

Sickness Entry FAQ's for Managers

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1. When should I record the sickness entry on MyView?

- The sickness absence entry should be entered onto MyView **as soon as possible**, preferably on the **first day of the employees' absence**. Please **do not wait** for the employee to return from absence to create the sickness entry on MyView.

2. I do not know at present when my employee will return from sickness how can I record this on MyView?

- At the time of creating the sickness request on MyView the manager does not have a return date and does not have the certification from the employee.
- In this situation the sickness entry should be recorded using the **open ended** option found in the Create Sickness Entry screen.
- The vast majority of sickness entries will be open ended initially as it will not be clear on the 1st day of absence when the employee will return.
- The open ended option will allow you to submit the sickness entry without an end date.
- If the sickness is an open ended absence the events calendar will be populated from the start date of the absence up until the end of the current calendar month. The sickness will continue to extend on a month by month basis until the open ended sickness entry is closed by the manager. This is how long term sickness entries are handled.

3. My employee has returned from an open ended sickness – what do I do now?

- When an employee returns from an open ended absence the end date, certificate information and return to work information will need to be updated.
- To close an open ended sickness entry log into MyView Dashboard
 - Select **My People**
 - Select **My Team Absence** from the left hand side options
 - Select the employee you would like amend the open ended absence for.
 - Click Next.
 - The leave calendar for that employee will appear.
 - Click on **Open Sick History**
 - A list of previous sickness entries for the employee will appear.
 - The open ended absence entry will be easy to identify as it will have **no date in the "To" field**.
 - To amend the open ended absence click on the blue **Edit** button at the right hand side of the absence entry.
 - The original absence entry screen will open and you will be able to make the necessary amendments.
 - To enter the end date, uncheck the open ended option by selecting full or part day as necessary. Then enter the correct end date of the sickness absence.
 - The reason, cert type, auth cert produced, certificate expiry date, return to work and interview date fields can all be completed or amended as necessary.

4. Do I still need to send payroll notification of the sickness?

- Payroll **no longer require** any paper notification of sickness i.e. the paper A/B forms. The MyView process will replace this.
- Please do not send any notification of sickness paperwork to payroll as they will no longer be processing sickness entries.

5. Does sickness entered on MyView need to be authorised?

- Sickness entries created on MyView **do not** need to be authorised.
- The manager enters the sickness and it feeds directly into the HR and Payroll system, Resourcelink ensuring a streamlined process.

6. Why do I need to check the planned work time when recording sickness?

- The sickness entry screen uses the planned work time option in the same way as annual leave.
- The work pattern that appears will either be 37.00 hours or 35.00 hours based on the FTE of the employees post.
- Falkirk Council does not hold detailed work patterns for employees which is why a standard one will appear.
- It is **essential** that the planned work time screen is completed accurately to reflect the hours the employee is due to work in that specific week. The hours entered will normally equal the employees contract hours. This may not be the case for employees who work a variable work pattern.
- **If the incorrect hours are entered on the planned work time screen this will have an impact on the sickness absence recorded and potentially on the employees pay so it is essential that this is checked and completed accurately**

7. I cannot see the My Team Absence option in MyView?

- The **My Team Absence** option can be found in the **My People** tab
- The **My Team Absence** option should appear in the left hand side list of options
- It will only appear if **you do not have anyone selected** in the **Team Selector**
- If you cannot see the **My Team Absence** option please check that you do not have any of your team selected in the Team Selector
- A quick way to make sure you do not have anyone selected is to **click** on the **Deselect all** button found above your list of employees
- If after clicking on the **Deselect all** button you still do not have the **My Team Absence** option you could be on the wrong MyView profile
- To get this checked please email the MyView inbox on MyView-selfservice@falkirk.gov.uk and ask that your profile is checked to ensure you have access to record sickness on MyView

8. I am trying to submit a sickness entry but have a warning message which says “Future dated absence exists”?

- In some instances when submitting a sickness entry you may receive a red warning message which says “Future dated absence exists outside of period starting”
- This is most common when submitting an open ended absence
- This is just a warning to say the employee has future dated annual leave requests already recorded in MyView and you can proceed with submitting the sickness entry.

9. Can I amend a sickness entry for an employee?

- Yes, an absence entry can be edited for an employee if an error has been made with any of the sickness information i.e. the dates or the reason need to be changed
- Select the **My People** tab then **My Team Absence** from the left hand side options
- Select the employee you would like amend the absence for
- Click Next
- The leave calendar for that employee will appear
- Click on **Open Sick History**
- A list of the previous sickness entries will appear
- Find the entry you wish to amend and click on the blue **Edit** button found at the right hand side of the specific absence entry
- Make the necessary amendments and click on **Submit**. The absence entry will now have been amended

10. Can I delete a sickness entry?

- Yes, a manager can delete an absence entry for an employee if it has been created in error
- Select the **My People** tab then **My Team Absence** from the left hand side options
- Select the employee you would like delete the absence for
- Click Next
- The leave calendar for that employee will appear
- Click on **Open Sick History**
- A list of the previous sickness entries will appear
- Find the entry you wish to delete and click on the blue **Delete** button found at the right hand side of the specific absence entry
- Click on **Submit**
- A confirmation message will appear and the absence entry will now have been deleted.

11. Can I delegate the sickness entry responsibility for my team when I am on leave?

- Yes the sickness functionality can be delegated in MyView in the same way as annual leave
- This will enable another manager to record sickness in your absence
- Detailed guidance on creating your delegation entry can be found on the MyView intranet page, the document is called **Delegation of Leave Management**, a link to the specific document is found below
- [http://inside.falkirk.gov.uk/systems/docs/my-view/Delegation of Leave Management](http://inside.falkirk.gov.uk/systems/docs/my-view/Delegation%20of%20Leave%20Management)

12. What do I do with the self certificates and doctors certificates?

- **Payroll no longer requires any paper self certification forms.** These should be completed as normal when the employee returns from absence but instead should be uploaded onto MyView using the **document storage module**.
- **Payroll do still require Doctors Certificates** to be sent to them. They should be **uploaded via document storage** in the same way as the self certificate but **then sent to Payroll**. The reason for this is payroll is required to retain the original doctors' certificates for statutory sick pay and audit purposes.
- Detailed guidance on how to do this can be found in the **MyView Dashboard User Guide for Managers** under the section "**10. How to View and Add your Team's Documents in MyView**". A link to the document is below:
- [MyView Dashboard User Guide for Managers](#)
- There is also detailed guidance on uploading sickness documentation in the **MyView Sickness Absence Guidance – Managers document** under section "**3. Sickness Documentation**". A link to the document is below:
- [MyView Sickness Absence Guidance - Managers](#)

13. My employees do not have email addresses and/or PC access; can I still enter sickness for them on MyView?

- Yes, all that is required is that the manager has an email address and PC access in order to use MyView. The employee has no input role in the sickness process it is recorded directly by the reporting manager into MyView.

14. Who will I be able to record sickness for?

- You will be able to input sickness for any employees who report to you directly or indirectly via the post to post structure. These individuals will appear in the My People tab on MyView. The normal practice with sickness recording on MyView will be the manager who the individual directly reports to will create the sickness entry.

15. When entering sickness, what do the options in Cert Type mean?

- The three options available in Cert Type are explained below:

| | |
|-----------------------|--|
| Certified by a Doctor | Doctors note supplied to the employee and then given to the manager. This would then be uploaded into document storage and the original sent to Payroll. |
| Not certified | No certification yet received – this would be the initial choice and can be amended once the employee has supplied one of the other two options |
| Self certified | An employee is absent for 7 days or less and has completed a self certification form which can then be uploaded into document storage. |

16. I have uploaded a sickness document against the wrong employee, how can I get this deleted from MyView?

- Managers do not have an option to delete documents from the document storage module on MyView. This is to minimise the risk of documents being deleted in error.
- Any documents, including self certificates and doctors certificates, uploaded in error can only be deleted by the corporate support team.
- If you have made a mistake when uploading a document please email docstoreupload@falkirk.gov.uk to request the deletion of a document.
- Please state the name of the document and which employee it is saved against when requesting the deletion.

17. I have just started using MyView for sickness recording and have an employee currently off on long-term sickness, what happens with this case?

- If you have a member of staff who is off on long-term sick at the point you start using the MyView system you should not do anything on MyView with this case.
- Any sickness cases which are ongoing at the time you move to sickness processing on MyView will continue to be keyed directly into the system by Payroll until the long-term sickness ends.
- This is to ensure consistency in the sick pay calculations and to avoid a change in process part way through an absence.
- You should continue to send any doctors certificates to the Payroll department for these cases.
- When the sickness ends and the employee returns to work you should notify Payroll.
- If the employee then has any future sickness these new cases can be entered on MyView.
- For example if you start using the sickness module on MyView on 1st September but have an employee who has been off sick since 3rd August you would not do anything on MyView for this case. Payroll would continue to process the sickness. If the employee was to return on 15th November payroll would then end the sickness entry. If the same employee was then off sick on 9th December you would record this entry on MyView.
- For any queries on cases like this please call the HR and Payroll helpdesk on 01324 506222 or email payroll on payroll@falkirk.gov.uk

18. I cannot see the option for uploading the sickness documents?

- The upload option for sickness documents is found in **My Team's Documents**
- If you cannot see an option to upload a document please check that you are not in the **My Documents** section in error – this is found on the **Me** tab on the MyView Dashboard and will only give you access as an employee. This means you can only view documents from here and not upload
- To navigate to **My Team's Documents** please follow the steps below:
 - Click on **My People**
 - **DO NOT CLICK ON MY TEAM ABSENCE** – the document storage module is not contained within this option
 - Instead select the employee you wish to upload documents for from the Team Selector screen.
 - To select the employee click on the **Select** button found at the right hand side of the employee's name
 - The **My Team's Documents** option will now appear in the left hand side of the screen
 - Click on this and the document storage categories for that employee will appear
 - The 1st category listed is **Absence Documents**
 - Click on this category and the **Upload a new document** option will appear in the blue section of the screen
 - You can now upload the sickness documentation

19. I am recording sickness for a teacher and there is no planned work time option – is this correct?

- Yes, the planned work time option will **not** appear for teachers. This is due to teachers being on different terms and conditions for sickness.
- The rest of the sickness entry form should be completed fully but there will be no planned work time button on the form.

20. When should the part day flag be used for absence?

- The part day flag should only be used for an absence where the employee has not worked the total hours scheduled for the day.
- The part day flag does not need to be used for part-time employees unless it is an actual part-day absence for them.
- For example a part-time employee who is scheduled to work 5 hours but has to leave work due to absence after 3 hours would be a part day sickness. If the employee was scheduled to work 5 hours and did not come into work at all this would be a full day sickness.