



Teaching Intensive, Research Informed

myHR FAQ's



my data, my information, myHR

1. ***What is myHR?***

myHR is the University of Bolton's web-based employee self-service application. **myHR** allows you to access, review and in some cases, update information that we hold on you in our HR & Payroll system, iTrent.

2. ***What are the changes to the new look myHR?***

The functionality of the application remains mainly unchanged however the layout and navigation has been updated to give it a modern 'look and feel' and improve the user experience.

myHR remains user friendly and the dashboard on the home page now allows you to access your sickness absence records and payslips in one click and view relevant HR-related links which are updated from time to time.

Personal information that is held in HR can be viewed via the 'View profile' link which is located under your name on the left hand pane. From here, you can access the usual personal, employment and qualification data. If you have held more than one position at the University, these are now shown under the employment tab with relevant dates.

3. ***What is myHR used for?***

Every year, the University is required to submit information on staff to external agencies. The demand for increased information and a greater degree of accuracy grows year-on-year. It is essential that staff login to **myHR** on a regular basis and ensure that their details are as accurate and complete as possible so that the best quality data is returned to those external agencies. Additionally, you will have direct access to your current and historical payslips/P60's, available to view or save whenever you want.

4. ***Can I access myHR from outside the University?***

No. You can only currently access **myHR** via a University desktop or via remote access and the Duo mobile app via a locked down pc or laptop.

5. ***How secure is myHR?***

As is the case when using any website, you must take all necessary precautions to protect your information, especially when viewing or printing your personal information. Do not leave your computer unattended and unlocked when using **myHR**. The University will take reasonable precautionary measures to protect the security of the system and the data held within it. However, the University cannot be held responsible for potential identity theft or breaches of sensitive data stemming from a user's negligent handling of their own data and/or failure to follow the safety guidance.

A. **Password Security:** Your username and password is your University of Bolton username and password and as such must be **kept confidential at all times and should never be shared**. Sharing usernames and passwords is a breach of our [Acceptable Use Policy](#).

- B. **Storing Passwords:** We advise against storing passwords in your browser as your Network password will need to be changed from time to time to time to comply with our Network Security Policy which could cause problems.
- C. **Locking Workstations & Logging Out:** Whether accessing **myHR** on the Bolton network workstations you should always logout of the website when you have finished using it as you would any other website.
- D. **Website Security:** The **myHR** website uses SSL (Secure Sockets Layer) as a standard security technology for establishing an encrypted link between our servers and users client workstations. This secure link is between our internal web server (website) and a browser. SSL allows sensitive information such as credit card numbers, national insurance numbers, and login credentials to be transmitted securely. Normally, data sent between browsers and web servers is sent in plain text; leaving you vulnerable to eavesdropping. If an attacker is able to intercept all data being sent between a browser and a web server they can see and use that information. More specifically, SSL is a security protocol. SSL secures millions of peoples' data on the Internet every day, especially during online transactions or when transmitting confidential information. SSL-secured websites also begin with https rather than http.
6. ***I have forgotten my University staff username and/or password, who do I contact?***
If you cannot remember you details, or there is an error when you try to login to **myHR**, please contact IT Support Helpline on x3444.
7. ***What web browsers can I use to access myHR?***
myHR is fully supported when using Chrome as the preferred browser, however is available across a range of browsers..
8. ***How do I obtain copies of my payslips once I have left the University's employment?***
Please contact the Payroll team within the Finance Office on (01204) 903188 who will be able to arrange for copies to be sent to you.
9. ***Will my bank/building society accept a payslip printed out from myHR as proof of earnings?***
Yes, you should download the payslip which will include the University logo. If you have any problems, your bank/building society can email Human Resources hr@bolton.ac.uk at the University of Bolton who will be able to confirm your employment and salary details.
10. ***How far back does my payslip history show on myHR?***
You should be able to view payslips back to either the beginning of your employment at the University, or to the date we commenced using our current HR & Payroll system, June 2005, whichever is the later.
11. ***How far back can I see my P60's on myHR?***
The last 6 years are available for you to view, save and download.

12. ***How do I access my payslip if I am on maternity leave or long-term sick?***
As noted above, you can only access **myHR** on a University PC or from outside the University using remote desktop access on a University laptop (via Duo mobile). If however, you do not have such access, please contact the Payroll team on (01204) 903188 who will be able to arrange for copies to be sent to you.
13. ***Can I change my bank details via myHR?***
No. Please contact the payroll team (01204) 903188 in the first instance if you wish to update/change your bank details.
14. ***I cannot find my religion/belief in the drop-down list? How do I record it?***
The religion/belief categories in **myHR** are consistent with the recognised list used by external bodies that we have to make statistical returns to e.g. HESA. For this reason, you are only able to select an option from the drop-down list. If your religion/belief is not shown, please select 'Any other religion or belief'.
15. ***Who will be able to access my sensitive information?***
Access to your personal data is tightly controlled. It cannot be access by your line manager. Any management information reports produced for the purposes of monitoring equality and diversity at the University will not identify individuals, and data returned to external bodies such as HESA will be anonymous.
16. ***My current job details are incorrect and I can't edit them. What should I do?***
If you feel that any aspect of your current job details are incorrect, please speak to your line manager is the first instance. Your Line Manager can then contact the relevant HRBP regarding any potential changes.
17. ***How do I request changes to view only fields such as 'Date of Birth'?***
Please send an email to hr@bolton.ac.uk with the relevant details and document verifications. Human Resources will endeavour to make the changes within 5 working days and will confirm the change has been actioned by sending an email back to you.
18. ***Why do I need to provide evidence of changes to my title and/or surname?***
If you have changed your title and/or surname, Human Resources will need to verify original documentation to support this official change. Acceptable documentation includes a Deed Poll Certificate, Marriage Certificate, Doctorate Certificate, Decree Absolute, Statutory Declaration etc. This is to ensure that the changes are verified and in some cases to provide confirmation to external bodies.
19. ***Why do I need to provide evidence of my qualifications?***
This is to allow Human Resources to check that the changes are valid by verifying original documentation. This helps to ensure the integrity of the data that is held and in some cases provided to external bodies.
20. ***When I click on the calendar tab or the view absence in calendar, I receive an error message and I am advised to contact your system administrator?***
HR are aware of this issue which is a software defect that is scheduled to be addressed in a future upgrade.

21. Where do I record my ORCID?

This field is located under 'HESA details' found on the employment tab.

22. My current academic discipline is incorrect and I cannot change this?

As part of the annual Staff HESA return, Heads/Deans provide HR with staff current academic discipline subjects. If this information is incorrect, please notify HR on hr@bolton.ac.uk.

23. What future enhancements can I expect?

HR, in partnership with colleagues from Payroll and Information Systems and Technology, will continue to develop and enhance **myHR**'s functionality and your experience when using it. Proposed future developments include access from mobile devices, the inputting of your own sickness absence, on-line authorisation of your annual leave request by your line manager and the recording of memberships of professional bodies that you hold. All of the above form part of Human Resources eHR roadmap. In addition, we are working on the introduction of web recruitment functionality that will greatly improve the application experience for job candidates and recruiting panel members.

24. Who can I contact if I need help using myHR?

Firstly, visit the dedicated webpage <https://www.bolton.ac.uk/staff-area/professional-services/about-hr/myhr/> Here you will find links to a **myHR** Quick Guide, **myHR** User Guide. If you continue to have difficulties, please email hr@bolton.ac.uk and Human Resources staff will be in touch.