MyWebWorkplace.net
{teamwork technologies}

Absence management

User Guide

On demand business automation application

Version 28 January 2010

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Introduction

Thank you for choosing MyWebWorkplace.net.

MyWebWorkplace.net is an integrated suite of on-demand software modules, each of which target a distinct business process to improve efficiency, accuracy, compliance & communication throughout your organisation.

Each module is available separately as a powerful standalone system or alternatively, multiple modules that inter-connect and work together to promote successful business automation.

MyWebWorkplace.net has been designed to be simple and quick to setup but able to accommodate all business models. Its versatility gives you complete control over its implementation and a tight fit to your organisational needs.

Purpose

This guide is intended for all users of MyWebWorkplace.net.

Scope

This guide will cover all requirements of use and configuration of MyWebWorkplace.net.

Convention Key

This guide uses the follow conventions to describe particular parts of MyWebWorkplace.

Underline	➡	Hyperlink (e.g. Create Leave Request)
Italic	➡	Section title (e.g. *My Current Leave Requests*)
'Single quotes'	➡	Field (e.g. 'Forename')
[Square brackets]	➡	Button (e.g. [Submit])
Bold	➡	Menu route with > between selections (e.g. **My details > Groups**)
HTTP://MWWP.ME	➡	Web address

Describing MyWebWorkplace.net

MyWebWorkplace.net is focused on providing perfect business automation across your organisation.

Business automation is achieved by giving controlled access to your employees to help streamline and communicate the numerous procedures that take place to both support and run a healthy and prosperous organisation.

Each business procedure is available as a standalone module with in MyWebWorkplace.net that can be adopted and laid across your organisation to help promote better teamwork, reduce errors and improve communications in that particular area.

Additional modules can be switch on at any time to add greater and more practical support to your business. The related information in all adopted modules will automatically be shared across other modules and work together to provide enhanced data capture and further reduce both double entry and inaccuracies.

Setting Up the system for the first time

Follow the instructions in the Getting Started Guide. We strongly recommend the guidance is followed closely to ensure a straightforward setup. The following points are covered in more detail.

1. Create your account by going to http://mwwp.me/client_new and following the instructions
2. Once setup, login and update the registered users employment start date (**People > user name > edit**)
3. Add Licences (**Admin > Licences**)
4. Setup the Calendars for the countries you operate in (**Admin > Settings > Calendar Sets > Add**)
5. Setup the Work Patterns that your employees follow (**Admin > Settings > Work Patterns > Add**)
6. Add your Groups (**Groups > Add**)
7. Add your Areas (**Areas > Add**)
8. Edit the Absence types available to your employees to request leave against (**Admin > Holiday/Leave > Absence Types**)*
9. Edit the Absence Rules to suit your company policies (**Admin > Holiday/Leave > Absence Rules**)*
10. Edit the Annual Increments to suit your company's Annual Service Award Scheme (**Admin > Holiday/Leave > Annual Increments**)*
11. Setup any Mandatory Leave (**Admin > Settings > Calendar Sets > Add**)*
12. Edit the Core defaults to suit the majority of your employees (**Admin > Settings > Core Defaults**)
13. Add your Employees (**People > Add** or **Admin > Files > Bulk User Template/Upload**)
14. Assign a Manager to each Group (**Group > Group link > Edit**)

* Optional

Suggestion

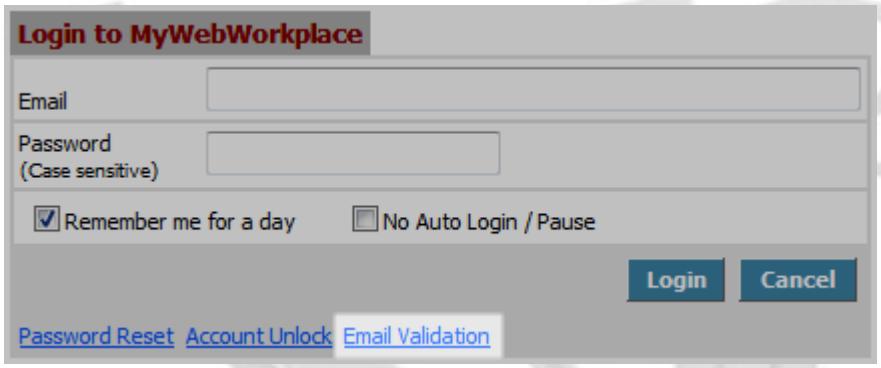
When using the bulk upload feature it is recommended that you upload Employees that match the Core Default settings as these settings will be applied during the upload, (although an employee can be edited after they have been added). Once one group of employees have been uploaded, go to Core Defaults and change the settings (Calendars, Work Patterns etc) to suit the next batch of Employees. The name of the Bulk Upload Template file can be changed to remind you of the employees that the file contains.

First-time Users

Logging in

Every User of MyWebWorkplace.net will receive an email to confirm their email address which will contain a link to activate their access to your account. Once their account access has been confirmed another email will be sent to them with a temporary password which will have to be changed to their preferred password prior to accessing the system. Passwords are required to be strong; they must be at least 8 characters long and include at least one capital letter and one number.

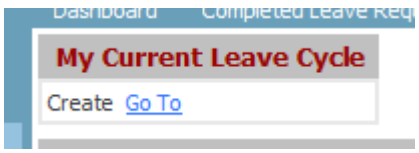
The initial email confirmation request will be automatically cancelled if not used with in 28 days of it being sent. With out confirming a users email address they will not have access to your account. Another email validation can be sent from the login page.



The login page is located at **HTTP://MWWP.ME/LOGIN**

Creating the Leave Cycle (Annual Entitlement)

Once logged in, the user can initiate their leave cycle by either requesting leave or by clicking the 'Go To' link in *My Current Leave Cycle* at the top of the users Dashboard.



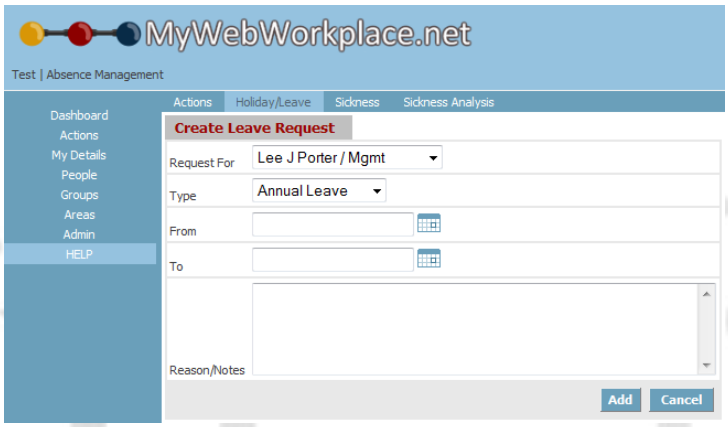
On Creation, the Leave Cycle will include any Mandatory Leave, Carry Over Entitlement and Annual Service Award days.

Instructions for Annual Leave

Requesting Absence

Dashboard > *My Current Leave Cycle* > Create Leave Request OR

Actions > Holiday/Leave > Create Leave Request

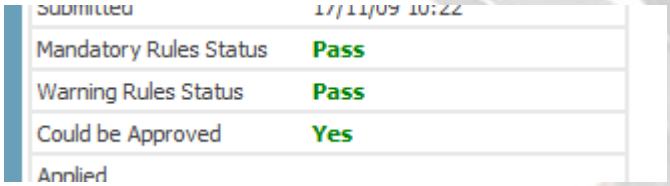


Complete the form and click [Add]. This will create a draft leave request that will need to be submitted for approval by your Home Group Manager.

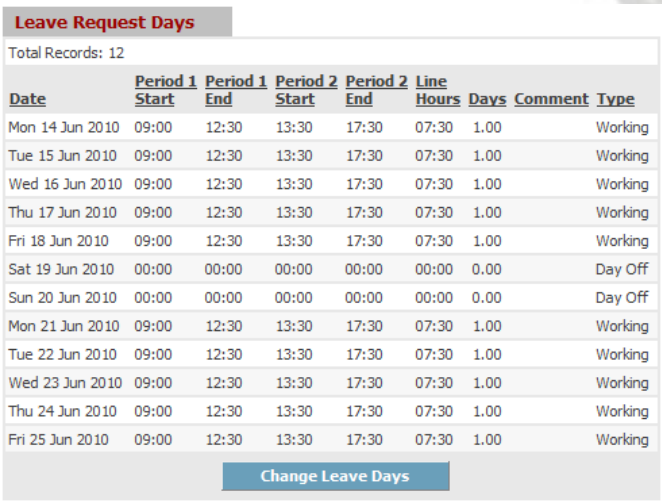
ABSENCE RULES

As the leave request is created it will be compared against any leave rules that apply at that point in time. If the request conflicts with any of the rules they will show fail against the corresponding leave rule.

Absence rules can be added and edited by going to Admin **> Holiday/Leave > Absence Rules**.



A summary of the status of all rules are combined to be shown on the leave request with a breakdown of each rule at the bottom of the page.



Leave Request Days

Total Records: 12

Date	Period 1 Start	Period 1 End	Period 2 Start	Period 2 End	Line Hours	Days	Comment	Type
Mon 14 Jun 2010	09:00	12:30	13:30	17:30	07:30	1.00		Working
Tue 15 Jun 2010	09:00	12:30	13:30	17:30	07:30	1.00		Working
Wed 16 Jun 2010	09:00	12:30	13:30	17:30	07:30	1.00		Working
Thu 17 Jun 2010	09:00	12:30	13:30	17:30	07:30	1.00		Working
Fri 18 Jun 2010	09:00	12:30	13:30	17:30	07:30	1.00		Working
Sat 19 Jun 2010	00:00	00:00	00:00	00:00	00:00	0.00		Day Off
Sun 20 Jun 2010	00:00	00:00	00:00	00:00	00:00	0.00		Day Off
Mon 21 Jun 2010	09:00	12:30	13:30	17:30	07:30	1.00		Working
Tue 22 Jun 2010	09:00	12:30	13:30	17:30	07:30	1.00		Working
Wed 23 Jun 2010	09:00	12:30	13:30	17:30	07:30	1.00		Working
Thu 24 Jun 2010	09:00	12:30	13:30	17:30	07:30	1.00		Working
Fri 25 Jun 2010	09:00	12:30	13:30	17:30	07:30	1.00		Working

Change Leave Days

CHANGING THE DAYS AND HOURS

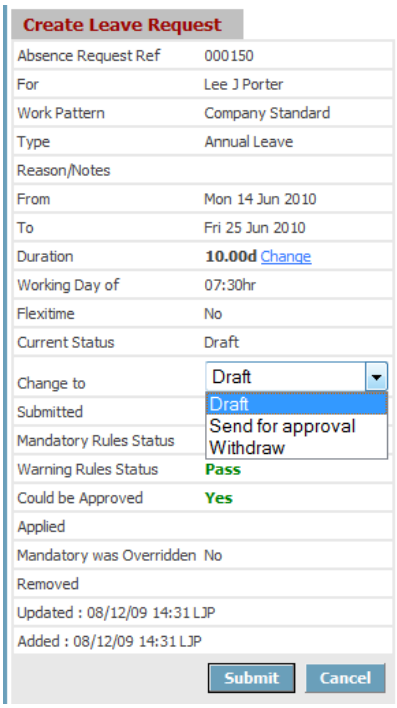
The period of time that the leave request refers can be changed prior to submitting it for approval in two ways. Either selecting Change next to the Duration of the request or by clicking [Change Leave Days] below the *Leave Request Day* breakdown.

One period of a day (e.g. the morning) or a whole day can be removed by changing the Start and End times to 00:00 and click [Submit]. The duration is recalculated to reflect the changes.

SENDING FOR APPROVAL

Once the details of the request have been reviewed, the request can be sent to the manager by changing the status to Send for Approval. By selecting Withdraw cancels the request. An email will be sent to the Manager, notifying them of the waiting leave request.

Once the leave request has been made it can be found in *My Current Leave Requests* on the Dashboard and in **My details > Leave requests > Current leave requests** (in all statuses including draft). The detail of the leave request can be accessed by clicking on the corresponding Absence Ref.



CANCELLING LEAVE

A Leave request can be cancelled at any time during the approval process by navigating to the specific request and selecting Withdrawn and clicking [Submit]. An email will be sent to the Manager informing them so long as it has been sent for approval.

Approval of Absence

The Manager of the Home Group for the employee requesting leave will receive notification of the pending leave request by email. The email has a quick link to go straight to the requested leave.

The leave approval page is similar to the requesting leave page. The manager can see the details of the request including whether it has conflicted against any Absence Rules. In addition the page has an *Approval Decision*. The *Approval(s)* area offers future compatibility for multi-line approvals.

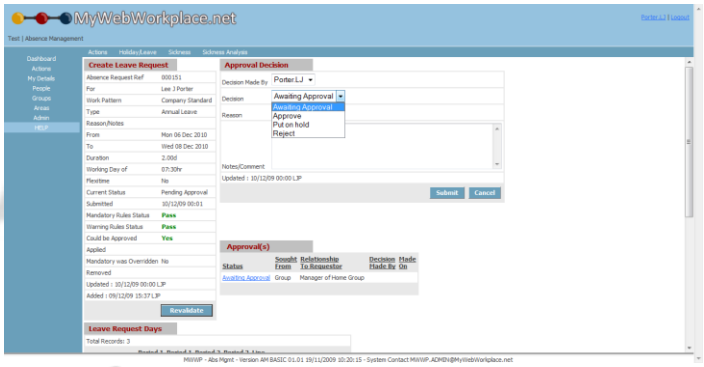
Suggestion

Absence Rules should be used to alert the manager of any situation that they would be mindful of, such as key personnel being away at the same time or department levels falling below a critical threshold (see Absence rules for more information).

The Manager can see the leave that falls at the same time as the requested leave by going to **Groups >** Group Name **> Holiday/Leave**.

APPROVING LEAVE

The Manager can Approve, Reject or put the request on hold all with notes to support the decision. In each case an email is sent to the requester with the decision and a link to the request.



Leave Cycle Management (incl. Entitlement)

The leave cycle manages the entitlement and the period in which it is valid. The Base Leave entitlement for an employee is configured in **People >** employee name **> Edit** under *Edit Employee Detail.* This amount renews for each consecutive Leave period. The leave period is also set in **People >** employee name **> Edit** at 'Leave starts on'. The leave period can have the following configurations for each employee:

Leave period
Company Cycle – Yearly
Personal Cycle from date entered
Personal Cycle from Start date
Personal Cycle from month of start date (1st)
Personal Cycle from Month after start date (1st)
Personal Cycle from 3 months on from start date (1st)

When adding an employee the leave cycle configuration is taken from **Admin > Settings > Core Defaults**.

The following adjustments can be made to an employees leave cycle:

CARRY OVER ENTITLEMENT

Carry over can be managed by selecting a maximum number of entitlement days allowed to automatically carry over to the next leave period in **Admin > Settings > Core Defaults** at 'Max Carry Fwd Leave'. If the employee has fewer days than the maximum allowed, then this amount is carried over instead.

Furthermore an absence rule is available at **Admin > Holiday/Leave > Absence Rules** (FT Carry Over must be used within N Days of Cycle Start) to ensure that carried over entitlement is used within a set time (e.g. 90 days after the start of the leave cycle).

MANDATORY LEAVE

Mandatory Leave is applied to the Leave cycle depending on the setting 'Mandatory Holidays' in **People >** Employee name **> Edit**.

The application of the Mandatory leave can be applied automatically when the leave cycle is first created or manually by going to **Admin > Holiday/Leave > Leave Cycles >** Bulk Process Adjustments. To ensure Mandatory Leave is applied automatically go to **Admin > Holiday/Leave > Absence Rules** and ensure the rule 'Mandatory Leave auto applied' is set to be used.

Mandatory Leave can be edited in **Admin > Settings > Calendar sets** and added by going to **Admin > Settings > Calendar sets > Add.** An existing Mandatory Leave Calendar set is already preconfigured called 'Default MH' but does not contain any Mandatory leave dates. To add dates go to 'Default MH' and click on the Period Name for the year the new Mandatory Leave dates fall in.

Four years are automatically added when adding a new Calendar set. To add additional years on the end of the calendar years already available, change 'Num Periods' from 4 to 5 and click [Submit]. In the same

way any number of additional years can be added and the Mandatory dates that fall in each year should also be added.

The 'start from' of the Calendar set ensures a preferred yearly cycle is used which benefits the administrator adding the mandatory Leave. The Working days are taken when adding a new Calendar set to give you more information when applying the Mandatory Leave dates. The Mandatory Leave added to the Calendar effects each employee depending on his or her own Work Pattern.

ANNUAL SERVICE AWARD MANAGEMENT

Annual Service award will be automatically applied to the Leave cycle depending on the setting 'Annual Increments' in People > Employee name > Edit.

The annual service award is given to employees depending on their length of service and adds extra days to their entitlement.

The annual service award is applied in two parts for any particular year the award applies to. Firstly a proportion is applied at the beginning of the leave cycle (determined by the setting in People > employee name > 'Leave starts from') and then another proportion is applied on the anniversary of the employees start date.

The Annual Service Award is managed by going to **Admin > Holiday/Leave > Annual Increments**. An Annual Service Award is already preconfigured called 'Company Standard'. This Annual Service award can be edited by clicking on Company Standard. The *Annual Increment set* is shown which allows for each service year to be configured for the correct amount of additional days to be added to the entitlement up to 50 years. The first year ('In Year 0') refers to the employees first year employment, so any additional days added here would be immediately added to the employees entitlement on their first days at work.

MANUAL ENTITLEMENT ADJUSTMENTS

A manual adjustment to an employees entitlement can be made by going to **People >** employee name > **leave cycles**. From there select the Cycle start date for the leave cycle the adjustment falls in. This then shows the current adjustments already added for that leave cycle and *Add/Edit Leave Cycle Adjustment* section to manually add an adjustment.

An adjustment might need to be added for example; a bank holiday that was worked or an employee who was sick during leave or as an additional reward.

Applying Leave Rules

Leave rules are powerful conditions that can be set to pre-manage the leave requests prior to them being displayed to the manager. Leave Rules look for situations that the manager would be routinely mindful of and mark the conflict against the rule and summarise against the request itself. This is visible to both the employee requesting the leave and the manager looking to authorise it. An Absence rule can be set to the following strengths:

Rule strength	**Chance of approval**
Mandatory	Can **not** be approved by the Manager
Mandatory with override	Can be approved by the Manager in exceptional circumstances
Warning	Can be approved by the Manager

MyWebWorkplace comes pre configured with the available rules at **Admin > Holiday/Leave > Absence Rules**.

Some of the rules can be duplicated to allow for managing multiple Groups, Areas or Users by clicking Copy.

All rules can be edited by clicking the Absence Rule title. Each rule has standard settings such as strength and whether it applies to full and/or part-time employees. The specific rule control is towards the bottom of the screen and includes either a number or two date boxes, which setup the limits of the rule. At the bottom of the page are selections for who the rule applies to (i.e. which group, area or employee) and which employees are excluded from the rule.

Suggestion

By using the employee exclusion option a rule can be set to restrict one employee or group but not a particular employee.

For instance, a rule can be set to restrict a department to 5 away at any time but not to include the senior manager. If the senior manager is away however the 6th employee will conflict the rule. Similarly, if a rule is set to restrict the MD and assistant but excludes the MD then the assistant will not be able to take leave when the MD is away but if the MD books leave when the assistant is away the exclusion will apply.

The rules available include the following:

Rule	**Notes**	**Recommend Strength**
Requested dates are not within an existing approved request	Leave requests will not overlap	M
Enough entitlement left for request	Entitlement overspend	M with O
Max days duration of leave request	2 weeks max leave	M with O
Min days notice required	2 weeks notice	M with O
Max days requested within a 30 days margin	Total leave in any 61-75 day period	W
Max number of Company employees away together	*Max off work	W
Max number of Group employees away together	*Max off work	W
Max number of Area employees away together	*Max off work	W
Employees not to be away at the same time		W
Company restriction on leave between these dates	No leave between 2 dates	W
Group restriction on leave between these dates	No leave between 2 dates	W
Area restriction on leave between these dates	No leave between 2 dates	W

Employees restricted from leave between these dates	No leave between 2 dates	W
Min Company staffing level	*Min at work	W
Min Group staffing level	*Min at work	W
Min Area staffing level	*Min at work	W
Carry Over must be used within N Days of Cycle Start		W
Mandatory Leave auto applied		W
Max Compassionate days per Cycle		W
FT Carry Over must be used within N Days of Cycle Start		W
Max days in one Flexitime request	Future compatibility	W
Max Birthday days per Cycle		W
Max Duvet days per Cycle		W

M=Mandatory **M with O**= Mandatory with Manager Override **W**=Warning

Absence Type Selection

When the account is first setup the Absence types that are available for your employees to request leave for are Annual Leave and Compassionate Leave. Other Absence types are available. To manage which Absence Types are available to your employees go to **Admin > Holiday/Leave > Absence Types** and click on the Type. In the *Edit Absence Type* section tick/untick the 'Enable' box and [Submit].

Add Next Cycle to all employees (forced)

Normally the next Leave Cycle for each employee is not added until the employee requests leave that falls with in it. If it is necessary to add the next cycle before this event go to **Admin > Holiday/Leave > Leave Cycles > Bulk Add Next Cycle**. This can be useful for Administration or reporting purposes.

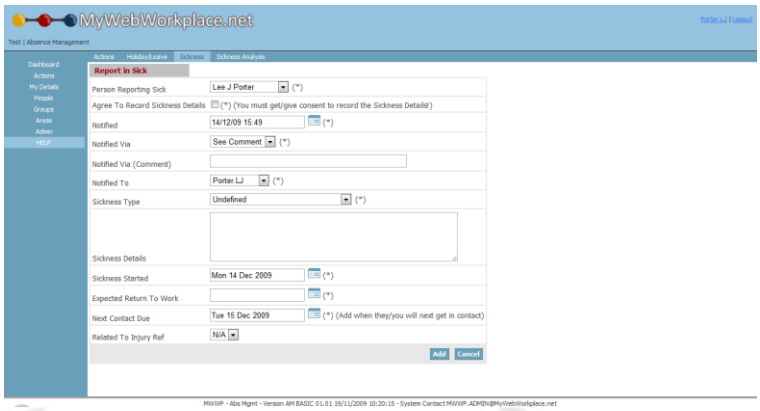
Process All Adjustments (forced)

This will calculate all adjustments such as annual increments, carry forward all untaken leave from the previous leave cycle (based on settings in **Admin > Settings > Core Defaults**) and deduct all mandatory leave from cycles based on today's date.

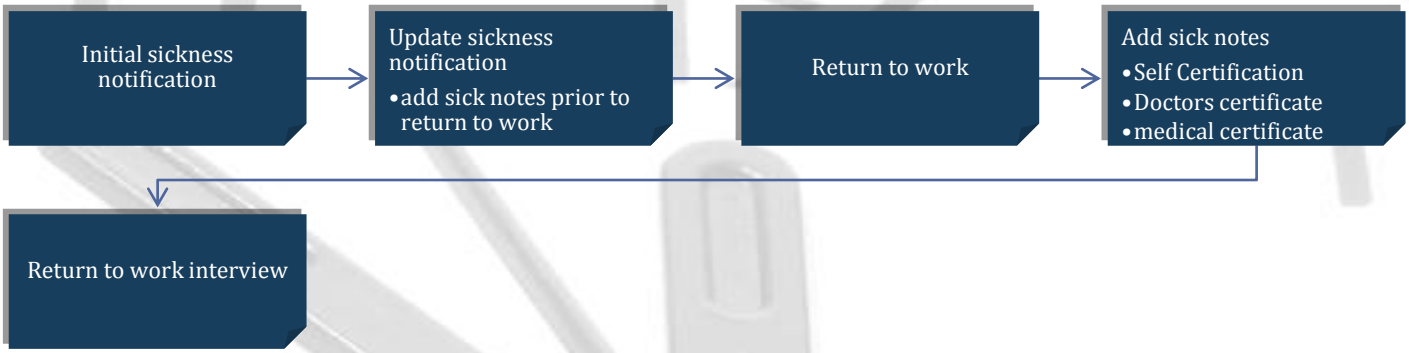
Instructions for Sickness Absence

Recording Sickness

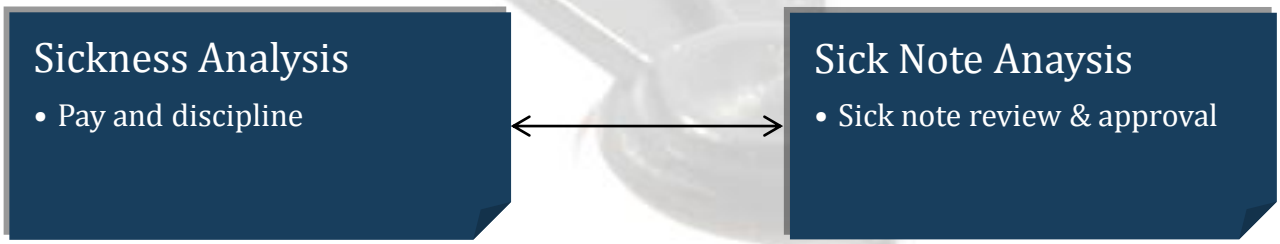
Any employee can record sickness for another employee by going to **Actions > Sickness > Report in Sick**. Complete the form with as much information as possible and [Add] it to the sickness register. At this point the record is only available to Administrators, the sick employee's home group manager and the sick employee themselves to update as necessary.



The standard path of the sickness follows this route:



In addition to the standard path, the sickness can be analysed in more detail by turning on 'Sickness - Require Review' in **Admin > Settings > Core defaults**.



Updating a sickness record

The sickness record can be updated if the details of the sickness absence change while the employee is still absent. Details such as expected return date, next contact date and the specific reasons for the absence can be updated.

Notice of Return to work

MyWebWorkplace.net should be notified once the employee has returned to work. This closes the sickness status against the employee and expects information required to finish the sickness record such as sick notes and interviews.

Sick Note collection

A sick note can be added at any time during or after the sickness period. The sick note can be in the form of a self certification, a doctor's note or a medical certificate. A sick note will be expected to cover all working days of the sickness period before the sick note request is closed.

Return to Work Interviews

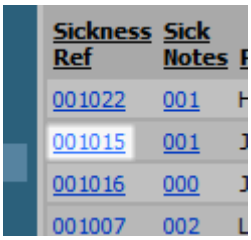
A return to work interview can be between the Manager and the Employee or just between the management. In either case MyWebWorkplace return to work interview provides a simple questionnaire to improve the employee's absence rate by examining any problems that is causing the absence in the first place and the solutions that can be implemented to remove these problems. The management review examines whether the changes implemented from the interview have been successful and if the sickness absence for the employee has improved.

Interviews can be closed as not required.

Sickness Analysis

The sickness analysis allows the manager/administrator only to examine the details of the sickness and make management decisions such as disciplines, frequency/pattern alerts and pay, based on the previous sickness, absence rates and the Bradford factor.

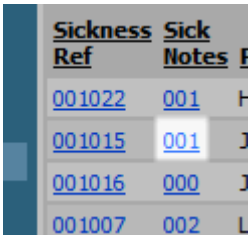
MyWebWorkplace.net utilises the 'Milton mitigation' which follows the Bradford factor calculation very closely except makes fair adjustments for part time workers so that their rates (and impact on business effectiveness) are comparable to full time workers.



In order to access the Sickness Analysis, click on the Sickness Ref link.

Sick Note Analysis

The Sick Note analysis allows the manager the opportunity to confirm the completion of the sick note and whether it was done to their satisfaction.



In order to access the Sick Note Analysis click on the Sick Notes link.

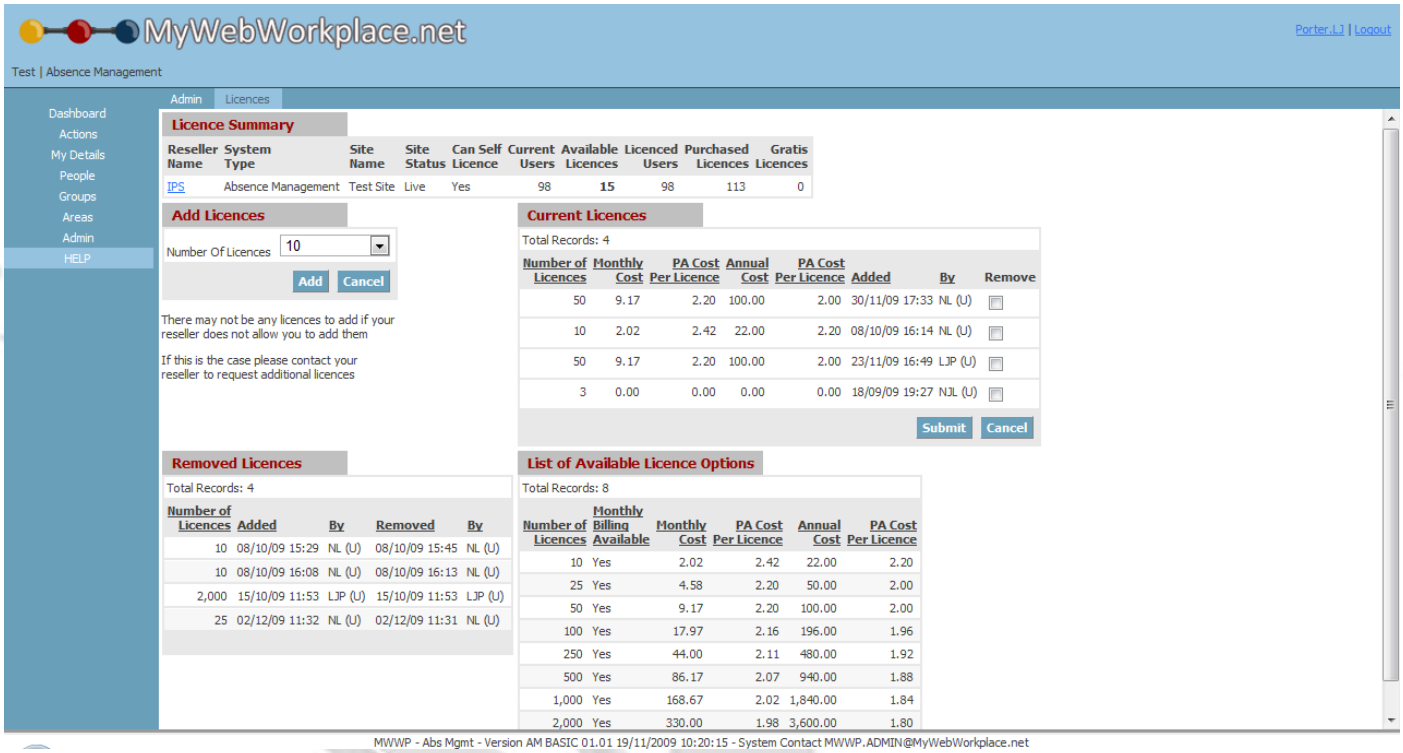
Progress Notes

Progress notes can be kept against any of the management sickness records.

General Instructions

Adding licences

Once your account is setup it will contain 3 free licenses. If you require more you can add and remove licences in **Admin > Licences**.



On the licence screen, licences are summarised in the *Licence Summary* showing how many users requiring licences are in the system, how many licences are available (i.e. not currently being used) and how many have been allocated to users.

Licences are allocated to users on a first come first served basis. For instance if 20 new employees are added but no licences are immediately available for them, they will not be able to access the site but will be able to validate their email and setup their password. As new licences are added they will be allocated to the users without licences in the order the users were added. If a user removed, their licence becomes available for another user immediately and is allocated to the oldest user added who has no licence.

The List of Available Licence Option shows the groups of user licences that are available to your account and their monthly/yearly cost. To add one of these licence groups to your Current Licences simply select the 'Number of Licences' under *Add Licences* and click [Add]. The new licence group will appear in the *Current Licences*.

Newly added licence groups will be invoiced to coincide with your accounts anniversary (i.e. the first time you added a group of licences) so that the next time an invoice is sent on your anniversary date it will include all licence groups on your account.

If licences are removed during the year between anniversary dates, that group will not be invoiced for on the next anniversary date and a credit will be returned for the remainder of the year that the licence group was not used.

Adding Countries

When you first registered MyWebWorkplace.net you would have chosen your first country location. This will already be selected. If you need to add additional locations for other countries you have offices in, then select them by going to **Admin > Settings > Lookup tables > Country Codes**.

Adding Time Zones

When your first country was chosen during registration, its corresponding time zone will also have been selected. If additional countries are required and they operate in different time zones than your main location, their time zones should also be selected by going to **Admin > Settings > Lookup tables > Time Zones**.

Adding Calendars

Calendars specify which days are non work days such as bank and standard holidays (when the Calendar 'Type' is set to 'Working year'). A Calendar should be added to suit each of your employees. These can be added by going to **Admin > Settings > Calendar Sets > Add** and selecting the appropriate 'Country'. See *Adding Countries*.

A Calendar is already included called Default Working Year which can be edited to suit.

MyWebWorkplace already includes the default standard holidays the selected country for at least the next 3 years and they will be added along with the calendar. The included standard holidays can be edited and additional days not already included can be added to suit your needs by clicking Period Name.

List of Calendar Set Periods

Total Records: 5

Period Name	From	To	Days All	Days Work	Days WEnd	Days M&PH	Days Other	Days Ovr	Added	By	Updated	By
2009.04.01 - 2010.03.31	01/04/09	31/03/10	365	253	104	8	0	0	20/10/09 11:52	SYS	20/10/09 11:52	SYS
2010.04.01 - 2011.03.31	01/04/10	31/03/11	365	253	104	8	0	0	20/10/09 11:52	SYS	20/10/09 11:52	SYS
2011.04.01 - 2012.03.31	01/04/11	31/03/12	366	254	105	7	0	0	20/10/09 11:52	SYS	20/10/09 11:52	SYS
2012.04.01 - 2013.03.31	01/04/12	31/03/13	365	260	105	0	0	0	20/10/09 11:52	SYS	20/10/09 11:52	SYS
2013.04.01 - 2014.03.31	01/04/13	31/03/14	365	261	104	0	0	0	22/10/09 23:10	LJP	22/10/09 23:10	LJP

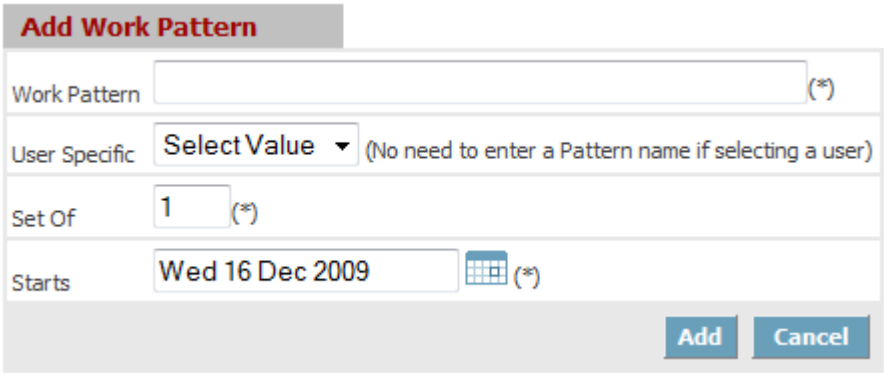
The newly create Calendar set will include four years by default, however this can be adjusted by changing the 'Num Periods'. Any years with out standard holidays available to be added automatically will show in **Admin > Settings > Calendar sets >** Default Working Year under *List of Calendar set periods* in 'Days M&PH' (Days Mandatory and Public Holidays) as zero.

Information

When adding a new Calendar set, the 'Start From' and work days are for your information only.

Adding Work Patterns

Work Patterns specify when an employee is at work and a work pattern should be added to suit all your employees. These can be added by going to Admin > Settings > Work Pattern > Add.

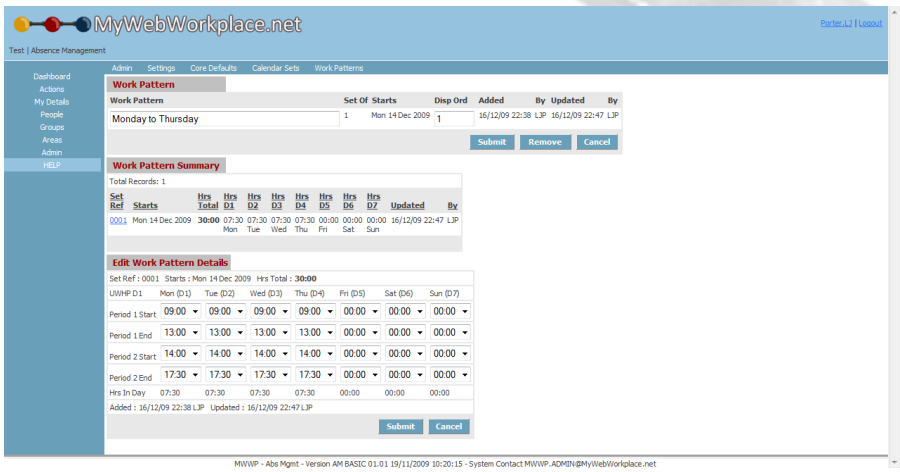


A Work Pattern is already included called Company Standard which can be edited to suit.

Adding a Work Pattern is completed in two stages. Firstly, the 'Set Of' defines the number of weeks that will be needed to model the whole pattern until it repeats. 'Starts' should be set to a date before leave and sickness will be recorded for and start on the day considered to be the start of the pattern (e.g. a Monday).

Click [Add].

The Summary and details of the Work Pattern will be created. Under *Edit Work Pattern Details* the times of the employee is contracted to work can be added. Once complete, click [Submit]. If more than one Set is needed the 2nd week can be edited by clicking 'Set Ref' 0002, 0003, 0004 and so on under *Work Pattern Summary.*



If the day or part of the day is not required, the relevant times should be set to 00:00.

Suggestion

To quickly change the start and finish hours under *Edit Work Pattern Details*, use Tab to move from box to box, use ↑ and ↓ arrows on your keyboard to cycle through the times or press 0 (zero) twice to set the time to 00:00.

Adding a Group

A new group can be added at **Group > Add**. Complete the information and click [Add].

The 'Manager' of the group will be responsible for approving leave requests and carrying out sickness absence tasks.

Adding an Area

A new Area can be added at **Area > Add**. Complete the information and click [Add].

Adjusting the Core defaults

Core defaults are the settings the system looks to, to make default configurations that have not been specified. An example of this is when adding people in bulk.

Core defaults are available at **Admin > Settings > Core defaults**.

Warning

The *Reset Core defaults* section will return the account to the default settings and should be used with care.

Adding People

ADDING ONE PERSON

To add a new person to the system, go to **People > Add.** Complete and click [Add].

The email address should be real if the user is required to access MyWebWorkplace. Only until they have validated their email address will the system allow them to login to the account.

The Home group will determine who approves their leave requests and carries out sickness absence tasks.

'Site Role' will determine the level of access the user has to your account.

It is essential that the correct 'Employment Start' date is added as this will allow MyWebWorkplace to calculate the appropriate leave entitlement taking in to consideration any automatic adjustments.

The 'Working Day' allows for different lengths of working day to be considered as 1 full day against leave entitlement. For instance, the following are the same:

	Working Day	Work Pattern	Entitlement
Employee 1	7 ½ hrs	9 – 12:45	10
Employee 2	3 ¾ hrs	9 – 12:45	20

When employee 1 requests leave, MyWebWorkplace will calculate the leave entitlement used as ½ a day and they have an entitlement of 10 days, whereas for Employee 2 the entitlement used would be 1 day and they have 20 days entitlement.

ADDING A GROUP OF PEOPLE

A group of employees can be added together. The process can be broken into 4 sections:

1. Download bulk template file (spreadsheet xls)
2. Enter the employee information onto the file
3. Upload the file
4. Process the file

Download bulk template file

Go to **Admin > Files** and select Bulk Users Template ('File Title'). Under *File Versions/Sub Doc* select Download File and save the file to your PC.

Enter the employee information

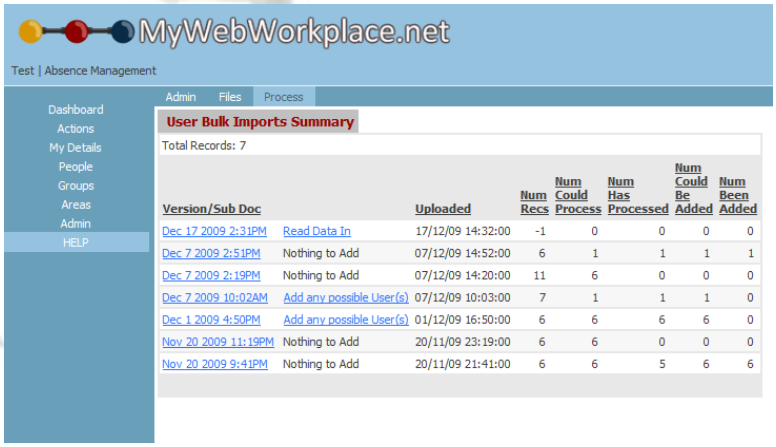
Locate and open the Bulk User template file on your PC and enter the information about your employees. Once your employees have been added, remove the help information below the ===== line, leaving your employee information. Save the file.

Suggestion

If groups of your employees have different work patterns, use different Calendars, follow different Mandatory leave etc it is suggested to group the different types of employees on to different Bulk User Template files and rename the file to explain the employees it contains.

Upload the file

Go to **Admin > Files** and select Bulk User Upload ('File Type'). Under *Edit File Header* select Upload New File. Browse to the saves Bulk User Files and select it. Use 'Version/Sub Doc' to explain the types of employees that the file contains. If you do not complete 'Version/Sub Doc' the upload date/time will be used. Click [Add].



Version/Sub Doc		Uploaded	Num Recs	Num Could Process	Num Has Processed	Num Could Be Added	Num Been Added
Dec 17 2009 2:31PM	Read Data In	17/12/09 14:32:00	-1	0	0	0	0
Dec 7 2009 2:51PM	Nothing to Add	07/12/09 14:52:00	6	1	1	1	1
Dec 7 2009 2:19PM	Nothing to Add	07/12/09 14:20:00	11	6	0	0	0
Dec 7 2009 10:02AM	Add any possible User(s)	07/12/09 10:03:00	7	1	1	1	0
Dec 1 2009 4:50PM	Add any possible User(s)	01/12/09 16:50:00	6	6	6	6	0
Nov 20 2009 11:19PM	Nothing to Add	20/11/09 23:19:00	6	6	0	0	0
Nov 20 2009 9:41PM	Nothing to Add	20/11/09 21:41:00	6	6	5	6	6

Process the file

Once the file has been uploaded go to **Admin > Files > Process > Bulk User Uploads**. The recently uploaded file will be shown in the list, initially with -1 under 'Num Recs'.

Click Read Data In for MyWebWorkplace to check the data in the file and examine what can be imported. The *User Bulk Import Summary* section will show the number of employee records that have been found and how many can be imported.

Suggestion

If you have created different files for different types of employees, change the settings in Admin > Settings > Core Defaults to suit each file BEFORE clicking Read Data In.

The section *User Bulk Imports* shows the employee data that has been found which can be edited prior to clicking Add any possible user(s) in *User Bulk Import Summary*.

User Bulk Imports Summary

Total Records: 1

Version/Sub Doc		Uploaded	Num Recs	Num Could Process	Num Has Processed	Num Could Be Added	Num Been Added
Dec 17 2009 2:31PM	Add any possible User(s)	17/12/09 14:32:00	1	1	1	1	0

User Bulk Imports

Total Records: 11

Could Be Proc	Been Proc	Processing Notes	Could Be Added	Was Added	User Added	Forename	Middle Initials	Surname	Email
Y	Y	Default Group will be used, Default Job Type will be used, Default Site Role will be used, Default User Type will be used	Y	-		Joan	H	Ham	joan@mywebworkplace.net

Delayed Emails

Welcome emails to your employees can be delayed prior to releasing them to be sent. This is useful to completely setup your account before allowing access to the system and/or phase the roll out across various departments or locations. It might also be used to setup an employee before their email account has been setup and the welcome email can be released to be sent on their employment start date.

To delay the welcome emails go to Admin > settings > Delayed Emails and untick the check box against 'Send Email to joining user' under *Change this Settings* and click [Submit]. Newly added employees' welcome emails will now collect as a list in *Unsent emails in the email queue*.

To release them, either a selection (i.e. one or more) or all delayed emails can be released. To release all of them check the tick box under *Send all delayed emails from the email queue* against 'Take this action' and click [Submit]. To release one or more, tick the employees welcome email's that need to be sent and click [Submit]. Once this is done, those checked will appear in *Send only flagged delayed emails in the email queue* as a total to be sent. Check the 'Take this action' box and click [submit].

By re-ticking the 'Send email to joining user', the welcome emails will be sent to the employee immediately once they have been added.

Permissions explained

There are 3 types of user in MyWebWorkplace.

- Client Admin
- Management
- User

User	Management	Client Admin
Dashboard	Same as User Plus:	Same as Management plus:
Actions	Groups	Groups > Add
My Details	Areas	Areas > Add
Help	People	People > Add
	Groups > Group > Edit	People > person > Edit/Remove
	Areas > Area > Edit	People > Person > Leave Cycles > entitlement adjustments
	Actions > Sickness Analysis	View: All leave requests/sickness
	View: Group leave requests/sickness	
	Task: Leave approval	
	Task: Sickness Management	

Email Notification

For many of the tasks with in MyWebWorkplace an email will be sent to either the Employee or Manager or both to inform them of an awaiting task or notify them of a completed task or event.

To ensure that your employees receive these emails you should add the following domains to your email white list/safe senders list:

- mwwp.me
- mywebworkplace.net

File Storage

Future compatibility only – Upload and download sickness and injury forms

Contact Support

Customer Service

Contact customer service to get help with:

- Pre-sales enquiries
- To place an order
- Upgrades
- Cancellations
- Licences
- User ID / password issues

Call 0844 736 1820 ext 1

Technical Support

For technical issues

Raise a support ticket at http://support.mywebworkplace.net/home

Email your support request to support@mywebworkplacenet.zendesk.com

Call 0844 736 1820 ext 2 (available between 9.00 and 17.30 GMT)

If you are a VAR Partner and have a query please call

0844 736 1820 ext 3

Other lines of support

Forum - http://support.mywebworkplace.net/forum

Blog - http://blog.mywebworkplace.net/

Resources - http://blog.mywebworkplace.net/page/Resources.aspx

How to videos - http://www.mywebworkplace.net/how-to.aspx