Royal College of Art
Postgraduate Art & Design

User Guide for iTrent Employee Self-Service: The integrated HR and Payroll system.

Welcome to iTrent step-by-step guidance. This document outlines

- How to navigate iTrent Payroll System
- How to view and update personal information including address, contact information, emergency contacts and bank details
- How to view payslips & P60's
- How to submit timesheets and expense claims
- How to view your employment details

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1 Helplines, user guides, FAQ's and links to systems

Helplines	Please contact
All **pay-related queries**	royalcollegeofart@mhr.co.uk or 0115 977 6728
Pay related queries cover issues like: If your net pay (the amount you have received) looks wrong and you would like to know how it is calculated. How your sick pay is calculated and deducted.	
Queries on **contracts,** line manager queries, **update personal** and employee details.	hr@rca.ac.uk
In order to process your query quickly please email only **one** of the above email addresses. Emailing more than one creates additional "jobs" in the system, leading to duplication and may cause confusion. Additional "jobs" are also created when staff respond to emails that they are copied into, so please refrain from cc'ing people, where possible.	

User guides and FAQs	Please access
• **Visiting Lecturer & Casual Worker One Page Guide** - Setting up a new or updated contract. • **Frequently Asked Questions** for Payroll and HR systems.	https://www.rca.ac.uk/more/work-rca/visiting-lecturers-and-casual-workers/

Links to systems	Please access
iTrent the integrated HR and Payroll system	Employees: iTrent Employee Self-Service Managers: iTrent People Manager
Dashboard – for Casual Workers and Visiting Lecturers to set up on a new contract.	Dashboard

2 Deadlines for submissions and approvals

As a reminder, the following dates for timesheet activity and for contracts to be submitted are:

Activity	Deadline
New contracts to be submitted and 'Terms of Engagement' accepted.	3rd of each month
Timesheet submission	10th of each month
Authorisation	15th of each month

Data Protection

The data contained in this system and its usage is subject to general data protection regulations and the Royal College of Art's Information Systems Security and Acceptable Use Policy, available from https://intranet.rca.ac.uk/information-security-policy/

3 Welcome & Introduction

Welcome to your User Guide for iTrent Employee Self-Service and People Manager, the integrated HR and Payroll system.

3.1 Employee Self-Service

Allows employees to view and update their information which is held on the Royal College of Art's Human Resources database, iTrent, including:

- Personal Data: including your address, contact information, emergency contact(s), bank details and any sensitive information.
- Your payslips
- Your current employment details

Should you have any queries regarding your data held within the system, or if you need to update a field that is "read only", then please inform the HR team by emailing hr@rca.ac.uk.

3.2 Manager Self-Service

This is for Staff who are set up as authorising/reporting managers in iTrent.
Authorising/reporting managers are enabled access to the People Manager functionality of iTrent.

People Manager, known as RCA MSS, allows

- Managers to review limited personal and employment details for the people who are set up as reporting to them
- View and authorise (or reject) holiday requests and Time & Expenses claims
- View Sickness and Holiday Absence details
- Redirection of Authorisation tasks to cover a period of their own absence

4 Logging into iTrent Employee Self-Service

4.1 Browsers

Whether you are using a laptop or a desktop computer, iTrent Employee Self-Service can currently be accessed by the following supported browsers:

- Internet Explorer 11
- Microsoft Edge
- Google Chrome

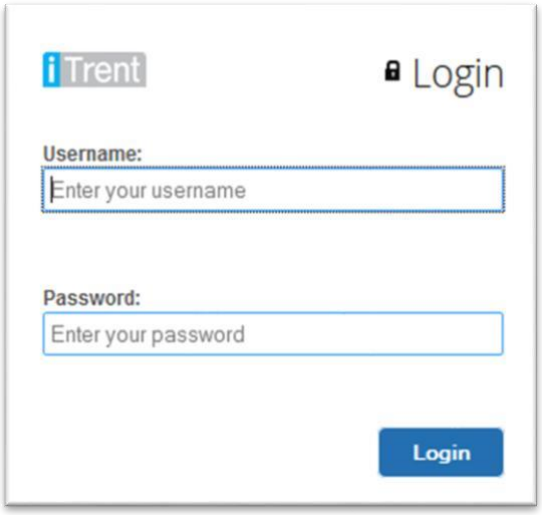
Mozilla Firefox and Safari can currently cause some issues so are **not recommended**.

You should always ensure that you are using the most recent version of your browser.

Important tip: always use your computer's mouse or trackpad to 'click through', instead of using keyboard shortcuts such as 'enter'.

4.2 Logging in

1. Launch one of the supported web browsers
2. Follow this link to the login page: https://roycali.webitrent.com/roycali_ess/
3. The Login screen will appear:
4. Enter your normal College username (forename.surname)
5. Enter your normal College password
6. ***Click*** Login



Contracted staff: You should have already been provided access to the service, however if you have yet to receive this or you are unable to log into the system please contact hr@rca.ac.uk.

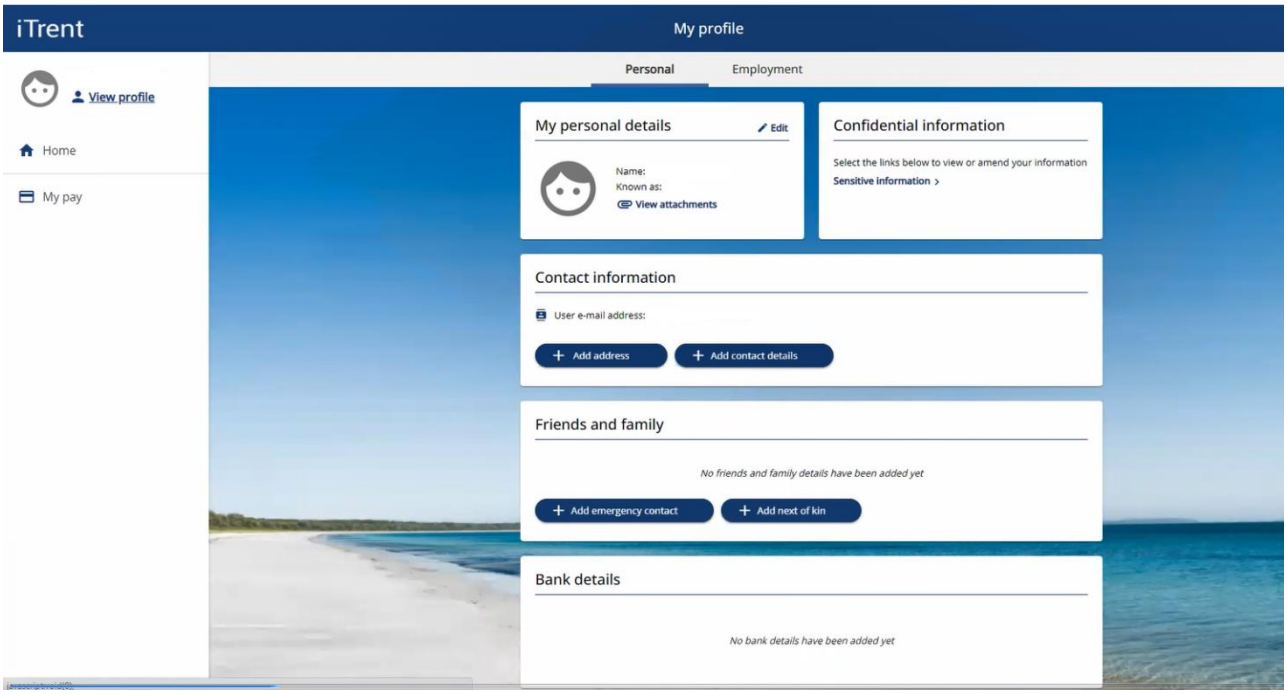
4.3 Login account if you are a Visiting Lecturer or Casual Worker

In order to receive an iTrent login account, you must have accepted your Terms of Engagement and completed your right to work checks. Please reference this user guide Dashboard Worker User Guide (PDF)

4.4 Planned maintenance of iTrent

At regular intervals, our iTrent (payroll system) will undergo scheduled maintenance. During this period you will be unable to submit your timesheet. Typically the system is offline part of the weekend. The upcoming schedule is shown in your ESS.

5 Personal Details



This page allows you to view, and edit, your personal details, contact information, emergency contacts, bank account information and any sensitive information.

By clicking in the relevant boxes you will then be presented with further information where you can also amend the details.

Important: If you pay into a pension scheme, and have changed your personal Information, you may need to change your Nominated Beneficiary. To do so, please contact the HR team hr@rca.ac.uk

5.1 Personal Details – Changes you can make

Below is a table which summarises the changes you can make in each of the sections of this page. Any other amendments will need to be emailed to the HR Team at hr@rca.ac.uk for them to change on your behalf.

Area	What changes you can make
Personal information (Includes name, date of birth and marital status) Sensitive information (including ethnicity, religion, nationality and more)	You are able to amend your marital status and preferred name. You are able to populate or update the choices that apply to you. This is not mandatory and is your decision to complete.
Contact information	**New address** - use 'Add address' to enter a new address.

• Home address • Home correspondence • mobile phone number • personal email address	**Amend address** - clicking in the relevant boxes, to update existing information **Add contact details** - to add new methods of contact such as a new number or an email address.
Emergency contact information (Name and contact details)	Your emergency contacts are the people we will contact first in emergency situations and it is important to keep us up to date of any changes. You can add or change your emergency contact details.

Bank Details

This page will allow you to change your bank details. **Please note these important points:**

1. When saving your details, if the sort code you enter is not recognised by Employee SelfService and you receive an error message then please email hr@rca.ac.uk with details of the sort code and it will be added into the system. Your bank account will not be updated until the sort code is correct.
2. A change of sort code will take immediate effect. **Please do not change your bank details at the end of the month as the payroll may have already been processed.**
3. Please keep your existing bank account open until you have received your salary in the new bank account given.
4. International bank account details cannot be added into the system. Please email finance@rca.ac.uk with your SWIFT Code and Account Number OR IBAN and SWIFT Code. Please note we do not process WIRE transfers only BACS. See FAQ guide available here for further information on payments to international bank accounts.

If you are unsure please contact royalcollegeofart@mhr.co.uk to enquire if payroll has been processed.

Employment

Everything under the employment section of Employee Self-Service is read only and therefore cannot be amended.

If you believe that any of the information held in this section is incorrect e.g. Reporting Manager, please ask your manager to send an email to hr@rca.ac.uk.

If you require further information on your employment history please email hr@rca.ac.uk.

5.2 Contract end dates, and contracts closing.

Contracts will be automatically closed three months after the 'end date' stated. You and your line manager will receive a reminder two months before your contract ends, that your contract will expire soon. At this point, you and your line manager can have a discussion about whether a new contract needs to be raised.

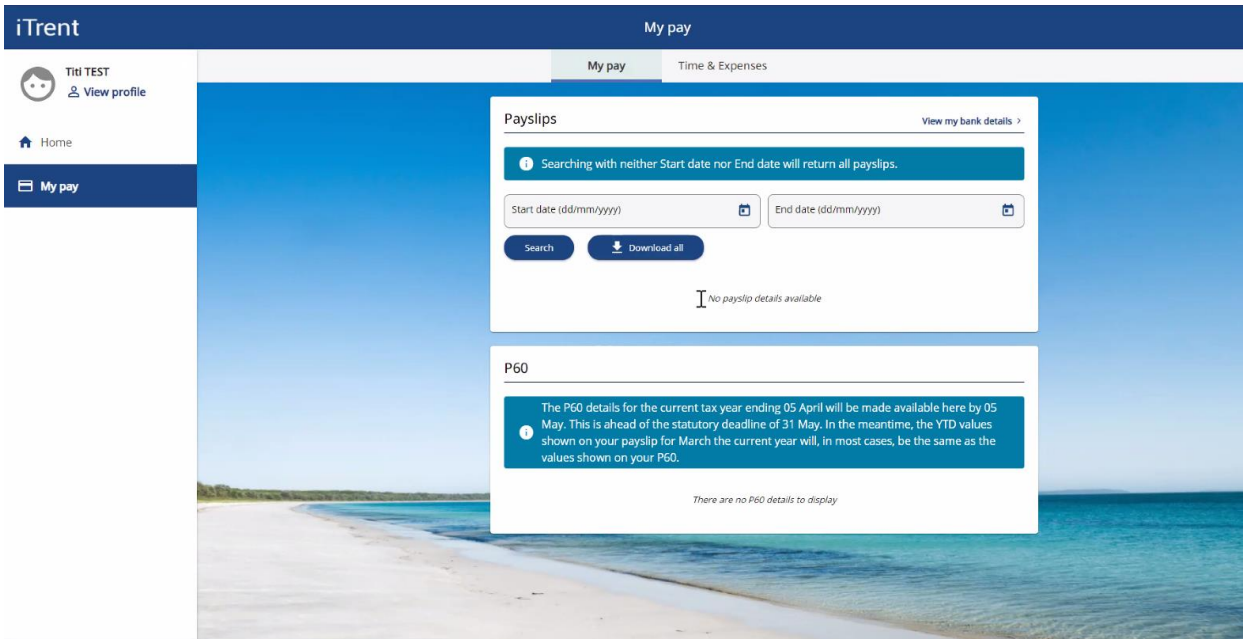
- Once your contract has expired, you and your line manager will receive another notification.

5.3 Contract naming conventions

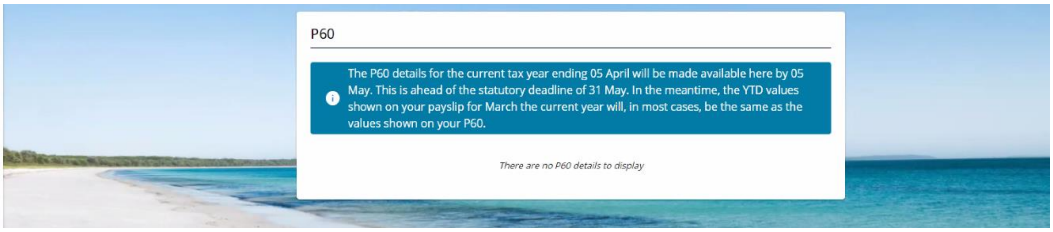
We have made changes to the naming conventions of your contract, to make it easier for you to choose the right contract when completing your timesheet. These will now contain your job title, job type programme, department and project code.

6 Pay & Benefits – Payslips & P60's

This page displays your payslip details for the last 12 months, which you are able to ***click*** into to view more details.

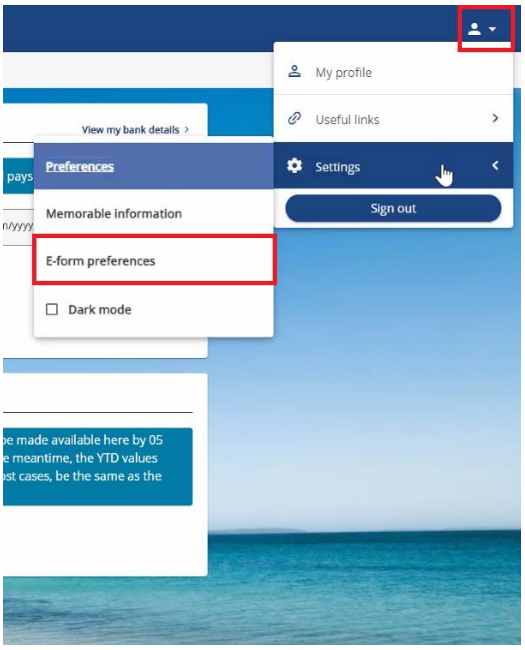


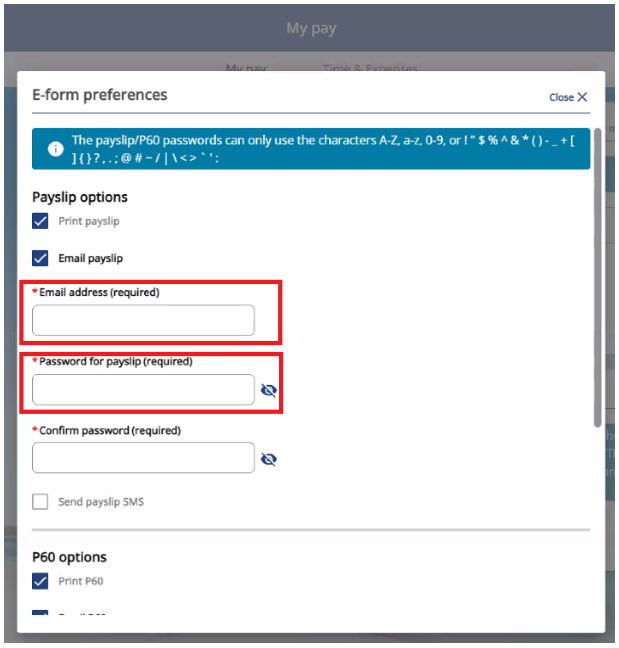
- **You can use the scroll bar to scroll back through previous months' payslips.** By clicking into one of these payslips you will be able to view more details.
- **Payments, deductions and net pay totals are shown for the current month.**
- **Please note that when clicking on a payslip the system is generating a copy for you to view/download.** The latest payslip only appears after all payroll processes are finished for that particular month and may be several days after emailed payslips are submitted.
- **You can also view and download your P60 documents.**



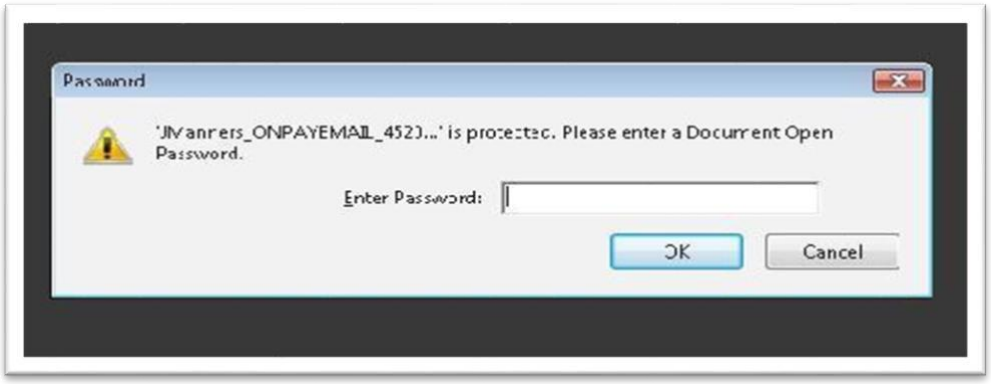
6.1 E-Form Preferences – Emailed Payslips

In order to receive your payslip via email each month you will need to set up your 'E-Payslip Delivery options'. This is available on the homepage:





1. **By entering an email address as well as a password (with confirmation) and 'saving'** you will now receive payslips automatically via email. This password is for the emailed payslips only and is separate to your login details.
2. These are sent out as payroll is calculating so as a result will be received the day before payday.
3. **Please ensure that the Email payslip box is ticked**.
4. When you receive your payslip via email you will be presented with the following when attempting to open it:



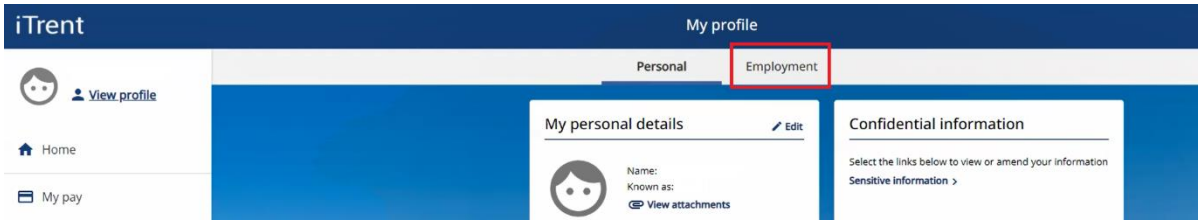
- This is the password you set-up in the 'E-form Preferences' screen.
- If you are unable to recall what this password is then you will need to update your password through the 'E-form Preferences' screen. You will need to remove the existing information and enter new details and save.
- This new password will only apply to new emailed payslips. To view/open previous payslips you will need to go back to the **Pay & Benefits** screen

7 Time & Expenses

7.1 Completing your timesheet, a Step by Step Guide

Before you complete a claim form, please read the information below:

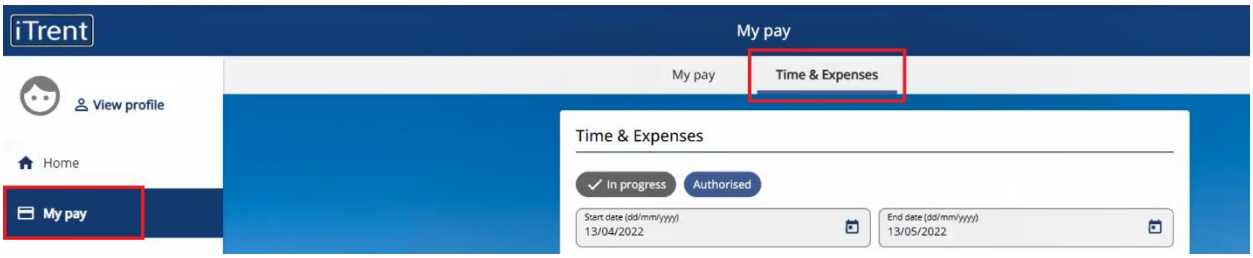
- A new claim form should be started for each month. You can add your hours all in one sitting, or bit by bit – as long as your claim is submitted by the deadline (10th of the month).
- Time & Expenses should be claimed on a monthly basis and not be accrued over several months[1].
- **Deadline:** All claims should be submitted by the **10th of each month** and **authorised by the 15th** to ensure payments are made in the same month. Timesheets authorised after the monthly cut-off will be processed in the following pay run.
- **Please check your Reporting manager is correct** before proceeding with your claim, as this is who your claim will be sent to and authorised by. To do this, ***click*** on the **'Employment' tab** from the Home screen shown here:



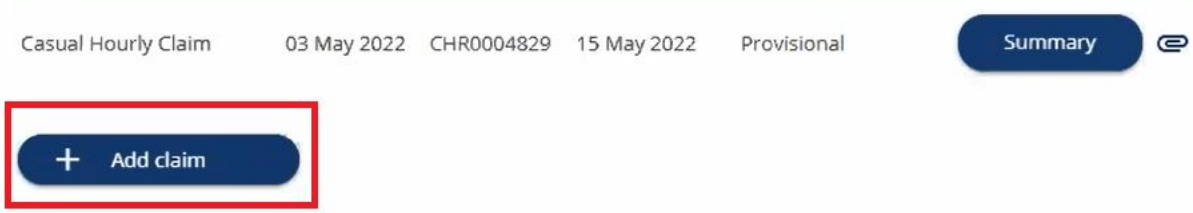
- Your Reporting manager's details should be shown within your 'Current Job Details'. If this is incorrect, please ask your manager to email hr@rca.ac.uk so that it can be amended accordingly.

7.2 Your Claim

1. Using the navigation buttons at the top of the screen, please select:



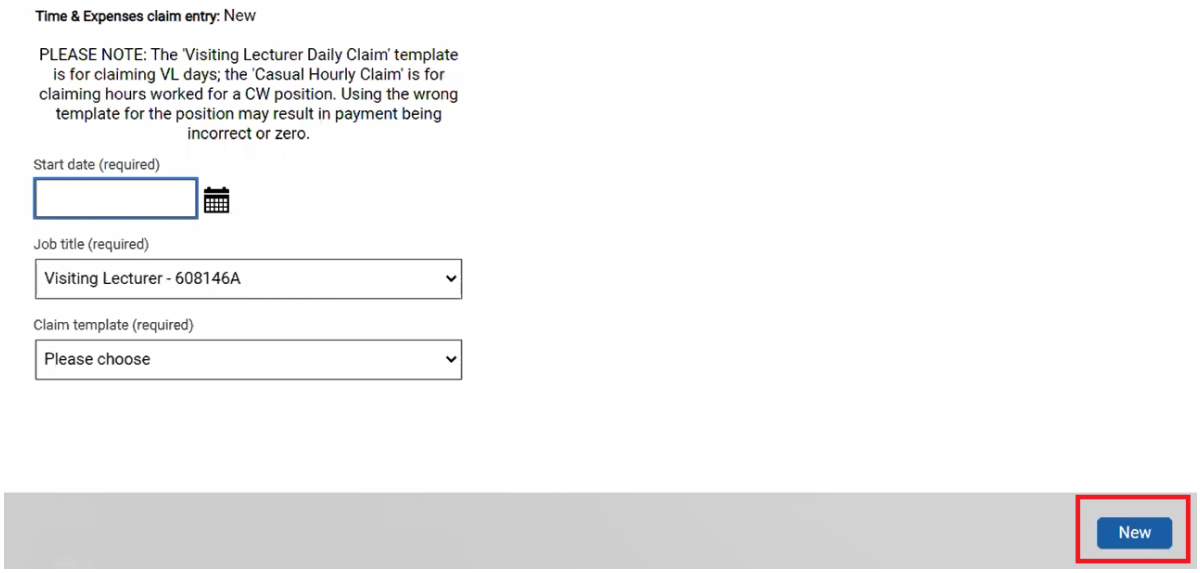
2. Scroll to the bottom of the Time & Expenses page to display the 'Add Claim' option.



[1] The College expects that any timesheets will be submitted within three months of the time being accrued. Any delay could result in your payment being forfeited.

You can find reference to the '90 day policy' in the College's Financial Regulations here (see 25.23).
If you try to submit a timesheet that is more than 3 months old, the system will warn you but allow you to submit your timesheet. If there are extenuating circumstances, please email hr@rca.ac.uk explaining the reason for the late submission.

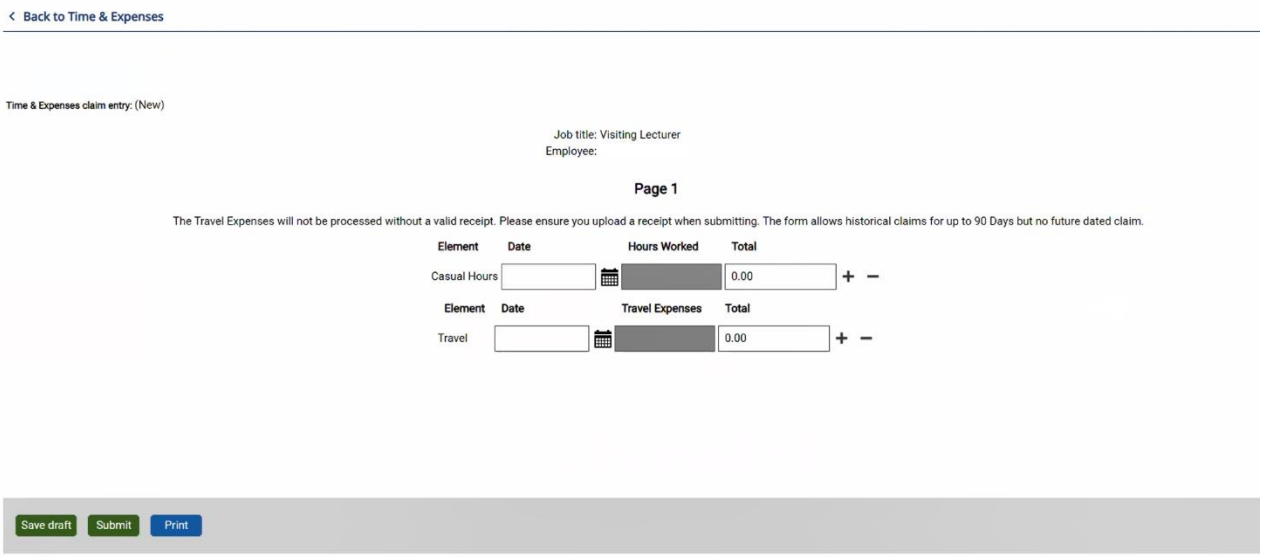
3. Then select Add Claim to proceed to the following screen:



4. Use the first day of your claim as the start date, **entered as DDMMYYYY** or use the calendar button beside to select the date.
5. The 'Job title' field should automatically populate. If you have more than one position, you will need to choose the position you are claiming against from the drop down list. If you are unsure which job title to use please speak with your manager.
6. If this field does not auto populate, please email: hr@rca.ac.uk
7. Select from the next drop down list the appropriate 'claim template' from the following:

- **Casual Hourly Claim** – if your rate of pay is hourly and you are a 'Casual Worker'
- **Visiting Lecturer Daily Claim** – if your rate of pay is daily and you are a 'Visiting Lecturer'

8. Click the New button at the bottom of the 'Time and Expenses' window to enter details for the selected Claim Form. You will be presented with this form to complete.



9. Enter the date of the claim – entered as **DDMMYYYY** or **use the calendar icon**.

- If you are a **Visiting Lecturer**, enter the **days** worked into the box that is highlighted grey
- If you are a **Casual Worker**, enter the **hours** worked into the box that is highlighted grey. The total for that day will update automatically.

Note: hours must be entered in decimal format. For example, if you are claiming for 2hrs 30mins overtime, this would be 2.5. **Claiming 2.30 instead of 2.5 will result in you being under paid.** Please reference our conversion table on the last page of this document.

10. To add / remove a line to your claim form, click the + or − buttons.

11. **Saving** you can Save draft at any time and return to this claim sheet later if you have further claims to make for the same month or if anything needs editing.

12. **To return to the saved draft** you should ***click*** on **Time & Expenses Claims** on the **Pay & Benefits screen**. This will take you back into the claim. This claim form will remain on your profile until authorised.

13. When you are ready **to send the claim to your Manager** for authorisation ***click*** **on the claim form.**

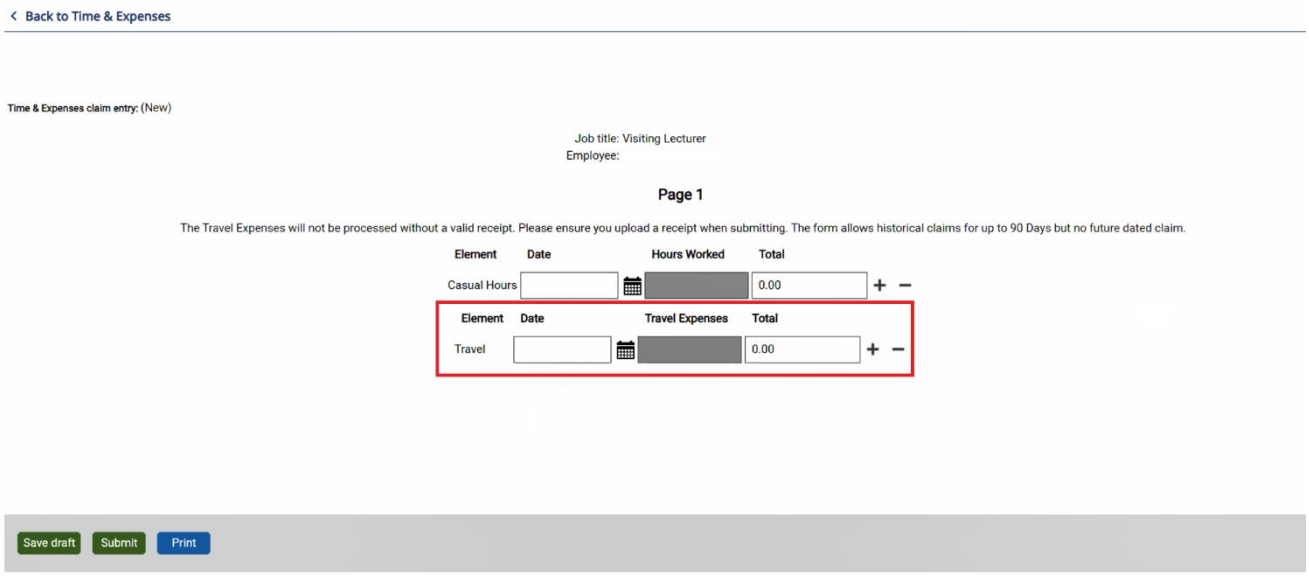
14. A box will appear to re-enter your Self-Service password before ***clicking*** '**Submit'** again. You are now declaring the claim as true and valid.

Your Manager will receive an email notification to log into People Manager to authorise the claim.

NB: Your Manager is responsible for checking the claim form before authorising.

7.3 Expense Claims

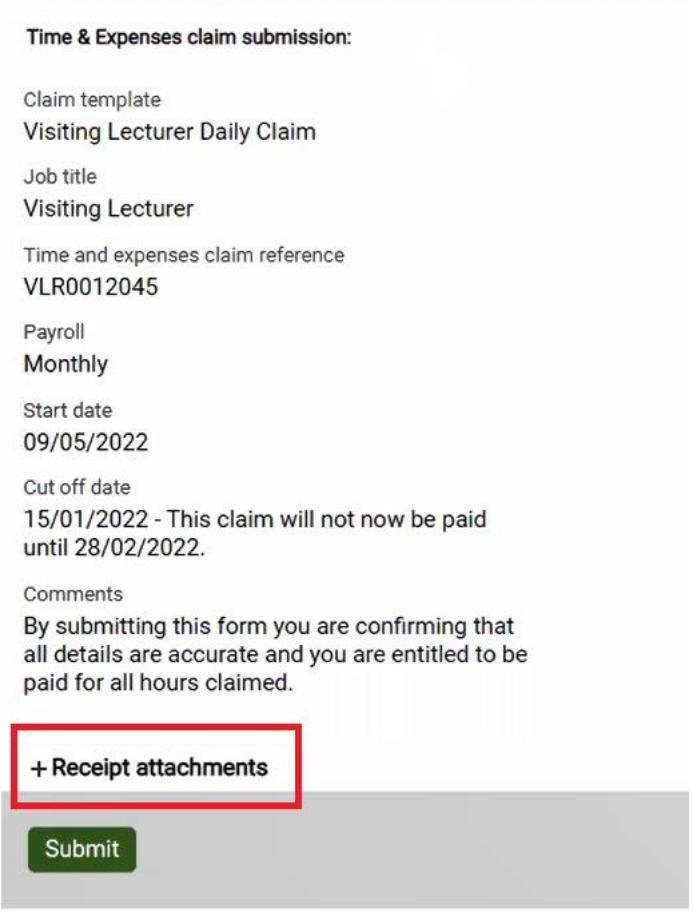
If you have incurred expenses due to travel, then these should be added to your claim. On the claim form there is an area for expenses:



1. Enter the value of your expenses into the box that is highlighted grey.
2. If you have multiple expense claims, you should click the + button to add additional claims.
3. Once all of your claims have been added to the claim form, click submit.

4. You can then attach receipts for your travel expenses by uploading photos/scans. Once completed enter your password (password used to login) and submit.

NB: You must provide a receipt if you are claiming expenses.
Failure to do so will result in the expense claim being rejected.

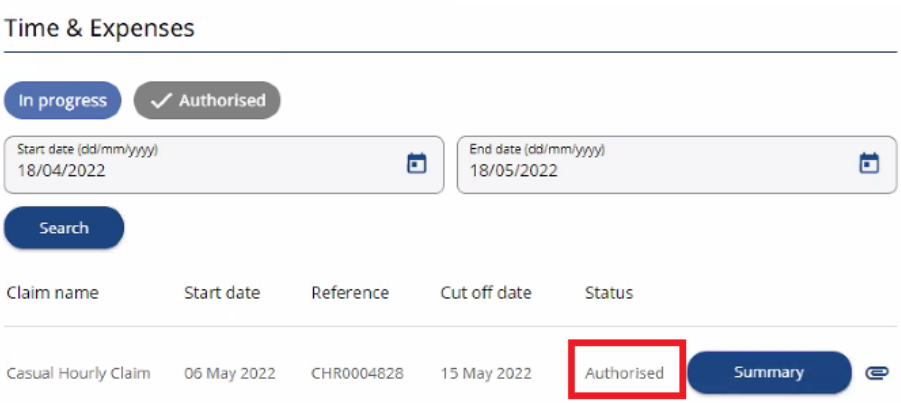


5. You will receive a message of confirmation that the changes have been saved, and confirmation of the next payroll cut-off date (this is the date by which your manager will need to authorise your claim to be included in the next month's pay). See item 7.4 below for checking claim status.

7.4 Claim Status for Timesheets & Expenses

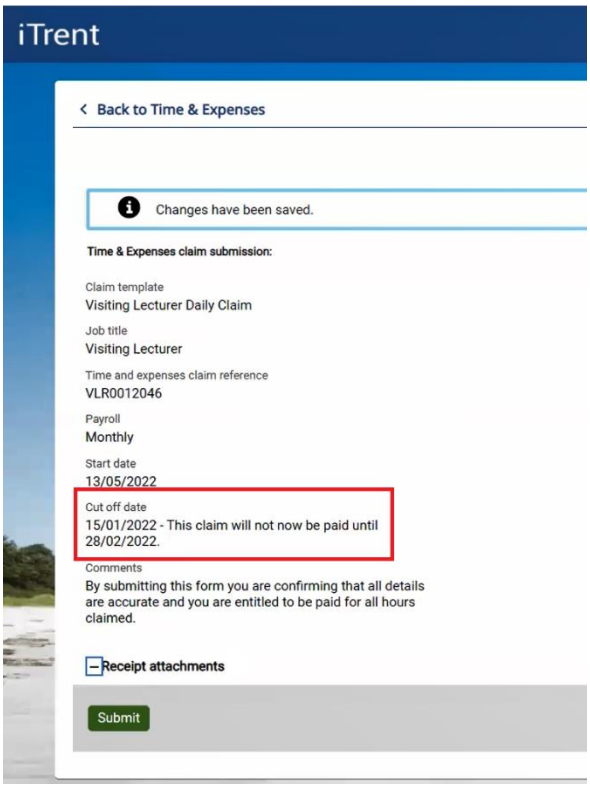
Once submitted, your claim status is updated to awaiting authorisation.

Once your manager has authorised your claim, it will change to 'Authorised'.

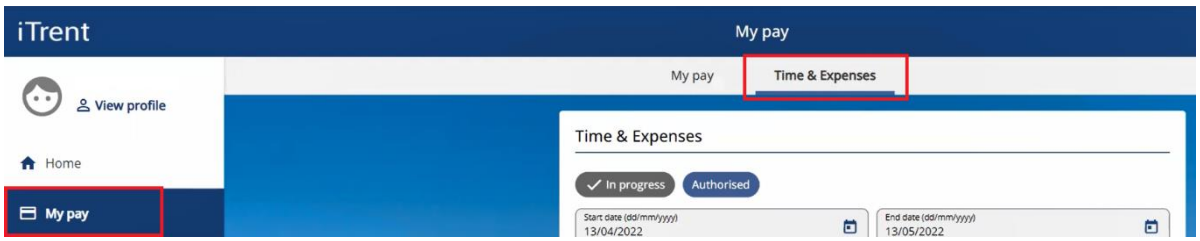


7.5 When will My Claim Be Paid?

When submitting a claim you can see the date it will be paid on the final summary page before clicking on 'submit':



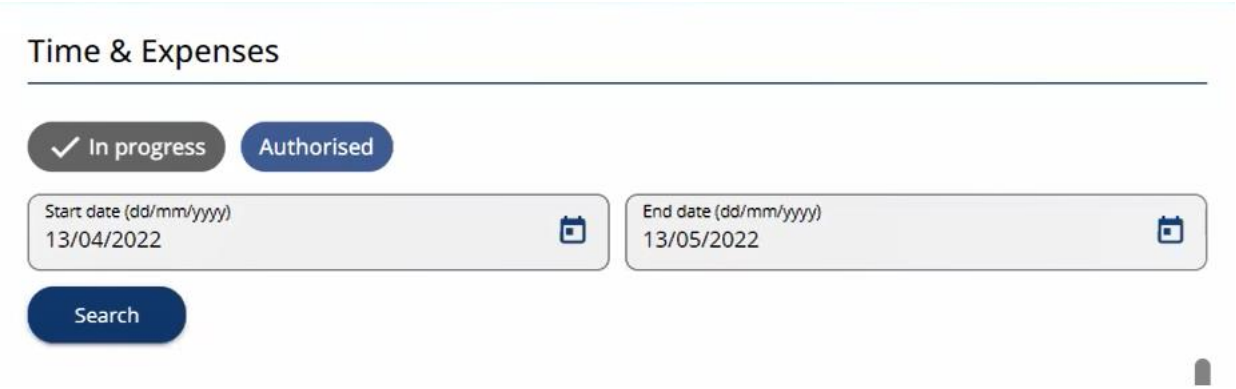
You can search for previous claims by clicking on 'My Pay' then 'Time & Expenses' before entering the dates you want to search for.



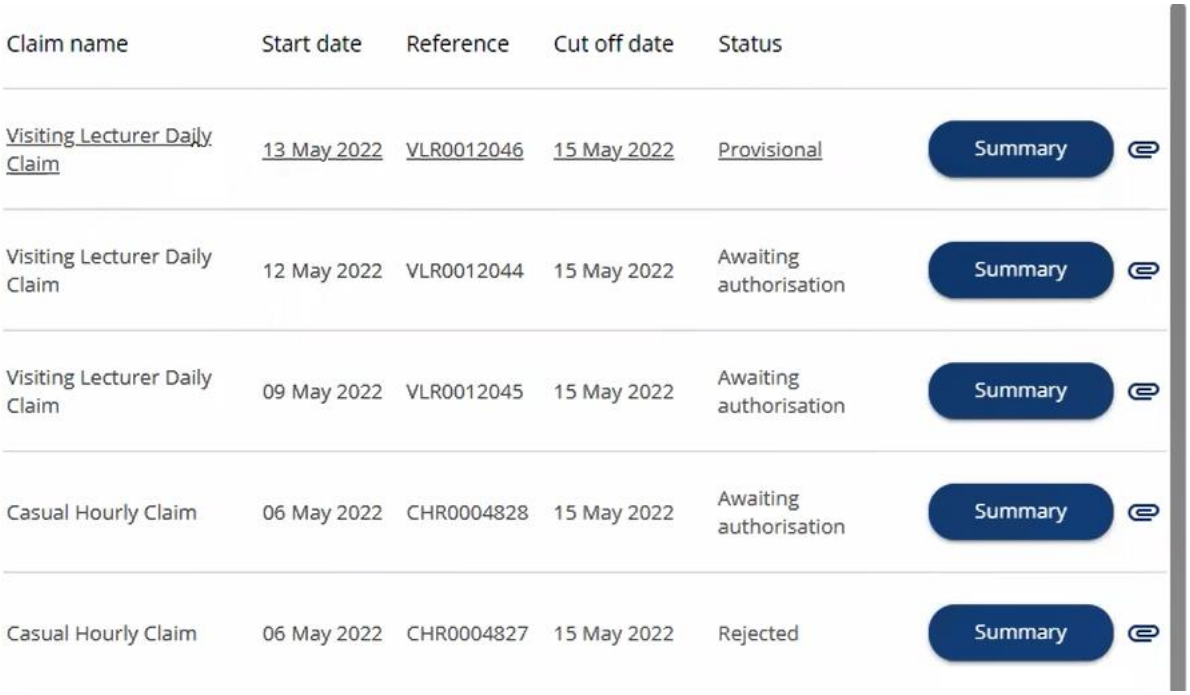
7.6 How do I check previous claims?

Once logged into iTrent, navigate to the **Time & Expenses screen**.

You will be see with the following screen:



Enter a start date and end date for a specific period and ***click* search**. You will then be shown the claims that you have submitted within that period.



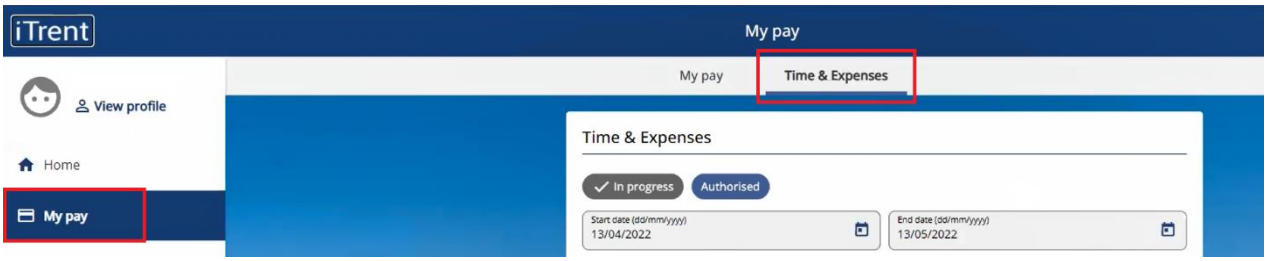
Claim name	Start date	Reference	Cut off date	Status	
Visiting Lecturer Daily Claim	13 May 2022	VLR0012046	15 May 2022	Provisional	Summary
Visiting Lecturer Daily Claim	12 May 2022	VLR0012044	15 May 2022	Awaiting authorisation	Summary
Visiting Lecturer Daily Claim	09 May 2022	VLR0012045	15 May 2022	Awaiting authorisation	Summary
Casual Hourly Claim	06 May 2022	CHR0004828	15 May 2022	Awaiting authorisation	Summary
Casual Hourly Claim	06 May 2022	CHR0004827	15 May 2022	Rejected	Summary

If you click on one of the claims then the dates that have been claimed will be displayed.

7.7 Timesheet amendments

You are able to edit your timesheet as long as it has not been authorised by your manager.

1. Navigate to the **Time & Expenses Screen**

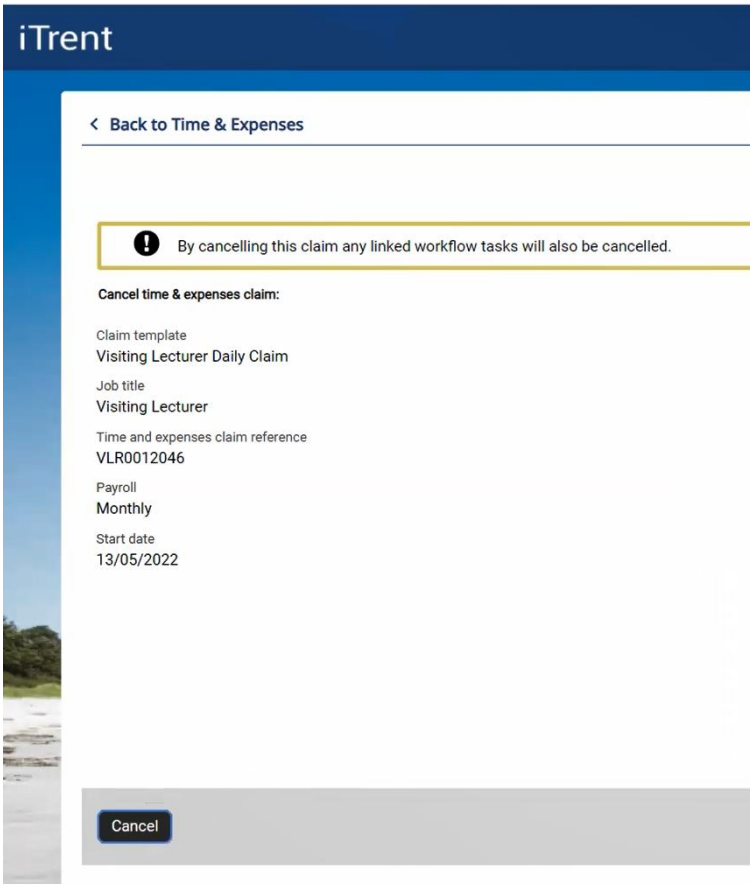


2. **Select the timesheet you'd like to amend** from the list by clicking 'Summary'

Claim name	Start date	Reference	Cut off date	Status	
Visiting Lecturer Daily Claim	13 May 2022	VLR0012046	15 May 2022	Provisional	Summary
Visiting Lecturer Daily Claim	12 May 2022	VLR0012044	15 May 2022	Awaiting authorisation	Summary
Visiting Lecturer Daily Claim	09 May 2022	VLR0012045	15 May 2022	Awaiting authorisation	Summary
Casual Hourly Claim	06 May 2022	CHR0004828	15 May 2022	Awaiting authorisation	Summary
Casual Hourly Claim	06 May 2022	CHR0004827	15 May 2022	Rejected	Summary

3. ***click*** the **cancel button** at the bottom of the screen.

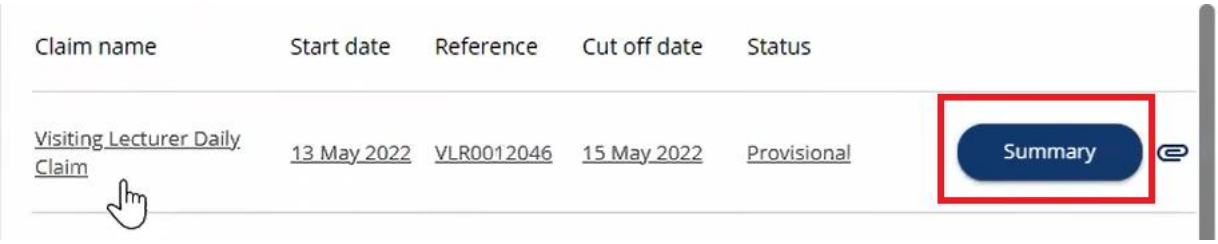
4. You will be prompted with the following message.

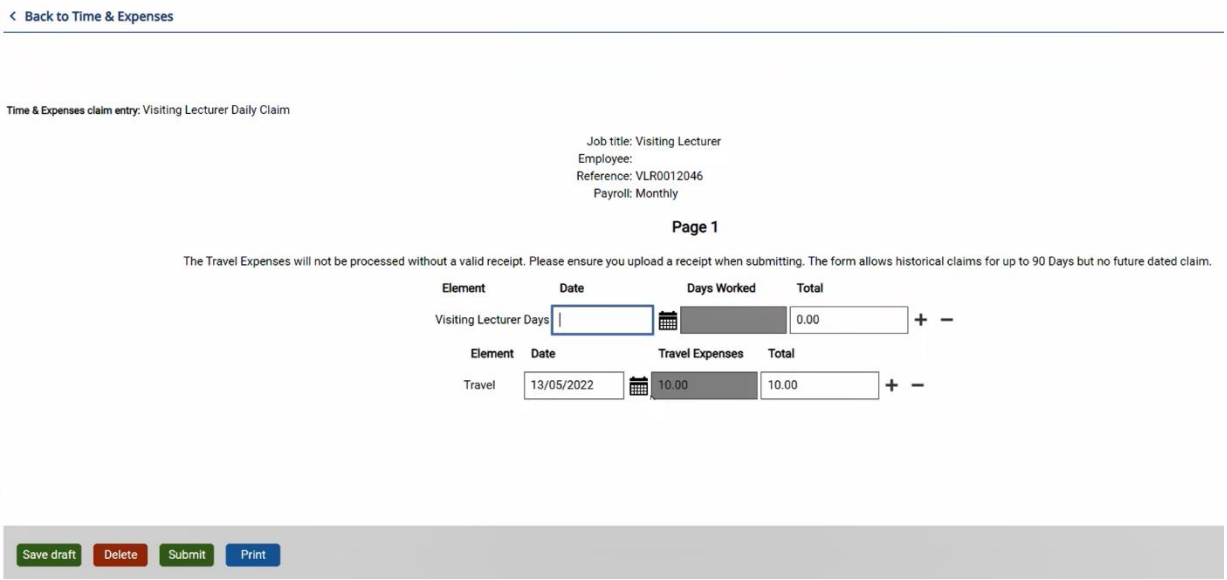


3. You will be notified that your timesheet will be returned to provisional status.

***Click* OK** to continue.

4. Your timesheet will be updated to provisional status and can be accessed on the Time & Expenses menu. ***Click*** on the **summary button** to access.





5. You have the option to **delete** the timesheet or **update** the timesheet and **resubmit**.

Time and Expenses Claims must be submitted in decimal hours.

8 Converting minutes into decimal

When completing your Time and Expenses Claim Forms using iTrent ESS, you will need to record the number of hours being claimed in **'decimal' hours**.

For example, if you are claiming for 2hrs 30mins overtime, this would be 2.5.

NB: Claiming 2.30 instead of 2.5 will result in you being under paid.

This is because the hour is divided into 100 parts instead of 60 minutes. The table below provides the decimal equivalent of each minute value in the hour.

E.g. 1hour and 40 minutes = 1+ (40/60) = 1.67

Min	Hour/ 100	Min	Hour/100	Min	Hour/100	Min	Hour/100	Min	Hour/100
1	0.02	**13**	0.22	**25**	0.42	**37**	0.62	**49**	0.82
2	0.03	**14**	0.23	**26**	0.43	**38**	0.63	**50**	0.84
3	0.05	**15**	0.25 (1/4 hour)	**27**	0.45	**39**	0.65	**51**	0.85
4	0.07	**16**	0.27	**28**	0.47	**40**	0.67	**52**	0.87
5	0.08	**17**	0.28	**29**	0.48	**41**	0.68	**53**	0.88
6	0.1	**18**	0.3	**30**	0.50 (1/2 hour)	**42**	0.7	**54**	0.9
7	0.12	**19**	0.32	**31**	0.52	**43**	0.72	**55**	0.92
8	0.13	**20**	0.33	**32**	0.53	**44**	0.73	**56**	0.93
9	0.15	**21**	0.35	**33**	0.55	**45**	0.75 (3/4 hour)	**57**	0.95
10	0.17	**22**	0.37	**34**	0.57	**46**	0.77	**58**	0.97
11	0.18	**23**	0.37	**35**	0.58	**47**	0.78	**59**	0.98
12	0.2	**24**	0.4	**36**	0.6	**48**	0.8	**60**	1

For clarification regarding your Time and Expenses Claim Forms you should speak to your Manager in the first instance.