

Frequently Asked Questions for ePortal for Easy Pay Enterprise

1) I've submitted my leave application but my manager did not receive email notification to inform him/her about my leave.

Possibilities:

- Your manager did not set his/her email address inside their Personalisation page.
- Your manager set their email notification not to be 'Immediate' in the Personalisation page.
- Your manager's email address contains error(s). Eg: Typo error, wrong email address, incorrect email address format.

2) My manager approves my leave application but my CC lists did not receive any email notification.

Possibilities:

- There are errors on your CC lists. Eg: Typo error, wrong email address, incorrect email address format, missing email separator (which is semi-colon). You check the list under Personalisation | General Settings for preset list.
- One or more emails in the CC lists are incorrect. Even if one email is wrong, the whole CC lists will not be sent out.
- Your email server blocks certain email addresses (external email address) and one or more emails in your CC lists is part of the blocked address. Please consult with your email administrator.

3) I have updated all my employee contact information before purchase ePortal program, but the ePortal telephone list is not updated.

Possibilities:

- eportal telephone list is to be maintained separately from ADMIN Module | HR Info Management | Telephone List and edit the information.

4) My manager requested for change/rejects my leave application but my CC lists did not receive any email notification.

Possibilities:

- CC lists will only work for leave that is approved. All requests for change and/or application rejection will not invoke the CC lists.

5) I need my cc list to be notified whenever a leave application is made. Can I do that?

Possibilities:

- The eportal administrator will have to turn on the feature in Admin Module | System Setting | General Settings | Notify CC list before approval. This option will have to be set to Yes.

6) I need to mass change all employee IDs for eportal login.

Possibilities:

- From employment details in EPE Core, go to Employee ID and change it accordingly.
- From eportal ADMIN Module, go to User Management | Manage User to select the respective employee to change the employee ID.
- No mass change employee id is available.

7) My leave has been approved previously, but I did not proceed to consume it. How do I cancel/amend it?

Possibilities:

-Depending on what your ePortal administrator set, you may/may not be able to cancel/amend that previous leave. Please consult with your ePortal administrator on this.

8) How do I view my employee leave records in transaction and calendar view?

Possibilities:

-Upon login to the ePortal, under My Home system will display Today on leave employees and click on the second top right icon for Calendar view. Click on the legend to view employee I leave transaction details.

9) Can I know whether the leave transaction record is updated from data transfer, created by supervisor or created from eportal

Possibilities:

-From leave module – Leave application – Remarks will display whether the leave information is updated from data transfer or eportal. If it is created from leave – modify leave, the remarks will be blank.

-From eportal. Leave History – Remarks with data transfer or eportal. If it is blank, then the records will be created from leave module.

10) I am trying to view my past month's payslip, but I just cannot seem to view them.

Possibilities:

-You may be using the wrong password. Take note, the password is case-sensitive.

-Your ePortal administrator did not distribute your past months' payslip.

-You may be selecting the wrong period/month/year payslip.

11) I was halfway through performing certain action in the ePortal, but was kicked out to the login screen. What happened?

Possibilities:

-You may have encountered a severe error which ePortal is unable to process. Ask your ePortal administrator to simulate those steps again on the ePortal server. On the server, you will see a proper error message, instead of kicking you out. Please send the error to Creative Software Support team for further investigation.