Termination Notification Role Holder informing them of the termination date of employees.

Below are some examples of Role Based Notifications sent to the designated Role Holder following a change initiated in Self Service:

New Starter Notification

Property Register

Termination Notification

## Supervisor Hierarchy NtfLocal Roles

It is also possible to create local roles. A role can be assigned to organisations. Assigning a role to an organisation will assign it to all organisations beneath it in the organisation hierarchy, unless they are overwritten at a lower level.

Below are some examples of Local Roles:

Stat & Mand Competencies Ntf

SSHR Payroll Approvals

Where an organisation has no local role assigned to it, either directly or at any point above it in the hierarchy, then the national role will continue to be used.

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## Time Out Rules


The majority of Notifications are subject to time out rules. If the Notification is not actioned within the specified time out period it is either progressed to the next supervisor in the hierarchy or returned to the initiator. If the Notification is still not actioned it will continue to progress up the hierarchy until action is taken. Notifications cannot be "switched off" for certain groups of staff.

Employee Initiated Changes	Time Out Days
Absence	28
Personal Information	8
Education and Qualifications	8
Enrol In Training	8
Competence Profile	3
Professional Registration	3
Internet Access Approval	10

\*Note - After 28 days, requests for Annual Leave will be returned to the initiator so that they can cancel the workflow.

Administrator Function	Time Out Days
Administer Assignment Changes	5
Administer Hours Changes	5
Administer End Employment	5
Administer End Non Primary Assignment	8
Administer Hires	5
Administer Personal Information	8
Administer Property Register	8
Administer Supervisor	5
Administer Location	5
Administer Absence	5

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Administer Competencies	5
Administer Qualifications	8
Administer Registrations and Memberships	5