



# myHR FAQs



my data, my information, myHR

1. ***What is myHR?***

**myHR** is the University of Bolton's web-based employee self-service application. **myHR** allows you to access, review and in some cases, update information that we hold on you in our HR & Payroll system, iTrent.

2. ***Why is myHR being introduced now?***

Every year, the University is required to submit information on staff to external agencies. The demand for increased information and a greater degree of accuracy grows year-on-year. It is essential that staff login to **myHR** on a regular basis and ensure that their details are as accurate and complete as possible so that the best quality data is returned to those external agencies. Additionally, you will have direct access to your current and historical payslips, available to view or save whenever you want.

3. ***Can I access myHR from outside the University?***

Yes. You can access **myHR** from home or public areas providing internet access such as internet cafes. You can only currently access **myHR** on a pc or laptop. However, you cannot yet access it on mobile devices such as mobile phones or tablets.

4. ***How secure is myHR?***

As is the case when using any website, you must take all necessary precautions to protect your information, especially when viewing or printing your personal information. Do not leave your computer unattended and unlocked when using **myHR**. The University will take reasonable precautionary measures to protect the security of the system and the data held within it. However, the University cannot be held responsible for potential identity theft or breaches of sensitive data stemming from a user's negligent handling of their own data and/or failure to follow the safety guidance.

A. **Password Security:** Your username and password is your University of Bolton username and password and as such must be **kept confidential at all times and should never be shared**. Sharing usernames and passwords is a breach of our [Acceptable Use Policy](#).

B. **Storing Passwords:** We advise against storing passwords in your browser as your Network password will need to be changed from time to time to comply with our Network Security Policy which could cause problems.

C. **Locking Workstations & Logging Out:** Whether accessing **myHR** externally or at work on the Bolton network workstations you should always logout of the website when you have finished using it as you would any other website.

D. **Website Security:** The **myHR** website uses SSL (Secure Sockets Layer) as a standard security technology for establishing an encrypted link between our servers and users client workstations. This secure link is between our internal web server (website) and a browser. SSL allows sensitive information such as credit card numbers, national insurance numbers, and login credentials to be transmitted securely. Normally, data sent between browsers and web servers is sent in plain text; leaving you vulnerable to eavesdropping. If an attacker is able to intercept all data being sent between a browser and a web server they can see

and use that information. More specifically, SSL is a security protocol. SSL secures millions of peoples' data on the Internet every day, especially during online transactions or when transmitting confidential information. SSL-secured websites also begin with https rather than http.

5. ***I have forgotten my University staff username and/or password, who do I contact?***  
If you cannot remember your details, or there is an error when you try to login to **myHR**, please contact IT Support Helpline on x3444.
6. ***What web browsers can I use to access myHR?***  
**myHR** is supported when using the following browsers, Microsoft Internet Explorer, Mozilla Firefox, Google Chrome and Safari.
7. ***When will I stop receiving paper payslips?***  
You will receive your last paper payslip in May 2015. After that, you will be available to view and print through **myHR** only. Please note that P60s will continue to be produced in paper format at present.
8. ***How do I obtain copies of my payslips once I have left the University's employment?***  
Please contact the Payroll team within the Finance Office on (01204) 903188 who will be able to arrange for copies to be sent to you.
9. ***Will my bank/building society accept a payslip printed out from myHR as proof of earnings?***  
Yes, they should. If you have any problems, your bank/building society can write to Human Resources at the University of Bolton who will be able to confirm your employment and salary details.
10. ***How far back does my payslip history show on myHR?***  
You should be able to view payslips back to either the beginning of your employment at the University, or to the date we commenced using our current HR & Payroll system, June 2005, whichever is the later.
11. ***How do I access my payslip if I am on maternity leave or long-term sick?***  
As noted above, you can access **myHR** on a PC or laptop outside the University. If however, you do not have such access, please contact the Payroll team within the Finance Office on (01204) 903188 who will be able to arrange for copies to be sent to you.
12. ***If I change my bank account details, how will I know that you have processed them in time for this month's pay?***  
When your bank details are changed, a member of the Payroll team within the Finance Office will always contact you to confirm the changes. Please note that in making the changes, you are responsible for the accuracy of the details entered into **myHR**.
13. ***I cannot find my religion/belief in the drop-down list? How do I record it?***  
The religion/belief categories in **myHR** are based on those used in the 2011 census

and are consistent with the requirements of external bodies that we have to make statistical returns to e.g. HESA. For this reason, you are only able to select an option from the drop-down list. If your religion/belief is not shown, please select 'Any other religion or belief'.

14. ***Who will be able to access my sensitive information?***  
Access to your personal data is tightly controlled. It cannot be access by your line manager. Any management information reports produced for the purposes of monitoring equality and diversity at the University will not identify individuals, and data returned to external bodies such as HESA will be anonymous.
15. ***My current job details are incorrect and I can't edit them. What should I do?***  
This information has been provided to Human Resources previously. If you feel that any aspect is incorrect, please speak to your line manager is the first instance. Your Line Manager can then contact Human Resources regarding any potential changes.
16. ***How do I request changes to view only fields such as 'Date of Birth'?***  
Please send an email to [hr@bolton.ac.uk](mailto:hr@bolton.ac.uk) with the relevant details. Human Resources will endeavour to make the changes within 5 working days and will confirm the change has been actioned by sending an email back to you.
17. ***Why do I need to provide evidence of changes to my title and/or surname?***  
If you have changed your title and/or surname, Human Resources will need to verify original documentation to support this official change. Acceptable documentation includes a Deed Poll Certificate, Marriage Certificate, Doctorate Certificate, Decree Absolute, Statutory Declaration etc. This is to ensure that the changes are valid and in some cases to provide confirmation to external bodies.
18. ***Why do I need to provide evidence of my qualifications?***  
This is to allow Human Resources to check that the changes are valid by verifying original documentation. This helps to ensure the integrity of the data that is held and in some cases provided to external bodies.
19. ***When I click on my sickness details, nothing appears?***  
This error can indicate an issue with the browsing history, in particular whilst using Internet Explorer. To rectify this issue, click on the internet settings button (cog symbol) in the top right hand corner of the screen, select 'Internet Options' – then click on the 'Delete' button, located under the browsing history – this will bring up a list of your current settings – only 'Temporary Internet files and website files' and 'Cookies and website data' should be ticked, the rest of the list should be un-ticked. Click 'Delete' and log back in to **myHR**.
20. ***What future enhancements can I expect?***  
Human Resources, in partnership with colleagues from Payroll and Information Systems and Technology, will continue to develop and enhance **myHR**'s functionality and your experience when using it. Proposed future developments include access from mobile devices, the inputting of your own sickness absence, on-line authorisation of your annual leave request by your line manager and the recording of memberships of professional bodies that you hold. All of the above form part of Human Resources eHR roadmap. In addition, we are working on the introduction of

web recruitment functionality that will greatly improve the application experience for job candidates and recruiting panel members.

21. ***Who can I contact if I need help using myHR?***

Firstly, visit the [A-Z on the Human Resources webpage](#). There you will find links to a **myHR** Quick Guide, **myHR** User Guide and **myHR** Video Guide. If you continue to have difficulties, please email [hr@bolton.ac.uk](mailto:hr@bolton.ac.uk) and Human Resources staff will be in touch.