

QUEEN'S UNIVERSITY BELFAST

iTrent - Self Service

User Guide

Contents

1. Introduction.....	2
2. Accessing iTrent Self Service (SS)	3
3. Areas in iTrent Self Service	5
Sections.....	5
Cards	6
Updating a card	6
Adding a card.....	6
4. Emergency contacts / ICE Numbers	7
5. View your payslip	10
6. Book yourself on to a Training Course	12
7. Cancel a Training Course	16
8. Book onto a waiting list	17
9. Informing the Training Units of your Special Requirements	20
10. To leave iTrent Self Service.....	21
11. For further assistance	21

1. Introduction

1.1 What is iTrent?

iTrent Human Resources & Payroll management system is a core University system that helps manage the administration and reporting requirements for many key processes within Human Resources and Payroll. Key processes include core personnel records, payroll, recruitment, absence, training, etc.

1.2 What is Self Service (SS)?

The system incorporates a number of related modules of functionality, one of which is Self Service (SS). This module enables members of staff to update and maintain information about themselves, for example, home address or emergency contact.

iTrent SS was initially launched in September 2009 as the new system for enrolment onto University training courses and is now used as the primary University system for training administration.

iTrent SS will be an evolving area so keep watching as additional aspects will be added in due course.

1.3 Minimum PC Requirements

Requirement	Minimum	Recommended
Processor	2GHz	2GHz or higher with dual or quad-core
Memory (RAM)	1GB	2GB
Network interface	10/100 Mbps wired or Wi-Fi	1000 Mbps wired
Display	1024x768 pixels with 16-bit colour	1280x1024 pixels with 32-bit colour
Operating system	Windows XP (SP3)	Windows 7 or later
Browser support	Microsoft Internet Explorer 8 Mozilla Firefox 21 Google Chrome 25	Microsoft Internet Explorer 9/10 Mozilla Firefox 21 or later Google Chrome 25 or later

iTrent Self Service has been developed as a zero client footprint application. This means that there is no reliance on any particular platform combination. The iTrent Self Service application may be compatible with other devices however not all features will be available on smart phones or tablets.

Please note that JavaScript must be enabled on all platforms and browsers.

2. Accessing iTrent Self Service (SS)

iTrent Self Service is accessed via Queen's Online, the University Intranet, from home or on campus.

Go to www.qub.ac.uk/qol and log into Queen's Online.

Queen's Online Login

Queen's Online has been updated.
Please read the information below before proceeding to login.

Login Information

- Staff: please use your University user name and password, supplied by Queen's Online or Personnel, as your login credentials.
- Students: please use your Student Number and password supplied to you at registration as your login credentials
- When you click the Queen's Online Login link below a window similar to the one shown on the right will appear.
- ALL USERS MUST** now enter ads\ in the user name box before entering their user name, for example your user name when entered will look similar to this: User name: ads\1000000
- [Login to Queen's Online](#)

[Login to Queen's Online](#)

Registered staff who have forgotten their login details please contact the helpdesk (Tel. 028 9097 3760).

Usage of Queen's University computer resources is subject to [security and acceptable use policies](#).

This displays your Queen's Online Home page.

Queen's Online

Queen's University Belfast | My Site | My Links | Welcome Glenn Campbell

Queen's Online

QOL Home

Computer Helpdesk

My Email

My Files

Qsis

Registration Wizard

My Services

- Administration
 - Absence
 - Absence Maintenance
 - Dept Timetables
 - Employment Details
 - Financial Applications
 - Hr Management Reports
 - Internal Vacancies
 - My Bookmarks
 - New Purchasing Cards
 - New Starts
 - PDP E-Folio
 - Programme Specification Viewer
 - Qub Establishment
 - Qub Inventory
 - Staff ICE Numbers
 - Staff Reports
 - Staff Statistics
 - Timetabling And Room Booking
 - Trent Internal Vacs
 - Trent Job Vacancies
 - Trent Phone Apps
- Other

Announcements

- Christmas Card
- The Christmas Card application is now available. Go to the "Christmas Card" link under 'My Services' to access the application.

My Library

Unable to load data.

My Modules

My Schools / Directorates

- Human Resources

University News

- Theft of former Cypriot President's body could jeopardise peace efforts Thu, 17 Dec 2009
- History lessons with a difference on Queen's 'Out to Lunch' menu Thu, 17 Dec 2009
- Sangor swimming star makes a splash at Queen's Sport Bursary awards Wed, 16 Dec 2009

University Documents

- Staff Documents
 - Reports
 - Policies
 - Corporate
 - Strategies
 - QOL Virtual Learning Environment Manual.pdf

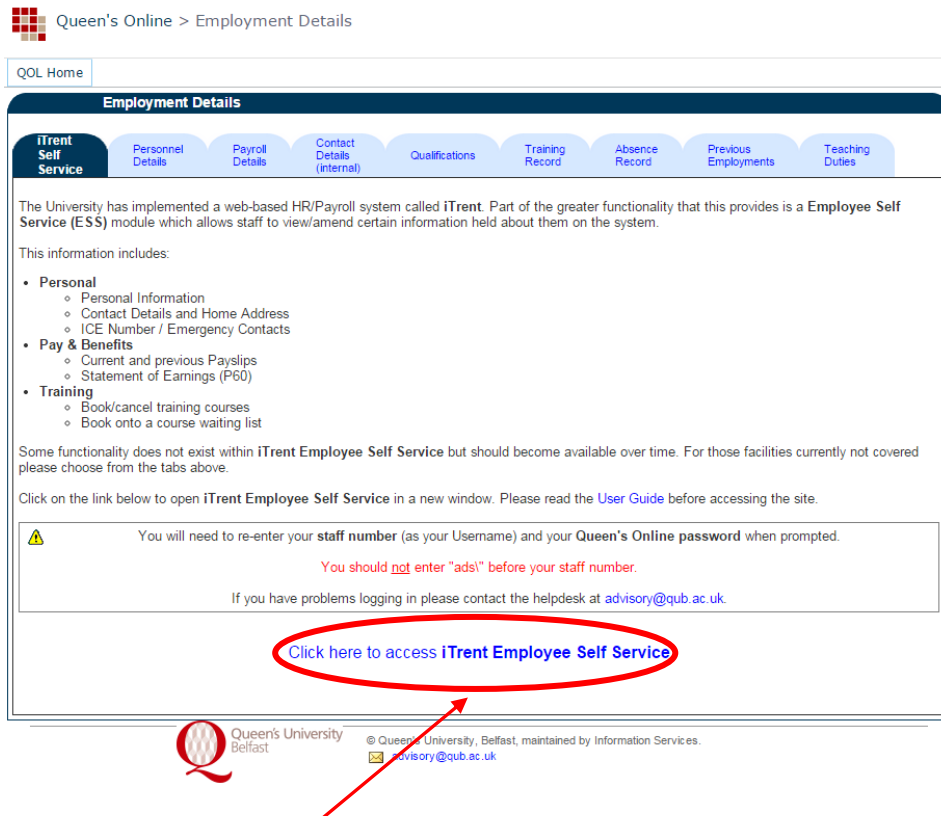
Quick Links

- Staff University Links
- Staff Other Links

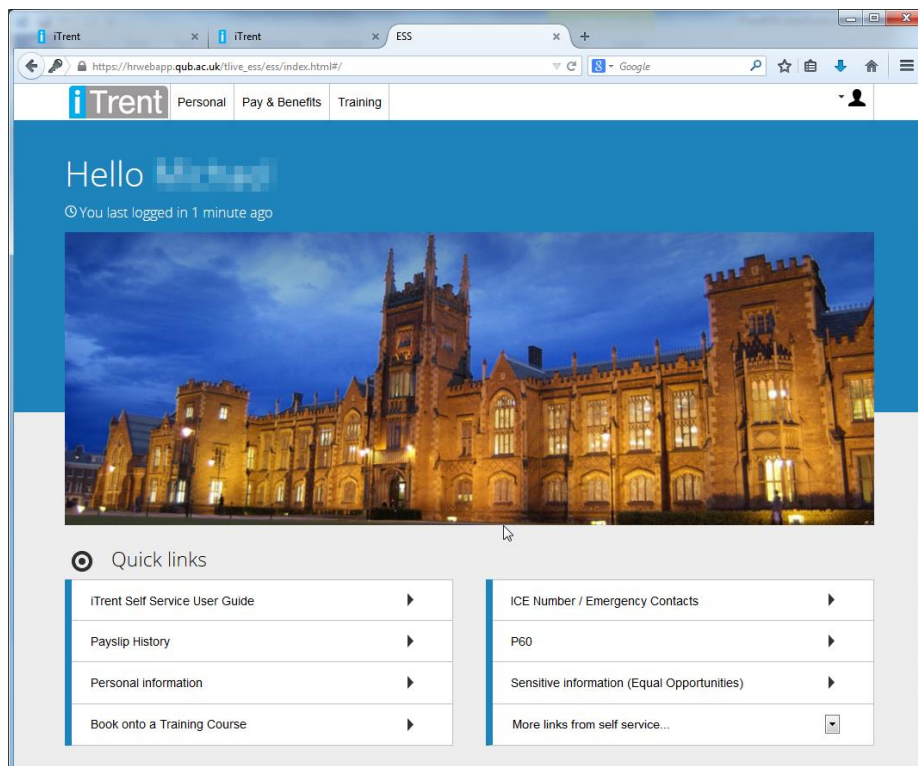
Contact Details

- General Contacts
- Staff Contacts & Phonebook
- Student Guidance Centre

The Employment Details link will open the following screen in a new window.

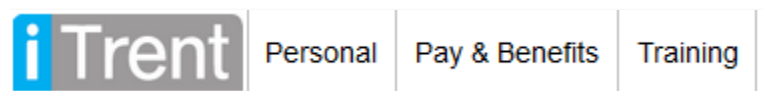


Click on **Click here to access iTrent Self Service**. You will be asked to re-enter your username (staff number) and password (same as your QOL password). This displays the **iTrent Self Service Home page**:



3. Areas in iTrent Self Service

There are 3 main areas in **iTrent SS**: Personal, Pay & Benefits and Training. They appear as links at the top of the site.



Sections

The 3 main **areas** are outlined below and are made up of a number of **sections**. Below outlines some of the functionality in each area/section:

Area 1. Personal

Section 1. My personal details

- i. Update some Personal Information
- ii. Update your Sensitive Information
- iii. Update your Special Requirements

Section 2. Contact Information

- i. Update your contact details (home/mobile telephone number)
- ii. Update your home address

Section 3. Friends & Family

- i. Update your Emergency contacts / ICE Numbers
- ii. Update your Next of Kin

Area 2. Pay & Benefits

Section 1. Payslips

- i. View your payslip

Section 2. P60

- i. View your P60s

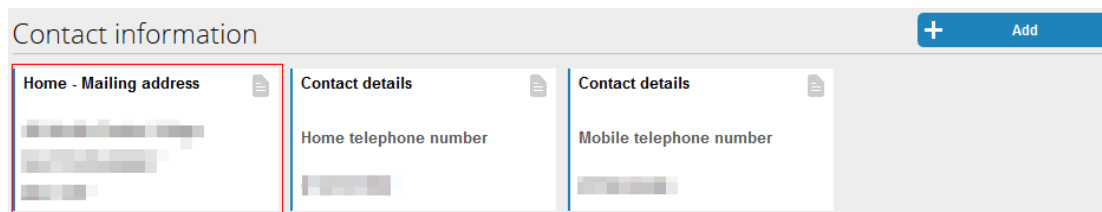
Area 3. Training

Section 1. Training Courses

- i. Book a training course
- ii. Cancel a training course
- iii. Book onto the waiting list of a course
- iv. View your personal learning account

Cards

The data for each **section** is then divided into **cards**, with the most current cards always appearing on the left. So under Contact information there might be cards for Home address, Contact details, and so on, as pictured below:



Updating a card

To update the information held on a card, simply click or tap anywhere on the card. The fill-in form for that card will appear.

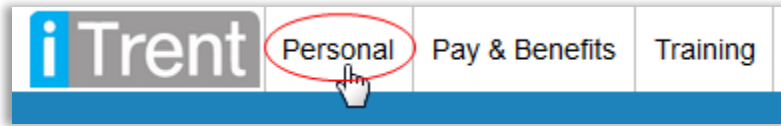
Adding a card

Some sections allow users to add another information card. For example in the Personal Information section of Personal, clicking will display a drop down list, from which you can choose to Add an address or Add contact details. Clicking either will display a details form. Complete the form as required and click Save to store the details and close the form. A new card will then appear under the section heading.

4. Emergency contacts / ICE Numbers

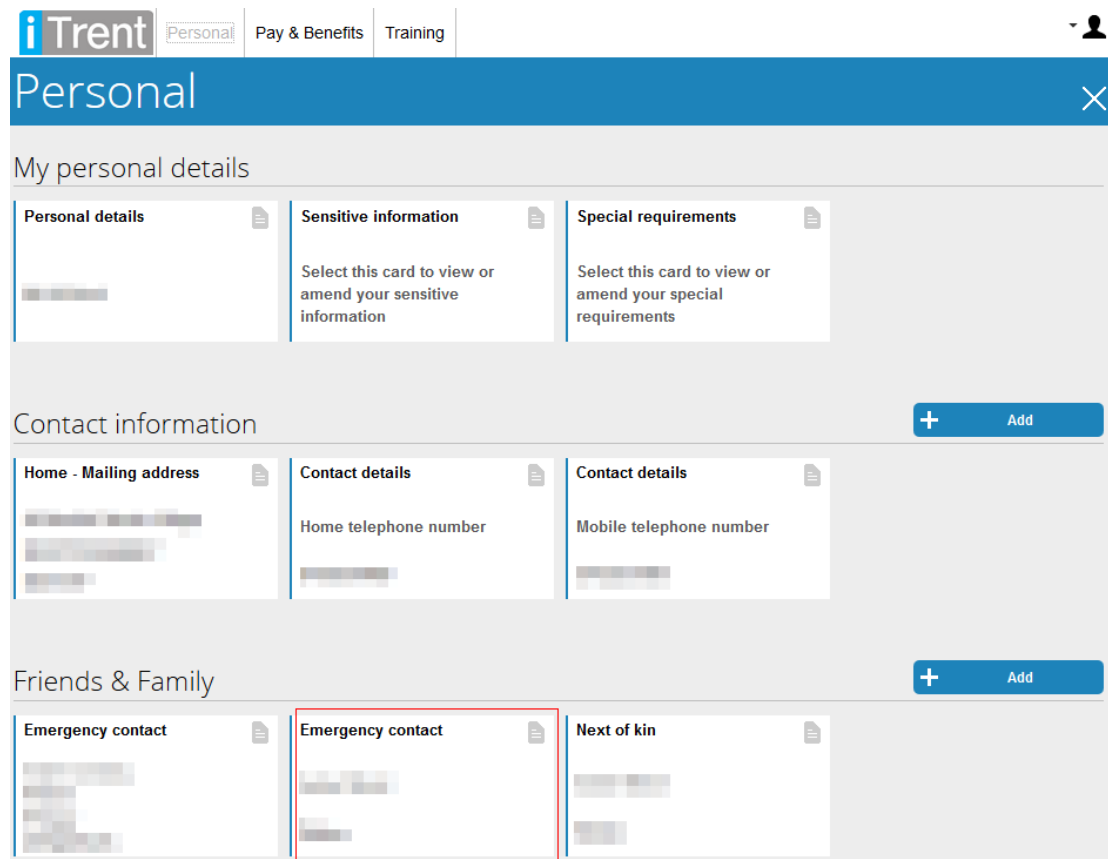
Note: ICE – In Case of Emergency

1. On the **SS** Home page, click on the **Personal** link.

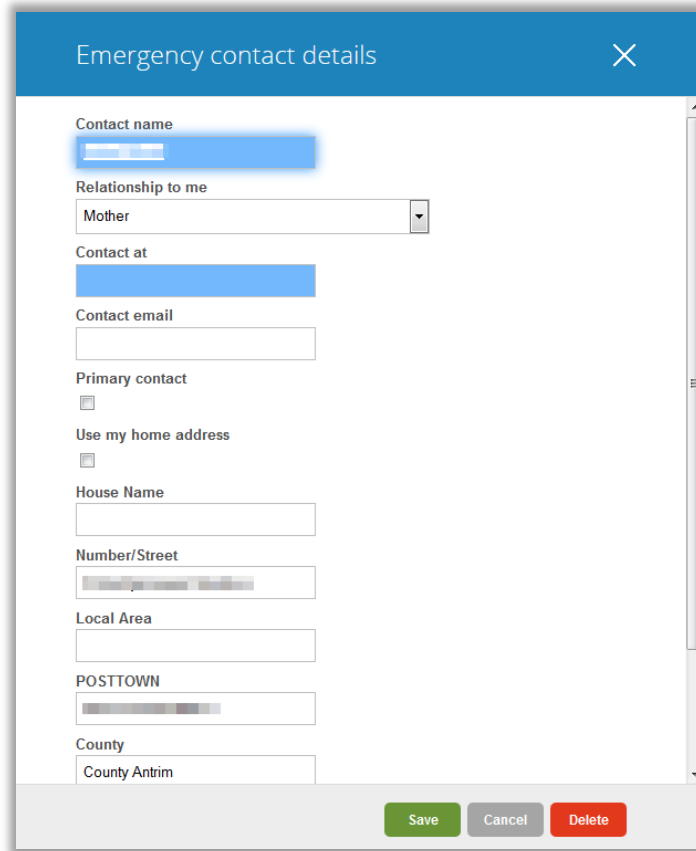


2. Updating an existing emergency contact

- a. If you have previously entered an emergency contact then their details will appear in the **Friends & Family** section. Click the emergency contact to amend their details.

A screenshot of the iTrent 'Personal' page. The page has a blue header with the iTrent logo and navigation tabs for 'Personal', 'Pay & Benefits', and 'Training'. Below the header is a section titled 'My personal details' with three cards: 'Personal details', 'Sensitive information', and 'Special requirements'. Below that is a section titled 'Contact information' with three cards: 'Home - Mailing address', 'Contact details', and 'Contact details'. Below that is a section titled 'Friends & Family' with three cards: 'Emergency contact', 'Emergency contact', and 'Next of kin'. The second 'Emergency contact' card is highlighted with a red border. There are 'Add' buttons in the top right of the 'Contact information' and 'Friends & Family' sections.

- b. A form will be displayed allowing you to update the emergency contact details. Amend the information as necessary and click **Save**.

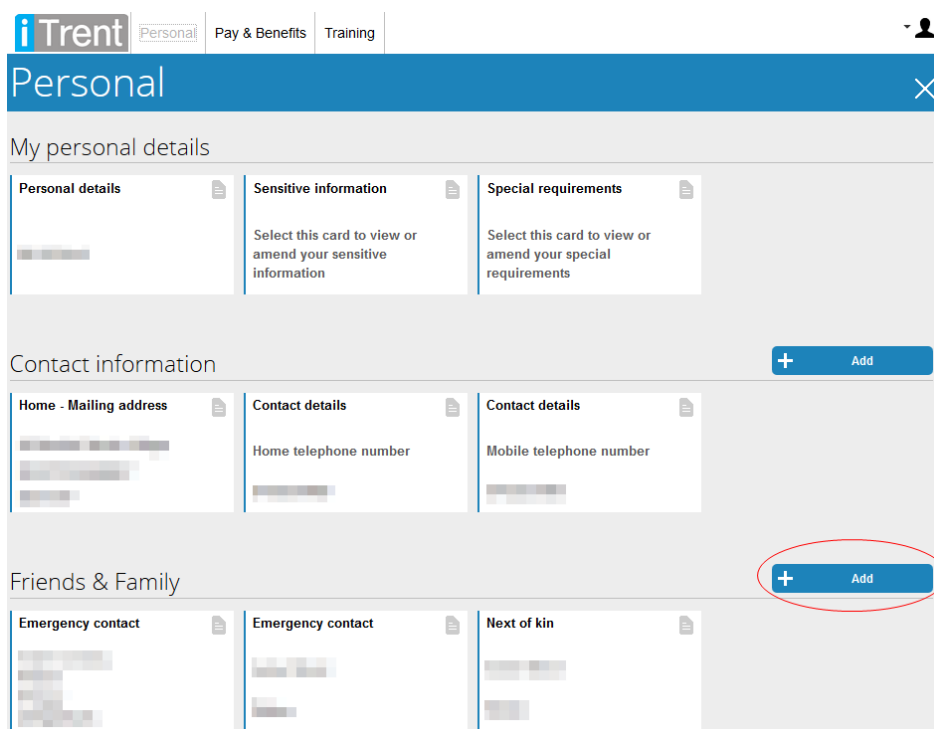


The screenshot shows a form titled "Emergency contact details" with a close button (X) in the top right corner. The form contains the following fields and options:

- Contact name: [Redacted]
- Relationship to me: Mother (dropdown menu)
- Contact at: [Redacted]
- Contact email: [Empty text box]
- Primary contact:
- Use my home address:
- House Name: [Empty text box]
- Number/Street: [Redacted]
- Local Area: [Empty text box]
- POSTTOWN: [Redacted]
- County: County Antrim

At the bottom of the form, there are three buttons: "Save" (green), "Cancel" (grey), and "Delete" (red).

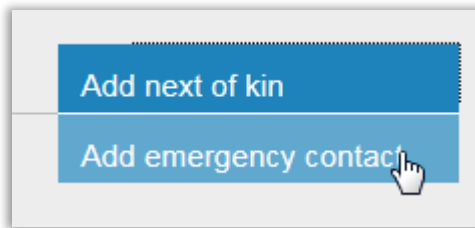
3. If you have not previously added an emergency contact, click on **Add** to the right of the **Friends & Family** section.



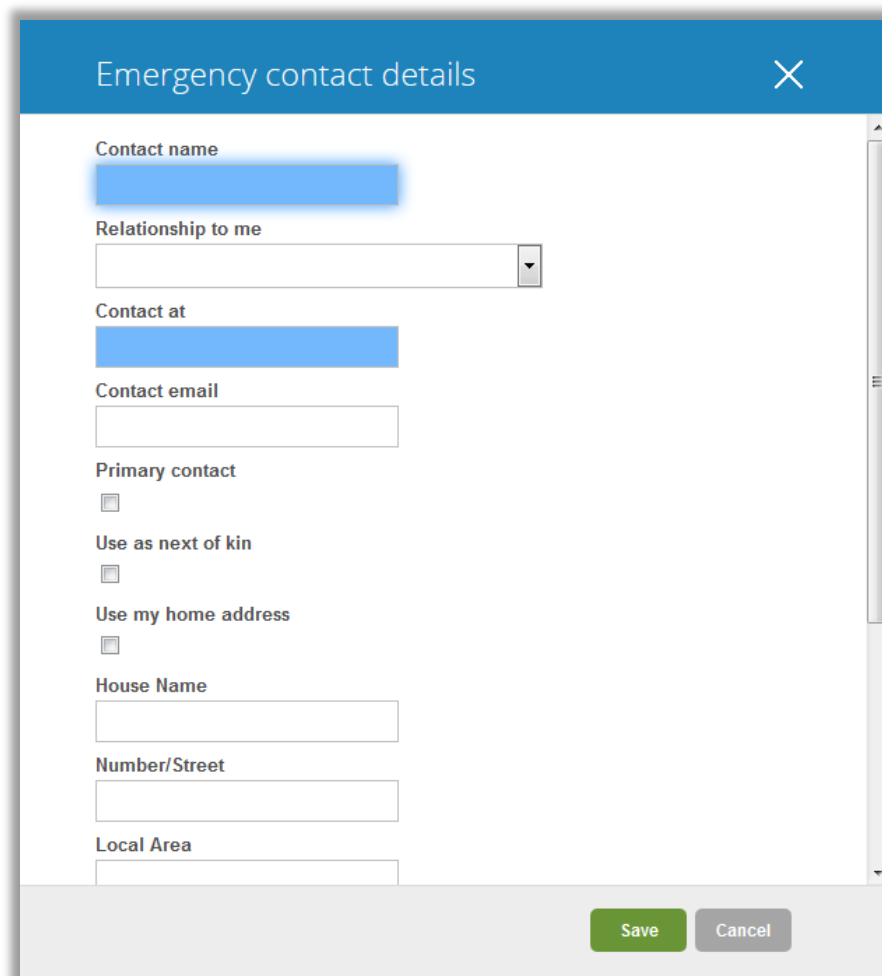
The screenshot shows the iTrent Personal dashboard. The top navigation bar includes "iTrent", "Personal", "Pay & Benefits", and "Training". The main content area is titled "Personal" and contains the following sections:

- My personal details:** Three cards for "Personal details", "Sensitive information", and "Special requirements".
- Contact information:** Three cards for "Home - Mailing address", "Contact details", and "Contact details". A blue "+ Add" button is located to the right of this section.
- Friends & Family:** Three cards for "Emergency contact", "Emergency contact", and "Next of kin". A blue "+ Add" button is located to the right of this section and is circled in red.

4. Then click **Add emergency contact**.



5. A form will be displayed allowing you to add a new emergency contact. Complete the form and press **Save**.

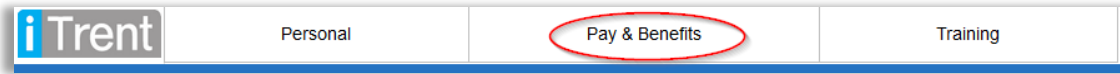
A screenshot of a web form titled 'Emergency contact details' with a close button (X) in the top right corner. The form contains the following fields and options:

- Contact name**: A text input field with a blue highlight.
- Relationship to me**: A dropdown menu.
- Contact at**: A text input field with a blue highlight.
- Contact email**: A text input field.
- Primary contact**: A checkbox.
- Use as next of kin**: A checkbox.
- Use my home address**: A checkbox.
- House Name**: A text input field.
- Number/Street**: A text input field.
- Local Area**: A text input field.

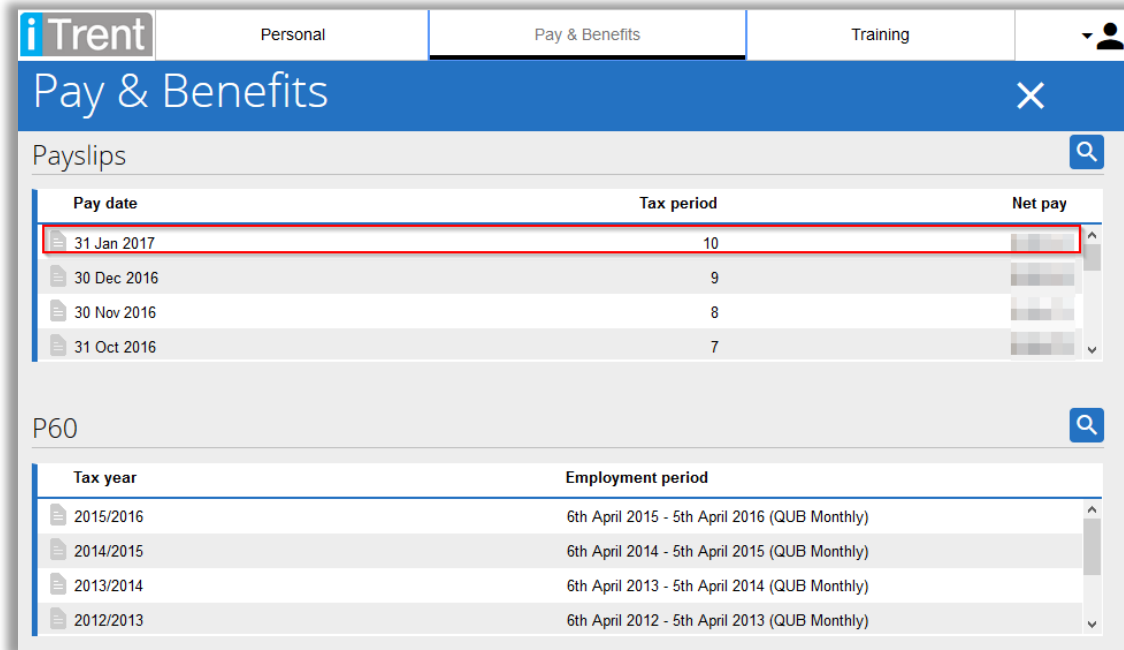
At the bottom right of the form, there are two buttons: a green 'Save' button and a grey 'Cancel' button.

5. View your payslip

1. On the **SS** Home page, click on the **Pay & Benefits** link.



2. This screens shows the Payslip section and the P60 section. Select the payslip you wish to view from the list provided.



3. The payslip should appear on screen. Click the **Download** button to download a PDF version of the payslip.

Payslip

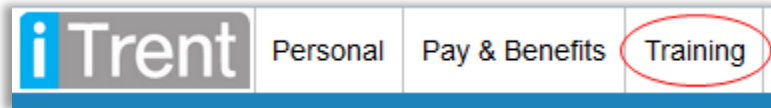
Payment/Benefit	Cash	Deduction	Cash
USS 2016 Match AVC		USS 2016 Pension Scheme	
Salary Sacrifice		Tax	
BASIC PAY		USS 2016 Matched DC AVC	
Pension + 2016		NI - A	

Name: [REDACTED]	Total payments: [REDACTED]
Pay date: 30/12/2016	Total deductions: [REDACTED]
Tax code: 1100L Cumulative	Net pay: [REDACTED]
Tax month: 9	
National Insurance category: A	
Legislation: UK	
Currency: British Pound	
National Insurance number: [REDACTED]	

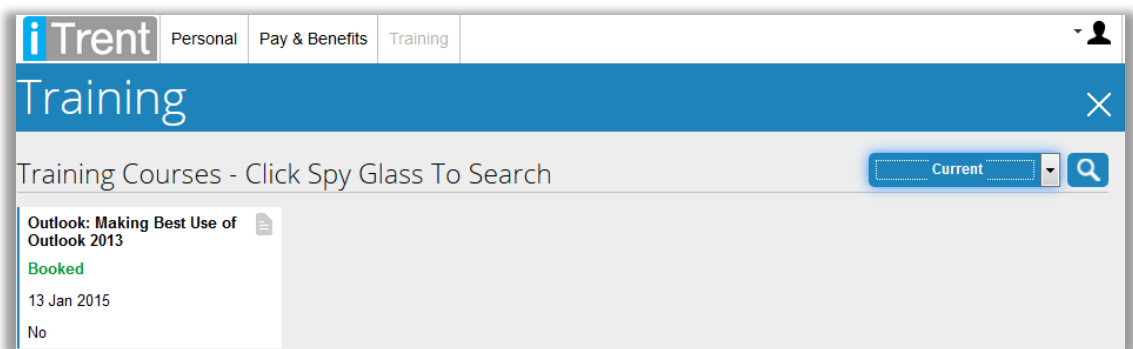
[Print](#) [Cancel](#) [Download](#)

6. Book yourself on to a Training Course

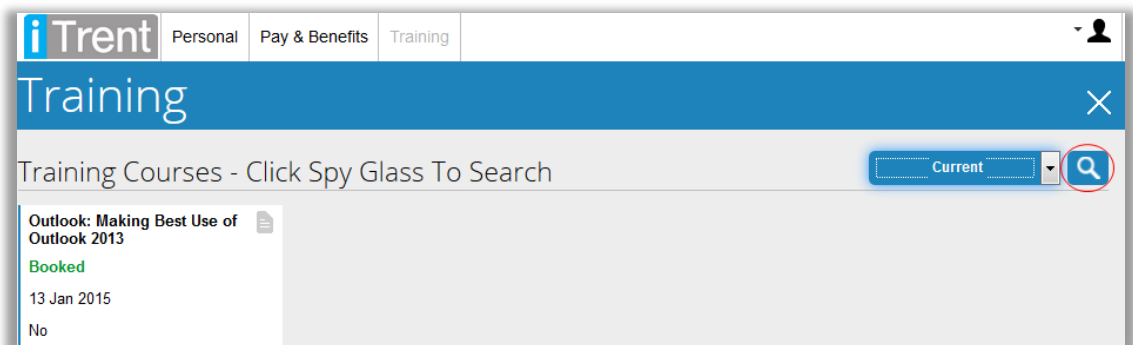
1. On the **SS** Home page, click on the **Training** link.



2. By default, this screen shows courses that you are **currently** booked onto. Change the drop down menu to “All” to also show courses that you are booked onto, completed, cancelled, etc.



3. Click on the spyglass (circled in red) to search for upcoming courses that you can book onto.



- This displays a form where you can search for available courses. Enter a search term (e.g. QSIS) and click **Search**.

Search courses [X]

Search for

Start date

End date

Filter results:

Only show courses with availability

Search Cancel

- The screen that follows will list all courses that are currently scheduled, and the duration of each course. Click one of the courses to view the dates that have been scheduled for the course.

Search courses [X]

Search for

Start date

End date

Filter results:

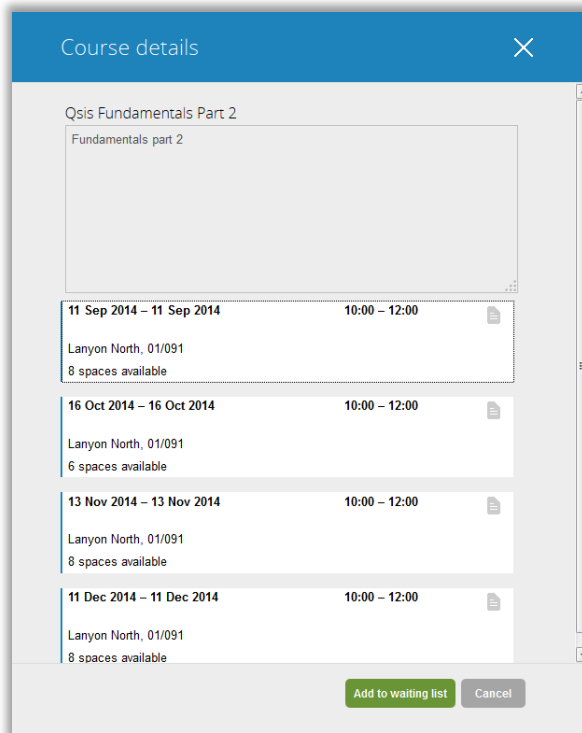
Only show courses with availability

Results:

Course Name	Duration	Details
Enrolment and Registration Workshop QSIS Training	2 Hours	
27 Aug 2014 – 27 Aug 2014	10:00 – 12:00	Medical Biology Centre, Teaching Room 1
28 Aug 2014 – 28 Aug 2014	10:00 – 12:00	Medical Biology Centre, Teaching Room 1
Qsis Fundamentals Part 2 QSIS Training	2 Hours	
11 Sep 2014 – 11 Sep 2014	10:00 – 12:00	Lanyon North, 01/091
16 Oct 2014 – 16 Oct 2014	10:00 – 12:00	Lanyon North, 01/091
13 Nov 2014 – 13 Nov 2014	10:00 – 12:00	Lanyon North, 01/091
11 Dec 2014 – 11 Dec 2014	10:00 – 12:00	Lanyon North, 01/091

Search Cancel

- This displays the list of scheduled events of the course and where each event is taking place. Click one of the events you wish to book onto.

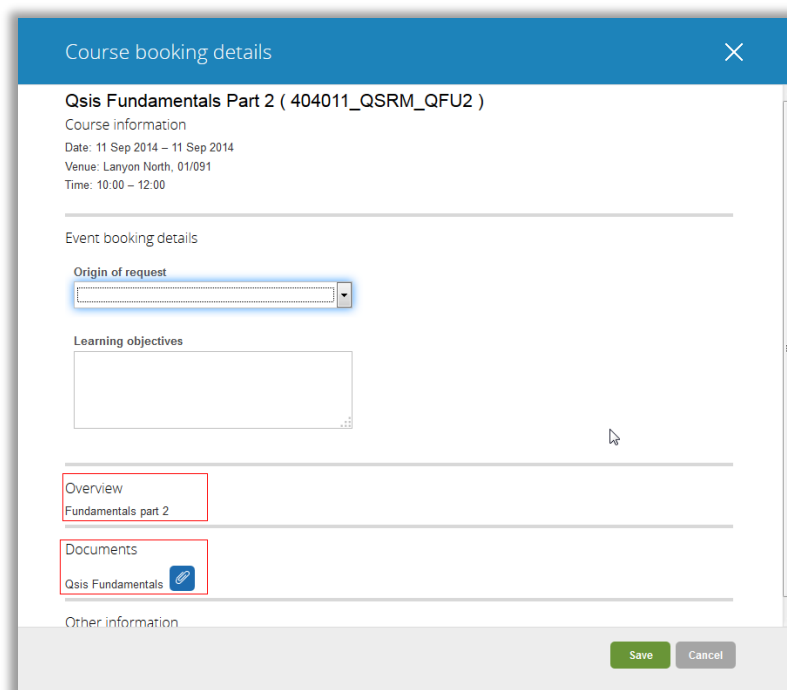


The screenshot shows a window titled "Course details" with a close button (X) in the top right corner. The main content area displays the course name "Qsis Fundamentals Part 2" and a description "Fundamentals part 2". Below this, there is a list of four scheduled events, each with a date range, time, and venue. The events are:

Date Range	Time	Venue	Spaces Available
11 Sep 2014 – 11 Sep 2014	10:00 – 12:00	Lanyon North, 01/091	8 spaces available
16 Oct 2014 – 16 Oct 2014	10:00 – 12:00	Lanyon North, 01/091	6 spaces available
13 Nov 2014 – 13 Nov 2014	10:00 – 12:00	Lanyon North, 01/091	8 spaces available
11 Dec 2014 – 11 Dec 2014	10:00 – 12:00	Lanyon North, 01/091	8 spaces available

At the bottom of the window, there are two buttons: "Add to waiting list" (green) and "Cancel" (grey).

- The following screen shows more information about the course including an **Overview** and **Documents** that you can download. Complete the form provided in order to book onto the course.



The screenshot shows a window titled "Course booking details" with a close button (X) in the top right corner. The main content area displays the course name "Qsis Fundamentals Part 2 (404011_QSRM_QFU2)" and the following information:


Course information
Date: 11 Sep 2014 – 11 Sep 2014
Venue: Lanyon North, 01/091
Time: 10:00 – 12:00

Event booking details

Origin of request:

Learning objectives:

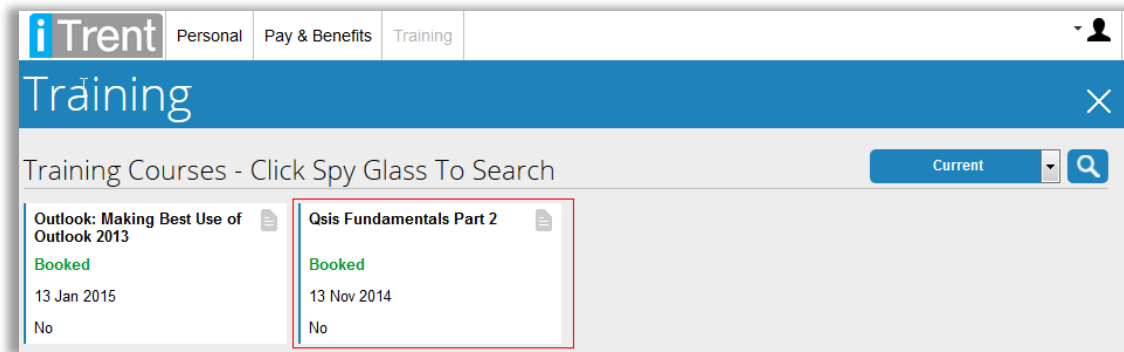
Overview
Fundamentals part 2

Documents
Qsis Fundamentals 

Other information

At the bottom of the window, there are two buttons: "Save" (green) and "Cancel" (grey).

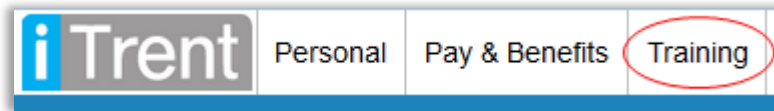
- You will be returned to the **Training** home page and you should see the course is booked.



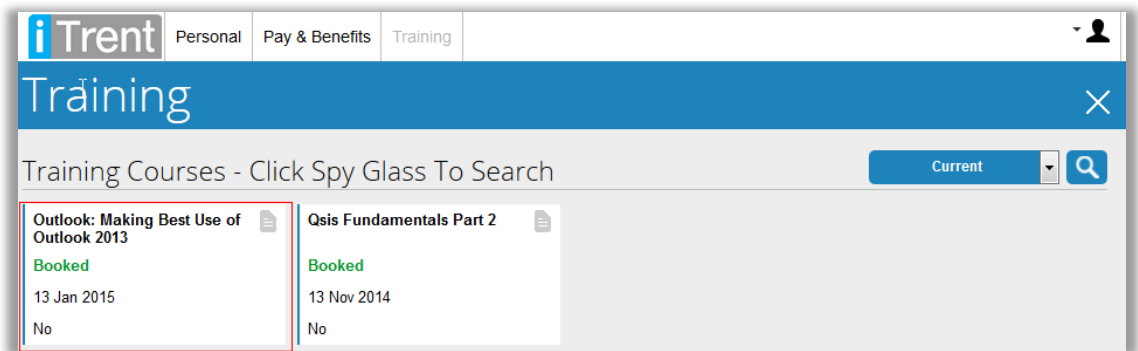
You will receive a confirmation email message with 24 hours.

7. Cancel a Training Course

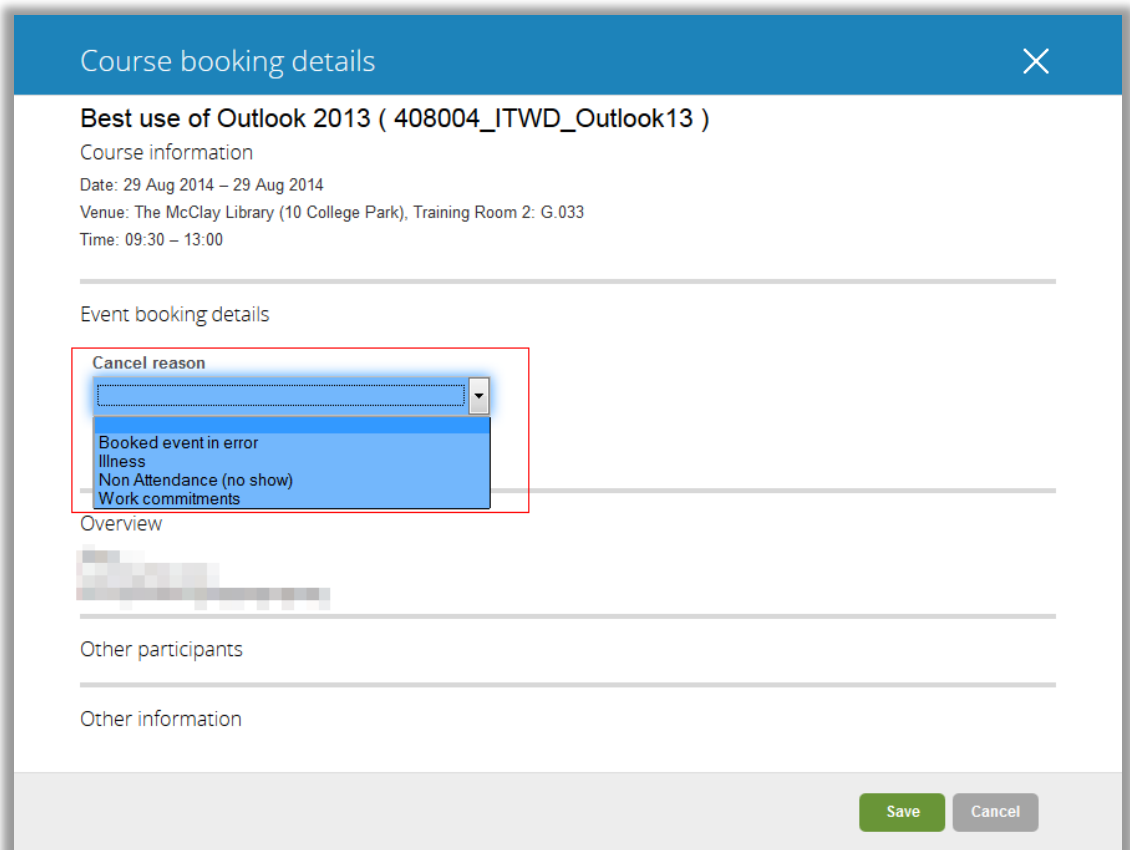
1. To cancel your place on a course, click the **Training** area.



2. Click on one of the **Booked** courses you wish to cancel.



3. The following cancellation screen is displayed. Select a **Cancel reason** from the list provided and click **Save**.



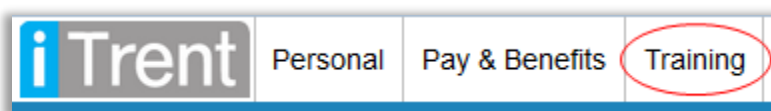
8. Book onto a waiting list

Some courses on **iTrent SS** have no future events scheduled but you can book onto the waiting list for the course. This allows our Training Units to build up a list of people interested in a course and when sufficient demand has been met, an event will be scheduled.

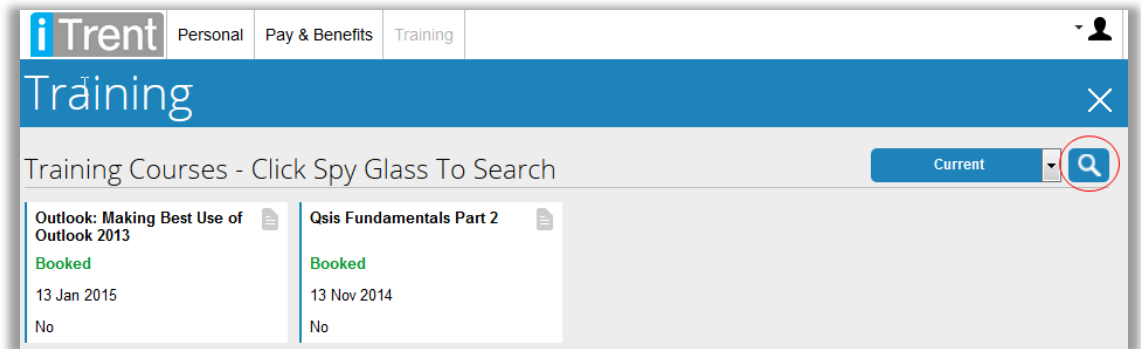
The courses that have a waiting list are:

- Basic Fire Awareness
- Control of Noise and Vibration
- Deaf Awareness
- Developing for Success: Introduction
- Developing for Success: Presenting
- Developing for Success: Project
- Equality and Diversity - Senior
- Fieldwork Safety
- Fire Safety for Managers
- Fire Warden and Evacuation
- Introduction to Project Management
- Laser Safety
- Mental Health Awareness
- Overview of Queen's Integrated
- Preparing for Retirement
- Purchasing - An Overview
- Radiation Safety
- Ref, Citations and Research Output
- Safe Use of Machinery (PUWER)
- Safety in Student Placement
- Selection Interviewing - Refresher
- Start to Sign
- Strategic Health and Safety Risk
- Stress Management
- Supervisory Skills for Support Staff
- Use of Fire Extinguishers

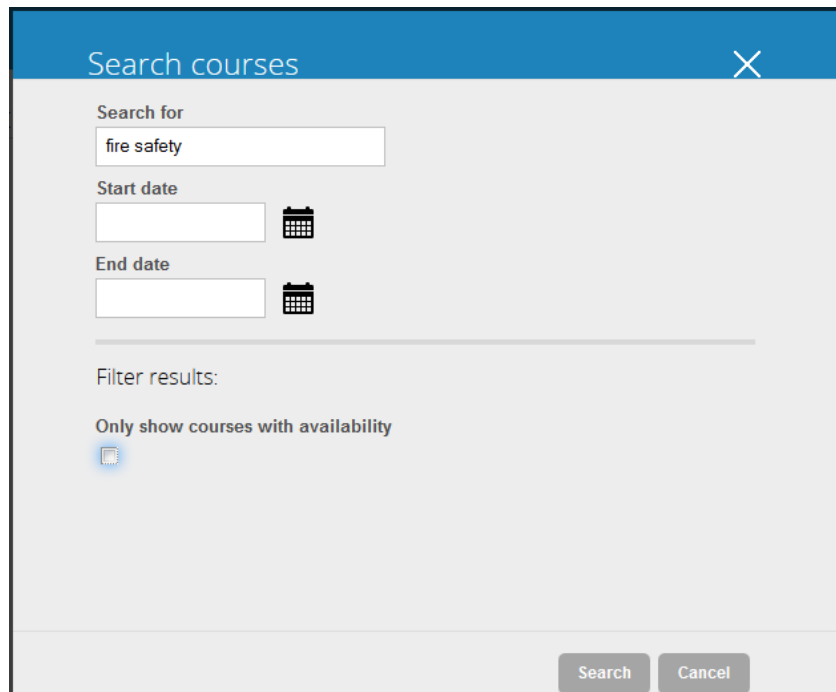
1. To book onto the waiting list of one of the courses above, on the **ESS** Home page, click on the **Training** link.



2. Click on the spyglass (circled in red) to search for Training Courses.



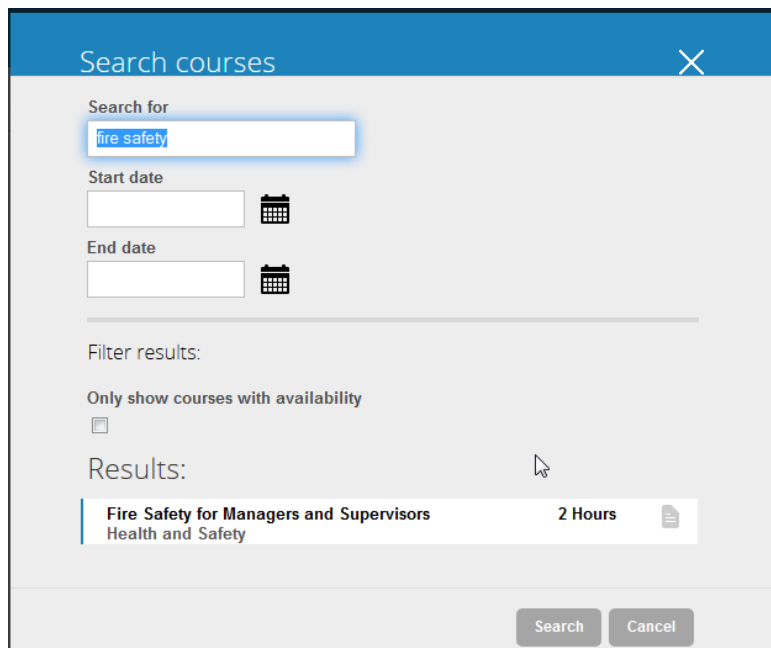
3. In the search form, search for one of the courses in the list above (e.g. Fire Safety), untick the "Only show courses with availability", and click **Search**.

The screenshot shows a 'Search courses' dialog box. It has a blue header with the title 'Search courses' and a close button. The main area contains a search form with the following fields:

- 'Search for': A text input field containing the text 'fire safety'.
- 'Start date': A text input field next to a calendar icon.
- 'End date': A text input field next to a calendar icon.

Below these fields is a section titled 'Filter results:' with a checkbox labeled 'Only show courses with availability'. The checkbox is currently unchecked. At the bottom right of the dialog, there are two buttons: 'Search' and 'Cancel'.

- The screen will list all courses that match the criteria. Click on the courses.



Search courses

Search for
fire safety

Start date
[] []

End date
[] []

Filter results:

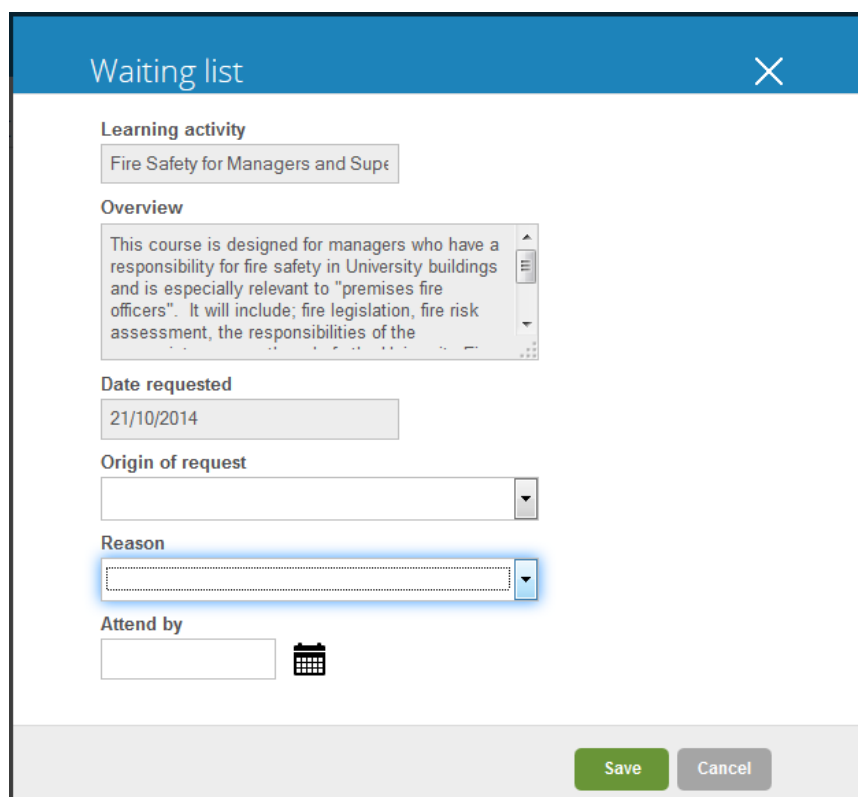
Only show courses with availability

Results:

Fire Safety for Managers and Supervisors Health and Safety	2 Hours
---	---------

Search Cancel

- The waiting list form will be displayed providing you with information about the course. Complete the form and click **Save** to book onto the waiting list for this course.



Waiting list

Learning activity
Fire Safety for Managers and Sup

Overview
This course is designed for managers who have a responsibility for fire safety in University buildings and is especially relevant to "premises fire officers". It will include; fire legislation, fire risk assessment, the responsibilities of the

Date requested
21/10/2014

Origin of request
[]

Reason
[]

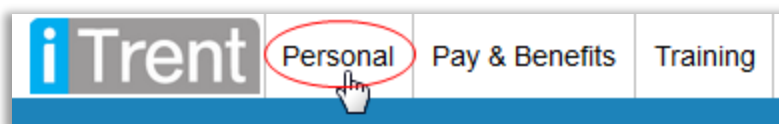
Attend by
[] []

Save Cancel

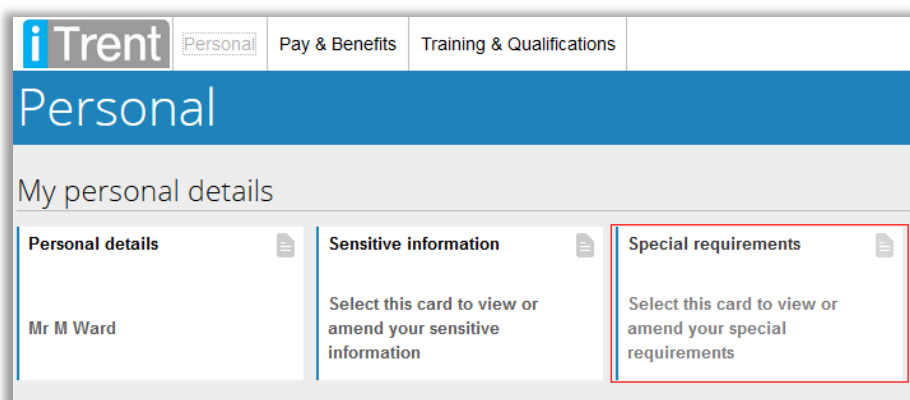
9. Informing the Training Units of your Special Requirements

iTrent SS has a section that allows staff to inform the Training Units of any special requirements they may have (e.g. dietary requirements such as vegetarian, gluten free). For courses where lunch is provided, the Training Units can use the special requirements when ordering catering to try cater for the special requirements.

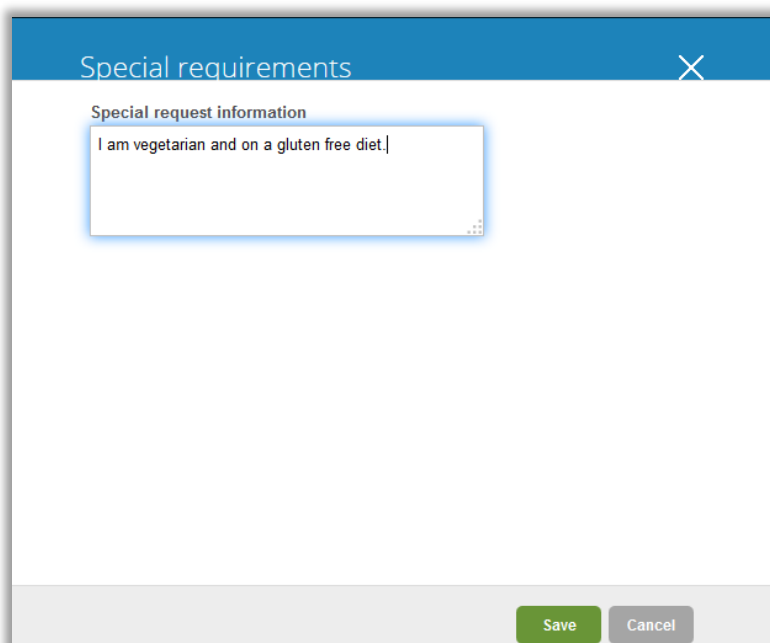
1. On the **SS Home** page, click on the **Personal** link.



2. Click on the **Special requirements** box.

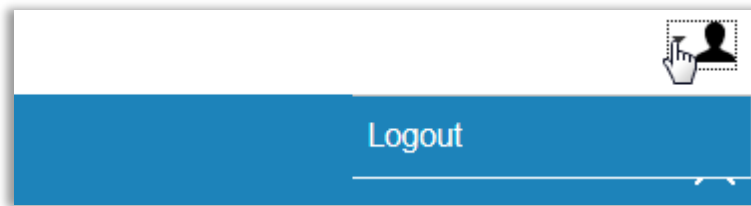


3. Enter your requirements in the **Special request information** box provided and press **Save**.

A screenshot of the 'Special requirements' dialog box. The dialog has a blue header with the title 'Special requirements' and a close button (X). Below the header, there is a section titled 'Special request information' with a text input field containing the text 'I am vegetarian and on a gluten free diet.'. At the bottom of the dialog, there are two buttons: 'Save' (green) and 'Cancel' (grey).

10. To leave iTrent Self Service

1. On the top right hand corner of the page, click the “person” icon, and then click **Logout**.



2. You should be returned to the log in page.

11. For further assistance

For IT problems e.g. staff username, password, accessing Queen’s Online or problems with your PC or internet access, please contact the IT helpdesk (IT Helpdesk: advisory@qub.ac.uk, Ext 3760).