Dear all,

The College is implementing a new availability and absence management system, called TeamSeer. The system has been designed to record and manage staff availability such as holiday, sickness and other absence types required by the College.

The system has been successfully piloted in the Faculty of Engineering, Life Sciences, Security, and HR and will now be implemented College-wide in time for the new holiday year, 1 February 2018.

The system is a user friendly online planner, which will be accessible using your College username and password. On 1 February 2018 you will receive an email from TeamSeer with a link that will give you access to your account. All members of staff using the system will have access to video tutorials to understand how the system will work, available at these weblinks below:

**New to TeamSeer**
https://player.vimeo.com/video/183462937

**Line Manager**
https://player.vimeo.com/video/183462939

**Weblink**
You will receive a welcome email from TeamSeer on 1 February 2018. This email will include a link to your account that you will need to save as a favourite to access the system in future. For any queries, please contact your system administrator.

For more information, project updates and FAQs, please visit [http://www.imperial.ac.uk/human-resources/about-us/hr/reward/absence/](http://www.imperial.ac.uk/human-resources/about-us/hr/reward/absence/).

**What you need to know**
If you requested holiday for a future date, prior to the TeamSeer go live, this will not show in your TeamSeer calendar and will need to be requested again and re-approved by your manager in order for it to show in the system (please note that this is simply to have a complete record of your leave booked and does not mean that previously approved holiday has now been declined).

One of TeamSeer’s features allows you to have the absences of other colleagues showing on your personal calendar within the system, with each colleague being represented by a small coloured dot. If your team have not been automatically set up for you to view in this way, you may wish to do this yourself via My Admin, then accessing the calendar tab and selecting individuals from the ‘chosen colleagues’ section.

Work patterns have been added to the system where information has been provided. If your work pattern has not been included, has changed or is incorrect, please inform your line manager as soon as possible. They will ask HR to update your College record. Once this has been done, it will feed automatically into your TeamSeer record as part of the nightly feed.
Requesting Leave

Please find attached to this email guidance for each leave type. Family friendly and some special leave types will still require College processes to be followed (as set out in the relevant HR Policies) before leave is entered into TeamSeer.

Members of staff within the same group will be able to see the following leave types for each person in their group:

- Holiday
- Training Course
- Work from home (only if your department allows work from home days)

All other leave types will solely be visible to your line manager and system administrator(s).

Staff who are sponsored under Tier 2 of the UKVI’s Points Based System must complete all leave types in the system in order that the College may fulfil Home Office requirements of maintaining up-to-date records of absences/attendances.

Sick Leave

Sickness will no longer be recorded in ICIS and must be logged in TeamSeer. Sick leave should be inputted into TeamSeer as this removes the need to complete a sickness self-certification form. A return to work interview must still take place, and continue as normal. Please note, fit notes received from your GP/medical adviser should be given to your manager who will forward to HR for filing.

Please note, your sickness absence for the last 12 months is included in the system.

Please visit the project webpage for guidance on how to book unplanned absence in TeamSeer. In addition, a video tutorial for how to log unplanned absence in TeamSeer is available to view on project webpage under the ‘how the system will work’ tab.

System Administrator

To find out who your local system administrator is, please visit the project webpage.

Your local systems’ administrator will add the following leave types into TeamSeer for you:

- Additional holiday (once it has been approved and purchased)
- Family friendly leave types (after College processes have been completed)
- Work pattern information for complicated work patterns (e.g. a move from hourly to daily leave)
- Manual allowance adjustments for those on no set working patterns

For this year only, they will also add any holiday that is being carried forward from the last leave year (2017/18), provided that this has departmental approval.
Support

Please contact your system administrator with your initial queries. If after speaking to your system administrator you still have a query please email the support mailbox, where we will aim to respond to your query as soon as possible.

In addition to this, we will be running weekly drop-in support sessions at the following times – please share this information with any staff who would benefit from additional support:

- **Wednesday 7 February, 3-4pm** *(Boardroom, Level 4, Faculty Building)*
- **Thursday 15 February, 12noon-1pm** *(Room 3.19, Level 3, Faculty Building)*
- **Thursday 22 February, 2-3pm** *(Room 3.19, Level 3, Faculty Building)*
- **Monday 26 February, 3-4pm** *(Room 3.19, Level 3, Faculty Building)*
- **Monday 5 March, 2-3pm** *(Room 3.19, Level 3, Faculty Building)*
- **Wednesday 14 March, 12noon-1pm** *(Room 3.19, Level 3, Faculty Building)*

Outlook Integration

TeamSeer is able to link to your Outlook calendar. If you would like to connect your calendars with TeamSeer you can do this manually. Please visit the project webpage for guidance on how to do this. Alternatively, if you do not like the functionality you are able to remove it.

ICAMS

If you have been using ICAMS to request and record your leave, please note that it will cease to be available from 1 February 2018. You may request a record of absences/leave from your local ICAMS’ administrator, or in the case of PBS Tier 2 and 5 workers whose records were set up by HR please request this from your local HR team (if you are a Tier 2 or 5 worker and are unsure whether your record was set up by HR or locally, please check with your line manager).

Data Protection

Your involvement in TeamSeer means you have access to the personal data of College staff. You are therefore required to comply with the principles contained within the Data Protection Act 1998 and any subsequent data protection legislation, as well as the College’s Data Protection Policy, the College’s Information Security Policy and any associated Codes of Practice. Further, as set out in the College’s Core Terms and Conditions of Service, it is a condition of your employment that you must preserve the confidentiality of any personal and/or sensitive information which is made available to you through the course of your work, whether directly or indirectly. Any breach of confidentiality will be regarded as serious misconduct and will result in disciplinary action. If you know or suspect a data security breach has occurred or may occur, you should complete Notification of Data Security Breach and email the completed form to: 365-dataprotectionoffice@groups.imperial.ac.uk. Failure to report an information security incident may lead to disciplinary action being taken. If you are in any doubt regarding whether to report an incident, you should seek advice from ICT.

We trust that the new system will enable you to easily request and maintain your leave and absence record and that you will find it intuitive to use.
If you have a query or require support, please contact your local HR team.