YOUR QUESTIONS ANSWERED!

Team Member – Frequently Asked Questions

I don't have access to a computer as part of my job, how will I use PiP?

The PiP project team have been working closely with Departments to identify those who spend a minimum or no time using a computer. Where this is the case, resources will be in place at your Department base for you to access PiP so check with your manager. You can also view your personal employee self-service (PiP for Me) area remotely on a personal device e.g. smart phone, tablet, iPad or personal computer at home.

How will PiP work for me if I don't have the right IT skills?

PiP is very easy to use so if you have used any websites like Amazon, Facebook or booked a holiday online then you will be able to use PiP. If you would like more assistance with your IT Skills, training is available through LEaD (Learning, Education and Development team). Your line manager should be able to help you apply for a course.

Alternatively, there are various "Get Online" initiatives available out in the community, some of which can be found at https://www.gov.im/digitalinclusion and the University College Isle of Man also has computer skills courses which are open to everyone.

What is the new functionality going live now?

PiP For Me includes:
- Annual leave
- Requesting flexi leave
- TOIL
- Sickness absence
- Special leave requests
- Mileage and expenses
- Workflow emails

PiP For My Team (MSS)
- My Staff – full access
- Absence (sickness, annual leave, special leave, maternity, paternity and adoption)
- Employment changes
- Dashboard absence analytics
- Workflow and key task reminders (absence reminders, LTA end dates approaching, etc)

What do I need to do when I first log on after the new functionality is live?

Log in as normal and just click on the "Getting Started" tab at the bottom of the dashboard and it will take you, step by step, through what checks you need to do to ensure that your record is up to date and correct.

How will I know when a change has been made to my details in PiP for Me?

Any change you make in Employee Self Service (ESS) will be confirmed to you by email. For example if you change your bank account, this is the email notification you will receive.

Hello "Name"
Thank you for updating your bank details on PiP, your record has been updated.

If you request an absence or submit an expenses claim, this will be automatically sent to your Manager for approval. You will receive an email confirming your request and your Manager will receive an email advising that a request is pending.

You will be able to see any changes you have made by logging in to Employee Self Service (ESS).

What do I do if I am off sick?

If you are not going to be able to get into work due to sickness, then you should follow your standard absence process, e.g. phone and speak to your Manager.

Within Employee Self Service (PiP for Me) you will have access to open a sickness record. Alternatively, your Manager can do this for you. This does not replace any conversations you need to have with your Manager.

What do I need to do in PiP if I am absent from work long term?

If you are absent from work for an extended period of time, you should make sure your email address for PiP is changed if needed, so you can continue to receive your email notifications of PiP while not in work.

You should also log into PiP occasionally, at least once a month to ensure your password remains active. If you have any problems logging in while on long term absence, please contact the PiP Helpdesk askpip@gov.im

Can I view my colleague's calendars so I know if anyone else is on leave before I request a holiday in PiP?

No, this can't currently be viewed in PiP so please continue to have conversations with your colleagues about this, as you do now.

Will PiP know when my annual leave anniversary is?

PiP has all the leave bands built in against your terms and conditions and knows your employment start date to increase your leave on its anniversary.

However, if you were given an "annual leave credit" when you joined us PiP won't know this – there weren't ever entered into Oracle so couldn't be converted over. To get any credited for annual leave date added to your record, contact the Absence Team on 685073 or absence@gov.im

I'm part time, are my bank holidays pro-rated in PiP?
Yes, your annual leave entitlement and bank holidays are automatically pro-rated in PiP if you working pattern is set to a part time schedule.

How will flexi work?
You can request flexi leave through Employee Self Service (ESS) and this will need to be authorised by your Manager.

PiP does not hold flexi balances so your Department will confirm how you will do this (e.g. Etarmis/Spreadsheet).

Why should we put Flexi Leave requests through PiP if the system cannot record Flexi?
This is important as your manager will need a record of all absences against your record to be able to ensure that, when they approve leave across your team, there are still sufficient people in work to provide cover.

In a future roll out it may be possible to load flexi balances and, at this point, you can stop using other systems to record this.

Will I be able to submit mileage claims in PiP?
Yes, within PiP in the Pay and Benefits section there time and expenses forms where you can submit your claims and attach any receipts, for expenses. Your claims will automatically be sent to your line manager for authorisation. Once your line manager has approved the claim it will automatically go in to your next available salary payment.

You will also be able to track the progress of your claim in PiP.

Some areas are going to carry on using timesheets for now so check with you manager about what is happening for you.

Do I need to add a GL code and cost centre into a Mileage and Expense Claim?
Yes, when you make a claim please add the GL and cost centre code into the "Cost Code Override" field. You will need to enter the 19 digit code. The first 10 digits should be the cost centre, then a space, then the 8 digit GL code.

Your manager can help you do this if you don't know which code to allocate the claim to.

Why do I need to provide evidence of my vehicle's business insurance coverage?

It's always been a requirement of the Financial Regulations for anyone who is claiming mileage, so this check just ensures that individuals and managers are covering their responsibilities.

Will I be able to submit overtime claims in PiP?

Not yet but it will be coming soon, watch this space

Will there be user guides to support me using PiP?

Yes, all our training materials (How to Guides, video's, manuals etc.) will be easily accessible in PiP. When you login you will see a section at the bottom of the dashboard designated to training. You can also find all the learning materials on our website here: https://hr.gov.im/pip/ We also have PiP buddies in each area of the organisation who will make themselves available to help you so you will be very well supported.

I have two different jobs; does that mean I will have two log-ins?

No, you will only have one login and within Employee Self Service you will be able to see your all roles with the Isle of Man Government. When you book leave, enter sickness absence or make a time and expenses claim you will be able to select which position this is for.

Bear in mind though that, during the roll out period, if you have jobs in different Departments then you will only be able to make requests/claims for your job/s in the Departments that are live. Here's the go live plan so you can see

Employee and Manager Self Service Roll Out Plan

Roll Out Number	Go Live Week Commencing	Department/s
1	24/02/20	• Cabinet Office • Treasury • Department for Enterprise (training w/c 17/02/20 and dedicated support from go live until 13/03/20)
2	16/03/20	• Department of Infrastructure (training w/c 2/03/20 and dedicated support from go live until 03/04/20)
3	06/04/20	• Department of Environment, Food and Agriculture • Department of Home Affairs (training w/c 16/03/20 and dedicated support from go live until 24/04/20)
4	20/04/20	Department of Health and Social Care (training w/c 30/03/20 and dedicated support from go live until 08/05/20)
5	11/05/20	• Department of Education, Sport and Culture (training w/c 20/04/20 and dedicated support from go live until 29/05/20)
6	01/06/20	• Gen Reg, MNH, AG's, FSA, CC, GSC, ICO, FIU, PSPA, MIRS, CoT including Members (training 04/05/20 and dedicated support from go live until 19/06/20)

The only exception to this once all Departments are live will be if you are receiving an IOMG Pension and also work for us e.g. as a bank and casual worker. If this applies to you, you will have one record as a pensioner and another as a worker.

When I log in it says I'm on probation but I'm not – how can I get this corrected?

You don't need to take any action. This issue is in the process of being corrected by the PiP team and should be resolved within the next few weeks.

Have we answered all your questions? We hope so but if not, please contact the PiP Team askpip@gov.im or speak to your Department Representative