

Online Timesheets Frequently Asked Questions

Casual Workers

Access to Aston Staff Portal

1. How do I access Aston Staff Portal?

You will need to login to the Aston Staff Portal with your staff network account username and password.

2. How do I get a staff network account?

Your staff network account will be automatically created when you are entered onto the HR system as a casual worker, but you will need to request the details:

1. Go to the IT Helpdesk on the ground floor with proof of ID (your Aston staff ID card or other photo ID will be required).
2. Go to the HR Reception on the 7th floor with proof of ID (your Aston staff ID card or other photo ID will be required).

3. I have my staff network account details but I am unable to log into the Aston Staff Portal, what should I do?

If you have received your login details but are unable to access the Aston Staff Portal, please contact hrrsystems@aston.ac.uk in the first instance.

Timesheet Completion

Casual workers are either paid hourly, or a fixed fee for the work they do at Aston. Please refer to the correct section of this guidance.

Hourly Paid Casual Workers

4. How do I claim for casual work done for Aston University?

All hourly paid casual workers at Aston University will need to submit their timesheets for casual work online through the Aston Staff Portal from 7 May 2017 onwards.

Timesheets should ideally be submitted on a weekly basis.

Timesheets need to be approved by your line manager (the person who has asked you to do the work) before going to payroll for validation and payment.

5. When will I be paid for casual work I have done?

Casuals will no longer be paid a month in arrears. You can claim for all work done on a weekly basis, and as long as your claims are approved by 15th of the month, they will be paid in the same month. You cannot be paid in advance for any casual work.

The pay date for casual workers will now be 26th of each month, or the last working day before the 26th if this falls on a weekend or a public/University holiday.

6. How will I view my payslips for work done?

You will now view your payslips online through the Aston Staff Portal. Paper payslips will no longer be sent to you.

To view your payslips, go to the Payment tab in Aston Staff Portal. To access your payslip you will need to re-enter your staff password

7. I am an hourly paid casual worker, but I do not have access to/cannot use a PC. How do I complete my timesheet to get paid?

If you cannot access/use the Aston Staff Portal to complete your timesheet, then a nominated person will need to do this on your behalf. This will either be your line manager or a Departmental Administrator. You will be sent a paper copy of your payslips and P60s.

Fixed Fee Casual Workers

8. How do I claim for casual work done for Aston University?

Your line manager or departmental administrator will need to submit timesheet claims on your behalf, you will not be able to do this online through Aston Staff Portal.

9. When will I be paid for casual work I have done?

Any timesheets that are approved and received by payroll by the 15th of the month will be paid in the same month. You cannot be paid in advance for any casual work.

The pay date for casual workers will now be 26th of each month, or the last working day before the 26th if this falls on a weekend or a public/University holiday.

10. How will I view my payslips for work done?

You will continue to receive paper copies of your payslips, but these will also be available online through the Aston Staff Portal.

To view your payslips, go to the Payment tab in Aston Staff Portal. To access your payslip you will need to re-enter your staff password

General Queries

11. I have logged into Aston Staff Portal, but the casual work I wish to add a timesheet for is not listed.

Please check with your manager that they have forwarded your casual engagement paperwork to HR. Please then allow 5 working days for HR to process your paperwork.

If, after 5 days your casual work is still not listed in the Aston Staff Portal, please contact hr_helpdesk@aston.ac.uk.

12. I do not have a National Insurance Number and am not able to submit a timesheet / my manager or departmental administrator is not able to submit a timesheet on my behalf. Why is this?

The online timesheet facility through Aston Staff Portal requires you to have an NI Number in the system.

If you have an NI Number but had not previously supplied this, please contact the HR_helpdesk@aston.ac.uk or come to the HR Reception on the 7th floor. We will then update your record.

If you do not currently have an NI Number, you will need to apply for one - <https://www.gov.uk/apply-national-insurance-number> and then supply HR with this.

We can pay you for work you have done while waiting for your NI Number to be assigned. You will need to request a timesheet from HR_helpdesk@aston.ac.uk.

13. I am going to be finishing my casual work, what do I need to do?

You will need to ensure that you submit your final timesheet on your last day of work. Your access to your staff network account, and therefore the Aston Staff Portal, will stop on the day after your leaving date so this is very important.

You will need to ensure that your home address in the Aston Staff Portal is correct, as this is the address where we will send your P45 and final payslip.

Using Aston Staff Portal

14. What else can I use the Aston Staff Portal for as a casual member of staff?

Aston Staff Portal has other functionality as well as timesheets, some of which will be available to you.

- **Updating address details**

Use 'My Profile' to keep your Contact details up to date. It is important that we have a current postal address for you (this should not be a University department). This will be the address that your P45 will be sent to when your casual work finishes.

- **Updating emergency contact details**

Use 'My Profile' to keep your Emergency Contact details up to date. This is the person we should contact in emergencies, such as you becoming ill at work, and should ideally be a local, or at least UK, contact.

- **Changing Bank Details and viewing P60s**

You can view and amend your bank details from the Payment tab, and view your P60 documents once these are generated (normally in April/May each year).

- **Expenses**

If you incur expenses as part of your casual work (these must be authorised ahead of time by your line manager) you can use Portal to claim these back.

- **Booking Training**

If your casual work requires you to attend training, then you will be able to book this through Portal. This will need to be authorised by your line manager before booking.

15. What does the My Week section on my Portal Welcome screen mean?

Please ignore the information in the My Week area on the Welcome Screen. This is not configured for casual workers and shows a standard working week.

16. Portal gives me the option to submit annual leave requests, should I use this?

Please do not use Portal to submit Leave Requests. As a casual worker you do not have leave entitlement to take as you are paid for annual leave.