

Sessional Academic/Teacher

# LETTERS & TIMETABLES

Employment Contract Generator (ECG)



This guide provides information about the [EMPLOYMENT CONTRACT GENERATOR \(ECG\)](#), which is a web-based application used to:

- Generate and email Letters of Offer for *new* Casual Academic/Teacher employees
- Generate and email Letters of Offer for *existing* Casual Academic/Teacher employees
- Generate and email Letters of Offer for *returning* Casual Academic/Teacher employees
- Generate and email Timetable letters for *new* Casual Academic/Teacher employees
- Generate and email Timetable letters for *existing* Casual Academic/Teacher employees
- Generate and email Timetable letters for *returning* Casual Academic/Teacher employees
- Bulk generation of Letters of Offer
- Bulk generation of Timetable letters

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Sessional Academic/Teacher

# LETTERS & TIMETABLES

Employment Contract Generator (ECG)



## Overview

The Employment Contract Generator (ECG) is a web-based application used to generate and email the Letter of Offer and Timetable letters for Casual Academic/Teacher appointments processed through the New Hire Request system.

The process involves 3 steps:

### 1. Upload of Timetable files or Creation of Timetable

The ECG uploads the following files that are required for letter generation:

- Employment contract details for employees within your school from Ascender. This process is performed daily by HR Services.

**Note:** Timetable files cannot be uploaded until the employment contract has been loaded by HRS.

- Manually created timetable data to match Ascender data.

### 2. Bulk generation of timetables, based on uploaded data

Once the Letter files have been loaded - and the Employee Contract details have been loaded, generated and sent by HRS—it is possible to generate a standard format timetable letter.

Schools may prefer to send their own timetable information to sessional staff.

### 3. Bulk email of generated letters to employees

The ECG is then able to email the generated timetables to sessional staff.

## Data Files and Templates

The **ECG** uses **specific files and templates** to create the contract and timetable letters for each School.

The **ECG** also uses **specific file directories** to upload and download files.

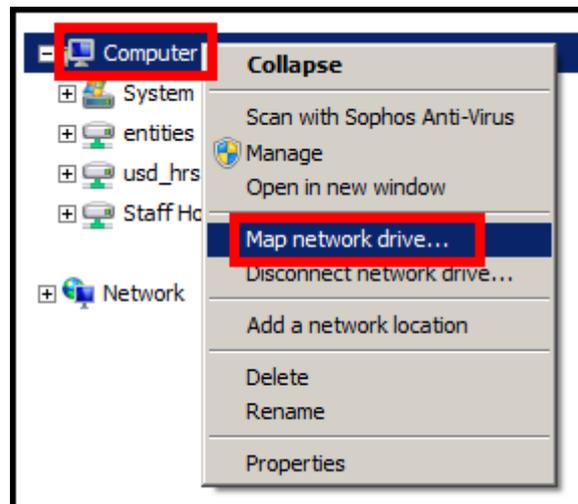
### Set up the ECG file directory

On a **WINDOWS** computer

1. *Right-click* (not the usual left-click) on the **Start button** >
2. Click **Open Windows Explorer**:



3. The Windows Explorer screen will open >
4. *Right-click* on **Computer** > Click **Map network drive...** :



5. Click on the **drop-down arrow** and choose an **available drive letter** >
6. **Copy this red text:**  
<\\uncle.newcastle.edu.au\entities\corporate\ECG\prd\hrupload\ timetableupload\> >

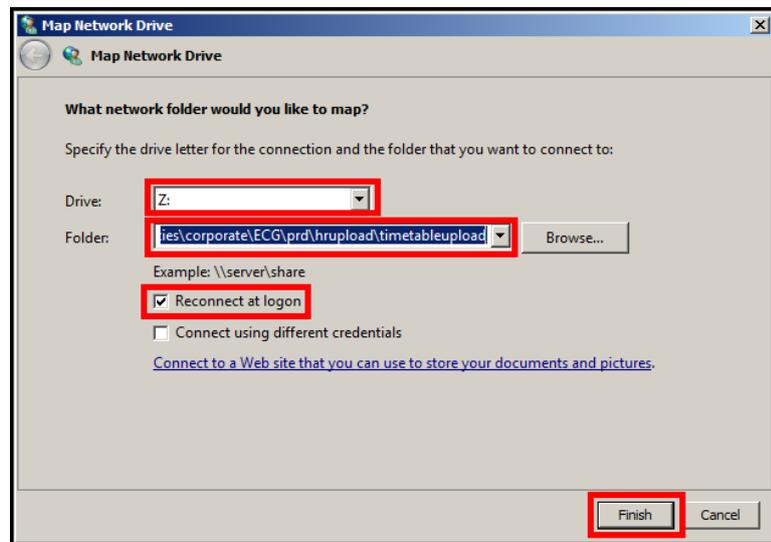
7. Paste the text into the **Folder name** area >

**Check** there aren't any **spaces** in the text or after the text.

**Check** the slashes are all **backslashes** i.e. \, not /.

8. Tick the **Reconnect at logon** box >

9. Click on **Finish**:



On a **MAC** computer

1. In the top Finder menu, select **Go > Connect to Server**:



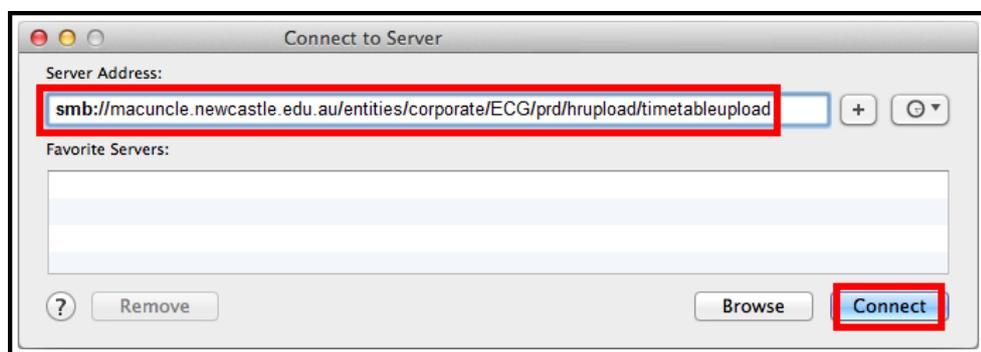
2. Copy this red text:  
`smb://macuncle.newcastle.edu.au/entities/corporate/ECG/prd/hrupload/timetableupload/ >`

3. Paste the text into the **Server Address** area

**Check** there aren't any **spaces** in the text or after the text.

**Check** the slashes are all **forwardslashes** i.e. /, not \.

4. Click **Connect**.



5. If prompted, enter your Username and Password  
Username = your **Number Plate** (your Uni ID e.g. ABC123)  
Password = your **main password** >

6. Click **Connect** again:



7. The mapped network drive will now appear on your Desktop, and is ready to use.

If the mapped drive is **not showing** on your Desktop

1. Go to **Finder > Finder Preferences:**



2. Ensure **Connected Servers** is ticked:



3. The drive should now be displayed on your Desktop.

## Ascender data

Each working day, after New Hire requests have been processed through Ascender, HRS extracts a file and loads new contracts into ECG, and generates and emails Letters of Offer direct to the employee.

The extracted file is available the next business day for all re-appointments (extensions) and 2 working days following new appointments (New Hire).

## Letters of Offer

The generated Casual Academic and Casual Teacher Letters of Offer are saved in the attachment output folder for each School.

You can view each Casual Academic/Teacher Letter of Offer by accessing the school folder:

### **WINDOWS computer**

*Path, if your O: drive is already mapped on your computer:*

O:\corporate\ECG\prd\hrouput\attachmentoutput\[<school>](#)

(Where O: is [\\uncle.newcastle.edu.au\entities](#))

OR

*Full path:*

\\uncle.newcastle.edu.au\entities\corporate\ECG\prd\hrouput\attachmentoutput\[<school>](#)

### **MAC computer**

*Full path:*

smb://macuncle.newcastle.edu.au/entities/corporate/ECG/prd/hrouput\attachmentoutput\[<school>](#)

## ECG processing

Before a **timetable** can be loaded successfully into ECG, a **contract** must already exist in the HR system, *with matching Employee#, Job# and Commence date details.*

To check if a contract exists in the HR system, **search** the Employee# in ECG.

All loaded, generated and sent contracts will be displayed.

## Timetable data - UPLOAD

Timetable data is created manually by each School, using an Excel template with data based on the contracts uploaded into the HR system.

The original Excel **template headings must not be changed** however, additional columns can be added to the Timetable Upload file at the beginning or end of the template. After the .xlsx file is updated it **must be saved as a .csv**.

**Note:** these additional columns do not need to be deleted prior to uploading the file in ECG. Below is an example where the 'Name' column has been inserted at the beginning of the template.

	A	B	C	D	E	F	G	H	I	J
1	Name	Employee#	Job#	Commencedate	Course Code	Teaching Term	Duty	Day	Start Time	End Time
2	Test		02	01/01/2018	SEEC101	Semester 1	Lecture	Monday	10:00	11:00
3	Test		02	01/01/2018	SEEC102	Semester 1	Lecture	Tuesday	11:00	12:00

- The preceding zero for the Job Number and Commencement Date is no longer required. For example, ECG will now accept, Job Number 1, instead of Job '01.
- **Uploaded file message** – the on screen message displayed following upload has been improved to include the number of rows successfully uploaded and the row numbers that failed. This will allow users to easily locate any errors in data, make corrections and re-upload the file.

### Error

- Timetable file: \\uncle.newcastle.edu.au\entities\corporate\ECG\tst\hrupload\timetableupl\hrs\timetableupload.csv
- Successfully read 15 row(s) from upload file.
- Total of 14 timetable row(s) created for letters.
- **Error at row 9, no letter found for staff/job# 983765/01 commencing on 01/01/2018.**

The prepared .csv file must be saved into the **Timetableupload** folder of your school.

## Creation of New Timetables

School/Unit users can now create a Timetable directly in ECG, without the need to upload a timetable file.

Follow these easy steps to create a Timetable in ECG:

1. Search and select record in ECG.

	School/Uni	Contract T	Commenc	Job#	Staff#	Name	Email	UoN Email	Location	Status	Review Reason	Timetable
<input checked="" type="checkbox"/>	(DIVAC_EL TEACHER	01/01/2018	21	295808	Doctor Mirella Athert	Coralie.Hayen			Callaghan Campus	UPLOADED		NO TIME

2. Select 'Create New Timetable' option from the menu bar **or** select the icon in the Timetable column.



3. Enter the timetable details.  
A new dialog box will appear on screen. Select '+ NEW ROW'. Start entering the timetable details applicable. More than one row can be created. Note: just like the upload file template, not all fields need to be completed.

Create/Edit Timetable

**+ NEW ROW**

Course Code	Teac... Term	Duty	Day	Start Time	End Time	Hours	Room	Cam...	Week Start	Week End	Duty Code	Cost Centre	Super visor	Time Sheet Approver	Course Coordina	School Contact	Centre Contact	Pr C	
ELFS1	SEM 1	LECTURE	WED	900	1100	20	TBC	CAL	1	10	L2	1010XX	Mr Smith	Ms Approver	Prof Newcastle				

**Save**

4. Click Save.

The Timetable status will change to 'Uploaded'.

- The Timetable can now be generated and emailed. Select the record, click on Generate Timetables Only.
- Status will update to 'Generated' and a copy of the attachment will be saved to the School/Unit output directory.
- Ensure record is selected and click "Send Timetables Only". Timetable will be emailed to staff member and the status will update to 'Sent'.

	School/Uni	Contract T	Commenc	Job#	Staff#	Name	Email	UoN Email	Location	Status	Review Reason	Timetable	Extract
<input checked="" type="checkbox"/>	(DIVAC_EL TEACHER	01/01/2018							Callaghan Campus	UPLOADED		SENT	30/04/20

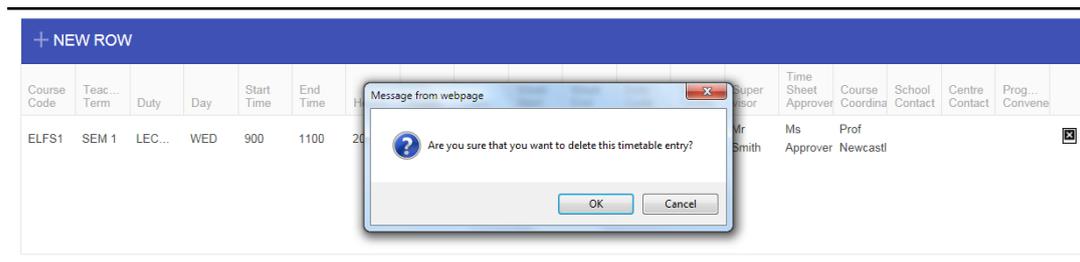
- A new timetable can now be created.

## Editing and Deleting a Timetable

A timetable can be edited in the 'Uploaded' status. Click on the "pencil" icon to open the timetable and edit.



A row can be deleted by clicking on the 'X', confirm deletion message appears.



## Word Templates

**Two different** Word Templates are required to generate the Contract letters and Timetable letters for each School.

If the staff member is new to UON or has not worked at the UON for more than 12 months, the *UON Employment Pack.pdf* is also required as an email attachment.

**NOTE:** These templates are owned and maintained by HRS. Please email [hrsupport@newcastle.edu.au](mailto:hrsupport@newcastle.edu.au) if you wish to suggest any improvements.

### Files required:

File name	File type	Location
OFFER_Academic_Casual.doc OFFER_Teacher_Casual.doc	WORD	<u>WINDOWS:</u> \\uncle.newcastle.edu.au\entities\corporate\ECG\prd\hrupload\templateupload\hrs <u>MAC:</u> smb://macuncle.newcastle.edu.au/entities/corporate/ECG/prd/hrupload/templateupload/hrs
OFFER_Timetable.doc	WORD	<u>WINDOWS:</u> \\uncle.newcastle.edu.au\entities\corporate\ECG\prd\hrupload\templateupload\hrs <u>MAC:</u>

		smb://macuncle.newcastle.edu.au/entities/corporate/ECG/prd/hrupload/ <a href="#">templateupload/hrs</a>
UON Employment Pack.pdf	PDF	<b>WINDOWS:</b> \\uncle.newcastle.edu.au\entities\corporate\ECG\prd\hrupload\ <a href="#">templateupload\hrs</a> <b>MAC:</b> smb://macuncle.newcastle.edu.au/entities/corporate/ECG/prd/hrupload/ <a href="#">templateupload/hrs</a>

## Creating timetableupload.csv

To start the process of generating and sending timetables, you need to open, edit and save the School/Unit's "timetableupload" spreadsheet:

### Open the Excel file

1. **Open the ECG File Directory** (previously mapped in *Set up the ECG file directory* section) >
2. **Locate and open the School/Unit's folder** >
3. **Open the existing TimetableUpload.xlsx** Excel file.

### Data entry into the Excel file

1. **Enter the timetable data** into each column of the Excel file >

**NOTE:** The system will print everything you type, so *type carefully and check your input.*

2. The **timetable data must match** this Ascender **Contract data** exactly:
  - Employee#
  - Job#
  - Commence Date

ECG searches for **exact matches** for the **Employee#**, **Job#** and **Commence date** columns in this spreadsheet.

If the data is not correct, ECG will **ignore** it and the process will **not run** for that row.

An error message will display on screen if a row is invalid.

3. If the **Employee Number** begins with a **zero**, make sure you type a **preceding apostrophe** e.g. '012345

## Save As a .csv file

1. Once you have entered all data, click on **File > Save As** >

2. Make sure you choose the **correct location**:

**WINDOWS:**

\\uncle.newcastle.edu.au\entities\corporate\ECG\prd\hrupload\time  
tableupload\<school>

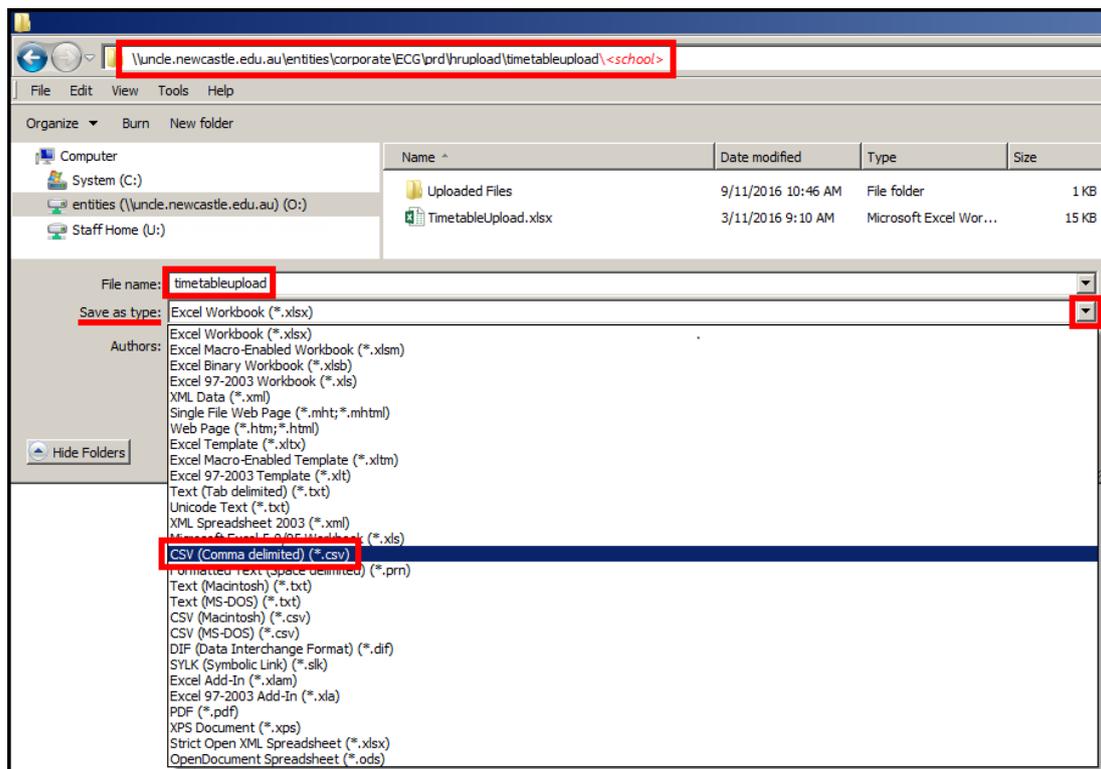
**MAC:**

smb://macuncle.newcastle.edu.au/entities/corporate/ECG/prd/hruplo  
ad/timetableupload/<school>

(Usually, this will be the file's **current** location) >

3. Make sure the **file name** is **timetableupload** >

4. **Change the file type** to be **.csv**:



5. Click **Save** >

## Accessing ECG

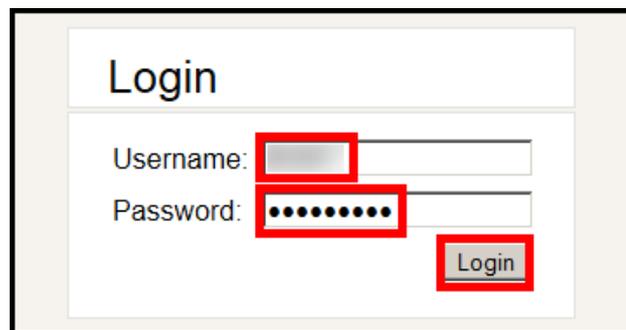
If you need access to ECG, please see the *Ascender New User Request Form*.

Tick the **Employment Contract Generator (ECG)** box under **Specified Access**.

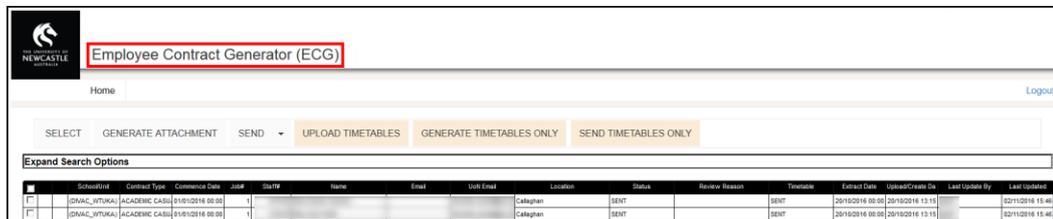
## Logging in to ECG

Once you have your Username and Password:

1. Go to <https://dotnet.newcastle.edu.au/ECG> >
2. Login with:  
Username = your **Number Plate** (your Uni ID e.g. ABC123)  
Password = your **main password** >
3. Click **Login**:



4. The Employee Contract Generator main form will be displayed:



	School/Unit	Contract Type	Commence Date	Job#	Staff#	Name	Email	Unit Email	Location	Status	Review Reason	Timetable	Enrolment Date	Upload/Create On	Last Update By	Last Updated
F	QWAC_WTUKA	ACADEMIC CASU	01/01/2016 00:00	1					Callaghan	SENT		SENT	20/10/2016 09:00	20/10/2016 13:11		02/11/2016 15:40
F	QWAC_WTUKA	ACADEMIC CASU	01/01/2016 00:00	1					Callaghan	SENT		SENT	20/10/2016 00:00	20/10/2016 13:11		02/11/2016 15:40

## The ECG grid

This screen displays all sessional contracts that have been *uploaded*, *generated* and *sent* in the *last 2 days* for *your School*.

The screen displays the following column headings:

<b>School / Unit</b>	The School or Unit the contract is for
<b>Contract Type</b>	Letter of Offer type e.g. ACADEMIC CASUAL
<b>Commence Date</b>	The date the employee is due to commence employment at UON
<b>Job#</b>	The job number
<b>Staff#</b>	The employee's Employee Number
<b>Name</b>	The employee's or applicant's name
<b>Email</b>	The personal email address of the employee
<b>UON Email</b>	The UON email address of the employee
<b>Location</b>	The location of the contract
<b>Status</b>	The status of the contract Statuses: <i>Uploaded, Generated, Sent, Has Attachments, Generate Attachment Failed, Review</i>
<b>Review Reason</b>	The reason a Letter of Offer is placed on hold
<b>Timetable</b>	The status of the timetable associated with the contract Statuses: <i>No Timetable, Uploaded, Generated, Sent</i>
<b>Extract Date</b>	The date the contract was extracted from Alesco/ Ascender
<b>Upload/Create Date</b>	The date the contract was uploaded into or created in the ECG
<b>Last Update By</b>	The login ID of the user who updated the contract last
<b>Last Updated</b>	The date and time the last updated occurred

# Search

You can search for existing Contracts and Employees for your School.

1. Click on **Expand Search Options**:

The screenshot shows the Employee Contract Generator (ECG) interface. At the top left is the University of Newcastle Australia logo. Below it is a 'Home' link. A navigation bar contains buttons for 'SELECT', 'GENERATE ATTACHMENT', 'SEND', 'UPLOAD TIMETABLES', 'GENERATE TIMETABLES ONLY', and 'SEND TIMETABLES ONLY'. Below this is a red-bordered box labeled 'Expand Search Options'. Underneath is a table with columns: School/Unit, Contract Type, Commence Date, Job#, Staff#, Name, Email, UoN Email, Location, Status, and R. The table contains two rows of data, both with 'SENT' status.

2. The search criteria form will be displayed:

The screenshot shows the search criteria form. At the top are the same navigation buttons as in the previous screenshot. Below them is a red-bordered box labeled 'Collapse Search Options'. This box contains various search filters: Faculty/Division (All), School/Unit (All), Appointment Type (All), Employee Status (All), Staff#, Job#, Applicant Name, Location (All), Contract Status (All), Review Reason (Any), UoN Email Address, Personal Email Address, Extract Date, Upload Date, Commence Date, Last Updated Date, and Updated within (Last 2 Days). A 'Search' button is located at the bottom right of the form. Below the form is a table with columns: School/Unit, Contract Type, Commence Date, Job#, Staff#, Name, Email, UoN Email, Location, Status, Review Reason, Timetable, Extract Date, Upload/Credits Da, Last Update By, and Last Updated. The table contains two rows of data.

**NOTE:** You can search by single or multiple criteria.

3. Enter the search criteria into the valid fields >
4. Click **Search**:

This screenshot is identical to the previous one, showing the search criteria form. The 'Search' button at the bottom right is now highlighted with a red box, indicating it has been clicked.

5. In the Summary screen, click on a *column heading* to **sort** letters in alphabetical or alphanumeric order.

## Upload Timetable Data

1. **Before uploading** the timetableupload.csv file into ECG, the **timetableupload.csv file must be created** and **saved** in the **correct School/Unit folder** and **named correctly**.

### Timetableupload.csv file requirements:

**File name:** timetableupload.csv

**File type:** \*.csv

**Location:**

**WINDOWS:** [\\uncle.newcastle.edu.au\entities\corporate\ECG\prd\hrupload\timetableupload\<school>](#)

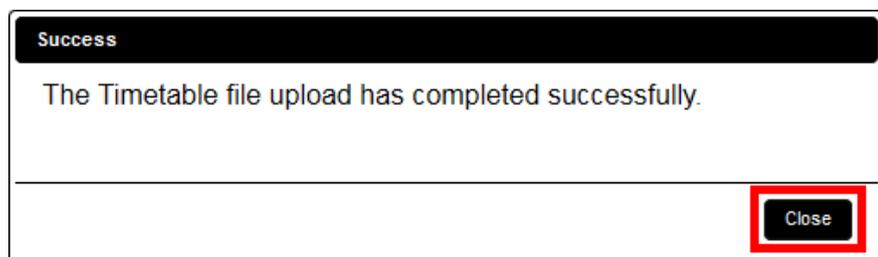
**MAC:** [smb://macuncle.newcastle.edu.au/entities/corporate/ECG/prd/hrupload/timetableupload/<school>](#)

**NOTE:** It is *not* possible to load timetable records for an employee and job number that have *not been loaded as a Contract* in the system. If this is attempted, an error will display, listing the employee and job number that does not have a matching Contract.

2. To upload the timetable, click **Upload Timetables:**



- **If a Timetable record** *has been loaded for a Contract*, the Timetable status for that Contract will change to “UPLOADED”.
  - **If the Contract** *does not have a corresponding Timetable record*, the Timetable status will remain as “NO TIMETABLE”.
3. **If successful**, the following message will display:



4. Click **Close** >
5. After the timetables have loaded successfully, **move and store the timetableupload.csv file** in the **Loaded Files folder**.

# Emailing attachments

## Generate email attachments

Once the *timetable data* has been **uploaded**, the *timetables* for the selected employees can be **generated**.

**NOTE:** The Timetable can only be generated when the status is “UPLOADED” or “GENERATE FAILED”.

1. **Select** the employee(s) from the grid >

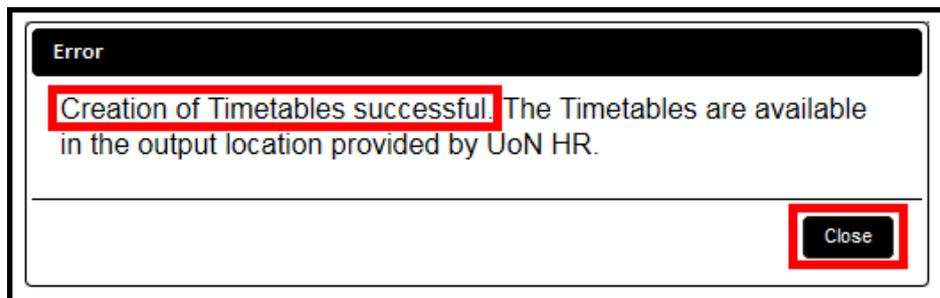
To **Select All** employees shown, tick the checkbox in the Heading:

<input checked="" type="checkbox"/>	School/Unit	Contract Type	Commence Date	Job#	Staff#	Name
<input checked="" type="checkbox"/>	(DVAC_WTUKA)	ACADEMIC CASU	01/01/2016 00:00	1		
<input checked="" type="checkbox"/>	(DVAC_WTUKA)	ACADEMIC CASU	01/01/2016 00:00	1		

2. Click **Generate Timetables Only**:

The screenshot shows a web interface with a navigation bar containing 'SELECT', 'GENERATE ATTACHMENT', 'SEND', 'UPLOAD TIMETABLES', 'GENERATE TIMETABLES ONLY' (highlighted in red), and 'SEND TIMETABLES ONLY'. Below the navigation bar is a 'Collapse Search Options' section with various filters. At the bottom, a data grid is visible with columns for School/Unit, Contract Type, Commence Date, Job#, Staff#, Name, Email, UoN Email, Location, Status, Review Reason, Timetable, Extract Date, Upload/Create Date, Last Update By, and Last Updated. The 'Timetable' column for the first two rows shows 'UPLOADED'.

3. If **successful**, the following message will display:



4. After the email attachments have been generated, the **status of the Timetable will change** to “GENERATED”.
5. The generated Timetable letters are saved in the attachment output folder for each School.

- View each Timetable by accessing the relevant school folder, located here:

\\divisions\usd\_hrs\hroutput\prod\ecg\attachmentoutput\*<school>*

## Generate Attachment process fails

A timetable may fail to generate for the following reasons:

- The OFFER\_Timetable.doc template is open
- Another error in the system has occurred

Please contact [hrsupport@newcastle.edu.au](mailto:hrsupport@newcastle.edu.au) or call +612 4033 9999 (Ext. 39999) to report the error message and request further support.

## Send Timetable emails

Once the Timetable letters have been generated they can be emailed to selected employees.

**NOTE:** Emails can only be sent when the status is “GENERATED”.

To email timetable details:

- Tick the box(es) to select the **employee(s)** from the screen >
- Click **Send Timetables Only**.

The screenshot shows a web interface with a navigation bar containing 'SELECT', 'GENERATE ATTACHMENT', 'SEND', 'UPLOAD TIMETABLES', 'GENERATE TIMETABLES ONLY', and 'SEND TIMETABLES ONLY'. Below the navigation bar is a 'Collapse Search Options' section with various filters for Faculty/Division, School/Unit, Appointment Type, Employee Status, Staff, Job#, Location, Contract Status, Review Reason, Applicant Name, LiOH Email Address, Personal Email Address, Extract Date, Upload Date, Commence Date, Last Updated Date, and Updated within. A table below the search options displays employee records. The table has columns: Selected, Contract Type, Generated Date, Staff, Name, Email, Unit Email, Location, Status, Review Reason, Timetable, Extract Date, Upload Date, Last Update By, and Last Updated. The first row shows a record with 'GENERATED' in the Timetable column, which is highlighted with a red box. A red box also highlights the 'SEND TIMETABLES ONLY' button in the navigation bar.

Selected	Contract Type	Generated Date	Staff	Name	Email	Unit Email	Location	Status	Review Reason	Timetable	Extract Date	Upload Date	Last Update By	Last Updated
1	GDWAC_VTUKAL	ACADEMIC CASU	01/01/2016 00:00	1			Calaghan	SENT		GENERATED	20/10/2016 09:00	20/10/2016 13:15		03/11/2016 11:10

- The employees selected will receive an email with the generated Timetable letters attached.

## Email addresses

### Employee Email Address

An employee can have both a University email address and a personal email address.

The email will be sent to *both* email addresses stored on the system.

### No Email Address

In some instances, a new employee may not have provided an email address or may not have a current email address.

If an employee does not have an email address, the letters can be manually printed from the School output folder and then either posted, faxed or handed to the employee.

Always try to obtain an email address to enable letters to be sent electronically. Forward any email addresses to HR Client Services ([hrsupport@newcastle.edu.au](mailto:hrsupport@newcastle.edu.au)) for upload into ECG.

## Printing letters

If a letter **cannot be emailed** via the ECG, and it is instead printed and posted, faxed or handed to the employee, it is important to record this action and set the status to "PRINTED".

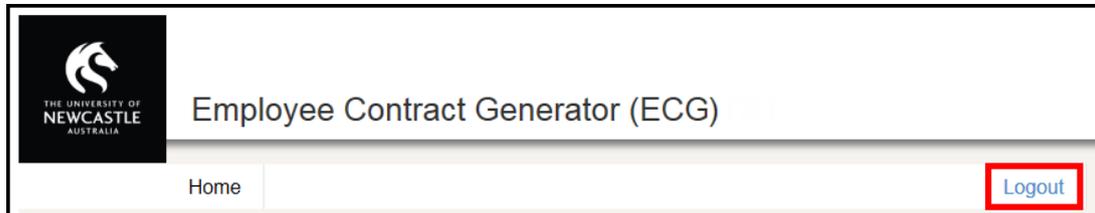
This will ensure that an accurate record of the date sent to the staff member is retained and can be reported on.

1. **Select the letter** on the **Summary** by ticking the appropriate box >
2. Click **SEND** > **Set Status to Printed**:

The screenshot shows the ECG system interface. At the top, there are buttons for 'SELECT', 'GENERATE ATTACHMENT', 'SEND', and 'UPLOAD TIME'. The 'SEND' button is highlighted with a red box. Below the buttons, there is a 'Collapse Search Options' section with four dropdown menus: 'Faculty/Division: All', 'School/Unit: All', 'Appointment Type: All', and 'Employee Status: All'. To the right of these dropdowns, there is a 'Emails' dropdown menu, which is also highlighted with a red box. Below the 'Emails' dropdown, there is a 'Set Status to Printed' option, which is highlighted with a red box. At the bottom of the interface, there is a table with columns for 'School/Unit', 'Contract Type', 'Commence Date', 'Job#', 'Staff#', and 'Name'. The first row of the table has a checked checkbox in the first column.

## Logout

1. Click **Logout** to exit the ECG:



## Processed timetable files

After processing the timetable.csv file in ECG, (create a folder and) save the file to a slightly different location.

1. **Go to**

**WINDOWS:**

\\uncle.newcastle.edu.au\entities\corporate\ECG\prd\hrupload\timetableupload\<school> >

**MAC:**

smb://macuncle.newcastle.edu.au/entities/corporate/ECG/prd/hrupload/timetableupload/<school> >

2. **If not already there, create a new folder called Loaded Files >**

i.e.

**WINDOWS:**

\\uncle.newcastle.edu.au\entities\corporate\ECG\prd\hrupload\timetableupload\<school>\Loaded Files

**MAC:**

smb://macuncle.newcastle.edu.au/entities/corporate/ECG/prd/hrupload/timetableupload/<school>\Loaded Files >

3. **After** a timetable file has been **processed successfully in ECG**, **move it to the Loaded Files folder.**

This will ensure the file isn't accidentally loaded into ECG again.

## NEED MORE HELP?

Please read the below to make sure you contact the correct team!

Contacting the correct team saves time and ensures your question is answered quickly.

AREA	CONTACT
<b>To request a copy of a sent Letter of Offer or a copy of a Timetable</b>	<b>HR Client Services</b> Telephone: (02) 4033 9999 > Option 6 Email: <a href="mailto:hrrsupport@newcastle.edu.au">hrrsupport@newcastle.edu.au</a>
<b>For assistance with the Timetable upload file</b>	<b>HR Information Systems</b> Email: <a href="mailto:hrris@newcastle.edu.au">hrris@newcastle.edu.au</a>
<b>For ECG technical assistance, including trouble logging on</b>	<b>HR Information Systems</b> Email: <a href="mailto:hrris@newcastle.edu.au">hrris@newcastle.edu.au</a>
<b>For advice on current positions, employee numbers, working rights and urgent requests</b>	<b>HR Client Services</b> Telephone: (02) 4033 9999 > Option 6 Email: <a href="mailto:hrrsupport@newcastle.edu.au">hrrsupport@newcastle.edu.au</a>
<b>Payslips</b>	<b>Payroll Services</b> Telephone: (02) 4033 9999 > Option 1 Email: <a href="mailto:payrollservices@newcastle.edu.au">payrollservices@newcastle.edu.au</a>
<b>Payment Summaries</b>	<b>Payroll Services</b> Telephone: (02) 4033 9999 > Option 1 Email: <a href="mailto:payrollservices@newcastle.edu.au">payrollservices@newcastle.edu.au</a>
<b>Tax</b>	<b>Payroll Services</b> Telephone: (02) 4033 9999 > Option 1 Email: <a href="mailto:payrollservices@newcastle.edu.au">payrollservices@newcastle.edu.au</a>
<b>Superannuation</b>	<b>Superannuation</b> Telephone: (02) 4033 9999 > Option 1 Email: <a href="mailto:superannuation@newcastle.edu.au">superannuation@newcastle.edu.au</a>
<b>Leave</b>	<b>Leave Specialist</b> Telephone: (02) 4033 9999 > Option 1 Email: <a href="mailto:leave@newcastle.edu.au">leave@newcastle.edu.au</a>
<b>Staff Directory</b> Updating HRonline information.	<b>HR Client Services</b> Telephone: (02) 4033 9999 > Option 6 Email: <a href="mailto:hrrsupport@newcastle.edu.au">hrrsupport@newcastle.edu.au</a>
<b>Staff Directory</b> HRonline is correct but it has not updated the Staff Directory on the website.	<b>Web Team</b> Email: <a href="mailto:web@newcastle.edu.au">web@newcastle.edu.au</a>
<b>Approvers</b> Who is my timesheet approver?	<b>HR Client Services</b> Telephone: (02) 4033 9999 > Option 6 Email: <a href="mailto:hrrsupport@newcastle.edu.au">hrrsupport@newcastle.edu.au</a>

**Approvers**

My timesheet approver isn't in my HRonline list.

**HR Client Services**

Telephone: (02) 4033 9999 > Option 6  
Email: [hrrsupport@newcastle.edu.au](mailto:hrrsupport@newcastle.edu.au)

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**Training****Discover**

Website:  
<http://www.newcastle.edu.au/current-staff/working-here/performance-and-development/workforce-development/discover>

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**Recruitment**

I can't see the progress of an application.

**Recruitment Team**

Telephone: (02) 4033 9999 > Option 2  
Email: [employment@newcastle.edu.au](mailto:employment@newcastle.edu.au)

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**Qualifications**

Information about adding qualifications.

**HR Client Services**

Telephone: (02) 4033 9999 > Option 6  
Email: [hrrsupport@newcastle.edu.au](mailto:hrrsupport@newcastle.edu.au)

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**Qualifications**

Qualifications are correct in HRonline but my Research Profile is not updated.

**Research Performance and Systems Unit**

Email: [rps@newcastle.edu.au](mailto:rps@newcastle.edu.au)  
Website

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**Ascender**

Report requests

**HR Information Systems**

Email: [hrris@newcastle.edu.au](mailto:hrris@newcastle.edu.au)

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**Ascender**

System access

**HR Information Systems**

Email: [hrris@newcastle.edu.au](mailto:hrris@newcastle.edu.au)

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**ECG**

System access

**HR Information Systems**

Email: [hrris@newcastle.edu.au](mailto:hrris@newcastle.edu.au)

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**Discoverer**

System access

**HR Information Systems**

Email: [hrris@newcastle.edu.au](mailto:hrris@newcastle.edu.au)

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