



**London Borough
of Hounslow**

iHounslow Employee Self Service (ESS) Terms of Use



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Summary

It is a mandatory requirement that you read the terms of use contained within this document before using Employee Self-Service (ESS).

HR and Payroll records are treated confidentially and every measure has been taken to protect this data in its electronic form.

Everyone using iHounslow has responsibility under the General Data Protection Regulation (GDPR) to maintain the confidentiality of the data and to use it only for the purpose for which it has been provided.

1. Introduction

iHounslow Employee Self Service (ESS) is a web-based application which allows you direct access to the Council's Human Resources record of your personal details and employment information. ESS enables employees to view their personal details, employment details and payslips/P60s. It is accessible from anywhere and can be accessed using your computer, tablet or smartphone.

In accessing Employee Self Service (ESS), I accept that I will:

1. Keep personal details up to date.
2. Not enter incorrect data.
3. Not disclose log-in details to anyone.
4. Not download and save payslips on shared computers (e.g. internet cafés).
5. Be aware of my surroundings.
6. Be mindful of protecting my data.

I understand that any misuse of Employee Self-Service will result in immediate withdrawal of access to the system and may result in disciplinary action.

2. Compliance

As an employee, once you are registered with ESS, you should not submit paper or electronic based forms. For example 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 ESS.

3. Registering with Employee Self Service

Please go to the relevant section if you are:

Section A - If you are an LBH employee with a work email address - @hounslow.gov.uk.

Section B - If you are an LBH employee without a work email address **but** have a personal email address.

Section C - If you are an LBH employee without a work and personal email address.

Section D - If you are part of a separate organisation e.g. schools.

Section A - LBH employee with a work email address

If you **do** have an LBH work email address you will continue to access ESS using your existing username and password, even when accessing ESS from your personal device.

All Self Service related notifications will continue to be sent to your work email address unless you have changed your email address via ESS.

If you have not done so already, you **must** first ensure that you have a User e-mail address set up in the system. This will usually be set up by the iHounslow team when they create your login details, but please ensure that you check and update it if needed.

Section B - LBH employee without a work email address but have a personal email address

If you **do not** have an LBH email address your username and temporary password will be given to your manager. You will be prompted to change your password immediately and you **must** follow the password policy below. If you have not been supplied with a username and temporary password your manager **must** contact the iHounslow Team.

You will not receive Self-Service notifications by email but you will be able to view your requests on ESS. This will **not** prevent you from making a request

for leave, for example. If you would like your personal email address¹ to receive all Self-Service related notifications you can update your “User E-mail address” in ESS.

For security reasons, the personal email address you supply **must** be exclusive to you, i.e. not shared with other members of your family, and **must** contain a strong password.

If you ever forget your login details or are unable to log into Self-Service, you can reset your password instantly using the “Forgotten Password” feature. When used, the system will send an email to you that contains a link that will allow you to instantly change your password.

Section C - LBH employee without a work and personal email address

If you **do not** have an LBH email address or a personal email address your username and temporary password will be given to your manager. You will be prompted to change your password immediately and you **must** follow the password policy below. If you have not been supplied with a username and temporary password your manager **must** contact the iHounslow Team at ihounslow.help@hounslow.gov.uk

You **will not** receive notifications of your leave/expense requests. However you will be able to view your requests and its status on ESS. This will not prevent you from making a request for leave, for example.

If you have any trouble accessing ESS please contact the iHounslow team at ihounslow.help@hounslow.gov.uk. For security purposes the iHounslow team will ask some security questions in order to confirm your identity.

Section D – Separate organisation e.g. Schools

If you are part of an organisation (e.g. a school), your username and temporary password will be given to your designated contact. You will be prompted to change your password immediately and you **must** follow the password policy below. If you have not been supplied with a username and temporary password your designated contact **must** contact the iHounslow Team at ihounslow.help@hounslow.gov.uk.

You will **not** be able to claim expenses or request leave via ESS. You **must** follow your organisation’s current procedures.

¹ This option is only available to LBH staff who do not have a @hounslow.gov.uk email address

4. Accessing Employee Self Service

All new users will be given a username and temporary password to access iHounslow ESS. You will be prompted to change your password immediately and **must** comply with the password policy below. Existing users will continue to use their current username and password.

ESS contains sensitive 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 ESS.

It is important that data is kept secure and confidential, **particularly** when accessing ESS remotely. This applies to your own personal awareness around security and the security of the device that you use. Therefore you must consider and take all security measures possible when using ESS such as:

- Ensuring that your devices are **encrypted**. Encryption is a great way to keep valuable data safe as it prevents your files and documents being read/accessed by unauthorised people. To decrypt a file you need the password and the more complex your password is, the more secure your personal data will be. Your work device should already be encrypted. If you are unsure please contact your relevant ICT department. For personal devices you can encrypt your device by using software like Microsoft BitLocker, TrueCrypt or Discryptor (for a free full-disk encryption).
- Ensuring that your devices have up to date **anti-virus/malware software**. A virus is a malware program that can infect a device or certain aspects of a device. Some can be more harmful than others but some of the problems that a virus can cause include slow performance and corrupted files. When a virus gets on a device it infects it. With Antivirus software, viruses can be detected more easily and quickly removed, preventing further harm to the device and personal data. Your work device should already have this software in place. If you are unsure, please contact your relevant ICT department. For personal devices, you should download anti-virus/malware software like Avast, McAfee or Norton.
- That your device, email address and ESS log in has a **strong password**. If you have a weak password, a hacker can break the encryption and access your files. This defeats the purpose of encryption. See the password policy below on how to create a strong password.
- **Delete documents** if saved on a shared computer or network and ensure that you empty the device's 'Recycle Bin'.

Please visit www.hounslow.gov.uk/ihounslow to view information on how to use iHounslow ESS.

5. Password Policy

Passwords are a vital aspect of computer, network and information security. Passwords must not be shared or revealed to any other person. This includes co-workers, managers, friends and family members at any time.

All passwords must be 'strong' passwords. Strong passwords have the following characteristics:

- a) Must be at least 8 characters long.
- b) A mix of alphabetic, numeric and special characters (e.g. !"£\$%^&).
- c) Not a word in any language (including names, familiar terms and slang).
- d) Not based on personal information.
- e) No association with the system or facility being accessed.
- f) Not a pattern – e.g. '45678765'.
- g) Not any of the prohibited formats read backwards.
- h) Are not any of the prohibited formats prefixed / suffixed or with the addition of 1 or 2 characters.
- i) Are not passwords used for access to personal facilities inside or outside of work.

One way of constructing a strong password is to find a phrase that is memorable and take initial letters and numbers from that phrase for the password. So for example, 'We like to go away two times a year' could become 'Wl2ga2ty!'. **This example should not be used.**

If you're unsure about whether your password is strong enough, you can run it through [Microsoft's free password checker](#). **Never** use a password rated less than "strong."

You will be prompted to change your password every ninety (90) days and you **must not** use the same password twice.

6. Payslips/P60s

Your payslips/P60s will **always** be available on iHounslow ESS and can be accessed at any time. You should be able to view payslips/P60s back to either the beginning of your employment or to the date we commenced iHounslow ESS (April 2014), whichever is later.

If on a rare occasion you need to print your payslip please be mindful of where you save your payslip and print it.

If you are registered ESS user, you will no longer be sent a hard copy payslip unless you meet one of the following exceptions:

- you are leaving the employment of LBH / your organisation – your final payslip will be issued as a hard copy along with your P45.
- as part of reasonable adjustments if you are unable to view payslips due to a disability.

7. Printing documents from ESS

When printing personal information from ESS please ensure:

- Your printer is set correctly so that you do not send documents to the wrong printer.
- You lock your machine when you collect your printing. Whether you are working remotely or at your work station.
- No one is at or near the printer you are sending information to. This will prevent your confidential documents being intercepted or seen by someone else.
- If the printer is not working or it jams please notify your ICT department immediately and inform them that you have printed confidential documents.

Remember, you **do not** need to print your documents as they will **always** remain in iHounslow ESS.

8. Security Precautions

DO have a strong password that contains at least 8 characters, 1 capital letter, 1 number and a special character. Do not use spaces.

DO immediately change your password if you have reason to believe that someone else knows it.

DO ensure your device has suitable protective software (anti-virus etc.) or “apps” installed and running, to prevent key-logging/activity monitoring/tracking. **Be aware of ‘Phishing’ attacks.**

DO contact the iHounslow Team if your account needs to be disabled.

DO be aware of your surroundings when viewing or entering details on ESS.

DO notify the Data Protection Officer (DPO) if you find any confidential documents.

DO confidentially dispose of documents using a confidential bin or a cross shredder, **even if** the documents do not belong to you.

DO NOT share or write down your username or password.

DO NOT download or save documents (e.g. payslips) on a borrowed or shared computer.

DO NOT access Employee Self Service via facilities such as Internet Cafés.

YOU MUST ensure you log out of Employee Self Service correctly and ensure **ALL** browser windows are closed at the end of your session **even** if you are away from your desk / device for a short period of time.

On some Employee Self-Service pages there is the facility to generate a printable page or save a document. If on the rare occasion you choose to do this:

DO ensure that you save documents in a secure area and are **NOT** downloaded locally to a shared machine.

If you have downloaded data from ESS to a local device (or find data on the device downloaded by others) you should attempt to delete it and, if it's a Windows device, empty the Recycle Bin. If you are unable to delete the data e.g. because of inadequate permissions, LBH employees should log a call with the Service Desk who will be able to assist and external organisations should contact their relevant ICT departments.

9. Data Protection

Please remember the General Data Protection Regulations (GDPR) require data controllers to have in place adequate security precautions to prevent loss, destruction, unauthorised access, alteration or disclosure of data and against accidental loss or destruction. The responsibility for individuals' data held by London Borough of Hounslow extends to **all** work undertaken on behalf of the organisation by employees whether office based or remotely.

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

10. FAQs

Q. How can I access ESS?

A. You can access the ESS by visiting www.hounslow.gov.uk/ihounslow.

Q. Do I need any special software to run ESS?

A. No. You will only need access to the internet, an up to date web browser i.e. Internet Explorer or Google Chrome and Adobe Acrobat Reader in order to open your payslip/P60.

Q. Can I access ESS remotely?

A. Yes. You can access ESS from home or public areas providing internet access.

Q. How do I access my payslip if I am on maternity leave or long-term sick leave?

A. As noted above, you can access ESS from home or public areas providing internet access. If however, you do not have such access, please contact the iHounslow Team ihounslow.help@hounslow.gov.uk

Q. What happens to my ESS account if leave the Council / organisation?

A. If you leave the employment of the Council or your organisation, your ESS account will be available for you to use up until your leaving date. After this date your account is still available as long as your personal email address is populated.

Q. Who can I contact if I need help using ESS?

A. Firstly, www.hounslow.gov.uk/ihounslow. There you will find the iHounslow ESS User Guide, Security guidance, guidance when accessing from a tablet. If you continue to experience difficulties, please contact the iHounslow Team ihounslow.help@hounslow.gov.uk.

11. Policy and Guidance

Please refer to the following documents for further information:

Employee Self Service

For detailed information and guidance on Employee Self Service please refer to:

www.hounslow.gov.uk/ihounslow

LBH Employees can also access guidance on the Hounslow Intranet page:

<http://intranet.hounslow.gov.uk/index/ihounslow.htm>

Using Hounslow's ICT systems

http://intranet.hounslow.gov.uk/index/human_resources/hrpolicies.htm

Information Governance

<http://intranet.hounslow.gov.uk/index/informationgovernance.htm>

Contact:

If you have any queries or require support, please contact the iHounslow Team - ihounslow.help@hounslow