



# Royal College of Art

Postgraduate Art & Design

## Payroll and HR systems related FAQs

Welcome to the Frequently Asked Questions. This guidance document outlines questions you may have.

Firstly, here is a table with helplines, links to user guides and systems.

Helplines	Please contact
All <b>pay-related queries</b>	<a href="mailto:royalcollegeofart@mhr.co.uk">royalcollegeofart@mhr.co.uk</a> or 0115 977 6728
Pay related queries cover issues like: If your net pay (the amount you have received) looks wrong and you would like to know how it is calculated. How your sick pay is calculated and deducted.	
Queries on <b>contracts</b> , line manager queries, <b>update personal</b> and employee details.	<a href="mailto:hr@rca.ac.uk">hr@rca.ac.uk</a>
<b>In order to process your query quickly</b> please email only <b>one</b> of the above email addresses. Emailing more than one creates additional 'jobs' in the system, leading to duplication and may cause confusion. Additional 'jobs' are also created when staff respond to emails that they are copied into, so please refrain from cc'ing people, where possible.	
User guides links	Please access
<ul style="list-style-type: none"> <li>• <b>User guide</b> - Step-by-step guidance to iTrent</li> <li>• <b>Visiting Lecturer &amp; Casual Worker One Page Guide</b> - Setting up a new or updated contract.</li> </ul>	<a href="https://www.rca.ac.uk/more/work-rca/visiting-lecturers-and-casual-workers/">https://www.rca.ac.uk/more/work-rca/visiting-lecturers-and-casual-workers/</a>
Links to systems	Please access
<b>iTrent</b> the integrated HR and Payroll system	Employees: <a href="#">iTrent Employee Self-Service</a> Managers: <a href="#">iTrent People Manager</a>
<b>Stonefish</b> – for Casual Workers and Visiting Lecturers to set up on a new contract.	<a href="#">Stonefish</a>

**Deadlines for submissions and approvals** As a reminder, the following dates for timesheet activity and for contracts to be submitted are overleaf.

Activity	Deadline
New contracts to be submitted and 'Terms of Engagement' accepted.	3rd of each month
Timesheet submission	10th of each month
Authorisation	15th of each month

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## Frequently Asked Questions

## 1 What is iTrent?

iTrent is an Integrated HR and Payroll system. It has two access points, one for Employees and one for Managers.

**Employee Self Service (ESS)** allows:

- Employees to view and update their personal information;
- Casual Workers and Visiting Lecturers to submit timesheets, make expense claims, and managers to authorise these timesheets.
- Contracted staff can book and view holiday and managers can authorise this holiday. Holiday guides are located [here](#).

**People Manager** - known as RCA MSS - allows Managers to:

- review limited personal and employment details for the people who are set up as reporting to them;
  - view and authorise (or reject) holiday requests and 'Time & Expenses' claims;
  - view sickness and holiday absence details;
  - redirect authorisation tasks to cover their own absence.
- 

## 2 Access & Log in issues

### 2.1. How do I access iTrent?

**Employees:** Employee Self-Service: [https://roycali.webitrent.com/roycali\\_ess/](https://roycali.webitrent.com/roycali_ess/)

**Managers:** People Manager: [https://roycali.webitrent.com/roycali\\_web/](https://roycali.webitrent.com/roycali_web/)

### 2.2. What web browsers can be used in iTrent?

Preferred browsers are Internet Explorer 11, Microsoft Edge and Google Chrome.

Mozilla Firefox; Safari can cause some issues so are not recommended. You should always ensure that you are using the most recent version of your browser.

### 2.3. I have not been set up with access to iTrent, what should I do?

**Casual workers/Visiting Lecturers:**

A common error is not that you have not 'ticked' and 'accepted' your Terms of Engagement in Stonefish. Please read this one page guide 'Setting up a new or updated contract' located [here](#) to check off all items you need to have completed in order to get iTrent access.

**Contracted staff:**

If you have not received notification that your iTrent user account has been set up, please email [hr@rca.ac.uk](mailto:hr@rca.ac.uk).

### 2.4. When will I receive my iTrent log-in? (Visiting Lecturers and Casual Workers)

Visiting Lecturer or Casual Workers: Please ensure you have completed stages 1-3, in the 'Setting up a new or updated contract' one page guide located [here](#). After accepting your 'terms of engagement', you'll receive your login after maximum of one week. The RCA does weekly transfers of new data inputted by CW's VL's, we are working to integrate the systems fully which will reduce this time.

### 2.5. I have tried to log on but have received an error message.

You should have received an email from the ICT helpdesk with your RCA network username and a link to set up a password.

If you have received the email and followed the Instructions, you should be able to login to iTrent using RCA network username and password e.g. Joe.Bloggs

If you are still experiencing issues, please email [hr@rca.ac.uk](mailto:hr@rca.ac.uk) in the first instance.

## **2.6. I can't submit my timesheet because of planned maintenance.**

At regular intervals, our iTrent will undergo scheduled maintenance. During this period you will be unable to submit your timesheet. Typically the system is offline for only part of the weekend. Once the maintenance is complete you should be able to submit your timesheet.

Should you have any queries please contact [hr@rca.ac.uk](mailto:hr@rca.ac.uk)

The upcoming maintenance schedule can be found below:

November 2019	Friday, 8 November 18:00 – Monday, 11 November 09:00 Saturday, 23 November: 00:00 – 12:00
December 2019	Saturday, 21 December: 00:00 – 12:00

## **2.7. I do not have access to a computer and am unable to use Employee Self-Service at the College.**

There are a large number of computers on both campus and the system can also be accessed securely from any computer or laptop with internet access. If you are unable to use iTrent Employee Self-Service, please speak with your manager in the first instance and they will work with you to find a solution that is most appropriate for your needs.

## **2.8. Display - the screen is not displaying correctly.**

Some iTrent functionality will only display properly on the latest browser versions. Please check that you are using one of the web browsers Internet Explorer 11, Microsoft Edge and Google Chrome.

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## **3 Data security and keeping your data up-to-date**

### **3.1. How is my data kept secure?**

All personal information for staff is held securely in the HR system, iTrent, in accordance with the General Data Protection Regulation (GDPR) 2018. HR and payroll records are treated confidentially and every measure has been taken to protect this data in its electronic form. Only a very small number of staff are given access to the data in the personalised form that you see it, and it is essential that they have this access in order to carry out their College responsibilities.

### **3.2. I think my job title is incorrect, what should I do?**

If you think your job title is incorrect, please email [hr@rca.ac.uk](mailto:hr@rca.ac.uk) with details of what you believe your job title should be.

### **3.3. I think my contractual hours are incorrect.**

Your contractual hours are the total number of hours you are contracted to work per week. If you believe your hours or working pattern are incorrect please contact [hr@rca.ac.uk](mailto:hr@rca.ac.uk)

### **3.4. I think my reporting manager is incorrect.**

Your reporting manager is your direct line manager. If you believe your reporting manager is incorrect in iTrent, please contact [hr@rca.ac.uk](mailto:hr@rca.ac.uk)

### **3.5. I have received a notification that my contract will be closed in two months, what should I do?**

This is a great time for you to have a conversation with your line manager about whether a new contract needs to be raised.

Your line manager would have received the same notification, so will be aware that a new contract may need to be raised.

Please note that all contracts will now be automatically closed three months after the end date. You will also receive a notification once the existing contract is closed.

### **3.6. In my timesheet, my contract name looks different.**

From August 26, instead of a series of numbers, your contract title will now have 'Job title - Job Type Programme - Department - Project Code.'

This change is based on feedback from staff who have asked for more information to be included in their contract title. It is hoped that this additional information will help you choose the correct contract when completing your timesheet.

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## **4 Bank Details**

### **4.1. How do I add my bank details?**

Within Employee Self-Service on the Personal screen you are able to view and amend your current bank details (reference item 4 in the iTrent User guide located [here](#). Please note that you can only update UK bank account details in iTrent Employee Self-Service.

### **4.2. Non-UK bank accounts**

If an individual requires payment into a non-UK bank account, they will be asked to provide their non-UK bank account details to the Finance team each time they require a payment. This is because iTrent does not hold international bank account details, and they cannot be stored elsewhere due to data protection rules (GDPR). Note: As a result of this process, payments may take up to 5 working days longer than payments made to a UK bank account.

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## **5 Payslips and P60s**

### **5.1. How do I look at my payslip?**

Login to [iTrent Employee Self-Service](#) and navigate to the Pay & Benefits screen to view your payslip history. If you click on a payslip, you will be shown a basic version of your payslip. If you click download or print, a more detailed version of your payslip will be available.

### **5.2. At what point in the month will I be able to view that month's payslip?**

Your online e-payslip will normally be available on the day before your salary is paid –salaries are paid on the last working day of the month, except December when payday is normally the last working day before Christmas.

### **5.3. How often can I view my online payslips?**

You can view your e-payslips whenever you want and there is no limit to the number of times you can do this.

### **5.4. How can I arrange for my payslip to be emailed to me as soon as it is ready?**

Please refer to the 'Pay & Benefits – Payslips & P60's' item in in the iTrent user guide, located [here](#) for a guide to set up this facility.

### **5.5. My password to retrieve my e-payslip from my email does not work.**

If your e-payslip password is incorrect, log into [iTrent Employee Self-Service](#) and select 'e-form preferences' from the profile button to reset it.

### **5.6. I set my payslip to be emailed to me but I did not receive it.**

Please contact [hr@rca.ac.uk](mailto:hr@rca.ac.uk) if you have not received your payslip by email.

### **5.7. Are e-Payslips secure?**

e-Payslips are as, if not more, secure than printed and delivered payslips. If you choose to set up emailed payslips, the file is sent as a PDF file and is password protected. To access your e-payslip online through iTrent ESS, you have a personal login and password.

### **5.8. What is the legal position on providing payslips electronically?**

Employers are obliged to provide employees with an itemised payslip on or before payday. The e-payslip meets this requirement.

### **5.9. How long will my e-Payslips remain on the iTrent system?**

Your e-payslips will remain on the iTrent system for as long as you are a College employee, and you will be able to view all your previous payslips since November 2013.

### **5.10. Are e-Payslips accepted by banks and other organisations?**

Yes, the PDF print is accepted by banks and other organisations. The use of electronic payslips is becoming more mainstream and as such, many high street lenders have adapted their criteria for loans and mortgages to accept e-payslips as proof of earnings. E-payslips exactly replicate the information provided on paper payslips, they're simply not printed by the College.

### **5.11. Where do I get my P60?**

Login to [iTrent Employee Self-Service](#) and navigate to the Pay & Benefits screen to view your P60. Under the P60 heading, you will see all of your P60's from 2013 to present. If you select and click on a P60 you are able to download and print it for your records.

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## **6 Pay**

### **6.1. What if my pay looks wrong?**

Please note that you are responsible for checking your own payslip each month. If you notice any errors or have any questions about any element on your payslip, contact [royalcollegeofart@mhr.co.uk](mailto:royalcollegeofart@mhr.co.uk)

### **6.2. How do I see what days I have already claimed or been paid for?**

You can view your historic claim forms on [iTrent Employee Self Service](#) under the Pay & Benefits screen. You can scroll through each claim form to see the days that you have claimed for previously

### **6.3. How do I get paid as a casual or VL worker?**

You will need to complete and submit a timesheet in order to be paid. Please note that it isn't possible to submit timesheets until your contract is fully set up and your terms of engagement accepted. Please refer to stages 1–5 of the Visiting Lecturer & Casual Worker short guide located [here](#).

We are working with our partners to streamline the process for setting up user accounts which will enable new starters to access iTrent Employee Self Service within a day of the record being set up in iTrent.

### **6.4. How do I see the rate I will be paid?**

To view your rate of pay, please refer to your terms of engagement. A copy can be downloaded from your profile on the [e-Recruitment system](#).

### **6.5. When will I be paid?**

Payday is on the last working day of the month, except for December when payday is normally the last working day before Christmas. Payslips are available on iTrent Employee Self-Service on the day before payday.

### **6.6. Who do I contact for an emergency payment (salary advance) and what is the process?**

In exceptional circumstances, a member of staff may, due to potential hardship, apply for a salary advance under the following process and in accordance with the [Finance Regulations](#) (section 25.16);

- 1) Firstly, please speak to your line manager, who will need to approve the request.
- 2) If your line manager approves the request, your line manager should email the Deputy Director of Finance [Claudia.Linden@rca.ac.uk](mailto:Claudia.Linden@rca.ac.uk) (or the Director of Finance [Amanda.White@rca.ac.uk](mailto:Amanda.White@rca.ac.uk) in their absence) on your behalf, providing a brief explanation of the reasons and the amount of the request. Please ensure they add "Emergency Payment" in the subject heading.
- 3) Each application will be decided on an individual basis and cannot be repeated on a regular basis.
- 4) An email response will be provided to the individual making the claim within 24 hours of receiving the request
- 5) If the application is successful, a payment will be made to the individual's personal bank account using the details stored within the payroll system (iTrent) unless other details are directly provided.
- 6) The full amount of the advance will be deducted in the following month's payroll.
- 7) Failure to submit a timesheet within published deadline or for authorisation within deadline will not automatically entitle someone to an advance.

### **6.7. What happens if I do not have a UK bank account?**

The RCA allows up to two payments into an international bank account. This allows time for employees, visiting lecturers and casual workers to arrange for a UK bank account to be set up.

If an individual requires payment into a non-UK bank account, they will be asked to provide their non-UK bank account details to the Finance team each time they require a payment. This is because iTrent does not hold international bank account details, and they cannot be

stored elsewhere due to data protection rules (GDPR). Note: As a result of this process, payments may take up to 5 working days longer than payments made to a UK bank account.

If an individual requires continued payment into a non-UK bank account, the College reserves the right to charge a £100 administration fee (from 1 September 2019). This charge, which will be deducted at source, covers the additional cost of processing payments to non-UK bank accounts.

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## 7 Tax

### 7.1. If I have a question about my tax code who shall I contact?

MHR receive any tax code changes direct from HMRC and must apply them by law.

If you believe your tax code to be incorrect please contact the HMRC employee helpline on 0300 200 3300.

### 7.2. I am being taxed more than expected

There are many reasons as to why you could be taxed more than usual.

- Your tax code has changed – contact HMRC on 0300 200 3300
- Your taxable gross pay is higher than previous pay periods – check payment/benefit amounts against previous pay period
- You owe the HMRC tax – contact HMRC on 0300 200 3300
- You have back pay causing an increase in taxable gross pay– check payslip for '(back pay)'

## 8 Leaving the college & P45 Forms

### 8.1. What happens when I leave the College?

On leaving the College, you will no longer have access to your ESS account. Before your ESS account is closed, you should save the details of your payslips and P60 to a location you will be able to access once you have left as you may need this information in the future.

### 8.2. Who do I contact to get my P45?

If you are leaving the college, your P45 and final payslip will be posted to the home address we have on your staff record. If the address we have is incorrect, please ensure that you update it via [iTrent Employee Self-Service](#) by the 15th of the month to ensure that it is posted to the correct address.

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## 9 Timesheets

### 9.1. How do I find out who my timesheet approver is?

You can find this information from within iTrent. Navigate to the "Employment" tab and click on the contract you wish to view the approver for. The details of the contact will pop up along with the reporting manager/timesheet approver detail.

## 9.2. My timesheet has not been approved who do I contact?

If for any reason your timesheet has not been approved, please speak to your line manager/timesheet approver in the first instance. If your line manager/timesheet approver is absent, please contact [hr@rca.ac.uk](mailto:hr@rca.ac.uk).

## 9.3. How do I reallocate authorisation for timesheets when I am on leave?

If you are responsible for authorising annual leave or time and expenses claims and are going to be absent from the business you can set up a '[Task List Redirection](#)' for a specified period. Refer to the iTrent user guide located [here](#) for Instructions on how to set this up. Please remember to advise and agree with the person that the tasks are being redirected to.

## 9.4. Why do I need to submit my timesheet within 90 days (3 months)?

The College expects that any timesheets will be submitted within three months of the time being accrued. Any delay could result in your payment being forfeited.

You can find reference to the '90 day policy' in the College's Financial Regulations [here](#) (see 25.20).

If you try to submit a timesheet that is more than 3 months old, the system will not allow you to enter time. If there are extenuating circumstances, please email [hr@rca.ac.uk](mailto:hr@rca.ac.uk) explaining the reason for the late submission.

## 9.5. I can see two identical project codes (contracts) - which one do I use?

Please contact [hr@rca.ac.uk](mailto:hr@rca.ac.uk).

## 9.6. What do I do if a project code is missing when I need to submit a timesheet?

If the project code you need to claim against is missing from the available codes, please ask **your authorising manager** to contact [hr@rca.ac.uk](mailto:hr@rca.ac.uk) to get the project code added.

## 9.7. In my timesheet, my contract name looks different.

From August 26, instead of a series of numbers, your contract title will now have 'Job title - Job Type Programme - Department - Project Code.'

This change is based on feedback from staff who have asked for more information to be included in their contract title. It is hoped that this additional information will help you choose the correct contract when completing your timesheet.

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## 10 Expenses

### 10.1. How do I claim expenses if I am a VL?

Within iTrent Employee Self-Service, you have the ability to claim expenses. Please refer to the iTrent ESS user guide located [here](#) for detailed information on how to do this.

### 10.2. How do I check my claim has been submitted?

Within Employee Self-Service on the Pay & Benefits screen you will find all of your time & expense claims. Each claim will have a status. If your claim has been submitted properly then the status will read as "Awaiting Authorisation". For further information, please refer to the iTrent ESS user guide located [here](#).

**10.3. How do I check if my claim has been authorised?**

Within Employee Self-Service on the Pay & Benefits screen you will find all of your time & expense claims. Each claim will have a status. If your claim has been authorised then will read as "Authorised". For further information, please refer to the iTrent ESS user guide located [here](#) for further information.

**10.4. How do I know which project code (contract/position) to use from the drop-down?**

If you are unsure please speak to your authorising manager. If they are unclear they should contact their School General Manager.

**10.5. What happens if I claim against the wrong project code (contract/position)?**

The authoriser will reject your timesheet or ask you to re-submit. A rejection could delay your payment.

**10.6. I've submitted my timesheet but have not been paid what should I do?**

If you have completed your timesheet please contact [hr@rca.ac.uk](mailto:hr@rca.ac.uk).

Before you do this you can review the status of the timesheet (item 6.2–6.6 of the iTrentESS User Guide located [here](#) ) to check it has been authorised. If it has been authorised, you contact HR to check if it was authorised before the deadline.

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**November 2019**

**For further Information and Support please contact the HR Systems Team**

**Email: [HR@rca.ac.uk](mailto:HR@rca.ac.uk)**