NHS

Easy Timesheets System
Guidance for Claimants and Approvers

Giltbyte

EASY : NHS England

Contents

Introduction 3

Accessing the System 4

Self-Service - MAKING HOURS CLAIMS 8

- Hours Claims Information 9
- Finding and Adding a new Hours claim 10
- Making an Hours Claim Fields 11
- Saving and submitting the claim 12
- Checking the status of your claim and viewing historical claims 13
- Pending and Saved Claims 14
- Messages and warnings 15
- Withdrawing and un submitting a claim 15
- Checking the status of Submitted and Accepted Claims and Rejected Claims 16
- Rejected Claims 16

Self-Service Allowance Claims including Employed for Tax Purposes Employee claims 17

- Allowance Claims – Information 18
- Finding and making an Allowance Claim 19
- Making an Allowance Claim Fields 20
- Saving and submitting a claim 21

Manager-Self Service 22

- Reviewing and Authorising claims 23
- Rejecting a claim 24

Manager Delegation 25

Introduction

The Giltbyte Easy system is the new Timesheet system adopted by NHSE and replaces the ESR3 Timesheet. It will continue its primary function as the mechanism through which staff can submit claims for additional hours worked, work undertaken during unsocial hours and certain allowances. Employed for Tax Purposes employees will also need to continue to submit claims for any hours or sessions worked through the system.

The system is designed to be used dynamically so that users can submit claims as items, either on an individual basis or collectively as opposed to submitting individual Timesheets with case or reference numbers. Although email notifications are in use, (for example an Approver will receive a notification once a claim has been submitted), Claimants can submit and view the progress and status of their claims all within one contained area of the system. Similarly, Approvers can access pending claims required for their attention within one contained space.

This guide is designed to support both NHSE Claimants and Managers with some of the central functions of the system. There are also a number of support pages within the system itself which provide useful information for navigation.

Submissions must be made and approved ahead of the NHSE monthly Payroll cut-off dates for timely payment.

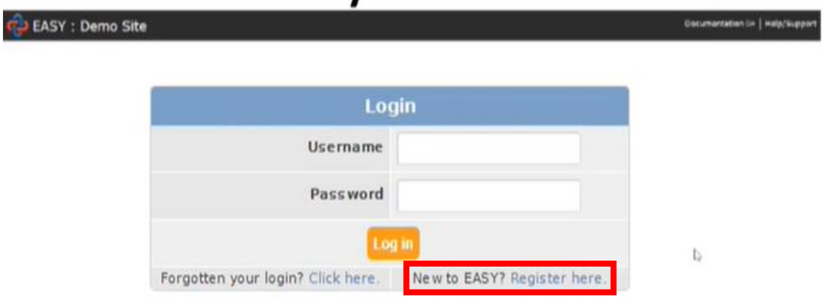
Accessing the System

The system home address is https://nhse.easy.giltbyte.com/user/login/.
It will work in most browsers except Internet Explorer.

You will need to be set up in ESR before being able Register and use the system.

1.Navigate to the Homepage above where you will be able to select **Register Here.**

Registering with the System



2.You will then be given the option of entering in your **employee Email Address** or **Employee Number. This will trigger an email to your inbox containing a Token, which is a temporary password:**

Hello Ross,

EASY has received a request to register you as a new user. To complete the registration process you must verify your email address by either clicking on the link below or entering the following verification token on the new user registration confirmation page.

Token: e537-W-5zh-b4e181dfb

Regards,
EASY.

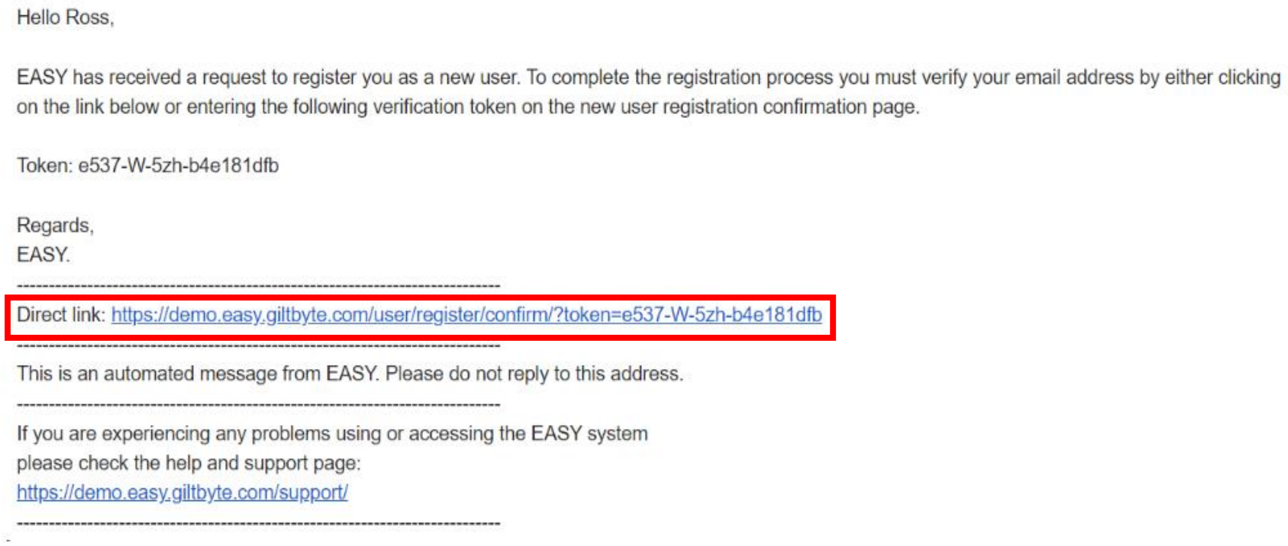
Direct link: https://demo.easy.giltbyte.com/user/register/confirm/?token=e537-W-5zh-b4e181dfb

---

This is an automated message from EASY. Please do not reply to this address.

If you are experiencing any problems using or accessing the EASY system
please check the help and support page:
https://demo.easy.giltbyte.com/support/

3.Once you have received the token, you will just need copy and paste it back into the system. Alternatively clicking the Direct Link from within the body of the email will take you back into the system where you can create a password.



Hello Ross,

EASY has received a request to register you as a new user. To complete the registration process you must verify your email address by either clicking on the link below or entering the following verification token on the new user registration confirmation page.

Token: e537-W-5zh-b4e181dfb

Regards,
EASY.

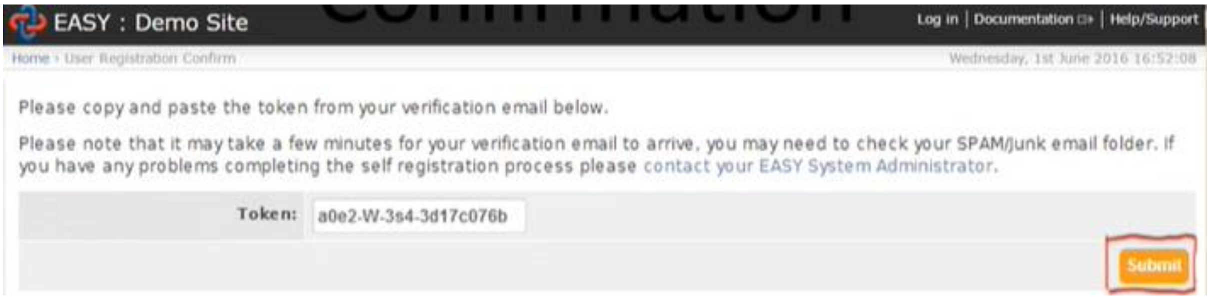
Direct link: https://demo.easy.giltbyte.com/user/register/confirm/?token=e537-W-5zh-b4e181dfb

----

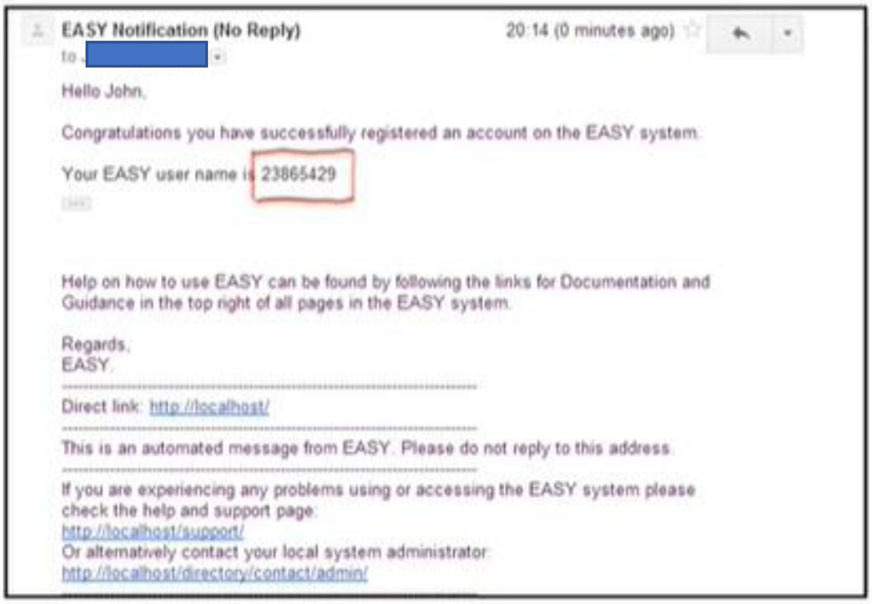
This is an automated message from EASY. Please do not reply to this address.

If you are experiencing any problems using or accessing the EASY system
please check the help and support page:
https://demo.easy.giltbyte.com/support/

You can copy and paste the token from the email into the field and press Submit:



4.You will then receive a further email confirming your **username** as your **ESR employee number**:



EASY Notification (No Reply) 20:14 (0 minutes ago)

to [redacted]

Hello John,

Congratulations you have successfully registered an account on the EASY system.

Your EASY user name is 23865429

Help on how to use EASY can be found by following the links for Documentation and Guidance in the top right of all pages in the EASY system.

Regards,
EASY.

Direct link: http://localhost/

This is an automated message from EASY. Please do not reply to this address.

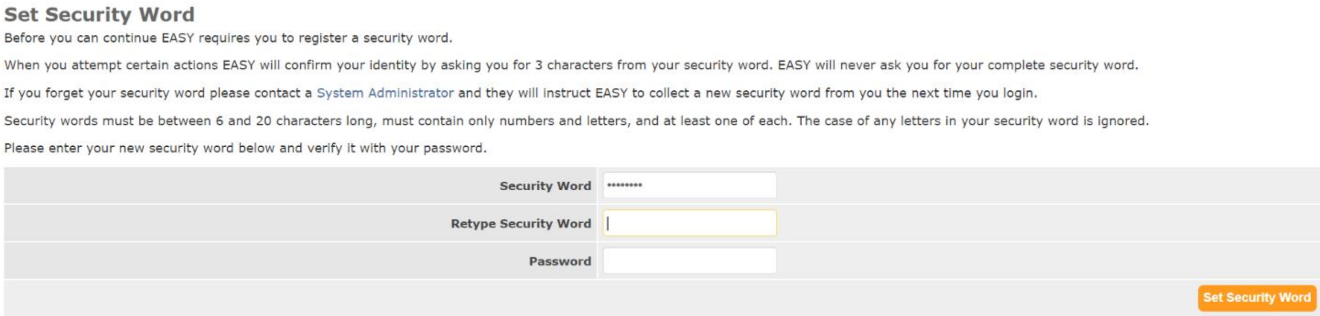
If you are experiencing any problems using or accessing the EASY system please check the help and support page:
http://localhost/support/
Or alternatively contact your local system administrator:
http://localhost/directory/contact/admin/

Password

Within the system, or if you have selected the direct link from the token email, you will be prompted to create a password which you will need to use each time you log into the system.

Security Word

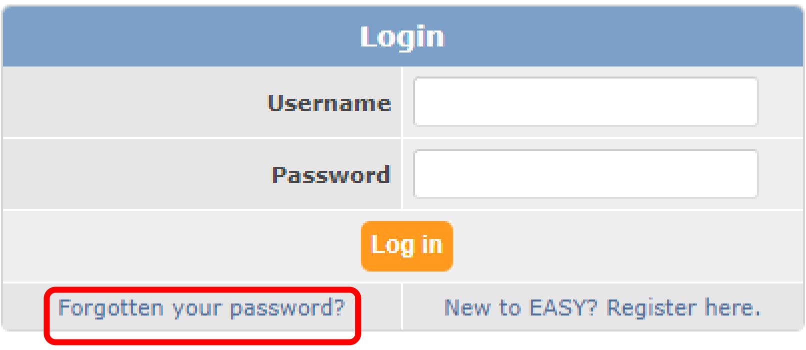
You will then be asked to set a Security Word. The Security word acts as an electronic signature and the system will ask you for three random characters from the word at certain points within the Timesheet system, for example when submitting or approving a claim. The word needs to be a minimum of 6 characters, and a maximum of 20 characters as well as containing a combination of letters and numbers.



The first time that you access the system you will be asked to confirm that you have read the Privacy Notice before proceeding onto the Homepage of the system.

Re-setting your log in password

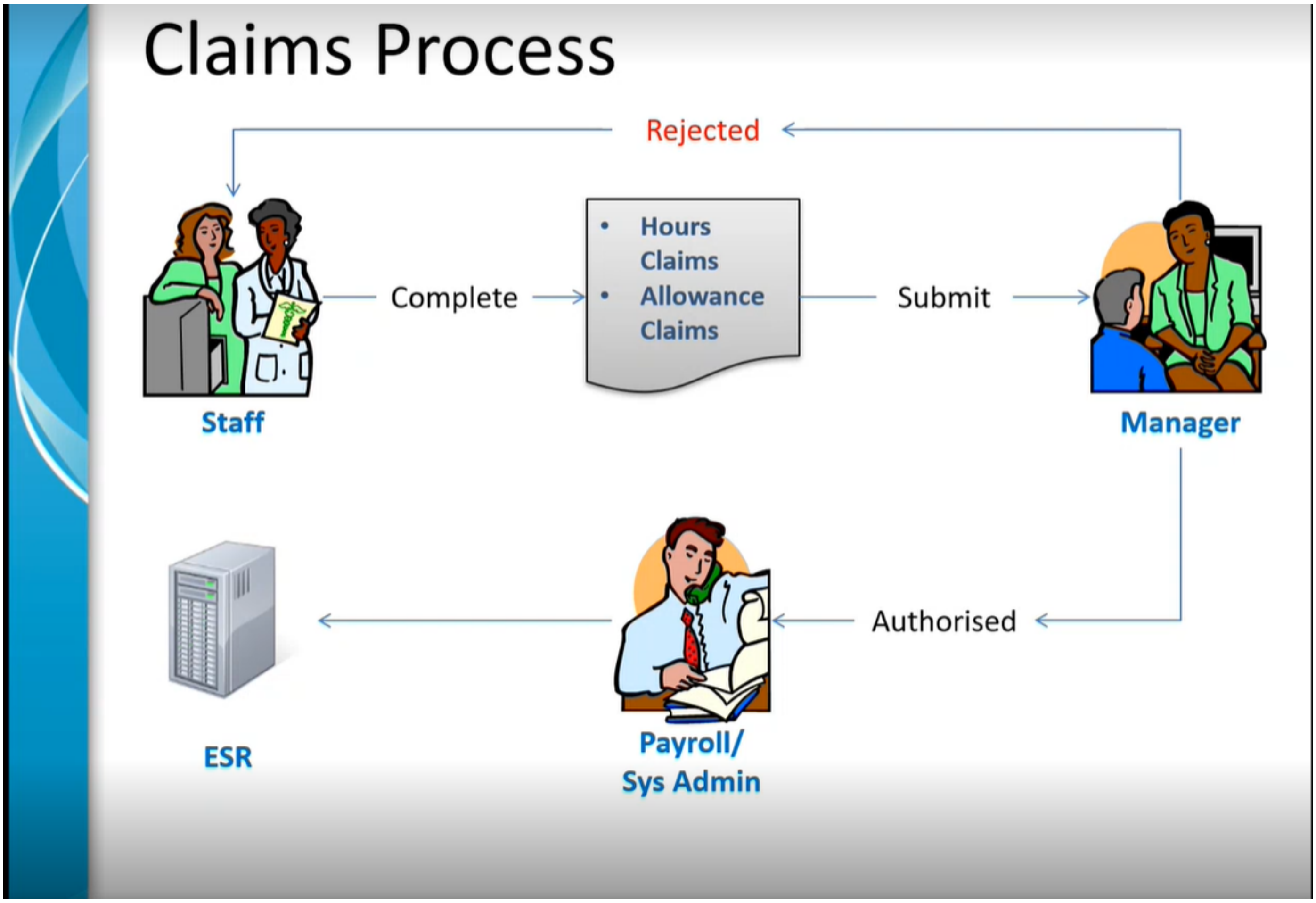
If you have forgotten your login password, you can navigate to the system log-in page and select 'Forgotten your password?' Where you will be prompted ot neter your Employee number or email address.



Help

If you have any trouble accessing the system please contact HR and OD at **contacthrandod@england.nhs.uk**

Outline of Claims Process



Self-Service - MAKING HOURS CLAIMS

The **Hours Claims** option should be used to claim any additional or overtime hours worked or work carried out during unsocial hours.

The below table is a summary of the AfC Terms and conditions and rates of pay.

Type of Claim	Description	Rate	Eligibility
Additional Basic Hours	Additional hours worked at normal Rate, for example an employee on part-time hours who has worked additional hours without exceeding 37.5 hours within a week.	Normal hourly rate	Part Time employees up to 37.5 hours/week. Bands 2-9.
Overtime	Additional hours worked over 37.5 hours in a weekday, Saturday, Sunday or Public Bank Holiday	Time and a half for weekdays and weekends (including Sundays). Double Time on Bank Holidays)	Full time employees or part time employees where they've worked above 37.5 hours per week. Bands 2-7
Enhancements Weekday (**between the hours 20:00 and 06:00**) and Saturday Hours	Work during unsocial hours between 8pm - 6am and anytime on Saturday	Band 2 (41%) Band 3 (35%) Band 4-9 (30%)	Full-Time or Part-time employees. Part-time employees can claim enhancements in addition to additional basic hours (up to 37.5 hours per week)Bands 2-9
Enhancements Sunday/Bank Hol Hours	Claim anytime on Sunday/bank holiday	Band 2 (83%) Band 3 (69%) Band 4-9 (60%)	Full-Time or Part-time employees. Part-time employees can claim enhancements in addition to additional basic hours (up to 37.5 hours per week)Bands 2-9

Hours Claims Information

Enhancement and Overtime

An Enhancement and Overtime claim cannot be claimed for the same hours of a given day.

Part-Time Employees

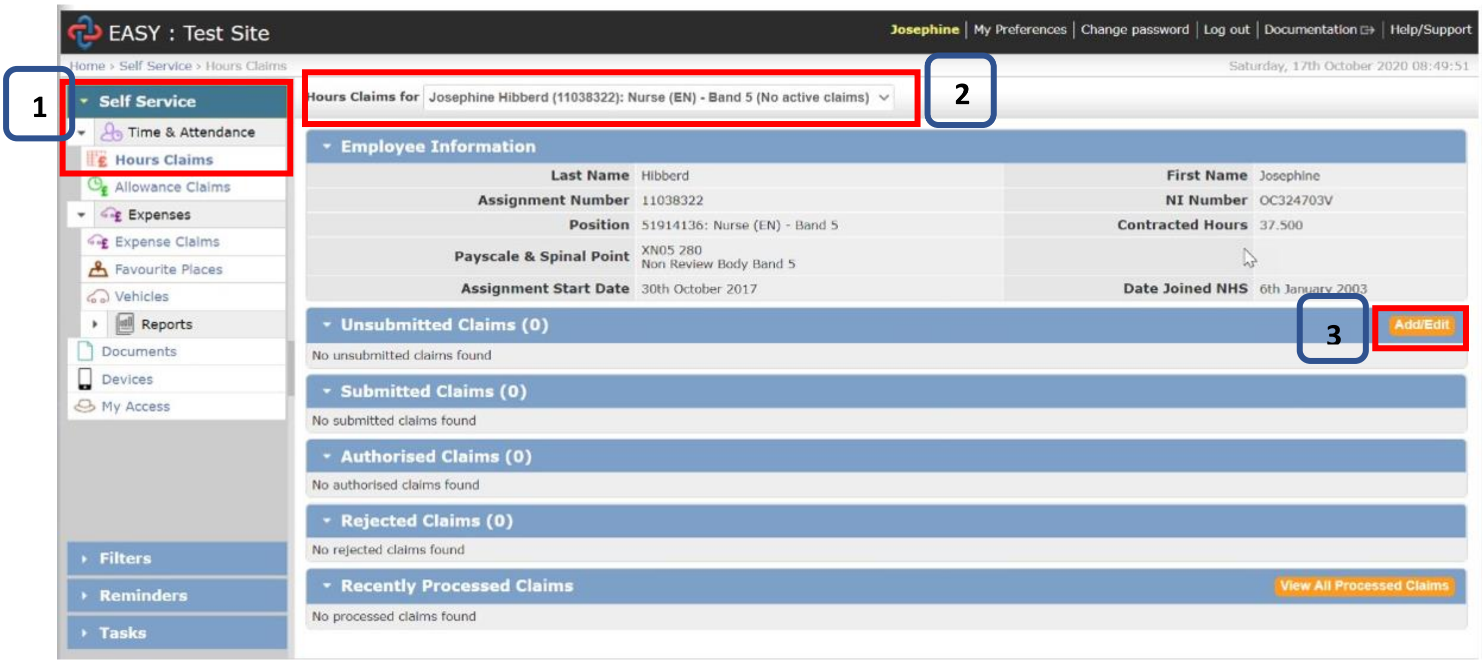
Part-Time employees should only claim Additional Basic Hours until 37.5 Hours have been exceeded within a given week (from Monday to Sunday). Once this has been exceeded, relevant Overtime elements can then be claimed. Where more than one week's claims are being submitted in one go, the Employee should ensure that they have not entered over-time hours in any given week until 37.5 hours have been exceeded in that week.

Finding and Adding a new Hours claim

1.To find the Hours Claims page, expand the Self Service tab on the left hand-side of the Homepage and navigate to **Time & Attendance> Hours Claims**. This will bring you to the Hours claim landing page where you can view some employment details related to your assignment.

2.If you have more than one assignment you can select the assignment you need from the field 'Hours Claims for' at the top of the screen.

3. To add a new claim click the Add/Edit button within the banner of the 'Unsubmitted Claims' tab.



You can expand or narrow these windows by selecting the scroll bars at the side or bottom.

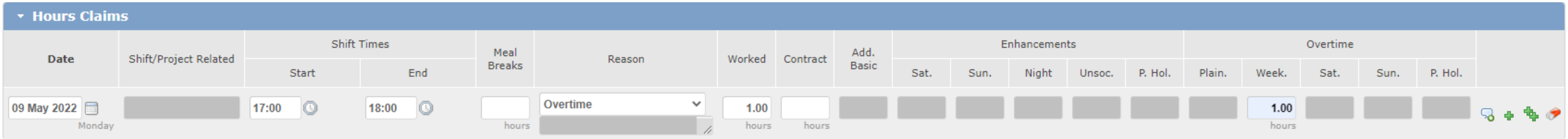
Making an Hours Claim Fields

Enter the date manually or using the calendar icon. No future dates can be accepted. The maximum time a date can retrospectively be claimed is 3 months.

The system will automatically allot a half an hour meal break for entries over 6 hours. This can be cleared, and the system will flag that no break was taken. You can also enter a longer break.

Worked Hours – This is the total hours worked for the day.
Contract – You should complete this field where any of the hours worked were part of your contracted hours.

For Part-Time employees the **Add. Basic field** will also become available.
The **Enhancement** and **Overtime** fields will become available depending on the day and time selected.

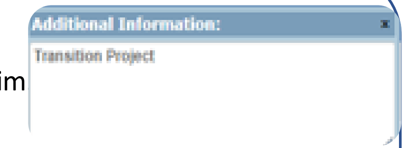


This field is disabled by default.

Complete the Shift Times – the system uses a 24hour clock but recognises am and pm (i.e. entering 8pm will equate to 20:00).

Select a reason for the claim.

There are 4 icons on the right-hand side.



Speech bubble will allow you to enter a reason for the claim

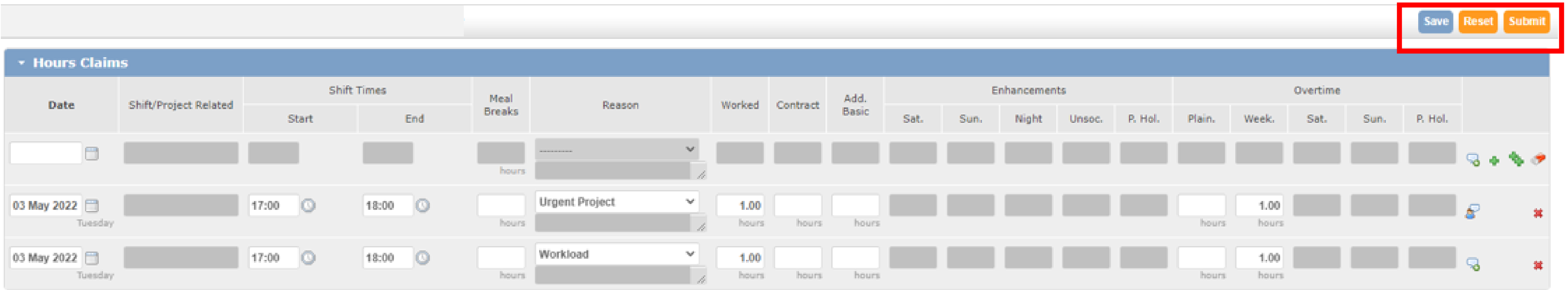
+ will allow you to enter another claim

++ will replicate the current claim, minimising the number of changes required if you have to make a very similar claim.

The last icon will remove the claim.

Saving and submitting the claim

There are 3 options on the top right-hand side of the Hours Claim window. If you need to add more items to the current claim, you can save the request and return to it at a later date. Pressing Reset will re-move everything you've already entered. Whilst submit will progress the claim straight onto the approval stage. If you submit the claim, you will be prompted for your memorable word.



Checking the status of your claim and viewing historical claims

Within the Hours Claim landing page you can view; any saved claims, your submitted claims and their status, historically accepted claims as well as claims which have recently been processed and sent to Payroll Services for Payment. To note, for NHSE, approved claims will automatically appear in the Accepted Claims tab.

Pending and Saved Claims

You can return to a pending claim you have saved at any time by returning to **Self-Service-Hours> Claims** and expanding the **'Unsubmitted Claims'** tab. You can edit a particular claim in the list by:

1. clicking in the blank box on the left-hand side of it and

2.selecting **'Add/Edit'** at the top right-hand side.

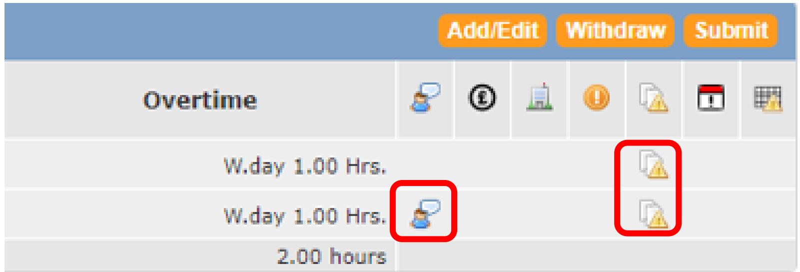
Date	Start Time	End Time	Reason	Worked	Contract	Add. Basic	Enh'ments	Overtime
Mon, 2nd May 2022	13:00	14:00	Overtime	1.00 Hrs.				P.Hol. 1.00 Hrs.

To add further claims to the list, simply click on the **Add/Edit** option.

Date	Start Time	End Time	Reason	Worked	Contract	Add. Basic	Enh'ments	Overtime
Mon, 2nd May 2022	13:00	14:00	Overtime	1.00 Hrs.				P.Hol. 1.00 Hrs.
Tue, 3rd May 2022	17:00	18:00	Overtime	1.00 Hrs.				W.day 1.00 Hrs.
Totals				2.00 hours				2.00 hours

Messages and warnings

There are a number of icons located at the right-hand side of the claims list. In the example below, the **additional information** that was entered onto the claim is available to view by hovering over the **speech bubble icon**. A **warning message** has also appeared on these claims because the system has detected that there is a potential duplication.



Withdrawing and un submitting a claim

You can withdraw a single or group of submitted claims so long as they haven't been accepted by your Line Manager. From the Hours Claims page,

1. navigate to the Submitted Claims tab and select the claim(s) using the tick box on the left-hand side of the window. Selecting the blank box at the top of the column will select all claims.

2.Select **Withdraw** to remove the claim(s) altogether or **Unsubmit** to place the claim(s) back into your unsubmitted tab to make further amendments.

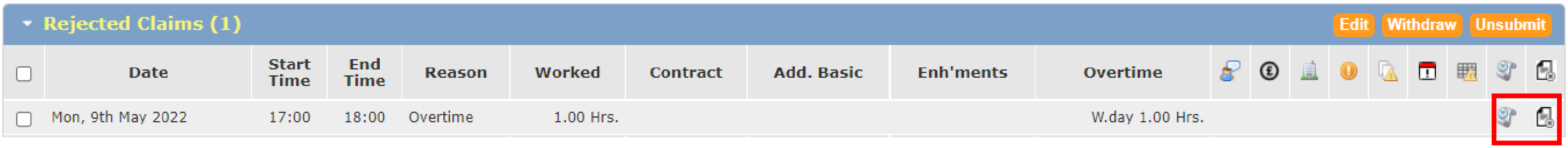
Checking the status of Submitted and Accepted Claims and Rejected Claims

You can check the status of **submitted** and **Accepted claims** at any time by clicking into the scroll icon next to the claim. This will tell you when the item was submitted, who is scheduled to approve it, and when it was approved.

Rejected Claims

You can view any rejected claims under the Rejected Claims tab along with the reason why it was rejected.

The date of rejection and reason can be view by clicking into the scroll icon as well as the paper icon at the end of the row.



If you need to re-submit the claim due to error, select the claim(s) and then select **Unsubmit**. This will put the claim back into your unsubmitted claims where you can correct it and re-submit.

Self-Service Allowance Claims including Employed for Tax Purposes Employee claims

Self-Service Allowance Claims should be used for eligible Employees to claim for Call out Hours, as well as Employed for Tax Purposes colleagues who need to claim hours worked. The below table is a summary of the AfC Terms and conditions

Type of Claim	Description	Rate
Call Out Standard Hours	Employee has to be on an oncall rota and be in receipt of an on-call allowance. If the Employee doesn't already have this, it can be requested using an ESR2 form.	Time and a half for weekdays and weekends (includubg Sundays)
Call Out Bank Hol Hours	Employee has to be on an oncall rota and be in receipt of an on-call allowance. If the Employee doesn't already have this, it can be requested using an ESR2 form.	Double Time

Allowance Claims – Information

Call out

To be able to claim for the call-out allowance you must be eligible and in receipt of the OnCall Allowance. This can be added to an Employee's Electronic Staff Record (ESR) Profile using an ESR2 form.

Employed for Tax Purposes Employees

Employed for Tax Purposes Employees will claim either the hours or sessions worked, the system will detect whether you are a sessional or hourly worker. Those claiming sessions or half-day sessions cannot claim for more than 2 sessions in a given day.

The rate of pay will reflect the number of hours or sessions claimed against the hourly or sessional rate as held on the assignment in ESR. **Please ensure that this is known before making the claim.**

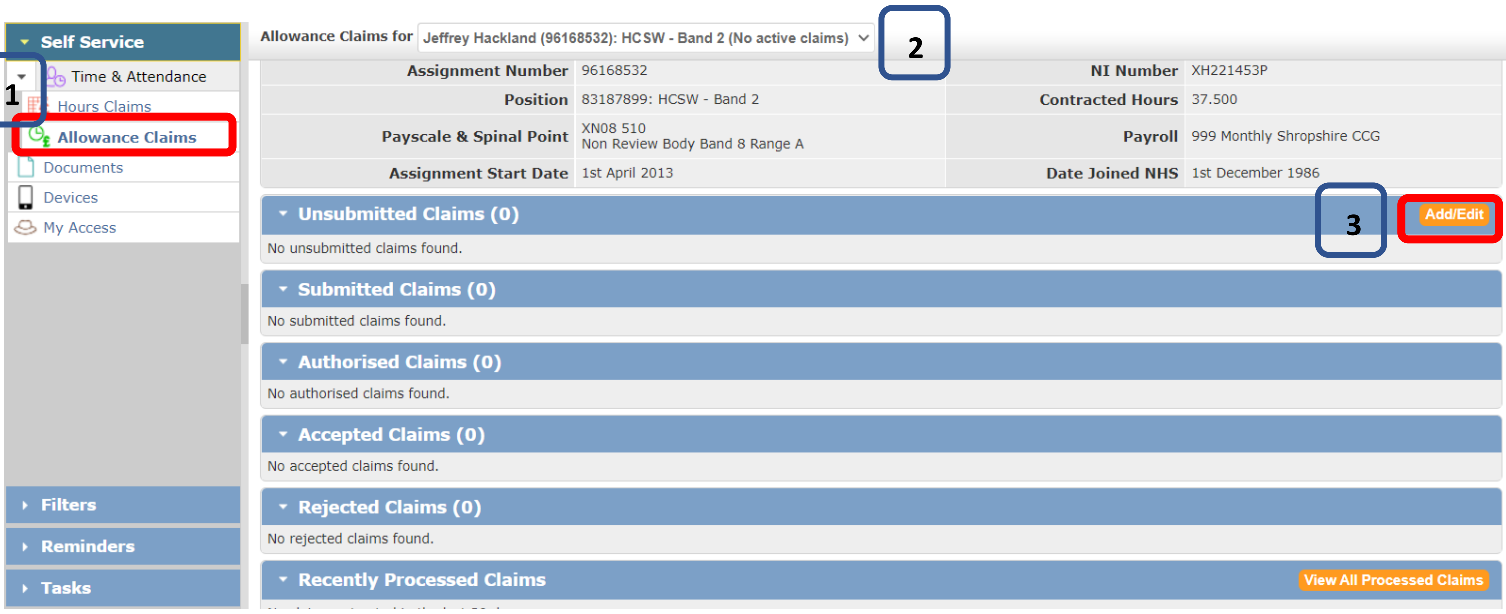
If you have more than one assignment, it is important that you have selected the correct assignment from the drop down list prior to starting the claim.

Finding and making an Allowance Claim

1.As with Hours claims, to find the Allowance Claims page, expand the Self Service tab on the left hand-side of the Homepage and navigate to **Time & Attendance> Allowance Claims.** This will bring you to the Allowance claims landing page where you can view some employment details related to your assignment.

2.If you have more than one assignment you can select the assignment you need from the field 'Allowance Claims for' at the top of the screen.

3. To add a new claim, click the Add/Edit button within the banner of the 'Unsubmitted Claims' tab.



You can expand or narrow these windows by selecting the scroll bars at the side or bottom.

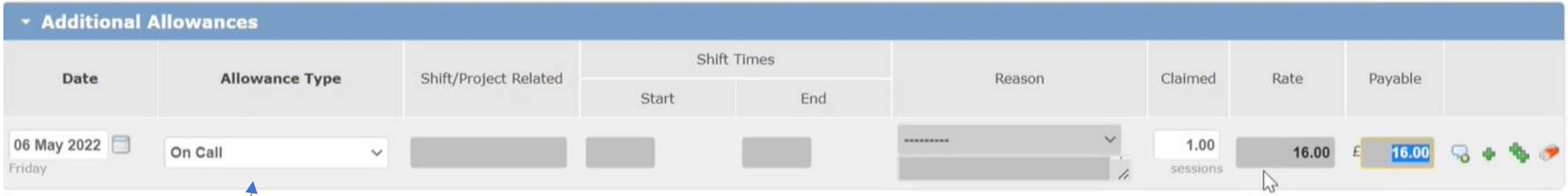
Making an Allowance Claim Fields

Enter the date of the claim

This field is left blank by default

Enter the number of sessions or Hours to be claimed

In this example a Rate is shown, however this won't be used for NHSE



Select the Allowance Type. For NHSE employees, this will either be **Call Out** or **Work Done** depending on the day selected or status of Employee

For **Call Out Claims** No Shift Times will be asked, however **Employed for Tax Purposes Employees** will be asked for times.

There are 4 icons on the right-hand side.

Speech bubble will allow you to enter a reason for the claim.

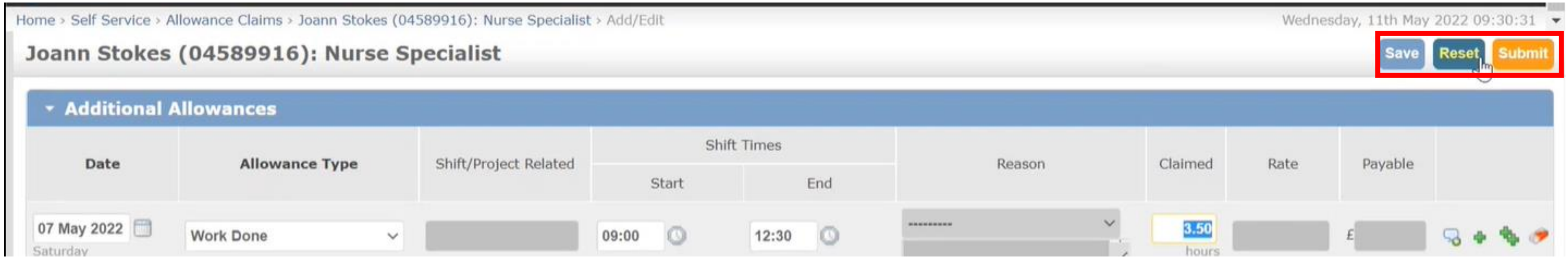
+ will allow you to enter another claim

++ will replicate the current claim, minimising the number of changes required if you have to make a very similar claim.

The last icon will remove the claim.

Saving and submitting a claim

There are 3 options on the top right-hand side of the Hours Claim window. If you need to add more items to the current claim , you can save the request and return to it at a later date. Pressing Reset will re-move everything you've already entered. Whilst submit will progress the claim straight onto the approval stage. If you submit the claim, you will be prompted for your memorable word.



Viewing, editing, and withdrawing claims

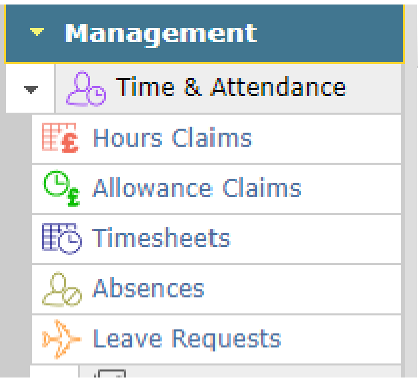
You can add to or edit saved claims, or withdraw them. You can also view the progress of claims and any historical or rejected claims. Please refer to pages 13-15.

Manager-Self Service

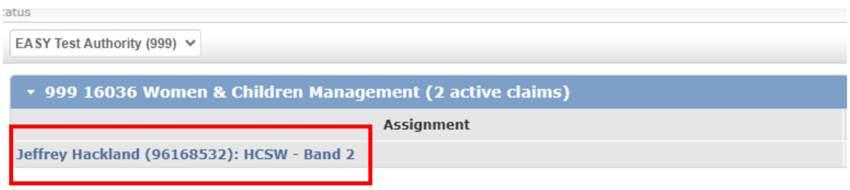
The system is set up so that claims will automatically be sent to the Claimant's Line Manager as held in the Electronic Staff Record (ESR).

If you require access to the system, please follow the guidance at the beginning of this guide.

As a Line Manager, you will receive notifications via email for any pending claims intended for your attention. They can also be found with the system itself by expanding the Management tab on the left-hand side menu and clicking into the either Hours Claims or Allowance Claims. Please note you will need to check both areas to see both types of claim.



This will open up a new view from which you can see a list of individuals who have submitted claims.
Clicking into the individual's name will display the profile of the individual, showing their pending and submitted claims as well as their historical and recently processed claims.



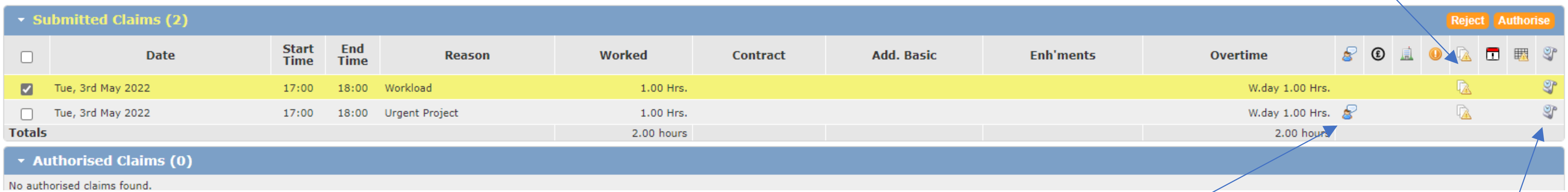
Expanding the Submitted Claims tab will display claims which require your attention.

Reviewing and Authorising claims

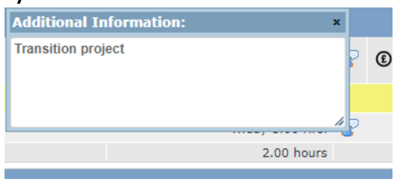
Claims can be approved or rejected on an individual basis or collectively. Individual items can be selected using the tick-box on the left hand-side of the view. To approve or reject all items, click in the empty tick box at the top of the column to highlight them and **authorise** or **reject** accordingly.

Select all claims or individual items from the list

Any warning messages can be viewed, e.g. is the claim a duplicate?



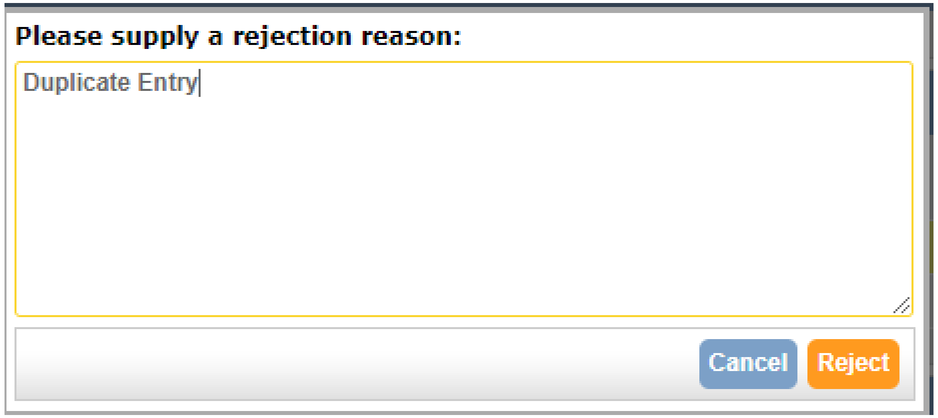
View any comments the Claimant has made.



Clicking into the scroll will tell you the current status of item.

Rejecting a claim

You can reject an individual item or all of the claims in one go by selecting one or more of the tick boxes on the left-hand side as above. When rejecting an single item or all of the claim, you will be prompted to enter a reason for the rejection. To note that if all items are selected for rejection at once, the rejection reason will be the same for all.

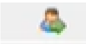


Manager Delegation

Sometimes it may be necessary to delegate claims to an appropriate individual, in the event that a Manager is on leave.

Delegating Your Claims Activities

You will find the option to delegate claims under **Self Service>My Access.** You will see a list of activities that are assigned to your account with an icon to Delegate any of these activities in the right-hand side column. To delegate all Allowance or Hours Authorisation claims, select Attendendance.Allowance.Claims or Attendance.Hours.Claims respectively.

Clicking into the  icon will allow you to search for and select the individual you need to delegate access to, providing that they are fully registered onto the system.

You can search for an individual using the spyglass next to the Recipient Field. Once you have found them, select the date from which the delegation should run from and to and click Delegate to complete.

You will then see confirmation of the delegation in the My Access Homepage.

Any Activities which have been delegated to you can also be viewed under 'Received Access Delegations.'

You can change the duration of the Delegation at any time by returning to the My Access Homepage and clicking on the pencil icon next to the activity you wish to extend or reduce. This will enable you to change the Effective from and Effective to Dates.