Web Kiosk

Frequently Asked Questions

So what is the Web Kiosk?

The Web Kiosk is a web-based application that allows you to view and modify information held about you on the University Human Resources Management System.

Can I print information contained within the Web Kiosk?

All information pages within the Web Self Service, may be printed. Simply click on the 'Print' icon and tag in the top right corner of the main page and a print dialog box will open. This will print the contents of the information page without the menu area or header area.

What web browsers are suitable for accessing the Web Kiosk?

Most web browsers should allow you to access the Web Kiosk but the following web browsers are recommended - Internet Explorer, Firefox, Chrome and Safari. Other browsers may work, but the recommended browsers have been thoroughly tested.

The browser must support Java and Javascript and must be able to accept cookies. You may also wish to modify the browser settings so that you read directly from the site all the time, rather than using the disk cache, so you get the most recent copy of the page, otherwise the results you see may be inconsistent.

Browsers have the ability to store field entries. For security reasons we recommend that this feature be disabled, otherwise other people using your computer may be able to access your details on the Web Kiosk.

I get an error message when I try to sign on to Web Kiosk. What does it mean?

Check what the message says, as this may give some indication of the problem. In the case of entering an invalid username or password, check for the following:

- Make sure that you have entered the correct username
- Make sure that you have entered the correct password
- The Web Kiosk is case sensitive. Make sure you are using upper and lower case correctly for your password.

Why can I access the Web Kiosk but there are no menu items?

You have to have 'Java' enabled on your browser before you can access the Web Kiosk. To enable Java:

Chrome

1. Select Customize and Control Google Chrome (right hand top, 3 horizontal bars)
2. Choose Settings from left hand side pane
3. Scroll to bottom and choose Show advanced settings
4. Choose Privacy -> Content Settings button
5. Check that the Javascript setting is to either to Allow all sites to run Javascript or choose to manage exceptions

Firefox

1. Select Tools
2. Select Add Ons
3. Select Plug Ins
4. Ensure that you have Java set up for the browser.
5. The following URL will give guidance in how to allow Java to run for the Web Kiosk [Enable Javascript for Trusted Site](#)

Internet Explorer:

1. Select Tools
2. Select Manage Add-ons
3. Ensure that Java is among the add-ons
4. If Java is not installed you should go to the Java.com website and click on the free download button.

If this does not work you may need to empty your browser cache. To empty the cache:

1. Click to open Internet Explorer.
2. Click the Safety button, and then click Delete Browsing History.
3. Select the check box next to each category of information you want to delete.
4. Select the Preserve Favorites website data check box if you do not want to delete the cookies and files associated with websites in your Favorites list.
5. Click Delete. (This could take awhile if you have a lot of files and history.)

Try signing in to the Web Kiosk again. You should now be able to access the menu items within the Web Kiosk..

Can I use the Web Kiosk off-campus?

Yes, you can use the Web Kiosk from anywhere you can access the internet though there may be difficulties from within external organisation's networks where firewall security is in operation.

Can I use the Web Kiosk anytime?

Generally the Web Kiosk will be available 24 hours a day, 7 days a week. The exception to this will be during:

Backups – usually around 1.00pm on the Friday before payday for 30 minutes.

Please note that these times may vary due to changes to operational requirements or events such as public holidays.

If the Kiosk is unavailable at other times, users will be notified as soon as possible

What is my Username and Password?

Your username is the username you use to access the University network and other applications on the network. Your password is the same as the password you use with the login. If you enter your password incorrectly three times, you will be locked out of the Web Self Service for a pre-determined period (1 hour) when you attempt to login for the fourth (4th) time.

Whenever you change your password, it will be changed for the Web Kiosk, in the same fashion and time frame as it is changed for other applications.

I managed to get into the Web Kiosk, but it will not let me do anything else. What do I do?

Once you start the Web Kiosk you should be presented with a set of menus across the bottom of the header area with My HR, My Pay and the like. Beside each text menu there will be a >. Click on the Menu of choice, and the menu will open to show more choices. To display a page, click on a menu item without and arrow beside it (these are pages to be displayed).. Occasionally, some browsers do not display the menus. First, try closing down your browser then restart the Web Kiosk. If this does not solve the problem, it may be that your browser is not set up to accept 'cookies'.

Other people use my computer. Will there be problems?

If the settings on your browser are set to auto-complete anything more than Web addresses, your user name and password may be held for use in completing entries. You should make sure, with Internet Explorer that the auto-complete options are set only for Web addresses, and that you clear any stored forms and passwords in this area.

The content of the WSS information pages is not held in disk cache on your computer.

Can I log out after using the Web Kiosk?

There are a number of ways to close the Web Kiosk:

1. Click on 'Logout' in the top right portion of the Web Kiosk browser window.
2. Click on the 'x' in the top right corner of the Web Kiosk browser window. This will close down the window, and terminate the Web Kiosk.

In each case, this will prevent any other user making any use of your Web Kiosk session. If you do not have any activity within the Web Kiosk your session will expire after 10 minutes of inactivity. This will only take effect on selecting a new information page to view, so any page left open before the inactivity time out will still be visible!

How can I view my pay slip?

After successfully logging on to the Web Kiosk, click on My Pay > Payroll Details > Payslip View. This will display the most recent pay slip in the system. If you wish to view an earlier pay slip choose Payslip List, rather than Payslip View, then select the Period End Date of interest, and the pay slip will be displayed.

What is an *Active Job?*

Each different area of the University in which you work is regarded by the Web Self Service as a separate job. This is particularly the case if you work, or have worked as a casual, as well as having a continuing position. For a job to be active, it must be a current job, not one which ended in the past.

If you have more than one job, or think you have, you can click on Select Job and a list of your jobs will be displayed.

For a few people in the University who have more than one current continuing positions, the leave balances will be held against each of those jobs. In this case you would have to look at the leave balances for each of these continuing jobs, to determine your complete leave balances.

I do not think my leave balances are correct. What do I do?

If you think your leave balances are incorrect, first please check to see if you have more than one active continuing job.

Also, the leave balances on the Web Kiosk include any future bookings for which you have successfully applied. These will reduce the balance.

If you still have a query, contact the HR Service Centre.