North Lanarkshire Council

mySelf

Chatbot

Employee Service Centre

LIVE
LEARN
WORK
INVEST
VISIT

Version Control

Version	Author	Date Completed	Description
0.1	Mark Lennon/Rhiannon Chisholm/Aimee McGarrell	Aug 2020	Initial guide
0.2	Hollie Dorman	Jan 2022	Updates from new ESS System

Developed By:

Job Title	Name	Date
0.1	Workforce Systems Development Team - Mark Lennon and Nichola Millen	August 2020

Reviewed & Approved By:

Job Title	Name	Date	Version Approved
Workforce Systems Development Lead	Mark Lennon		
Workforce Systems Development Lead (Acting)	Nichola Millen	Feb 2022	0.2

Document Owner

Document Owner	Name	Contact Details
Hr Transformation Team	Alana Chalmers	Esc-workforcengagement@northlan.gov.uk

Contents

Overview

This is guidance in relation to the new module available on mySelf called Chatbot.

Chatbot is an enhancement to the user experience.

The following guidance will highlight the key areas which have been improved, which includes:

- Clock in / out for your recording of Flexi
- Request Flexi Leave / Annual Leave / Other (Special) Leave
- View your payslip / P60s / confirm next pay dates
- View your holiday balance
- View your upcoming holidays
- View requested information on MyNL

For managers using myTeam, you will now be able to:

- View and action Flexi Leave / Annual Leave / Other (Special) Leave requests
- View your daily brief (who's in / out of the office)

This guidance also includes a link to myNL where there is a handy one-page infographic.

mySelf Main Menu

Log into mySelf as normal www.northlanarkshire.gov.uk/myself
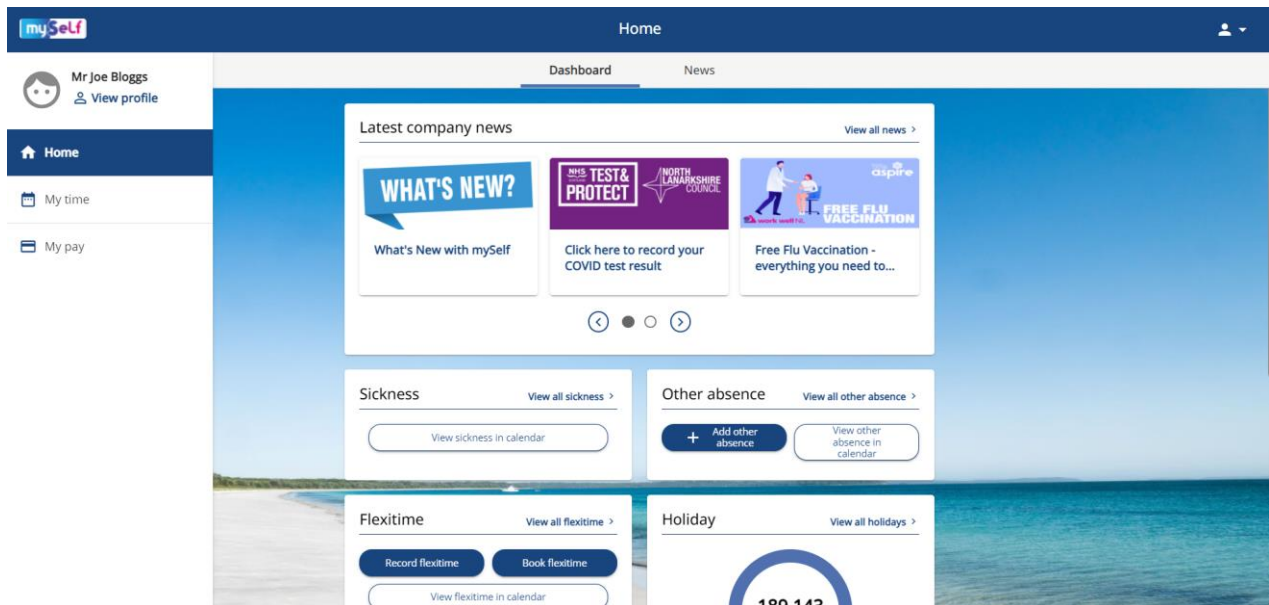
On the home page, click on the icon at the top right hand corner of your home page and click on '**Useful Links'** and select *Chatbot QR Code*.

Download the People First App – Mobile Phone/Tablet Compatible Device

To set up access to MySelf on your mobile phone or tablet, download the 'People First' app from the App Store (Apple) or Google Play (Android).
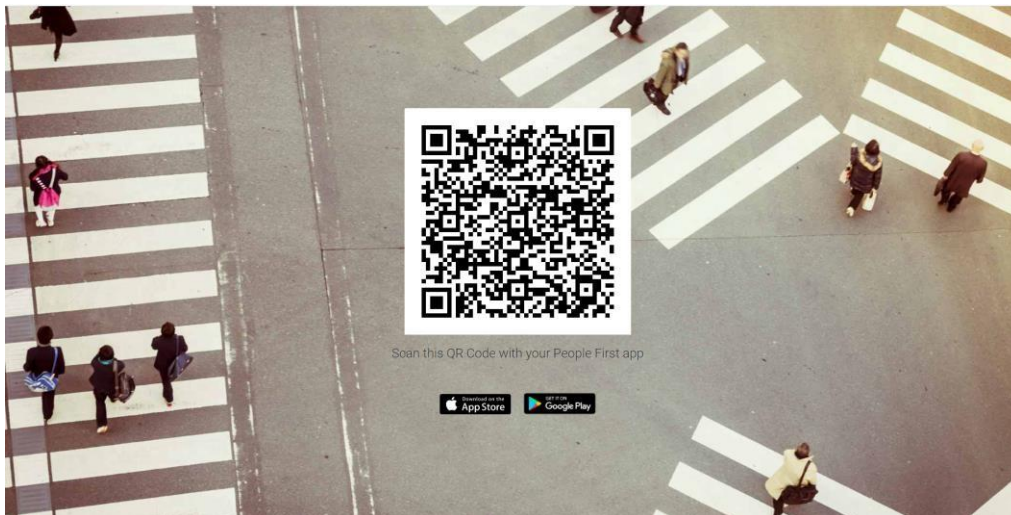
 This is the People First icon for the app you need to download.

Logging into the People First App

Once you have downloaded the above app, follow the steps below to successfully login to your mySelf account and start using Chatbot:

This is a screenshot of the Chatbot QR code. You can also scan this image.

Once you have successfully entered your mySelf login details, you will be notified that you are now authorised to use the Chatbot app and you will be asked to return to the app to start using this feature.

If using an NLC work phone

Please note, on occasion, you may be asked to sign into the NLC server (as below). Please use your active directory username and password to sign in. These are the same details that you use to log on to your computer.
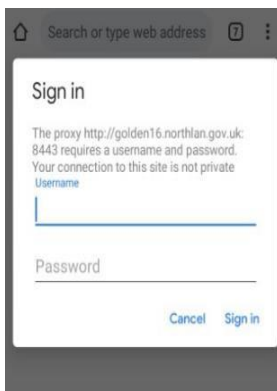
What can the Chatbot do/ Features

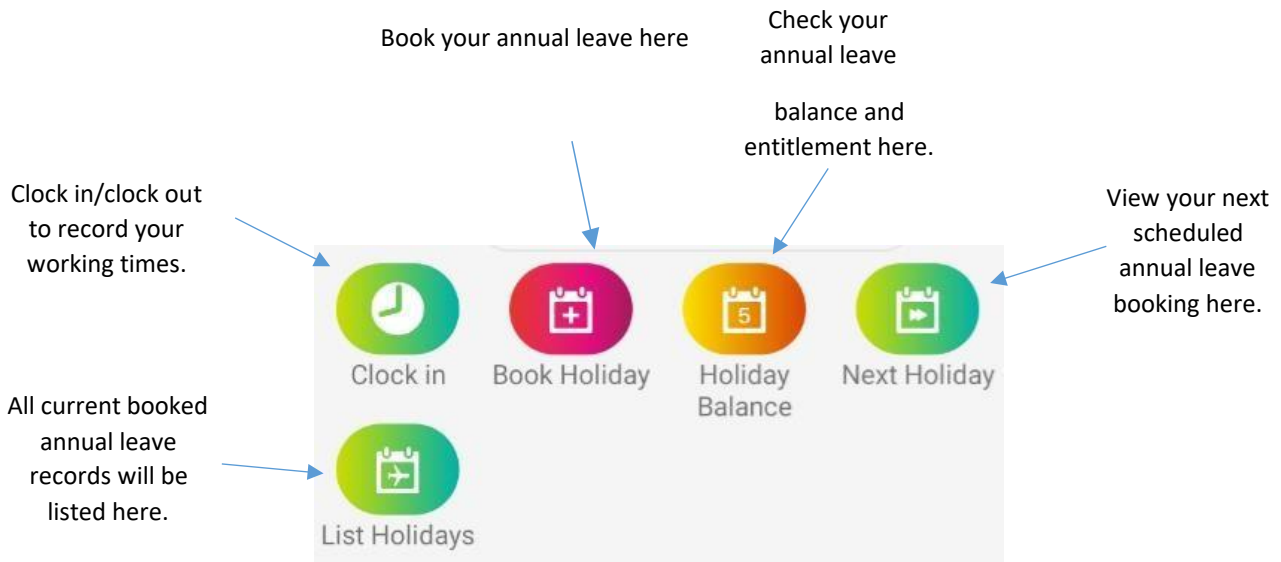By clicking on the   icon at the bottom of your screen, this will show a 'sticker' shortcut menu as shown below. You can click on the appropriate sticker to start the process you would like to carry out.

Image of the current 'Stickers' available on the app

Book your annual leave here

Check your annual leave balance and entitlement here.

Clock in/clock out to record your working times.

View your next scheduled annual leave booking here.

All current booked annual leave records will be listed here.

Annual Leave/Other Leave

You can view, add or amend annual leave by selecting the '**book holiday**', '**holiday balance**', '**next holiday**' or '**list holidays**' sticker as shown above. Alternatively, you can follow the steps below.

Please note, at any time if you would like to cancel an action and start a new process for example if you have asked to book annual leave but now wish to view your annual leave balance, type and send '**cancel**' *and this will allow you to start a new process.*

To view your current annual leave balance, type 'Holiday balance'. You will then receive a message showing the number of hours of annual leave that you have remaining and your total entitlement for the current year.
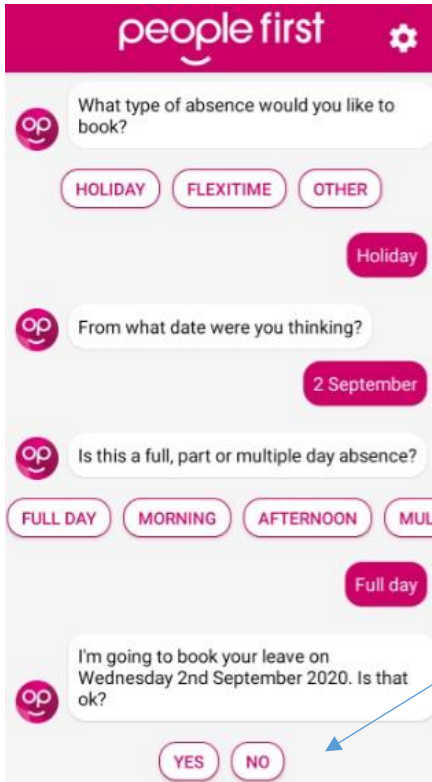

If applicable, you can scroll along the stickers shown here at the bottom of the message to carry out your next step.

To book annual leave, type 'book holiday'. You will then be prompted to select which type of leave you would like to book.
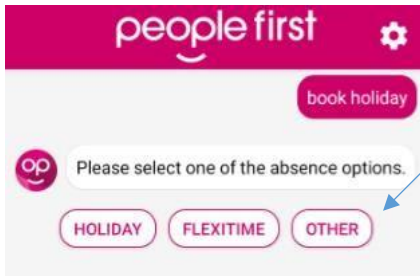
Select the option relevant to you and enter the date you would like the leave to start when asked.

Once you have input the date and duration, you will be asked to check the details are correct. Select '**Yes**' to confirm the booking and send to your manager for authorisation. You will be notified in the conversation when this has been sent.

If you need to amend any details at this point, select '**No**'.
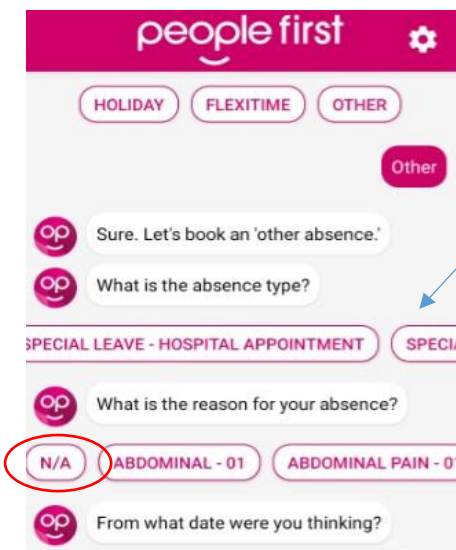
When requesting 'other' leave, you will be prompted to scroll through the options shown here and select the type of leave you require.

Once selected, you should then click **N/A** and then input your date and duration when prompted, like the process shown above.

To amend annual leave/other leave bookings, you can type 'amend holiday' or 'amend leave'. This will list all current booking and give you the option to edit the start date, end date or delete the booking.
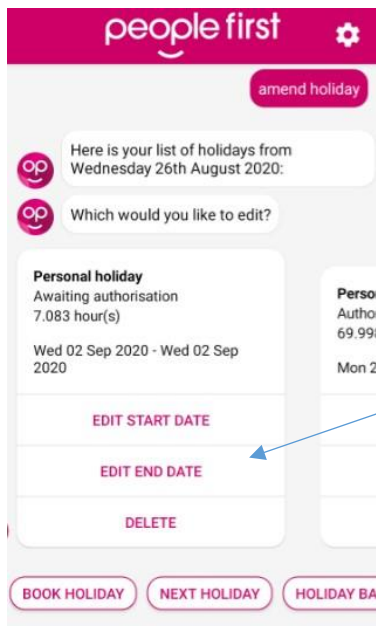
Select the option relevant to you and input the information required when prompted.

Flexi

You can clock in/ out and view your flexi balance '**Clock in**,' '**Clock out**' sticker as shown earlier in the guidance note. Alternatively, you can follow the steps below.

*Please note, at any time if you would like to cancel an action - start a new process type and send '**cancel**' and this will allow you to start a new process.*

Chatbot allows you to keep on track with your Flexi bookings on the go, wherever you are working.

To clock in and record your start time, type 'clock in'
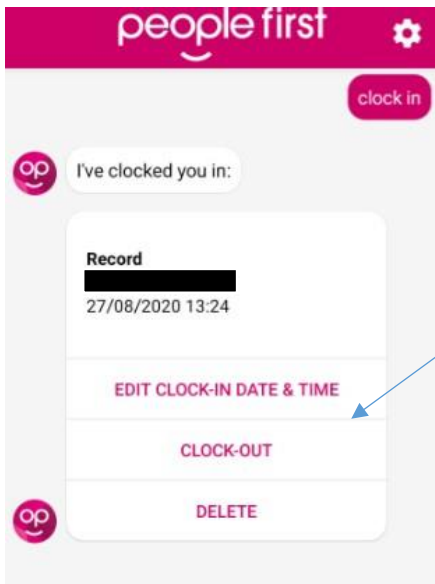
Once you have successfully clocked in, you can use this sticker to clock out (see next page for more info), delete or amend the time that you
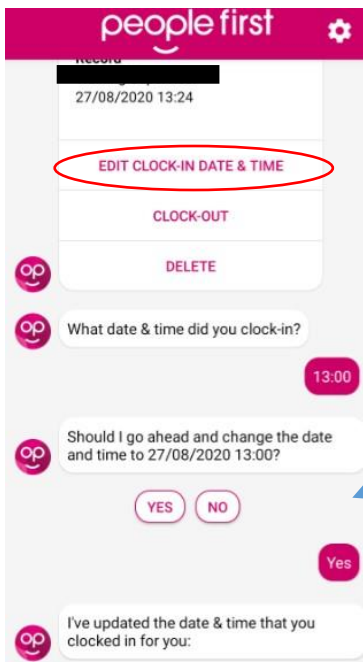
For example, if you forget to record your clock in time after lunch, clock in and then select 'Edit clock-in date & time' as shown here.

When prompted, add the correct time (and date if applicable) and then confirm that the details are correct by selecting 'Yes' or 'No'.
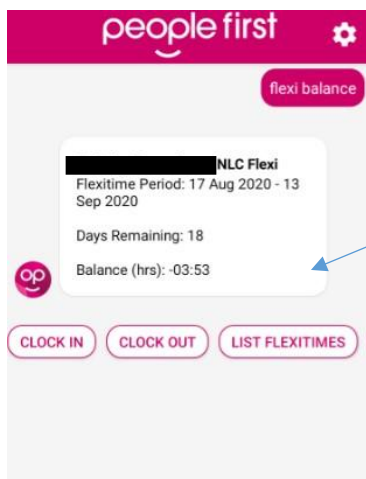
Chatbot will then update your clock in time.
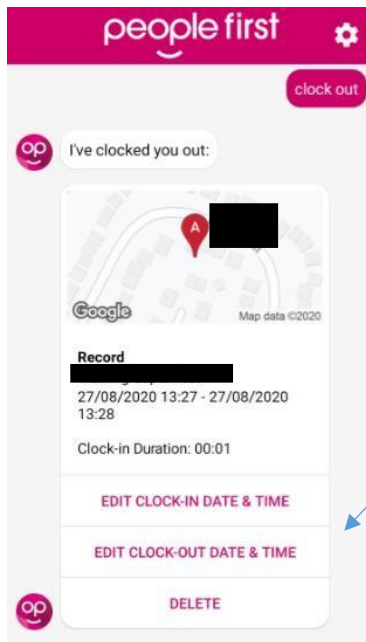
To clock out, type '**clock out.'**

Once you have successfully clocked out, you can use this sticker to delete or amend the times that you have recorded for the day.

Clocking in and out will also record the geo location on your phone and will show where you are working from.

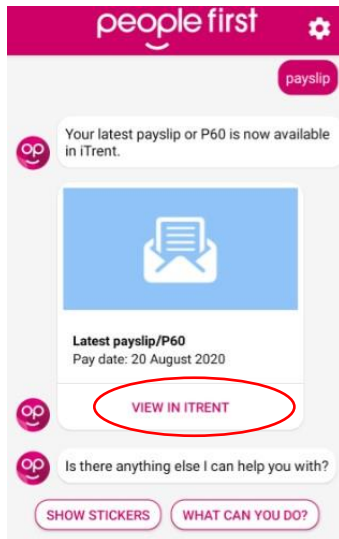To view your flexi balance, type 'Flexi balance.'

Chatbot will send you a note of your current balance at that time and will also include how many days are remaining in the current flexi period.

You can view your recent payslips and P60s on Chatbot by following the steps below.

Please note, at any time if you would like to cancel an action - start a new process type and click 'cancel' this will allow you to start a new process.

Payslips/P60s

To view a recent payslip, type '**payslip.'** Click on '**View in iTrent.'** This will redirect you to the login page of mySelf.

Enter your details as normal (employee number and password).

Once you have successfully logged into your account, you will see a list off all payslips available to view. Click on the ⬇ icon and download and open as a PDF document.

To view your P60, type 'P60'. Click on 'View in iTrent.' This will redirect you to the login page of mySelf.
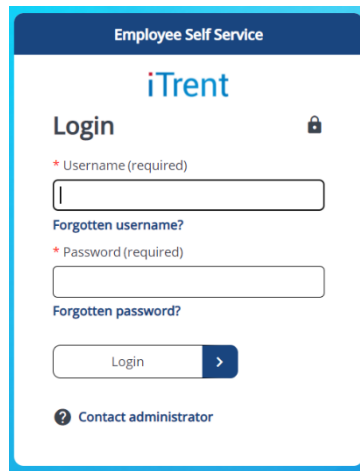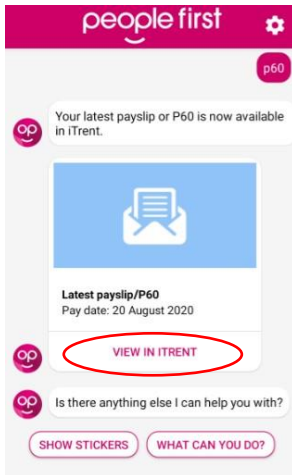
Enter your details as normal (employee number and password).

P60		
Tax year	Employment period	
2020/2021	06 Apr 2020 - 05 Apr 2021 (0416FO) (Doherty, John)	↓
2019/2020	06 Apr 2019 - 05 Apr 2020 (0416FO) (Doherty, John)	↓
2018/2019	06 Apr 2018 - 05 Apr 2019 (0416FO) (Doherty, John)	↓

Once you have successfully logged into your account, you will see a list off all P60s available to view as shown above. Click to view the details and download and open with PDF.

Information on myNL website

You can also use Chatbot to access some general information if necessary. This is linked to myNL and sends you the link to the information or policy that you have requested.

Using correct phrases

It is important to note that when searching for something on Chatbot, you need to ensure that you choose certain words for the information to be recognised. For example, 'Expense cutoff' will not provide you with any information on Chatbot but 'Expenses cut off' will. If Chatbot does not recognise a phrase that you send, you will receive a message saying, '***I'm sorry, I don't understand that.'***

Follow the steps below of a few examples to get started.

Please note, at any time if you would like to cancel an action - start a new process type and click 'cancel' and this will allow you to start a new process.

To view a policy, type the policy that you would like to access. Chatbot will then send you the link to the policy found on myNL. Click on '**Open link**'. You will be redirected to the correct page on myNL

(as shown below).
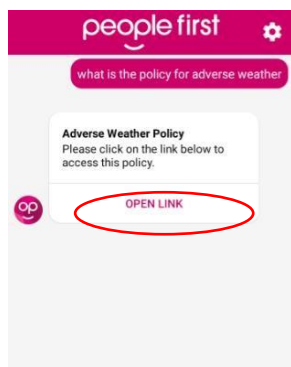
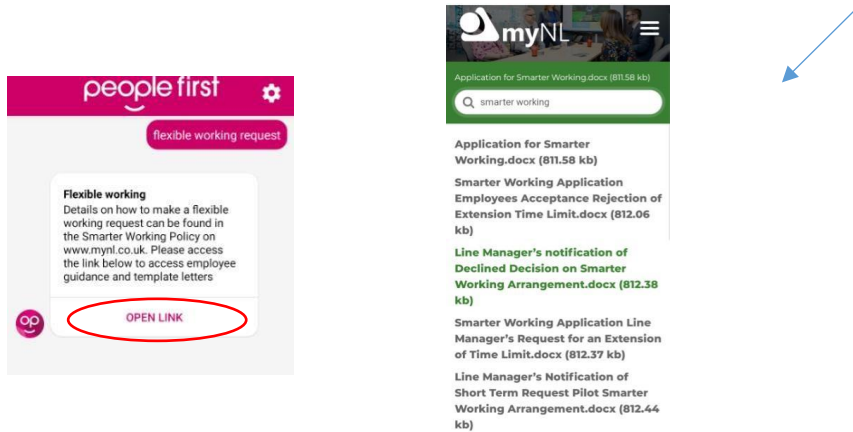To make a request or find out more information about a certain process, type the process that you would like to know more about. Chatbot will then send you the link to the policy found on myNL. Click on '**Open link**.' You will be redirected to the correct page on myNL (as shown below).

 For additional support, type the action that you would like help with. Chatbot will then send you the link to the guidance found on myNL. Click on '**Open link**.' You will be redirected to the correct page on myNL (as in the example shown below).
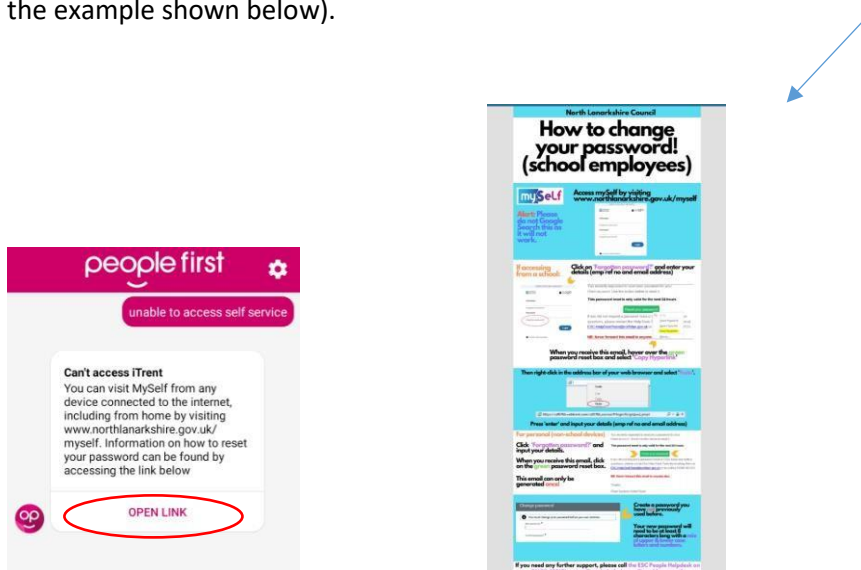
Key areas the ESC People Helpdesk Team currently deal with

The following Q&As are examples of questions that are often asked by employees to the above team. To help the employee moving forward, this information has been added to Chatbot. If an employee asks a question which has keywords, the Chatbot app will look for an answer that matches.

Examples of this are as follows:

I am unable to access self-service, what do I do?
You can visit MySelf from any device connected to the internet, including from home by visiting www.northlanarkshire.gov.uk/myself. Information on how to reset your password can be found by accessing the link below https://mynl.co.uk/knowledge-base/guides/

How do I submit a flexible working request?
Details on how to make a flexible working request can be found in the Smarter Working Policy on www.mynl.co.uk. Please access the link below to access employee guidance and template letters https://mynl.co.uk/?s=smarter+working&ht-kb-search=1

Where can I find the HR policies?
We recently launched the myNL website which has detailed information on council policies, payroll information, MySelf / MyTeam guidance and more. This can be accessed from any device connected to the internet, including from home by visiting www.mynl.co.uk using the link below https://mynl.co.uk/

I want to hand my notice in, what do I do?
Information on resignation for NLC employees can be found in the link below. Teachers can access the link below and then use the search facility to search for 'teacher resignation' to access the guidance for them. https://mynl.co.uk/knowledge-base/resignation-notice/

My line manager is incorrect on ESS, what do I do?
Your current line manager should contact the People Helpdesk via email at ESC-HelpDeskTeam@northlan.gov.uk to request this change. Please note, they will need to include both their name and employee number and the same information for you.

Where can I get a copy of my P60?
You can find this by logging in to MySelf using the link below. Your P60(s) can be found by clicking on the Pay & Benefits section www.northlanarkshire.gov.uk/myself

Please can I have a copy of my previous payslip?
You can find this by logging in to MySelf using the link below. Your payslips can be found by clicking on the Pay & Benefits section www.northlanarkshire.gov.uk/myself

How can I opt out of the pension scheme?
Please provide us with a completed opt-out form and email it to the People Helpdesk at ESC-HelpDeskTeam@northlan.gov.uk An opt-out form can be found on the website of your pension provider.

How much sick pay am I entitled to?

Sick pay information can be found at https://mynl.co.uk/knowledge-base/sick-pay-entitlements/

Who do I contact about pay?

If it is relating to overtime, please speak to your manager in the first instance to check that it has been processed or sent for processing. For any other pay enquiries please contact the People Helpdesk on 01698 403151 or ESC-HelpDeskTeam@northlan.gov.uk

How much holiday I can carry over?

You can use the Buy & Bank scheme to bank the FTE of 5 days annual leave on to the next leave year. If you are not banking leave, you can carry forward any remaining leave into the next leave year, but it must be used by 31st January of the new leave year, or it will be lost. Please note, leave applications are dependent on the demand on the service. More information on Annual Leave can be found at https://mynl.co.uk/knowledge-base/annual-leave/

Again, it is important to note that the above process relies on the user typing in right phrases because when searching for information on Chatbot, certain key words are recognised. For example, 'Expense cutoff' will not provide you with any information on Chatbot but 'Expenses cut off' will. If Chatbot does not recognise a phrase that you send, you will receive a message saying, '*I'm sorry, I don't understand that.*'

What is not currently supported / Future Enhancements

Future developments will include claiming mileage / overtime and the ability to add a receipt via Chatbot.

More details will be communicated at a later date.

Additional Support

If you require further information, please liaise with your reporting manager or by contacting the Employee Service Centre - People Helpdesk Team on 01698 403151 or by email.

[END OF GUIDANCE NOTE]