



HR and Payroll Self Service: Communications & Support for Managers

In March 2023 the National integrated Staff Records and Pay Programme (NiSRP) introduced a new, integrated Payroll and HR system in the South East. As part of this, a new online tool called HR & Payroll Self Service was introduced to all staff to view payslip, submit Leave and Travel Claims, as well as other functions.

How you can help?

- Promote to your team how to register for HR & Payroll Self Service. Details on how to do this here: www.hse.ie/nisrp
- Communicate the supports available to employees who have issues getting started using HR & Payroll Self Service. (FAQs below and checklist on pg 3);

Manager FAQ's

How do I approve travel claims on HR & Payroll Self Service?

This is done via the inbox on the Manager sign-in for HR & Payroll Self Service. You can find video tutorials and guides on the [NiSRP Support Site](#).

Do I receive a notification when one of my team submits a travel/subsistence claim?

You will receive a weekly email to remind you to check your (Manager Self Service) inbox and review outstanding claims.

I can't see my full annual leave entitlement on HR & Payroll Self Service?

Employees can see the full leave entitlement for the year in "Your Leave" under HSE Reports". "Calc A/L for Year" predicts your leave for the year and "A/L Remaining" shows how many hours left to take for the year.

Will employees be able to apply for annual leave if their quota is low?

Yes, they will be able to apply for leave and this will be taken from the accrued leave throughout the year. They can still take leave and the balance can reach minus 200 hours.

Are all types of leave included?

Any leave type which requires only one level of approval is included. The quotas for other leave types such as Parental Leave will be included once the details have been entered on to the SAP HR system. As a line manager, you must ensure that the relevant HR form has been submitted to create the balance on their record.



HR and Payroll Self Service: Communications & Support for Managers

I am going on leave how can I ensure my teams leave and travel is reviewed and approved?

You can set another manager as a substitute. You must agree this with a colleague who is set up as a manager on HR & Payroll Self Service. You can then set as substitute for the period you are on leave. Finds out more on how to do this here: <https://healthservice.hse.ie/staff/my-hse-self-service-support/reviewing-and-approving-leave-and-travel/>

I have issues with my pay, what do I do?

If an employee has an issue with their pay e.g. they have not been paid expected overtime/premia, they have been advised to first check that their line manager has submitted the correct time return. If the answer is:

- **“NO”**, the correct return must be submitted to the individual who returns time for you (Time Returning Officer - TRO) as soon as possible.
- **“YES”**, you should work with your TRO to identify whether there are any issues that need to be corrected.

If an employee has a query about their PAYE, PRSI, USC or Voluntary Deductions you should contact the **South-West Payroll** Phone: 021 4923659 payroll.south@hse.ie

Other Useful Contacts

HR & Payroll Self Service support	If you have further queries relating to HR & Payroll Self Service, please contact the NiSRP Helpdesk 0818 300 296 or email support.nisrp@hse.ie or log your query on the Health Shared Services Self Service Portal
Time Queries	timequeries.south@hse.ie Short Term Payment Deduction Sheet queries: south.stpds@hse.ie
Personnel Administration Queries	NPA: npa.south@hse.ie Reporting line change: nisrp.om@hse.ie



HR and Payroll Self Service: Communications & Support for Managers



LINE MANAGER CHECKLIST TO COMMUNICATE HR & PAYROLL SELF SERVICE TO STAFF

	Action	Further information/Link
<input type="checkbox"/>	Ensure your team are aware of the supports available. www.hse.ie/nisrp has video tutorials, step by step guides and FAQs. There are three NiSRP modules on HSELand for Employees, Managers and Staff who Travel.	www.hse.ie/nisrp www.hseland.ie
<input type="checkbox"/>	SAP personnel numbers were emailed to staff in HSE South. If you did not receive your email contact the project lead for your area.	https://www.hse.ie/eng/about/who/hr/nisrp/contact-us/south-resources-060722.pdf
<input type="checkbox"/>	Have “ HR & Payroll Self Service ” as an AOB agenda item at your team meetings to help employees get started	You could keep this as an agenda item every second team meeting to bring attention to latest action required for employees such as Carry Forward leave or updating their mobile number under My Addresses for the new text message 2 step verification process
<input type="checkbox"/>	Print NiSRP posters and place in appropriate places	HR & Payroll Set up poster with QR code poster: https://www.hse.ie/eng/about/who/hr/nisrp/publications-and-resources/hr-payroll-self-service-information-stands-qr-code-poster.pdf HR & Payroll Self Service poster: https://www.hse.ie/eng/about/who/hr/nisrp/publications-and-resources/hr-payroll-self-service-awareness-poster.pdf
<input type="checkbox"/>	Show NiSRP video at your Team Meetings if any new employees not aware of HR & Payroll Self service	HR & Payroll Self Service – an introduction: https://www.youtube.com/watch?v=zPdbUy6C53I
<input type="checkbox"/>	Download and share the HR & Payroll Self-Service information leaflet	https://www.hse.ie/eng/about/who/hr/nisrp/publications-and-resources/hr-payroll-self-service-employee-manager-flyer.pdf

