ResourceLink Self-Serve Frequently Asked Questions (FAQs)

The following provides responses to questions that you may have regarding the new ResourceLink Self-Serve processes, such as accessing your on-line payslip, and changing your personal and bank details – if the information and guidance you require is not covered, then please contact Business Support who will assist, contact details as follows:

Service	Telephone	email
Community Services	01955 608279	Business.SupportHR-CS@highland.gov.uk
Corporate Development	01397 707592	Business.SupportHR-CorpDev@highland.gov.uk
Chief Executives Team	01397 707592	Business.SupportHR-CorpDev@highland.gov.uk
Finance	01463 702088	Business.SupportHR-FIN-DI@highland.gov.uk
Development & Infrastructure	01463 702088	Business.SupportHR-FIN-DI@highland.gov.uk
Care & Learning		
- Catering & Cleaning	01349 868642	Business.SupportHR-CL@highland.gov.uk
- Non-Teaching	01349 868642	Business.SupportHR-CL@highland.gov.uk
- Teaching	01349 868639	Business.SupportHR-CL@highland.gov.uk
- CJS / Children's Health & Social Care	01955 608279	Business.SupportHR-CL@highland.gov.uk

Question	Answer
What is the new HR/Payroll system called?	ResourceLink MyView
What benefits will the move to on-line payslips give me?	Benefits to you include: • Secure access to your on-line payslip at least 3 days before pay day, allowing you see exactly what has been included before it is actually paid (although, please be aware that changes can be made up to the day before pay day). • Secure access to your payslip history and as these are stored online, you don't have to worry about having somewhere secure at home to keep them or worry about leaving them lying around • Access to pay documents when at home or outside of the workplace (e.g. annual leave, school closures) is a big benefit to employees, who will be able to view and/or print payslips and P60s 24 hours a day 7 days a week
I do not have a Highland Council email account or PC/Laptop, how will I get access to the new system?	If your email address is not held in the system then you will be contacted directly and asked to complete an on-line registration form accessed through the Council's web site to confirm specific details to enable your email address to be loaded into the system, enabling you access to such facilities as your on-line payslip from you own device. On-line payslips are not optional for staff with either a Highland Council email or a

	personal email address and ICT device.
I do not have a Highland Council email account, or personal email address, how will I get my payslip?	All staff without a Highland Council email account have been written to asking that they register their personal email address to enable access to be set (link to registration form is **https://highland-dash.achieveservice.com/service/Register_for_online_HR_and_payroll_services?noLoginPrompt=1** For those staff not registered and without their own personal email address and ICT device, alternative arrangements will be made in providing those staff with pay documents.
I have tried to log in to the system and selected forgotten password, though have not received an email advising of a temporary password?	Please advise Business Support through the contact details above
Can I continue to access my historical payslips through the system or do I need to print and/or save	You will have access to your payslip history, and as these are stored online, you don't have to worry about having somewhere secure at home to keep them or worry about leaving them lying around – please do not save copies to you desktop or local drives as this is not secure and will add to file storage and associated costs to the Council
Can I print off my pay slip and P60 (e.g. for mortgage application purposes)?	Yes, you can print your payslip and P60, which are in the format required to comply with mortgage applications and the like. Where employees are experiencing difficulty having printed P60's accepted, please contact the Payroll team who can either add an official stamp to the copy, and if that isn't feasible, then a statement of earnings can be issued
What if I have a query with my pay?	All pay queries should be directed to the Payroll team in the same way as you would have done previously (payroll@highland.gov.uk Tel: 01463 702342)
I'm on maternity leave, long term sick leave or otherwise away from the Council. How can I see my payslip?	It is planned that you will be able to log into the system on your home PC or laptop; If you are unable to do this, you may request a paper payslip from the Payroll team
Who else can access my on-line payslips, are they secure?	Each employee has their own login to access securely. We will not send payslips via email or link to payslips from any email, this helps to maximise security. Employees also have the added knowledge they won't have paper payslips left around for colleagues to view
What happens to my payslips if I leave the Council's employment?	You will retain access to historical on-line payslips, though access to other on-line processes will be stopped when leaving – prior to leaving, please ensure you have registered your personal email address
Will I be trained in how to use the system?	The system and supporting guidance information have been tested by members of staff to ensure easy to understand and access, and the view has been taken that no training is required; Should you require support, please contact Business Support through the contact details above

Will I be able to update my personal details such as when I move house?	Yes
Will I be able to update my bank details?	Yes, and the Payroll team will control when changes are actioned in line with monthly pay runs
Will I be able to update my emergency contact details?	Yes
What is the difference between the 'Save' and 'Submit' buttons?	The 'save' button saves any changes for future use, it doesn't send the changes to the main system, therefore, the changes will not actually be updated. The 'submit' button sends the changes through to the system and allows all changes to be updated on the system
Will I keep the same Payroll Identification Number as now?	Yes