London Borough of Hounslow

iHounslow User Guide - Employee Self-Service (Basic Access)

iHounslow

Version 1.0
February 2022

Contents

1. INTRODUCTION 3
2. HOME PAGE 4
3. FORGOTTEN PASSWORD EMAIL RECOVERY SETUP 6
3.1 Reset password 7
4. MY PROFILE 10
4.1 Change Address Details 11
4.2 Change Bank Account Details 12
4.3 Input/update Next-of-Kin or Emergency Contacts 13
4.4 Update sensitive information 14
5. MY TIME 28
6. MY PAY 29
6.1 View payslips/P60s 29

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

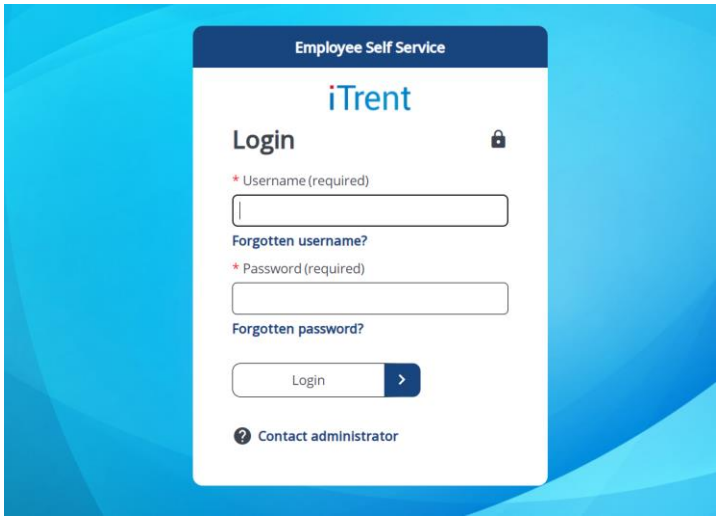
You can log into iHounslow using either Microsoft Edge or Google Chrome.

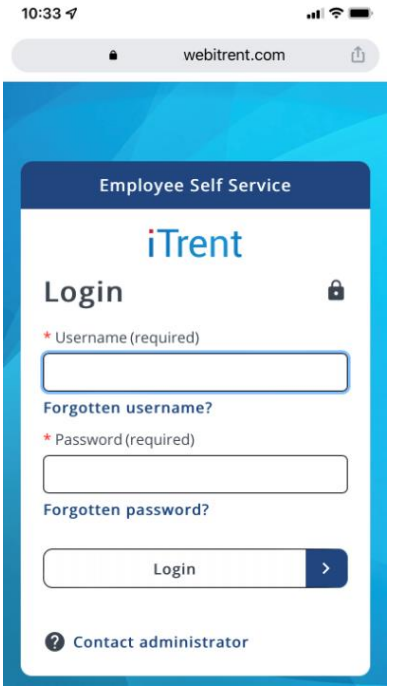
To log into Employee Self-Service, click on the link below:

https://lbhouli.webitrent.com/lbhouli_ess

Alternatively you can access the login screen by scanning the below QR code with

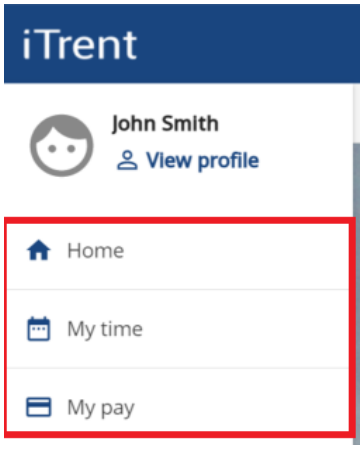
your camera on a mobile device:





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.

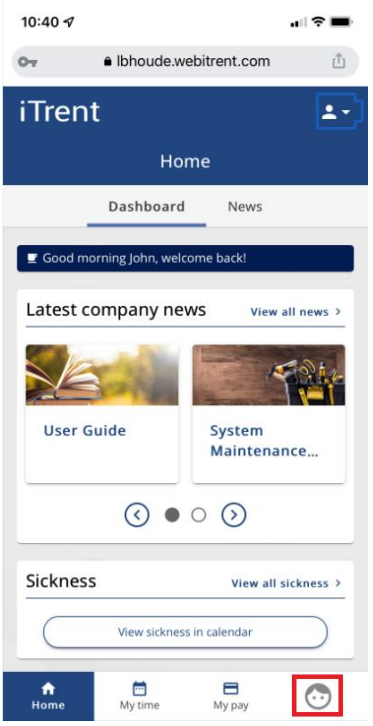


My time – Submit/amend annual leave & other absence requests. View sickness details. View your calendar.

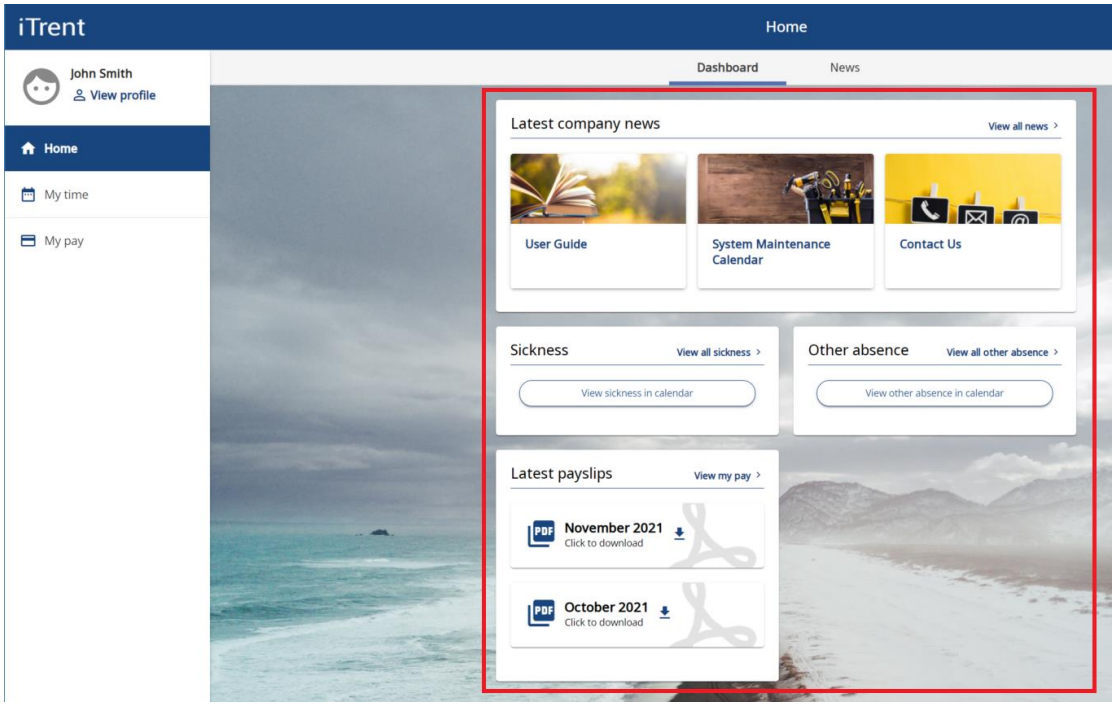
My pay – View payslips/P60s. Submit expense/overtime claims.

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.



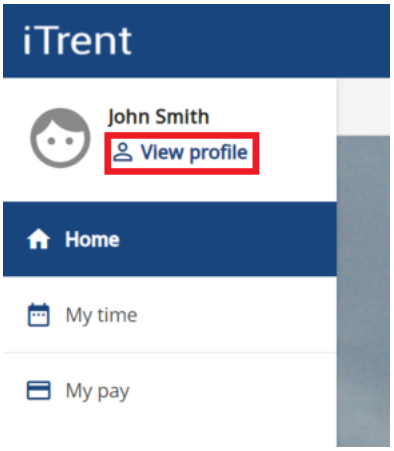
At the top are the Company News articles where you can read important information published by the Council. To view all Company News articles, either click on ‘View all news’ or click on the ‘News’ tab at the top. Scroll down to view other widgets relating to sickness, absence, expenses and payslips.

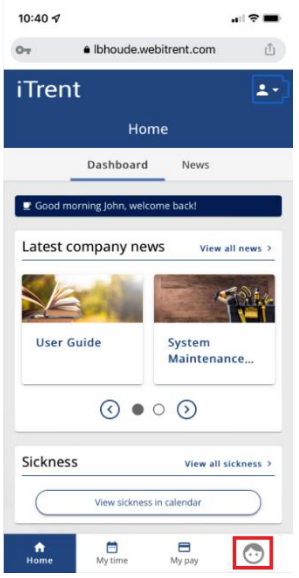
3. FORGOTTEN PASSWORD EMAIL RECOVERY SETUP

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.

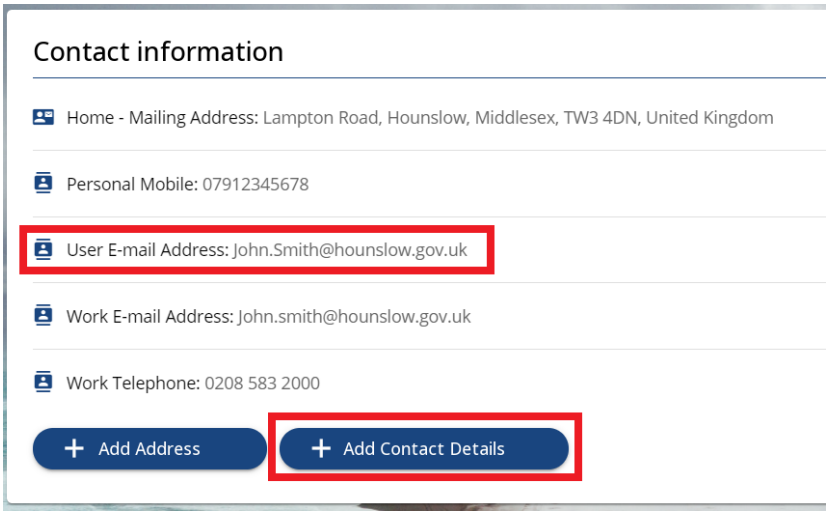
In order to use this feature, you must first ensure that you have a User e-mail address set up in the system. This will usually be set up by the iHounslow team when they create your login details, but please ensure that you check and update it if needed. To check/set-up your email address please follow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

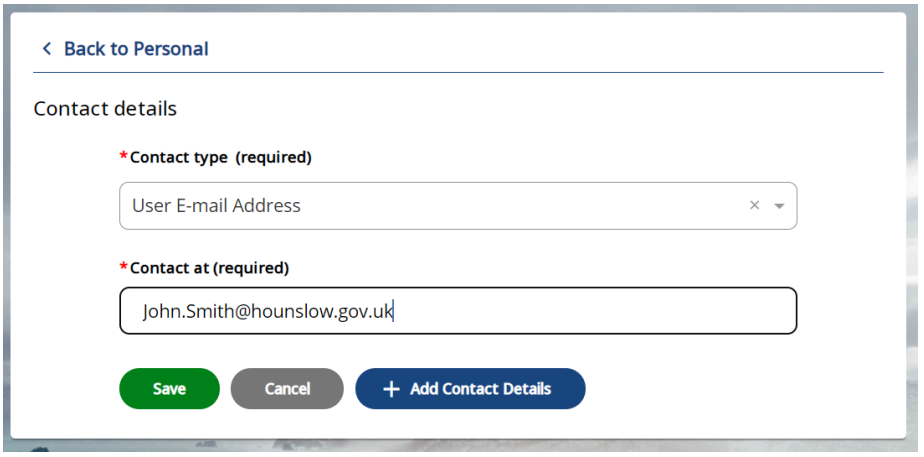




2. Scroll down to the ‘Contact information’ section. If a User E-mail Address already appears and is correct, no further action is required. If you cannot see a User E-mail Address click on + Add Contact Details.

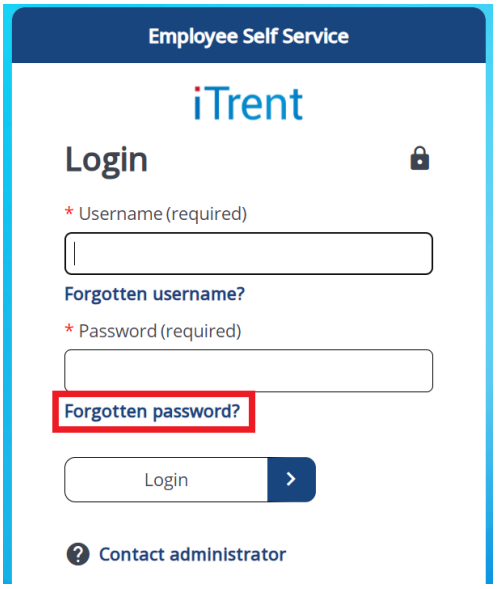


3. Open the ‘Contact type’ drop-down list and select ‘User E-mail Address’. Then input your email address in the ‘Contact at’ field. Then click on ‘Save’.

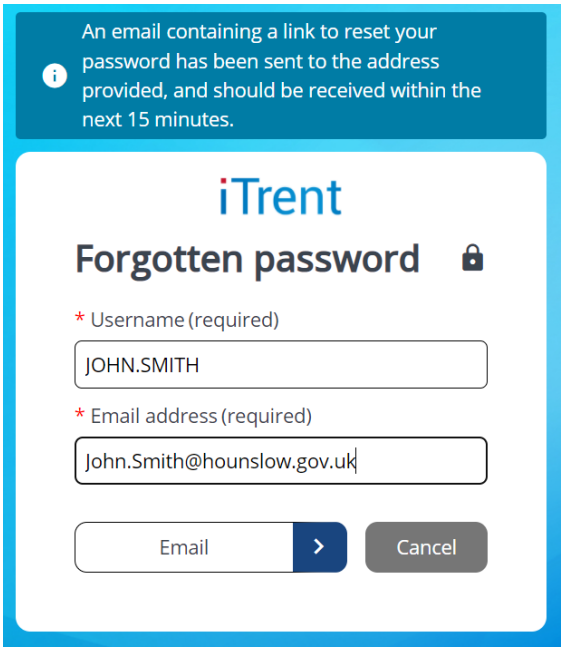


3.1 Reset password

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

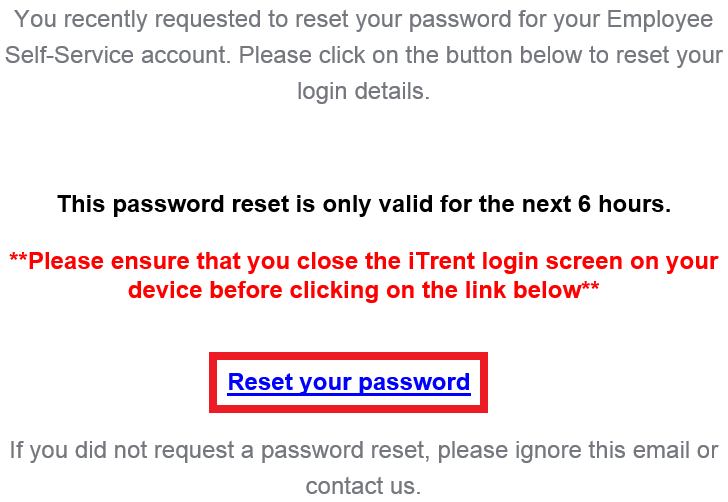


2. You will be prompted to confirm your username and the email address that is registered to your account. Then click on “Email”. If your details are verified correctly, a message will appear notifying you that an email has been sent to you.

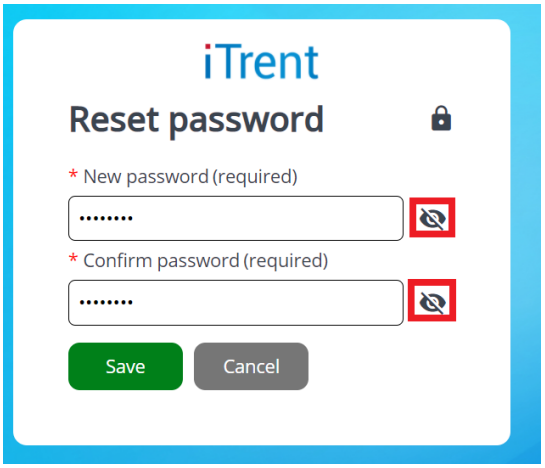


The email can take up to 15 minutes to be delivered. If after 15 minutes you still haven’t received the email please check your junk/clutter folders as it may have been flagged as spam by your email provider.

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



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.

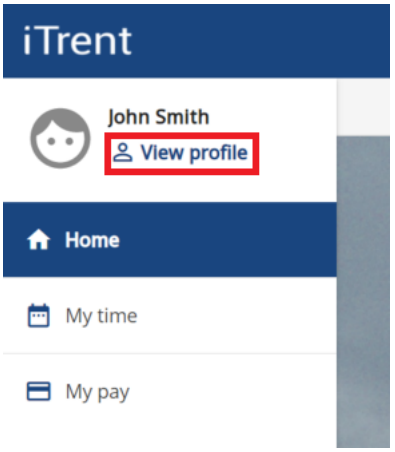


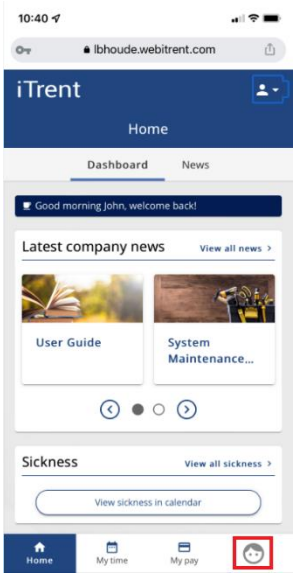
Your new password must meet the following criteria:

- 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.

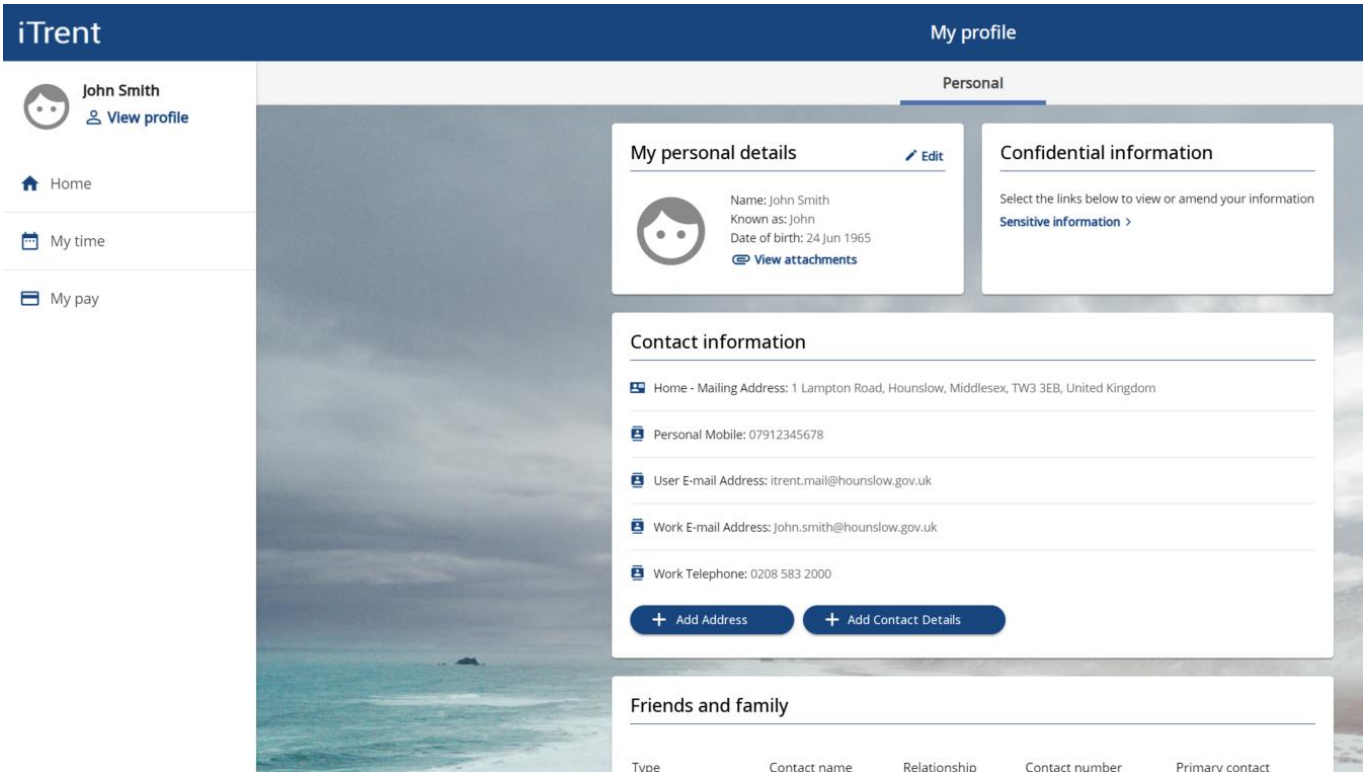




The 'My Profile' section holds your personal information which you can view and, in most cases, amend. Please ensure your details are correct. Sensitive information should be completed when you first login. You do have the option to select 'Prefer not to say'.

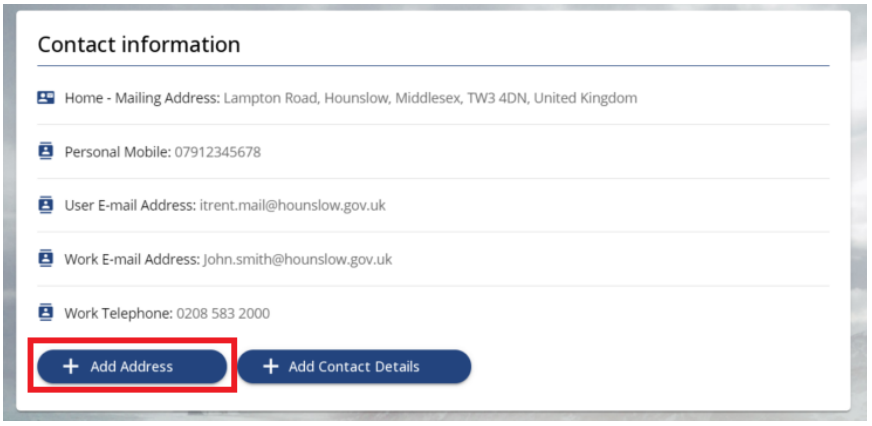
Should your marital status or name change, please inform your HR Team as they will need to verify the change of name and then update your record for you.

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.

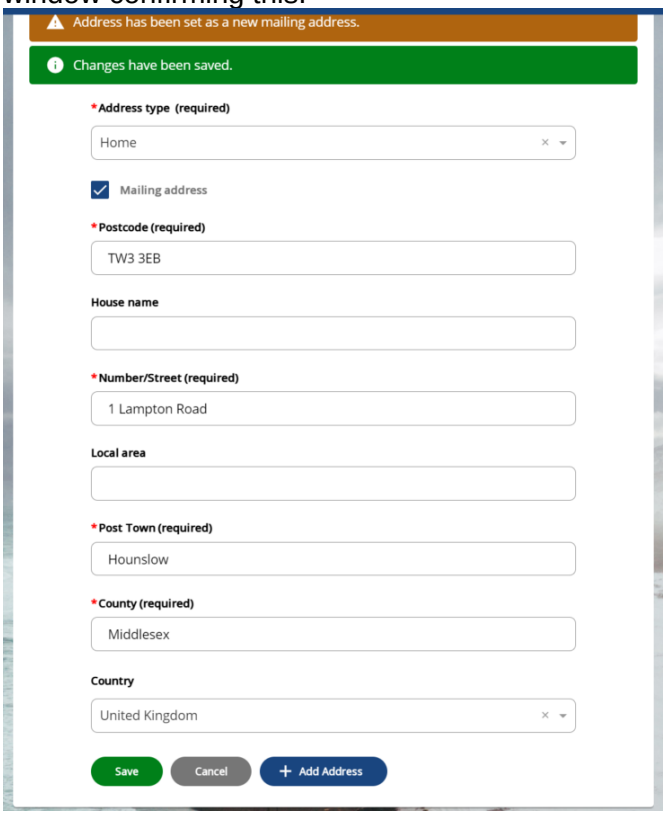


4.1 Change Address Details

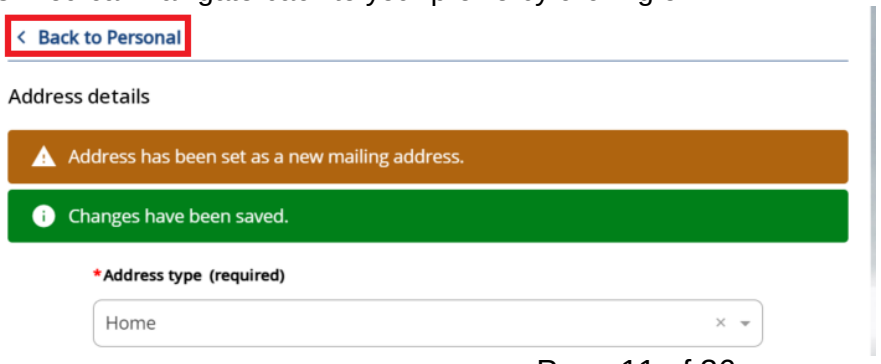
1. If you have moved to a new address and need to update your home address details, click on + Add Address .



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.

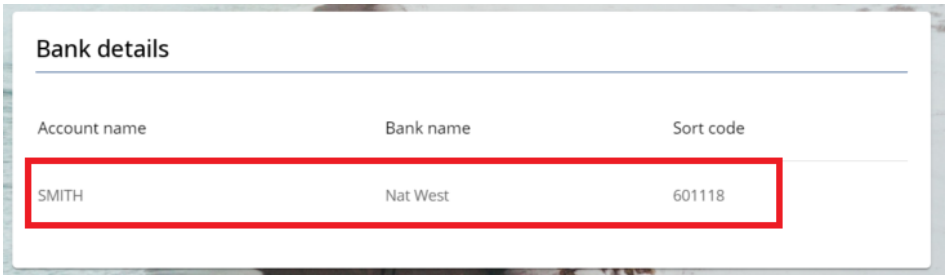


3. You can navigate back to your profile by clicking on < Back to Personal at the top of the window.

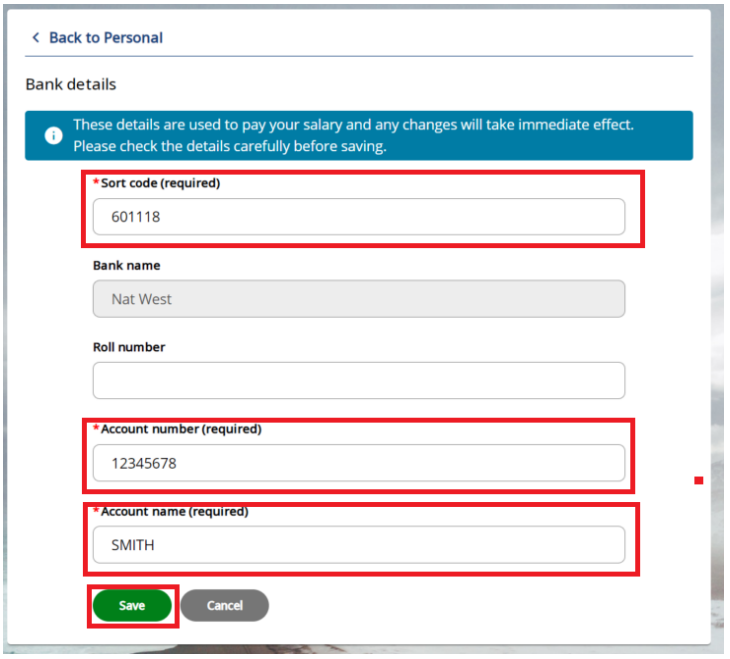


4.2 Change Bank Account Details

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.



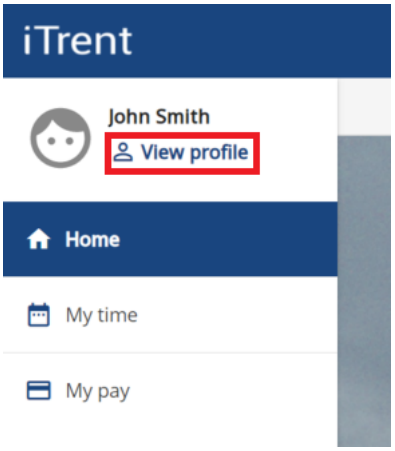
2. Input your sort code, account number and account name. Input your account roll number if you have one. This will usually only be applicable if your bank is a building society. Then click on 'Save'. You do not need to input your bank name as the system will validate and update your bank name automatically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

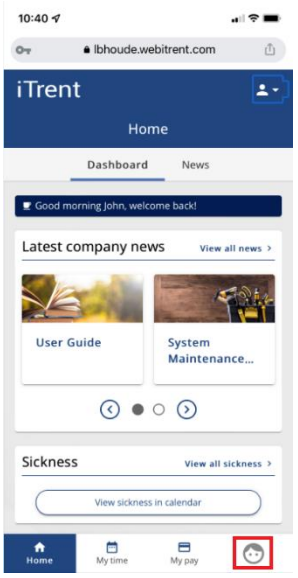


4. If an 'Invalid Sort Code' error message is displayed, this means that your sort code has not been validated. Please double check that the sort code is correct. If it is correct and you're still receiving the below error message, please contact ihounslow.help@hounslow.gov.uk .

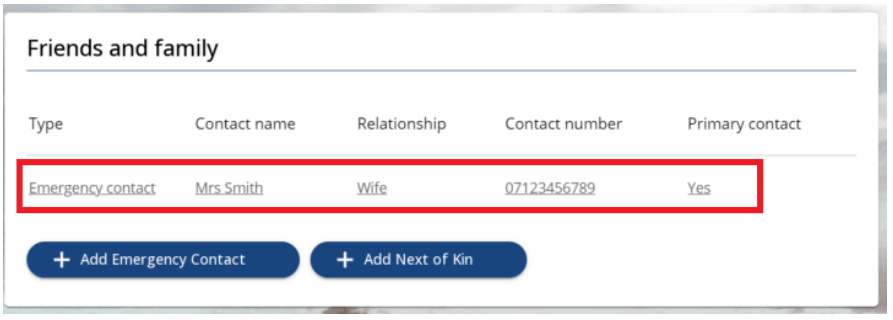
4.3 Input/update Next-of-Kin or Emergency Contacts

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





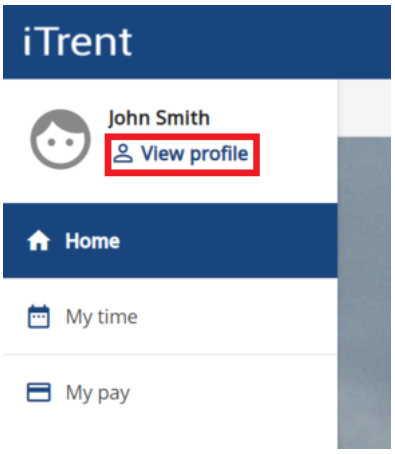
2. Scroll down to the "Friends & Family" section. To update an existing record click on it and amend the relevant fields. Then click 'Save'.

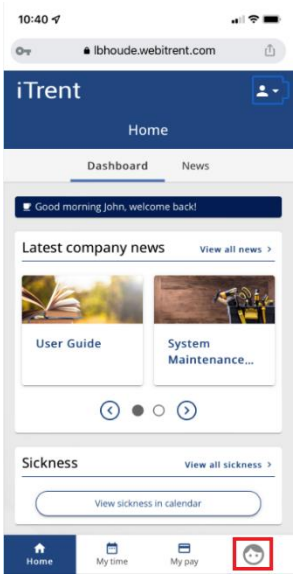


3. To add a new emergency contact/next of kin, click on the appropriate option and complete the relevant fields. Then click on 'Save'.

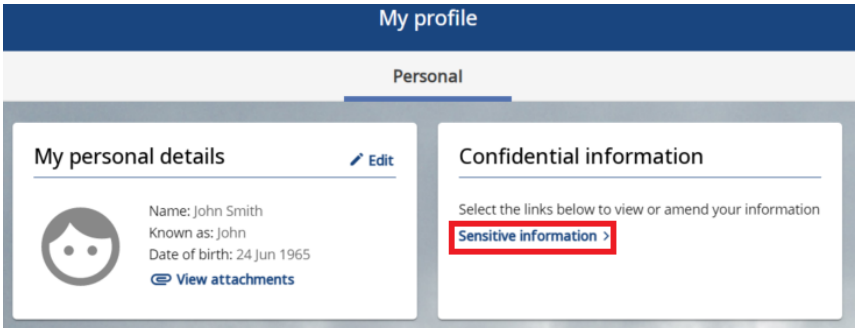
4.4 Update sensitive information

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

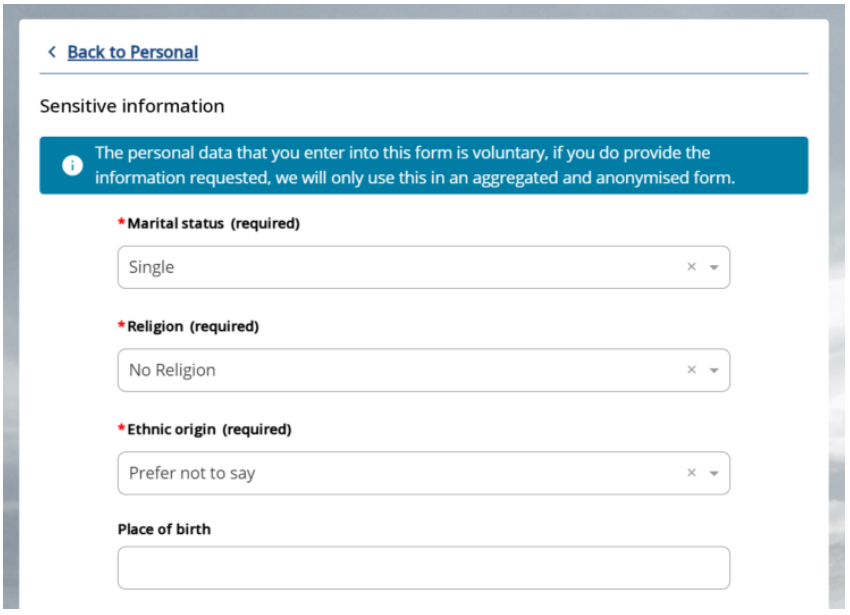




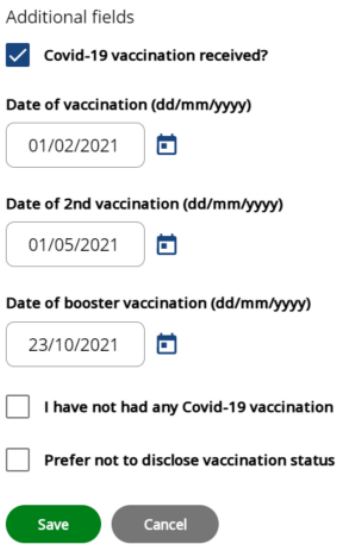
2. Click on “Sensitive information” within the ‘Confidential information’ section.



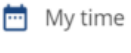
3. Your sensitive information will be displayed on screen. You can update any fields as required and then click on ‘Save’ when finished. If you do not want to disclose your sensitive information there is an option of ‘Prefer not to say’ for each field.



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**".

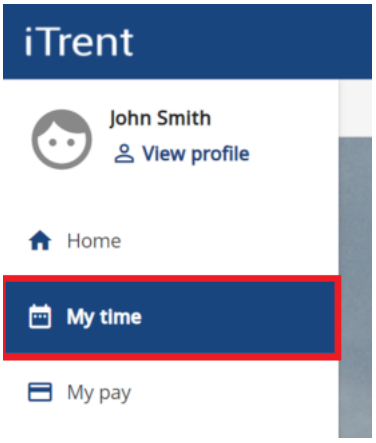


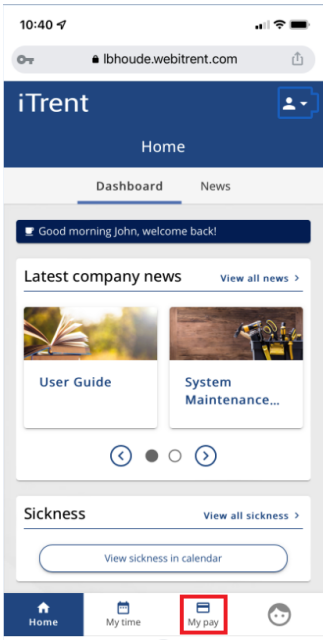
5. MY TIME

To view absence details, click on 

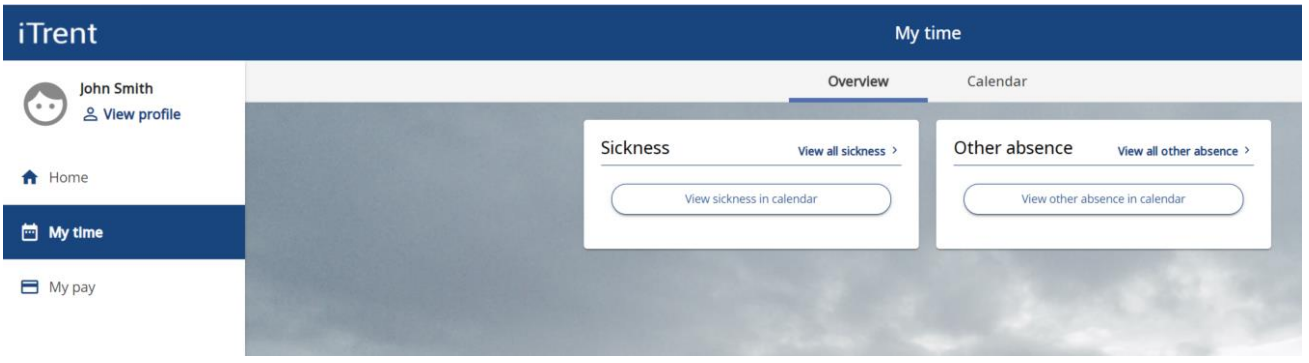
on the left side of the homepage. On a mobile device click on the

icon at the bottom of the screen.





This page allows you to view your sickness absence details. Your personal calendar can be viewed by clicking on ‘Calendar’ at the top of the screen.

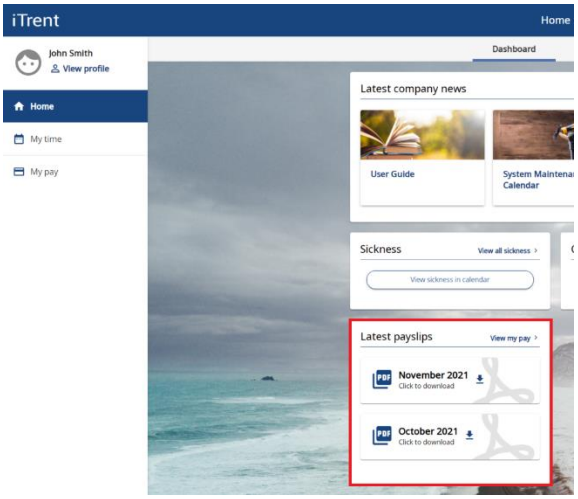


If you have any queries about your sickness absence details, please contact HR.

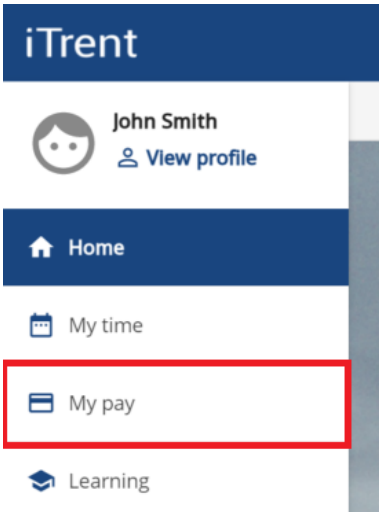
6. MY PAY

6.1 View payslips/P60s

1. Your payslips can be accessed 2 different ways:



Or

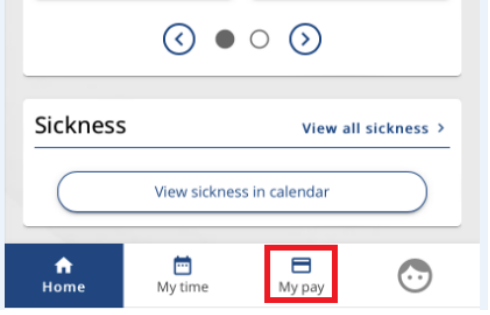


On the homepage, scroll down to the 'Latest payslips' widget and click on the icon next to the relevant payslip.

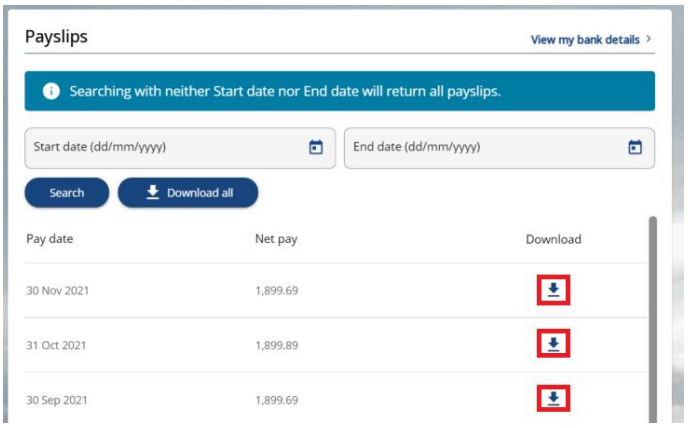
Alternatively click on View my pay > to view more payslips.

On the left side of the screen click on My pay

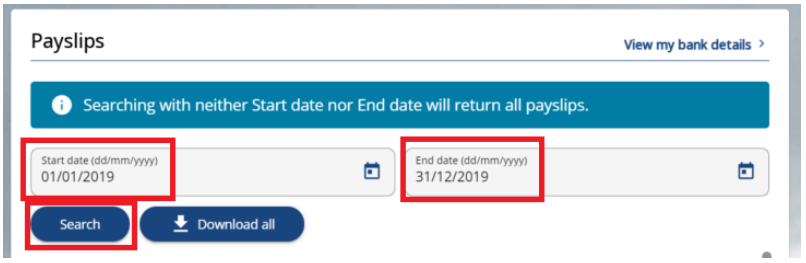
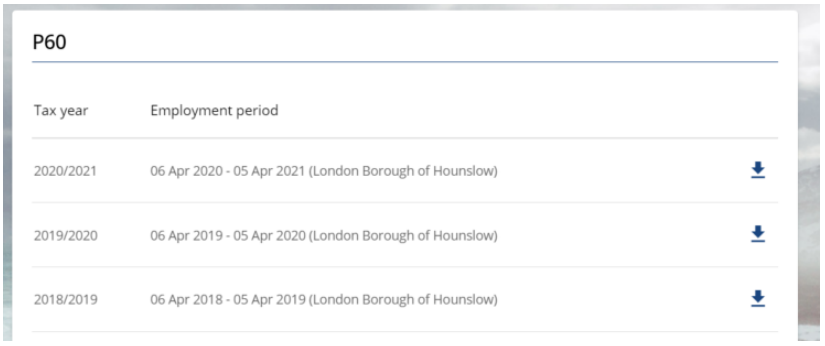
On a mobile device click on My pay the icon at the bottom of the screen.



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.