

EMPLOYEE SELF SERVICE AND ONLINE DOCUMENTS YOUR QUESTIONS ANSWERED

I don't know how to access Self Service

Here is the web link to access Employee Self Service – don't forget the underscore!
Don't Google it – copy and paste into your browser or click on it if it's in an e mail to you. For ease of use in the future save it as a short cut to your desktop.

https://ce0138li.webitrent.com/ce0138li_ess

Can I access ESS on my phone?

Yes you can log in to ESS on any mobile device

How many times can I attempt log in?

After 3 failed attempts to log in, your account will be deactivated and you will need to contact us at liberataschoolstechnicalsupport@liberata.com to reactivate it

I'm trying to use my e mail address as my user name but it's not working

This is a common error. Your user name is NOT your e mail address. It is usually your 6 figure employee number. (There are some instances when this is not the case but those employees will know who they are)

How long should my password be?

Your password should be a minimum of 6 characters and must contain upper and lower case letters and must be a mix of alpha and numeric characters

What happens if I forget my password?

If you forget your password you should click the "forgotten password" link and follow the instructions. You will need to enter an e mail address – this should be the e mail address which is linked to your account which for most employees is their business e mail address. Alternatively you can e mail the Technical Support Team at liberataschoolstechnicalsupport@liberata.com. It is imperative that you include your full name and user name (employee number) in the e mail. Wherever possible e mails must come from your business email address. Some employees have told us that that they were unaware they had a business email address – if you are unsure please ask at your school office.

I don't know my employee number

When you email the Technical Team if you don't know your employee number you MUST include your National Insurance number and your date of birth instead. We will not check your account until we can verify your identity.

When will I receive a reply from the Technical Team?

You should expect a reply within 12 working hours at the most. Usually we will reply the same day and often within a couple of hours. There is no need to copy anyone else in or to send a second email as this will not speed up a response.

My office wants to e mail on my behalf

Password reset emails to the Technical box should only come from the user and not the school office – we are unable to action requests via the schools office staff, only via the employee direct

I need an urgent reply to my e mail

The Technical inbox is monitored on a daily basis **but not all day** by Nicky Katie and Dee. So please don't wait to log in to on line payslips until you need it urgently!

If I have a problem with logging in should I phone payroll?

No. I'm afraid we will not deal with any log in issues on the telephone.

If I have a problem with logging in should I go to my school Office?

Admin staff in your school office are unable to carry out password re-sets but may be able to help you with general queries regarding on line payslips.

Should I use the "contact us" form on the Liberata website if I have log in issues?

No this will delay your message from reaching us. You should e mail us at liberataschoolstechnicalsupport@liberata.com

What should I do with my payslip once it is open?

Once your payslip is open you can save it locally on to your PC or lap top, you can print it, or you can save it and e mail it to an address of your choice or you could just view it.

What happens if I leave?

If you leave you will still continue to have access to self-service so that you can download the documents that you need.

How can I get my P60 at the end of the Tax Year?

You can download your P60 from Employee Self Service in exactly the same way as your payslip.

How can I get my P45 when I leave?

You can download and print your P45 from Employee Self Service so that you can pass it to your new employer

Can I change any of my personal details in ESS?

Yes you are able to update your contact details, your home address and your bank details.

When I change my details in ESS how will I know that I have done it correctly?

Once you have saved the change in ESS you will receive an email to confirm that the change has been made.

I have received an email to say that my details have been changed but I haven't changed anything.

Please contact us immediately at liberataschoolstechnicalsupport@liberata.com