CASUAL EMPLOYEE

HR\textsuperscript{21} Kiosk User Guide

The HR\textsuperscript{21} Kiosk interfaces with chris\textsuperscript{21} (Human Resources & Payroll System) and is used for employee self-service and manager services. Staff members can access and maintain their own information via HR\textsuperscript{21}. In addition to accessing their own details, managers can also review information relating to the staff who report to them.

HUMAN RESOURCES CONTACT DETAILS

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OVERVIEW

HR21 interfaces with chris21 (Human Resources & Payroll System) and is used for employee self-service and manager services. Staff members can access and maintain their own information via HR21, and make requests such as leave applications. In addition to accessing their own details, managers can also review information relating to the staff who report to them, and use HR21 to review, approve and decline applications from their staff members.


ACCESSING HR21

Passwords

Initial logon is the CMS log in you use to access the portal or Webmail or log into a CMS computer:

- Logon ID: Computer User name (CMS Active Directory Log-in ID)
- Password: Computer Password (CMS Active Directory Password)

Passwords are managed by the IT Department and can only be changed or access reactivated by contacting the IT helpdesk.

Remember: Passwords are case sensitive. If you have forgotten your password, click on the RED IT Helpdesk link to send an email to IT for assistance.

The IT Helpdesk Link
Should you use an incorrect username or password to log into HR21 Kiosk, the incorrect section will turn pink. Hover over it to see the error message.

**HR21 Kiosk Closures**

At times the HR21 Kiosk will be closed for payroll to process the pay run. Dates and times of these closures can be found under CMS eNews on the CMS home page (see below) and also on the Company News section of the HR21 Kiosk.
If you attempt to log in during a closure you will receive the following error message in HR21 Kiosk:

**Unlock your account**

If your account is locked, please contact a member of the IT department in your state to have your password reset.

Please note that an employee’s Manager, the HR21 Kiosk Administrator, IT or Human Resources staff do not have access to passwords and will not be able to tell you what it is/was.
Welcome to the Frontier Software
Employee and Manager Self Service

To close any submenu in HR21 Kiosk, click on the X on the top right hand side.

To minimise any submenu in HR21 Kiosk, double click on the coloured bar with the title of the menu on it. PLEASE NOTE: Often too many submenus being open simultaneously will result in your requested page not opening, so closing and minimising different areas of HR21 Kiosk is important.

At the top of the HR21 Kiosk Menu, there is a toolbar. This user guide will go through each of these options listed on this toolbar, as follows. Please note, the menus differ for various employment statuses. The menus explained in this manual are directed at casual staff.
USING ICONS IN THE TOOLBOX

With this new version of HR²¹ Kiosk, on each menu there is a toolbox of icons available. To assist you in navigating and using this new version of HR²¹ Kiosk, it is helpful to understand what each of these icons represents:

<table>
<thead>
<tr>
<th>ICON</th>
<th>USE:</th>
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</thead>
<tbody>
<tr>
<td><img src="image" alt="Refresh" /></td>
<td>Refresh Icon. This is good for refreshing the current screen on display.</td>
</tr>
<tr>
<td><img src="image" alt="Add" /></td>
<td>Add a New Record Icon. This button is useful when adding a record – for example, when applying for a new leave application, or adding a new record for your personal details (language, etc). <strong>Often this button needs to be pressed to begin a new process, as often options in HR²¹ Kiosk are ‘greyed out’ until you press this icon.</strong></td>
</tr>
<tr>
<td><img src="image" alt="Change" /></td>
<td>Change this Record Icon. This button is useful to change/alter a record – for example, to amend a leave application, or to change your address details or contact details in HR²¹ Kiosk. Often options in HR²¹ Kiosk are “greyed out” until you press this icon.</td>
</tr>
<tr>
<td><img src="image" alt="Magnifying Glass" /></td>
<td>Magnifying Glass Icon. This icon is useful when you wish to obtain further details on a record. This icon will also present on the calendar if there is information to access on a given day.</td>
</tr>
<tr>
<td><img src="image" alt="Update" /></td>
<td>The Update this Record (Save) Icon. This icon needs to be pressed to save your details, or to submit your application to your manager for approval.</td>
</tr>
<tr>
<td><img src="image" alt="Delete" /></td>
<td>The delete Icon. This is useful to delete leave applications.</td>
</tr>
<tr>
<td><img src="image" alt="View Notes" /></td>
<td>View notes for this record Icon. This is useful to review past notes when reviewing past leave applications.</td>
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PAYROLL MENU

In the HR²¹ Kiosk, a staff member can use the PAYROLL menu to review their following details:
- Remuneration
- View and Print Payslips
- All Bank Details
- Tax Details
- Allowances
- Deductions
- Pay History
- Superannuation

PAYROLL → REMUNERATION

To View Remuneration
The Remuneration page shows the staff member’s remuneration (both salary and superannuation) at a specified date for a requested interval. It shows the staff member’s salary in a variety of intervals, such as hourly, fortnightly, monthly and annual. For example, you can see what your remuneration was in the past, or obtain your remuneration in a weekly or fortnightly format, instead of annaully.

To view Remuneration:
• From the menu select Payroll > Remuneration

A screen will appear showing your current salary as of today, with your superannuation contribution provided by CMS.
To check what your remuneration was on a past date, use the Calendar button next to ‘Remuneration as at Date’ to choose your required date.

Then click on the blue disc icon on the menu above to show your remuneration as of your chosen date.

To view a different interval of your remuneration (for example, you may wish to see a monthly or fortnightly rate, instead of the annual rate) choose the requested interval from the drop down box. Then click on the blue disc icon on the menu above.

**PAYROLL ➔ DETAILS ➔ PAY BY PERIOD**

The Pay by Period page gives you the option of viewing your comprehensive pay details by last pay/month/year to date. This page provides a breakdown of the staff member’s last completed pay including gross (base, overtime, allowances), taxable salary, pre- and post – tax deductions, HELP, tax, superannuation and net pay amounts. This screen is display only. Data entry is not permitted on this screen by the staff member.

If you have any concerns or queries regarding your last pay, please contact your payroll contact person on Campus or Corporate Office. HR21 Kiosk specific queries can be directed to the HR21 Kiosk Administrator.
Highlight the desired period to view the pay details for that time.

**To Print Payslips**
- Select the Payslip button from any period (this will always give you the last pay period payslip)
- The payslip is displayed in a new window
- To print the payslip, press the printer icon in the top left hand corner of the payslip
PAYROLL ➔ DETAILS ➔ PAY HISTORY

The Pay History page is used to view past pay-run details. Staff can print payslips from previous pays from this page.

To View Older Payslips & Print Previous (Historical) Payslip

- The complete pay history for the staff member will appear. Scroll through and highlight the pay-run number/pay date required.
- Details of the selected pay are displayed in the Pay History window.
- Select the Payslip button.
- The requested payslip is displayed in a new window.
- To Print, select the Print button (see above).

PAYROLL ➔ DETAILS ➔ BANK

To View or Change Bank Details

This page provides information regarding the staff member’s bank details for pay disbursement. Also listed are any bank accounts where deductions are paid.

The employee has the ability to change their bank account in this section. Employees cannot change any amounts or percentages relating to deposits into nominated 2nd/3rd bank accounts. Please complete the relevant section of the ‘Employee Details Alterations Form’, and forward this to Payroll.

To add or delete a bank account, please complete the relevant section of the ‘Employee Details Alterations Form’, and forward this to Payroll via the Business Manager or Payroll contact person.

If the new BSB is not shown in the list within the HR21 Kiosk (see steps to follow below) when changing bank account details, complete the relevant section of an ‘Employee Details Alterations Form’, and forward this to Payroll. Alternatively, you can request Payroll to add this BSB to the HR21 Kiosk list and then it will be available for you to choose in the HR21 Kiosk.
To go to the Bank Details screen:
- From the menu select Payroll > Details > Bank
- Details of your bank details will be shown

To change your Bank Account/s:
- Select the “Change this Record” icon from the toolbox on the menu – it looks like a pencil and paper
- Radio buttons will then appear next to Bank.
- Change the Bank by clicking on the button.
- A Bank Search Window will be displayed (see below)
- Search for Bank using the Bank Field Picker. The Bank can be searched for using the Bank Code (the first two digits of the BSB number) or by bank name. Choose your requested field, enter in details in the search field and click GO
- You can also find your Bank by using the Next and Back buttons
- If your Bank is not on the list, please complete an Employee Details Alterations Form and send to payroll
- Once you have found your bank, click on the radio button next to BRANCH. The Branch field in the All Bank Details screen will now reflect all the Branches your chosen bank lists as options. Select your chosen branch by using the address in the search, or by entering the complete BSB number
- Change your account number by entering it into the relevant field
- Include any leading zeroes in your entry for the account number.
- The Account Name field holds the account name of the account to which your pay or deduction is directed. You can change the name of the account by typing the new details in this field.
- Check that the details you have entered are 100% correct and click on the Update button.

The Branch Name field displays the branch name for the BSB you have entered. You cannot directly change this field, but this field is updated when you change the BSB Code field and Update the record.

The Branch Address field displays the branch address for the BSB entered. You cannot directly change this field, but this field is updated when you change the BSB Code field and Update the record.
PAYROLL → COMPONENTS → SALARY

To View Salary History
This function provides a quick history of changes to the staff member’s basic salary (for example UCA increases or anniversary increases) and also shows at what dates these changes came into effect and the reason behind the change. Superannuation is NOT shown in this function.

This screen is display only. Data entry is not permitted on this screen by the staff member.

To view Salary:
- From the menu select Payroll > Components > Salary

PAYROLL → COMPONENTS → SUPERANNUATION

To View Superannuation
The following information is available for viewing on the superannuation screen:
- Your chosen superannuation fund
- The date the contributions first started into your chosen fund
- Overview of the standard contributions made to the fund by CMS (9%)
- Overview of any personal contributions you have made to your super fund
- Where supplied, your superannuation Identification/member number

Data entry is not permitted on this screen by the staff member – this is view only.
PAYROLL → COMPONENTS → ENHANCED TIMESHEET PROCESSED

The Enhanced Timesheet Processed page shows a summary of timesheets that have been approved and paid. Please note the total hours/papers marked may differ from the timesheet submitted where the Campus has made a pay adjustment; please see your Campus Business Manager/Associate Director Finance and Administration if you have any queries.

PERSONAL DETAILS MENU

PERSONAL DETAILS → DETAILS

Details
This page can be used to review personal details, including:
- Staff number
- Name (First Name, Surname & Preferred Name)
- Birth date
- Date joined the company
- Email address

To go to the Details page:
- From the menu select Personal Details > Details
- Your personal details will then be shown
- All fields on this screen are view only, except for ‘Preferred Name.’ An employee can change their ‘Preferred Name’ on this screen. To change your preferred name, select the Pencil Icon from the Toolbox.
- Type in your preferred name in the appropriate field (shown below)
- Click on the Blue Disc Button to save your preferred name.
If any other personal details need updating, please complete an ‘Employee Details Alteration Form’, which can be found on the Winning People Toolkit on the CMS Intranet.

**PERSONAL DETAILS → ADDRESSES**

**Addresses**
This page displays a list of address records for the staff member. The staff member can also select an address record and drill-down to view and/or update the details.

Address records available for viewing and updating:
- Home
- Emergency Contact
- Postal Address (where applicable)
- Next of Kin Address (where applicable)

To go to the Addresses page:
- From the menu select Personal Details > Addresses
- Address details will be shown for employee’s home address and emergency contact address.
- To change address details, click on the Pencil Icon from the Toolbox.
- Make amendments as necessary
- Click on the Blue Disc Button to save your changes to addresses.

The Addresses section in the HR21 Kiosk does not allow you to delete an address type, only update/change existing address information for Home and Emergency Contacts.

**PERSONAL DETAILS → POSITION**

**Position**
This page displays a list of the staff member’s position records to date. This page will also display the start and end dates that you are/were employed in a certain position, as well as hours per week, department and workstream.

To go to the Positions page:
- From the menu select Personal Details > Position
- Select Positions in the menu
- Data entry is not allowed in this screen by the staff member – this is for view only.

**PERSONAL DETAILS → LANGUAGES**

**Languages**
The Languages screen displays a list of languages that the staff member can communicate in. This screen may be added to or modified.

- From the menu select Personal Details > Languages
- A screen will then display, showing options for first language spoken, Language 2 and Language 3. (See below).

To add language details:
- Access the Languages screen (as per above)
- Click on the ‘Add a New Record’ Icon
- The drop down boxes will then activate.
• Select from the options below your spoken languages. If your language is not available form the options, select other.
• Click on the Blue Disc Button to save your changes to Languages.
• To amend your languages, click on the Pencil icon to change a record.
• Select from the drop down boxes the language you wish to change
• Click on the Blue Disc Button to save your changes to Languages.

COMMUNICATION MENU

In the HR²¹ Kiosk, a staff member can use the COMMUNICATION menu to do the following:
• Check up on company news and HR²¹ Kiosk closures
• If you are having trouble using some of the features on HR²¹ Kiosk, and are receiving error messages, you can use the communication menu to send details of these error messages to HR for assistance.

COMMUNICATION ➔ COMPANY NEWS

Company News
When you log in to the HR²¹ Kiosk or choose Company News from the menu, the messages configured by the HR²¹ Kiosk Administrator appear on the Company News page.

If you have news items that you would like to be added to the Company News section of the HR²¹ Kiosk, please contact the HR²¹ Kiosk Administrator.

COMMUNICATION ➔ MESSAGES

Messages
Should you have difficulty using HR²¹ Kiosk and error messages are coming up on the screen, you can use the communication menu to email details of these error messages to HR for assistance. To send an email to HR with the error messages you have been receiving:

• From the menu select Communication > Messages
• A messages screen will then appear, showing a log of your recent error messages (See below).

![Messages Screen]

• Click the ‘Support’ button on the bottom right hand side to email these message to HR
• A new email will open addressed to HR with the list of errors, please include a note to HR or what you are trying to resolve/action
• If you have resolved your errors, and do not need assistance, please click on the ‘Clear’ button, then click on the X on the top right hand side of this message to close.
CALENDAR ➔ CALENDAR

The Calendar:
- A Colour coded calendar shows on the screen. Non-working days are shaded in green, today is shaded in orange, and gold coins denote paydays.

Enter a New Timesheet using the Calendar:
- Click on the Sunday before the Pay Day (this is the Period End Date). It will turn bright pink.
- Click on the radio button marked 'CASUALS - New Timesheet' on the right hand side of the calendar. See below.

Gold Coins marks payday.
Magnifying Glass marks events such as Public Holidays.
Click on Legend to identify other Calendar items.
Choose the Period End Date (Sunday before the Pay Day) – now highlighted in pink.
Then, press the ‘CASUALS - New Timesheet’ radio button on the right hand side.
• A pop-up menu will then appear, as below. The requested period end date you have chosen on the calendar should already be populated in this menu. If the date is incorrect, you can correct it using the small calendar next to the ‘Period End Date’ if required.

![Pop-up menu example]

• Click on the button next to ‘I’m ready to add the rest of the details for this application’ to go to the ‘Request Enhanced Timesheet’ page and fill in the remaining details for the timesheet.

**TIMESHEET ENTRY → REQUEST ENHANCED TIMESHEET**

Timesheets may be initiated by using the calendar (as above) or going directly to the Timesheet Entry→ Request Enhanced Timesheet page.

Where the timesheet is initiated using the calendar, the HR21 Kiosk will self-populate the Period End Date as per below, if the staff member selects Timesheet Entry→ Request Enhanced Timesheet, the Period End Date will need to be entered manually by selecting the date from the calendar available.

1. Select Timesheet Entry→ Request Enhanced Timesheet
2. Click on the ‘Add a New Record’ Icon
3. Use the calendar to enter the Period End Date or enter manually in the format: dd/mm/yyyy

![Timesheet entry example]
Complete the entry of data for the Timesheet:

(see screen shots below for each stage)

1. Click on the calendar under Date Worked to select the appropriate day or enter the date worked Format dd/mm/yyyy
2. Use the drop down box to select the appropriate Pay Element to be claimed
3. Click on the search button under Course Code to choose the appropriate Course; this list can be filtered/searched on Course Code or description (please note these are case sensitive fields)
   a. In field picker, select from Course Code or Description
   b. Type the start of either the course code or description into the search field (Note - the Course codes must be entered in capitals - this is case sensitive)
   c. Press Go
   d. Select the appropriate Course from the list
   e. Casual staff other than academics should select the area they have been working in. General Areas start with the letter Z (Capital Z as HRKiosk is case sensitive).
4. Enter the Hours or Number of Papers Marked (PM) - please note the hours should exclude meal breaks
   a. **Exam Invigilators.** Please note if you choose the following pay element you will need to enter the following into the hours column.
      i. Exam X 1.5 hrs you should enter 1 into the hours column.
      ii. Exam X 2.0 hrs you should enter 1 into the hours column.
      iii. Exam X 2.5 hrs you should enter 1 into the hours column.
      iv. Exam X 3.0 hrs you should enter 1 into the hours column.
   b. If you have been marking papers enter the number of papers that you have marked into this field.
5. Click on the button under Campus to select the appropriate Campus location – *Please note* – Campus needs only to be entered when the staff member has worked at a Campus that is not their ‘Home’ campus (where they usually work)
6. Enter any Notes if required
7. Click on the ‘Update this Record’ icon to save the data in Holding status
8. A pop-up window appears stating “Entry Added Successfully”; click Okay
9. The Timesheet summary now appears below the record showing as status ‘Holding’

When you are ready to Submit the Timesheet:

10. Select the ‘Change this Record’ icon
11. Make any required changes to the data
12. Change the Status to ‘Requested’
13. Select the ‘Update this Record’ icon
14. A pop-up window appears stating “Entry Added Successfully”; click Okay
15. The Timesheet summary now appears below the record showing as status ‘Requested’ and an email is sent to the Staff member and manager advising the timesheet has been submitted for review
Whilst the timesheet is classed as “Holding” you still have the option to make any changes.
<table>
<thead>
<tr>
<th>Date Worked</th>
<th>Pay Element</th>
<th>Course Code</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>13/06/2011</td>
<td>Lecture</td>
<td>ACCT 11037</td>
<td>Smith J P wrote:</td>
</tr>
<tr>
<td>13/07/2011</td>
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</tbody>
</table>

**Period End Date:** 13/06/2011
**Status:** Holding
**Total Hours / PM:**
REPORTS MENU

REPORTS → REPORT OUTPUT

View Reports
The View Reports menu is used to reprint payslips the staff member has requested in the HR21 Kiosk.

To reprint a payslip you have already requested through the Pay History/Pay by Period screen:
- From the menu select Reports > Report Output
- List of payslips that you have run will now be displayed on the screen
- Click on the small magnifying glass next to the payslip you wish to print out again
- The payslip will then display on the screen. Click the printer icon on the top left hand side to print.

To delete payslip requests you have made through the Pay History/Pay by Period screen:
- From the menu select Reports > Report Output
- List of payslips that you have run will now be displayed on the screen
- Click on the small red X next to the entry you wish to delete.
- Note- payslips will automatically expire/disappear in the report output screen after one month.

To re-print a payslip, click on the magnifying glass next to the record you wish to print.
To delete a payslip request from this screen, click on the small red x
HELP PAGE

Click ‘Help’ from your menu across the top of the screen to obtain help on sections of the HR²¹ Kiosk.
There are two tabs:
- Contents
- Index
There is also a search function at the top of the help screen.

Please remember that this is a ‘generic’ help section that comes with the chris²¹ product and be mindful that alterations have been made specific to the HR²¹ Kiosk setup for C Management Services. It is best to firstly refer to any help documents produced by Human Resources, such as this one. If you cannot find the answer to your query please email Human Resources: humanresources@mel.cqu.edu.au.

This Contents page will appear on opening the ‘Help’ menu item.

The Help Contents are divided into the following areas:
- Login
- Getting Started
- Tutorials
- Leave
- Flexi-Time
- Payslip
- Address
- Timesheets
- Training
- Vacancy Request
- Request Travel
- Organisation Chart
- Favourites
- Staff List
- Staff Planner
- Requests
- Reports
- Calendar

Click on the icon to see a list of the contents under each section.
The Index tab of the HR²¹ Kiosk Help allows you to search using topics alphabetically.
Click on the topic you would like to read more about and the information will show on the right-hand panel of the Help window.

The Search function in HR²¹ Kiosk Help allows you to search on any topic/word you like and will bring up a list of sections within the HR²¹ Kiosk that are related to that word. Just enter the topic/word into the search box up the top of the HELP screen.

Search word entered in the search box; results appear in a list on the left hand side.

Click on the topic you would like to read more about and the information will show on the right-hand panel of the Help window.
EXIT HR<sup>21</sup>
When you wish to end your HR<sup>21</sup> Kiosk session:

- Click on “Exit HR<sup>21</sup> Icon, situated at the very right hand side of the black toolbar:
- The below screen will appear