CASUAL EMPLOYEE
HR²¹ Kiosk User Guide

The HR²¹ Kiosk 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. In addition to accessing their own details, managers can also review information relating to the staff who report to them.

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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.
Should you use an incorrect username or password to log into HR$^{21}$ Kiosk, the incorrect section will turn pink. Hover over it to see the error message.

**HR$^{21}$ Kiosk Closures**
At times the HR$^{21}$ 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 HR$^{21}$ Kiosk.
If you attempt to log in during a closure you will receive the following error message in HR\textsuperscript{21} Kiosk:

![HR21 Kiosk Unlock Error Message]

**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 HR\textsuperscript{21} 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.
HOMEPAGE

The below screen will pop up upon successful access to HR²¹ Kiosk. Company News is listed on the first page, informing you of any notifications or news. The upcoming HR²¹ Kiosk closures are also listed under Company News. The Calendar and Pay History pages will also appear on start-up.

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 THE BLUE TOOLBAR

With this new version of HR21 Kiosk, on each page there is a light blue toolbar, with commands on it. To assist you in navigating and using this new version of HR21 kiosk, it is helpful to understand what each of these commands mean:

<table>
<thead>
<tr>
<th>COMMAND</th>
<th>USE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refresh</td>
<td>Refresh Command. This is good for refreshing the current screen on display.</td>
</tr>
<tr>
<td>Add</td>
<td>The Add Command. This 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.</strong></td>
</tr>
<tr>
<td>Magnifying Glass Icon</td>
<td>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>Update</td>
<td>The Update Command. This button to be pressed to save your details, or to submit your application to your manager for approval.</td>
</tr>
<tr>
<td>Delete</td>
<td>The delete command. This is useful to delete leave applications.</td>
</tr>
<tr>
<td>Help</td>
<td>The Help Command. When pressing this button on the blue toolbar, areas you the current kiosk page will populate with this icon. Hover over the question marks to get assistance and guide you.</td>
</tr>
</tbody>
</table>

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 annually.

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 “Update” command in the light blue menu 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 “Update” button on the light blue 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. For example, highlighting month to date will show all pay received for the current month. Year to date will show totals for the current year so far.

To Print Payslips

- Select the Payslip button from any period (this will always give you the last pay period payslip)
- A notification box may come up stating “Report submitted to be run”. Click OK.
- 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

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To change your Bank Account/s:

- Click on the radio button next to ‘Bank’.
- A Bank Search Window will be displayed (see next page)
- 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 typing 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 on the light blue toolbar.

Please note: 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. It will remain the same as the old address until the “Update” button is pressed.
**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

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**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, type in your preferred name in the appropriate field (shown below)

Preferred Name: [Type Preferred Name]
Click on the “Update” button in the blue toolbar to save.

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, highlight the address you wish to change – either home address, of emergency contact.

> ![Addresses screenshot](image)

- Type in amendments as necessary, then press the “Update” on the blue toolbar to save your changes.

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).  

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• To add or amend language details:
• Access the Languages screen (as per above)
• The drop down boxes will then activate.
• Select from the drop down boxes your spoken languages. If your language is not available from the options, select other.
• Click on “Update” on the blue toolbar to save your changes to Languages.
COMMUNICATION MENU

In the HR\textsuperscript{21} Kiosk, a staff member can use the COMMUNICATION menu to do the following:

- Check up on company news and HR\textsuperscript{21} Kiosk closures
- If you are having trouble using some of the features on HR\textsuperscript{21} Kiosk, and are receiving error messages, you can use the communication menu to send details of these error messages to HR for assistance.

COMMUNICATION \rightarrow COMPANY NEWS

Company News
When you log in to the HR\textsuperscript{21} Kiosk or choose Company News from the menu, the messages configured by the HR\textsuperscript{21} 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 HR\textsuperscript{21} Kiosk, please contact the HR\textsuperscript{21} Kiosk Administrator.

COMMUNICATION \rightarrow MESSAGES

Messages
Should you have difficulty using HR\textsuperscript{21} 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).

- 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.

When you log in to the HR\textsuperscript{21} Kiosk or choose Company News from the menu, the messages configured by the HR\textsuperscript{21} 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 HR\textsuperscript{21} Kiosk, please contact the HR\textsuperscript{21} Kiosk Administrator.
**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.
• 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.

• 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. (See from step 3 below)

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. To Enter timesheet select Add from the light blue Text Toolbar. Select pay period date.

3. When you are in the timesheet screen you are given the following fields to complete:
   i. **Period End Date**
      This will appear automatically if entered using the calendar, otherwise select the correct date from the calendar beside the field
   
   ii. **Date worked**
       a. Please enter the date worked Format dd/mm/yyyy
   
   iii. **Pay element**
       a. Click on the down arrow for available choices.
          i. e.g. Academic staff may choose Tutorial
          ii. Other casual staff may choose Normal
   
   iv. **Details or Course Code**
       a. Click on the search function for your available choices
       b. In field picker, select from Course Code or Description
       c. 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) and 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 Kiosk is case sensitive).

v. **Hours worked**
   a. Enter the appropriate hours or number of papers marked (PM) - please note the hours should exclude meal breaks
   b. **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.
   c. If you have been marking papers please enter the number of papers that you have marked into this field.

vi. **Campus or department**
   This only needs to be completed if you are working away from your home campus or are working in another area. For example if a lecturer is based in Brisbane but working on the Gold Coast.

vii. **Notes**
   This is a free text field that your manager or the person checking the timesheet will be able to see.

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**Request Enhanced Timesheet**

Cannot filter/search on pay element

You can click on the drop down box and choose to search/filter on description or

Can search/filter on course or description code
4. To save timesheet select **Update** on the light blue Text Toolbar

**Select Update to save timesheet**

**Whilst the timesheet is classed as “Holding” you still have the option to make any changes**

**Only required if you are not working in your designated campus**

**Notes can be added here to be viewed by supervisor or manager.**
5. When you are ready to submit your timesheet, add additional data if applicable, then select ‘Requested’ button on right of screen. Select Update in the light blue Text Toolbar. Message will appear informing of successfully entered. Click OK. Your timesheet has been forwarded to your supervisor for approval. Email will be sent to you advising the status of your timesheet.

6. Once the timesheet has been changed to status ‘requested’ it will be sent for checking and approval. Please note the campus personnel approval process differs from campus to campus but if it is a Casual Lecturer timesheet it will go the Faculty Administration Officer to check and then be forwarded to the appropriate person of final approval. All other casual timesheets should go to your manager and are then forwarded to the Business Manager or Associate director Finance & Administration to forward to payroll. As your timesheet is submitted, checked and authorised you will be sent emails informing you of what stage your timesheet is at. If your timesheet has been rejected by your manager you can reopen the timesheet in the HR Kiosk, make any necessary changes and then resubmit it for authorisation.

For assistance please contact:
- **Casual Lecturers** - Please talk to the Faculty Assistant who checks the timesheets for your Campus.
- **All other casual staff** - Please talk to the campus Business Manager or Associate Director of Finance & Administration.

Managers should refer to the HR Kiosk User Guide for Managers for procedures on checking and authorising timesheet applications.
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.
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.

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$^{21}$

When you wish to end your HR$^{21}$ Kiosk session:

- Click on “Exit HR$^{21}$” Icon, situated at the very right hand side of the black toolbar.
- The below screen will appear