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| **Title:** | **RESOURCELINK** |
| **Ref:** | HR/Systems | **Last updated:**  | 1 January 2012 |

1. **Q) As we do not need to enter information into all of the fields in ResourceLink can’t these fields be removed?**

As ResourceLink is designed for and used by a variety of diverse customers, including commercial companies (such as Boots Ltd.) and local councils (such as Southampton City Council), there are some fields in the programme which are not relevant to our needs at the University. It is not possible to remove or rename these fields.

1. **Q) If we do not have a person’s date of birth can we still enter them onto ResourceLink?**

A) No, never enter a record until you have the person’s date of birth.

1. **Q) On the 'Misc' screen in the 'Current Post Holding' tab, where you enter the employee's 'Location', What** happens when a post has a split location?

A) You must choose one of the locations only, preferably the main one if this is apparent to you.

1. **Q) The system locks the ' Holiday Entitlement' line you are entering if you attempt to 'Expand' before you have completed the line?**

A) As a rule you should always complete any line before attempting another action on ResourceLink. In the unfortunate event that you do expand the 'Holiday Entitlement' line before completion, click on 'Next' and then 'Previous' to move back to the screen and the line will be active again.

1. **Q) The system assumes that everyone will get an additional increment (up to their HRZ bar point) on the 1st August each year unless an alternative date is entered in the 'Override Date' field. However, if an employee has not been in service for 6 months by the 1st August they shouldn’t receive an increment. What if staff forget to enter an alternative date – will the employee end up getting an increment that they weren’t entitled to?**

A) A report will be available that will capture every employee that started work after 1st February (so won’t have been in service for 6 months by 1st August) in the relevant year. It will then be possible to check and amend manually any employee that has not been set up with the relevant 'Override Date'.

1. **Q) When entering a 'Work Permit', the area code seems to default (e.g. to OTH) and it will not allow you to change this. Is this right?**

A) The 'Work Permit' 'Area' field actually pulls through the area code from the 'Nationality' information that you will have entered previously. The area code therefore, will always be pulled through correctly for you by the system.

1. **Q) When attempting to select a 'Nationality' or 'Citizenship' from the drop down menu provided, the list of Countries do not appear in alphabetical order. Can’t this be changed?**

A) The ‘List of Nationalities’ appear in the standard format required for HESA reporting so cannot be changed. As you become more familiar with the system, you will soon be able to remember the more frequent nationality codes and will be able to enter them without even needing to use the drop down menu provided.

1. **Q) When the system times you out of ResourceLink, does it log you off properly?**

A) Yes, the system takes care of this for you.

1. **Q) Will historical Delphi data be placed on a separate database or can we still access Delphi post go live?**

A) You will still be able to access Delphi once we go live with ResourceLink.

1. **Q) I’m confused about which date to enter in the Start Date fields when an employee is starting their employment on a Monday?**

A) If the employee is full time and starting work on a Monday, the start date will always be the date on that Monday. The start date that you will enter on the system will always be the date on the HR form you are taking data from.

1. **Q) When I pull through a FTC01 contract on the ‘Contract’ tab of the ‘Current Post Holding Screen’ A description appears describing the contract as a 1st extension when it is in fact the first FTC and not an extension at all?**

A) The system will always pull this description through for a FTC01. It means that it is the 1st entry of an FTC.

1. **Q) How long will the automatic log-off be on ResourceLink? The Delphi one is too short.**

A) We are still looking in to this but we are planning for ResourceLink to throw up a warning after 30 minutes warning that it will automatically log the user off in a further 30 minutes time.

1. **Q) Can we have an 'End of Funding' date on the E-HR view? Sometimes the funding will stop but the post will continue for some research posts.**

A) This will appear against the sub project code on agresso and will be viewable on the Agresso system.

1. **Q) We will need to run reports from before May but this is not available on Cognos. Will Delphi E-HR still be available for reporting before May?**

A) Delphi E-HR will still be available for use post go live.

1. **Q) How will the MC36 employee grades be shown on the system?**

A) All the MC grades will appear as MC grades in ResourceLink as they do in Delphi.

1. **Q) Where is information shown on the E-HR view for a two spinal point increment jump?**

A) Unfortunately this information does not appear on the ResourceLink E-HR view.

1. **Q) Will there be any restrictions on email for the email function on Cognos? It may be easy to accidentally email a confidential report to the wrong person.**

A) Always send the report as a link. If the recipient doesn't have access to Cognos then they wont be able to see the report.

1. **Q) When sending an email from Cognos, if you select the “attach as a link” option, can it be set-up so that when the recipient clicks on the link, Cognos opens the report as opposed to opening the parameters to run a report?**

A) The reporting team will look into this, but believe that it is possible to get email links to open the report straight off.

1. **Q) Will historic RAE data be migrated into ResourceLink?**

A) No, you will need to get historic RAE data (data prior to May 2007) from Delphi.

1. **Q) When we run reports in Cognos, can we sort the data ?**

A) From August 1st you will be able to set the report to open in Excel and then sort the data as you desire. At some point in the future (probably in Phase 3) we will be releasing the “Quick Query” tool to users, which will allow you to customise your own reports.

1. **Q) With reports that are run centrally and emailed out to schools / PSDs, will they all automatically go to the Head of School / PSD or can we specify another contact (such as head of division, etc.)?**

A) Yes, if the Head of School / PSD is not the most suitable person to receive the report outputs then you can give us the details of someone else and we will have the report outputs sent to them instead.

1. **Q) What about additional information about visitors that is not captured on the old HR7 forms?**

A) Several of the HR forms have recently been re-written to ensure that they capture all of the relevant information. If there are any additional fields that you require on the HR7 (visitors) form then contact Steve Walker (sgw1)

1. **Q) When will staff development and training be recorded on the system?**

A) Originally this was intended to be included in phase 3, however it \*may\* now be brought forward and included in phase 2 (the final scope is yet to be finalised).

1. **Q) Will it be possible to run a report showing which staff have received bonuses in the last year?**

A) Yes, this is possible, and we have been asked for this, so it will be built over the coming weeks.

1. **Q) Will the HR paper forms be done away with in future phases?**

A) In phase 1 schools / PSDs will still need to use the (updated) HR paper forms and send them to central HR in B37. The intension is that when we introduce the web portal and Manager’s Self-Service (MSS) in phase 2 several of these processes will then be done online, using new e-forms.

1. **Q) Can the e-hr task pull through people’s mobile phone number?**

A) At present the mobile phone field is not one which we can select to pull through onto e-hr. We have asked Northgate to add this as an enhancement, so it should be possible in the future.