A guide to common problems with the Employee Web Kiosk and how to resolve them

University of Wollongong
# Table of Contents

(select the page numbers to go to that page)

| Q1. | I have forgotten my Web User ID. What is it? | 3 |
| Q2. | I have forgotten my password. What is it? | 3 |
| Q3. | I get an error message when I try to sign on to Web Kiosk | 3 |
| Q4. | What do I do if Web Kiosk locks up while I am using it? | 4 |
| Q5. | How do I navigate between menus? | 4 |
| Q6. | How do I print my pay details? | 5 |
| Q8. | Help! I’ve booked the wrong leave! | 7 |
| Q9. | Why can’t I change my deductions? | 7 |
| Q10. | I have more than one job at the University. How do I use Web Kiosk?! | 10 |
Q1. I have forgotten my Web User ID, what is it?

**Answer:** Your web user ID is your Staff ID Number (found on your staff card or old payslips)

![Image of Web Kiosk Login screen]

**FIGURE 1:** The Web Kiosk Login screen

Q2. I have forgotten my password. What is it?

**Answer:** When you first sign in to the Kiosk, you are prompted to change your password. We recommend the password you put in is the same as your e-mail password. If this does not work contact your relevant Personnel Officer in the Personnel & Finance Division.

Q3. I get an error message when I try to sign on to Web Kiosk?

**Answer:** Check what the error message says as it gives you an indication. Also:

- Make sure that you are entering your correct employee number for the **User ID**
- Are you using the correct password? You should have changed it to reflect your e-mail password the first time you logged in to Web Kiosk
- Web Kiosk is **case sensitive**. Ensure you are using the correct caps for your password

![Error message example]

**FIGURE 2:** A possible error message appearing in the top left of the screen.
Q4. What do I do if the Kiosk locks up while I am using it?

**Answer:** It is likely your Kiosk session has been lost or your session has expired. Try pressing the **Ctrl**, **Alt** and **Delete** keys all at the same time and close the page via the task manager. If your session has expired sign back in and check if the changes you made (if any) were saved.

![Web session has expired. Please login again.](image)

**FIGURE 3:** Web Kiosk notification that your session has expired.

Q5. How do I navigate between menus?

**Answer:** Navigation within Employee Web Kiosk is made simple via options on the web page. These include:

1. Top menu which allows you to navigate forward and backward between your chosen task.
2. Main side menu which allows easy selection of tasks.
3. Main menu link which will bring the main menu options back up on the side bar if you are in the individual menu.
4. Option to return to the previous menu and navigate backwards.
5. Logout of Web Kiosk option.

![Possible navigation options in Web Kiosk.](image)

**FIGURE 4:** Possible navigation options in Web Kiosk.
Q6. Why can’t I print out my pay details?

**Answer:** Kiosk needs to identify that you are in the screen you want to print out.

- Ensure your printer is *switched on*
- Ensure your printer drivers are *installed*
- Ensure your printer *has paper*
- Check you are printing to the *correct printer*

**Printing your Pay Slip:**

1. **Right click** the mouse on the screen you want to print out and select **PRINT** from the menu options. Then choose your printer and number of copies (plus any other options you wish to alter) and select **OK**.

![Image of a computer screen showing how to print a pay slip](image)

**FIGURE 5:** How to print your pay slip.

Q7. Why wont my leave book?

**Answer:** It is possible you are not correctly filling in ALL the required fields.

**To make a leave request**

1. On the Web Kiosk main menu select **Leave Request**. The following screen will be displayed.
2. Select **Whole Day Leave Booking** or **Part Day Leave Booking**, whichever applies.

3. The appropriate booking form will be displayed. Note that there are differences between the forms e.g. there is *no End Date* on the Part Day Form, and there is *no Hours field* on the Whole Day Form.

![Whole Day Leave Request Form](image)

**FIGURE 6: Whole Day Leave Request Form**

**To Complete the Leave Booking Form (see above diagrams)**

1. Click on the **down arrow** at the end of the first field. A box will appear in which are listed the permitted **Leave Codes**. (A)
2. Click the appropriate choice and it will be inserted into the field automatically.
3. Enter the **Start** and **End Dates** of the leave period you wish to book. (B)
4. Use the arrow to access a drop box listing **Units of leave** (C) and choose the appropriate one remembering there is *no Hours option on the Whole Day leave Booking*.
5. Fill in all of the fields with the appropriate and available information.
6. Choose your **Reason for Leave** from the drop box. (D)
7. Click the **Add** button and your leave booking will be submitted.
8. Within a few moments, when the transaction has been successfully placed in the area set aside for bookings to be approved, you will see the following confirmation message displayed as in Figure 7.
Note: Booking Leave after it is taken
Remember that if you are booking leave the day after you have been away, (nearly all cases of this are sick leave) the leave forms allow room for data concerning why you were away and if you had a medical certificate. You should make an effort to fill in a form the day after you are away and fill in as much data as necessary.

Q8. Help! I've booked the wrong leave!

Answer: If you have booked the wrong type of leave, or have booked leave on the wrong date then you must see your supervisor immediately and have them reject the leave. Your Web Kiosk will tell you that you have 'comments to be viewed' upon login and you will be sent an automatic email letting you know your leave has not been approved.

Q9. Why can’t I change my deductions?

Answer: Some deductions are not able to be altered through Web Kiosk e.g Gym Membership and Car Parking due to contract arrangements. Contact your personnel officer for more information.

Website:  http://staff.uow.edu.au/personnel/contacts/personnelservices.htm

To Change alterable deductions make sure you follow all the following steps: For other information see the Employee Web Kiosk Complete Users Manual.
To Update or End a current Deduction:

Kiosk gives you the facility to update your current deduction for example you can alter the amount of a current deduction or end the deduction. To do this:

1. Select the **INDIVIDUAL** menu
2. Select **Your Pay Details**
3. Select **Maintain Deductions**.
4. From your list of deductions click your mouse on the highlighted job no for the deduction you would like to update (see Figure 8)
5. The details of the deduction will now be available for alteration (see Figure 9.)
6. Alter the amount or enter an end date as required. Amounts are in **dollars and cents**. For example fifty dollars would be entered as 50 or $50.00. Forty-nine dollars and fifty cents would be entered as $49.50.
7. Once you are certain that the details are correct, click your mouse on the update command located at the bottom of your screen.
8. If successful, you will receive a message saying **SUCCESS**.

**NOTE:** You need to be very careful that you put in the correct details. Incorrect details may lead to your deduction being incorrect.

![Figure 8: Deductions listing](image-url)
Figure 9: Deduction alteration form

Figure 10: Confirmation screen
Q10. I have more than one Active Job at the University. How do I use Web Kiosk?

Answer: You use Web Kiosk in the same manner as any other employee however you must make all leave, pay, and other changes under the correct active job!

How to select and change your active jobs:

The information that is viewed through Employee Web Kiosk relates to a particular job. If you have more than one job in the organisation you will need to select the one relevant to the transactions you wish to make.

1. Select **INDIVIDUAL** from the Web Kiosk main menu
2. Select **Your Job Details**. A page similar to the one in Figure 11 will open; on which is displayed a table of the jobs that apply to the nominated person.

3. Click the highlighted and underlined number of the job that you wish to make active.
4. The page will change, confirming that the Active Job has changed.
5. From there you can change the details you like anywhere in Web Kiosk relating to THAT job.

**IMPORTANT:** If you wish to then make other changes concerning another active job at the University then you MUST come back to this page, change the active job and make alterations. This is particularly important when you are booking leave or changing pay details concerning varying job.
This is the job under which Web Kiosk will now operate. If you make changes they will only relate to the details for the Active Job selected.

FIGURE 12: Active job displayed