

# Employee Self Service (ESS)

## Frequently Asked Questions

### Why have I been given access to Employee Self Service?

You have been given access to Employee Self Service because you are a Newport City Council employee and have an email address. You will be able to view your personal information and keep some of it up to date (including address, contact information and qualifications). Other features include:

- online payslips (to replace paper)
- online P60s (to replace paper)
- training record viewing
- sickness absence record viewing

### Why does Newport City Council want to move employees over to online payslips (e-slips) and P60s?

Preparing the payslips for each of our payrolls takes a significant amount of back office administration. Printing, sealing, sorting and posting are all tasks that can be removed literally at the click of a button. Preparation that currently takes days of our Council's time could be reduced to a 30 minute process. Postage for payslips alone costs the Council over £10k per year.

In addition to this the reduction in paper and ink supplies, coupled with a reduction of carbon emissions from printers and sealers, further affirms our commitment to the Green Agenda.

### Can I access Employee Self Service from home?

Yes. Visit <http://www.newport.gov.uk/ess>.

### I don't have an email address. How do I get one?

Using the Internet is a basic part of modern life; shopping, banking and socializing can all be done from the comfort of your armchair. An email is one of the key means of communicating over the Internet. It is similar to a letter in form but is sent electronically rather than being posted through your letterbox. The electronic version of your home address is your email address. It is unique to you.

People have email addresses with their own Internet service provider (BT, Sky, TalkTalk, Virgin, EE, O2) or free web services like Google's [Gmail](#), [Yahoo!Easy](#), Microsoft's [Hotmail](#).

## **I don't have regular access to a PC at my normal place of work.**

You can access Employee Self Service from any device that has an Internet connection including a PC, tablet or smartphone.

If you do not have access to IT, there are a number of drop-in zones with PC's available for any employee to use:

- Civic Centre: Room 529 (next to IT Training) and Room 324 (My Information drop-in room).
- Telford Street Depot: Canteen

There are also facilities across Newport that provide free Internet access to the public, including libraries and leisure centres. An up to date list can be found [here](#). Most of the facilities will provide support to those who are new to IT and even run free courses for beginners.

## **Do I need any special software to run ESS?**

You will need a web browser, such as Internet Explorer or Google Chrome. You will also need Adobe Acrobat Reader in order to open your online payslip, which is in PDF format.

## **I have been sent an email inviting me to login into ESS but I'm still struggling to login. Who can help?**

Email IT at [Helpdesk.IT@newport.gov.uk](mailto:Helpdesk.IT@newport.gov.uk) who can help you to login.

## **Why do I need to set up memorable information?**

Setting up memorable information for yourself will allow you to reset your password should it be forgotten. Your memorable information must be between 6 and 25 characters in length. Popular examples are: place of birth, school attended, or favourite past time.

## **My data looks wrong to me – what should I do about it?**

You are able to update some of your personal details, such as your address and telephone number. Some other information such as marital status requires evidence before we can amend.

## **What if I have any questions or problems with using Employee Self Service?**

Any problems you experience using the Employee Self Service should be reported through the Contact Administrator link on the login screen.

## **I cannot find a 'log-out' button so how do I exit Employee Self Service?**

Clicking on the person button in the top right-hand corner of the screen will reveal the 'logout' option. Clicking on this will end your Employee Self Service session and return you to the login screen.

## **How secure is the Employee Self Service system?**

HR and payroll records are treated confidentially and every measure has been taken to protect this data in its electronic form. Only a small number of staff are given access to the data in the personalised form that you see it, and there is a rigorous authorization process for any new users of the database.

Everyone using iTrent data has responsibility under Data Protection legislation and in accordance with the Council's Information Governance policies to maintain the confidentiality of the data and use it only for the purpose for which it has been provided.

## **I do not have a corporate email address (i.e. @newport.gov.uk). When will I get access to Employee Self Service?**

The aim is to make every Newport City Council employee an ESS user. Having an @newport.gov.uk email address is not a pre-requisite to getting an ESS account, as we can also use a personal email address. We will, however, perform a number of security checks before setting up your new account to validate your eligibility and who you are.

## **Can I use my online payslip as proof of earnings?**

Yes. The use of electronic payslips is becoming more mainstream and as such, many high street lenders have adapted their criteria for loans and mortgages to accept e-slips as proof of earnings. The payslips are an exact copy of the paper payslips, they're simply not printed.

## **Will HMRC accept my P60's electronically?**

Yes. In 2010, HMRC changed legislation to allow P60's to be submitted electronically.

## **What happens to my Employee Self Service account if I leave the Council?**

If you leave the employment of the Council your ESS account will automatically be closed. It will be available for you to use up until your leaving date but after that it will be deactivated.

Therefore, if you require copies of your payslips or P60's, please ensure prior to leaving you access your account and either print the copies you require or save an electronic copy locally.