



# National Shared Services Office

Local HR Guide to PeopleSoft HCM 9.2

The NSSO Human Resource Management System (HRMS) allows those with LHR approval to access, view, approve and update relevant items on a staff's HRMS record. Please note that HRMS can **only** be accessed on the Government network.

**Important:** If you should have Local HR access but you don't have a Local HR Admin screen on HR self-service, please contact us by email at [hrcontact@nssso.gov.ie](mailto:hrcontact@nssso.gov.ie) or by phone on 0818 107 100.

## Contents

Logging into HRMS for Local HR.....	3
Local HR Admin Screen .....	4
1. Approvals.....	5
2. Remote Worker.....	6
3. Local HR Navigation .....	8
4. Workforce Administration.....	9
a. Job.....	9
b. Position .....	13
c. Person.....	15
5. E-Forms .....	17
6. Mobility.....	19
7. Health and Safety .....	20
8. Pensions .....	21
9. Absence and Leave .....	22
a. Absence Event Page.....	23
b. Leave Balances .....	32
c. Leave Accumulators.....	33
d. Absence Inquiry .....	34
e. Results by Calendar Group.....	35
NSSO Case Management System .....	41
Add a new case.....	41
Updating an open case .....	42
Troubleshooting log-in issues.....	43
What should I do if I'm locked out of my account? .....	43
I get an error message when trying to reset my password .....	43
Tips to avoid getting locked out from your account: .....	43
I can log into self-service but I can't access the self-service options.....	43
I am still having technical difficulties with HR self-service. What should I do? ..	43

## Logging into HRMS for Local HR

Go to the NSSO website [www.nssso.gov.ie](http://www.nssso.gov.ie) and select 'Log into HR self-service'. This will bring you directly to the HR self-service log in screen. You will need to use your NSSO Username and Password. Once you have entered your details click Sign In. Once logged in, you will be brought to your Employee Home screen.

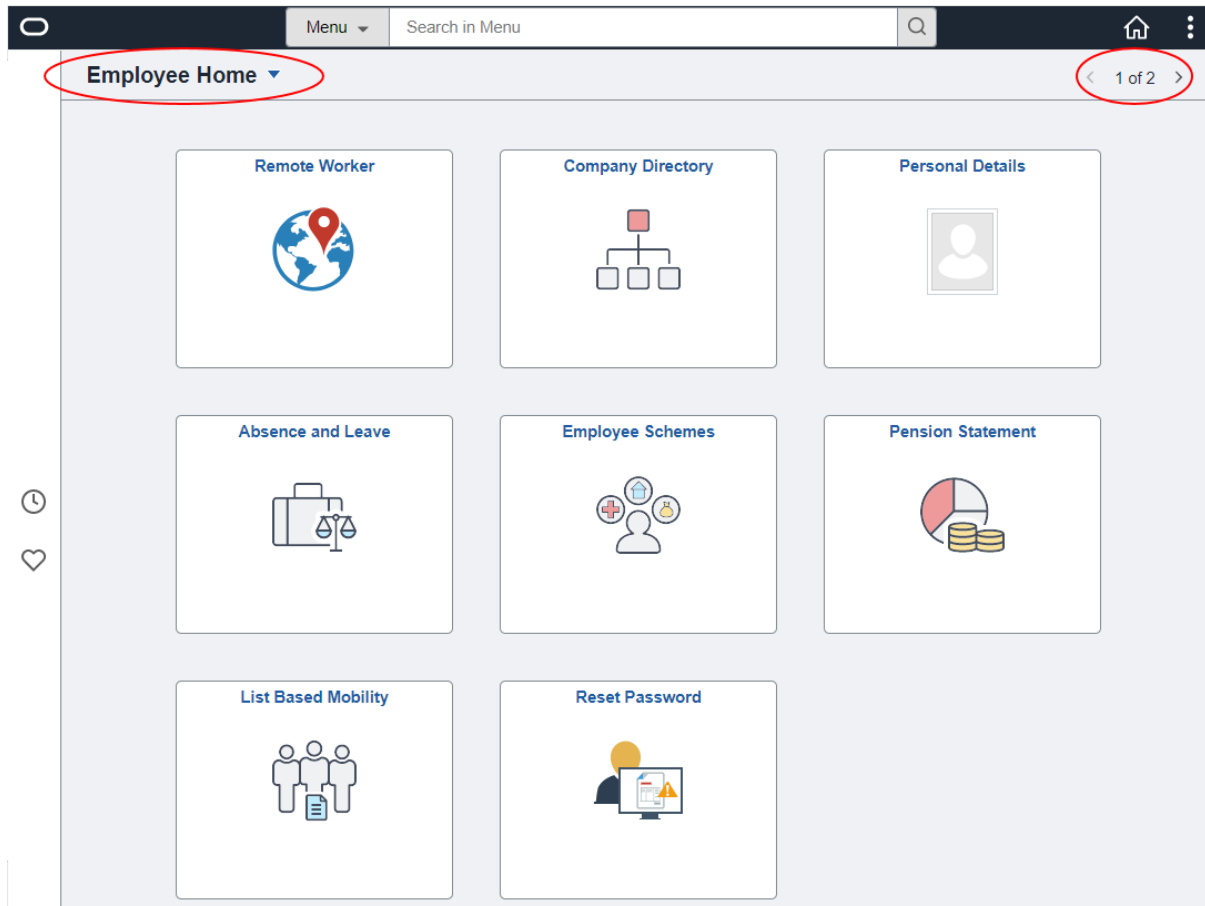


Figure 1 - Employee Home

You can navigate to your Local HR Admin screen via the drop down menu beside 'Employee Home' or by moving across your pages using the arrows to the top right of the screen. (If you are recorded as a Manager on HR self-service, you will find a Manager screen here also).

## Local HR Admin Screen

The Local HR Admin screen is populated with a tile for each LHR admin role that is assigned to your user profile. There are new navigation features to support your use of this system.

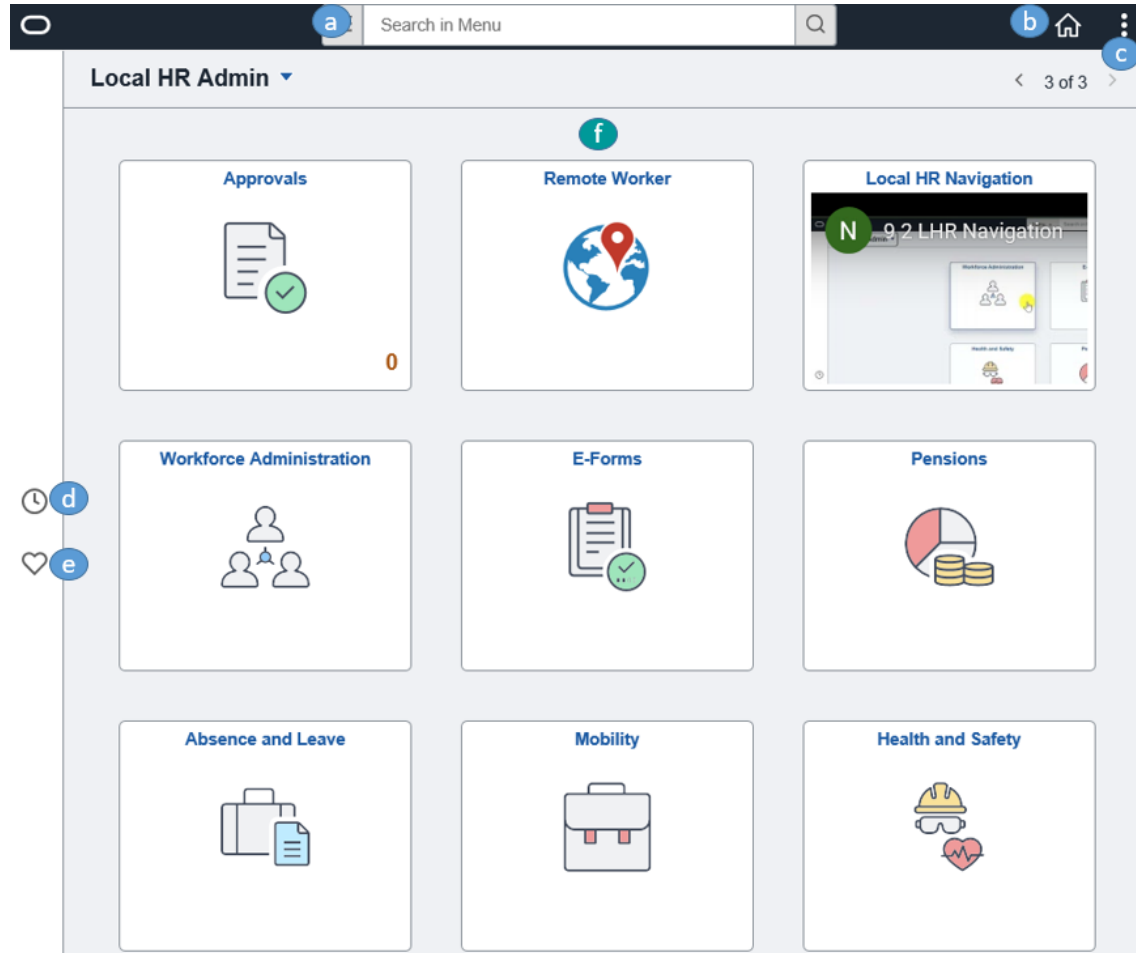


Figure 2 - Local HR Admin

### a) Search Menu

The search menu allows broad searches across HCM for categories and pages.

### b) Home button

This button returns you to your Employee Home screen (Figure 1).

### c) Actions button

A list of actions will be shown when this button is clicked.

d) Recently Visited

Selecting this clock symbol will display a list of recently visited pages for faster navigation. This is available from the Home screens.

e) Favourites

Favourites is available from the Home screens. To add a page to your favourites, first access the page via the search menu (see Figure 1 (a) above). When viewing the desired page, select the Actions button (see Figure 1 (c) above) in the top right corner. Click on 'Add to Favorites'.

*Note:* In order for the Favourites button to establish a direct link with the page you're wishing to access by shortcut, you must first access the chosen page by using the Search Menu. The favourites function will not establish a link to a page if the page is accessed by navigation through tiles, folders and tabs.

f) Tiles

There are 9 HR tiles in total, these are:

1. Approvals
2. Remote Worker
3. Local HR Navigation
4. Workforce Administration
5. E-Forms
6. Mobility
7. Health and Safety
8. Pensions
9. Absence and Leave

Please note that this screen can be personalised by dragging and dropping tiles into a new order. After clicking a tile you will then be presented with a 'Navigation Collection'. This is a panel on the left hand side which contains all of the navigation options that the role gives you access to under the specific tile chosen (e.g. Figure 8).



1. Approvals

Local HR can use this tile to access open application by staff that require HR approval. A number on this tile will indicate how many open applications are awaiting HR approval.



## 2. Remote Worker

This tile is used by LHR to manage Blended Working applications i.e. applications for remote working. You are presented with two options; Search Criteria and Recent Searches.

< Local HR Admin
Remote Worker
🏠 🔍 ⋮

### Remote Worker

▼ **Search Criteria**

My Saved Searches

---

Empl ID

Empl Record

Name

Last Name

Second Last Name

Middle Name

Alternate Character Name

Basic Search

▶ **My Recent Searches**

Figure 3 - Remote Worker

Using the search options you can reach the intended officer's applications e.g. searching PPSN or Name. This will bring up a list of officers who match this criteria. To select the appropriate result click the arrow button on the right side of their row.

▼ **Search Results**

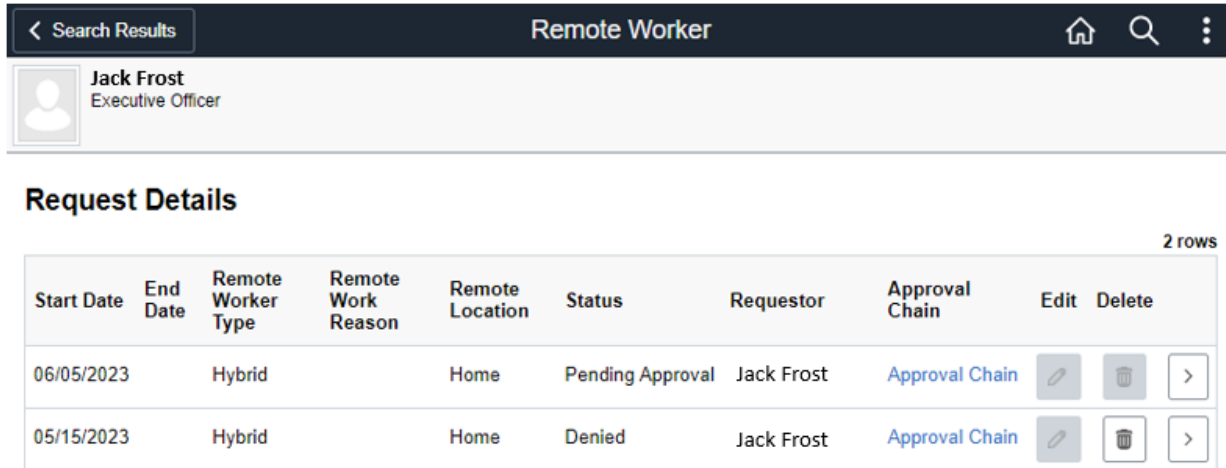
Empl ID:8

300 rows

Empl ID	Empl Record	Name	First Name	Last Name	Second Last Name	Middle Name	Alternate Character Name	
800001A	0	Jack Frost	Jack	Frost				>
800001B	0	Buddy Elf	Buddy	Elf				>
800001C	0	Tooth Fairy	Tooth	Fairy				>

Figure 4 - Results from searching PPSN beginning 8

This will open a table of that officer's applications for blended working and the status of each application they have made. The example in Figure 5 shows a previously denied application as well as an application that is pending approval from management.



Search Results Remote Worker

Jack Frost  
Executive Officer

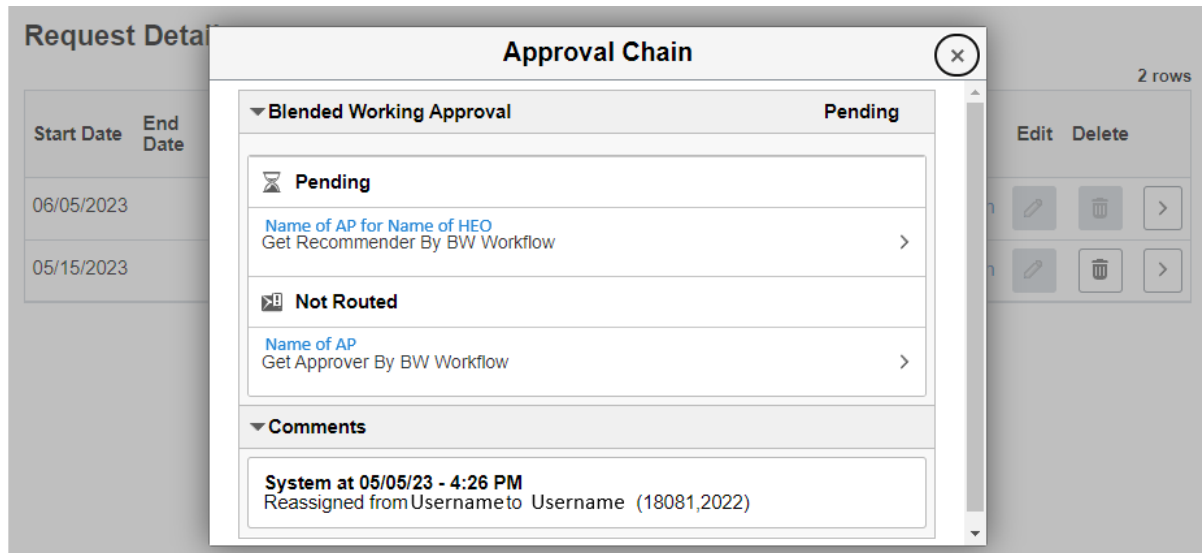
### Request Details

2 rows

Start Date	End Date	Remote Worker Type	Remote Work Reason	Remote Location	Status	Requestor	Approval Chain	Edit	Delete	
06/05/2023		Hybrid		Home	Pending Approval	Jack Frost	Approval Chain			
05/15/2023		Hybrid		Home	Denied	Jack Frost	Approval Chain			

Figure 5 - Results for intended officer

Selecting “Approval Chain” will open a pop up where you can see who that specific application is sitting with and who it has gone through as per Figure 6. The recommender and approver comments are also visible in this pop up.



Request Details

### Approval Chain

2 rows

▼ Blended Working Approval Pending

Pending

[Name of AP for Name of HEO](#)  
Get Recommender By BW Workflow

Not Routed

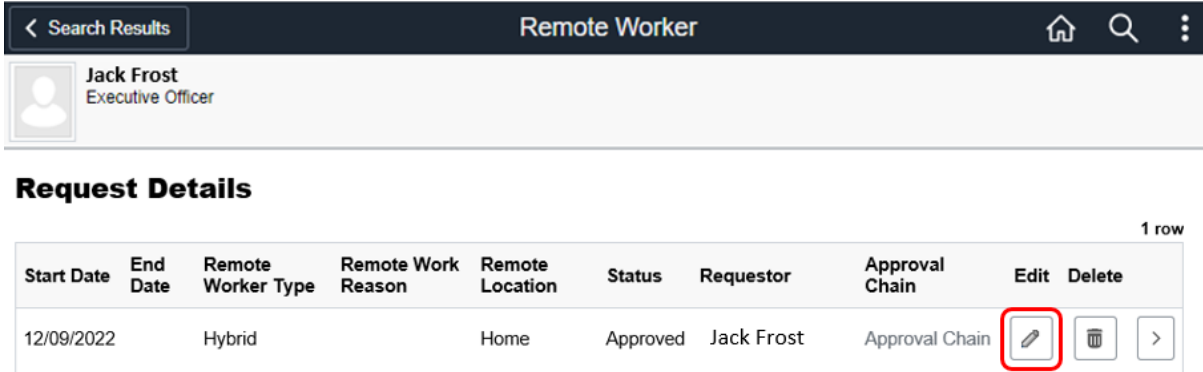
[Name of AP](#)  
Get Approver By BW Workflow

▼ Comments

**System at 05/05/23 - 4:26 PM**  
Reassigned from Username to Username (18081,2022)

Figure 6 - Approval Chain pop up

Where an application has been approved by management, Local HR can amend the end date of the application where necessary, such as when an officer transfers department and their pattern should end on their last date with the current department, or where there will be a change in their blended working pattern from a specific date.



Search Results Remote Worker

Jack Frost  
Executive Officer

### Request Details

1 row



Start Date	End Date	Remote Worker Type	Remote Work Reason	Remote Location	Status	Requestor	Approval Chain	Edit	Delete
12/09/2022		Hybrid		Home	Approved	Jack Frost	Approval Chain		

Figure 7 - Remote work application for HR to edit

If there is no end date on an approved application, the officer should be able to submit their new application without action from Local HR.

Local HR can also delete the entire application where the application that was approved is actually incorrect, for example where an incorrect start date or blended working pattern was applied for and approved in error. For all changes to blended working patterns, the existing application should be end dated and a new application made with a start date from this time onwards. **Only incorrect applications should be deleted off the system.**

### 3. Local HR Navigation

This tile will take you to YouTube where you can watch the Local HR Navigation video that provides information on how to navigate the upgraded system. This link is also available on the NSSO website alongside the support documents.





#### 4. Workforce Administration

This tile leads to a Navigation Collection broken down into four folders, three of which can be expanded to allow HR to view their employee’s job information (a.), position information (b.), and person information (c.) (Figure 8). The Tree Viewer can also be found here which shows the Department’s position number structure.

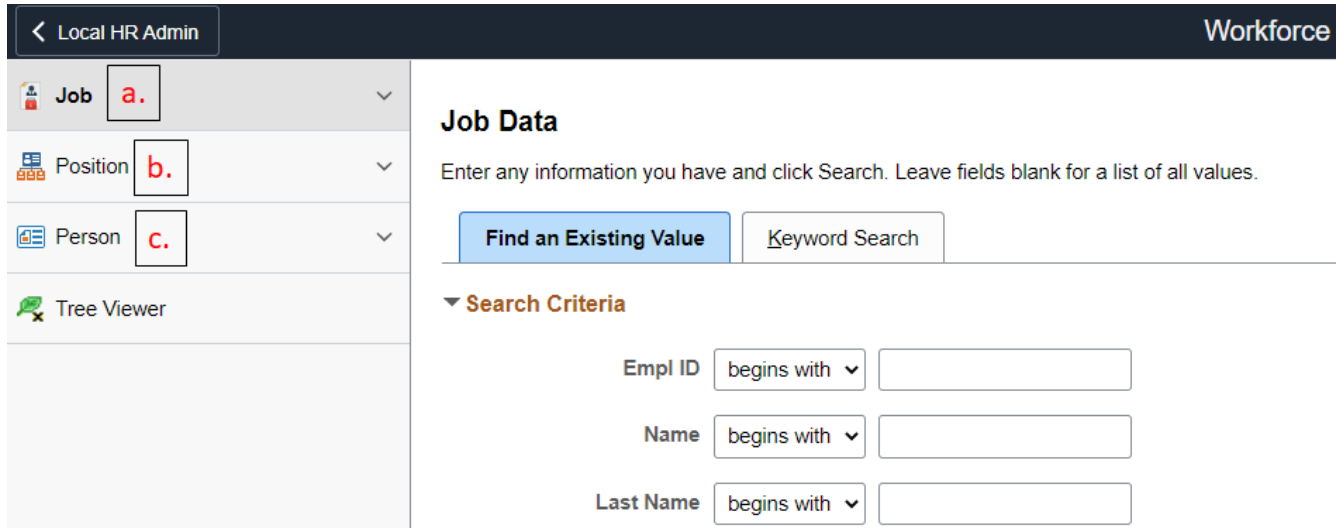


Figure 8 - Workforce Administration

##### a. Job

Under Job you will find the pages for Job Data, Job Summary, Job Summary (Seconded), PMDS Information, Authorisation, PRSI Details and Recoupment Overpayments (Figure 9). Individual records can be searched for by PPSN, Name, or Last name which all default to “begins with”. Use the drop down next to the field you’re searching for more options such as “contains” to broaden your search.

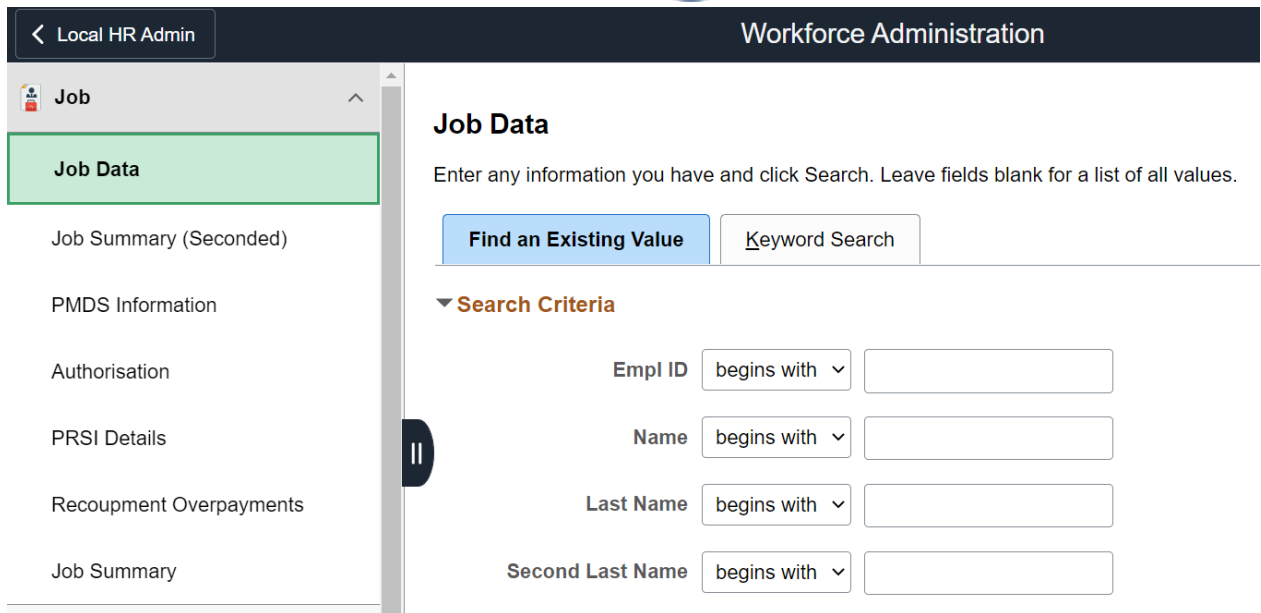


Figure 9 - Job folder

Job Data (Figure 10) has been broken into different tabs for Work Location, Job Information, Job Labour, Payroll, Salary Plan and Compensation. In a previous version (HCM 8.8) there was an additional tab for information on Transfers/Secondment Details - this information has now been included under the Work Location tab after position number and role specific information.

Job information tab shows information such as the officer's grade, reporting structure, shift work, and work schedule.

The Payroll tab contains the officer's pay group (frequency), alternate ID (payroll number) Account code and information on payment in arrears.

The Salary Plan tab records the officer's grade code and step on their scale as well as any higher duty allowances, while the Compensation tab shows their rate of pay and any other incomes or allowances.



Work Location | Job Information | Job Labor | Payroll | Salary Plan | Compensation

Empl ID [redacted] Alternate ID [redacted] (non-PIA)

Employee

Work Location Details 1 of 1

**Effective Date** 12/21/2020 Go To Row

Effective Sequence 0      Action Termination  
 HR Status Inactive      Reason [redacted]  
 Payroll Status Terminated      Job Indicator Primary Job      Current

Position Number [redacted] Officer Override Position Data

Position Entry Date 06/01/2003  Position Management Record

Regulatory Region IRL      Ireland

Company CS      Irish Civil Service

Business Unit [redacted]

Department [redacted]

Department Entry Date [redacted]

Location [redacted]

Establishment ID [redacted]      Date Created 11/12/2020

Last Start Date [redacted]      Termination Date 12/21/2020

Expected Job End Date [redacted]       Override Last Date Worked

Last Date Worked 12/20/2020

**Transfer / Secondment Details**

Unit From / To: [redacted]      Status: [redacted]

Comments: [redacted]

Recoup Fees:

**Job Data** | Employment Data | Earnings Distribution | Benefits Program Participation

Save | Return to Search | Previous in List | Next in List | Notify | Refresh Update/Display | **Include History**

Figure 10 - Job Data search result

The newest information ('effective date') will be visible in these Job Data tabs. Using the 'Include History' button at the bottom (Figure 10) will allow navigation along the rows to previous entries in the officer's job data records (Figure 11).

Work Location | Job Information | Job Labor | Payroll | Salary Plan | Compensation

Empl ID [redacted] Alternate ID [redacted] (non-PIA)

Employee

Work Location Details 2 of 47

**Effective Date** 10/01/2020 Go To Row

Effective Sequence 0      Action Pay Rate Change  
 HR Status Active      Reason Lansdowne Road Agreement  
 Payroll Status Active      Job Indicator Primary Job      History

Figure 11 - Job Data include history

Selecting the Employment Data page at the bottom of the screen (Figure 12) will take you to the area which records the following items.

Employment Information

Empl ID

Employee

Organizational Instance ①

Organizational Instance Rcd 0

Last Start Date 03/09/2001 ④

Termination Date

Org Instance Service Date 03/09/2001 ⑥

Original Start Date 03/09/2001 ③

First Start Date 03/09/2001 ②

Years Months Days

20 6 1

Organizational Assignment Data ⑦

Instance Record

Last Assignment Start Date 03/09/2001 ⑧

Assignment End Date

Home/Host Classification Home

Company Seniority Date 02/09/2019 ⑪

Benefits Service Date 03/09/2001 ⑫

Seniority Pay Calc Date 02/09/2019

Probation Date 03/09/2003 ⑬

Professional Experience Date ⑮

Business Title

First Assignment Start 03/09/2001 ⑩

Years Months Days

2 6 2

20 6 1

2 6 2

Last Verification Date

Position Phone

Job Data Employment Data Earnings Distribution Benefits Program Participation

Figure 12 - Employment Data

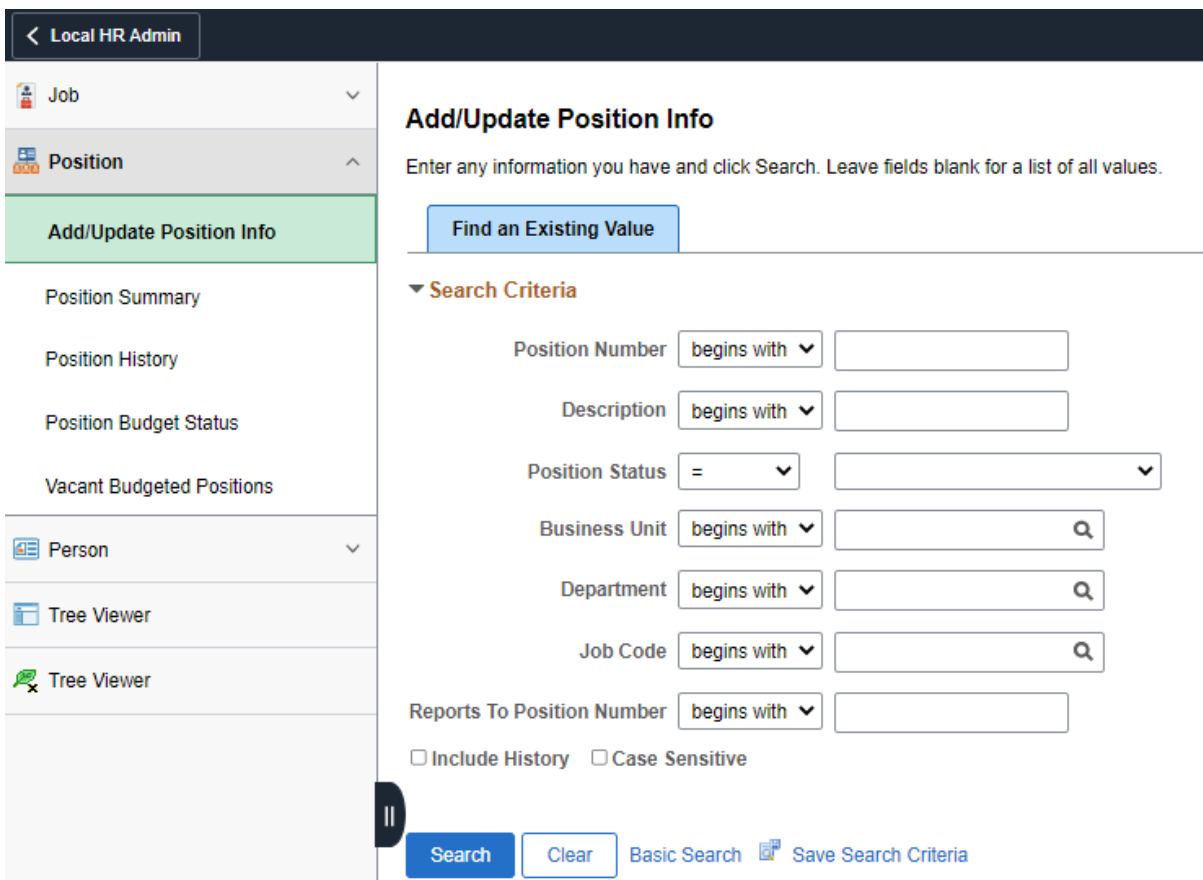
1. The **Organisational Instance** is the employment relationship that the employee has with the Civil Service. If an employee is employment multiple times (i.e. has multiple contracts, with different organisations) this would be recorded as multiple organisational instances. The Civil Service will initially record everybody with one organisational instance. If an employee had multiple organisational instances, they would have multiple organisational instance records and the dates listed on the record (e.g. First Start Date) would be linked to that organisational instance.
2. **First Start Date** is the date that the employee was originally hired. It will be defaulted from their first 'Hire' row Effective Date.
3. **Original Start Date** is the same as the 'First Start Date' but it can be overwritten if required. This allows organisations to keep a different start date if required e.g. the employee previously worked for the company but this predated the system's existence.
4. **Last Start Date** is the employee's last rehire and is defaulted from the Effective Date of that row.
5. **Termination Date** is Effective Date of an employee's termination if appropriate.
6. The **Org Instance Service Date** is the employee's service date and it can be overwritten if required.
7. The **Organisational Assignment** record tracks the dates of an employee's current assignment. Assignments can be used to track circumstances such as

secondments to other departments or periods when an employee is 'acting up' and allow us to maintain Job Data records for both.

8. **Last Employment Start Date** is the last date the employee started working on this assignment.
9. **Assignment End Date** is the date that this assignment ended if appropriate.
10. **First Employment Start Date** is the first date the employee started working on this assignment.
11. The **Company Seniority Date** is the date the employee entered their current Grade.
12. **Benefits Service Date** is the date that the employee started the assignment.
13. **Seniority Pay Calc Date** is the date that the employee entered their current Grade. The date can be amended to distinguish it from the 'Company Seniority Date' if some additional service should be taken into account for pay purposes.
14. **Probation Date** has been moved lower on the page.
15. **Professional Experience Date** tracks the date that the person started working in any organisation.

### b. Position

There are 5 pages available under the Position folder in the Navigation Collection (Figure 13). These are Add/Update Position Info; Position Summary; Position History; Position Budget Status; and Vacant Budgeted Positions.



Local HR Admin

Job

Position

Add/Update Position Info

Position Summary

Position History

Position Budget Status

Vacant Budgeted Positions

Person

Tree Viewer

Tree Viewer

### Add/Update Position Info

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Position Number begins with

Description begins with

Position Status =

Business Unit begins with

Department begins with

Job Code begins with

Reports To Position Number begins with

Include History  Case Sensitive

Search Clear Basic Search Save Search Criteria

Figure 13 - Position collection

There are three tabs of position data when you have searched an officer under Add/Update Position Info; the Description (Figure 14), Specific Information and the Budget and Incumbents.

Description

Specific Information

Budget and Incumbents

Position Information
Q
1 of 1
View All

Position Number

Headcount Status **Filled**

\*Effective Date

Reason  New Position

\*Position Status

Current Head Count **1** out of **1**

\*Status

Action Date

Status Date   Key Position

**Job Information**

Business Unit  FINANCE

\*Job Code  Executive Officer

\*Reg/Temp  \*Full/Part Time

\*Regular Shift

\*Title  Short Title  [Detailed Position Description](#)

**Work Location**

\*Reg Region  Ireland

\*Department  Minister - Finance Company CS Irish Civil Service

Location  FIN - South Block Gov Blds

Reports To

Supervisor Lvl

Dot-Line

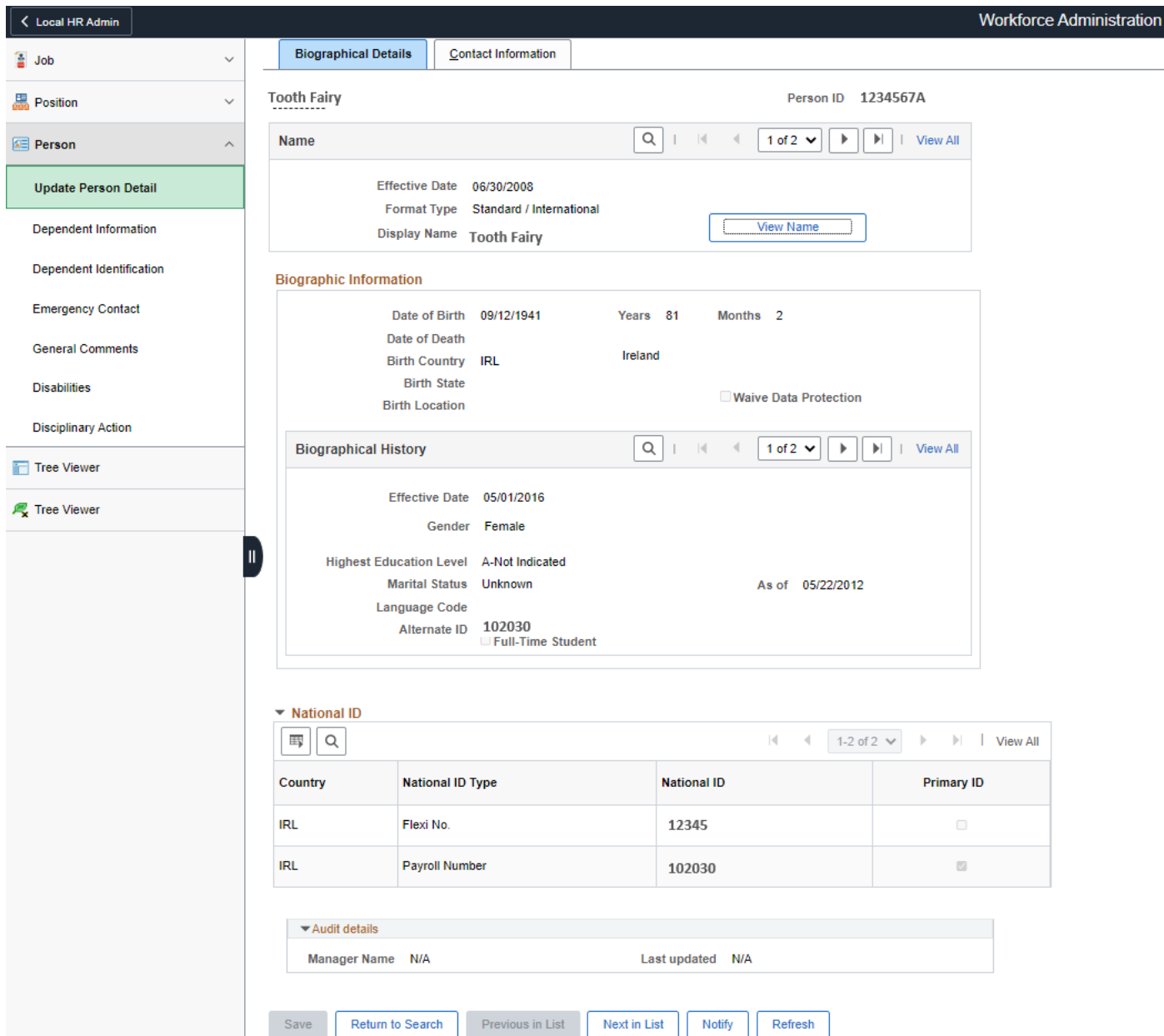
Security Clearance

Figure 14 - Add/Update Position Info search result

### c. Person

There are two tabs under Person Detail; Biographical Detail tab and Contact Information tab (Figure 15).

The Biographical Details tab includes information such as Name history and Birth details. The National ID section can record relevant ID numbers for use such as file number, flexi number, payroll number.



Local HR Admin | Workforce Administration

Job | Position | Person | Update Person Detail | Dependent Information | Dependent Identification | Emergency Contact | General Comments | Disabilities | Disciplinary Action | Tree Viewer | Tree Viewer

Biographical Details | Contact Information

Tooth Fairy | Person ID 1234567A

Name | Effective Date 06/30/2008 | Format Type Standard / International | Display Name Tooth Fairy | View Name

Biographic Information | Date of Birth 09/12/1941 | Years 81 | Months 2 | Date of Death | Birth Country IRL | Ireland | Birth State | Birth Location | Waive Data Protection

Biographical History | Effective Date 05/01/2016 | Gender Female | Highest Education Level A-Not Indicated | Marital Status Unknown | Language Code | Alternate ID 102030 | Full-Time Student | As of 05/22/2012

National ID | Country | National ID Type | National ID | Primary ID

Country	National ID Type	National ID	Primary ID
IRL	Flexi No.	12345	<input type="checkbox"/>
IRL	Payroll Number	102030	<input checked="" type="checkbox"/>

Audit details | Manager Name N/A | Last updated N/A

Save | Return to Search | Previous in List | Next in List | Notify | Refresh

Figure 15 - Biographical Details tab

Under the Contact Information tab you'll see the preferred telephone number and email address for use by Local HRs when making contact with the employee where required (Figure 16). The self-service user has the ability to select their preferred method when adding and amending their contact information.

*Note:* The NSSO uses the business phone, business email, and mailing address where provided.

Biographical Details
Contact Information

---

Tooth Fairy Empl ID 1234567A

**Current Addresses**

🗨️ 🔍
1-1 of 1
View All

Address Type	As Of Date	Status	Address	
Home	09/29/2020	A	Hill of Tara Castleboy Co. Meath	<a href="#">View Address Detail</a>

**Phone Information**

🗨️ 🔍
1-1 of 1
View All

Phone Type	Telephone	Extension	Preferred
Mobile	087 1234567		<input checked="" type="checkbox"/>

**Email Addresses**

🗨️ 🔍
1-2 of 2
View All

Email Type	Email Address	Preferred
Business	Tooth.Fairy@Department.gov.ie	<input checked="" type="checkbox"/>
Home	ToothyFairy@fakemail.com	<input type="checkbox"/>

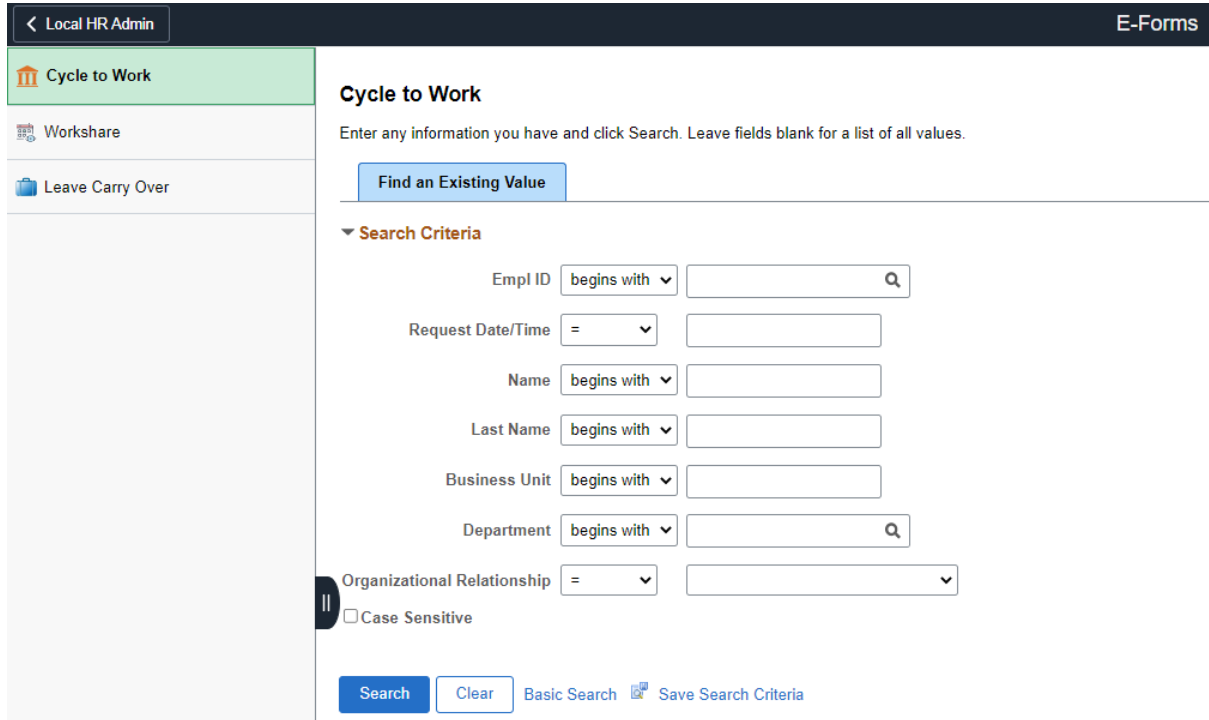
Figure 16 - Contact Information tab





## 5. E-Forms

The E-Forms tile leads to a Navigation Collection with three folders, Cycle to Work, Workshare [pattern changes], and Leave Carry Over (Figure 17). These are the e-forms that employees have access to raise from their self-service profiles.



The screenshot shows the 'E-Forms' interface. On the left, there is a navigation menu with three options: 'Cycle to Work' (highlighted in green), 'Workshare', and 'Leave Carry Over'. The main content area is titled 'Cycle to Work' and contains the following elements:

- A header bar with '< Local HR Admin' on the left and 'E-Forms' on the right.
- A sub-header 'Cycle to Work' with the instruction: 'Enter any information you have and click Search. Leave fields blank for a list of all values.'
- A blue button labeled 'Find an Existing Value'.
- A section titled 'Search Criteria' with a dropdown arrow.
- Search criteria fields:
  - Empl ID: 'begins with' dropdown, input field, and search icon.
  - Request Date/Time: '=' dropdown, input field.
  - Name: 'begins with' dropdown, input field.
  - Last Name: 'begins with' dropdown, input field.
  - Business Unit: 'begins with' dropdown, input field.
  - Department: 'begins with' dropdown, input field, and search icon.
  - Organizational Relationship: '=' dropdown, dropdown menu.
- A checkbox for 'Case Sensitive'.
- Buttons for 'Search' (blue), 'Clear', 'Basic Search', and 'Save Search Criteria'.

Figure 17 - e-forms

Each folder allows you to search for an employee under that application type (Figure 18).



Local HR Admin E-Forms

**Cycle to Work**

Workshare

Leave Carry Over

**Cycle to Work**

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#)

**Search Criteria**

Empl ID begins with 76

Request Date/Time =

Name begins with

Last Name begins with

Business Unit begins with

Department begins with

Organizational Relationship =

Case Sensitive

[Search](#) [Clear](#) [Basic Search](#) [Save Search Criteria](#)

Search Results

View All 1-76 of 76

Empl ID	Name	Last Name	Business Unit	Department	Organizational Relationship	Request Date/Time
7654321A	Dasher Dancer	DANCER	111	00000513A2	Emp	06/27/2016 10:30AM
7654322B	Prancer Vixen	VIXEN	789	0000000065	Emp	09/08/2014 12:31PM
7654323A	Comet Cupid	CUPID	251	00000459A2	Emp	04/22/2022 5:24AM
7654324P	Donner Blitzen	BLITZEN	12	0000000224	Emp	06/29/2015 3:45PM
7654325K	Rudolf Claus	CLAUS	548	0000000083	Emp	11/15/2018 3:48PM
7654326Y	Kris Kringle	KRINGLE	394	00000359A2	Emp	11/17/2017 2:22PM
7654327A	Buddy Elf	ELF	789	00000450A4	Emp	04/22/2020 11:52AM
7654328A	Tooth Fairy	FAIRY	789	00000478A4	Emp	04/15/2019 12:01PM

Figure 18 - Cycle to Work

Note: The system records applications for leave and amendments to absences within the officers ongoing records. See '6. Absence and Leave' for more.



## 6. Mobility

By selecting the Mobility Tile on your Local HR screen you access the navigation collection containing List Based Mobility options and Advert Based Mobility options (Figure 19).

Local HR Admin		Mobility	
<b>List Based Mobility</b> ^			
<b>Mobility Activity</b>			
Mobility Locations			
LHR Mobility Requests			
Mobility Suitability			
<b>Advert Based Mobility</b> ^			
Mobility Advertisement			

Mobility Activity			
Inbound Requests		Outbound Requests	
In Progress	5	In Progress	14
Pending Requests	0	Pending Requests	0
Denied Requests	19	Denied Requests	12
Accepted Requests	2	Accepted Requests	6
Expired Requests	7	Expired Requests	2
Inbound Suitability	98		

Figure 19 - Mobility Activity under List Based Mobility

A complete and extensive LHR Mobility Guide and LHR Mobility Advertisement Guide can be found on the PER mobility website at <https://hr.per.gov.ie/en/>.

*Note:* All employees will have access to a List Based Mobility tile in their Employee Home screen. Employees who are grade HEO and above will also have a tile named Advert Based Mobility. Advert Based Mobility is not applicable to CO and EO grades.



## 7. Health and Safety



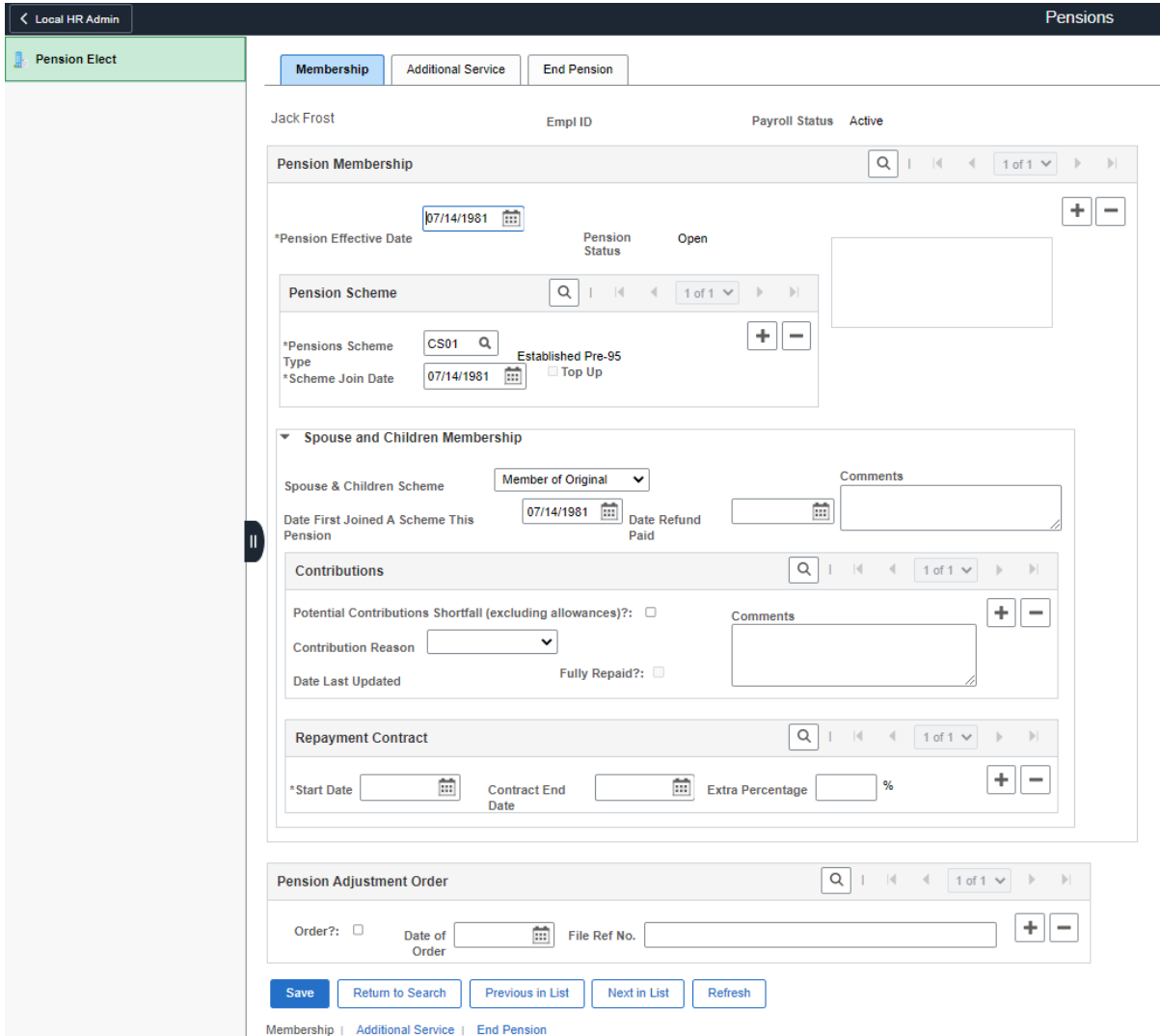
This tile leads to a Navigation Collection with four folders, Audiometric Exam, Eye Exam, Drug Test, and Review Health Card Info. Each folder allows you to search for the relevant information under each area (Figure 20) if this is collected by your Department.

The screenshot shows a web application interface for 'Health and Safety'. On the left is a navigation menu with four items: 'Audiometric Exam' (highlighted), 'Eye Exam', 'Drug Test', and 'Review Health Card Info'. The main content area is titled 'Health and Safety' and has a sub-header 'Local HR Admin'. Below the sub-header are two tabs: 'Audio Exam Address/Phone' (selected) and 'Exam Details'. The main content displays the name 'Jack Frost' and 'Person ID'. Below this is a section titled 'Exam Information' with a search bar and navigation controls. The information displayed includes: Exam Date (11/13/2022), Exam Type, Next Exam, Physician ID, Country (IRL, Ireland), Address, and Phone. There is an 'Edit Address' button next to the address field. At the bottom of the main content area are three buttons: 'Save', 'Return to Search', and 'Notify'. Below the buttons is a breadcrumb trail: 'Audio Exam Address/Phone | Exam Details'.

Figure 20 - Audiometric Exam search result

 8. Pensions

The singular folder in this tile's navigation collection allows you to search for an employee's pension information (Figure 21). This is divided across three tabs, Membership, Additional Service, and End Pension.



The screenshot shows the 'Pension Elect' interface for an employee named Jack Frost. The interface is divided into several sections:

- Membership:** Shows the Pension Effective Date as 07/14/1981, Pension Status as Open, and Pension Scheme as CS01 (Established Pre-95). The Scheme Join Date is also 07/14/1981.
- Spouse and Children Membership:** Shows the Spouse & Children Scheme as Member of Original, with a Date First Joined A Scheme This Pension of 07/14/1981.
- Contributions:** Includes fields for Potential Contributions Shortfall, Contribution Reason, Date Last Updated, and Fully Repaid?.
- Repayment Contract:** Includes fields for Start Date, Contract End Date, and Extra Percentage.
- Pension Adjustment Order:** Includes fields for Order?, Date of Order, and File Ref No.

Navigation buttons at the bottom include Save, Return to Search, Previous in List, Next in List, and Refresh. The interface also shows tabs for Membership, Additional Service, and End Pension.

Figure 21 - Pension Elect Membership search result



## 9. Absence and Leave

An officer's annual, special, and sick leave are now all recorded in the one location. On your Local HR Admin homepage, select the Absence and Leave tile. This will open the section on the Absence Event page (Figure 22). All leave records for an officer which are not recorded on Job Data (such as Career Break and Shorter Working Year) will be recorded under Absence Event. Other pages that can be accessed through the navigation menu on the left hand side of the page are Absence Inquiry, Workshare Admin, Leave Accumulators, Leave Balances, and Results by Calendar Group.

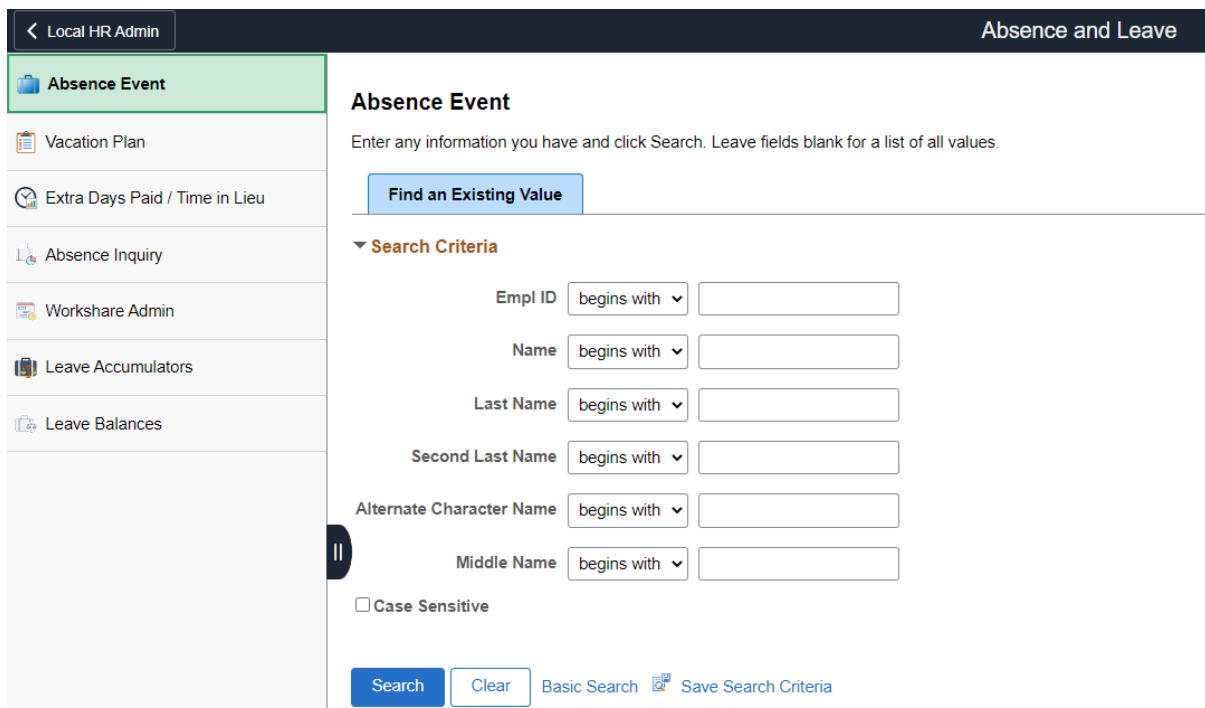


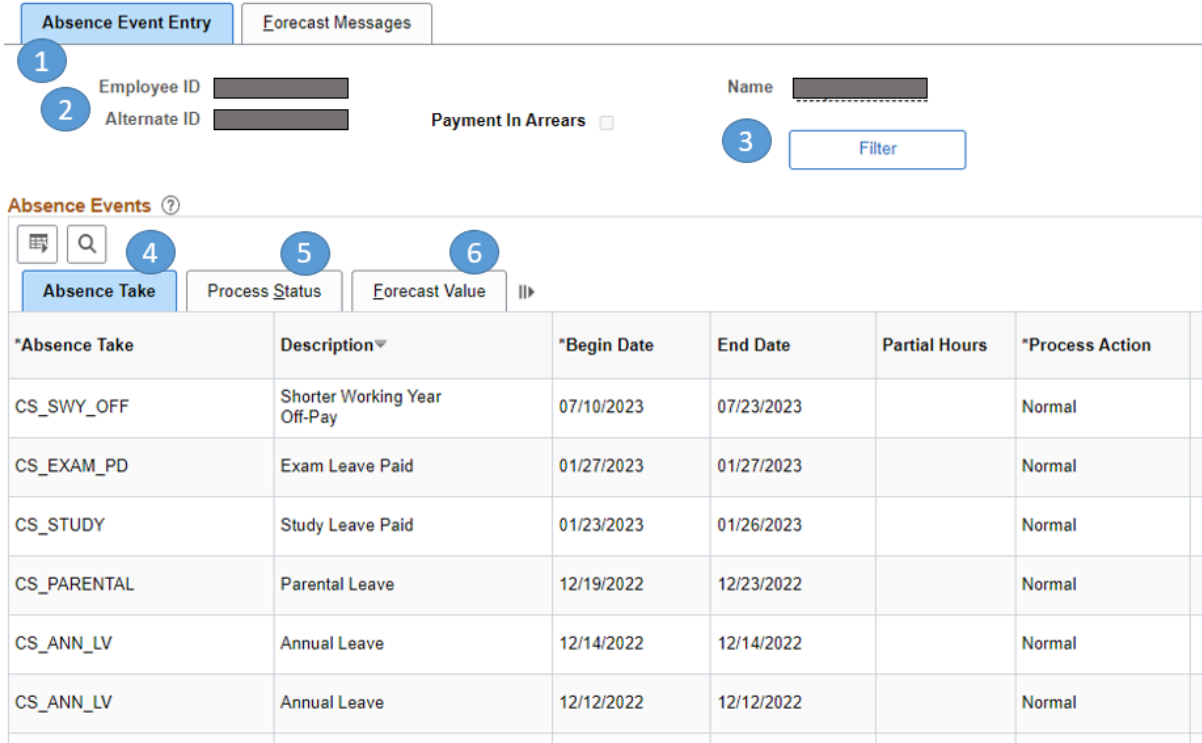
Figure 22 - Absence and Leave Navigation Collection

### A note on using tables:

Throughout the system there is data presented in the form of tables, made up of rows and columns. The column headings can be clicked to sort the table alphabetically A-Z for that column or Z-A if clicked a second time. This can be especially useful in the Absence Events table to view absence and leave types grouped together. See Figure 25 for an example where the column 'Description' has been selected twice and the rows are ordered Z-A rather than defaulting to chronologically newest to oldest. Selecting a column heading for start/end date can order the table chronologically oldest to newest or, if clicked a second time, newest to oldest again.

## a. Absence Event Page

Open an officer's Absence Event record by searching as usual. You will see the officer's record is broken down (Figure 23) as follows:



**Absence Event Entry** | Forecast Messages

1 Employee ID  Name   
 2 Alternate ID  Payment In Arrears  3 Filter

**Absence Events** ?

4 Absence Take | 5 Process Status | 6 Forecast Value |

*Absence Take	Description	*Begin Date	End Date	Partial Hours	*Process Action
CS_SWY_OFF	Shorter Working Year Off-Pay	07/10/2023	07/23/2023		Normal
CS_EXAM_PD	Exam Leave Paid	01/27/2023	01/27/2023		Normal
CS_STUDY	Study Leave Paid	01/23/2023	01/26/2023		Normal
CS_PARENTAL	Parental Leave	12/19/2022	12/23/2022		Normal
CS_ANN_LV	Annual Leave	12/14/2022	12/14/2022		Normal
CS_ANN_LV	Annual Leave	12/12/2022	12/12/2022		Normal

Figure 23 - Absence Event search result

1. **Absence Event Entry Tab:** all the relevant information needed to review an officer's record can be found in this section
2. Reference information for the officer
3. **Filter button:** this is used to filter absences if you wish to examine only a specific type or period of absences, for example annual leave, sickness (uncertified), special leave (Figure 24). This is also used to expand the range of the results which defaults to the current year.

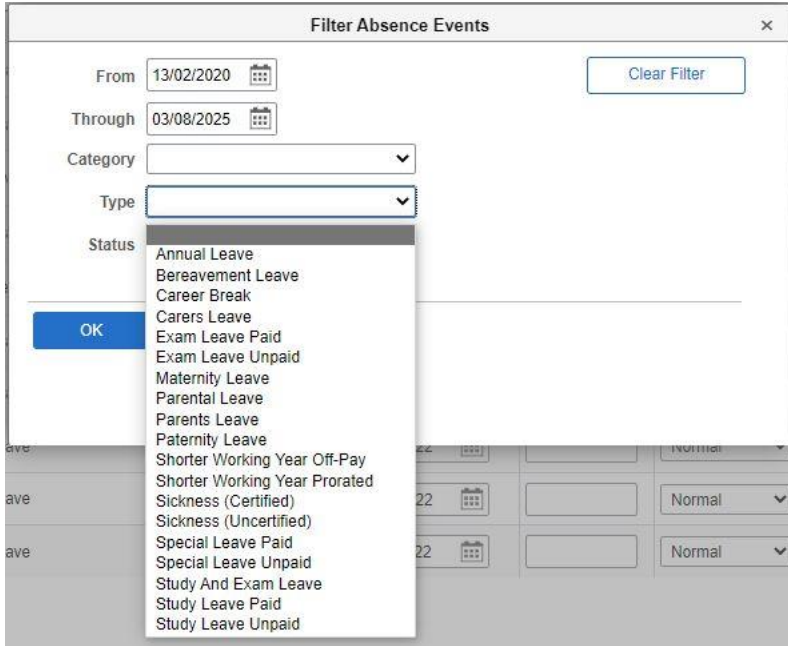


Figure 24 - Pop-up when Filter button selected

4. **Absence Take tab:** the Absence Events table this is where all the different absences are stored. In the Absence Take tab you can get a quick view of information on the absence reason and **duration** by hovering over the description of the absence type (Figure 25).

Absence Events ?

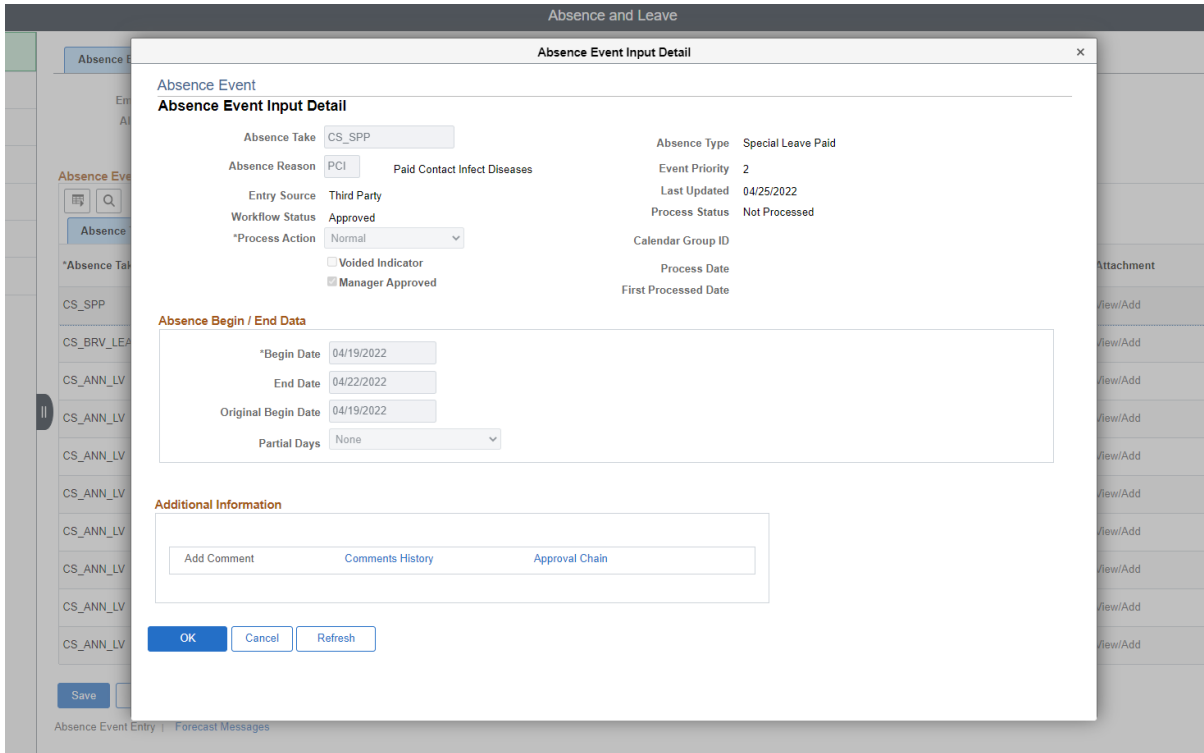
Absence Take
Process Status
Forecast Value
||▶

*Absence Take	Description▼	*Begin Date	End Date	Partial Hours	*Process Action	Voided	Original Begin Date	Details	At
CS_SPP	Special Leave Paid <small>Paid Contact Infect Diseases; 4 days</small>	04/19/2022	04/22/2022		Normal	<input type="checkbox"/>	04/19/2022	<a href="#">Details</a>	Vi
CS_BRV_LEAVE	Bereavement Leave	11/16/2020	11/20/2020		Normal	<input type="checkbox"/>	11/16/2020	<a href="#">Details</a>	Vi
CS_ANN_LV	Annual Leave	04/08/2022	04/08/2022		Normal	<input type="checkbox"/>	04/08/2022	<a href="#">Details</a>	Vi
CS_ANN_LV	Annual Leave	12/29/2020	12/31/2020		Normal	<input type="checkbox"/>	12/29/2020	<a href="#">Details</a>	Vi

Figure 25 - Absence Events Absence Take duration of absence preview

The **Details** column seen in Figure 25 contains a link to a pop-up with more information on the absence or leave type, such as the type of special leave (Figure 26).





Absence and Leave

Absence Event Input Detail

Absence Event

**Absence Event Input Detail**

Absence Take: CS\_SPP

Absence Reason: PCI Paid Contact Infect Diseases

Entry Source: Third Party

Workflow Status: Approved

\*Process Action: Normal

Voided Indicator:

Manager Approved:

Absence Type: Special Leave Paid

Event Priority: 2

Last Updated: 04/25/2022

Process Status: Not Processed

Calendar Group ID:

Process Date:

First Processed Date:

**Absence Begin / End Data**

\*Begin Date: 04/19/2022

End Date: 04/22/2022

Original Begin Date: 04/19/2022

Partial Days: None

**Additional Information**

Add Comment

Comments History

Approval Chain

OK Cancel Refresh

Absence Event Entry | Forecast Messages

Figure 26 - Details for Absence type Special Leave

This pop up varies in its content for different leave/absence types such as special leave, parental leave and sick leave uncertified. Medical certificates and comments can be accessed in this pop-up as shown in Figure 27.



Absence Event Input Detail

Absence Event  
**Absence Event Input Detail**

Absence Take: CS\_CSK  
Absence Reason: FLG FRACTURED LEG  
Entry Source: Third Party  
Workflow Status: Approved  
\*Process Action: Normal  
 Voided Indicator  
 Manager Approved

Absence Type: Sick Pay (Certified)  
Event Priority: 1  
Last Updated: 10/04/2020  
Process Status: Not Processed  
Calendar Group ID:  
Process Date:  
First Processed Date:

**Absence Begin / End Data**

\*Begin Date: 12/12/2019  
End Date: 05/07/2020  
Original Begin Date: 12/12/2019  
Partial Days: None

FTE: 1.000000 Manager Approval Date: \*Paid/Unpaid: Affected Date Raised: By:

**Resumption of Work Details**

RTW Status: Closed Resumption Date: 05/11/2020  Resumption Confirmed

Comments Certificates PRSI Details Resolution Details Notes: See Comments - IB Dec received

▶ Discounted Absences  
▶ Follow-up Action  
▶ Pay Related

Figure 27 - Details for Absence type Sickness (Certified)

Per Figure 27 when 'comments' is selected, the comments from either the officer, Local HR or HRSS are shown in the new pop-up window as in Figure 28.

CS Absence Comments Page

Absence Event  
**Absence Event Input Detail**

Comment Date: 09/11/2022

09-11-2022 09:13:32 two days absence  
09-11-2022 08:43:56 Stress related illness

OK Cancel Refresh

Figure 28 - Comments pop-up within Details pop-up

Per Figure 27 when ‘certificates’ is selected, the pop-up shown in Figure 29 will provide Absence Certificate Tracking information and a link to the cert provided.

**GP Absence Certificate** x

---

**Absence Certificate Tracking** 1 of 1 | View All

\*Certificate Type

Received

Valid From

Status

Valid To

Certificate Missing

[View Cert](#)

#	Request Date	Request Type	Reminder	Remind Date	Tracked By		
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="+"/>	<input type="button" value="-"/>

Figure 29 - Certificates pop-up within Details pop-up

- 5. Process Status tab:** This includes information on the specific absence. The Process Date refers to when an absence was approved and finalised (Figure 30).

**Absence Events** 1-10 of 52 | View All

Absence Take	Description	Begin Date	End Date	Status	Calendar Group ID	Process Date
CS_PARENTAL	Parental Leave	24/04/2023	26/04/2023	Not Processed		
CS_PARENTAL	Parental Leave	20/04/2023	20/04/2023	Not Processed		
CS_ANN_LV	Annual Leave	04/04/2023	04/04/2023	Not Processed		
CS_PARENTAL	Parental Leave	02/03/2023	02/03/2023	Not Processed		
CS_PATERNITY	Paternity Leave	13/02/2023	26/02/2023	Not Processed		
CS_PARENTAL	Parental Leave	27/01/2023	27/01/2023	Not Processed		
CS_PARENTAL	Parental Leave	23/01/2023	23/01/2023	Not Processed		
CS_PARENTAL	Parental Leave	14/12/2022	14/12/2022	Not Processed		
CS_PARENTAL	Parental Leave	12/12/2022	12/12/2022	Not Processed		
CS_PARENTAL	Parental Leave	21/11/2022	21/11/2022	Processed	CS_2022M11	08/11/2022

Figure 30 - Process status tab in Absence Events table

6. **Forecast Value** tab: contains additional information relating to an officer's eligibility for a particular leave type (Figure 31). This is where an officer's **entitlement and balances** can be viewed for the leave types that they are eligible, such as Parental Leave Balances and Entitlements, Annual Leave Balances and Entitlements, Study and Exam Leave Balances and Entitlements. To view these entitlements for an officer with no previous applications input, please see section 9 e (pg. 35) Results by Calendar ID.

Absence Events <sup>?</sup>

1-10 of 52 | View All

Absence Take | Process Status | **Forecast Value** |

Absence Take	Description	Begin Date	End Date	Forecast Value	Forecast Date Time	Forecast Details
CS_PARENTAL	Parental Leave	24/04/2023	26/04/2023	ELIGIBLE	21/10/2022 12:58	<a href="#">Forecast Details</a>
CS_PARENTAL	Parental Leave	20/04/2023	20/04/2023	ELIGIBLE	21/10/2022 12:58	<a href="#">Forecast Details</a>
CS_ANN_LV	Annual Leave	04/04/2023	04/04/2023	ELIGIBLE	21/10/2022 12:58	<a href="#">Forecast Details</a>
CS_PARENTAL	Parental Leave	02/03/2023	02/03/2023	NON-ELIGIBLE	21/10/2022 12:58	<a href="#">Forecast Details</a>
CS_PATERNITY	Paternity Leave	13/02/2023	26/02/2023			<a href="#">Forecast Details</a>

Figure 31 - Forecast Value tab in Absence Events table

The **Forecast Details** link opens a pop-up 'Absence Forecast Results' which contains four tabs (Figure 32).

The first tab shows a summary of the **balances and entitlements** for a particular leave type as of the date of that particular row where Forecast Details was selected in Figure 31. Where no row has yet been added for a particular leave type please use the Results by Calendar ID to view these entitlements (pg. 35).



**Absence Forecast Results**

Absence Take Element CS\_ANN\_LV      Begin Date 04/04/2023  
Absence Type Annual Lea      End Date 04/04/2023  
Forecast Value ELIGIBLE      Forecast Date Time 21/10/2022 12:58

**Absence Forecast Result Details**

Forecast Results    Accumulator Results    User Keys 1-3    User Keys 4-6

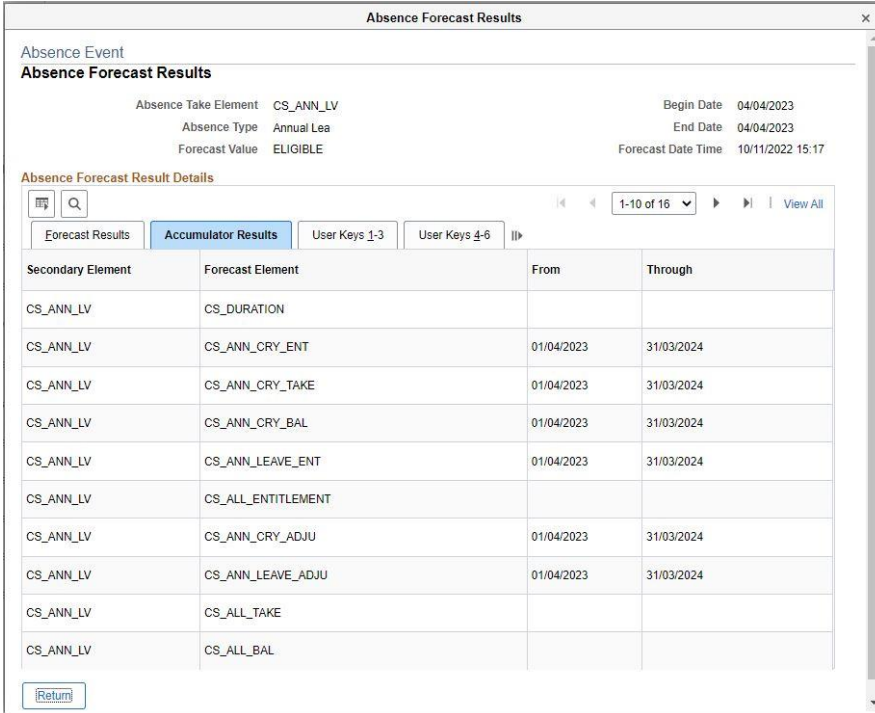
Secondary Element	Forecast Element	Type	Numeric Value	Character Value	Date Value
CS_ANN_LV	CS_DURATION	Variable	1.000000		
CS_ANN_LV	CS_ANN_CRY_ENT	Accumulatr	0.000000		
CS_ANN_LV	CS_ANN_CRY_TAKE	Accumulatr	0.000000		
CS_ANN_LV	CS_ANN_CRY_BAL	Accumulatr	0.000000		
CS_ANN_LV	CS_ANN_LEAVE_ENT	Accumulatr	27.000000		
CS_ANN_LV	CS_ALL_ENTITLEMENT	Variable	27.000000		
CS_ANN_LV	CS_ANN_CRY_ADJU	Accumulatr	0.000000		
CS_ANN_LV	CS_ANN_LEAVE_ADJU	Accumulatr	0.000000		
CS_ANN_LV	CS_ALL_TAKE	Variable	0.000000		
CS_ANN_LV	CS_ALL_BAL	Variable	27.000000		
CS_ANN_LV	CS_CYCLE	Accumulatr	1.000000		
CS_ANN_LV	CS_CURRENT_FTE	Accumulatr	1.000000		
CS_ANN_LV	CS_ANN_VAL	Variable	27.000000		
CS_ANN_LV	CS_ANN_LEAVE_TAKE	Accumulatr	1.000000		
CS_ANN_LV	CS_YEAR	Variable	2023.000000		

Figure 32 - Forecast Results pop-up for Annual Leave row showing Annual Leave balances

For 'Annual Leave' the relevant information seen in Figure 32 on the Forecast Results tab of the pop-up is as follows:

- DURATION:** number of days of that particular absence
- ANN\_CRY\_ENT:** carry over brought into the current leave year
- ANN\_CRY\_TAKE:** carry over taken (does not impact current order leave is taken)
- ANN\_CRY\_BAL:** carry over remaining (ENT less TAKE)
- ANN\_LEAVE\_ENT:** Current Period Entitlement for the leave year (this would be reduced for worksharers or unpaid leave)
- ALL\_ENTITLEMENT:** total leave entitlement (carry over and current period)
- ANN\_CRY\_ADJU:** any adjustments made to the carry over entitlement for the year. This will either be a positive number (for days added) or negative (for days deducted)
- ANN\_LEAVE\_ADJU:** any adjustments made to the current period entitlement not reflected in the current period entitlement would be reflected here. This will either be a positive number (for days added) or negative (for days deducted)
- CS\_ALL\_TAKEN:** total number of days taken between carry over taken and current period entitlement taken
- ALL\_BALANCE:** remaining leave available to an officer (carry over + current period entitlement - total taken)
- CYCLE:** the cycle year of the officer
- ANN\_VAL:** the officer's total number of Annual Leave days as per their Vacation Plan
- CS\_YEAR:** the calendar year the leave was recorded in

The **Accumulator Results** tab of the Forecast Details pop-up can be used to confirm the leave year an officer is on e.g. JAN, FEB, APR, MAY (Figure 33)



Absence Event

**Absence Forecast Results**

Absence Take Element CS\_ANN\_LV      Begin Date 04/04/2023  
Absence Type Annual Lea      End Date 04/04/2023  
Forecast Value ELIGIBLE      Forecast Date Time 10/11/2022 15:17

**Absence Forecast Result Details**

Forecast Results   **Accumulator Results**   User Keys 1-3   User Keys 4-6

Secondary Element	Forecast Element	From	Through
CS_ANN_LV	CS_DURATION		
CS_ANN_LV	CS_ANN_CRY_ENT	01/04/2023	31/03/2024
CS_ANN_LV	CS_ANN_CRY_TAKE	01/04/2023	31/03/2024
CS_ANN_LV	CS_ANN_CRY_BAL	01/04/2023	31/03/2024
CS_ANN_LV	CS_ANN_LEAVE_ENT	01/04/2023	31/03/2024
CS_ANN_LV	CS_ALL_ENTITLEMENT		
CS_ANN_LV	CS_ANN_CRY_ADJU	01/04/2023	31/03/2024
CS_ANN_LV	CS_ANN_LEAVE_ADJU	01/04/2023	31/03/2024
CS_ANN_LV	CS_ALL_TAKE		
CS_ANN_LV	CS_ALL_BAL		

Return

Figure 33 - Accumulator Results tab of Forecast Details pop-up

For 'Parental Leave' the relevant information is as follows in Figure 34 on the **Forecast Results** tab of the pop-up:



**Absence Forecast Results**

---

Absence Event  
**Absence Forecast Results**

Absence Take Element CS\_PARENTAL      Begin Date 24/04/2023  
Absence Type Parental L      End Date 26/04/2023  
Forecast Value ELIGIBLE      Forecast Date Time 21/10/2022 12:58

**Absence Forecast Result Details**

Forecast Results    Accumulator Results    User Keys 1-3    User Keys 4-6    ||>

Secondary Element	Forecast Element	Type	Numeric Value	Character Value	Date Value
CS_PARENTAL	CS_PAR_ENT_ENT	Accumulatr	1124.500000		
CS_PARENTAL	CS_PAR_DAY_ENT	Accumulatr	130.000000		
CS_PARENTAL	CS_PAR_ENT_TAKE	Accumulatr	138.400000		
CS_PARENTAL	CS_PAR_DAY_TAKE	Accumulatr	16.000000		
CS_PARENTAL	CS_PAR_ENT_ADJU	Accumulatr	0.000000		
CS_PARENTAL	CS_PAR_DAY_ADJU	Accumulatr	0.000000		
CS_PARENTAL	CS_PAR_ENT_BAL	Accumulatr	986.100000		
CS_PARENTAL	CS_PAR_DAY_BAL	Accumulatr	114.000000		
CS_PARENTAL	CS_DEP_AGE	Duration	4.658333		
CS_PARENTAL	CS_DEP_DIS	Variable	0.000000	N	
CS_PARENTAL	CS_DEPEND_ID	Variable	0.000000	02	
CS_PARENTAL	CS_SERV_LENGTH	Duration	12.433333		

Return

Figure 34 - Forecast Results pop-up for Parental Leave row showing Parental Leave balances

**PAR\_ENT\_ENT:** the total amount of Parental Leave available to the officer (hours)  
**PAR\_DAY\_ENT:** the total amount of Parental Leave available to the officer (days)

**PAR\_ENT\_TAKE:** the total\* amount of Parental Leave that has been taken (hours)  
**PAR\_DAY\_TAKE:** the total\* amount of Parental Leave that has been taken (days)

\*note this is *not* the duration of the row you are examining.

**PAR\_ENT\_ADJU:** any adjustments made to the Parental Leave entitlement (hours)

**PAR\_ENT\_ADJU:** any adjustments made to the Parental Leave entitlement (days)

This will either be a positive number (for days added) or negative (for days deducted). Adjustments for the transferring of days and/or changes to work pattern will be reflected here.

**PAR\_ENT\_BAL:** remaining balance of Parental Leave available to the officer (hours)

**PAR\_ENT\_BAL:** remaining balance of Parental Leave available to the officer (days)

**DEP\_AGE:** the age of the dependant Parental Leave is being claimed in respect of

**DEP\_DIS:** the indication whether the dependant has a long-term illness or disability and therefore qualifies for the extended age limit

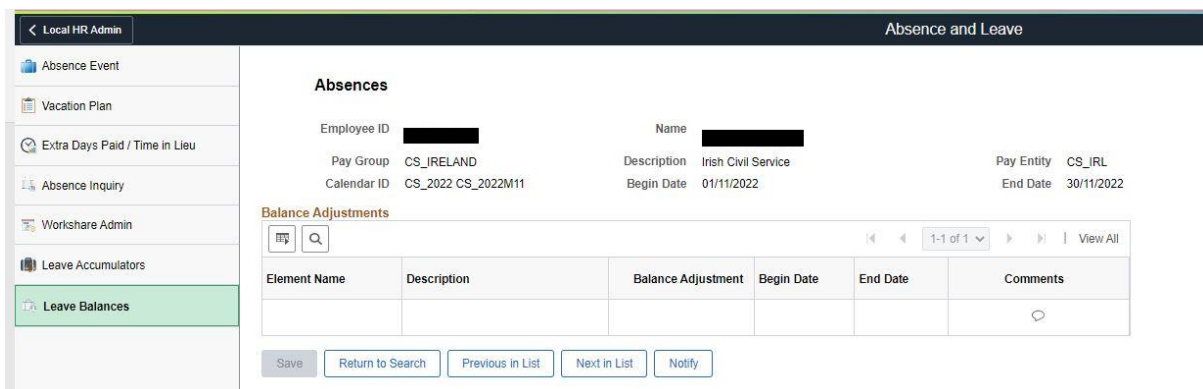
**DEP\_ID:** the dependent's number on the officer's list of dependents.

This information can be found under **Dependent Information** or **Dependent Identification** on your **Workforce Administration** tile.

**SERV\_LENGTH:** the officer's service duration to establish whether or not they are eligible for Parental Leave. This figure is in days.

## b. Leave Balances

In this section you can view **adjustments** manually applied to Annual Leave accrued in the current leave year and applied to carry over (Figure 35). Search for an officer using Name or PPSN as before and selecting the officer from the results.



The screenshot shows the 'Absence and Leave' section of a system. On the left is a navigation menu with options like 'Absence Event', 'Vacation Plan', 'Extra Days Paid / Time in Lieu', 'Absence Inquiry', 'Workshare Admin', 'Leave Accumulators', and 'Leave Balances' (which is highlighted). The main area is titled 'Absences' and displays details for an officer: Employee ID (redacted), Name (redacted), Pay Group CS\_IRELAND, Description Irish Civil Service, Calendar ID CS\_2022\_CS\_2022M11, Begin Date 01/11/2022, Pay Entity CS\_IRL, and End Date 30/11/2022. Below this is a 'Balance Adjustments' section with a search bar and a table. The table has columns for Element Name, Description, Balance Adjustment, Begin Date, End Date, and Comments. At the bottom of the table are buttons for 'Save', 'Return to Search', 'Previous in List', 'Next in List', and 'Notify'.

Figure 35 - Leave Balance Adjustments search result

Note: Manual adjustments to Parental Leave totals for worksharing or changing cycle years will be recorded on the **Leave Accumulators** page (Figure 36).



### c. Leave Accumulators

This page functions similarly to the Leave Balances page, you must first search for an officer, however, specific adjustments must also be searched for by their type. In Figure 36, we have searched for **adjustments** to this officers Annual Leave cycle year using the magnifying glass in the search box 'Accumulators' and selecting CS\_CYCLE\_ADJT - Cycle Adjustment.

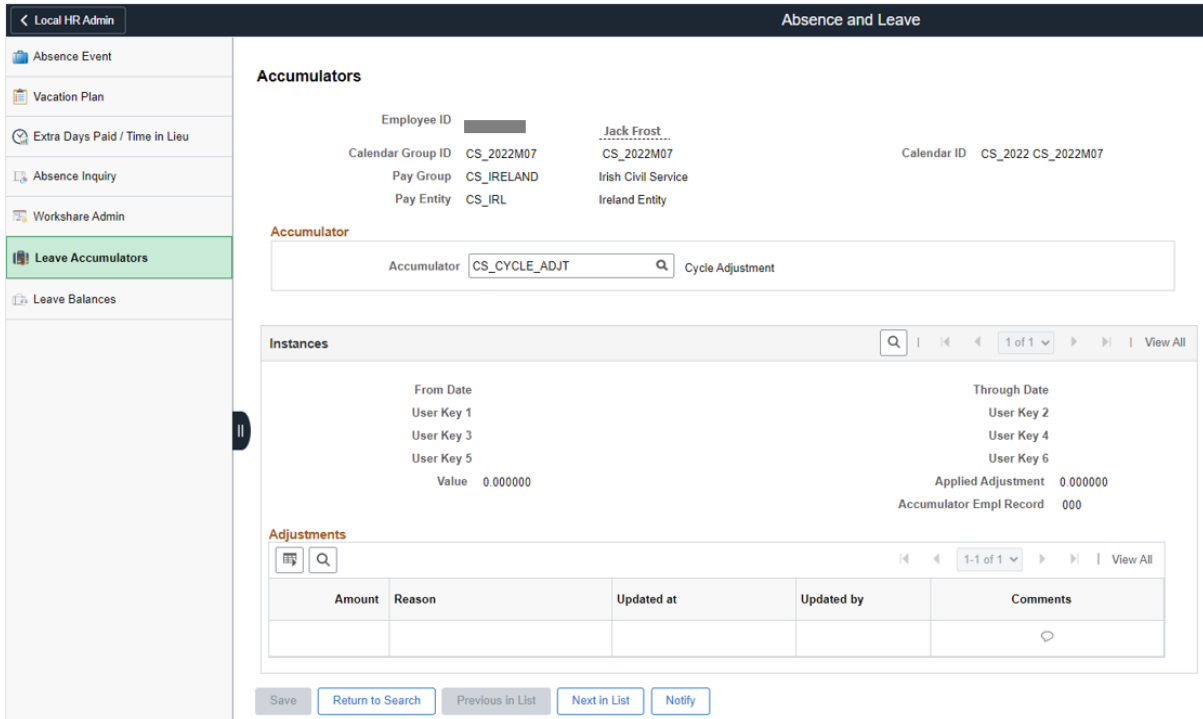


Figure 36 - Leave Accumulators search result

In order to make searching easier we recommend sorting the search pop-up by **Element Name** or by searching for the appropriate adjustment type (Figure 37).

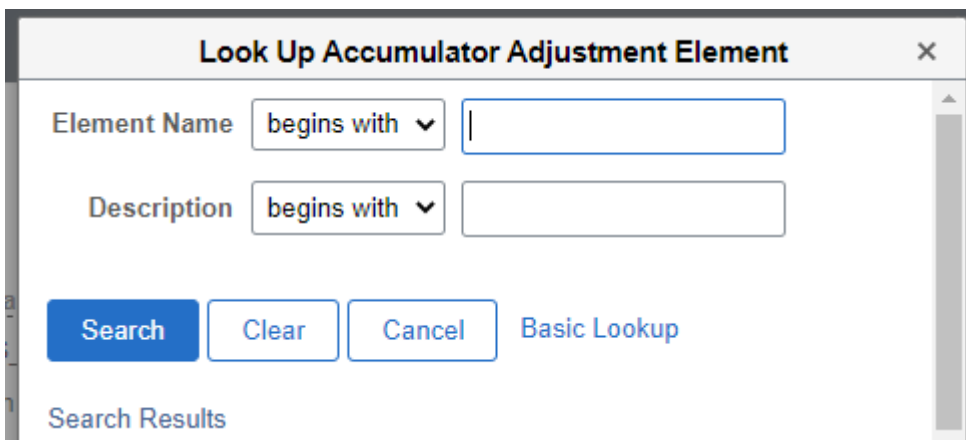


Figure 37 - Accumulator search pop-up using magnifying glass

The two types of adjustment currently being recorded in this page are:  
**CS\_CYCLE\_ADJT**: to adjust an officer's Annual Leave cycle year

**CS\_PAR\_ENT\_ADJU:** to adjust an officer’s Parental Leave entitlement for work pattern changes or transferring days between partners.  
 Other adjustments to Annual Leave entitlements, such as reductions for Shorter Working Year, will be automatically applied by the system once the leave has been approved and updated. These updates may not be immediately visible on the Leave Balances or the Leave Accumulators pages.

#### d. Absence Inquiry

The Absence Inquiry page can be accessed via the Absence Inquiry by searching per employee (Figure 38).

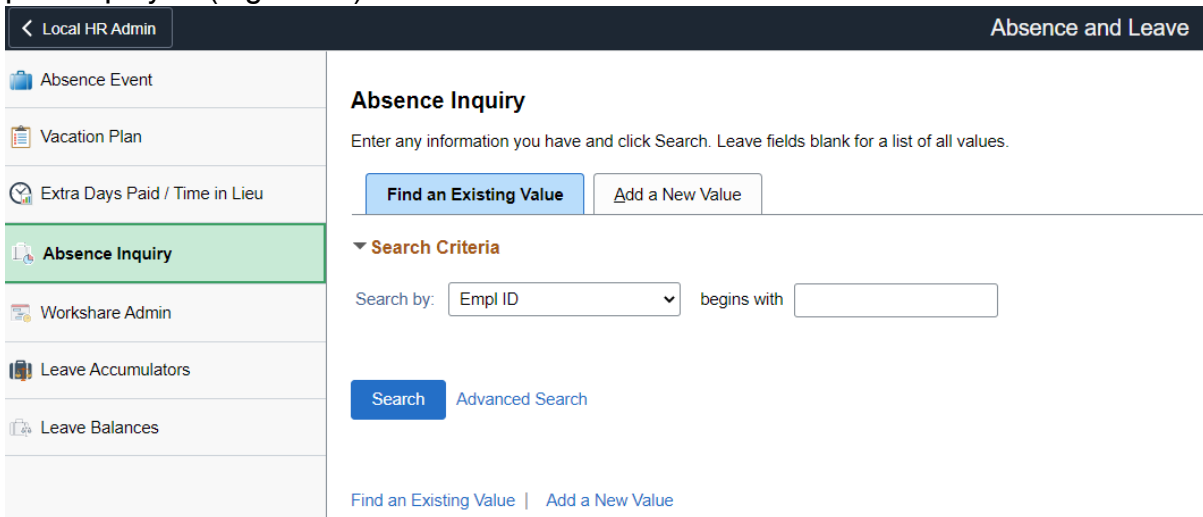
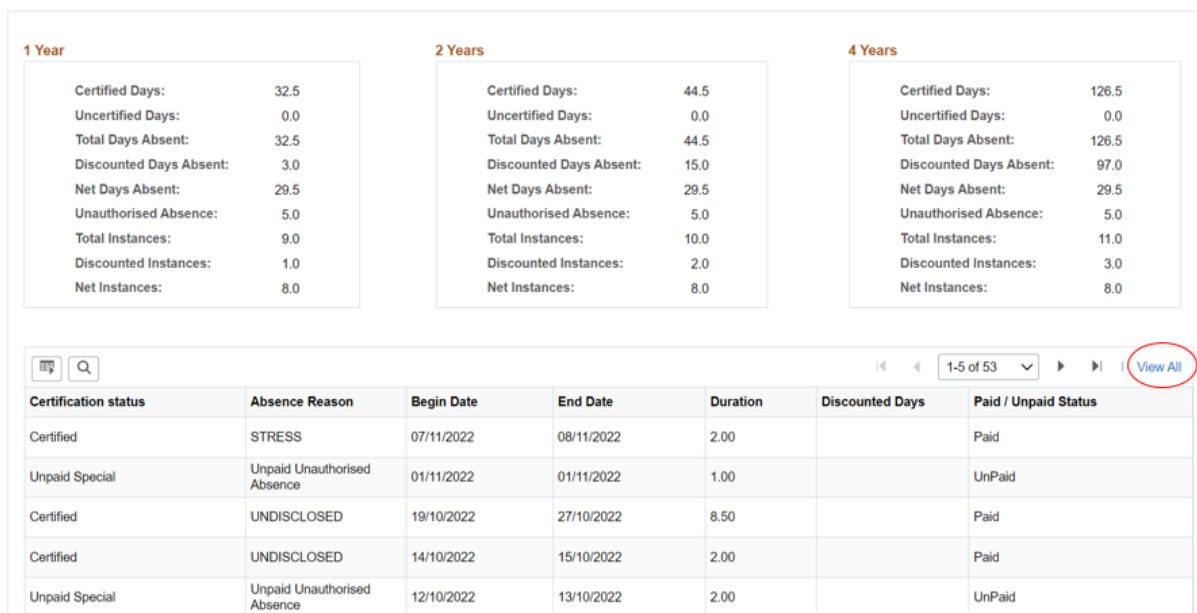


Figure 38 - Absence Inquiry

HR have an overview of the officer’s [un]certified absence history. By selecting the ‘View All’ button HR can view an officer’s absence history in full (Figure 39).

#### Employee Sick Leave



1 Year	2 Years	4 Years
Certified Days: 32.5	Certified Days: 44.5	Certified Days: 126.5
Uncertified Days: 0.0	Uncertified Days: 0.0	Uncertified Days: 0.0
Total Days Absent: 32.5	Total Days Absent: 44.5	Total Days Absent: 126.5
Discounted Days Absent: 3.0	Discounted Days Absent: 15.0	Discounted Days Absent: 97.0
Net Days Absent: 29.5	Net Days Absent: 29.5	Net Days Absent: 29.5
Unauthorised Absence: 5.0	Unauthorised Absence: 5.0	Unauthorised Absence: 5.0
Total Instances: 9.0	Total Instances: 10.0	Total Instances: 11.0
Discounted Instances: 1.0	Discounted Instances: 2.0	Discounted Instances: 3.0
Net Instances: 8.0	Net Instances: 8.0	Net Instances: 8.0

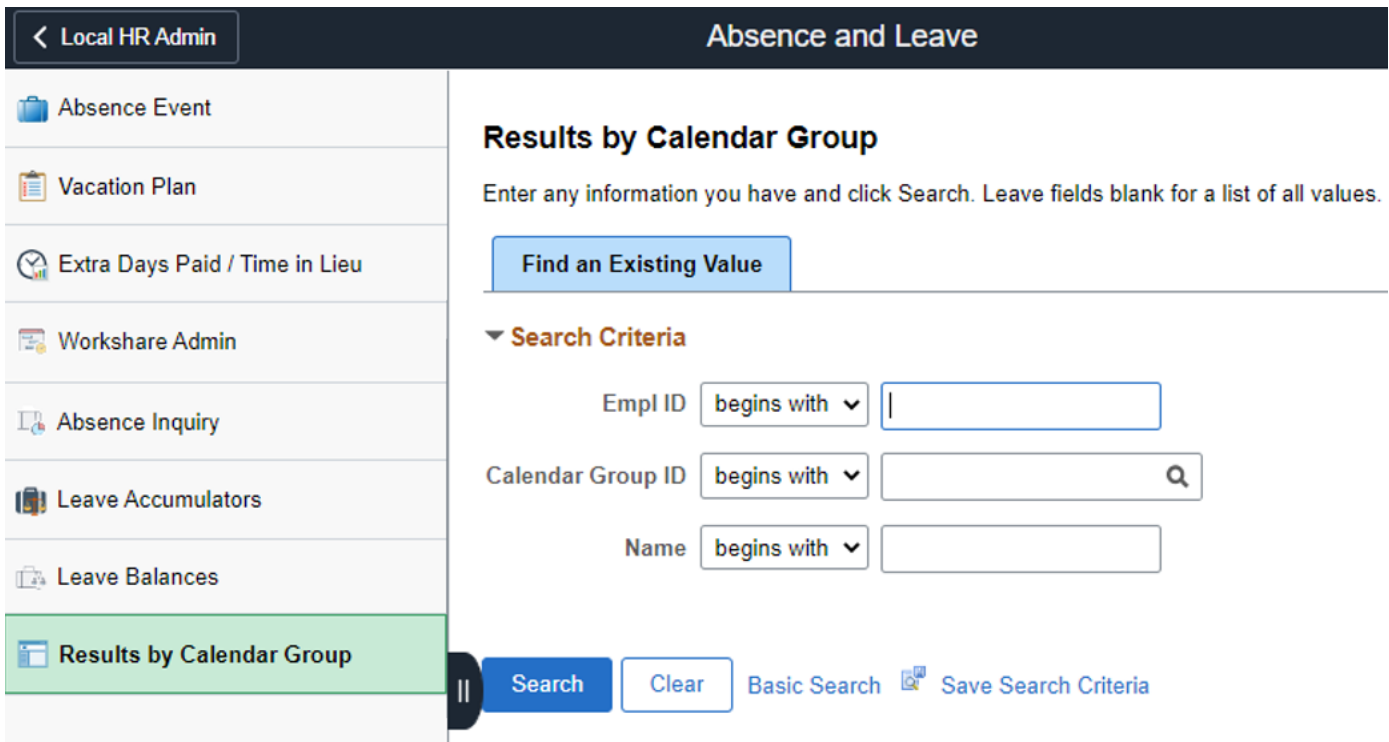
Certification status	Absence Reason	Begin Date	End Date	Duration	Discounted Days	Paid / Unpaid Status
Certified	STRESS	07/11/2022	08/11/2022	2.00		Paid
Unpaid Special	Unpaid Unauthorised Absence	01/11/2022	01/11/2022	1.00		UnPaid
Certified	UNDISCLOSED	19/10/2022	27/10/2022	8.50		Paid
Certified	UNDISCLOSED	14/10/2022	15/10/2022	2.00		Paid
Unpaid Special	Unpaid Unauthorised Absence	12/10/2022	13/10/2022	2.00		UnPaid

Figure 39 - Absence Inquiry search result

## e. Results by Calendar Group

Access to a new page called 'Results by Calendar Group' will display all leave and absence entitlement details and will be of particular use for viewing **Annual Leave balances** and **Parental Leave Balances**.

This page also lists other fields such as SWY, Study Leave and Sick Absence entitlements, however, information on these types of leave/absence should be checked as usual in other relevant areas of HRMS i.e. Job Data, Refund of Fees page, Absence Inquiry/ Absence event.



Local HR Admin Absence and Leave

Absence Event

Vacation Plan

Extra Days Paid / Time in Lieu

Workshare Admin

Absence Inquiry

Leave Accumulators

Leave Balances

**Results by Calendar Group**

### Results by Calendar Group

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#)

▼ **Search Criteria**

Empl ID begins with

Calendar Group ID begins with

Name begins with

[Basic Search](#)

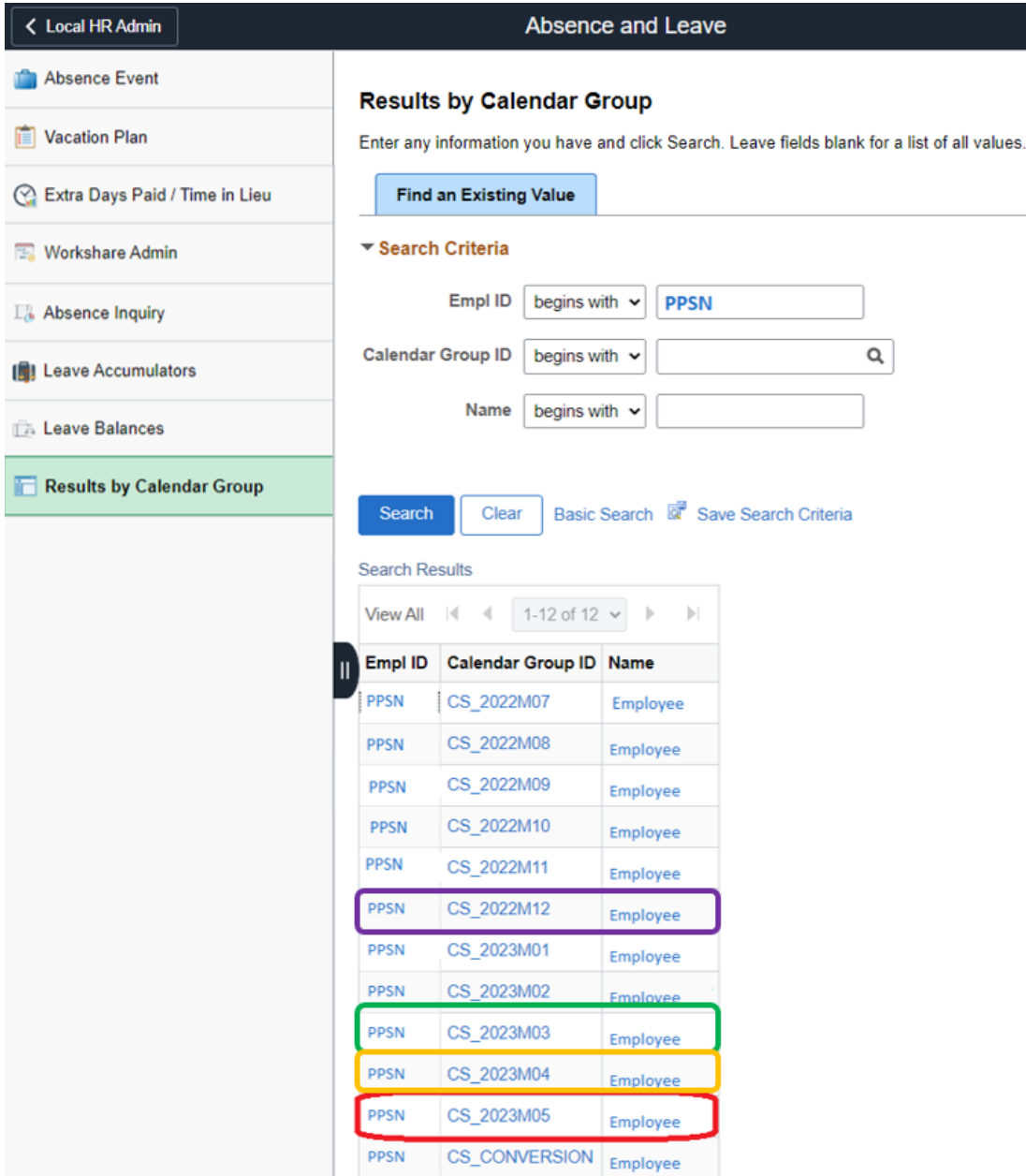
Figure 40 - Results by Calendar Group

The main difference between this page, and viewing the details on the Absence Event page is that no leave for the current year has to be recorded in absence event for information to be displayed on this page.

Any updates made to absence events will be reflected here after 15 minutes have passed.

When you've searched for an officer you will be presented with a list of results broken down into "calendar group ID"s. The group ID you select will allow you to view the requisite balance such as current balance, balance at the end of the cycle year, etc..

## Selecting a Calendar Group ID



The screenshot shows the 'Absence and Leave' section of a web application. On the left is a navigation menu with options like 'Absence Event', 'Vacation Plan', 'Extra Days Paid / Time in Lieu', 'Workshare Admin', 'Absence Inquiry', 'Leave Accumulators', and 'Leave Balances'. The 'Results by Calendar Group' option is selected and highlighted in green.

The main area is titled 'Results by Calendar Group' and contains a search interface. It includes a 'Find an Existing Value' button and search criteria for 'Empl ID' (set to 'PPSN'), 'Calendar Group ID', and 'Name'. Below the search criteria are buttons for 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria'.

The search results are displayed in a table with the following data:

Empl ID	Calendar Group ID	Name
PPSN	CS_2022M07	Employee
PPSN	CS_2022M08	Employee
PPSN	CS_2022M09	Employee
PPSN	CS_2022M10	Employee
PPSN	CS_2022M11	Employee
PPSN	CS_2022M12	Employee
PPSN	CS_2023M01	Employee
PPSN	CS_2023M02	Employee
PPSN	CS_2023M03	Employee
PPSN	CS_2023M04	Employee
PPSN	CS_2023M05	Employee
PPSN	CS_CONVERSION	Employee

In the table, the row for CS\_2023M05 is circled in red, CS\_2023M03 is circled in green, and CS\_2022M12 is circled in purple. The table also includes pagination controls showing '1-12 of 12' items.

Figure 41 - Selecting a Calendar Group ID

The Calendar Group ID is a combination of the year and the month. In Figure 41 the red circled Calendar Group ID CS\_2023M05 is Year 2023 Month 05 i.e. May.

To view Current Balances: Select the most recent month listed e.g. Figure 41 circled in red.

To view balances at the End of Leave Year: Select the month at the end of that leave year. E.g. April to March plan, select CS\_2023M03 circled in green.

To check the balances at the Start of Leave Year: Select the month that is the start of the officer’s leave year e.g. for an April to March plan, select CS\_2023M04 **circled in orange**.

If you want to check the specific balances at a certain time: Select the specific month you wish to check the balances up to from the list of results. For example, checking their balance at December 2022 you would click on the calendar ID CS\_2022M12 **circled in purple**.

Once you’ve selected the month you wish to check you will be shown the Calendar Group Results. Select the ‘Accumulators’ tab at the top as per Figure 42.

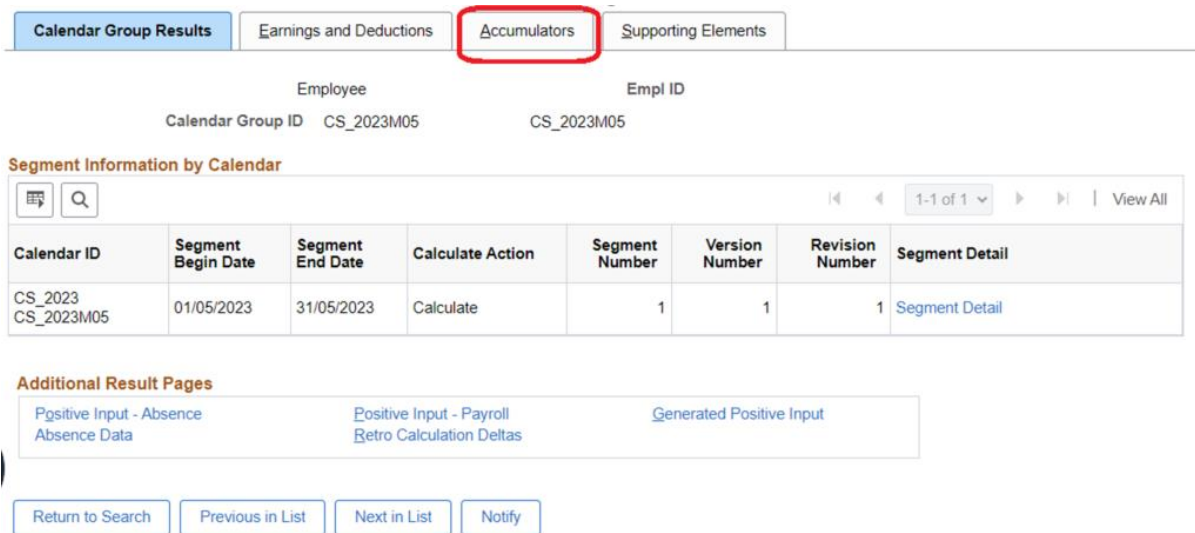


Figure 42 - Calendar Group Results tab showing Accumulators tab

In some cases (due to adjustments to historic leave months or leave years) there may be more than 1 month showing. Always select the last page to view the relevant information. See example in Figure 43, page 1 of 4 displayed. You will need to cycle to page 4 of 4 to see the relevant Calendar Group ID month/entitlements for that period. On this last page, select “View All” to view the full list of entitlements.

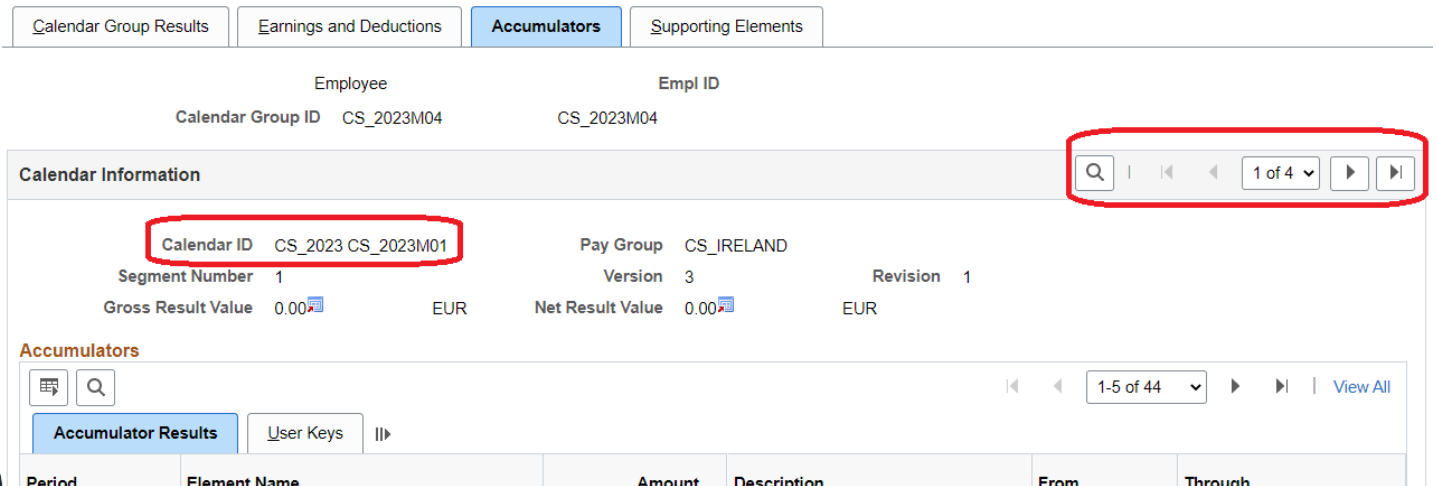


Figure 43 - Accumulators Tab multiple pages

### Viewing the Data

You will now be looking at the chosen balances, the example in Figure 44 shows the balance at the end of April 2023.

Calendar Group Results
Earnings and Deductions
Accumulators
Supporting Elements

Employee  
Calendar Group ID CS\_2023M04
Empl ID  
CS\_2023M04

**Calendar Information** Q | ⏪ ⏩ 4 of 4

Calendar ID CS\_2023 CS\_2023M04      Pay Group CS\_IRELAND

Segment Number 1      Version 1      Revision 1

Gross Result Value 0.00 EUR      Net Result Value 0.00 EUR

**Accumulators** 1-55 of 55 | View 5

⌄

Q

Accumulator Results
User Keys
⏪

Period	Element Name	Amount	Description	From	Through
Year to Date	CS_SWY_ENT_BAL	0.000000	Entitlement SWY	01/01/2023	31/12/2023
Custom Period	CS_ACTUAL_DURATION	7.000000	Sickness Work Days	18/10/2022	
Custom Period	CS_ANN_CRY_ADJU	2.000000	Carryover Adjustment	01/04/2023	31/03/2024

Figure 44 - Accumulators tab showing page 4 of 4

You will note that the Description field for adjustments and entitlements is displayed in the accumulators tab. This table is available to export to excel using the icon circled in Figure 44.

Period	Element Name	Amount	Description	From	Through	
Custom Period	CS_ANN_CRY_ADJU	2	Carryover Adjustment	01/04/2023	31/03/2024	Shows any manual adjustments that were applied to the carry over figure. In this case there was an adjustment of plus 2 days
Custom Period	CS_ANN_CRY_BAL	1	Carryover Balance	01/04/2023	31/03/2024	Shows the figure of carry over remaining. In this case 1 day is remaining as 1 day has already been taken (as shown below)
Custom Period	CS_ANN_CRY_ENT	0	Carryover Entitlement	01/04/2023	31/03/2024	Shows the carry over entitlement before the adjustment was made. In this case the officer had 0 days carried into the leave year
Custom Period	CS_ANN_CRY_TAKE	1	Carryover Taken	01/04/2023	31/03/2024	Shows the number of days that were taken from the carry over entitlement. In this case 1 day has been taken
Custom Period	CS_ANN_LEAVE_ADJU	0	Annual Leave Adjustment	01/04/2023	31/03/2024	Shows any manual adjustments that were applied to the entitlement for this year.
Custom Period	CS_ANN_LEAVE_BAL	29	Annual Leave Balance	01/04/2023	31/03/2024	Shows the figure of days remaining from the entitlement only. This figure will discount the carry over entitlements listed above
Custom Period	CS_ANN_LEAVE_ENT	29	Annual Leave Entitlement	01/04/2023	31/03/2024	Shows the full annual leave entitlement. Discounting carry over or adjustments.
Custom Period	CS_ANN_LEAVE_TAKE	0	Annual Leave Taken	01/04/2023	31/03/2024	Shows the number of days annual leave taken from the entitlement only. This figure will discount the carry over entitlements listed above
Custom Period	CS_CYCLE	1	Annual Leave Cycle	01/04/2023	31/03/2024	Shows the officers cycle year for that period
Custom Period	CS_TOT_BALANCE	30	Total Annual Leave Balance	01/04/2023	31/03/2024	Shows the total remaining balance of annual leave (entitlement + carry over)
Custom Period	CS_TOT_ENTITLEMENT	31	Total Annual Leave Entitlement	01/04/2023	31/03/2024	Shows the total annual leave entitlement for the leave year (entitlement + carry over)

Figure 45 - Long description for elements

To note, in the specific calendar month you will only see balances up until the end of **that month**. Future leave on the system will not be deducted on this page until the calendar for that specific month has generated. For current balances taking into account future leave approved on the system, this is best viewed in the Absence Event-Forecast Details section of the system (see page 26).

### Duplicate Results

In cases where the records show duplicate annual leave records, with different figures, check the 'From' and 'Through' dates on each record, as duplicate rows will normally indicate that the officer has changed leave year, see Figure 46.

In this example, one of the records relates to the April 2023/24 leave year, and the other relates to the February 2023/24 leave year, as this officer recently transferred departments.

Calendar Group Results
Earnings and Deductions
Accumulators
Supporting Elements

Employee  
Calendar Group ID CS\_2023M04
Empl ID  
CS\_2023M04

**Calendar Information** 4 of 4

Calendar ID CS\_2023 CS\_2023M04      Pay Group CS\_IRELAND

Segment Number 1      Version 1      Revision 1

Gross Result Value 0.00 EUR      Net Result Value 0.00 EUR

**Accumulators** 1-55 of 55 | View 5

Accumulator Results
User Keys

Period	Element Name	Amount	Description	From	Through
Year to Date	CS_SWY_ENT_BAL	0.000000	Entitlement SWY	01/01/2023	31/12/2023
Custom Period	CS_ACTUAL_DURATION	7.000000	Sickness Work Days	18/10/2022	
Custom Period	CS_ANN_CRY_ADJU	2.000000	Carryover Adjustment	01/04/2023	31/03/2024
Custom Period	CS_ANN_CRY_ADJU	0.000000	Carryover Adjustment	01/02/2023	31/01/2024
Custom Period	CS_ANN_CRY_BAL	1.000000	Carryover Balance	01/04/2023	31/03/2024
Custom Period	CS_ANN_CRY_BAL	0.000000	Carryover Balance	01/02/2023	31/01/2024

Figure 46 - Multiple results under same element and description



Other details that can be viewed on this page are Parental Leave balances. Check the values next to fields that have the word (Days) as in Figure 47. The other balances below these are displayed in hours.

Custom Period	CS_PAR_DAY_BAL	107.000000	Parental Balance (Days)	15/11/2013
Custom Period	CS_PAR_DAY_BAL	107.000000	Parental Balance (Days)	30/05/2011
Custom Period	CS_PAR_DAY_ENT	130.000000	Parental Entitlement (Days)	15/11/2013
Custom Period	CS_PAR_DAY_ENT	130.000000	Parental Entitlement (Days)	30/05/2011
Custom Period	CS_PAR_ENT_BAL	925.550000	Parental Balance	15/11/2013
Custom Period	CS_PAR_ENT_BAL	925.550000	Parental Balance	30/05/2011
Custom Period	CS_PAR_ENT_ENT	1124.500000	Parental Entitlement	15/11/2013
Custom Period	CS_PAR_ENT_ENT	1124.500000	Parental Entitlement	30/05/2011
Custom Period	CS_PAR_ENT_TAKE	198.950000	Parental Taken	15/11/2013
Custom Period	CS_PAR_ENT_TAKE	198.950000	Parental Taken	30/05/2011

Figure 47 - Viewing parental leave balances in days

**Note:** Where an officer has more than one dependent, the 'From' date can be used to identify which dependent the balance is in relation to, as this will match the birth date on the Dependent Information page.



## NSSO Case Management System

The Case Management System is an online system which allows you to submit a HR query or request, or to submit supporting documentation to NSSO HR Services.

To the Case Management System, go to the NSSO website [www.nssso.gov.ie](http://www.nssso.gov.ie) and select 'Log into HR self-service'. This will bring you directly to the HR self-service log in screen. You will need to use your NSSO Username and Password. Once you have entered your details click Sign In.

Once logged in, you will be brought directly to the Case Management System home screen. On the left of the screen, you will see a summary of any cases related to you. By clicking on any of these case links you can open and update the case details, or submit additional relevant documentation to the NSSO.

On the right of the screen, there are links that will allow you to add a new case (Add Case) or search for details of any existing cases assigned to you (Manage Cases).

### Add a new case

To submit a new query or request to NSSO HR Services, click on 'Add Case'. The top half of the 'Add Case' screen displays your name and contact details. The remainder of the 'Add Case' screen presents you with a number of drop down fields, which you will need to populate with the appropriate information.

In the Case Summary box, insert a brief description of your request. This is a mandatory field. In the Case Details box, enter the specific details of your request. This field is not mandatory but you should briefly enter any relevant information to your request, to assist the NSSO in processing your request.

Once you have inserted all relevant information, click on Submit. Your case will automatically be sent to NSSO HR Services. You will receive a screen confirmation and a separate email, stating that your case has been submitted to the NSSO. Both provide you with a unique case number. This number will be used in any future correspondence about this case.

### Updating an open case

The easiest way to identify cases is through their unique case number. Locate the case on the list you wish to update by its unique case number. Click on the case number. You will be brought to the 'Manage Case' screen.

You will see a case number reference at the top of the screen, and case information immediately underneath. Click the button labelled 'Add Note or Attachment' to upload supporting documents or additional information to your case.

**Please note:** if you add a note to an existing case, the NSSO team processing your request do not receive a notification. If your change is urgent, for example a change in unpaid leave dates due to start imminently, please contact the NSSO by phone or email after you add the note or documents.

## Troubleshooting log-in issues

Your account will lock if you enter incorrect login details 3 times. The most common reason for users getting locked out of their account is when a user ID or password contain typos, or a previous password has been saved in the browser.

### What should I do if I'm locked out of my account?

On the HR self-service login screen, click the forgotten password link and follow the instructions to reset your password.

### I get an error message when trying to reset my password

The password recovery system requires you to set up an answer to a security question. Therefore, it is important to set a security question when you sign in for the first time. If you get an error stating 'A new password cannot be sent to user' when trying to reset your password, you likely haven't set a security question. Please take a screenshot of the error message and email [HRcontact@nssso.gov.ie](mailto:HRcontact@nssso.gov.ie) to get additional password recovery support.

### Tips to avoid getting locked out from your account:

Your username and password are case sensitive.

Ensure there are no typos when entering your User ID and Password.

Do not enter your e-mail address instead of your User ID.

Do not copy and paste your Username and Password as this is highly prone to error.

### I can log into self-service but I can't access the self-service options.

If you can login to HR self-service but the application options (for example, applying for annual leave) are disabled, it is most likely because you have yet to complete an outstanding Resumption of Work e-form after a period of sick absence. Once the Resumption of Work e-form has been submitted, full access to the self-service options will return.

### I am still having technical difficulties with HR self-service. What should I do?

If your issue isn't fixed by following the steps above, you will need to contact us by email at [hrcontact@nssso.gov.ie](mailto:hrcontact@nssso.gov.ie) or by phone on 0818 107 100.