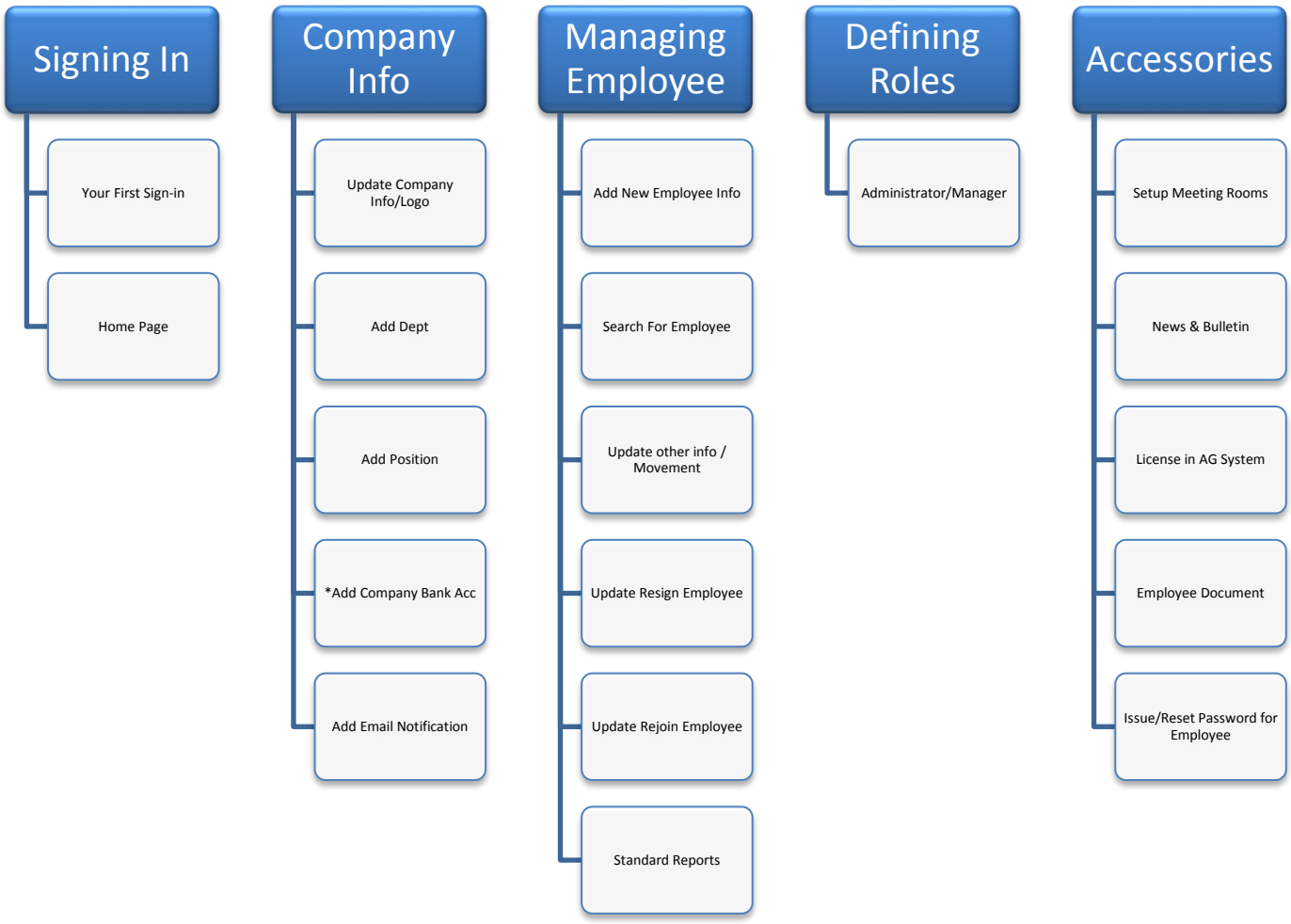
AGHRM®
simplified human resource management solutions

Administrator Guide

Welcome to AGHRM Administrator Guide.
This is an easy-to-navigate guide that provides you with a quick and seamless way to start using your Personnel Solution.

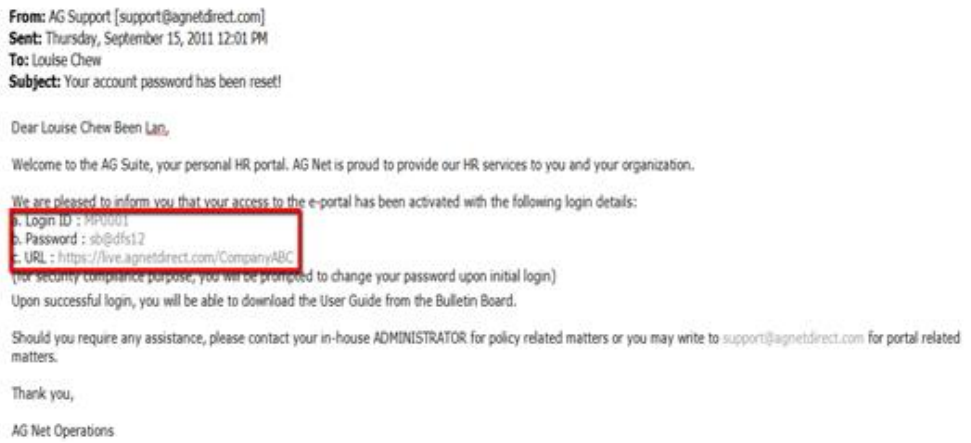
Personnel & Office Automation Quick Overview



Signing-In

Signing In
Your First Sign-in
Change Password
Home Page

1. An email will be sent to you with an Login ID / Password / Company Web Site Link



From: AG Support [support@agnetdirect.com]
Sent: Thursday, September 15, 2011 12:01 PM
To: Louise Chew
Subject: Your account password has been reset!

Dear Louise Chew Been Lan,

Welcome to the AG Suite, your personal HR portal. AG Net is proud to provide our HR services to you and your organization.

We are pleased to inform you that your access to the e-portal has been activated with the following login details:

a. Login ID : MP0001
b. Password : sb@dfs12
c. URL : https://live.agnetdirect.com/CompanyABC

(For security compliance purpose, you will be prompted to change your password upon initial login)

Upon successful login, you will be able to download the User Guide from the Bulletin Board.

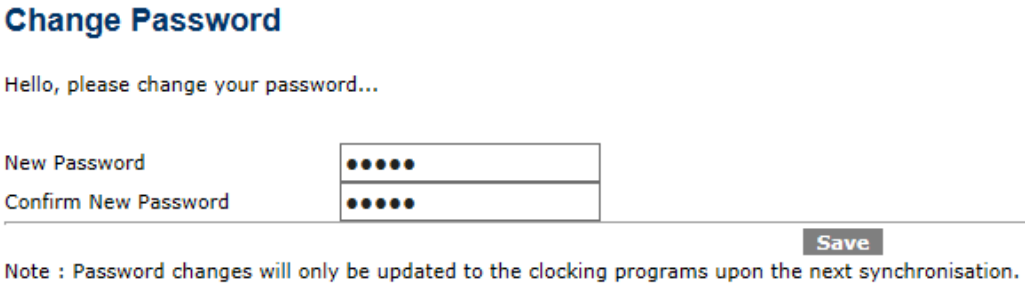
Should you require any assistance, please contact your in-house ADMINISTRATOR for policy related matters or you may write to support@agnetdirect.com for portal related matters.

Thank you,

AG Net Operations

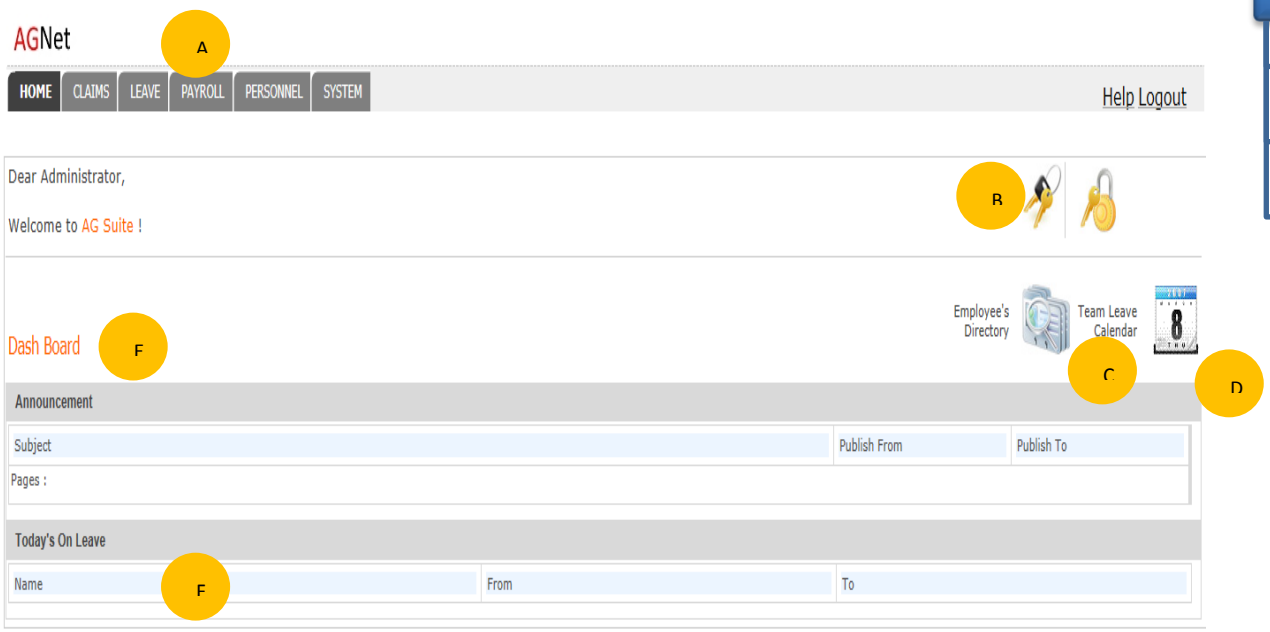
2. Click on Link and sign in with the ID & Password

3. System will prompt to change a new password (Min. of 4 characters to a max. of 14 characters). Once done, click save.



Signing-In

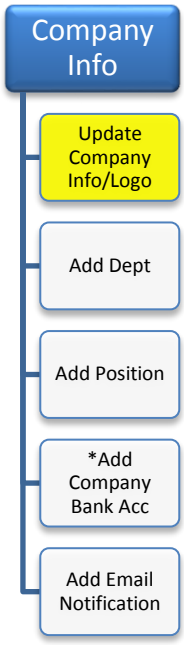
(This is the home page of the portal)



A. The Main Menu Panel
   - System (Store News bulletin and meeting room booking details)
   - Personnel (Store employee personal information)
   - Payroll (Store pay policies and pay info of employee)
   - Leave (Store leave policies and Leave info of employee)
   - Claim (Store Claim policies and Claim details of employee)

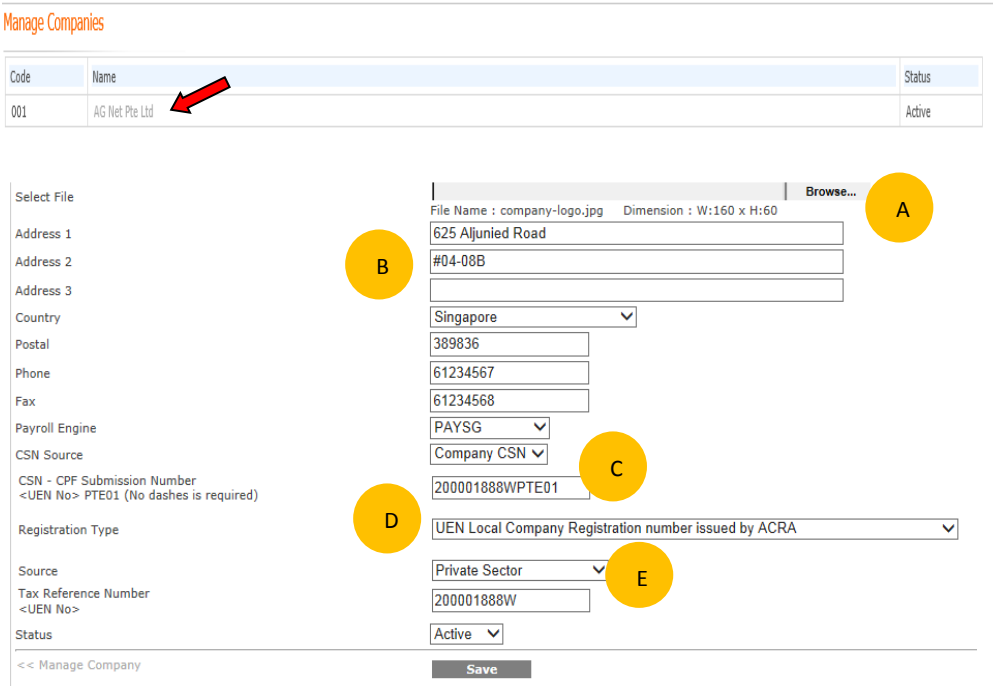
B. Change Password or Log out
C. Employee's Directory that shows employee email / telephone details
D. Team Calendar that shows whether your manager or team member is on leave
E. Bulletin or News
F. Staff who are on leave today

Update Company Info / Logo



(Start by filling in your company details into the information below)

1. Click on **Personnel -> Manage Personnel -> Company** →Click on **Company Name**
2. Click on <**Company Name**> to view/edit the details. Click on **Save** when it's done



A. You can click on Browse to upload your Company Logo into the System by ensuring the file name and dimension are set

   - File Name: **Company-logo.jpg**
   - Dimension: **Width 160 x Height 60**

B. Fill in the company information like address and phone number

C. *Fill in the company CSN number, ACRA number and indicate PTE01 and the end

   - Example: **200601888W<u>PTE01</u>**

D. *Pick the Company Registration Number as either ROB / ROC

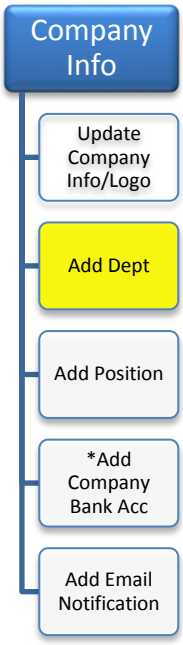
   - UEN Business Registration number issued by ACRA (ROB)
   - UEN Local Company Registration number issued by ACRA (ROC)

E. *Retain the Source as (**Private Sector**)

F. *Fill Company Tax Reference Number

(Fill in the details marked with * asterisk only if you have a Payroll system)

Add Department

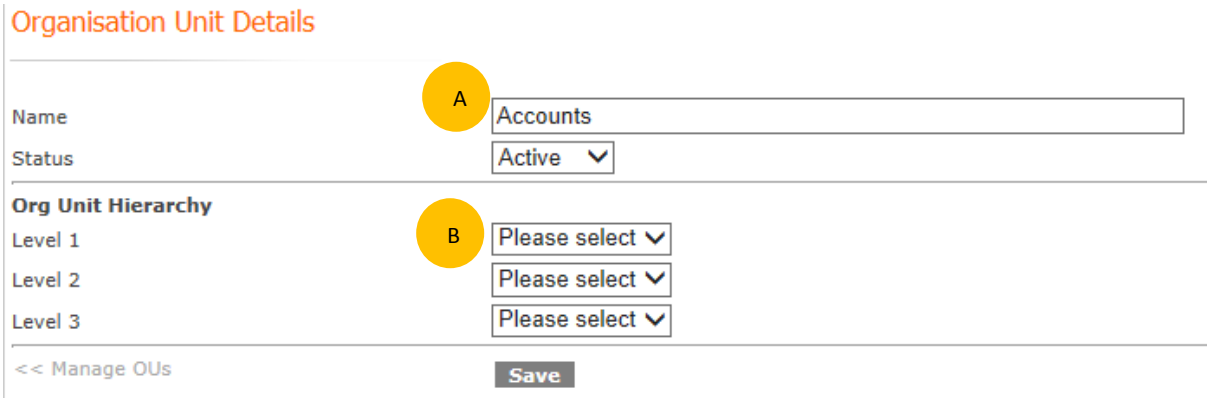


There are some ready-made department that you can use. You can include additional department of your choice or change the name

1. Click on **Personnel -> Manage Personnel -> OrgUnit**

2. To add new department, click **[New Org Unit]**

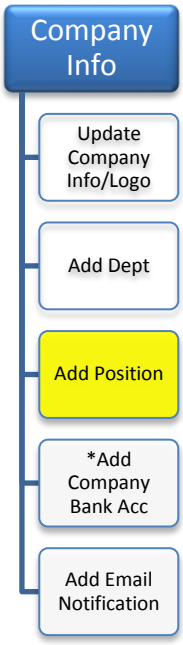
3. Click on **<Department Name>** to edit the details. Click on **Save** when it's done



A. Fill in the department Name

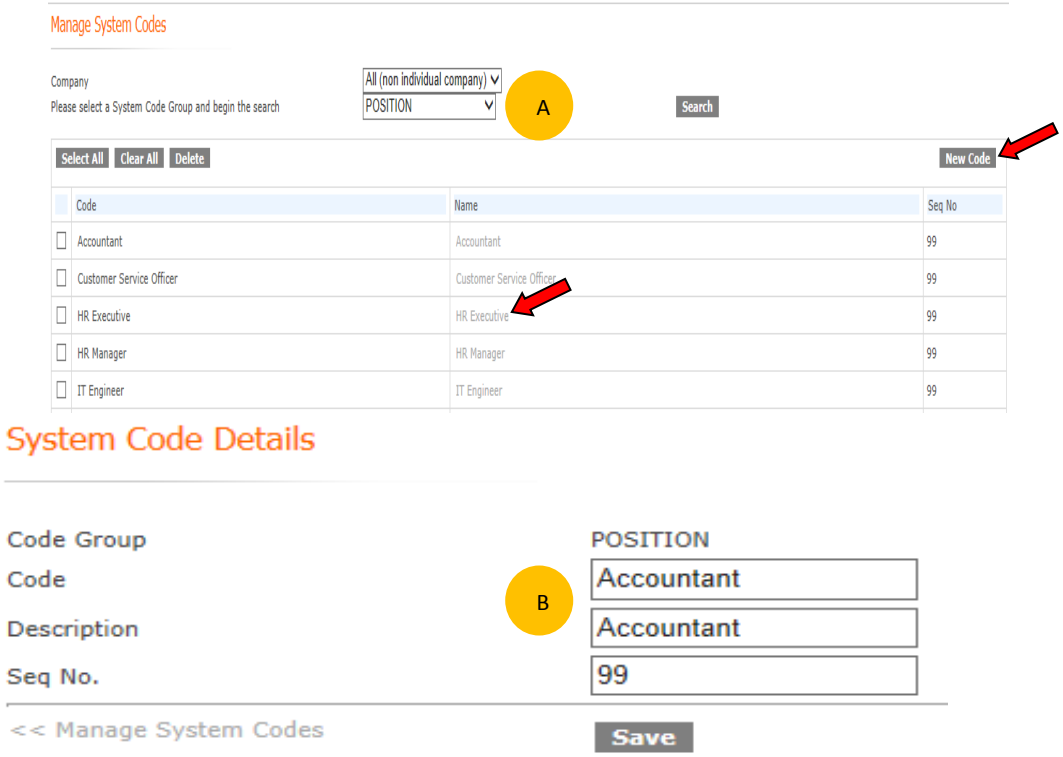
B. Optional – Level 1 (This is selectable only if you would like to indicate this Dept. is under another dept. Example Accounts is under Finance on Level1)

Add Position



There are some ready-made positions that you can use. You can include additional position of your choice or change the name

1. Click on **Personnel -> Manage Personnel -> SysCodes**
2. Select **Positions** and click on Search
3. To add new position, click **[New Code]**
4. Click on **<Position Name>** to edit the details. Click **Save** once it's done



A. Select the System Codes Group to review all types of system library codes that are available

B. Fill in Codes in short form and Descriptions. If you would like this position to be shown out as the first item, indicate the Seq No. as 1

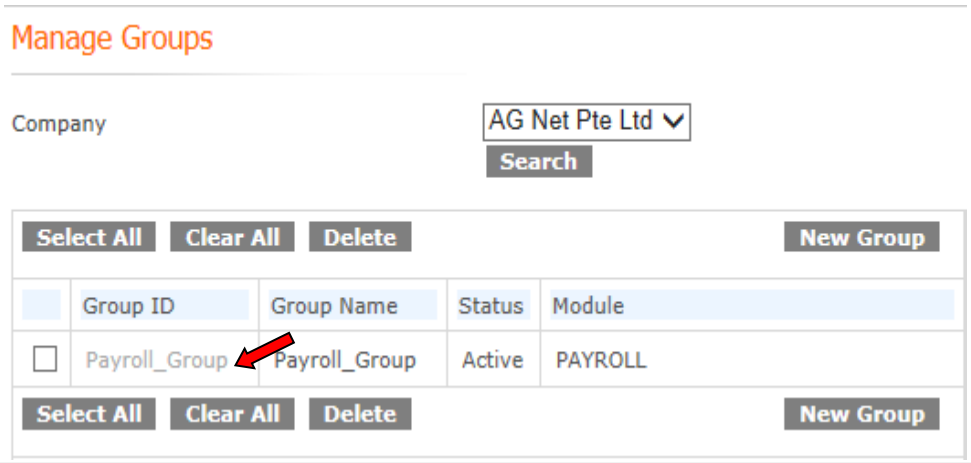
Note:

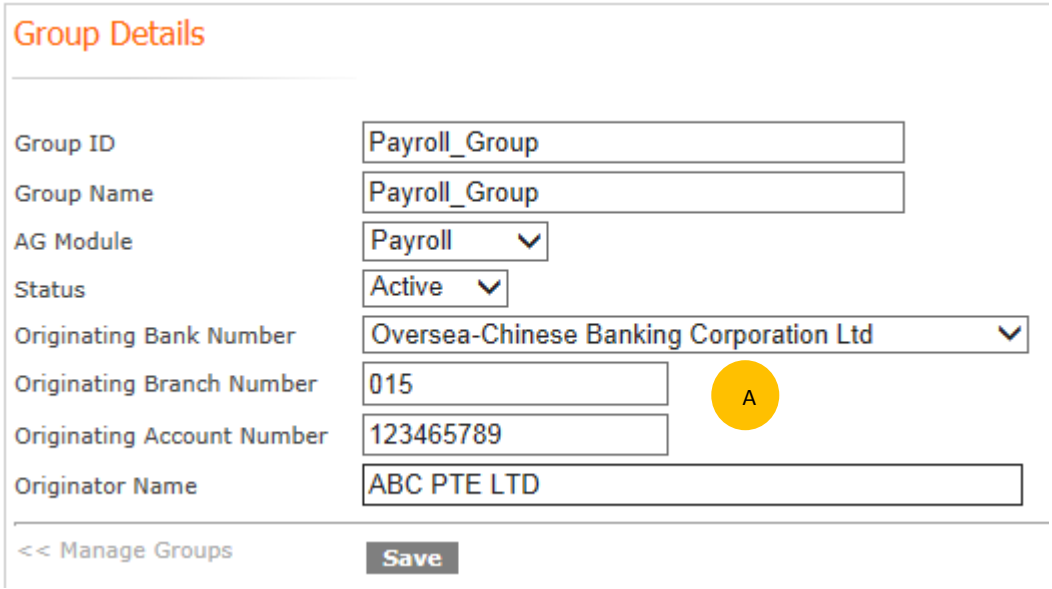
The Sys Codes Library stores other information that allows you to add other items like Religions, Employee Category, Resons4Leaving, etc. Whenever there is a need to add new items, you can do so at SysCodes

Add Company Bank Account

If you own the payroll system, do fill in the Company Bank Account number

1. Click on **Personnel -> Manage Personnel -> GroupMgt →Click on Payroll_ Group**
2. Click on **<Payroll Group ID>** to view/edit the details. Click **Save** once it's done





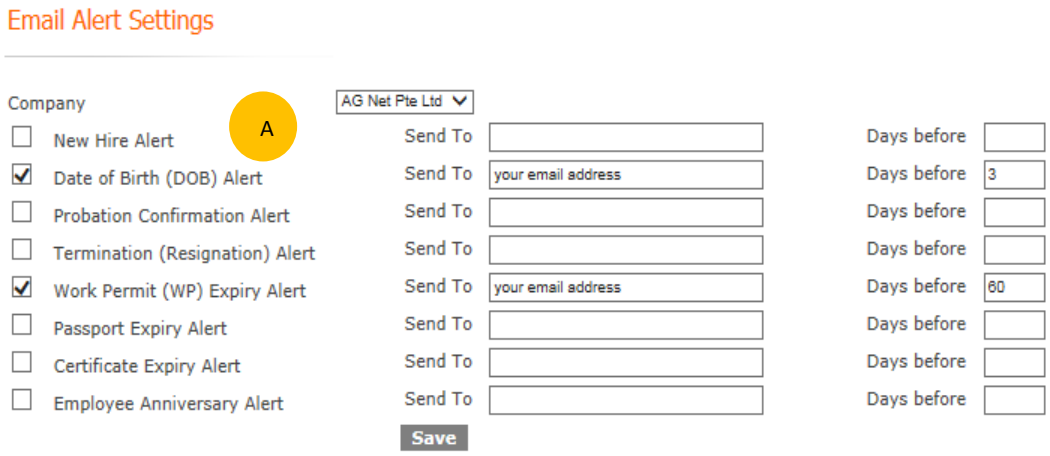
A. Select the bank information

- Original Bank Number (Name of bank your company is using)
- Original Branch Number (3 digits number, if it's a POSB account, please indicate '081')
- Original Branch Number (Company's account number WITHOUT dashes '-' or symbols)
- Originator Name (Company's Name)

Add Email Notification

This Email alert notification facility is allow the system to send email alert for the following administration

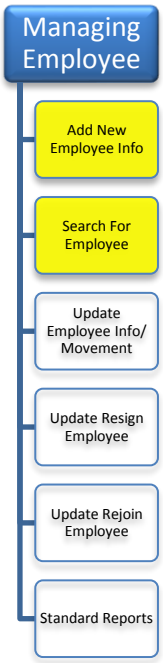
1. Click on **Personnel -> Manage Personnel -> Email Alert Setup**
2. Click on **Save** when it's done



A. To turn on alert

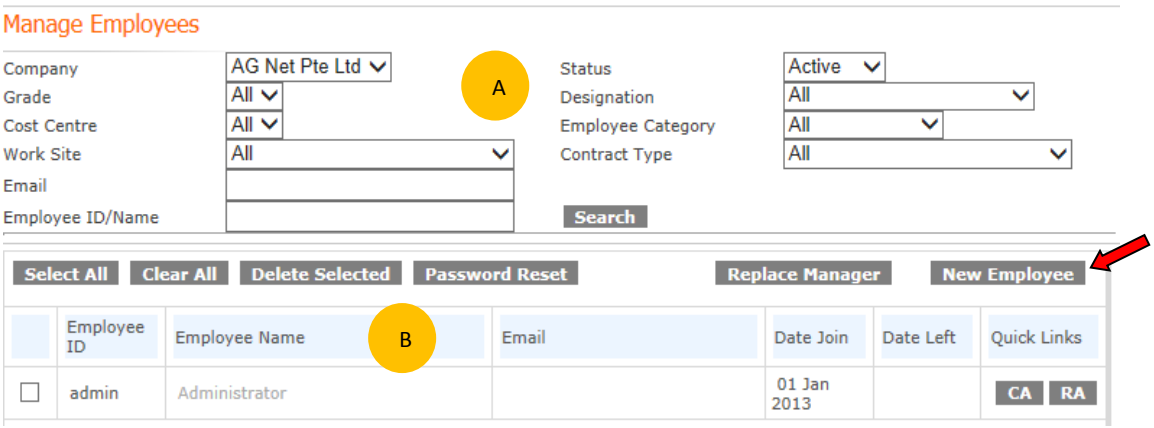
- Tick on the alert items
- Fill in the email address to that will be alerted
- Indicate how many days before the date which it will alert you

Mananging Employee



All employees will be created into the system as Personnel Records

1. Click on **Personnel -> Manage Employee -> Employees**
2. To add New Employee, Click **[New Employee]**



A. Here is the entire filter criterion available to shortlist your employee. You can look up the employee by filling in the Employee ID / Name and Click the Search Button

B. All employees will be listed on this screen. Clicking on the Employee Name will show you the employee's info

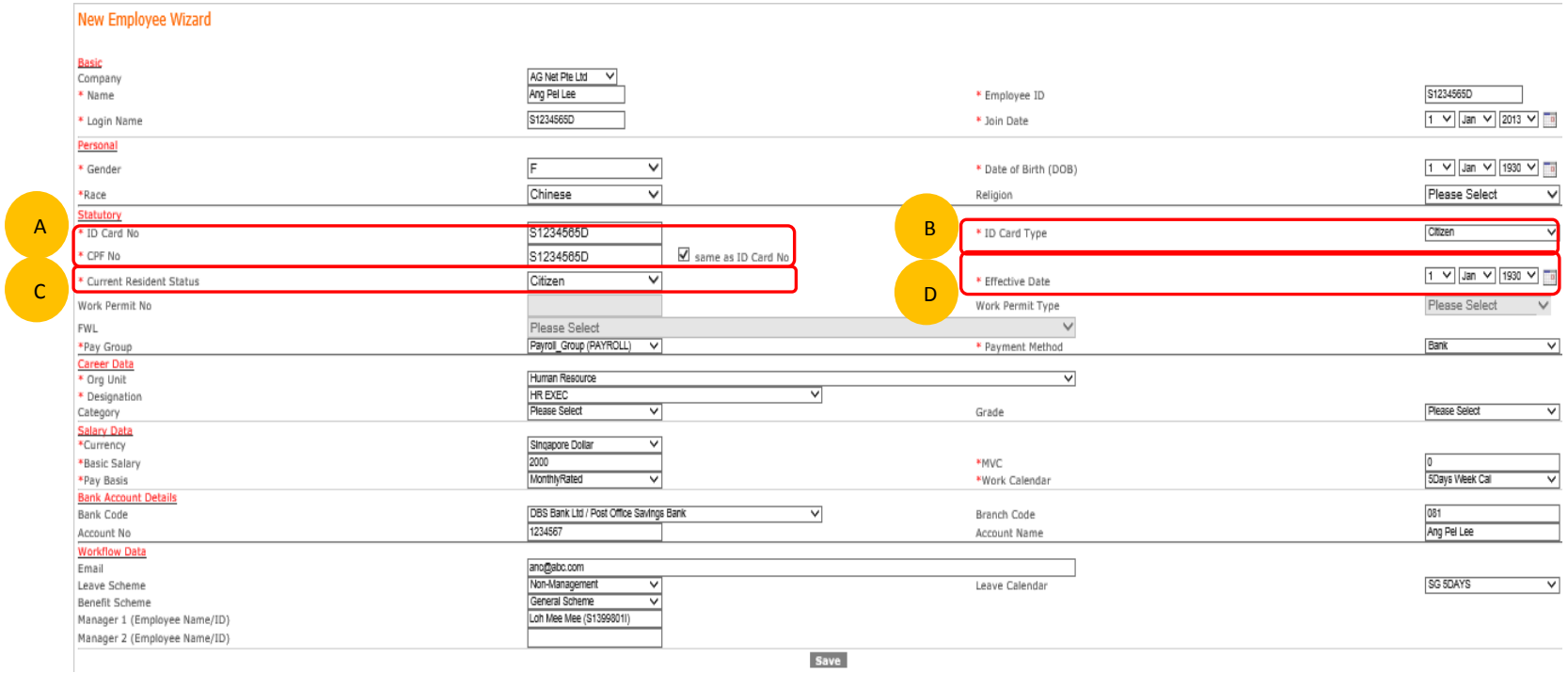
Note:

- **[CA]** button is a short-cut to jump to "Career Details" screen
- **[RA]** button is a short-cut to jump to "Role Access Details" screen

Mananging Employee - Add Employee (Singapore Citizen)

(* is mandatory to fill in)

1. Click on **Personnel -> Manage Employee -> Employees**
2. Click on **[New employee]**
3. [**Basic**] Fill in Employee's Name, ID & Join Date (The login name will auto be shown base on the Employee ID. Amend if require)
4. [**Personal**] Fill in Gender, Date of Birth & Race



[**Statutory - For Singapore Citizen**]

A. Fill in the ID Card No & CPF No. as (NRIC) Example: S1234565D
B. Select ID Card Type: (Citizen)
C. Select Resident Status as (Citizen)
D. Select Effective Date (Date of Birth)

3. [**Statutory**] Select Pay Group & Payment Method (Cash, Cheque or Bank)
4. [**Career Data**] Select Org.Unit & Designation
5. [**Salary Data**]
    - Select Currency
    - Fill in Basic Salary Amount
    - Fill in MVC Amount if applicable (Company that uses Monthly Variable Component as add on to basic salary)
    - Pay Basis
        - Select MONTHLY RATE for fixed monthly wage
        - Select HOURLY RATE for hourly pay employee
    - Work Calendar (Select 5 days, 5.5 days week calendar etc. depending on Employer-Employee Agreement)

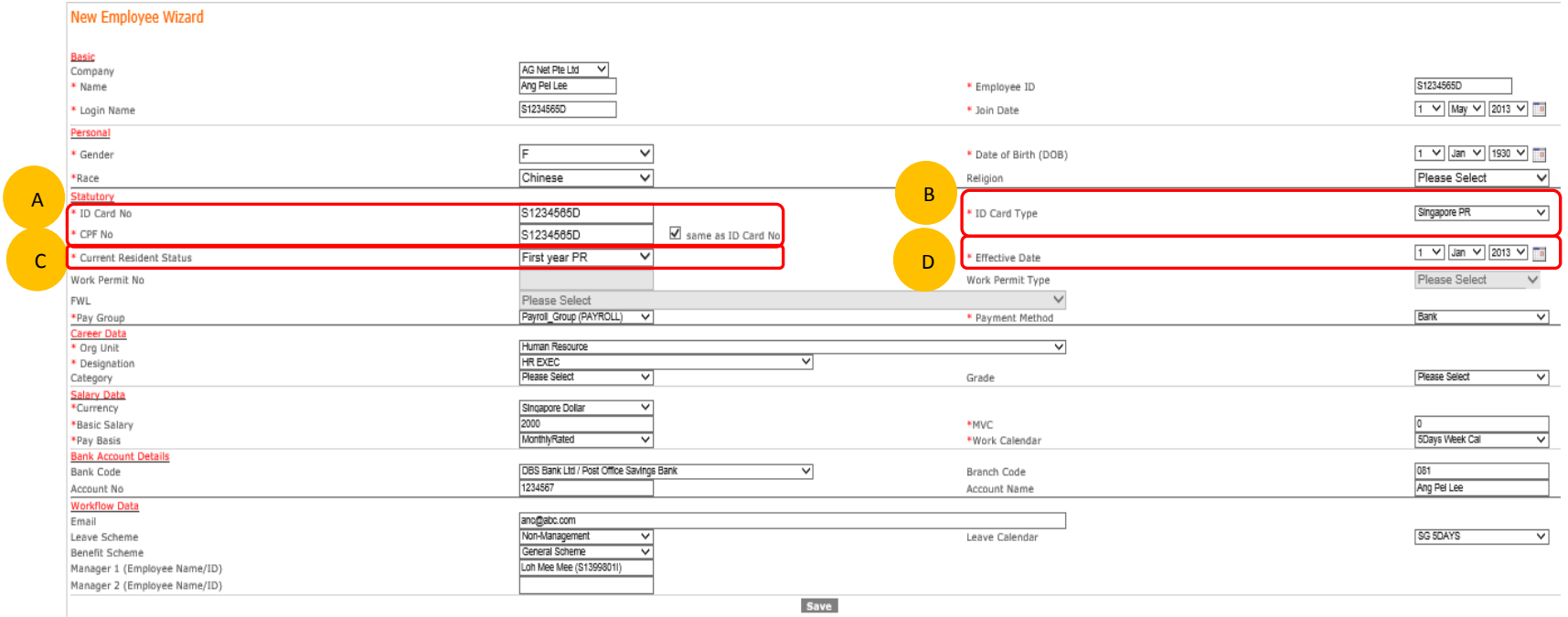
6. [**Bank Account Details**] (Necessary if you have selected Payment Method as Bank)
    - Select Bank Code
    - Fill in Branch Code and Account No.
    - Account name will auto be shown base on the Employee's Name (Amend if require)

7. [**Workflow Data**]
    - Fill in the email address of employee (This is to allow email alert for when leave is approve)
    - Leave Scheme
        - Select type of leave scheme
        - Select the leave calendar
    - Select type of Claim Benefit Scheme
    - Reporting Manager
        - Manager 1 (Immediate manager to approve employee's leave or expense claims)
        - Manager 2 (Next manager to endorse the leave or expense claims after Manager 1 has approved it – only if you are using 2-Tiers approval method)

8. Click **SAVE** once it's done

Mananging Employee - Add Employee (1st , 2nd or 3rd year Singapore Permanent Resident)

(* is mandatory to fill in)

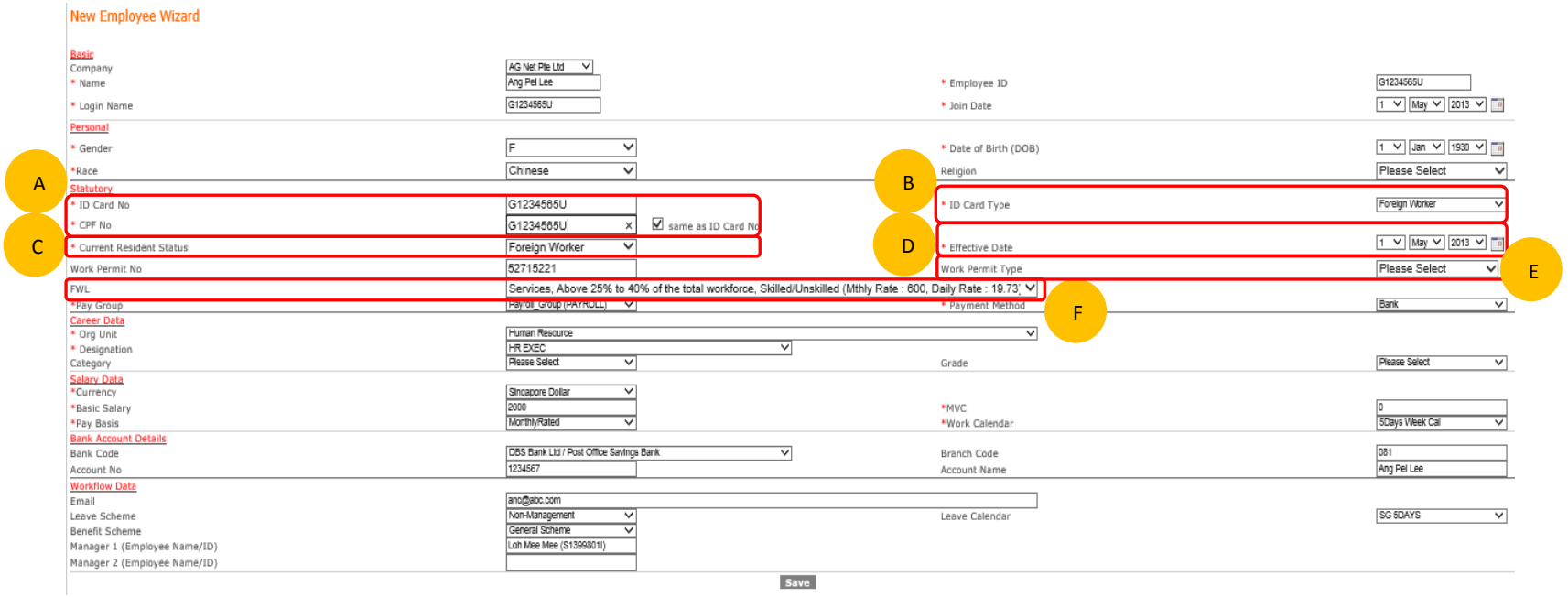


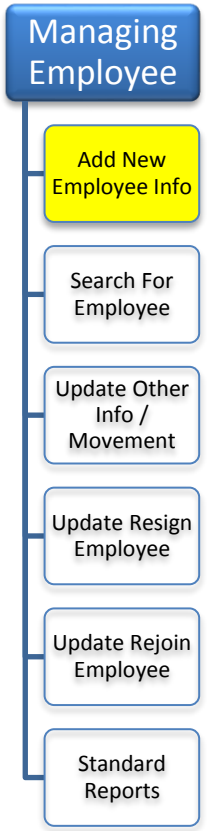
[**Statutory - For 1st/2nd/3rd year Singapore Permanent Resident**]

A. Fill in the ID Card No & CPF No. as (NRIC) Example: S1234565D
B. Select ID Card Type: (Singapore PR)
C. Select Current Resident Status as:
    i. For 1st Year Singapore Permanent Resident, choose (First Year PR)
    ii. For 2nd Year Singapore Permanent Resident, choose (Second Year PR)
    iii. For 3rd Year Singapore Permanent Resident, choose (Third Year PR)
D. Select Effective Date (Card Issued Date)

Mananging Employee - Add Employee (Work Permit / SPASS / EPASS Holder)

(* is mandatory to fill in)





A. Fill in the ID Card No as (FIN no.) Example: G1234565U

B. Select ID Card Type as:

   i. For Foreign Worker or EPASS or SPASS , choose **(Foreign Worker)**

   ii. For Work Permit holder, choose (**Work Permit**)

C. Select Current Resident Status as:

   i. For EPASS holder, choose **(Employment Pass)**

   ii. For Work Permit / SPASS holder, choose **(Foreign Worker)**

D. Select Effective Date **(Card Issued Date)**

E. Select Work Permit type as:

   i. For EPASS /Work Permit Holder , choose **(Employment Permit)**

   ii. For S-PASS holder, choose **(SPASS)**

F. Select FWL (Foreign Worker Levy Rate) as :

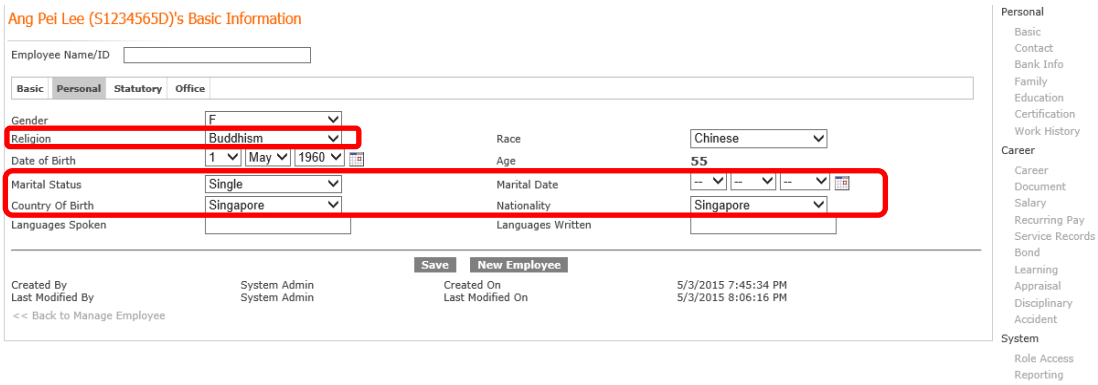
   i. Pick the relevant rate in accordance to your employee levy

Note:

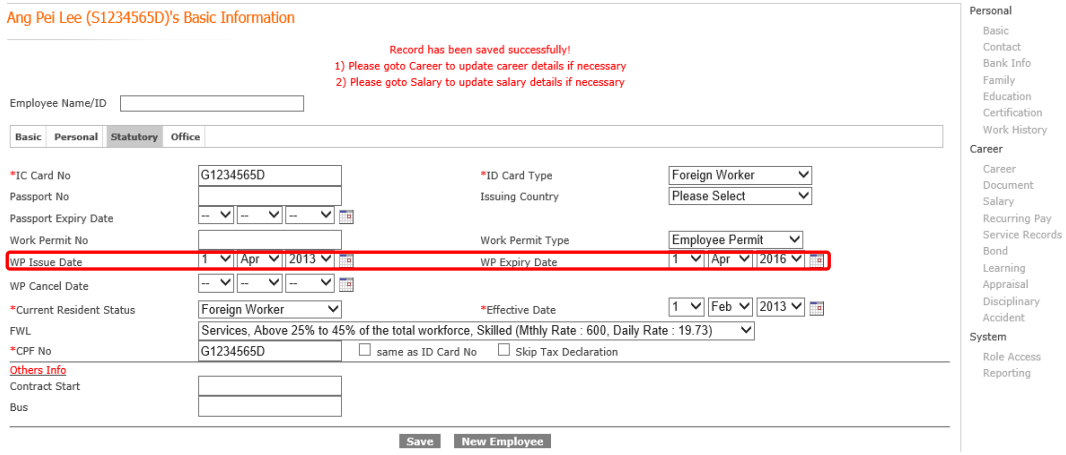
If the company Foreign Worker Levy is paid to Ministry of Manpower (MOM) by Cheque/ Giro every month base on the MOM billing, you do not need to indicate the FWL.

Update Other Info(Personal/Statutory/Office Details)

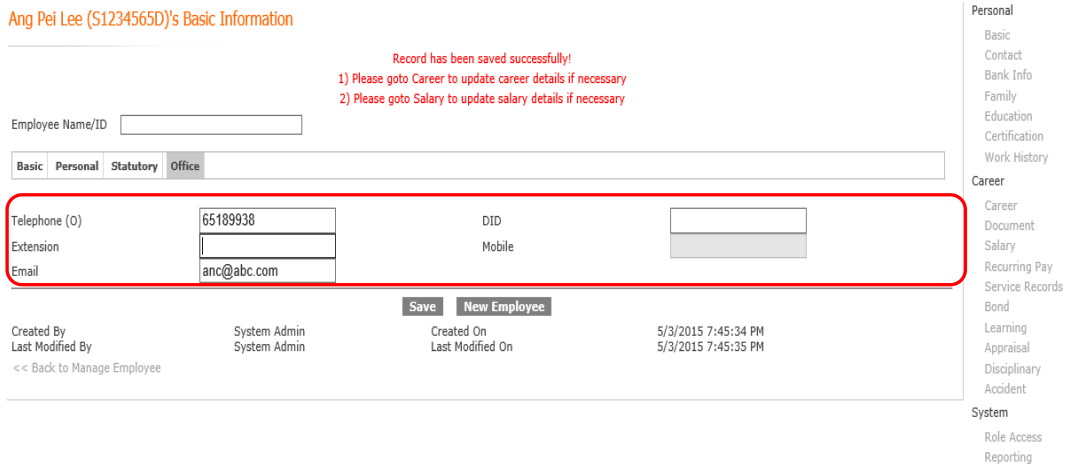
1. The screen below appears after you create the record
2. Go to [**Personal**]→ Update Religion, Marital Status, Country of Birth & Nationality
   Click **Save**



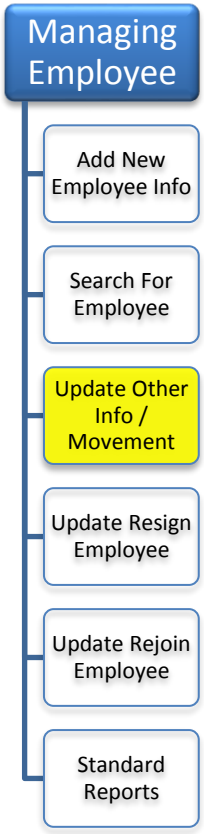
3. Go to [**Statutory**] → For Foreign Worker; update Work Permit Issue date & Expiry Date
   Click **Save**



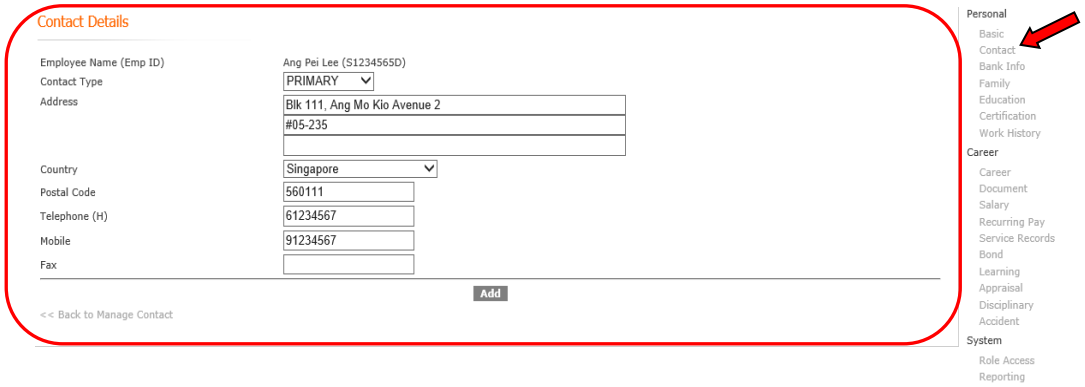
4. Go to [**Office**]→ Update Office telephone number, DID, Extension & Email
   Click **Save**



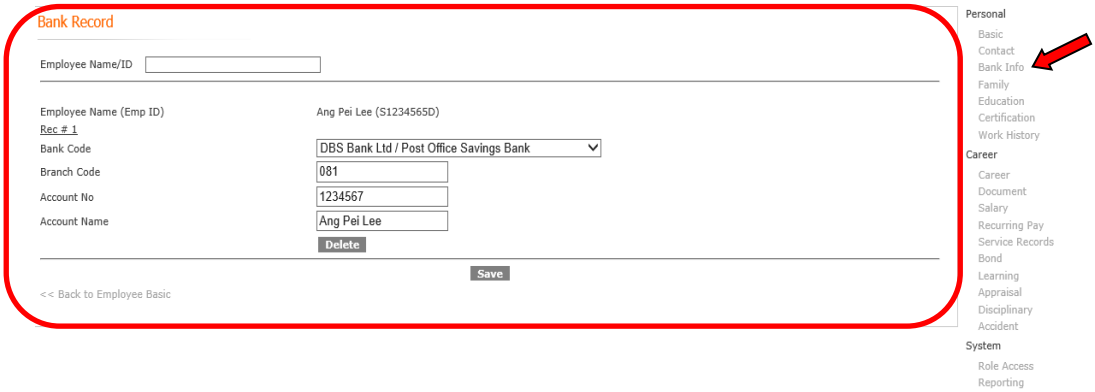
Update Other Info(Contact/ Bank Info/ Family)



1. Click on [**Contact**] → Click [**New Contact**] to update Home Address
   Click **Add**



2. Click on [**Bank Info**] → To view/edit the details. Click **Save** once it's done

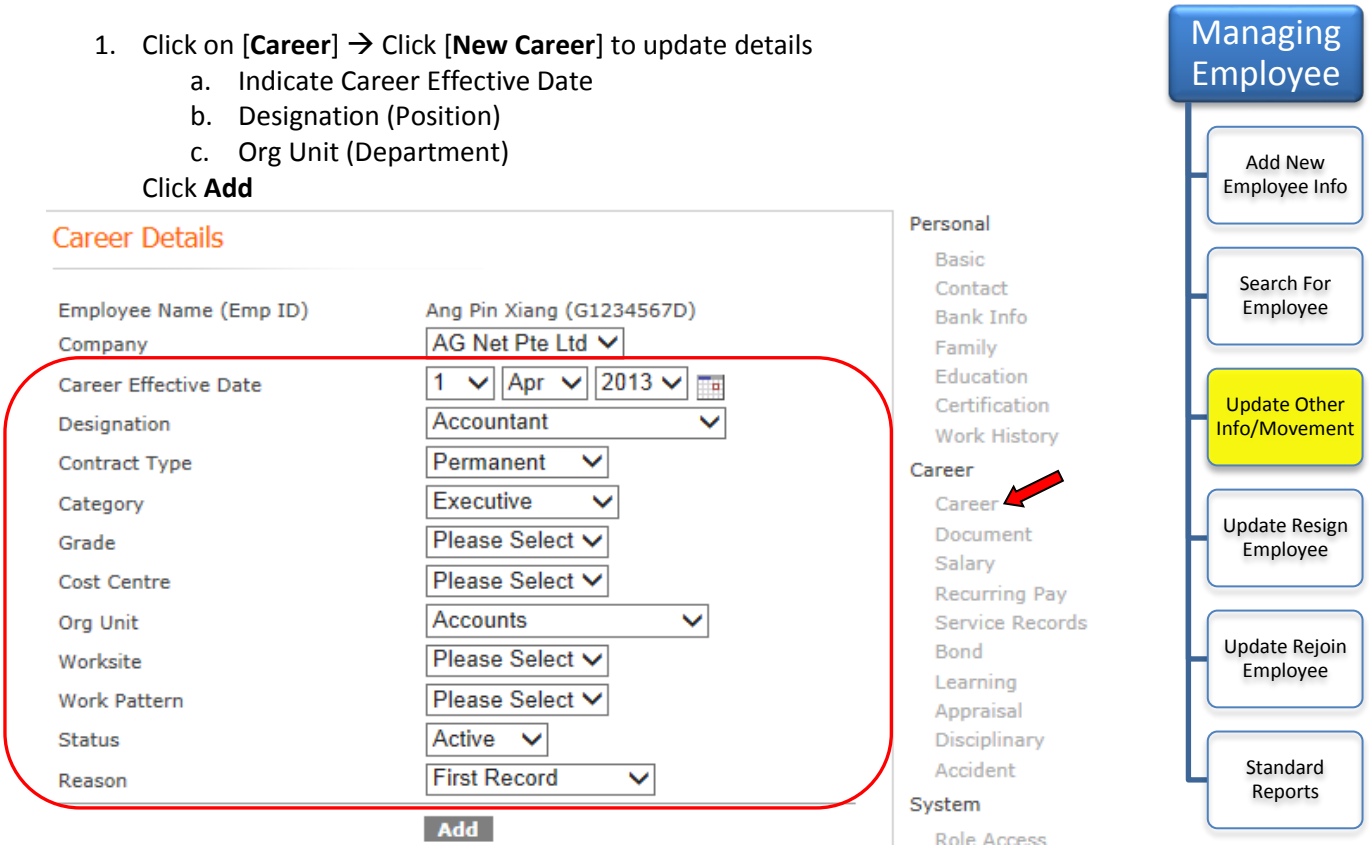


3. Click on [**Family**] → Click [**New Family**] to update Family member's records
   Click **Add**

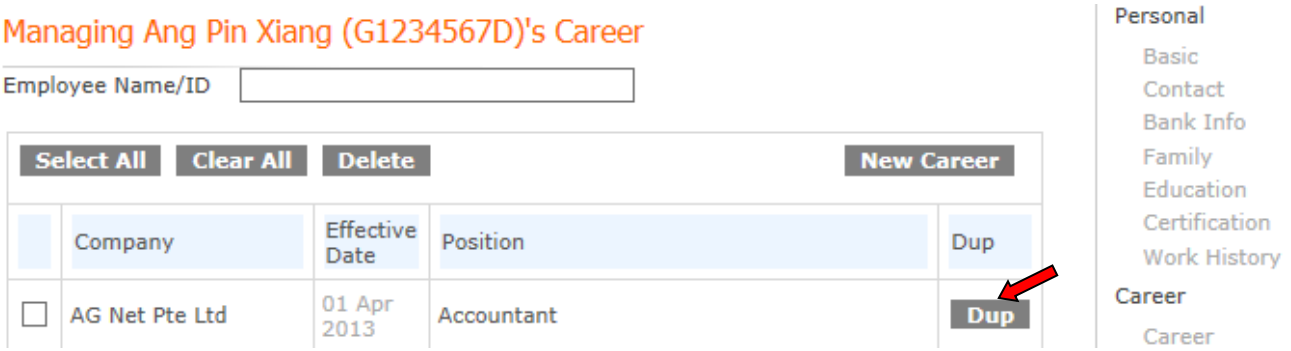
Update Other Info(Career Progression/ Designation/ Org. Unit)

1. Click on [**Career**] → Click [**New Career**] to update details
   a. Indicate Career Effective Date
   b. Designation (Position)
   c. Org Unit (Department)

   Click **Add**



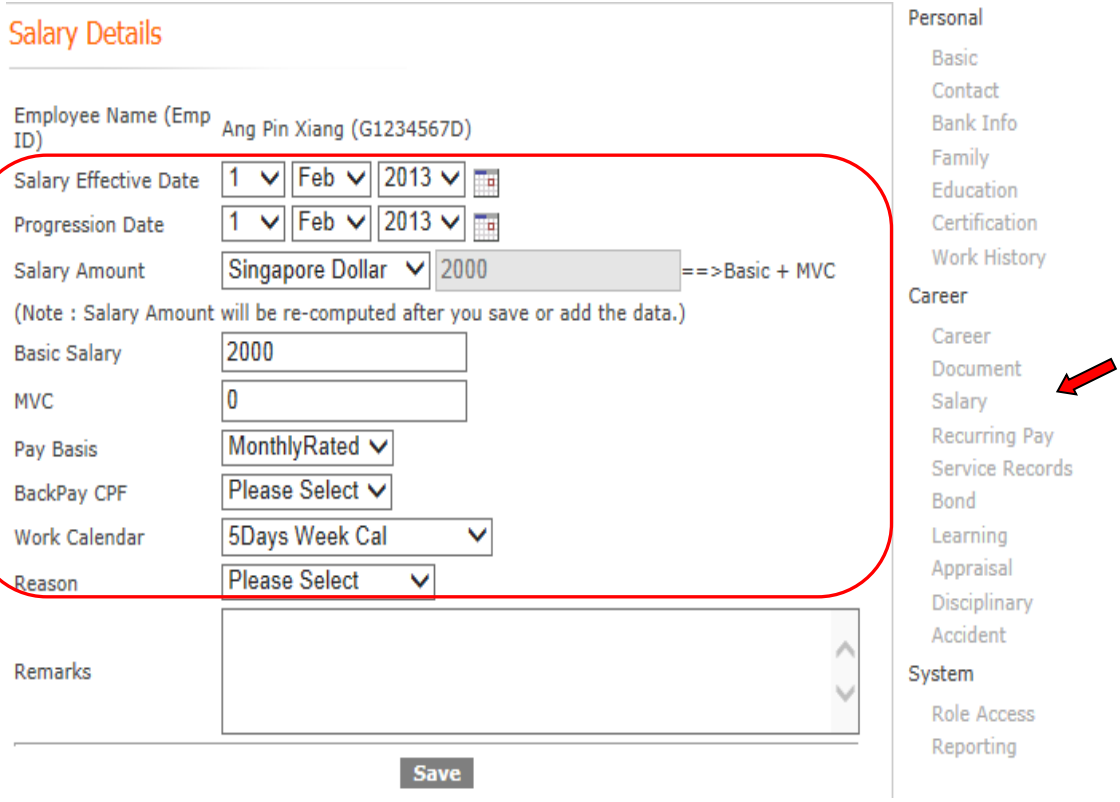
2. If there is future changes on Employee's Position/Department, you can click on [**Dup**] (Duplicate) button. This will provide all previous career details and you can change the Career Effective Date / Position/department before saving it. Duplicate save time in creating new career record

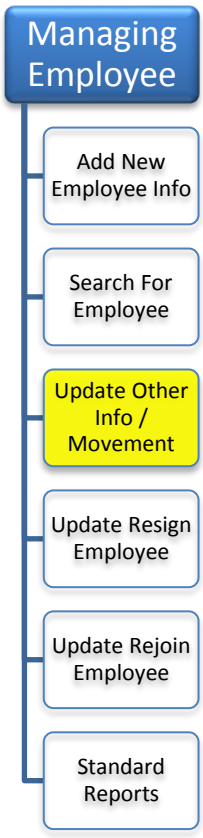


Update Other Info(Salary Adjustment)

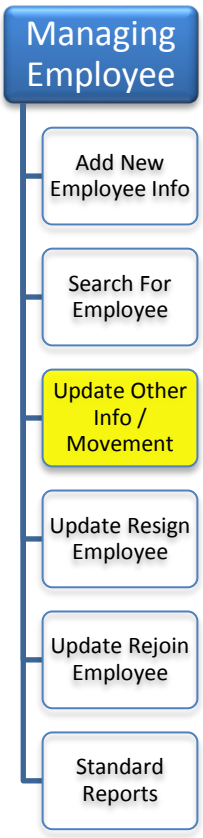
1. Click on [**Salary**]→ Click [**New Salary**] button to update details
    a. Indicate Salary Effective Date (Start of new salary)
    b. Indicate Progression Date (Same as Salary Effective Date)
    c. Basic Salary Amount
    d. MVC (Monthly Variables Component) Amount (if any)
    e. Pay Basis (Monthly Rated / Hourly Rated)
    f. Work calendar (5 days, 5.5 days etc.)
    g. Reason for Salary Adjustment
    h. Remarks (if any)

2. Click **Save**



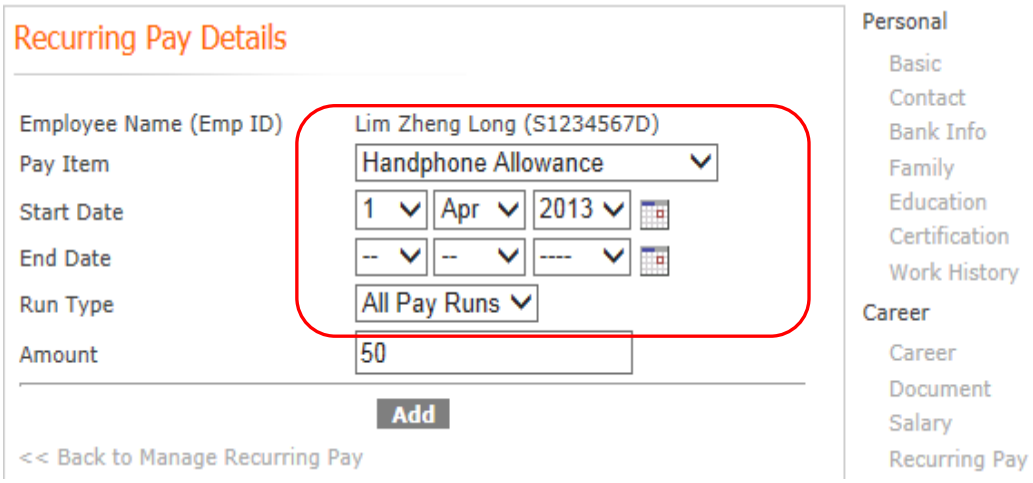


Update Other Info(Fixed Payment/Recurring items)



If you have Fixed Monthly Allowance / Deduction to process in monthly pay out, Recurring Pay screen allows you to indicate those items. Salary, statutory contribution like Agency Fund, EE/ER CPF & SDL are automatically created here in the system upon creation of new employees

1. Click on [**Recurring Pay**]→ Click [**New Recur Pay**].

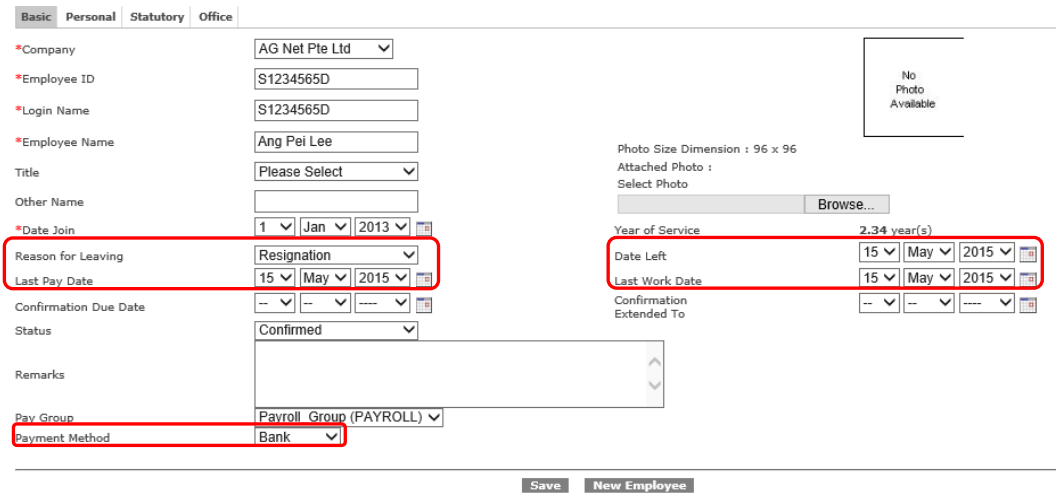


2. Select Pay Item (This list comes from the payroll element)
3. Indicate Start Date (When employee start getting this pay item)
4. Indicate End Date (Leave blank, only indicate if there is an end date)
5. Run Type (Leave it as All Pay runs)
6. Amount (Indicate the fixed $ amount)

Click **Add**

Update Resign Employee

1. Click on **Personnel→Manage Employees→Employees → Click on Employee Name**
2. Click on [**Basic**]



a. Indicate Date Left (Last day of employee's pay)

b. Last Work Date - to allow employee to view payslip till last day (Will auto be shown as Date left, amend if require)

c. Indicate Last Pay Date (Will auto be shown as Date left)

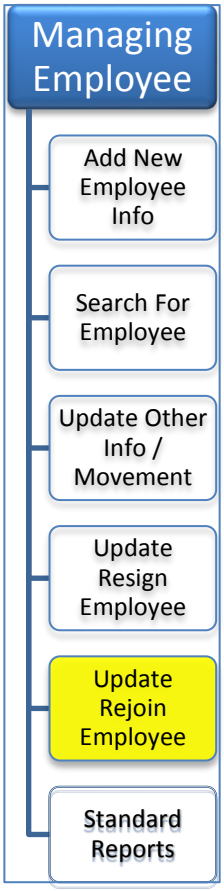
d. Indicate Reason of Leaving

e. Indicate Payment Method (Cash / Cheque – if you wish to hold the amount and pay only by cheque to employee)

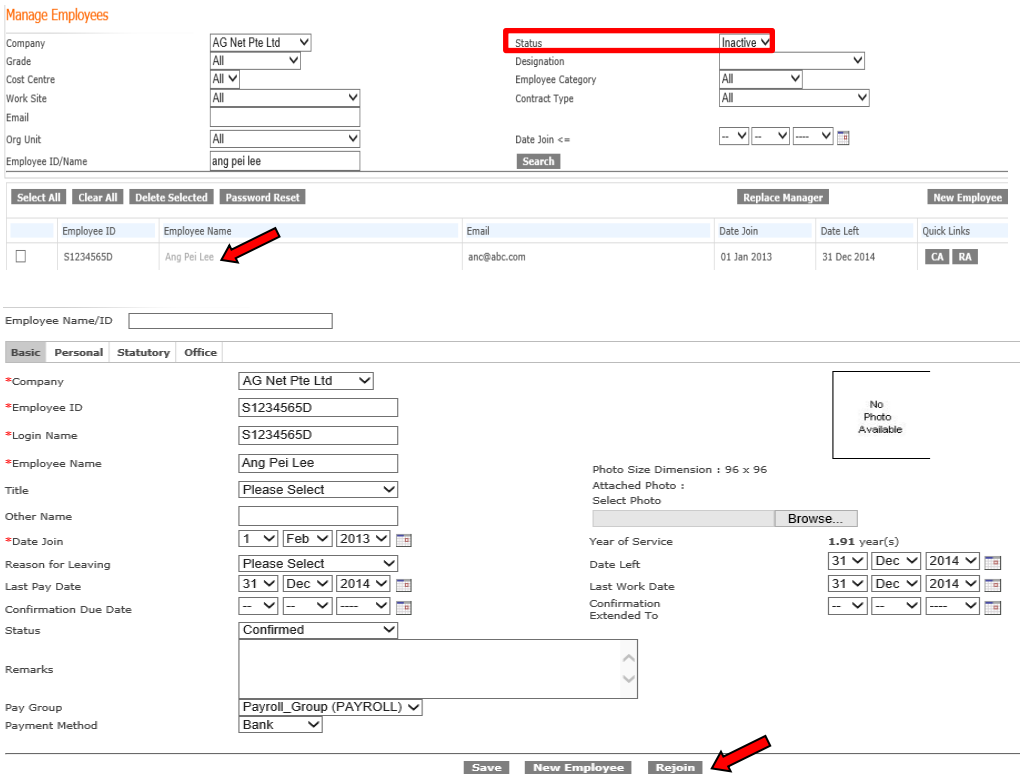
Note:

- The Salary will automatically be prorated base on the Date left
- In Recurring Pay, employee "Salary" will automatically show an End Date indicate the last day of pay

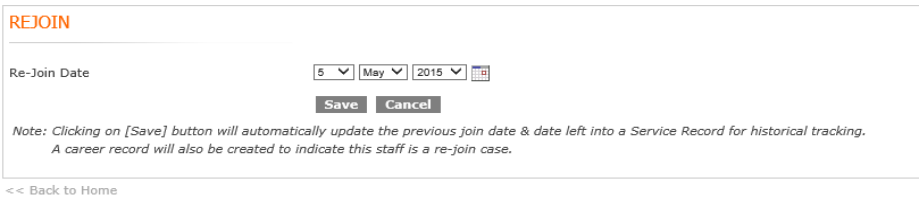
Update Rejoin Employee



1. Click on **Personnel→Manage Employees→Employees → Search for resigned staff** (ensure status as inactive when searching)
2. Click on <**Employee Name**>



3. Under [**Basic**], Click on [**Rejoin**]
4. Fill in the Re-Join Date & Click **Save**



Note:

System will automatically re-instate the staff status. You will be require to update their new salary record (*refer to page 18*) and ensure that past records (e.g.: payment method, Bank account, contact etc.) are updated.

Standard Reports

All reports shown below can be exported to Excel

1. Click on **Personnel→Manage Employees→ Reports→** Click on the **Report Name**

Reports

No	Report Name	Description	Category
1	List of Employee with no bank records	List of Employee with no bank records	EXCEPTION
2	Booking : Top 20 Requestors	Booking : Top 20 Requestors	LIST
3	Booking Details	Booking Details	LIST
4	Booking Details - Townhall	Booking Details - Townhall	LIST
5	Cost of Leave Taken	Cost of Leave Taken	LIST
6	Employee Belong to Multiple Groups	Employee Belong to Multiple Groups	LIST
7	Employee Salary Analysis By Position	Employee Salary Analysis By Position	LIST
8	Headcount Report by Department by Race	Headcount Report by Department by Race	LIST
9	Leave Accrual	Leave Accrual	LIST
10	List of Bond By Department	List of Bond By Department	LIST
11	List of Career Changes	List of Career Changes	LIST
12	List of Emergency Contact of Employees	List of Emergency Contact of Employees	LIST
13	List of Employee By Salary Grade	List of Employee By Salary Grade	LIST
14	List of Employees by Age Group / Gender	List of Employees by Age Group / Gender	LIST
15	List of Employees By Department by Position	List of Employees By Department by Position	LIST

(For Employee Master List, please select No.20: List of Employees Information)

2. There are others reports available for Export, such as:
   - New Hire
   - Resigned Employee
   - Career Progression
   - Salary Change
   - Resident Change
   - Pay Item

3. Go to **System→Export Control**
4. On [**Interface**], select respective info. (E.g.: **New Hire)**, select Date Join, from & to date
5. Click on **Begin Export**

Data Export Interface

Company: AG Net Pte Ltd
Interface: New Hire
New Hire Selection: By Join Date
From Date: 1 Jan 2013
To Date: 30 Apr 2013
Begin Export

6. Click on **Export to Excel**

Export New Hire Data

Export to Excel

EmpID	Title	Emp Name	Identity Type	Identity Number	Religion	Marital Status	More...
S1234567D		Lim Zheng Long	SNRIC(PINK)	S1234567D	Catholic		...

Defining Role (Administrator/Manager)

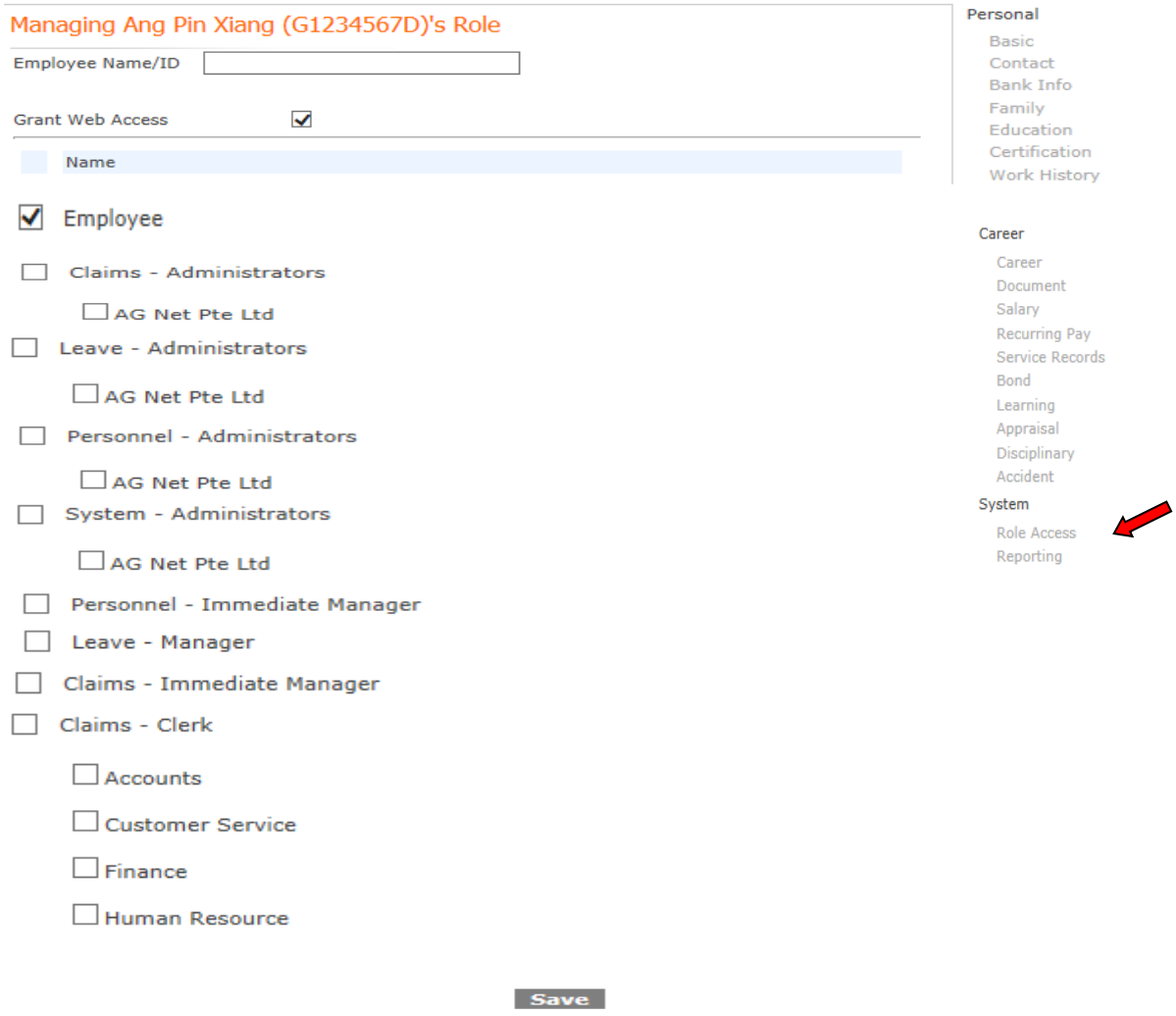
When creating New Employee, the system will automatically pre-set the Employee to have a standard “Employee Role” to sign-in. Do this only if you need to add additional role like Manager or Administrator to the person

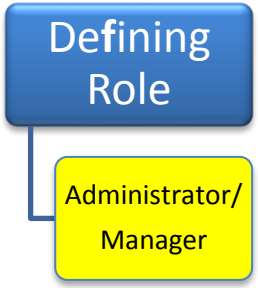
1. Click on **Personnel→Manage Employee→Employees** → Click on **Employee Name**

2. Click [**Role Access**]. Tick on relevant Role, Click **Save** when it’s done

Defining Role

Administrator/ Manager

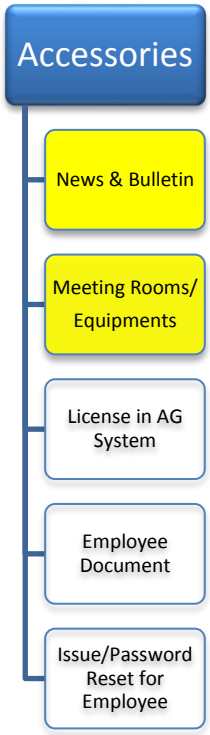




User Type	User Role	Module	Menu Items	Jurisdiction	Purpose
Administrator	System - Administrators	ALL	ALL	By Company	All module menu
	Personnel - Administrators	Personnel	Manage Personnel Manage Employees	By Company	All Personnel modules menu
	Payroll - Administrators	Payroll	Manage Payroll Execute Payroll IRAS Process	By Company	All Payroll modules menu
	Leave - Administrators	Leave	Manage Leave Manage Trans.	By Company	All Leave modules menu
	Claims - Administrators	Claims	Manage Claims Manage Trans.	By Company	All Claims modules menu
Clerk	Leave - Clerk	Leave	Manage Trans. - Clerk	By Emp Group	Assigned leave scheme View leave data Mass Processing (Apply/Crediting of leave) View Report View Leave Trans
	Claims - Clerk By Emp Group	Claims	My Staff Claims	By Emp Group	Inbox (To view staff claim application) Claim Balance History
	Claims - Clerk By Org.Unit	Claims	My Staff Claims	By Org.Unit	Inbox (To view staff claim application) Claim Balance History
Manager	Personnel - Immediate Manager	Personnel	My Staff Records	By Subordinate	Search (To view staff personal & career record. Salary information will not be disclose)
	Leave - Manager	Leave	My Staff Leave	By Subordinate	Inbox (To view staff leave application) Apply on Behalf Leave Data Reports Leave Overview (leave calendar) Leave Delegation
	Learning - Manager				**Not in use**
	Claims - Immediate Manager	Claims	My Staff Claims	By Subordinate	Inbox (To view staff claims application) Claims Balance History

User Type	User Role	Module	Menu Items	Jurisdiction	Purpose
Employee	Employee	ALL	My Personnel Records	Own	View personal particular, payslips and IR8A form Manage booking for meeting room
			My Leave	Own	Apply Leave, View leave (status/balance/history/credit) record Leave Options (set email cc list when he/she apply leave)
			My Claims	Own	Submit claim, View claims (status/balance/history) record
Others	Sys Sub Admin	System	Portal Utilities	By Company	Manage Bulletin, Resources & Bookings
			ReadOnly Control	By Company	
			Export Control	By Company	Export of reports (New hire, Resigned, Career Progression, Salary Change, Resident Change & pay item)
			Currency Rate	By Company	View/Edit currency rate
	Personnel - Sub Admin	**Not in use**			
	Payroll Executive	Payroll	Execute Payroll - Executive	By Pay Group	Initial PayRun Payment/Deduction Pay Calculation Reports (selected report) Payout (For Cheque & Cash only)
	Payroll Customer	Payroll	Execute Payroll	By Company	Reports Manage Payslips
			IRAS Process	By Company	View IR8A Form/ Benefits in Kind/ Stock Option
	Leave - Report Viewer	Leave	Manage Trans.	By Company	View reports (Leave Balance & Leave Taken)

Accessories(News & Bulletin)



The HR Portal comes with News/Announcement features. You can easily add News by following the steps below

1. Click on **System→Portal Utilities→ Manage Bulletin→** Click [**New Bulletin**]

2. Fill in the Subject, Details and the publishing period. For permanent publishing, just indicate in publish "To" date to 2023

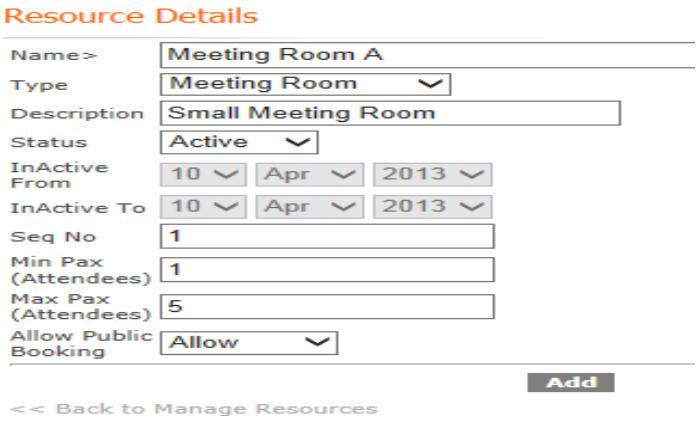
3. Click on Browse to attach the pdf document (size limit to 1MB). Once done, click **Add**

Accessories(Meeting Room/Equipment)

1. Click on **System→Portal Utilities→ Manage Resources→** Click [**New Resource**]

2. Fill in Item Name, Type, Description, Sequence No., Min. Pax & Max. Pax of attendees

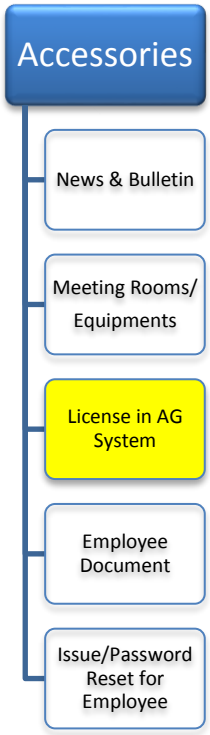
3. Indicate Allow Public Book (**Allow/Not Allow**). Once done, click **Add**



To manage booking or amend any booking, just do the following:

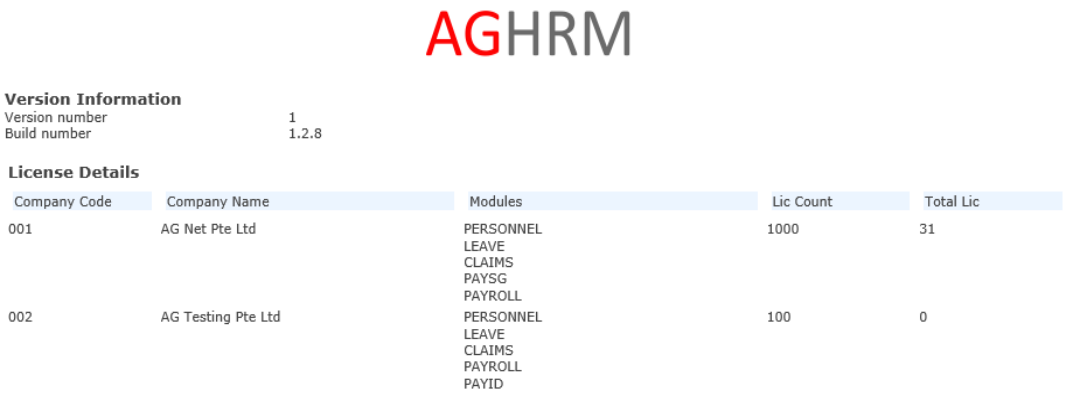
1. Click on **System→Portal Utilities→ Manage Booking**
2. To book resource, click [**New Booking**]
3. Click on <**Resource item**> to view/edit the details

Accessories(License in AG System)



Wonder how many license you left? Here's a quick glance to view the total usage of user license

1. Go to **System→About AGHRM**

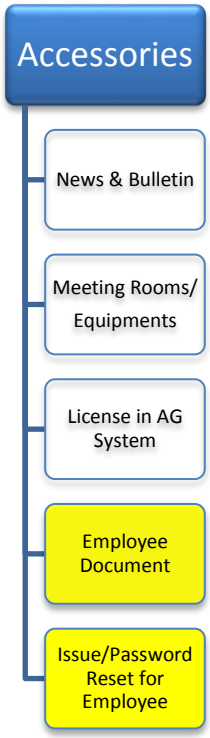


- Lic Count show total purchased
- Total Lic show how many you have utilized

Note:

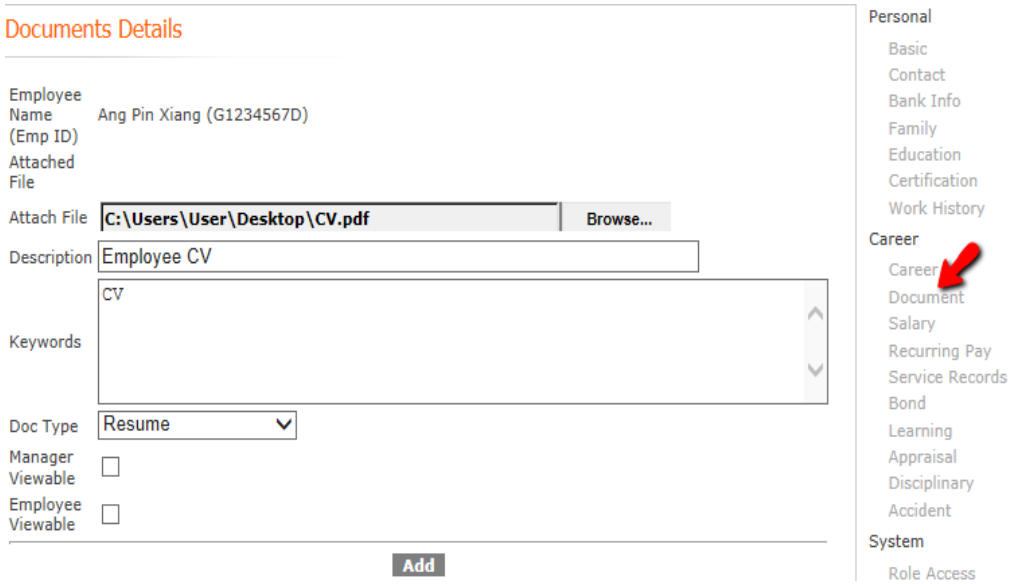
If you need additional licenses, please email: sales@aghrm.com or call +65 6844 8712

Accessories(Employee Document Centre)



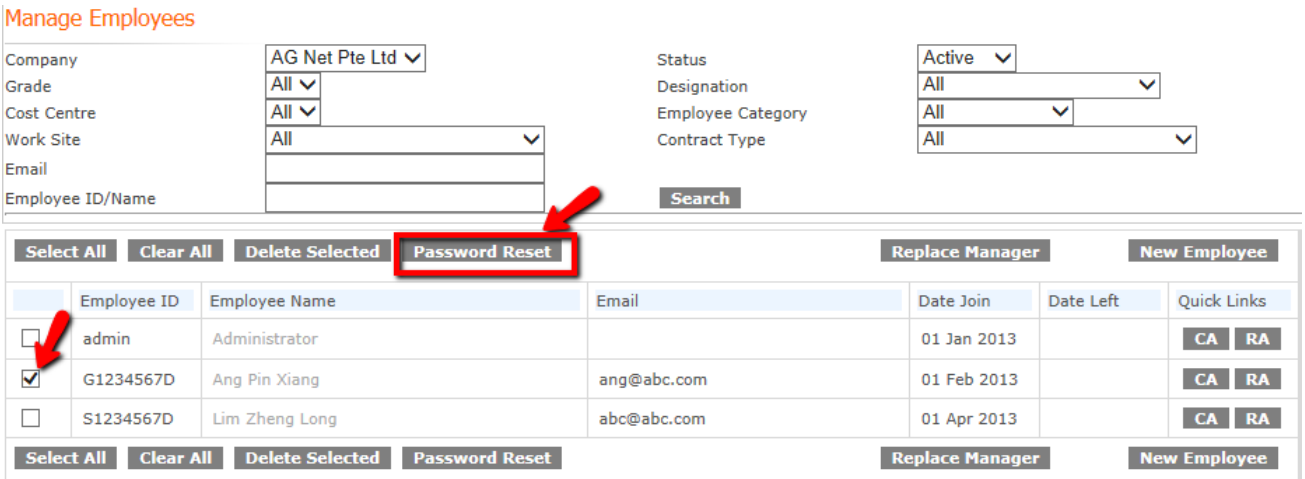
The HR Portal comes with Employee softcopy information storage. You can easily add contracts or CV information by following the steps below.

1. Click on **Personnel→Manage Employees→ Employees→** Click on **Employee Name**
2. Click [**Document**]
3. Click Browse to attach the pdf document (Size limit to 1MB)
4. Tick if documents can be view by Manager/Employee. Once done, Click **Add**



Accessories(Issue/Password Reset For Employee)

1. Click on **Personnel→Manage Employees→ Employees**
2. **Tick** on the Employee
3. Click on [**Password Reset**] (Within 15mins, an email notification will be sent to employee which contains the Employee Login ID / password / Web link)

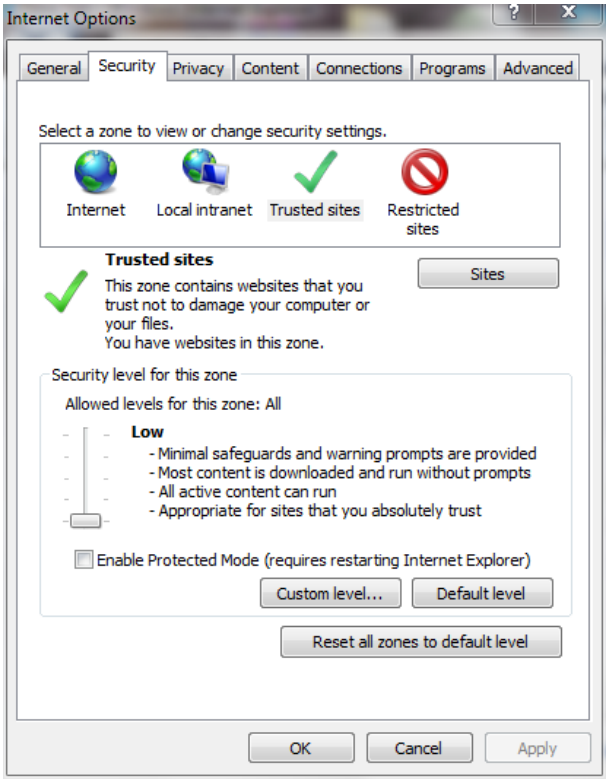


Internet Explorer Setting

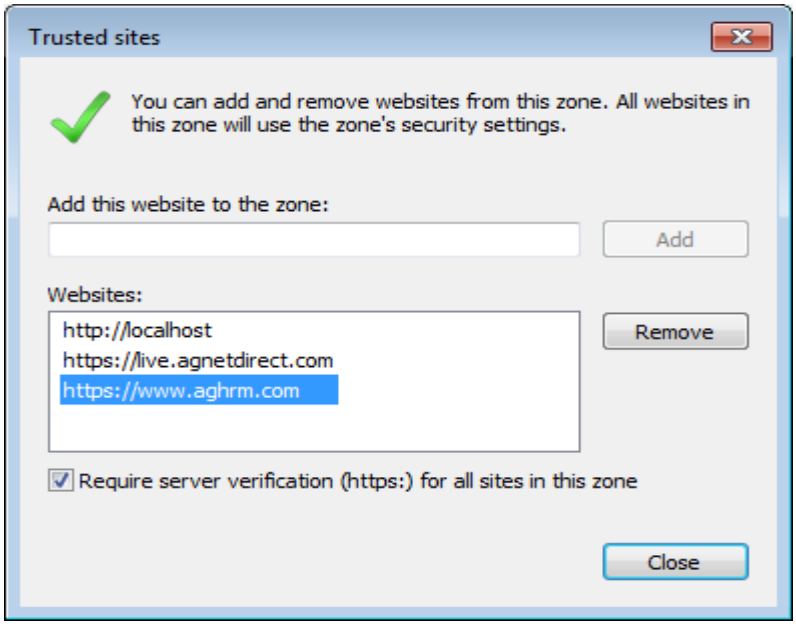
TURN ON SERVICE TO UPLOAD DATA USING INTERNET EXPLORER 11

1. We need to change the default security settings for Trusted Sites in the user Internet Explorer.

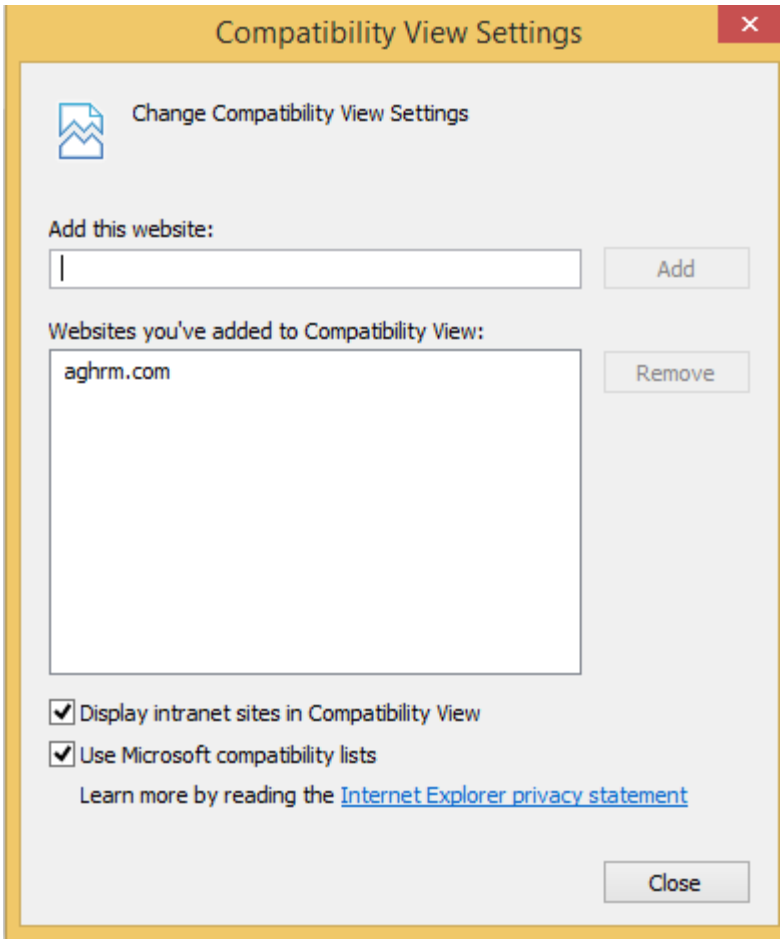
2. Go to Tools -> Internet Options. Click on Security tab and select Trusted Sites.



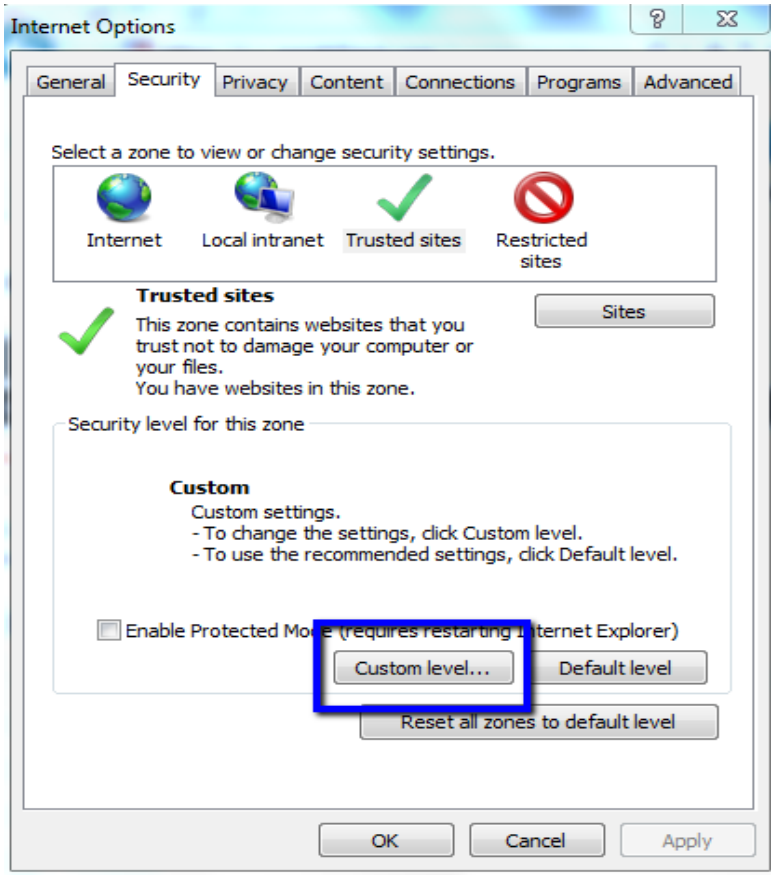
3. Click on the Sites button to add https://aghrm.com as a trusted site.



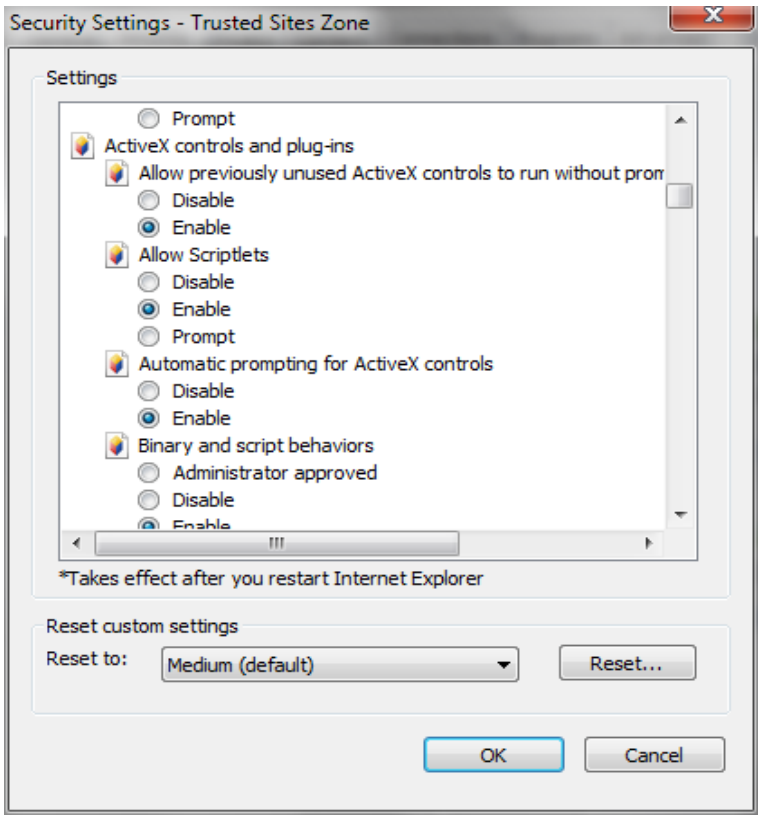
4. Go to Tools→Compatibilities view settings
5. Add **aghrm.com**



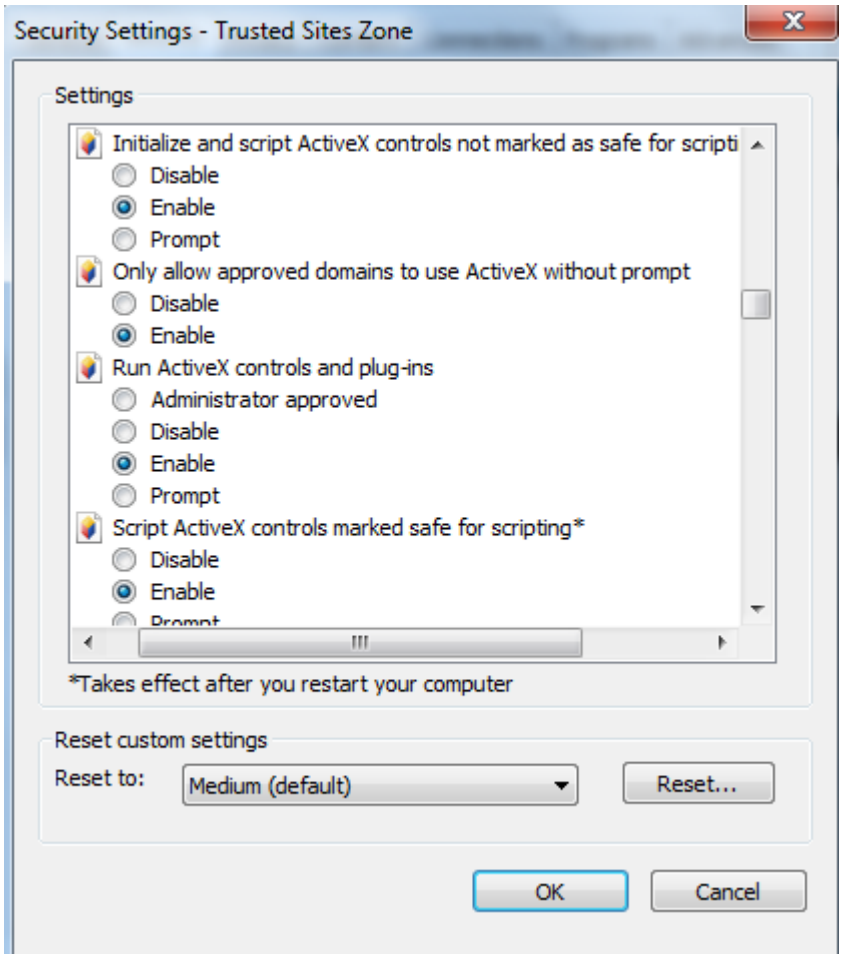
6. Click on Custom Level for trusted/Local Intranet sites.
   (Do this for both Internet Explorer 10 or 11)



7. Change all settings under Active X Controls and Plug-ins to “ENABLE”.



8. Scroll down to the “Initialize and script ActiveX controls not marked as safe”. Click the “Enable” option, and click “OK”.



9. Click OK and restart your computer.

AGHRM Customer Care Service

Operating Hours:

Monday – Friday : 9:00am - 6:00pm

Contact No : (65) 6844 8712/ Fax: (65) 6844 1712

Email Address : support@aghrm.com

Note: Customer Care and technical helpdesk support is provided to users who have subscribed to our maintenance plans.