Employee Self-Service (ESS) Frequently Asked Questions

Can I access Employee Self-service from anywhere?

Employee Self-Service can be accessed anywhere from any device with internet connectivity such as a computer, tablet or mobile.

Which internet browser should I use to access Employee Self-service?

Internet Explorer, Google Chrome or Safari.

Can I reset my own password?

You can reset your password by clicking on "Forgotten password" on the login screen. You will be prompted to input your username and registered email address. The system will then send you an email containing a link to reset your password. If you are unable to reset your password using this method, you can email iHounslow.help@hounslow.gov.uk for support.

What should my password be made up of?

At least 8 characters

At least 1 Capital letter

At least 1 number

No special characters eg "£$$%^&*()_+~

Can I use the same password twice?

No.

I have changed my name but I cannot change it in ESS?

You need to follow the normal process for legal changes to the system, by supplying proof of legal change of name to HR.

I have tried to change my bank details but it will not accept my sort code?

We try to keep sort codes up to date but sometimes yours may not have been used previously. In this instance please email ihounslow.help@hounslow.gov.uk advising us of the sort code and the bank name and this will be set up for you.

How secure is the system?

All connectivity from the user client machine (remote device) connects over a compatible internet browser, hitting a secure web server over standard port 443, hardened with an SSL certification to protect the connection between the client and the web server. Encryption keys will also be used within the SSL which will encrypt the data between the client and web server.

What happens if I forget to log out of Employee Self-service?

iHounslow will log you out after a certain time, where there has been no user activity. Closing the browser will also close the session.

Are all staff on ESS?

Yes.

What happens when I leave?

You will continue to have access to ESS for an indefinite period.

Will my change of address feed through to other systems?

Your address change will sent to HMRC at the end of the month and also to our Pension Fund administrators (West Yorkshire Pension Fund) for non-teaching staff. Teachers will still need to inform Teacher's Pensions through their website.

<u>Contact Information Section</u>

Payroll: Payroll@hounslow.gov.uk

iHounslow: iHounslow.help@hounslow.gov.uk

HR: SchoolsHR@hounslow.gov.uk