



**London Borough
of Hounslow**

iHounslow User Guide - Employee Self-Service

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1. INTRODUCTION

iHounslow Employee Self-Service is a web-based application that provides a user-friendly interface between employees and their data held on the system. It allows you to view/update the following:

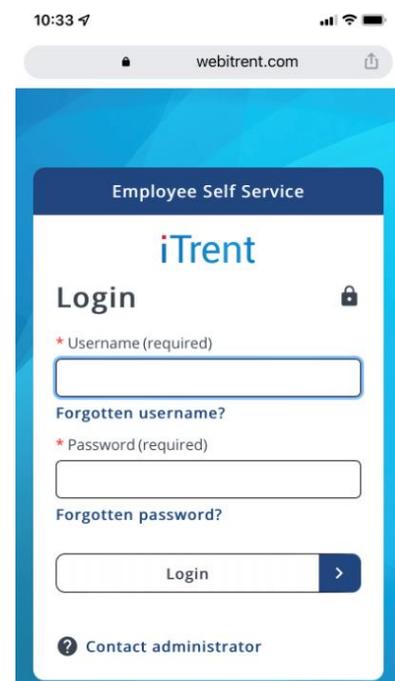
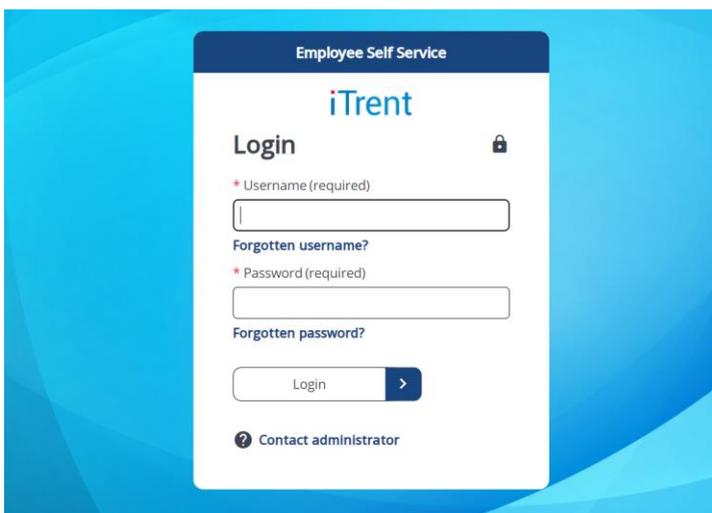
- Personal details
- Employment details
- Payslips/P60s
- Absence details
- Learning details

You can log into iHounslow using either Microsoft Edge or Google Chrome.

To log into Employee Self-Service, click on the link below:

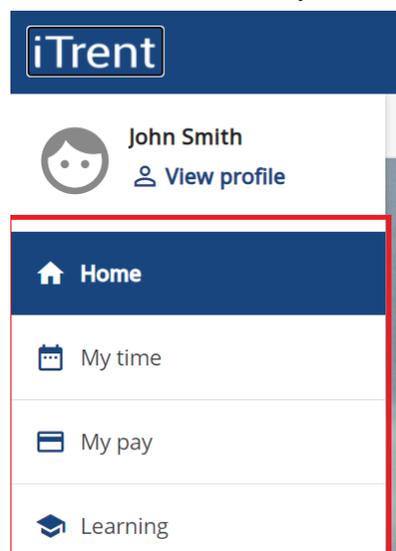
https://lbhouli.webitrent.com/lbhouli_ess

Alternatively you can access the login screen by scanning the below QR code with your camera on a mobile device:



2. HOME PAGE

When you successfully log in, you will be taken to the home page. On the left side of the page there will be tabs that you can click on to access different parts of Employee Self-Service.



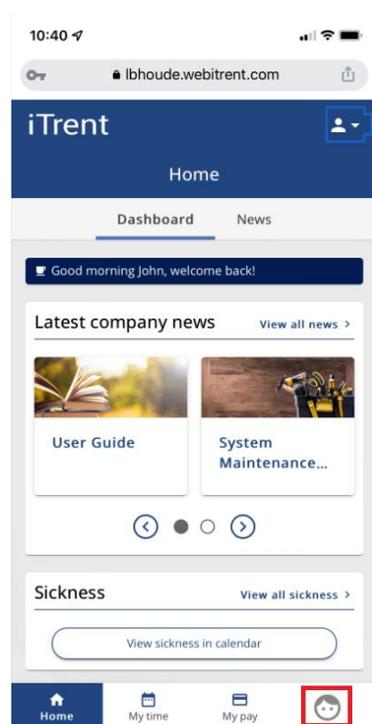
My time – Submit/amend annual leave & other absence requests. View sickness details. View your calendar.

My pay – View payslips/P60s. Submit expense/overtime claims.

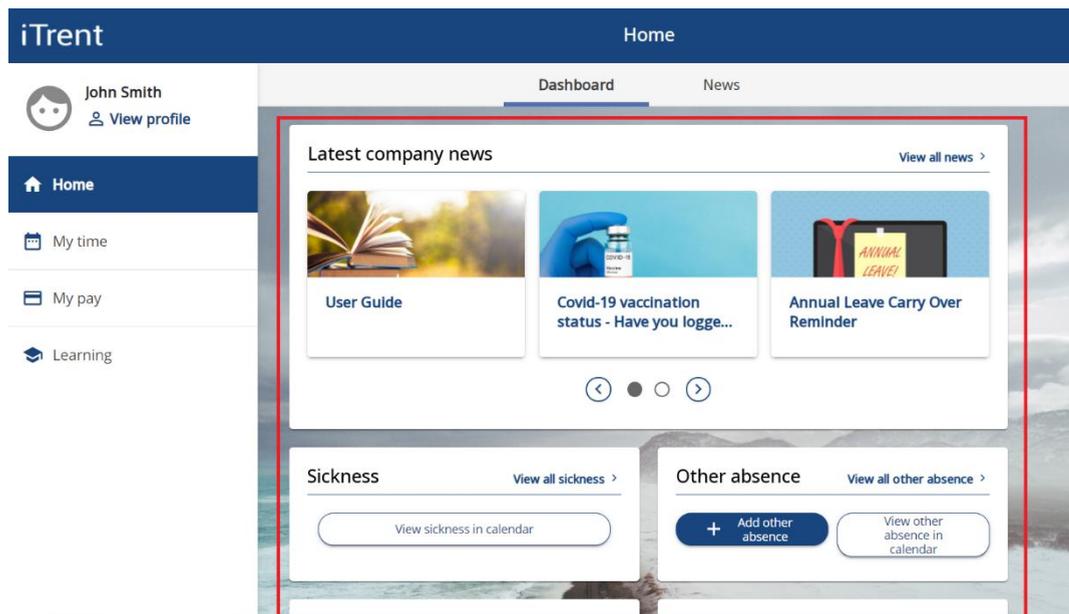
Learning – Search for and book onto training courses.

All of your personal/sensitive information can be accessed by clicking on [View profile](#).

On a mobile device you will need to click on the  icon in the bottom-right corner of the screen.



In the 'Dashboard' section there are various widgets that you can click on to access different sections within Employee Self-Service.



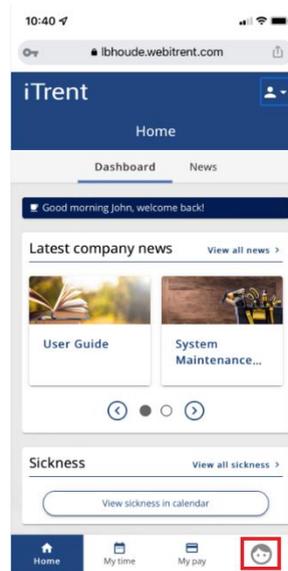
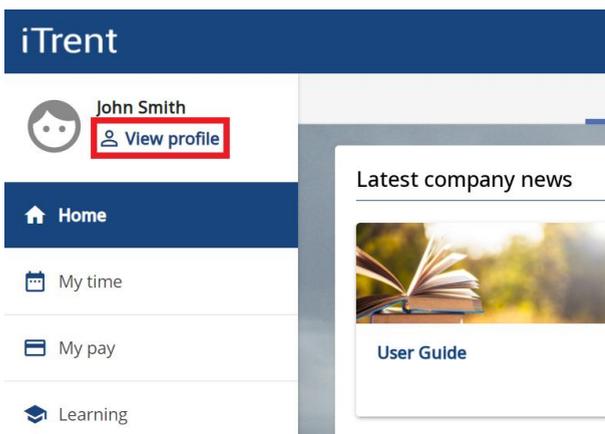
At the top are the Company News articles where you can read important information published by the Council. To view all Company News articles, either click on 'View all news' or click on the 'News' tab at the top. Scroll down to view other widgets relating to sickness, absence, expenses and payslips.

3. FORGOTTEN PASSWORD EMAIL RECOVERY SETUP

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.

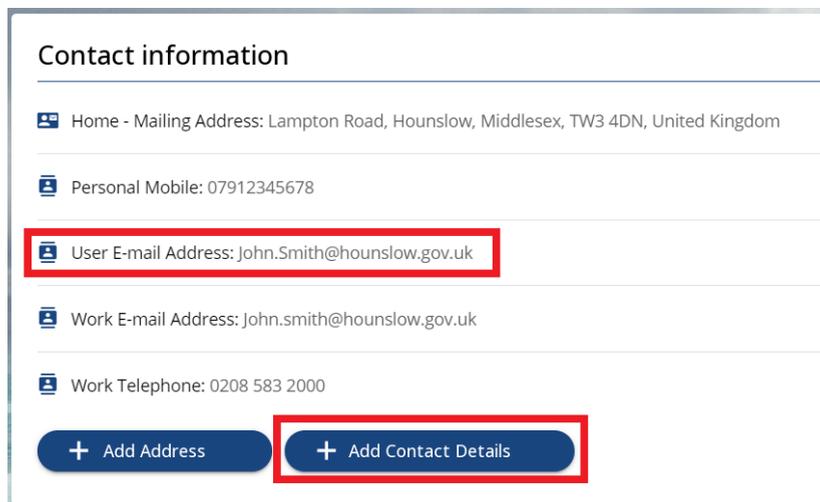
In order to use this feature, you must first ensure that you have a User e-mail address set up in the system. This will usually be set up by the iHounslow team when they create your login details, but please ensure that you check and update it if needed. To check/set-up your email address please follow the steps below.

1. After logging into Employee Self-Service, click on [View profile](#). On a mobile device click on the  icon in the bottom-right corner of the screen.

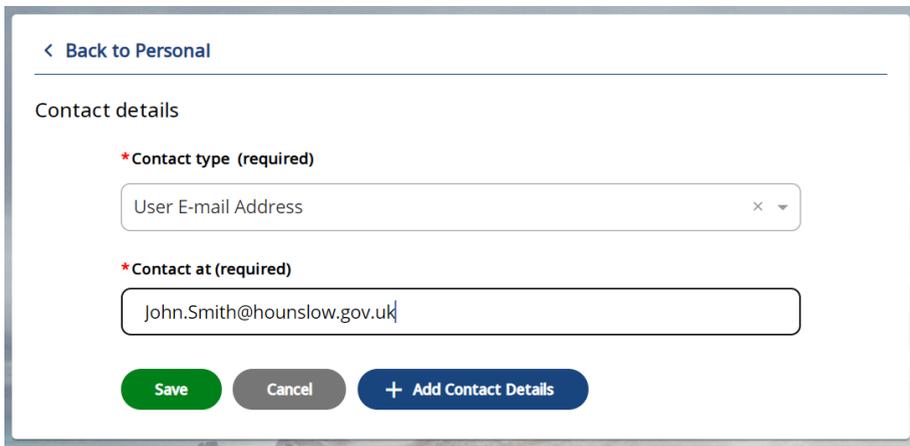


2. Scroll down to the ‘Contact information’ section. If a User E-mail Address already appears and is correct, no further action is required. If you cannot see a User E-mail Address click on

[+ Add Contact Details](#)



3. Open the 'Contact type' drop-down list and select 'User E-mail Address'. Then input your email address in the 'Contact at' field. Then click on 'Save'.



< Back to Personal

Contact details

* Contact type (required)

User E-mail Address

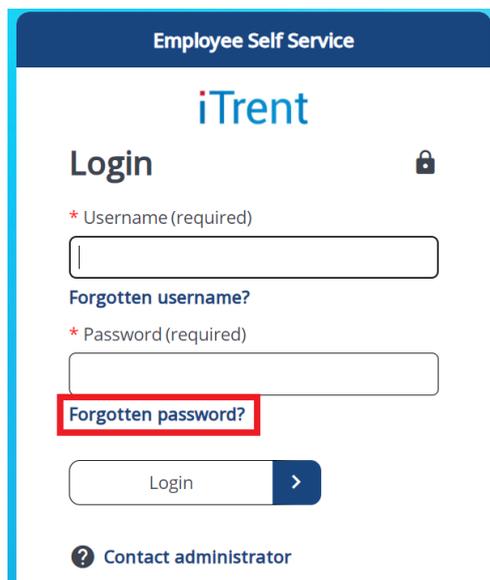
* Contact at (required)

John.Smith@hounslow.gov.uk

Save Cancel + Add Contact Details

3.1 Reset password

1. If you ever encounter issues with logging in, you can reset your password by clicking on 'Forgotten password?' on the login page.



Employee Self Service

iTrent

Login

* Username (required)

Forgotten username?

* Password (required)

Forgotten password?

Login

? Contact administrator

2. You will be prompted to confirm your username and the email address that is registered to your account. Then click on "Email". If your details are verified correctly, a message will appear notifying you that an email has been sent to you.

An email containing a link to reset your password has been sent to the address provided, and should be received within the next 15 minutes.

iTrent

Forgotten password

* Username (required)

* Email address (required)

The email can take up to 15 minutes to be delivered. If after 15 minutes you still haven't received the email please check your junk/clutter folders as it may have been flagged as spam by your email provider.

3. Once you have received the email, click on 'Reset your password'. This will open a new tab in your web browser.

You recently requested to reset your password for your Employee Self-Service account. Please click on the button below to reset your login details.

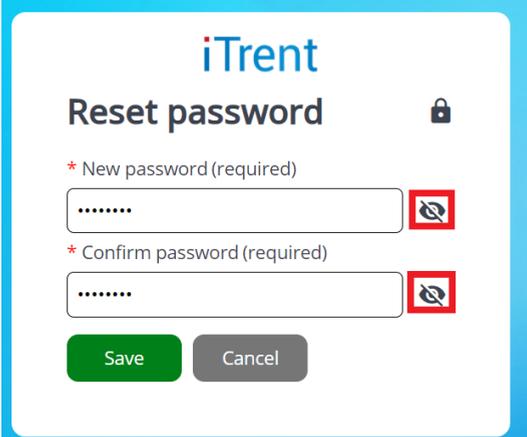
This password reset is only valid for the next 6 hours.

****Please ensure that you close the iTrent login screen on your device before clicking on the link below****

[Reset your password](#)

If you did not request a password reset, please ignore this email or contact us.

4. Input your new password in both fields and then click on 'Save'. If you would like to view your password after inputting it, click on the  icon to reveal your password.



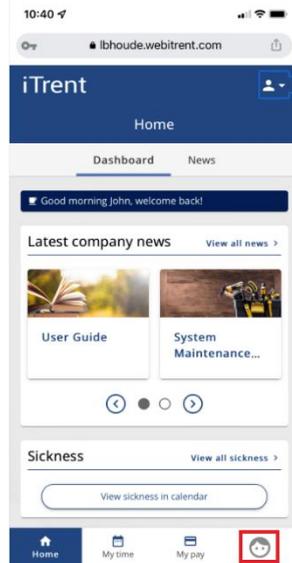
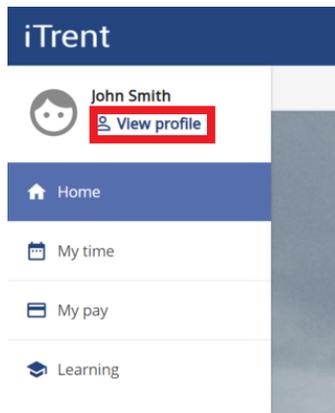
The image shows a screenshot of the iTrent 'Reset password' form. The form is titled 'iTrent Reset password' and includes a lock icon. It contains two required password fields: '* New password (required)' and '* Confirm password (required)'. Each field has a red-bordered eye icon to its right, which is used to toggle password visibility. At the bottom of the form are two buttons: a green 'Save' button and a grey 'Cancel' button.

Your new password must meet the following criteria:

- At least 8 characters in length
- Must contain at least 1 number
- Cannot be a previously used password

4. MY PROFILE

To access this section, click on [View profile](#) . On a mobile device click on the  icon in the bottom-right corner of the screen.



The 'My Profile' section holds your personal information which you can view and, in most cases, amend. Please ensure your details are correct. Sensitive information should be completed when you first login. You do have the option to select 'Prefer not to say'.

Should your marital status or name change, please inform your HR Team as they will need to verify the change of name and then update your record for you.

You do have the ability to change your address details, contact details and also bank details. Any changes made will automatically update your record immediately.

This section is split into two tabs: **'Personal'** & **'Employment'**

My profile

Personal | Employment

My personal details [Edit](#)

 Name: John Smith
Known as: John
Date of birth: 24 Jun 1965
[View attachments](#)

Confidential information

Select the links below to view or amend your information

[Special requirements >](#)

[Sensitive information >](#)

Contact information

 Home - Mailing Address: Lampton Road, Hounslow, Middlesex, TW3 4DN, United Kingdom

 Personal Mobile: 07912345678

 User E-mail Address: itrent.mail@hounslow.gov.uk

 Work E-mail Address: john.smith@hounslow.gov.uk

 Work Telephone: 0208 583 2000

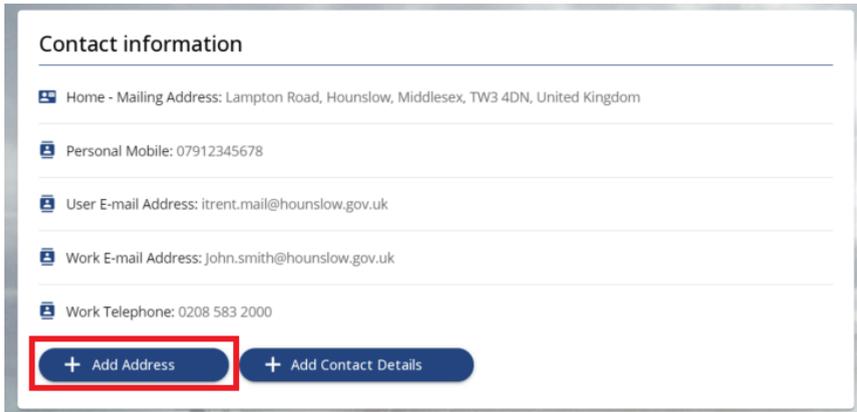
[+ Add Address](#) [+ Add Contact Details](#)

Friends and family

Type	Contact name	Relationship	Contact number	Primary contact
Emergency contact	Mrs Smith	Wife	07123456789	Yes

4.1 Change Address Details

1. If you have moved to a new address and need to update your home address details, click on  .



Contact information

Home - Mailing Address: Lampton Road, Hounslow, Middlesex, TW3 4DN, United Kingdom

Personal Mobile: 07912345678

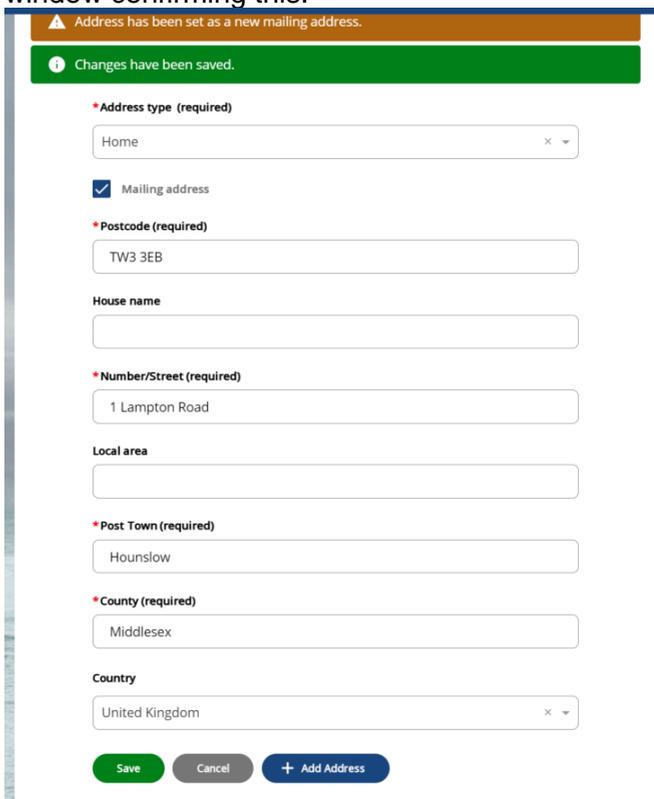
User E-mail Address: itrent.mail@hounslow.gov.uk

Work E-mail Address: John.smith@hounslow.gov.uk

Work Telephone: 0208 583 2000

[+ Add Address](#) [+ Add Contact Details](#)

2. Input your new address details into the relevant fields. Once completed, click on 'Save' at the bottom of the window. If saved successfully, a message will appear at the top of the window confirming this.



Address has been set as a new mailing address.

Changes have been saved.

*Address type (required)
Home

Mailing address

*Postcode (required)
TW3 3EB

House name

*Number/Street (required)
1 Lampton Road

Local area

*Post Town (required)
Hounslow

*County (required)
Middlesex

Country
United Kingdom

[Save](#) [Cancel](#) [+ Add Address](#)

3. You can navigate back to your profile by clicking on [Back to Personal](#) at the top of the window.

[Back to Personal](#)

Address details

Address has been set as a new mailing address.

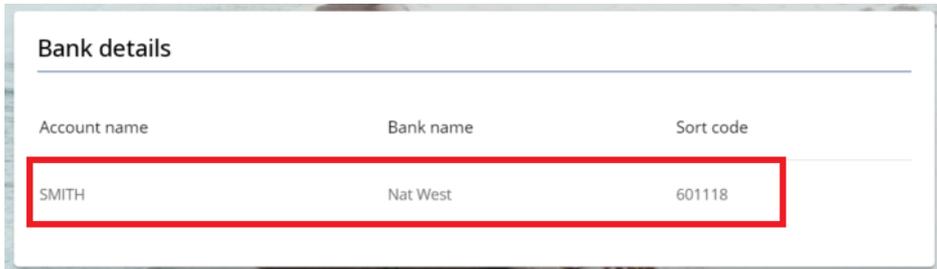
Changes have been saved.

*Address type (required)

Home

4.2 Change Bank Account Details

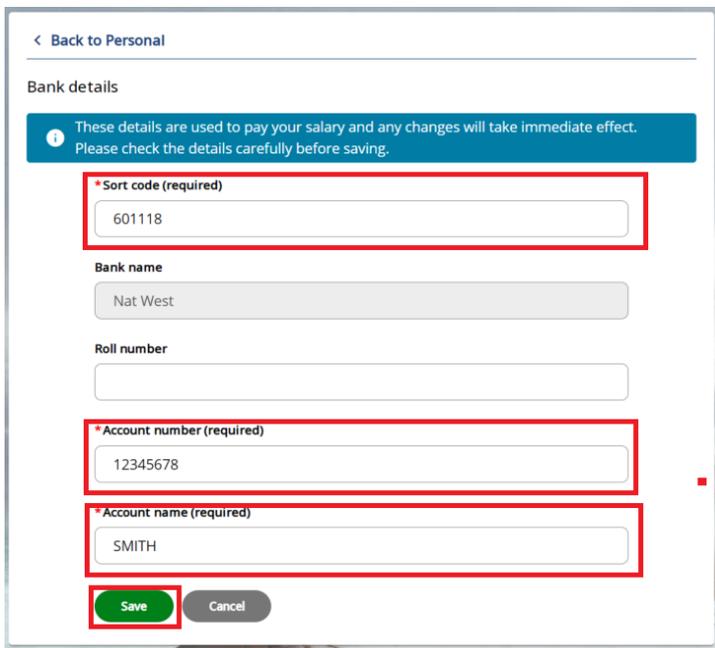
1. At the bottom of your 'Personal' tab, your bank details will be displayed. To change your bank details please click on your current bank details.



The screenshot shows a 'Bank details' section with a table of current information:

Account name	Bank name	Sort code
SMITH	Nat West	601118

2. Input your sort code, account number and account name. Input your account roll number if you have one. This will usually only be applicable if your bank is a building society. Then click on 'Save'. You do not need to input your bank name as the system will validate and update your bank name automatically once you have clicked on 'Save'.



The screenshot shows the 'Bank details' form with the following fields and buttons:

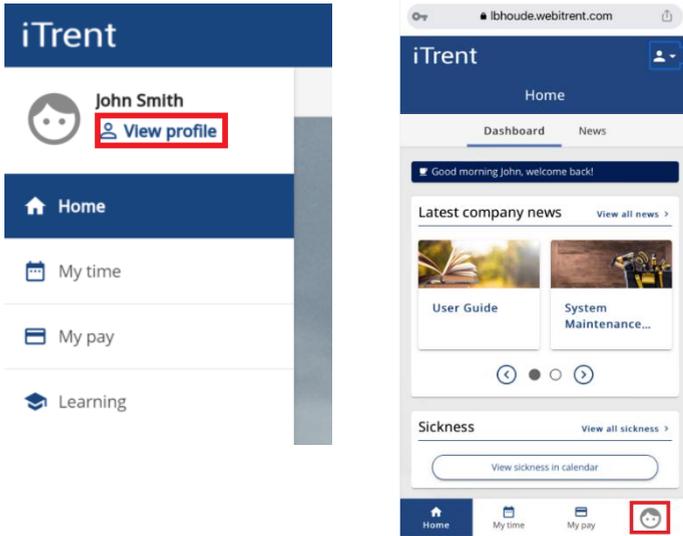
- Back to Personal
- Bank details
- Information box: These details are used to pay your salary and any changes will take immediate effect. Please check the details carefully before saving.
- Sort code (required): 601118
- Bank name: Nat West
- Roll number: (empty)
- Account number (required): 12345678
- Account name (required): SMITH
- Save button
- Cancel button

4. If an 'Invalid Sort Code' error message is displayed, this means that your sort code has not been validated. Please double check that the sort code is correct. If it is correct and you're still receiving the below error message, please contact ihounslow.help@hounslow.gov.uk.

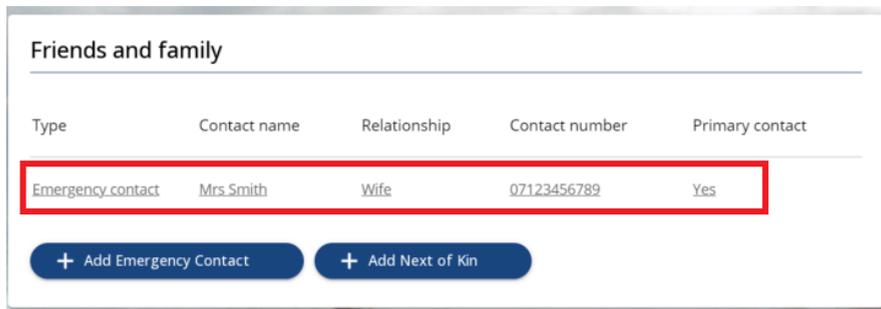
✘ Invalid Sort Code has been entered. Please check and re-enter.

4.3 Input/update Next-of-Kin or Emergency Contacts

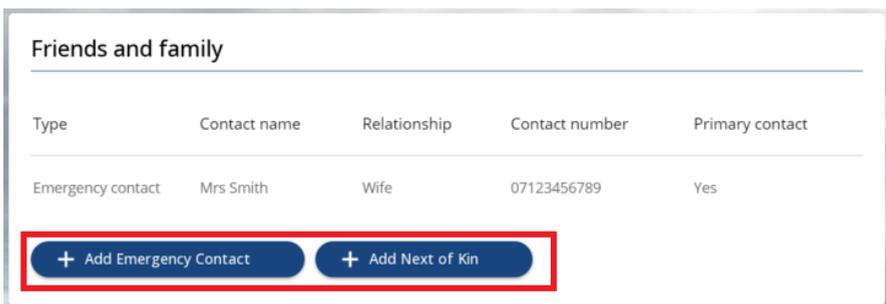
1. Click on [View profile](#) . On a mobile device click on the  icon in the bottom-right corner of the screen.



2. Scroll down to the “Friends & Family” section. To update an existing record click on it and amend the relevant fields. Then click ‘Save’.

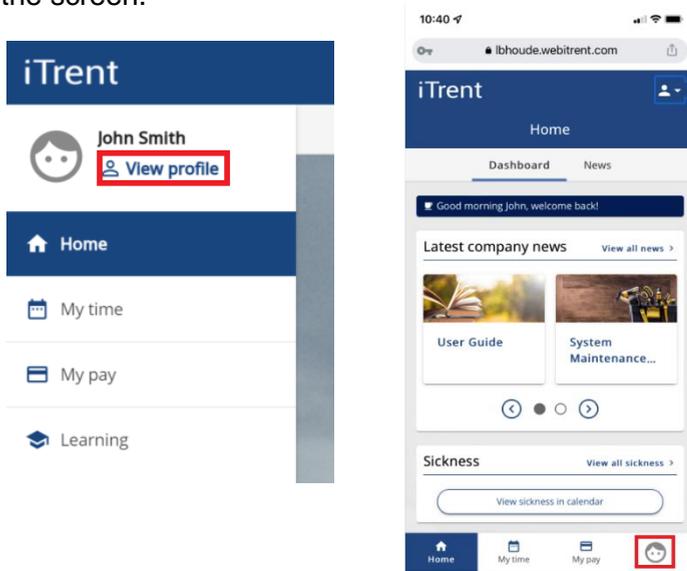


3. To add a new emergency contact/next of kin, click on the appropriate option and complete the relevant fields. Then click on ‘Save’.

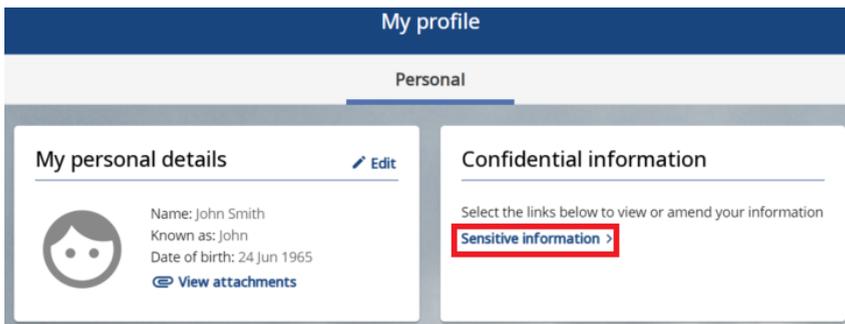


4.4 Update sensitive information

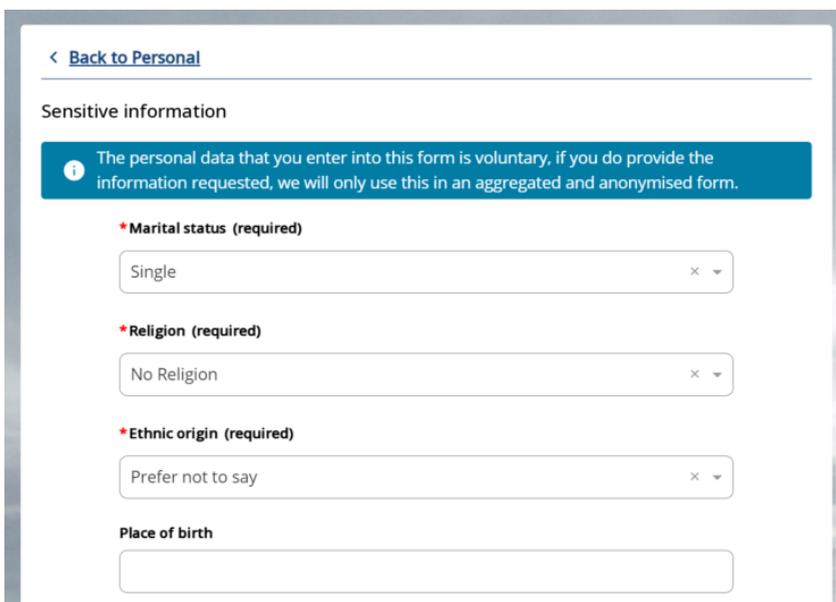
1. Click on [View profile](#) . On a mobile device click on the  icon in the bottom-right corner of the screen.



2. Click on “Sensitive information” within the ‘Confidential information’ section.



3. Your sensitive information will be displayed on screen. You can update any fields as required and then click on ‘Save’ when finished. If you do not want to disclose your sensitive information there is an option of ‘Prefer not to say’ for each field.



[Back to Personal](#)

Sensitive information

The personal data that you enter into this form is voluntary, if you do provide the information requested, we will only use this in an aggregated and anonymised form.

***Marital status (required)**
Single

***Religion (required)**
No Religion

***Ethnic origin (required)**
Prefer not to say

Place of birth

4. At the bottom of the page you can also disclose your Covid-19 vaccination status. If you do not want to disclose this information you can tick the statement that reads “**Prefer not to disclose vaccination status**”.

Additional fields

Covid-19 vaccination received?

Date of vaccination (dd/mm/yyyy)

01/02/2021 

Date of 2nd vaccination (dd/mm/yyyy)

01/05/2021 

Date of booster vaccination (dd/mm/yyyy)

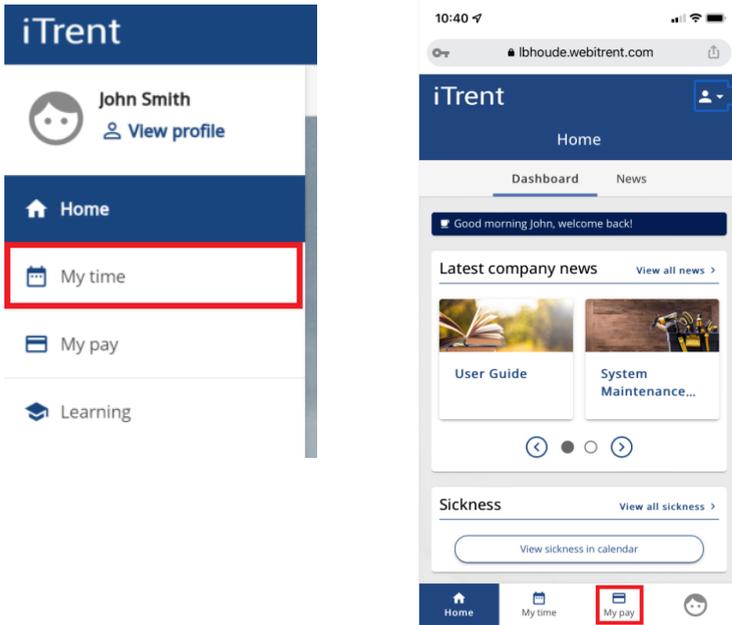
23/10/2021 

I have not had any Covid-19 vaccination

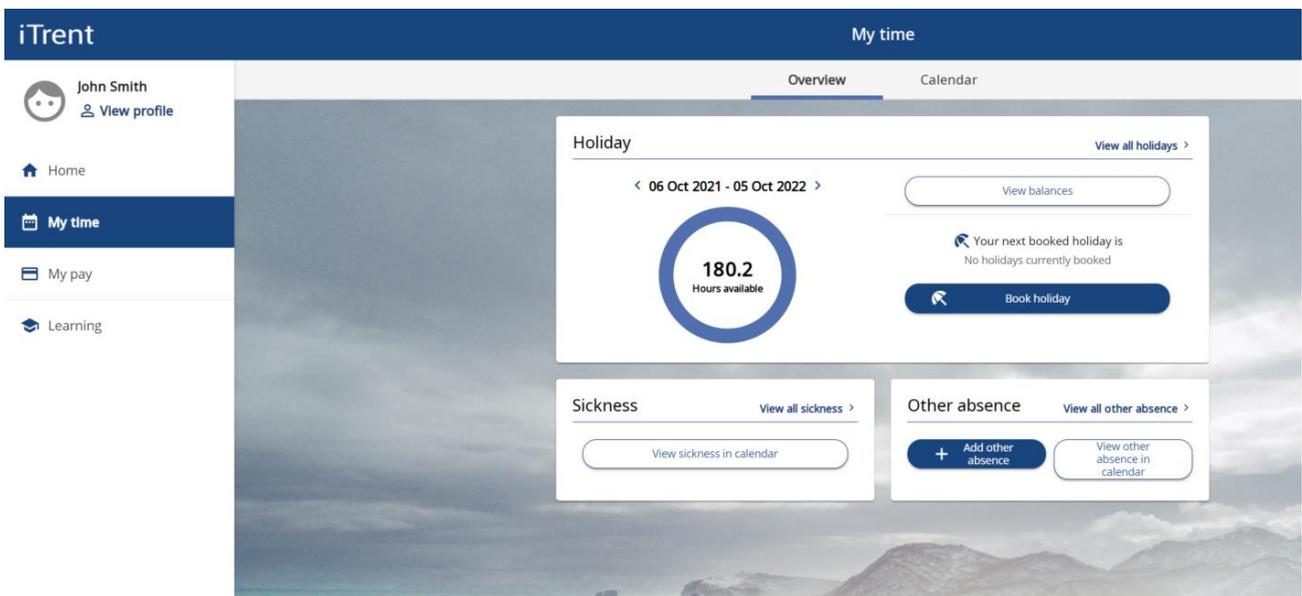
Prefer not to disclose vaccination status

5. MY TIME

To view/add absence details, click on  My time on the left side of the homepage. On a mobile device click on the  My time icon at the bottom of the screen.

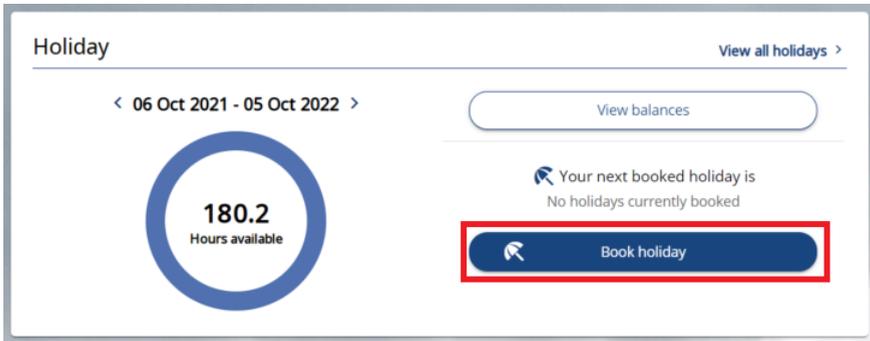
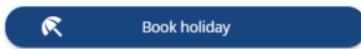


This page allows you to view your holiday and sickness absence details. It also allows you to book 'Other' absences such as Flexi/TOIL. Your personal calendar can be viewed by clicking on 'Calendar' at the top of the screen.

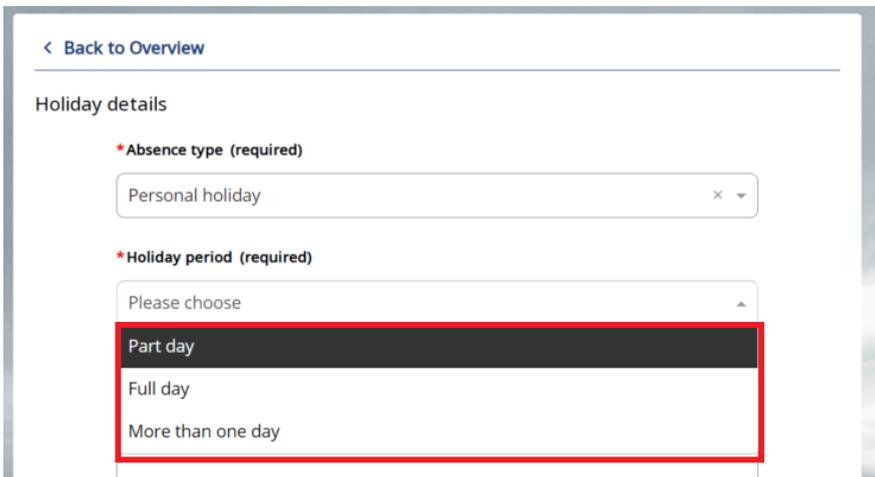


5.1 Request holiday

1. Click on



2. The 'Absence type' will default to "Personal Holiday". You will need to select the appropriate option from the 'Holiday period' drop-down list.



Part day	Select this option if you are booking leave for less than 1 day (e.g. a half day). You will then need to select Morning, Afternoon or Specify time. The last option allows you to book a part day which isn't exactly half a day (i.e. 2 hours leave).
Full day	Select this option if you are booking 1 day as leave.
More than one day	Select this option if you are booking more than 1 day as leave (e.g. a week off).

You may enter any supporting notes that you consider necessary to support this holiday request.

Notes

Save Cancel Book holiday

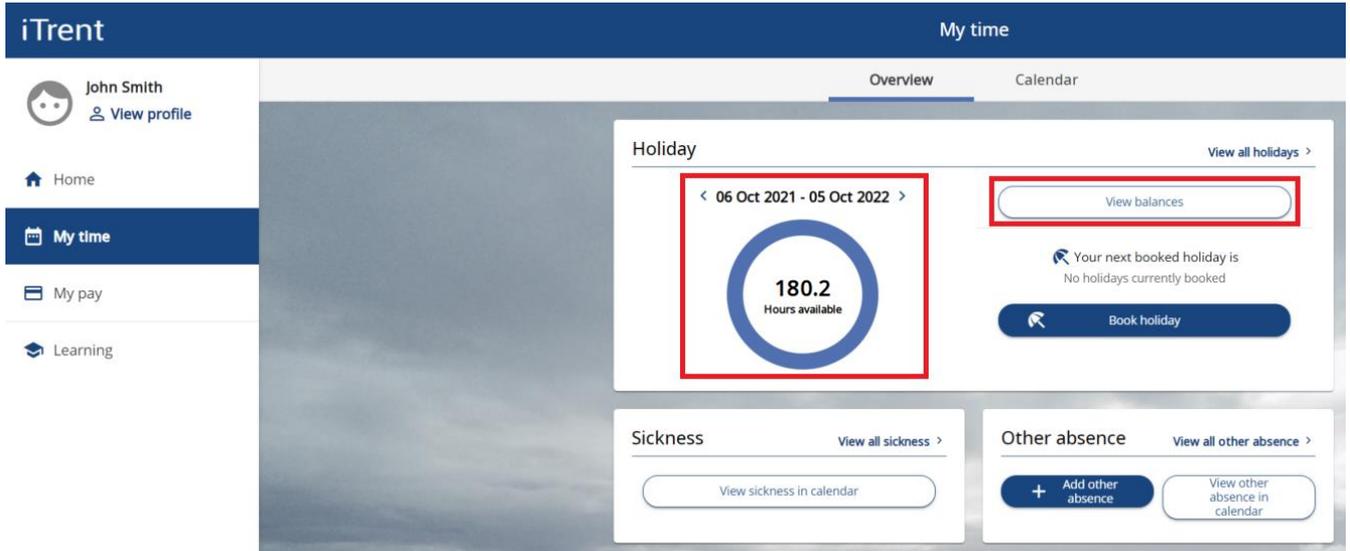
3. Once you have input all details, click on 'Save'.

The system will then send your request to your manager for approval. Once your request has been approved, you will receive an automated email.

In order for the system to calculate your annual leave correctly your working pattern must be correct. If your working pattern is incorrect your line manager will need to amend this for you.

5.2 View holiday balance

Your current holiday balance is displayed in the 'Holiday' section. To view more information click on 'View balances'.



Below is an explanation of how the holiday balances are calculated.

Holiday Balances ✕

i The balance takes account of all recorded holidays including any awaiting authorisation

[Redacted] - LBH Holiday Scheme

Holiday Period	Entitlement	Taken	Scheduled	Balance
20 Jul 2013 - 19 Jul 2014	309.6 hours	172.8 hours	14.4 hours	122.4 hours
20 Jul 2014 - 19 Jul 2015	273.6 hours	0 hours	57.6 hours	216 hours

Holiday Balance – How it works

Holiday Period is your personal leave year

Entitlement is your Annual Leave entitlement plus those Bank Holidays that fall in your Personal Leave Year, pro rata to your contracted hours. This will include any hours carried forward from the previous leave year.

Taken is the total of those hours that you have already taken as Annual Leave and Bank Holidays that have passed.

Scheduled is the number of Bank Holiday Hours remaining in your leave year plus any Annual Leave booked but not yet taken.

Balance is those hours still available for you to request in your current leave year, excluding Bank Holidays.

Bank Holidays are calculated as follows; $\text{Contracted Hours} \div 36 \times 8 \text{ (BH)} \times 7.2 = 57.6 \text{ hours}$ (example for a full time employee)

PLEASE NOTE

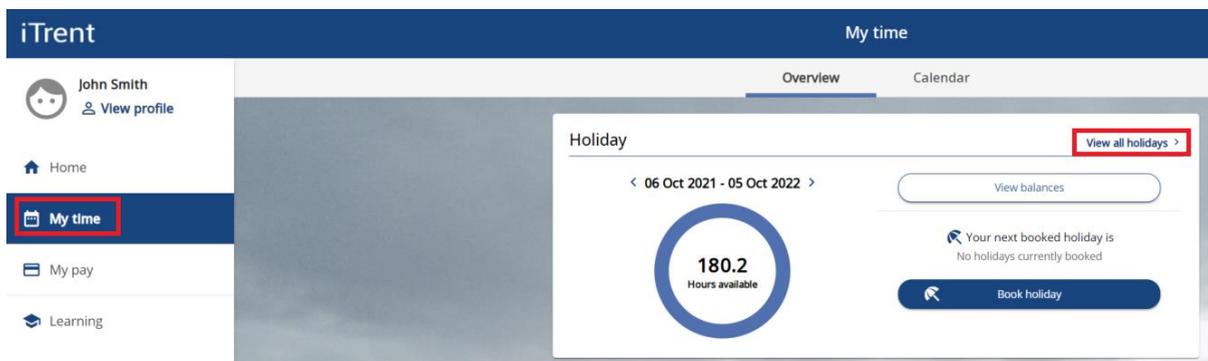
If your personal leave year starts in March or April there may be variations in Bank Holiday entitlement owing to the movable dates of Easter.

Book a holiday
Cancel

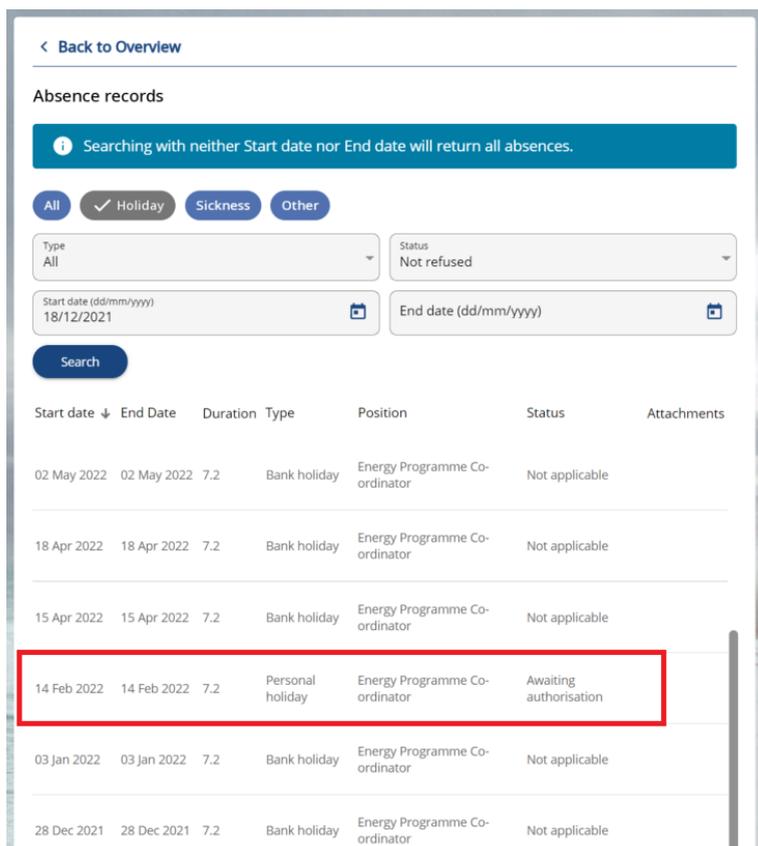
5.3 Cancel future-dated holiday booking

If you have booked a holiday that you no longer intend to use, you can delete the booking yourself via Employee Self-Service. **Please note that if the holiday booking is now in the past, your manager will need to delete the booking for you.**

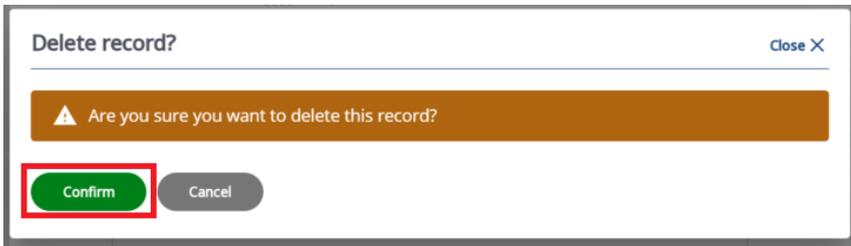
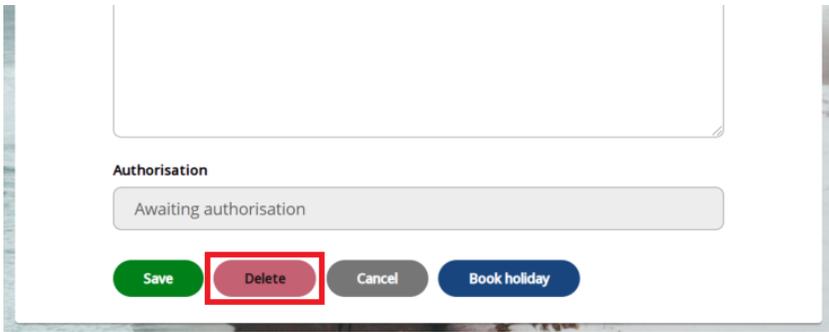
1. Navigate to the  My time page and click on [View all holidays >](#).



2. Scroll down and select the holiday booking that you would like to cancel. Please note that bank holidays will also be listed. You receive an additional entitlement for bank holidays.



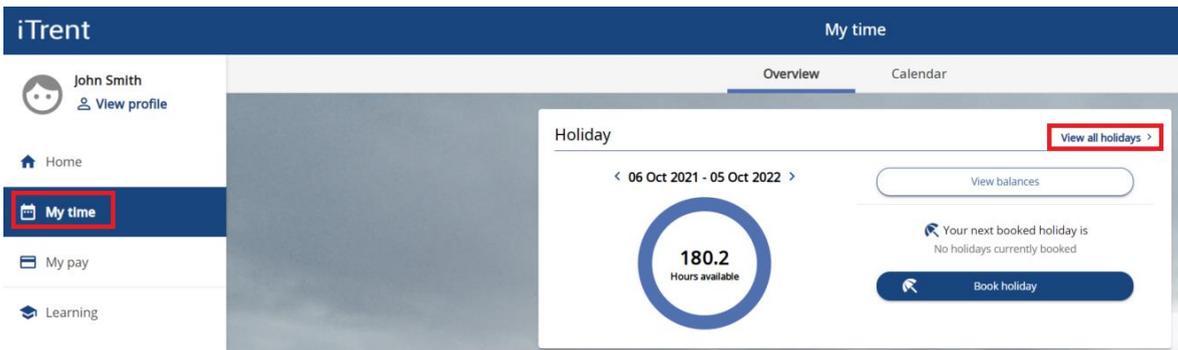
3. Click on 'Delete' and then select 'Confirm' to cancel the booking.



The holiday booking will be removed and the hours will be credited back to your holiday balance.

5.4 Amend future-dated holiday booking

1. Navigate to the  My time page and click on [View all holidays >](#).



2. Locate and select the holiday booking that you would like to change.

< Back to Overview

Absence records

Searching with neither Start date nor End date will return all absences.

All Holiday Sickness Other

Type: All | Status: Not refused

Start date (dd/mm/yyyy): 18/12/2021 | End date (dd/mm/yyyy):

Search

Start date	End Date	Duration	Type	Position	Status	Attachments
02 May 2022	02 May 2022	7.2	Bank holiday	Energy Programme Co-ordinator	Not applicable	
18 Apr 2022	18 Apr 2022	7.2	Bank holiday	Energy Programme Co-ordinator	Not applicable	
15 Apr 2022	15 Apr 2022	7.2	Bank holiday	Energy Programme Co-ordinator	Not applicable	
14 Feb 2022	14 Feb 2022	7.2	Personal holiday	Energy Programme Co-ordinator	Awaiting authorisation	
03 Jan 2022	03 Jan 2022	7.2	Bank holiday	Energy Programme Co-ordinator	Not applicable	
28 Dec 2021	28 Dec 2021	7.2	Bank holiday	Energy Programme Co-ordinator	Not applicable	

3. Amend the relevant fields and click on 'Save'.

< Back to Absence records

Holiday details

* Absence type (required): Personal holiday

* Holiday period (required): Full day

* Start date (dd/mm/yyyy) (required): 15/02/2022

* Position (required): Energy Programme Co-ordinator (321470G) (Current)

Notes

Authorisation: Awaiting authorisation

Save Delete Cancel Book holiday

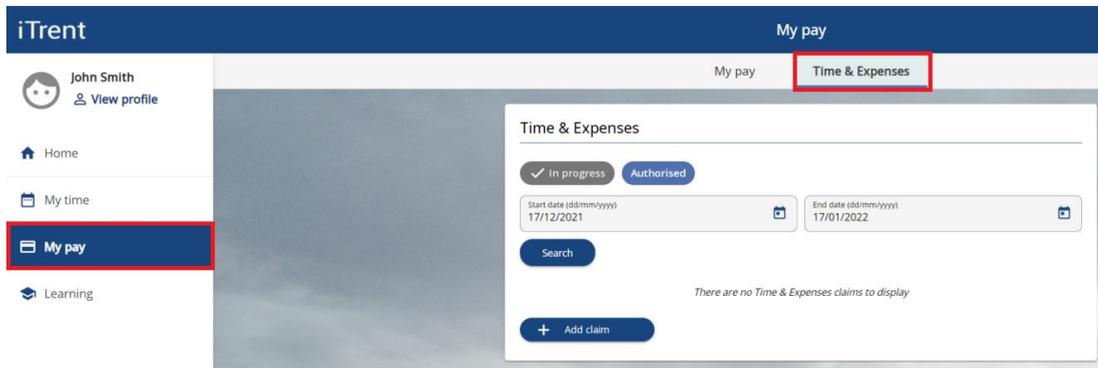
The system will send a new holiday request to your manager which will require approval.

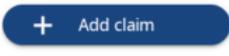
6. MY PAY

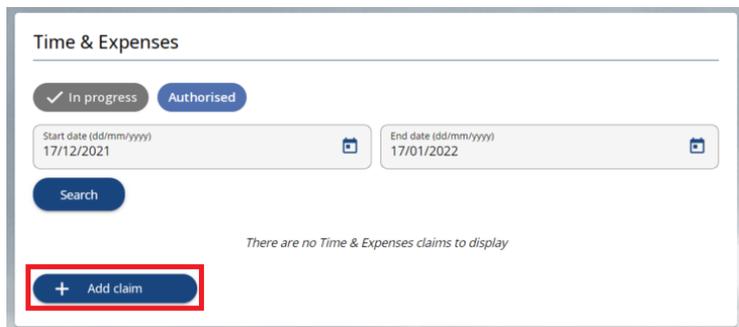
6.1 Submitting Time & Expense Claims

Your claims for overtime and expenses are entered into Self-Service and then passed automatically to your manager for approval. You will be notified of their decision via email. To submit a claim please follow the steps below:

1. Navigate to the 'My pay' tab and click on the 'Time & Expenses' section.



2. Click on .



3. Input the "Start date" as the first date of your claim. Alternatively you can input today's date. If you have more than one job, select the job that you are claiming for from the "Job title" drop-down list. Select either "Hounslow Expenses" or "Hounslow Overtime" depending on what you are claiming for. Then click "New".

Time & Expenses claim entry: New

Start date (required)

01/12/2021 

Job title (required)

Energy Programme Co-ordinator - 321470G

Claim template (required)

Please choose

Please choose
Hounslow Expenses
Hounslow Overtime

New

4. If you selected "Hounslow Expenses":

Page 1 is where you can claim for any expense except for mileage.

Select the appropriate expense from the "Element" drop-down list and enter the date the claim is for. The "Claim Details" field is mandatory and is used to add a brief description of what the claim is for. The "Cost Code" field should be left blank. The only time you would input a cost code is when you are claiming from a different service area (e.g. You did some work for another team that isn't your usual team). Finally you will need to add the cash amount in the "Cash" field. You can add another claim by clicking on the "+" icon.

Page 1 | Page 2

Please select the correct element and enter the cash value.

Mileage Claims are entered on Page 2

Element	Date	Claim Details	Cost Code (eg: A241BC123)	Cash
Car Parking Charges (VATable)	01/05/2018	Parking in Hounslow		2.50

Page 2 is where you can claim your mileage expenses. "Cost code" should be left blank, unless the claim is for a different service area. The "From" and "To" fields should be the start and end locations of the journey (e.g. Civic Centre to Hounslow High Street). You can add another claim by clicking on the "+" icon.

Page 1 | Page 2

Please enter your mileage claim.

Vehicle	Scheme	Cost Centre (Eg: A241CB123)	
DEFAULT	LBH_Casual_Mileage		
Date	Miles claimed	From	To
01/05/2018	3	Civic Centre	Hounslow West

5. If you selected "Hounslow Overtime":

Select the type of overtime from the "Element" drop-down field. Enter the date of the claim and provide a brief description of why the overtime was required. "Cost Code" should be left blank unless you are claiming from a different service area. "From" and "To" should be the start and end times of the overtime. Please ensure that times are entered in the 24 hour format.

Page 1

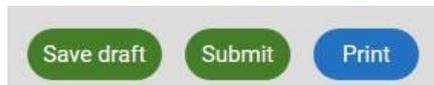
Overtime Claim

Element	Date	Reason for Overtime	Cost Code (Eg: A241CB123)	Hours	
				From	To
OT Basic - LBH	01/05/2018	Backlog of Invoices		18:00	21:00

There are 3 types of overtime to choose from. Please select the correct type of overtime:

OT Basic	All overtime worked Monday – Saturday. Staff on SO1 and above should claim OT Basic for all overtime worked Monday – Sunday.
OT Double Full Rate	Overtime worked on Sundays & Public Holidays. Only staff on Scale 6 and below are eligible for OT Double. All other staff should claim OT Basic.
OT Planned	All overtime worked by staff on Scale Points 48-53 only. All other staff should claim OT Basic or OT Double depending on their Grade.

6. The bottom of the screen has three options. Select “Save draft” to save but not submit. This allows you to come back later and add more claims. Click on “Submit” when you have completed your claim. “Print” allows you to print a copy of your claim.



7. When you click on “Submit” you will be taken to another screen. Click on “Receipt attachments” if you would like to attach any document relating to your claims. You will be prompted to enter the same password you used to login and then **click “Submit” with your mouse cursor instead of using your keyboard.**

Changes have been saved.

Time & Expenses claim submission:

Claim template
Hounslow Overtime

Job title
Business Analyst and Information Governance Assistant

Time and expenses claim reference
OT00153930

Payroll
London Borough of Hounslow

Start date
26/06/2018

Cut off date
14/06/2018 - This claim will not now be paid until 31/07/2018.

Comments
Please make sure that the values you are claiming are correct.

Password
●●●●●●●●●●

+ Receipt attachments

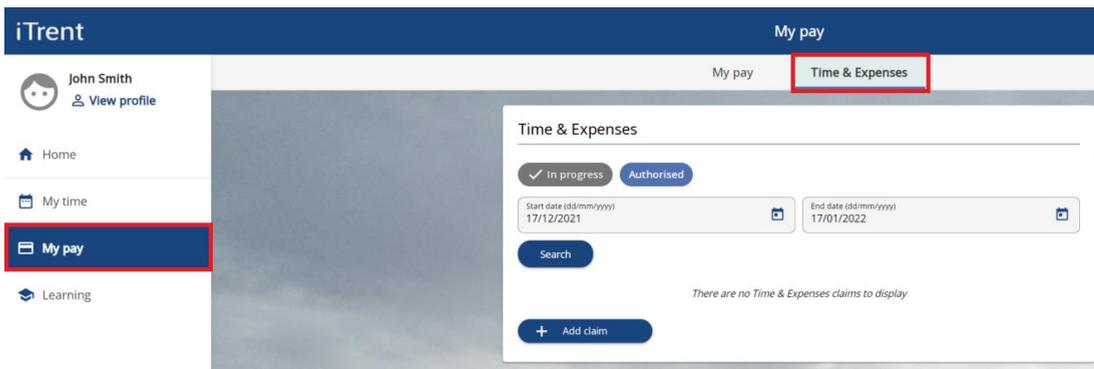
8. Your claim has now been submitted to your manager for approval. You can check that the claim has been successfully submitted by ensuring that the status of the claim is showing as “Awaiting authorisation”.

There are five stages that a claim can be at:

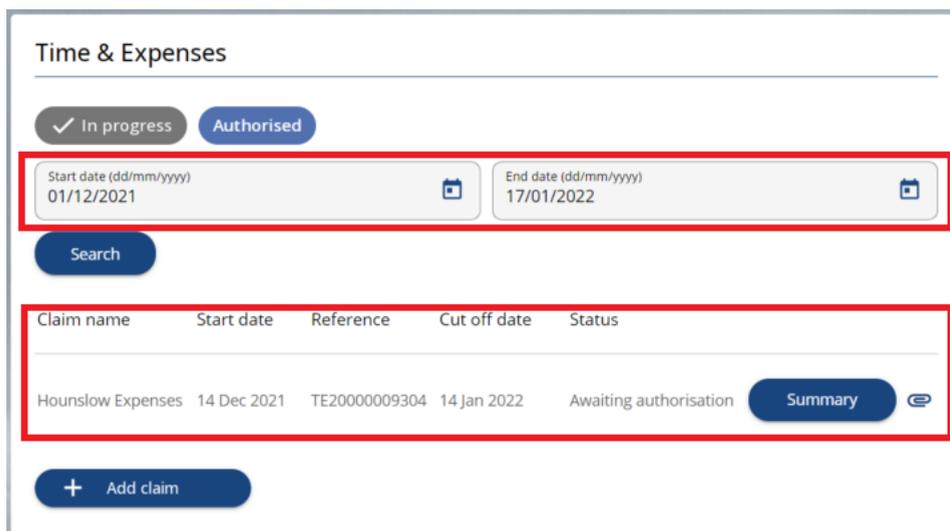
Provisional	The claim has been saved as a draft but not yet submitted for approval.
Awaiting authorisation	The claim has been successfully submitted but not yet authorised by your manager.
Authorised	The claim has been authorised by your manager and will be paid on the next pay day (claim must be approved on or before the 14 th of the month to be paid the same month). Please note that there is usually an earlier cut-off date in December.
Not authorised	The claim has been rejected by your manager.
Errors	There is an issue with the claim which needs amending. This could be that a mandatory field has not been completed and/or a field has been completed in an incorrect format.

6.2 View/amend existing expense claims

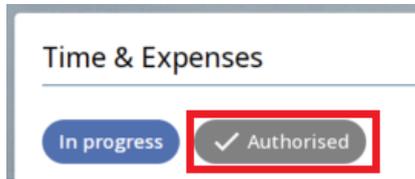
1. Navigate to the ‘My pay’ tab and click on the ‘Time & Expenses’ section.



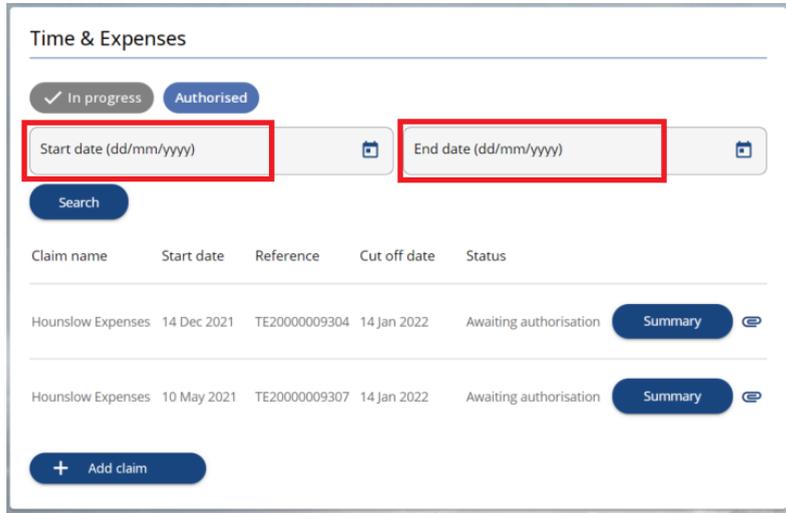
2. By default the system will display all ‘in progress’ expense claims that have been submitted within the last month that are still waiting to be approved by your manager. To view older outstanding claims you can change the date parameters and click on ‘Search’.



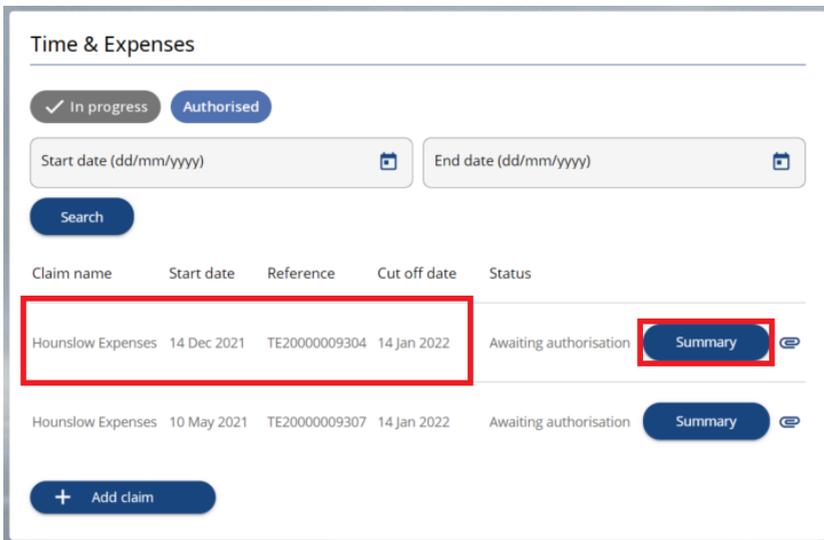
To view claims that have already been approved you will need to change the filter to 'Authorised'.



To view all claims you can delete both date fields and search.

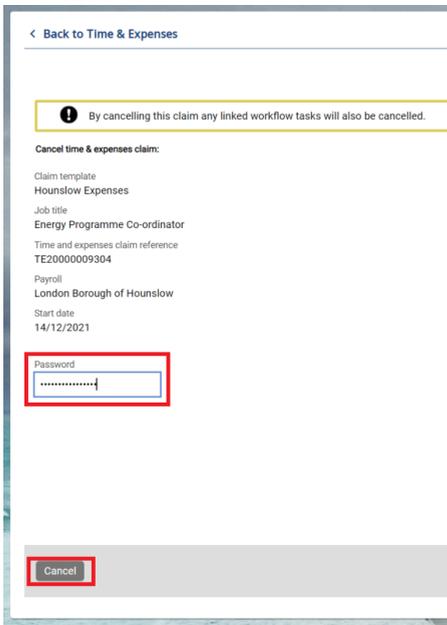


4. Click on an expense claim to view its details. You can also click on the  button.



5. To delete the claim click on the  button.

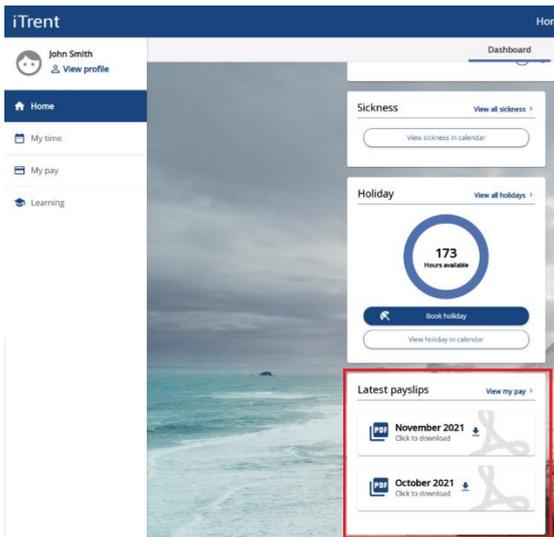
6. You will be prompted to input your login password. Then click on **Cancel** again. This will cancel the expense claim and revert it to 'Provisional' status.



7. You can now either amend the claim and re-submit it or click on the **Delete** button to completely remove the claim from the system.

6.3 View payslips/P60s

1. Your payslips can be accessed 2 different ways:

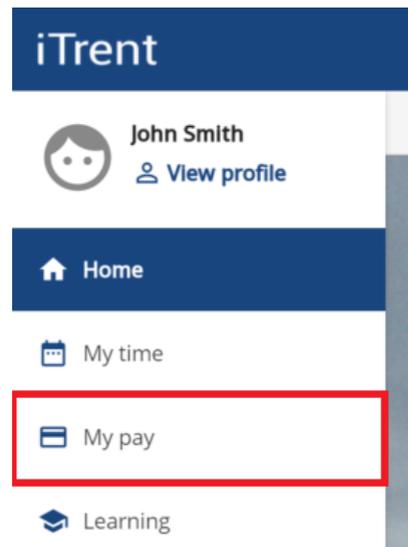


On the homepage, scroll down to the 'Latest payslips' widget and click on the

 icon next to the relevant payslip.

Alternatively click on **View my pay >** to view more payslips.

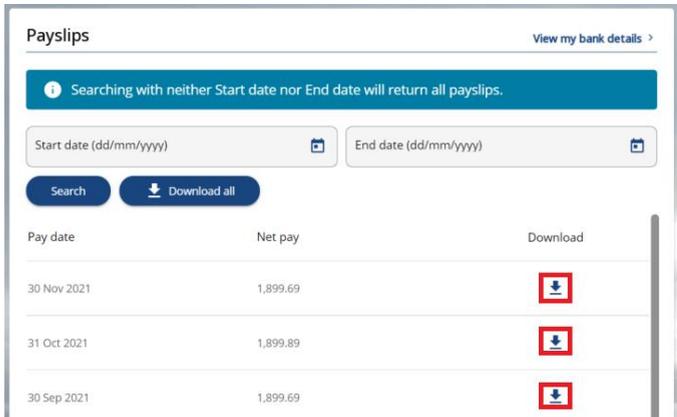
Or



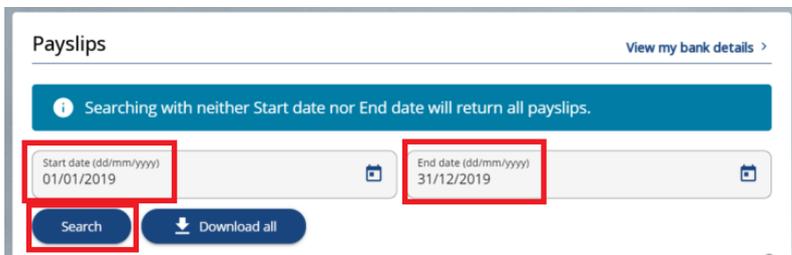
On the left side of the screen click on

 My pay

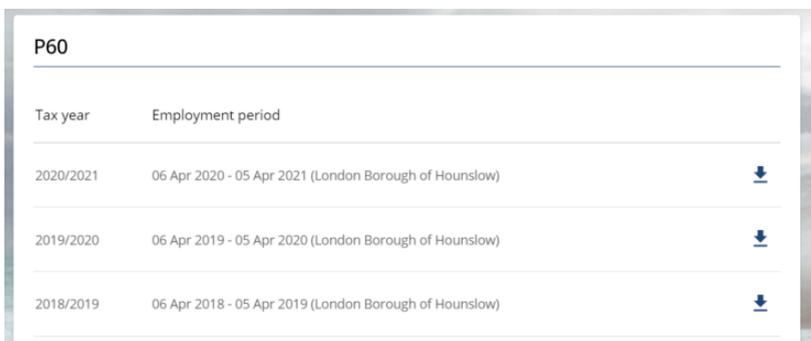
2. By default the system will display payslips for the past 12 months. Click on the  icon next to the relevant payslip to download it.



3. To view payslips that are older than 12 months you can input the required dates and click on 'Search'. Alternatively you can leave the date fields blank to view all payslips.



4. Your P60s are located further down the page.



7. LEARNING

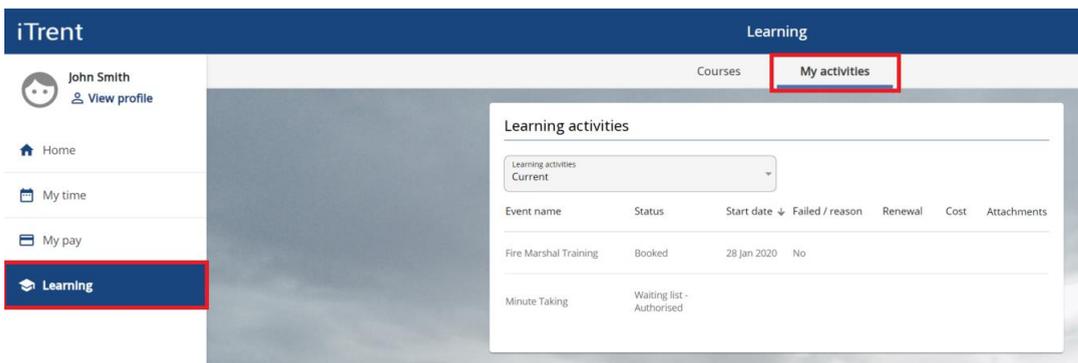
This section allows you to view your training history, along with also allowing you to book yourself onto learning activities and/or scheduled learning events that are available within London Borough of Hounslow.

Learning Activity: This is the actual name given for each training course that is available within London Borough of Hounslow.

Learning Event: This is the scheduled date(s) of when a learning activity is taking place. If you wish to book onto a learning event and the date is not suitable, you can book yourself onto the waiting list for that learning activity.

7.1 View my learning events

1. To view learning events that you are currently enrolled on or have previously attended, on the homepage click on  Learning and then navigate to the 'My activities' section.



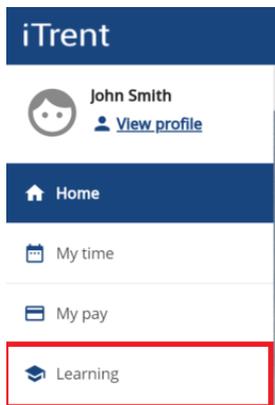
The 'Learning activities' drop-down list can be changed to the following options:

All	Displays all learning events you have ever been enrolled onto.
Awaiting authorisation	Learning events you have requested to attend that are still awaiting approval by your manager.
Booked	Learning events that you are scheduled to attend.
Cancelled	Learning events that have been cancelled.
Completed	Learning events that you have completed.
Current	Shows all current learning events.
Expired	Learning events that you have previously attended that have since expired (e.g. First aid training).
Refused	Any learning event requests that have been rejected by your manager.
Waiting List	Learning activities that are currently full and you are currently on a waiting list to be enrolled.

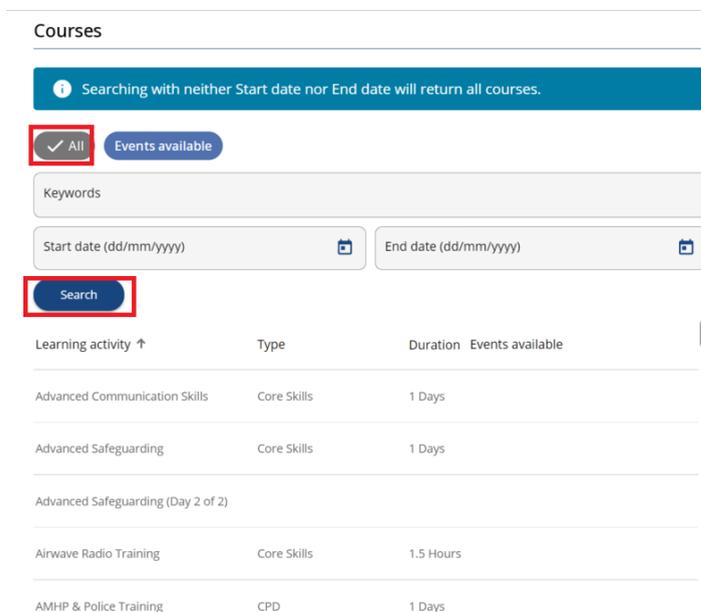
7.2 Add myself to a waiting list

Within iHounslow you can add yourself to the waiting list for all available learning activities, which is subject to approval from your reporting manager. You will be notified of their decision via email.

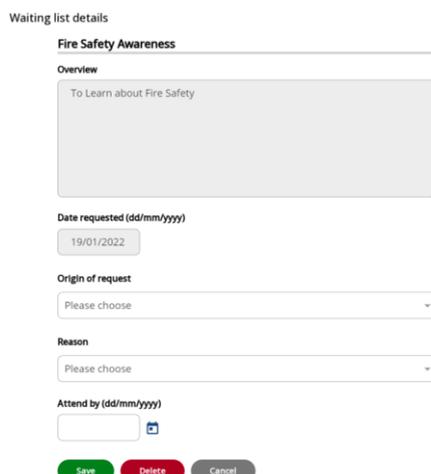
1. Click on the  Learning tab.



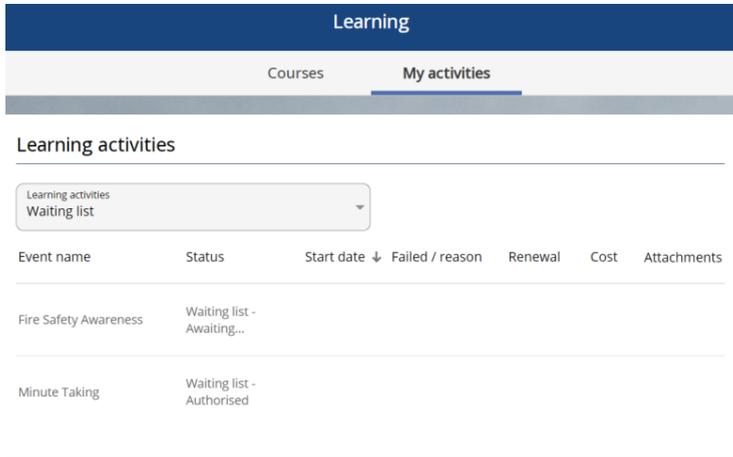
2. If you know the name of the learning activity you can input this into the 'Keywords' field. To search for all courses, click on the 'All' button, remove the 'Start date' and click on 'Search'.



3. After selecting the required course, further details of the course will be displayed. Complete the various fields on the screen adding an 'Attend by' date if you have a deadline to complete the course by. Then click "Save".



4. You will need to navigate to the top of the screen and select 'My activities', and from the picklist select 'Waiting list'. You will be able to see that your request to be added to the waiting list is showing a status of – "Awaiting authorisation".



The screenshot shows the 'Learning' interface with the 'My activities' tab selected. A dropdown menu is set to 'Waiting list'. Below is a table with the following data:

Event name	Status	Start date ↓	Failed / reason	Renewal	Cost	Attachments
Fire Safety Awareness	Waiting list - Awaiting...					
Minute Taking	Waiting list - Authorised					

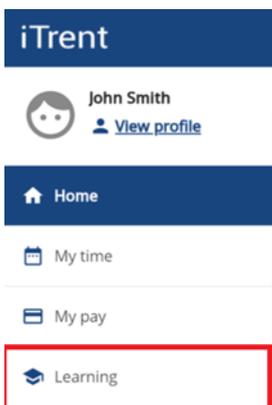
Your request will be sent to your manager for approval. Once it has been approved, you will be added to the waiting list.

7.3 Add onto a Learning Event

You can add yourself to a learning event for any learning activities that have scheduled dates available. This however, is subject to approval from your reporting manager. You will be notified of their decision via email.

To book onto a learning event, please follow the steps below.

1. Click on the  Learning tab.



2. A list of available events will be displayed on the page, click on the event that you would like to book onto.

The screenshot shows the 'Courses' page with the following elements:

- Navigation tabs: Courses (selected), My activities
- Section header: Courses
- Information banner: Searching with neither Start date nor End date will return all courses.
- Filter buttons: All, Events available (checked and highlighted with a red box)
- Keywords input field
- Date pickers: Start date (20/01/2022), End date
- Search button
- Table with columns: Learning activity ↑, Type, Duration, Events available
- Table row (highlighted with a red box):

Learning activity ↑	Type	Duration	Events available
First Aid at Work - 3 Days	Core Skills	3 Days	3 events 20 Jan 2022 - 22 Jan 2022 09:30 - 16:30...

3. Select the “Origin of request” and “Reason” from the drop-down lists and click “Save” to book your place. A request will then be sent to your manager for approval. Please note that your place on the course will not be confirmed until your manager approves your request.

The 'Course booking details' form shows the following information:

- Course information:** First Aid at Work - 3 Days (WFD012), Date: 01 Feb 2022 - 03 Feb 2022, Time: 09:30 - 16:30
- Event booking details:**
 - Origin of request: Employee request
 - Reason: Personal development
- Learning objectives:** (Empty text area)
- Other information:**
 - Origin of request: Employee request
 - Reason: Personal development
 - Mobility constraints: Yes

Buttons: Save, Cancel

The 'Course booking details' form shows the following information after saving:

- Confirmation:** Changes have been saved.
- Course information:** First Aid at Work - 3 Days (WFD012), Date: 01 Feb 2022 - 03 Feb 2022, Time: 09:30 - 16:30
- Other participants:** Procurement and Contracts Team, John Smith
- Other information:**
 - Origin of request: Employee request
 - Reason: Personal development
 - Mobility constraints: Yes

Buttons: Cancel

4. At the top of the screen click on 'My activities' and you will be able to see that your request is Booked and the status is - "Awaiting authorisation".

Courses		My activities				
Learning activities						
Learning activities Current						
Event name	Status	Start date ↓	Failed / reason	Renewal	Cost	Attachments
First Aid at Work - 3 Days	Booked - Awaiting authorisation	01 Feb 2022	No			
Fire Marshal Training	Booked	28 Jan 2020	No			
Fire Safety Awareness	Waiting list - Awaiting...					

5. Once your manager has approved your request, you will receive an Outlook calendar invite.

Subject: Learning Event Booking - First Aid at Work - 3 Days

Location: London Borough of Hounslow -

Start time: Tue 01/02/2022 09:30 All day event

End time: Thu 03/02/2022 16:30

John Smith,

You have been booked onto a Learning Event, and the course details are as follows:

Course Name: First Aid at Work - 3 Days Start Date: 01/02/2022
 Start Time: 9:30:00
 Venue:

Your Line Manager has been informed. Joining instructions will follow shortly.

For any queries relating to this booking, please refer to your Line Manager or:

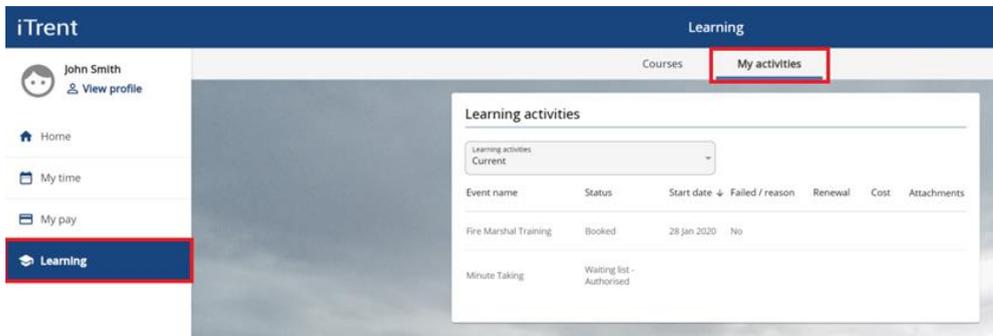
Corporate Courses : Workforce Development on 020 8583 2126/2144
 Adult Courses : Adult Social Care on 020 8583 3093/3098
 Childrens Courses : Childrens Services on 020 8583 6059

7.4 Cancelling a place from the Learning Activity Waiting List

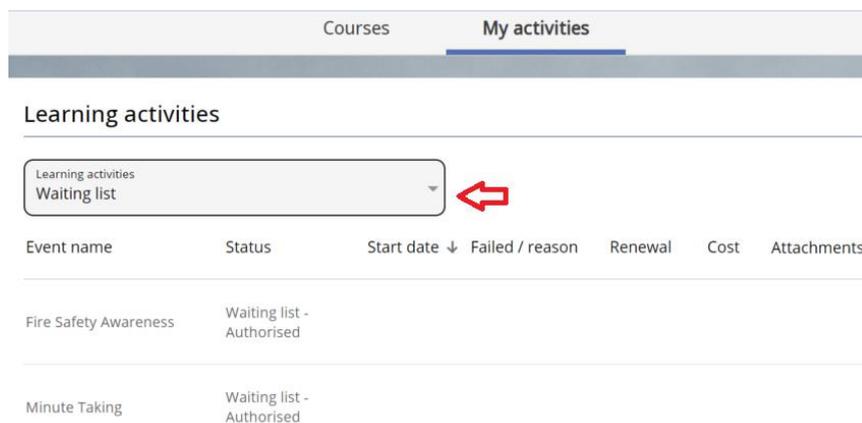
Within iHounslow, you can remove yourself from the waiting list for a learning activity. This, however, is subject to approval from your reporting manager. You will be notified of their decision via email.

To remove yourself from the waiting list for a Learning Activity, please follow the steps below.

1. On the homepage click on  Learning and then navigate to the 'My activities' section.



2. Use the drop-down menu to change the view type from 'Current' to 'Waiting List'. This will now show all courses that you are on the waiting list for.



3. Click on the learning activity you wish to be removed from the waiting list. The 'Waiting List' details screen will now appear for that learning activity. To remove yourself from the waiting list, click on "Delete".

Waiting list details

Fire Safety Awareness

Overview

To Learn about Fire Safety

Date requested (dd/mm/yyyy)

19/01/2022

Origin of request

Employee request

Reason

Personal development

Requested by

John Smith

Priority

Medium

Authorisation status

Authorised

Delete

Cancel

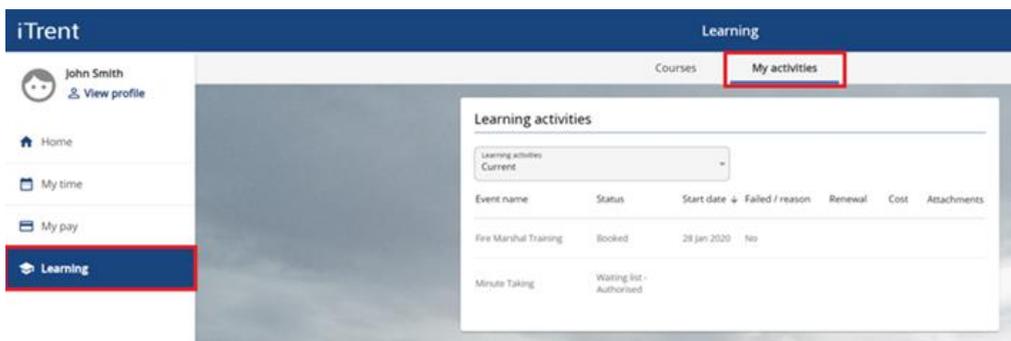
4. A request will be sent to your manager for authorisation. Once they have approved the request, you will be removed from the waiting list.

6. A request will be sent to your manager for authorisation. Once they have authorised the request, you will be removed from the waiting list.

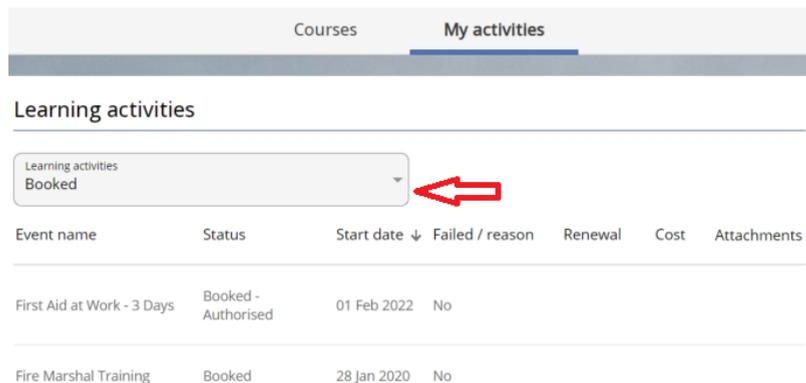
7.5 Cancelling a Booked Place from a Learning Event

Within iHounslow, you can remove yourself from a booked place on a learning event that you are currently scheduled to attend. This however, is subject to approval from your reporting manager. You will be notified of their decision via email.

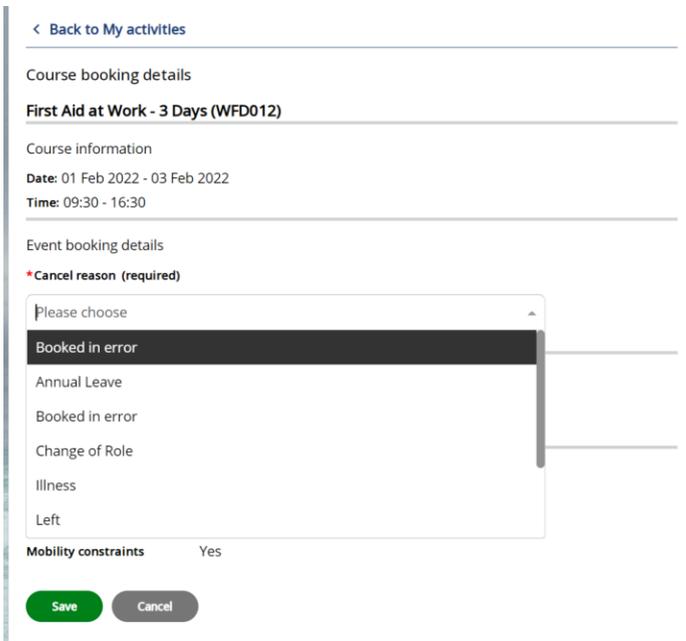
1. On the homepage click on  Learning and then navigate to the 'My activities' section.



2. Use the drop-down menu to change the view type from 'Current' to 'Booked'. This will now show all courses that you are booked on.



3. Click on the learning event you wish to be removed from. Select a 'Cancel reason' from the drop-down list and click on 'Save'.



The screenshot shows a web interface for course booking details. At the top, there is a navigation link '< Back to My activities'. Below this, the page is divided into sections: 'Course booking details' with the title 'First Aid at Work - 3 Days (WFD012)', 'Course information' with 'Date: 01 Feb 2022 - 03 Feb 2022' and 'Time: 09:30 - 16:30', and 'Event booking details'. Under 'Event booking details', there is a required field '*Cancel reason (required)'. A dropdown menu is open, showing a list of options: 'Please choose', 'Booked in error', 'Annual Leave', 'Booked in error', 'Change of Role', 'Illness', and 'Left'. The 'Booked in error' option is currently selected. Below the dropdown, there is a 'Mobility constraints' field with a 'Yes' radio button. At the bottom of the form, there are two buttons: a green 'Save' button and a grey 'Cancel' button.

4. A request will be sent to your manager for authorisation. Once they have approved your request, you will be removed from the course.