

Staff Connect Self Service FAQ Frequently Asked Questions

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1. GENERAL INFORMATION

1.1 Where do I go to log into Staff Connect?

There are a number of links to the Staff Connect URL on the ACU intranet under HR and Staff Quicklinks. You can also use the URL below:-

<https://acustaffconnect.acu.edu.au>

Handy Hint: Bookmark this URL in your browser favourites to make access quicker!

1.2 How do I log into Staff Connect?

You will log into Staff Connect using your network user name and password. However, if you have signed onto any application that uses single sign on that day you will be passed straight through to Staff Connect.

Because we are using single sign on - your network user name and password - you will never need to change your password for Staff Connect.

If you don't know your network user name and password please speak with your supervisor or phone service desk on 7878.

TIP: Make sure you lock your computer if you are away from your desk....

1.3 What devices can I use to access Staff Connect?

You can use the following devices to access Staff Connect:-

- Desk computer
- Laptop
- Tablets
- Mobile phones – iPhone and Android

1.4 Where can I get more information about how to use Staff Connect?

There are user guides and training videos on the ACU intranet. Please click on this [link](#) to access this information. Or follow the breadcrumbs below:

Human Resources -> Working at ACU -> Pay, Conditions and Benefits -> Staff Connect

1.5 My staff ID is not the same as it used to be?

All staff will now have a different employee number to their previous one. During the implementation of payroll HR system, Aurion, it was decided to allow for new employee numbers to be auto-generated and assigned.

1.6 My staff ID has changed, do I need to get a new Staff Card?

No, your Staff Card does not need to be changed. It should work as usual.

2. LEAVE

2.1 Why is my leave balance reducing as soon as my leave request is approved?

When you apply for leave in the new Staff Connect your leave balance will be reduced as soon as your leave request is approved. If you don't take the leave that you have applied for you need to take action to cancel or reverse your leave so that your balance will be restored.

2.2 How do I reverse or cancel a leave request?

If your leave request hasn't been approved yet you can just hit the cancel button and your leave request will be cancelled. If it has been approved you will need to complete a leave reversal in Staff Connect for your supervisor to approve.

2.3 Why don't I have three personal leave balances like I used to?

The new system allows personal leave to be shown as a single balance. On each anniversary your Personal Leave balance will increase.

2.4 How do I enter Leave without Pay (LWOP)?

You no longer need to apply for Leave without Pay using a paper form, you can now apply for Leave without Pay through Staff Connect by selecting 'Leave without Pay (Other Leave)'.

2.5 I can't see Parental Leave as an option. How do I apply for Parental Leave?

Parental leave is now done through a work flowed form. Please navigate to 'Dashboards' -> My Forms -> FORM and select the Parental Leave form.

2.6 The leave types available aren't the same, which one do I use?

Current Staff Connect	New Staff Connect
Annual Leave	Annual Leave (Annual Leave)
Aust Defence Force Reserves	Please use Community Service Leave (Other Leave)
Community Service	Community Services (Other Leave)
Compassionate Leave	Compassionate Leave (Other Leave)
Domestic Violence Leave	Domestic Violence (Other Leave)
Personal – Attend Own Ceremony	Pers Lve – Attend Own Ceremony (Personal Leave)
Personal – Carer's Grandparent	Pers Lve – Grandparents Leave (Personal Leave)
Personal – Carer's Leave	Pers Lve – Carers with Medical Cert. (Personal Leave) Pers Lve – Carers without Medical Cert. (Personal Leave)
Personal – Ceremonial	Pers Lve - Attend Own Ceremony (Personal Leave)
Personal – Emergency Situation	Pers Lve – Emergency Situation (Personal Leave)
Personal – Emergency Child Care	Pers Lve –Emergency Child Care (Personal Leave)
Personal – Medical Appt Family	Pers Lve - Medical Appt Family (Personal Leave)
Personal – Moving House	Pers Lve – Moving House (Personal Leave)
Personal – Pupil-Free Day	Pers Lve – Pupil Free Day (Personal Leave)
Personal – Religious/Cultural	Pers Lve – Relig/Cultural Significance (Personal Leave)
Personal – Sick (Medical Cert)	Pers Lve – Sick with Medical Cert. (Personal Leave)
Personal – Sick (No Medical Cert)	Pers Lve – Sick without Medical Cert. (Personal Leave)
Now available through Staff Connect	Leave without Pay (Other Leave)
Now available through Staff Connect	Long Service Leave (Long Service Leave)
Now available through Staff Connect	Long Service Leave Half Pay (Long Service Leave)
Now available through Staff Connect	Pers Lve – ATSI Ceremonial Leave (Personal Leave)
Now available through Staff Connect	Pers Lve – Carers without Medical Cert. (Personal Leave)
Now available through Staff Connect	Pers Lve – Carers without Pay (Other Leave)
Now available through Staff Connect	Pers Lve – Pre/Post Natal (Personal Leave)

3. TIMESHEETS

3.1 What time do I need to have my timesheet in on Monday?

You will need to have your timesheets approved by 10am on the Monday that you are due to be paid. If Monday is a Public Holiday you will be notified of an alternative timeframe.

3.2 How do I enter days and times into my new timesheet?

Aurion uses a 24 hour clock and dates and times should be entered in hours and minutes. Ie Four thirty in the afternoon should be entered as 16:30.

3.3 Can I add a Timesheet for a future pay?

Yes. You can enter a notional timesheet for a future pay. This timesheet still has to be submitted in the pay period it is effective in.

3.4 I'm a casual employee should I enter my timesheets through Staff Connect?

If you are currently submitting your timesheet through the Casual Timesheet system then you will enter your timesheets through the new Staff Connect. Supervisors can still submit timesheets on behalf of a casual employee. Sessional Academics do not submit timesheets.

4. OTHER

4.1 I'm a fractional (<52 week employee) staff member, how do I apply for leave?

This depends on if you are an annualised or non-annualised fractional staff member.

Annualised fractional (averaged pay over the year) – you will enter your leave through the timesheet area
Non Annualised – you will submit your leave applications through Staff Connect via leave request process

4.2 I'm trying to change my bank account and I can't get a drop down list of Branches?

Just start typing into the Branch field and the list of branches will drop down.

4.3 Why does my pay slip look different?

With the implementation of our new payroll HR system a new payslip design has been introduced. You can still find all required details on the newly designed payslip. If you would like to get more information about the new payslip design please go to the Staff Connect Resources webpage which has a comparison of the old and new payslips.

4.4 Why can't I find HR forms on the HR intranet pages?

The new Staff Connect will offer you access to the same services you currently have, but with expanded functionality that removes many paper based forms and replace them with online processes with approval workflows. The forms currently available are:

- Management of variation to employment arrangements (formerly the Request to Vary Form);
- Management of Fixed-term contract arrangements (formerly the Fixed-term Expiry Advice Form);
- Management of Probation confirmation;
- Management of Higher Duties placement and payment;
- Management of Separation/Resignation;
- Maintenance of Tax Declarations

4.5 How do I submit a claim for motor vehicle travel?

Casual staff will submit their motor vehicle travel expenses via the timesheet. Other staff will have access to a claims form online.

4.6 Where do I see my historical payslip and Payment Summaries?

During the implementation your historical payslips and payment summaries were migrated from the old Staff Connect into the new Staff Connect.

To view and print your pay slips please navigate to the 'Employee' drop down menu and select 'Other Documents', select the payslip or payment summary you would like to print.