

CoreHR User Guide

FOR MANAGERS



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1. Responsibilities of a Line Manager

It is the responsibility of a line manager to ensure that the Core records of staff reporting to them are accurate and up to date. You should sign off hours and approve any missed clocking or leave requests on a weekly basis. In the event that you are unable to do this, it is your responsibility to manually update Core. Leave Requests and clocking adjustments can be signed off in Core Portal. Manual updates can be done in Core Back Office.

It is important that Core records are correct to ensure that HR are able to calculate entitlements, such as sick leave entitlements, quickly and accurately. The incorrect calculation of sick leave entitlements can result in staff unknowingly exhausting their paid sick leave entitlements which causes overpayments to occur.

Any queries regarding Core should be sent to leaveandbenefits@tudublin.ie.

It is also the responsibility of a line manager to manage sick leave. A detailed guide for staff and managers is available on the Human Resources page on the TU Dublin website here <https://www.tudublin.ie/for-staff/human-resources/policies--forms/>. If you have any queries regarding absence management please contact leaveandbenefits@tudublin.ie.

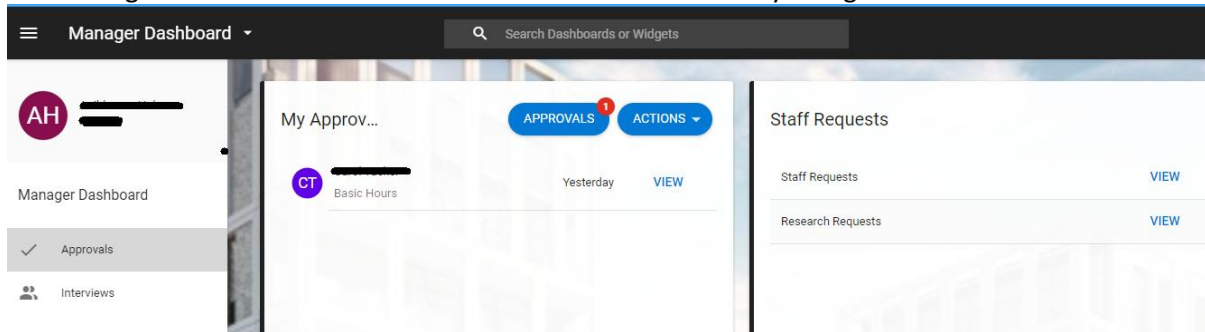
2. Core step-by-step guides

2.1 Core Portal – Logging In

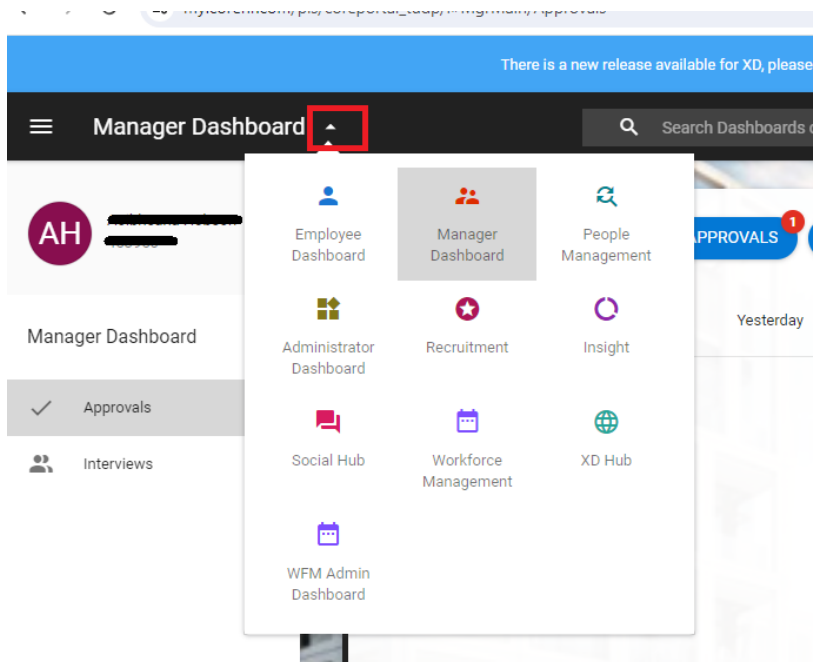
TU Dublin now uses Single Sign On to connect to CorePortal. This means your Staff email address and password will log in directly to CorePortal at this link

https://my.corehr.com/pls/coreportal_tudp/

The manager dashboard screen will be the default screen when you log in.

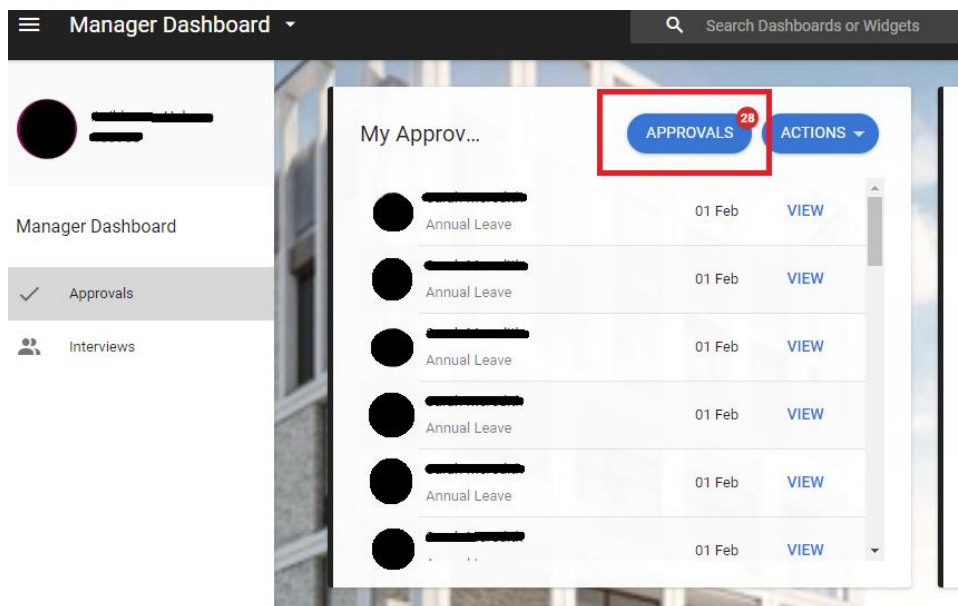


If you need to navigate to a different dashboard, click the arrow on the top left of the screen and select the dashboard from the list

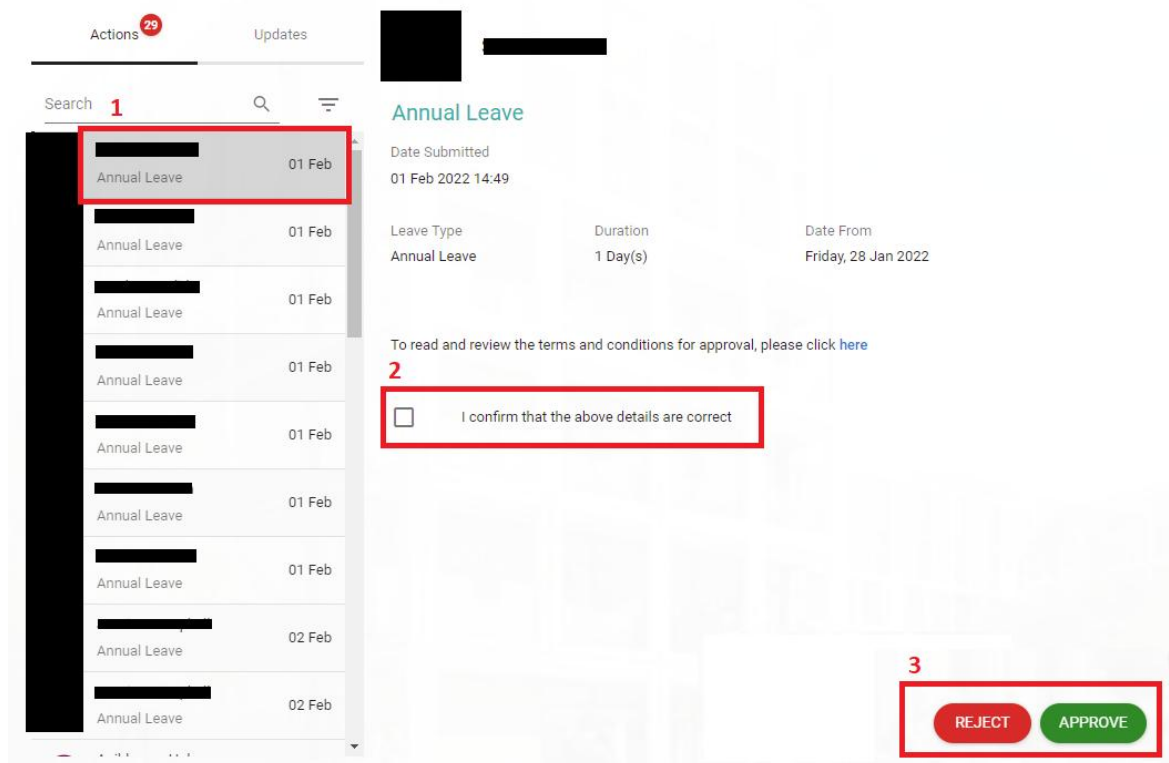


2.2 Core Portal – Approving Leave Requests, basic hours and missed clockings

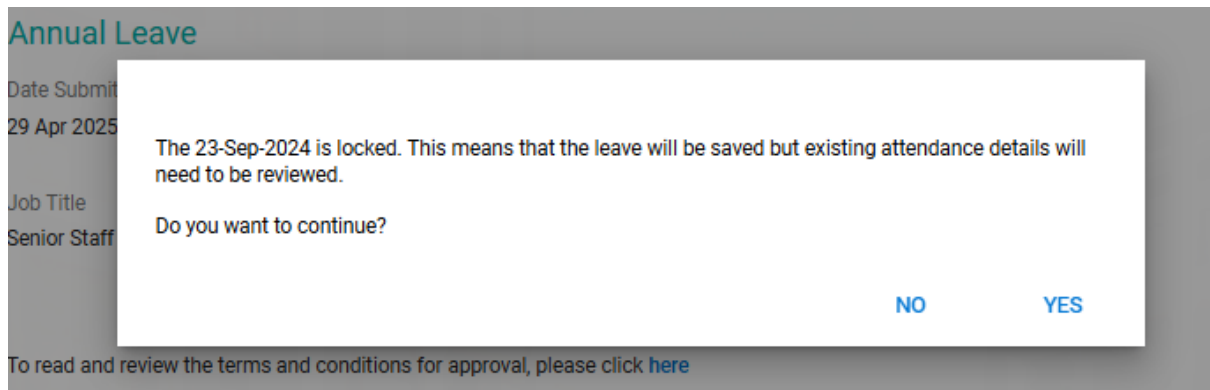
You can see an overview of requests submitted on the home screen in the manager dashboard. Click Approvals to view the details of the requests and approve them.



Select the leave requests you want to approve (1), then tick the box confirming the details are correct (2), and then click Approve or Reject as appropriate (3).



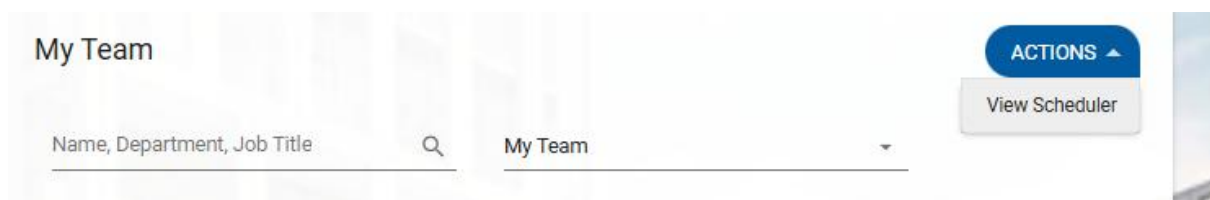
If leave requests or missed clockings are not approved by the weekly cut off (5pm on the Friday a week after the leave has been taken) you may get a message advising the week is locked.



You should click YES to this message but you will then also need to log in to Core Back Office to complete a manual adjustment. See back office section 3.6 below.

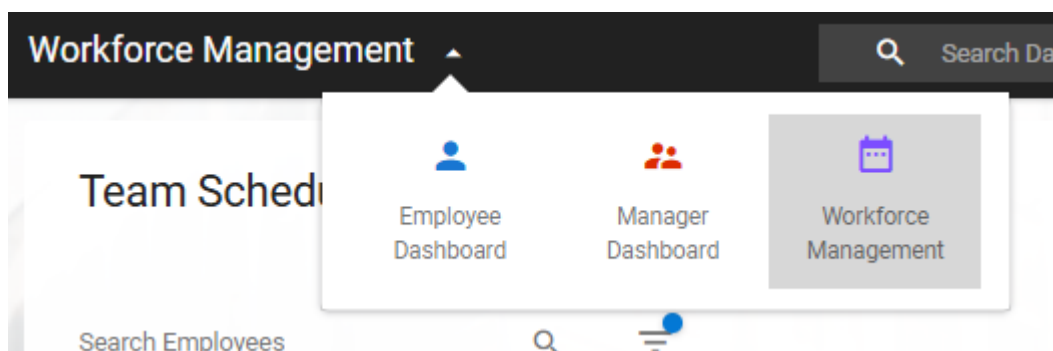
2.3 Core Portal – Viewing your team member’s leave balances & booked leave

To view your teams schedule (e.g. to view booked leave across the team), on the Manager Dashboard, scroll to “My Team” and choose the “View Scheduler” option under the actions menu



This will show you a week by week calendar for your team.

To view the current leave balances for your team members select the Workforce Management Dashboard from the dashboard menu.



Choose “Team Balances” from the menu on the left hand side and you can view the current balance details for your team members.



Team Balances

Search Team Member

Team Member	Job Title	Department	Annual Leave	Parental Leave	Flexi Leave	
[REDACTED]	Administrative Officer	[REDACTED]	6.5 DAYS		1.21 HOURS	⋮
[REDACTED]	Staff Officer 4	[REDACTED]	3.5 DAYS		7.18 HOURS	⋮
[REDACTED]	Senior Staff Officer	[REDACTED]	4 DAYS		-4.34 HOURS	⋮

3.1 Core Back Office – Logging In

CoreHR Back Office is used to make manual adjustments.

Please note: If you are working remotely you may need to contact Technology Services to arrange access to the Back Office on your laptop. Details on how to log a case with the Support Desk can be found on the website here: [Need IT Support? | TU Dublin](#)

To login in go to <https://www.tudublin.ie/connect/technology-services/software/avdstaff/> and go to Accessing Remote Apps using a Web Browser.

Click 'here' to connect. If you are asked for login or password at this point then it is your Staff email address and password that is required.

Available Apps

- Student administration system - **Banner**
- TU Dublin website CMS - **T4**
- Personnel administration - **Core Back Office**
- Record time and attendance, submit expenses and view payslips - **Core Portal**

Some apps require an account, if you don't have an account you can request one [here](#).

Installing and Accessing Remote Apps

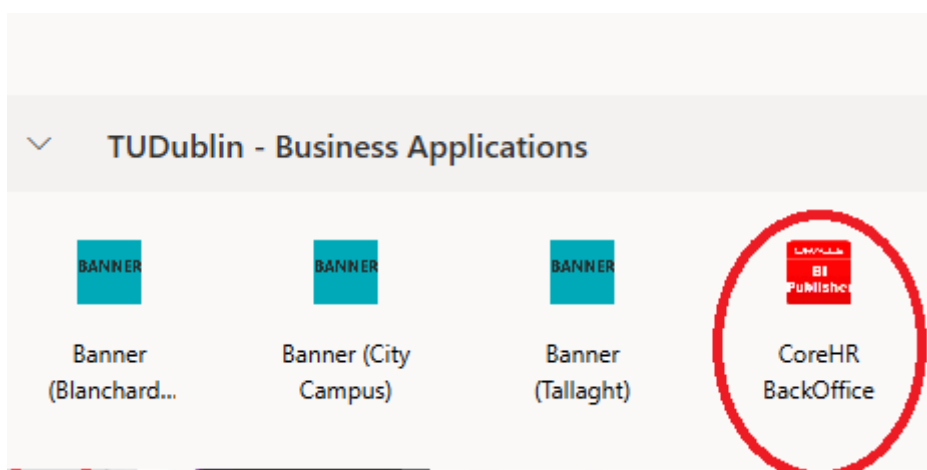
There are two ways to use this service:

- By **Web Browser** (recommended for occasional use, or if you are using a shared device)
- By **Remote Apps Client** installed on your device (this would be recommended for recurring use)

Accessing Remote Apps using a Web Browser

- Click [here](#) to access the service using your web browser
- You may be prompted to enter your TU Dublin credentials

Once your credentials are verified, you will be brought to the Remote Apps page. Select CoreHR Back Office from the Business Applications.



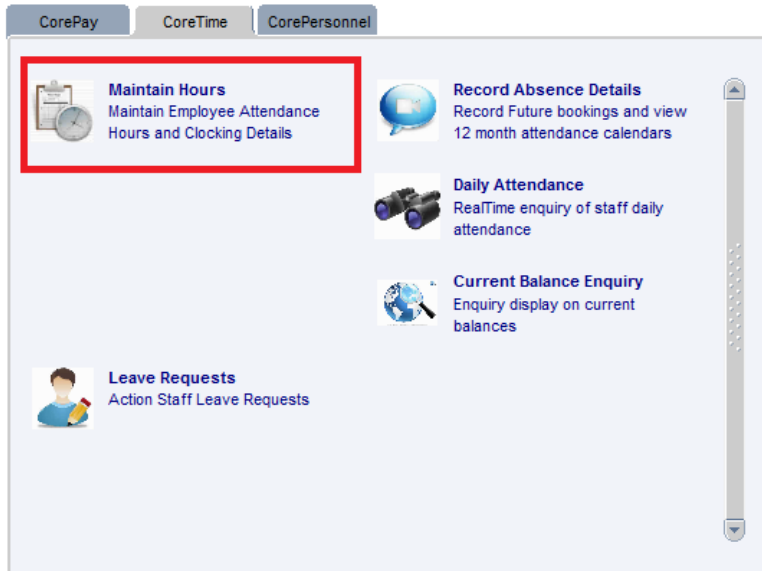
In the pop up box enter your Core back office username, password and enter TUDP for the database. Note: Please contact technology services if this pop up does not appear or if there are any issues with opening CoreHR on your PC. If you have forgotten your back office password please contact corehr.support@tudublin.ie.

A screenshot of a 'Logon' dialog box. The dialog has a title bar with the text 'Logon' and a close button (X). Inside the dialog, there are three labeled text input fields: 'Username:', 'Password:', and 'Database:'. Below these fields are two buttons: 'Connect' and 'Cancel'. The 'Connect' button has a small circular icon to its left.

3.2 Core Back Office – Manual Clockings

Click on the Core Time Menu and go to the maintain hours screen. Choose the staff member in question and select the date range (time period) you want.

My Shortcuts



Action Edit Block Field Record Query Navigate Help Window

Maintain Hours

Selection Criteria

Period	201751	18-DEC-2017	24-DEC-2017
Work Group		Flexi Staff Reporting To Gerald	
Department		HUMAN RESOURCES	
Person			

Pay Codes / Hours

Pay Code				Mon 18/12/17	Tue 19/12/17
107	V	FLEXITIME NEGATIVE		1.25	
650	M	BASIC HOURS		5.59	
651	M	FLEXITIME POSITIVE			

If you need to enter manual clockings then enter the correct time/s (1), makes sure the box beside the date is unticked (2) and hit calculate (3). It is important to note here that clockings must be entered in chronological order or they will not calculate correctly.

The screenshot displays a weekly clocking interface. At the top, there are checkboxes for each day of the week (Tue, Wed, Thu, Fri, Sat, Sun) for the week of 12/17 to 24/17. A red box labeled '2' highlights the checkbox for Wednesday (20/12/17), which is currently unticked. Below this is a grid where manual clockings are entered. A red box labeled '1' highlights the entry for Wednesday, 20/12/17, where the time '09:35' is entered next to a 'C' (Clocking) icon. To the right of the grid, there are three buttons: 'Calculate', 'Allocate Week', and 'Absence Details'. A red box labeled '3' highlights the 'Calculate' button. The bottom of the interface shows a summary row with totals for each day and a grand total of 38.07.

Tue 12/17	Wed 20/12/17	Thu 21/12/17	Fri 22/12/17	Sat 23/12/17	Sun 24/12/17	Total
						1.25
		7.24				7.24
7.24						13.23
1.07						1.07
	7.24					7.24
			7.24			7.24
8.31	7.24	7.24	7.24	.00	.00	38.07

3.3 Core Back Office - Entering Leave, dental or medical appointments manually

Some leave cannot be requested through Core Portal so it needs to be entered manually, examples of this include Sick Leave for Academic staff and Time in Lieu.

To input leave, in the CoreTime Tab go to the Record Absence Details screen and select the staff member in question.

My Shortcuts



The screenshot shows the 'Record Absence Details' form. The form has a 'Selection Criteria' section and an 'Absence Details' section. The 'Selection Criteria' section includes fields for 'Start' (2017, February), 'Active Employees' (selected), 'All Employees' (unselected), 'Work Group', 'Department', and 'Person' (highlighted with a red rectangle). The 'Absence Details' section includes fields for 'Pay Code', 'Start/End', 'Narrative', 'Reason', 'View' (Calendar), 'Cost Centre', and 'Project'. There are also checkboxes for 'Use calendar to select days', 'Approve', and 'Hours'.

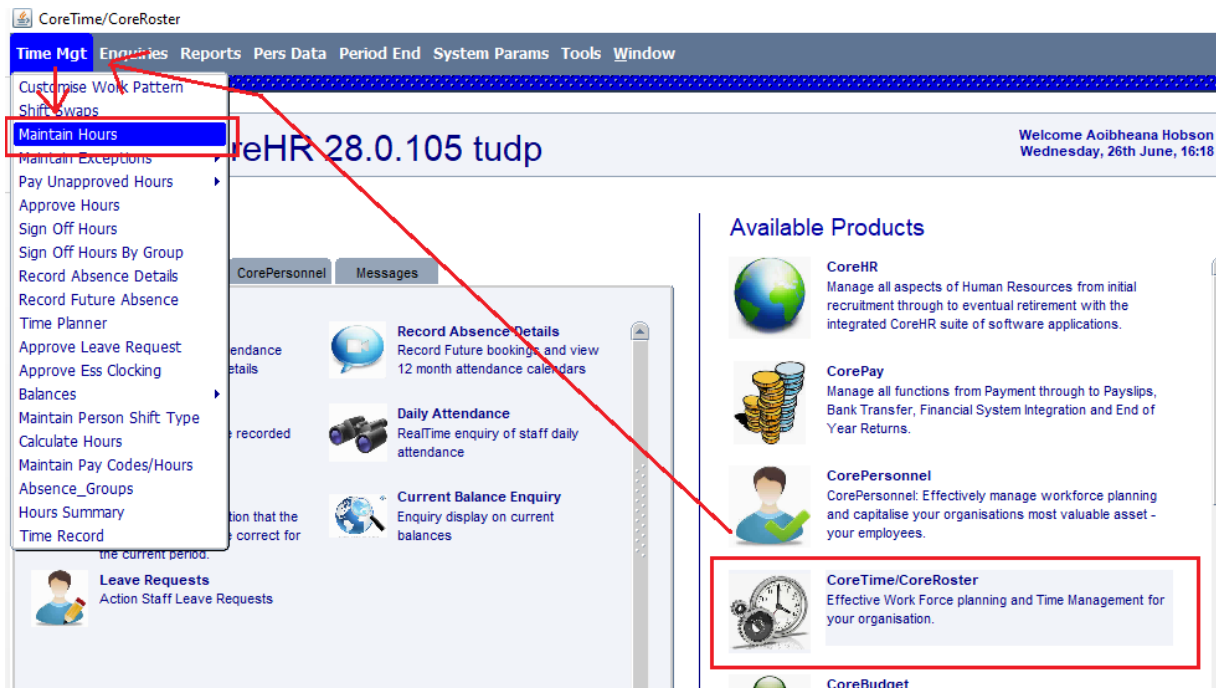
Select the type of leave to be entered (1), the dates of the leave (2) and save (3).

Alternatively, leave the dates blank and tick the 'Use calendar to select days' box (1). Then select the correct dates by clicking on the 12 month calendar on the right of the screen (2), and save (3).

Note: using the calendar to select the day should only be used when inputting single days of leave.

Note: if you are entering a half day leave, follow the step as described in step 2 above but make sure to enter .5 in the box beside 'Days'.

To enter a medical or dental appointment, go to CoreTime and select Maintain Hours from the Time Mgt drop down menu.



In this screen select the Person (1), the relevant week (2), and then click on the first empty box on the left side of the screen (3).

Pay Code	Expense	Project	Mon 21/08/23	Tue 22/08/23	Wed 23/08/23	Thu 24/08/23
650	Basic Hours	2201		7.00		
651	Flexitime Positiv	2201		1.15		
656	Flexi Leave	2201			7.00	
Total			.00	8.15	7.00	.00

Click on the question mark (1) and then select Medical/Dental Appointment from the drop-down menu.

Selection Criteria

Period: 202334 21-AUG-2023 27-AUG-2023

Work Group: People Services Team

Department: Human Resources

Person: [Redacted]

Pay Codes / Hours

Pay Code	Expense	Project
650	Basic Hours	2201
651	Flexitime Positiv	2201
656	Flexi Leave	2201
673	Medical/Dental Appointment	2201

Pay Codes

Name	Code
MEDICAL DENTAL APPOINTMENT	673
Monitoring	6715

Enter the time allocated for the appointment (1).

Please note this time is entered as hours and minutes, in the example above 1.30 is 1 hour and 30 mins.

The maximum time allowed for a medical appointment is 2 hours and 30 minutes during core hours (10am-4pm). Time should not be credited for appointments attended before 10am or after 4pm.

Right click on the relevant day and then select Narrative – F3 (2).

Pay Codes / Hours

Pay Code	Expense	Project	Mon 21/08/23	Tue 22/08/23	Wed 23/08/23	Thu 24/08/23	Fri 25/08/23	Sat 26/08/23
650	Basic Hours	2201		7.00			7.00	
651	Flexitime Positiv	2201		1.15			.48	
656	Flexi Leave	2201			7.00			
673	Medical/Dental	2201		1.30				

Context Menu:

- Approve - F1
- Reject - F5
- Unapprove/Unreject - F2
- Narrative - F3**
- Reason - F4
- Number of units
- Return To Work

In the box that appears select either Doctor Appointment or Dentist Appointment as appropriate (1) and then click ok (2).

Then click the save button (3).

Reason

Reason: A105 Doctor Appointment

Main Window:

Period: 202334 21-AUG-2023 27-AUG-2023

Work Group: People Services Team

Department: Human Resources

Person: [Redacted]

Pay Codes / Hours

Pay Code	Expense	Project	Mon 21/08/23	Tue 22/08/23	Wed 23/08/23	Thu 24/08/23	Fri 25/08/23	Sat 26/08/23	Sun 27/08/23	Total
650	Basic Hours	2201		7.00			7.00			14.00
651	Flexitime Positiv	2201		1.15			.48			2.03
656	Flexi Leave	2201			7.00					7.00
673	Medical/Dental	2201		1.30						1.30

If the hours don't automatically recalculate when you click save, make sure the box beside the relevant date is unticked (1) and then click calculate (2).

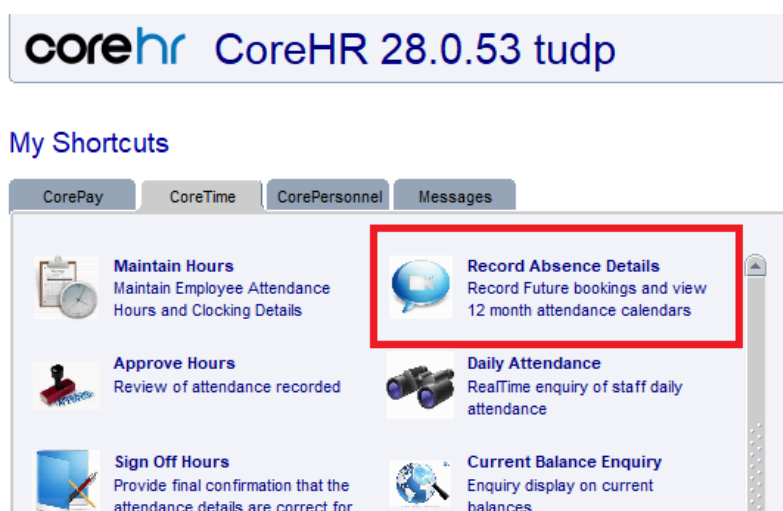
3.4 Core Back Office - Deleting a leave request that has already been approved

When a leave request has been approved through core portal it can only be removed from the core record by deleting it from the Record Absence Details screen in back office.

If the dates need to be amended but not removed entirely please see: 3.5 Editing a leave request that has already been approved.

Note: if a staff member requests leave and after the request has been approved they want to change it to a different type of leave (e.g. changing annual leave to sick leave), you will need to delete the leave and then re-enter the new leave.

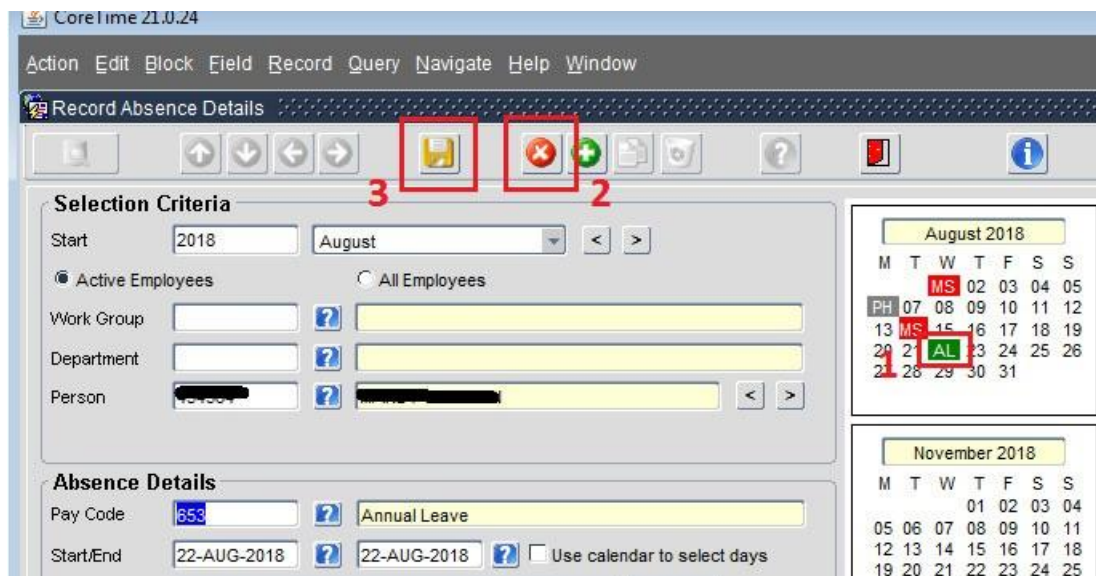
In the CoreTime tab go to the record absence details screen.



In the record absence details screen select the staff member.

Click once on the date you wish to delete (1), press the red X (2) to delete the leave and then press save (3).

Note: If the leave was booked in one block this will remove the whole absence. If the leave was booked through multiple requests then the second step will need to be repeated for the dates covered by each request.



3.5 Core Back Office- Editing a leave request that has already been approved

If a leave request has been approved and the dates now need to be amended they can be changed in the Back Office.

In the record absence details screen select the staff member.
Select the leave on the calendar by clicking it once.

corehr CoreHR 28.0.53 tudp

My Shortcuts



Selection Criteria

Start 2022 February < >

☒ Active Employees
☐ All Employees

Work Group ?

Department ?

Person ?

Absence Details

Pay Code 653 Annual Leave

Start/End 08-AUG-2022 19-AUG-2022 ? ☐ Use calendar to select days

Narrative 1.71 Weeks

Reason 10.00 Days

View Calendar ☐ Approve 74.00 Hours (M)

Cost Centre ?

Project ?

Additional Details

Return To Work Interview

☐ Interview has taken place

Balances

Name		Total	Taken	Booked	Balance
Annual Leave Jan-Dec.	D	28.00	7.00	13.00	8.00
Flexi Leave	H	.00	.00	.00	-6.11
Uncertified Sick Leave	D	7.00	.50	.00	6.50

February 2022

M	T	W	T	F	S	S
BA	BA	BA	BA	05	06	
BA	BA	AL	AL	AL	12	13
BA	BA	BA	BA	ST	19	20
BA	BA	BA	BA	ST	26	27
BA						

March 2022

M	T	W	T	F	S	S
BA	BA	BA	BA	05	06	
BA	BA	BA	BA	ST	12	13
CV	CV	CV	CV	CV	CV	CV
CV	CV	CV	CV	CV	CV	CV
BA	BA	BA	BA			

April 2022

M	T	W	T	F	S	S
						BA 02 03
BA	BA	BA	BA	BA	09	10
BA	BA	AL	AL	PH	16	17
PH	BA	BA	BA	BA	23	24
ST	BA	BA	BA	AL	30	

May 2022

M	T	W	T	F	S	S
						01
PH	AL	BA	BA	BA	07	08
UA	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

June 2022

M	T	W	T	F	S	S
						01 02 03 04 05
PH	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

July 2022

M	T	W	T	F	S	S
						01 02 03
04	05	06	07	08	09	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

August 2022

M	T	W	T	F	S	S
PH	02	03	04	05	06	07
AL	AL	AL	AL	AL	13	14
AL	AL	AL	AL	AL	20	21
22	23	24	25	26	27	28
29	30	31				

September 2022

M	T	W	T	F	S	S
						01 02 03 04
05	06	07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

October 2022

M	T	W	T	F	S	S
						01 02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
PH						

November 2022

M	T	W	T	F	S	S
01	02	03	04	05	06	
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

December 2022

M	T	W	T	F	S	S
						01 02 03 04
05	06	07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
PH	PH	AL	AL	AL	31	

January 2023

M	T	W	T	F	S	S
						01
PH	03	04	05	06	07	08
09	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Enter the new dates (1) and press enter. Then press save (2). The dates will now be updated.

Selection Criteria

Start: 2022 February < >

☒ Active Employees ☐ All Employees

Work Group: [?] []

Department: [?] []

Person: 453950 [?] Aoibheana Hobson < >

Absence Details

Pay Code: 653 [?] Annual Leave

Start/End: **1** 08-AUG-2022 [?] 17-AUG-2022 [?] ☐ Use calendar to select days

Narrative: [] 1.71 Weeks

Reason: [?] [] 10.00 Days

View: Calendar [] ☐ Approve 74.00 Hours (M)

Cost Centre: [?] []

Project: [?] []

February 2022

M	T	W	T	F	S
	BA	BA	BA	BA	05
BA	BA	AL	AL	AL	12
BA	BA	BA	BA	ST	19
BA	BA	BA	BA	ST	26
BA					

May 2022

M	T	W	T	F	S
PH	AL	BA	BA	BA	07
UA	10	11	12	13	14
16	17	18	19	20	21
23	24	25	26	27	28
30	31				

August 2022

M	T	W	T	F	S
PH	02	03	04	05	06
AL	AL	AL	AL	AL	13
AL	AL	AL	AL	AL	20
22	23	24	25	26	27
29	30	31			

Return To Work Interview

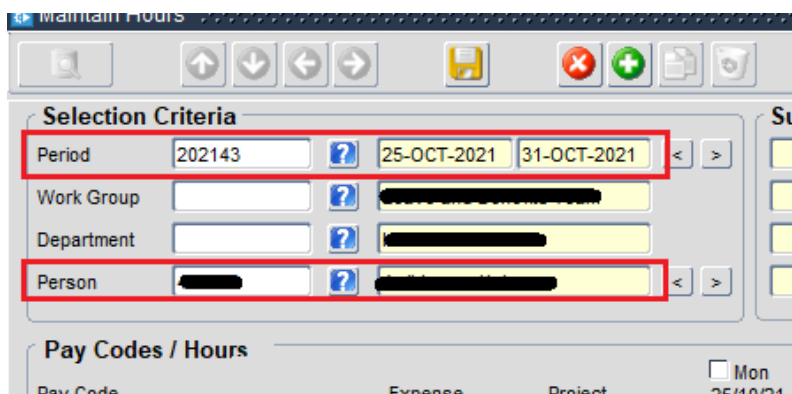
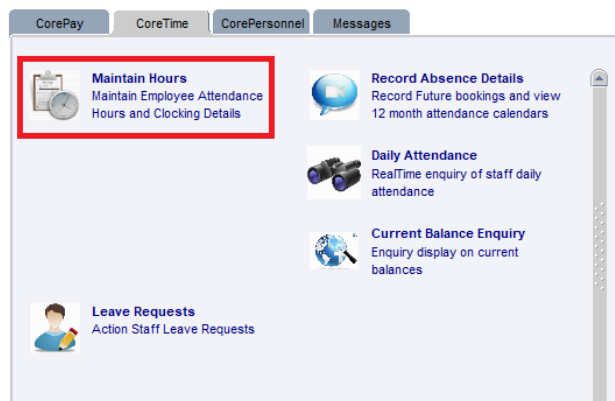
3.6 Core Back Office - Removing incorrect unapproved absences/missed clockings

If leave requests or missed clockings are not approved by the weekly cut off (5pm on the Friday a week after the leave has been taken) it will be recorded correctly but the unapproved absences or missed clocking will remain on the clock.

Access the Maintain Hours screen to make the amendment. This is done either by going to the Core Time tab (if you have accessed the screen previously) or by navigating via the menus at the top to Core Time -> Time Management -> Maintain Houses.

Select the staff member and week in question.

My Shortcuts



Make sure the boxes beside the relevant dates are unticked and then press calculate. This will remove the missed clocking/unapproved absences but retain the correct clockings/leave requested.

Pay Codes / Hours			<input checked="" type="checkbox"/> Mon 25/10/21	<input type="checkbox"/> Tue 26/10/21	<input type="checkbox"/> Wed 27/10/21	<input type="checkbox"/> Thu 28/10/21	<input type="checkbox"/> Fri 29/10/21	<input type="checkbox"/> Sat 30/10/21	<input type="checkbox"/> Sun 31/10/21	App.
114	V	? Unapproved Absence		7.00	7.00	7.00	7.00			28.00
650	M	? Basic Hours		7.00	7.00	7.00	7.00			28.00
675	M	? Public Holidays	7.00							7.00
		?								
		?								
		?								
		?								
		?								
Total			7.00	14.00	14.00	14.00	14.00	.00	.00	63.00

Colour Legend

- Require Approval
- Require Recode
- Rejected
- Narrative Attached

Clockings

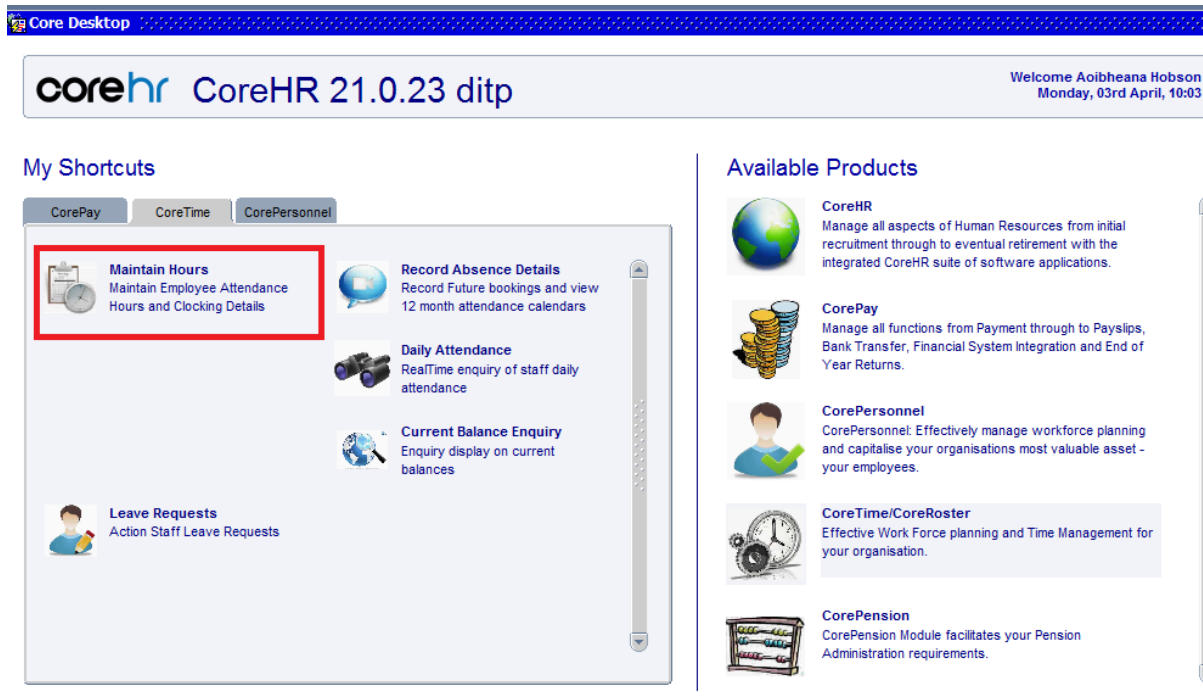
Mon 25/10/21	Tue 26/10/21	Wed 27/10/21	Thu 28/10/21	Fri 29/10/21	Sat 30/10/21	Sun 31/10/21
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Calculate
Allocate Week
Absence Details

3.7 Core Back Office - Deleting Clockings in CoreTime

It is sometimes necessary to delete a clocking e.g. if someone clocks in error or if a missed clocking is entered twice.

Go in to the maintain hours screen in CoreTime.



Select the person and week required.

Maintain Hours

Selection Criteria

Period: 201751 18-DEC-2017 24-DEC-2017

Work Group: Flexi Staff Reporting To Gerald

Department: HUMAN RESOURCES

Person: [Redacted]

Pay Codes / Hours

Pay Code			
107	V	FLEXITIME NEGATIVE	1.2
114	V	UNAPPROVED ABSENCE	
650	M	BASIC HOURS	5.9

Mon 18/12/17

Click on the clocking you want to delete (1) and then click the red 'X' at the top of the screen (2). Make sure the box beside the date is unticked (3), then hit the calculate button (3) to recalculate the correct hours.

The screenshot shows the 'Maintain Hours' application window. The interface includes several sections: 'Selection Criteria' at the top left, 'Summary' and 'Balances' at the top right, 'Pay Codes / Hours' in the middle, and 'Colour Legend' and 'Clockings' at the bottom.

Annotations are placed as follows:

- 1**: Points to a clocking entry 'H 17.54' on Wednesday, 20/12/17, in the 'Clockings' table.
- 2**: Points to the red 'X' icon in the top toolbar.
- 3**: Points to the 'Wed 20/12/17' date header in the 'Pay Codes / Hours' table, which is currently unticked.
- 4**: Points to the 'Calculate' button in the bottom right corner.

Pay Codes / Hours Table:

Pay Code	Mon 18/12/17	Tue 19/12/17	Wed 20/12/17	Thu 21/12/17	Fri 22/12/17	Sat 23/12/17	Sun 24/12/17	Total
107 FLEXTIME NEGATIVE	1.25							1.25
114 UNAPPROVED ABSENCE				7.24				7.24
650 BASIC HOURS	5.59	7.24						13.23
651 FLEXTIME POSITIVE		1.07						1.07
652 MISSED CLOCKING			7.24					7.24
653 ANNUAL LEAVE					7.24			7.24
Total	7.24	8.31	7.24	7.24	7.24	.00	.00	38.07

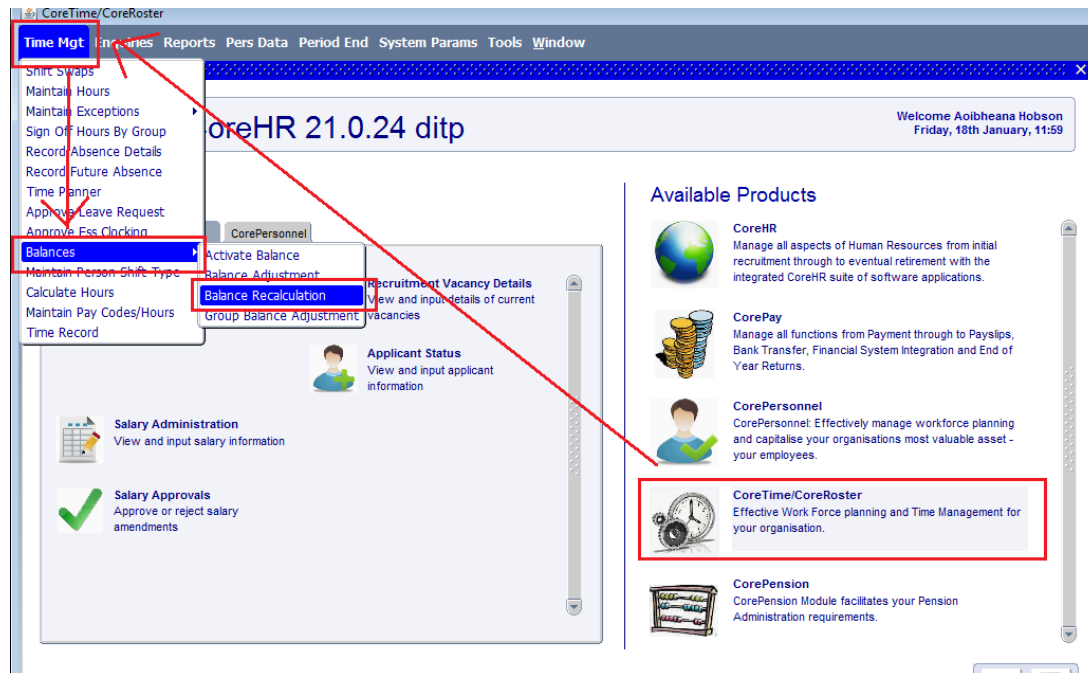
Clockings Table:

Mon 18/12/17	Tue 19/12/17	Wed 20/12/17	Thu 21/12/17	Fri 22/12/17	Sat 23/12/17	Sun 24/12/17
A 08:54	A 08:45	C 09:35				
A 12:35	A 13:48	H 13:00				
A 13:46	A 14:19	H 13:30				
A 16:04	A 17:47	H 17:54				
		H 18:00				

3.8 Core Back Office - Recalculating a balance in CoreTime

If an adjustment is made outside the current flexi period core will not automatically update the flexi balance. In this case you will need to run a recalculation.

Select CoreTime/CoreRoster and then select the Time Mgt.
Select Balances and then select Balance Recalculation.



Enter the Balance Code, From Period (the period from which you want the balance recalculated), and Person.

Make sure the "Both" option is selected.

Hit the "OK" button when it becomes available.

A screenshot of the 'Balance Recalculation' dialog box. The 'Selection Criteria' section contains five input fields: 'Balance Code', 'From Period', 'Work Group', 'Department', and 'Person'. Each field has a red box around it. Below these fields are three radio buttons: 'Balance Values', 'Booked Values', and 'Both'. The 'Both' radio button is selected and highlighted with a red box. At the bottom of the dialog are 'OK' and 'Clear' buttons, with the 'OK' button highlighted by a red box.

Note: if the balance does not change after the recalculation there may be further manual adjustments required.

3.9 Core Back office - Changing a roster in CoreTime

If a staff member does not work full time it may be necessary from time to time to change their roster, e.g, if due to work commitments they need to switch their rest day from a Monday to a Friday.

In CoreTime go to the Maintain Hours screen.

My Shortcuts



In the maintain hours screen pull up the staff member and date range required.

The screenshot shows the 'Maintain Hours' screen. The 'Selection Criteria' section is highlighted with a red box. It contains the following fields:

- Period: 201806 (with a red '2' next to it), 05-FEB-2018, 11-FEB-2018
- Work Group: Flexi Staff Reporting To Gerald
- Department: HUMAN RESOURCES
- Person: 1 (with a red '1' next to it), [redacted]

The 'Pay Codes / Hours' section shows a table of pay codes and hours for Monday, Tuesday, and Wednesday.

Pay Code	Mon 05/02/18	Tue 06/02/18	Wed 07/02/18
650 M ? BASIC HOURS	7.24		
651 M ? FLEXTIME POSITIVE	.32		
678 M ? LAPSED HOURS	.05		
Total	8.01	.00	.00

The 'Colour Legend' section shows:

- Yellow: Require Approval
- Red: Require Recode

The 'Clockings' section shows:

Mon 05/02/18	Tue 06/02/18	Wed 07/02/18
A 09:25	A 09:16	

	Mon 05/02/18	Tue 06/02/18	Wed 07/02/18	Thu 08/02/18
BASIC HOURS	7.24			
FLEXITIME POSITIVE	.32			
LAPSED HOURS	.05			
	8.01			

	Mon 05/02/18	Tue 06/02/18
A 09:25	A 09:25	
A 13:44	A 12:44	
A 14:23	A 13:44	
A 18:05		

The screenshot shows the 'Work Pattern Schedule' window. The main area displays a calendar for February 2018. The 'Shift Type' column shows 'A3700' for all dates, and the 'Work Pattern' column shows 'A724' for Mon-Fri and 'ARESTT' for Sat-Sun. A red box highlights the date 'Wed - 07 Feb 2018'. A red number '1' is placed next to the 'A3700' shift type for that date. A dialog box titled 'List of Work Patterns' is open, showing a search for 'a724%'. The list contains several patterns, with 'A724R REST DAY_7hrs 24mins' highlighted. A red box highlights this pattern, and a red number '2' is placed below the dialog box. The 'Colour Legend' at the bottom indicates that yellow cells 'Require Approval'.

Date	Shift Type	Work Pattern
Mon - 05 Feb 2018	A3700	A724
Tue - 06 Feb 2018	A3700	A724
Wed - 07 Feb 2018	A3700	A724
Thu - 08 Feb 2018	A3700	A724
Fri - 09 Feb 2018	A3700	A724
Sat - 10 Feb 2018	A3700	ARESTT
Sun - 11 Feb 2018	A3700	ARESTT

Code	Name
A724	Admin_Flexi_7hrs 24mins
A724C	Admin_Clocking_NF_7Hrs 24Mins
A724CAR	Admin_NF_Clocking_7h 24m_Careers
A724CNF	Admin_Non-Flexi 7hrs 24mins
A724NF	Non-Clocking_Non-Flexi_7hrs 24mins
A724R	REST DAY_7hrs 24mins

2

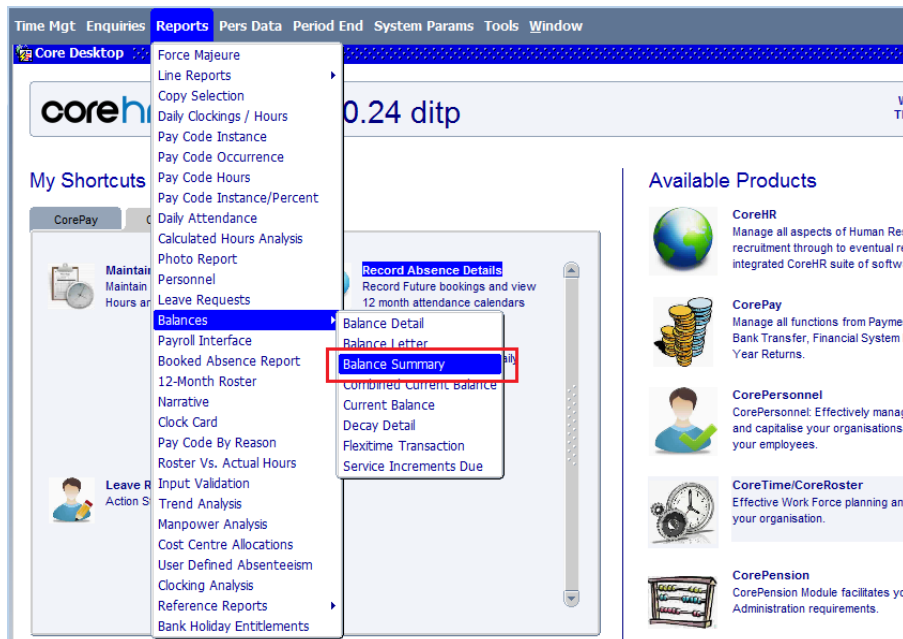
Colour Legend

Require Approval

3.10 Core Back Office - Running a balance Summary Report.

A balance summary report gives details of the opening balance, hours accrued and the closing balance during a flexi period. Note, you can also see this in Core Portal.

In CoreTime/CoreRoster select Reports, Balances and then Balance Summary from the drop down menu.



In this screen select the staff members, balance and start/end period.

Note: You should select all staff necessary from the drop down list, you don't need to run individual reports.

When selecting the start/end period, you can run the report for a single period or for every period since a certain date. If you want to run the report for a single period, select the same period in both boxes.

Click Run Report.

The report will open in a new window of the default web browser (usually Internet Explorer).

The screenshot shows the 'Balance Summary' report configuration window. It has a title bar 'Balance Summary'. Below the title bar, there are several input fields and buttons. The 'Selection' field has a help icon and a 'Save This Selection' button. The 'Work Group(s)' field has a help icon and an 'All' checkbox. The 'Department(s)' field has a help icon and an 'All' checkbox. The 'Person(s)' field has a help icon and an 'All' checkbox, and it is highlighted with a red box. The 'Balance' field has a help icon and is highlighted with a red box. The 'Start / End Period' field has two input boxes with help icons, and it is highlighted with a red box. The 'Estimate Date' field has a help icon. The 'Report Order' field has a dropdown menu with 'Person within Department' selected. Below these fields, there is a 'Chart Type' section with 'Include Charts' checkbox and four chart icons. At the bottom, there is a text box with instructions: 'Select a work group, department, person, balance code and start and end periods. Then select the report ordering ...'. The 'Run Report' button is highlighted with a red box.

FAQs

I cannot connect to remote apps to access Back Office

If you are asked for login credentials, these will be your email address and password. If you still cannot connect, you can follow the links on the website [Technology Services | TU Dublin](#) to either reset your password or log a service request with Technology Services.

I don't see the correct team members in Core Portal

Email leaveandbenefits@tudublin.ie to have your team assigned to you.

I am not getting any leave requests in Core Portal

Email leaveandbenefits@tudublin.ie to have your team assigned to you.

I cannot see the manager dashboard in Core Portal

Email corehr.support@tudublin.ie quoting your staff number to have the issue investigated.

I get an error saying "No Employee Mapping Found" when logging in to Core Portal

Email corehr.support@tudublin.ie quoting your staff number to have the issue investigated.