

# HRonline

## IT Alert Mobile Number



### Add an IT ALERT MOBILE NUMBER in HRonline

As of 26 September 2016, you will need to **add an IT Alert Mobile Number** to your HRonline profile **before** you can use the Reset Forgotten Password utility.

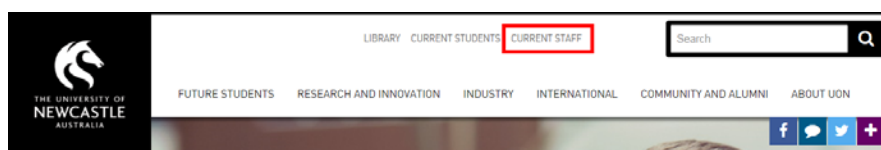
If you **cannot** access HRonline and you have **not yet** added an IT Alert Mobile Number, please contact the IT Service Desk on Ext 17000 ((02) 4921 7000) to reset your password over the phone.

Please then log in to HRonline and follow the below steps to add an IT Alert Mobile Number.

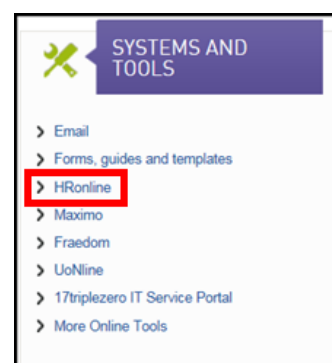
You will then be able to reset a forgotten password yourself in the future.

### Login to HRonline

1. Go to [www.newcastle.edu.au](http://www.newcastle.edu.au) >
2. Click **CURRENT STAFF** at the top of the homepage:



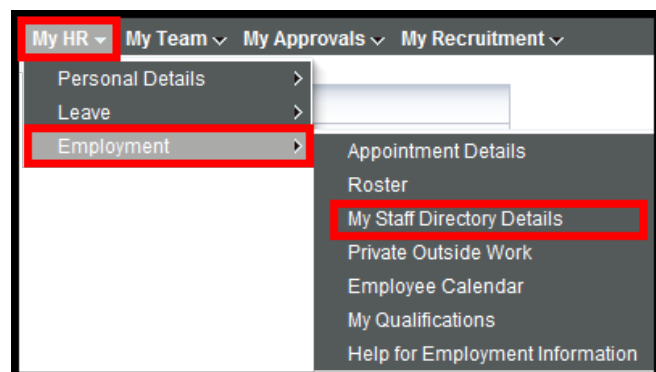
3. Under SYSTEMS AND TOOLS, click **HRonline**:



4. Login with:  
Username = your **Number Plate** (your Uni ID e.g. ABC123)  
Password = your **main** password >
5. Click **Login**:

## Add the *IT – IT Communications* attribute

1. From the menu, select **My HR > Employment > My Staff Directory Details**:



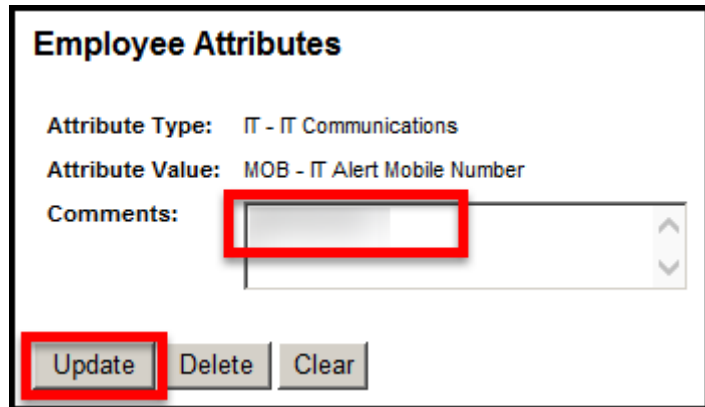
2. The **Employee Attributes** screen will be displayed.
3. Click on the “**IT – IT Communications**” **Attribute Type** to view/change details:

Employee Attributes		
Attribute Type	Attribute Value	Comments
<a href="#">1. FOCUS - Area of Academic Focus</a>	00001 - Focus Area not applicable	Enter primary area of Academic Focus. One only. (comments not displayed on directory)
<a href="#">2. HR - Staff Contact Details</a>	1 - Work Phone Number	Enter in format (02) 4921 XXXX
<a href="#">3. HR - Staff Contact Details</a>	2 - Work Fax Number	Enter in format (02) 4921 XXXX
<a href="#">4. HR - Staff Contact Details</a>	3 - Work Mobile Number	Enter work mobile number only
<a href="#">5. HR - Staff Contact Details</a>	4 - Room Number	Enter Building code/room eg CH123
<a href="#">6. HR - Staff Contact Details</a>	5 - Emergency Contact SMS. Not for Staff Directory	Enter work/personal mobile number
<a href="#">7. HR - Staff Contact Details</a>	6 - Building	Enter building name eg Hunter Building
<a href="#">8. HR - Staff Contact Details</a>	7 - Team or Work Group	Enter Team name if applicable
<a href="#">9. HR - Staff Contact Details</a>	8 - Location	Enter physical location eg Ourimbah
<a href="#">10. IT - IT Communications</a>	MOB - IT Alert Mobile Number	
<a href="#">11. LINKS - Web links</a>	PROF - Profile url	Copy and Paste profile URL here

4. Type your mobile number in the **Comments**:

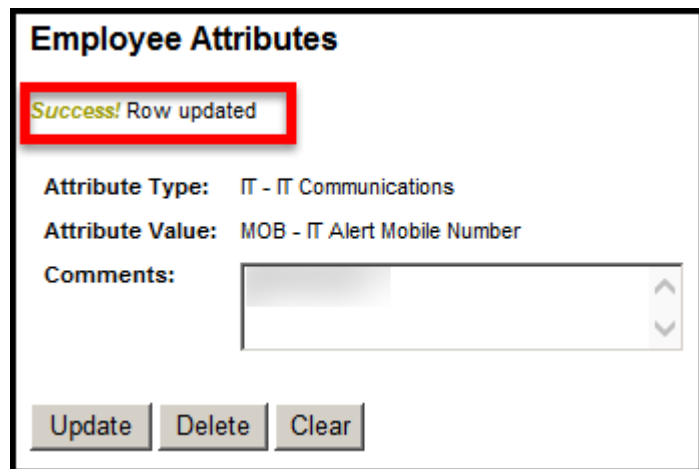
**IMPORTANT:** Make sure you type your mobile number with **numbers only** and **no spaces**.

5. Click **Update**:



The screenshot shows the 'Employee Attributes' form. The 'Attribute Type' is 'IT - IT Communications' and the 'Attribute Value' is 'MOB - IT Alert Mobile Number'. The 'Comments' field is empty and highlighted with a red box. Below the form, the 'Update' button is also highlighted with a red box, along with 'Delete' and 'Clear' buttons.

6. You will receive a Success! Notification if successful:



The screenshot shows the 'Employee Attributes' form after a successful update. A green notification box at the top left says 'Success! Row updated' and is highlighted with a red box. The form fields and buttons are the same as in the previous screenshot.

## Check the attribute has been saved

1. Go to **My HR > Employment > [My Staff Directory Details](#)** again >
2. **Your mobile should be listed** in the Employee Attributes, under "IT – IT Communications":

### Employee Attributes

Attribute Type	Attribute Value	Comments
<a href="#">1. FOCUS - Area of Academic Focus</a>	00001 - Focus Area not applicable	Enter primary area of Academic Focus. One only. (comments not displayed on directory)
<a href="#">2. HR - Staff Contact Details</a>	1 - Work Phone Number	Enter in format (02) 4921 XXXX
<a href="#">3. HR - Staff Contact Details</a>	2 - Work Fax Number	Enter in format (02) 4921 XXXX
<a href="#">4. HR - Staff Contact Details</a>	3 - Work Mobile Number	Enter work mobile number only
<a href="#">5. HR - Staff Contact Details</a>	4 - Room Number	Enter Building code/room eg CH123
<a href="#">6. HR - Staff Contact Details</a>	5 - Emergency Contact SMS. Not for Staff Directory	Enter work/personal mobile number
<a href="#">7. HR - Staff Contact Details</a>	6 - Building	Enter building name eg Hunter Building
<a href="#">8. HR - Staff Contact Details</a>	7 - Team or Work Group	Enter Team name if applicable
<a href="#">9. HR - Staff Contact Details</a>	8 - Location	Enter physical location eg Ourimbah
<a href="#">10. IT - IT Communications</a>	MOB - IT Alert Mobile Number	<input type="text"/>
<a href="#">11. LINKS - Web links</a>	PROF - Profile url	Copy and Paste profile URL here

3. You are now able to use the Reset Forgotten Password utility.

## 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>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 Support</b> Telephone: (02) 4033 9999 > Option 6 Email: <a href="mailto:hrsupport@newcastle.edu.au">hrsupport@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 Support</b> Telephone: (02) 4033 9999 > Option 6 Email: <a href="mailto:hrsupport@newcastle.edu.au">hrsupport@newcastle.edu.au</a>
<b>Approvers</b> My timesheet approver isn't in my HRonline list.	<b>HR Support</b> Telephone: (02) 4033 9999 > Option 6 Email: <a href="mailto:hrsupport@newcastle.edu.au">hrsupport@newcastle.edu.au</a>
<b>Training</b>	<b>Discover</b> Website: <a href="http://www.newcastle.edu.au/current-staff/working-here/performance-and-development/workforce-development/discover">http://www.newcastle.edu.au/current-staff/working-here/performance-and-development/workforce-development/discover</a>
<b>Recruitment</b> I can't see the progress of an application.	<b>Recruitment Team</b> Telephone: (02) 4033 9999 > Option 2 Email: <a href="mailto:employment@newcastle.edu.au">employment@newcastle.edu.au</a>

**Qualifications**

Information about adding qualifications.

**HR Support**

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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**Alesco / Ascender**

Report requests

**HR Information Systems**

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

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**Alesco / 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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Further HRonline assistance is available through the following:

**About Your Contract or Appointment**

Contact your Supervisor / Timesheet Approver or HR Support

**HR Support**

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

**PRD Online**

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

**HR Information Systems**

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

**General IT Help**

Telephone: (02) 4921 7000  
Email: [17000@newcastle.edu.au](mailto:17000@newcastle.edu.au)