

HR Self Service Privacy and Terms of Use

Terms of Use

It is a requirement that you read and agree to the terms of use contained within this document before using HR Self Service.

In being given access to HR Self Service, I accept that I will:

1. As an employee, ensure that I keep my personal details up to date.
2. As a manager, ensure that information relating to my direct reports is kept up to date.
3. Not change information which I know to be correct on the system.
4. Not enter data which I know to be incorrect.
5. Not pass on my log-in details to other persons or allow other persons to view screens whilst I am updating or viewing personal data.

The HR Self Service responsibilities which are covered under this document are:

- Employee Self Service - for employees
- Manager Self Service - for managers
- Manager Self Service Delegated Access - for an authorised person ('delegated user'), when a manager has agreed for them to submit Self Service processes on their behalf. Any processes submitted require approval by the 'delegating manager'.

Any misuse of HR Self Service will result in immediate withdrawal of access to the system and may result in disciplinary action.

Compliance

As an employee, once you are registered with Employee Self Service, you should not submit paper-based or electronic-based forms, for example, for changes to your personal details, expense and overtime claims, notification of absence and enrolling onto training courses, unless you are unable to process these using HR Self Service.

As a manager, once you are given access to Manager Self Service, you should not submit paper-based or electronic-based forms, for example, for changes to employee contractual details and notification of absence, unless you are unable to process these using HR Self Service.

The deadline for Self Service claims to be submitted and approved is the 10th of each month. Claims approved on or before this date will be paid in your next salary payment. Claims submitted and approved after this date will automatically be paid in the following month.

In HR Self Service you can claim for the current month and three previous months. It is important that you claim in a timely way, in order to avoid delays in payment and/or backlogs which can impact on team budget monitoring.

Payslips

Payslips for a rolling 12 month period can be viewed, saved and printed as required using Employee Self Service. Self Service payslips are available prior to pay day. They are held on a secure system and are accepted as proof of earnings in the same way as any other payslip.

Unless you are covered by the exceptions detailed below, if you are registered with Employee Self Service you will not be sent a hard copy payslip.

Exceptions where a hard copy payslip may be provided:

- you are on maternity/adoption/shared parental leave
- you are on long term sick leave
- you are leaving KCC
- as part of reasonable adjustments if you are unable to view payslips via Employee Self Service due to a disability
- if an institution does not accept your online payslip, Employee Services will provide confirmation of earnings

Cookies

By using this website, you are implicitly consenting to allow the Council's Oracle E-Business System to place Cookies on your device. If you do not wish to give this consent then you should not attempt to use the Council's Oracle E-Business System on any device not owned or operated by the Council. For more information please refer to the KCC Oracle E-Business Cookies document which is held on www.kent.gov.uk/remotearchiveguidance

Registering with Employee Self Service

If you have a KCC work related e-mail address you must use this to register with Employee Self Service. All Self Service related notifications will be sent to this e-mail address.

If you do not have a work related e-mail address you can register using your **personal** e-mail address. For security reasons, the personal e-mail address you use needs to be exclusive to

you, i.e. not shared with other members of your family. All Self Service related notifications will be sent to this e-mail address.

If you have registered for Employee Self Service using your personal e-mail address and this changes, you must advise the HR Self Service Team so that your record and Self Service user name can be updated. Failure to advise of any changes will mean that Self Service notifications will continue to be sent to your old e-mail address, which may result in delays in processing your claims, which could impact on your pay.

If, during your employment if you are provided with a work related e-mail address you must advise the HR Self Service team of this so that your record and Self Service user name can be updated.

Accessing HR Self Service

HR Self Service contains personal data which is stored securely. All users have a duty of care and must take precautions to protect data when accessing, viewing and entering information into HR Self Service.

Accessing HR Self Service remotely allows you to log into and use Self Service directly and securely, using a non-KCC networked device (e.g. a home computer). It is important that data is kept secure and confidential, particularly when accessing HR Self Service remotely. This applies to your own personal awareness around security and the security of the device that you use.

If you use Manager Self Service or Manager Self Service Delegated Access it is particularly important to ensure that you consider and take all security measures possible, particularly if accessing it remotely, as you will have access to sensitive and confidential staffing information.

Security Precautions

KCC computers and HR Self Service are password protected to ensure that only those with authorisation can gain access to the system.

DO ensure that you enable time out password protection on the device you use to access HR Self Service

DO change your HR Self Service password frequently. If you have reason to think that someone else knows your password then it should be changed immediately

DO NOT share your user name or password with anyone

DO NOT write down your username or password so others can gain access to them

DO NOT allow someone to stand over/near you when inputting your username and password

ALWAYS log out when you have finished using HR Self Service or even if you leave it for a short period of time

YOU MUST ensure you log out of HR Self Service correctly and ensure **ALL** browser windows are closed at the end of your session.

DO NOT use borrowed or shared devices or access HR Self Service via facilities such as Internet Cafés.

DO ensure your device has suitable protective (anti-virus etc.) software or “apps” installed and running, to prevent key-logging/activity monitoring/tracking. Be aware of ‘Phishing’ attacks. Where appropriate you should scan your device prior to accessing HR Self Service.

DO report theft of home computers, laptops and other private end-devices to your manager and the ICT service desk if you have accessed HR Self Service using this device. This is so that your HR Self Service account can be disabled or password details changed as necessary.

DO ensure that no one is standing over you when viewing or entering information

Employees exporting their own personal information:

In some HR Self Service screens there is the facility to generate a printable page, save a document or export the information into an Excel document. If you choose to do this:

DO ensure that data is saved in a secure area

DO ensure that any documents are password protected.

Managers AND users of Manager Self Service Delegated Access, who export staffing information:

In some HR Self Service screens there is the facility to generate a printable page, save a document or export the information into an Excel document. If you choose to do this:

ONLY save data onto KCC machines and save in a secure area.

DO ensure that any documents are password protected.

DO NOT export data when accessing Manager Self Service or Manager Self Service Delegated Access remotely. This is prohibited in any circumstance.

Printing personal information from HR Self Service

When printing personal information from Employee Self Service or printing staffing information from Manager Self Service or Manager Self Service Delegated Access, please ensure;

- your printer is set correctly so that you do not send items to the wrong office
- you lock your machine/log out of HR Self Service when you pick up your printing
- no one is at or near the printer you are sending information to and may be able to intercept your printing

Personal information must only be distributed to authorised people and must be transferred securely. Please refer to the Information Governance guidance for more information.

Data Protection

Please remember the Data Protection Act requires data controllers to have in place adequate security precautions to prevent loss, destruction, unauthorized access, alternation or disclosure of data and against accidental loss or destruction. The responsibility for individuals' data held by Kent County Council extends to all work undertaken on behalf of the organisation by employees whether office based, mobile or home based.

The protection of data is your responsibility. Failure to adhere to the above security precautions may result in access to the system being withdrawn and disciplinary action where appropriate.

Technical guidance

Q. How can I access HR Self Service?

A. HR Self Service can be accessed using:

- a KCC networked computer
- a KCC mobile device that is connected to the KCC network using Access-to-Kent (A2K)
- a personal internet enabled device e.g. a home computer

Q. Is HR Self Service accessible from a personal home computer?

A. Yes, most modern PCs connected to a broadband link should be able to access HR Self Service over the internet, using this link <https://selfservice.kent.gov.uk/>

Q. Which operating systems and internet browsers are supported?

A. HR Self Service is accessed through a web browser. For quick reference the current supported operating systems and web browsers are as follows:

<u>Vendor</u>	<u>Operating System</u>	<u>Browser</u>
Microsoft	Windows XP or above	Internet Explorer 7 to 11
Firefox	Windows XP or above	Firefox 3.5x or above
Apple	OS X v10.5.6 or higher	Safari 4.0x or above

Other operating systems and browsers not listed may also work, including Google Chrome**, but may not be supported by our technical team. It is advisable to keep up to date with the latest releases of operating systems and browsers. The list of supported operating systems and browsers will be updated as necessary.

** You are able to use Google Chrome to access HR Self Service remotely. If you are logging onto HR Self Service internally i.e. on a KCC networked computer, you are not currently able to do this using Google Chrome. A fix for this issue is being worked on. Please use an alternative internet browser, such as Internet Explorer.

Policy and guidance documents:

Please refer to the following documents on KNet for further information:

[Information Governance](#)

[Remote Working Acceptable Use Policy](#)

[ICT Acceptable Use Policy](#)

HR Self Service availability

HR Self Service is unavailable every Sunday evening from 20:00 until Monday morning 08:00, due to essential maintenance. Details will be provided regarding any additional periods of system unavailability.

Help and Support

Within HR Self Service, there are links to related guides

For detailed information and guidance please refer to the following KNet pages, which can be accessed when connected to the KCC network or via Outlook Web Access (OWA):

[Employee Self Service](#) [Manager Self Service](#)

If you are accessing HR Self Service remotely and are not able to connect to the KCC network, key guidance documents are held at www.kent.gov.uk/remoteguidance This link is also held on the 'Remote access guidance' page within the Employee Self Service, Manager Self Service and Manager Self Service Delegated Access menus.