

MHR21

Start-up Guide

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Information

MHR21 is a self-service app which allows you to view personal information that East Ayrshire Leisure Trust / the Council holds on you within its HR/Payroll system (Chris21). Some examples of this information are;

- your address
- emergency contact details
- salary details
- previous payslips
- bank details
- overtime and annual leave.

Additionally, you will also be able to use the app to make leave applications and Line Managers will be able to approve/decline leave requests at your convenience.

Most of the information available to you within MHR21 will be read only. Currently, the only forms you are being asked to update are the **Address** and the **Equal Opportunities** forms. These can be found on the **HR** menu.

Currently MHR21 is used for the following purposes;

- To view personal information held about you by East Ayrshire Leisure Trust and the Council and if necessary, update
- To apply for some forms of leave, mainly annual leave and enhanced leave
- To view your payslips electronically

While some adjustments to your file will be made by the Payroll team, it's important to note the role of your **Recorder**. Your Recorder will be an admin person from within your Service who will make adjustments to your leave (including deletions) and alter your rota (work pattern). The Recorder is also responsible for logging information around Absence Reviews and Follow-ups.

Logging On

Using an Apple iPhone

(the app can only be downloaded on iPhone 6 and later with IOS 10.0 and later)

<p>1 Tap on the App Store.</p> 	<p>2 Search for Frontier Software. Tap GET on MHR. Then tap Install.</p> 
<p>3 The app downloads and installs</p> 	<p>4 To start the app, tap on OPEN.</p> 

Using an Android phone

(app can only be downloaded on devices with Android 6.0 and later)

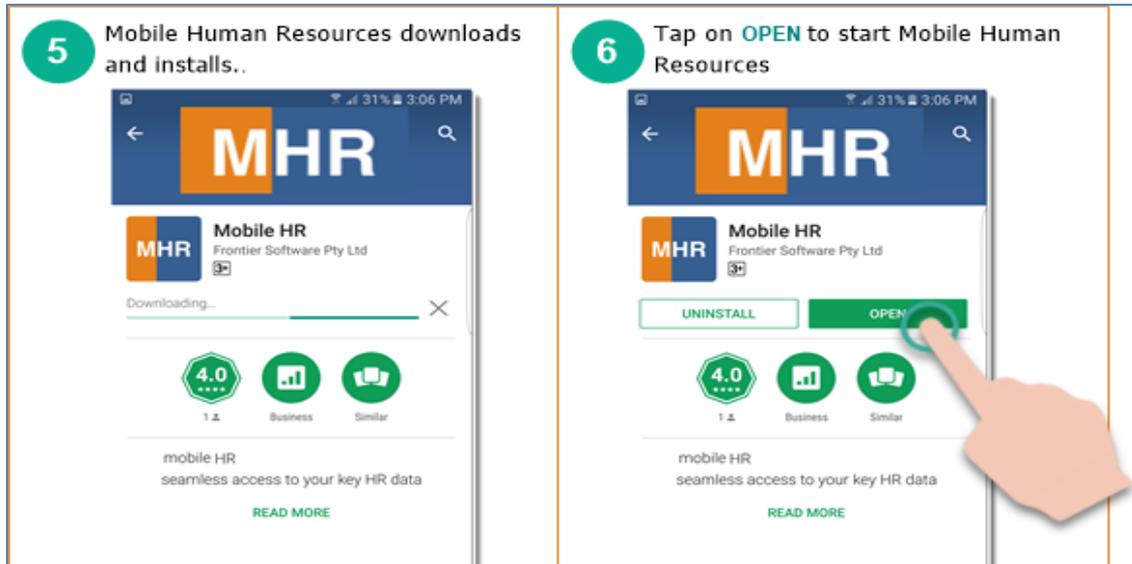
1 Tap on the Play Store.

2 Search for Frontier Software. Then tap on MHR.

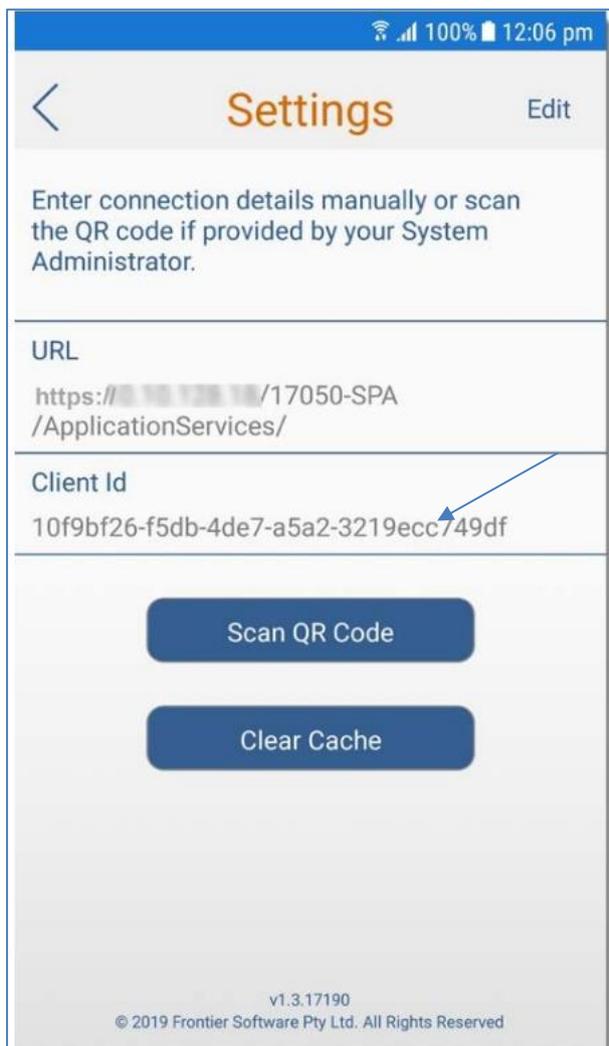
3 Tap **INSTALL.**

4 Tap on **ACCEPT to allow the app access to the listed services.**

Continued...



Once the App has been installed on your phone it will take you automatically to **Settings**, you should select **Scan QR Code**.



Scan the QR Code below. This will import the settings into the app.



Once you save the settings, click on back (or close down the app and re-enter). You should now be able to see the login screen below where you will be asked for your login credentials.

A screenshot of the Mobile Human Resource app's login screen. The screen has a blue header with the text "Mobile Human Resource" and a gear icon. Below the header is the MHR²¹ logo. There are two input fields: "Username" and "Password". The "Password" field has an eye icon to toggle visibility. Below the fields is a blue "LOG IN" button. Underneath the button is a checkbox labeled "Remember me". At the bottom, there is a link "Forgot your password?" and footer text: "v1.3.17191 © 2019 Frontier Software Pty Ltd. All Rights Reserved". The top status bar shows signal strength, Wi-Fi, 100% battery, and the time 10:31.

For those people who already have an HR21 account, your login credentials will be exactly the same. Likewise, if you change your password in either HR21 or MHR21 it will update the other system so both passwords will always remain the same.

If you do not have access to HR21, your password has been set to – Newpassword1*
Once you have logged in, please log out and click on forgot password link (see page 10). You will then get an email with a new temporary password - you can then create your own password.

Your login details are as follows;

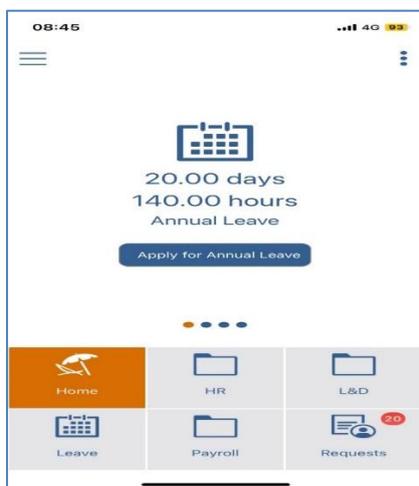
Username: This is your 7 digit employee number

Password: HR21 Password or Password1*

During the initial login process, you will have the opportunity to activate **Facial Recognition**. When activated this will take place on entering the app from your phone. This can be de-activated later if you wish to do so.

MHR21 Home Screen

When you login in you will see the Home Screen displayed below.



The home screen displays a note of your current annual leave balance. Please note that this is a real time balance and doesn't take account of future bookings.

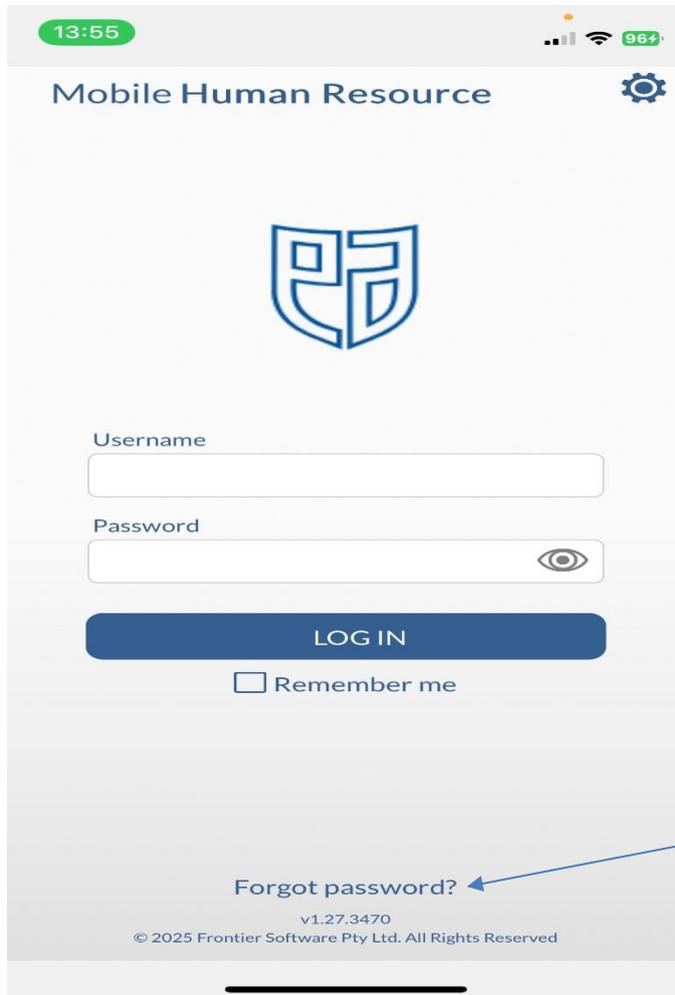
To see a current annual leave balance that includes future bookings you can navigate to the **Leave** menu at the bottom of the app, then choose **Leave Balances > Annual Leave**.

Whilst on the Home Screen you can swipe left when over the annual leave balance, and this will display any other leave balances you have.

Also on the Home Screen is a shortcut to apply for annual leave. This can also be done via the **Leave** menu but using the shortcut is quicker. Further details on completion of this form are contained within the Leave section of the guidance note.

Forgot Password

If you have forgotten your password, click on the link as shown below and insert your employee number. An email will be issued to your email address with a new password.



13:55

Mobile Human Resource

Username

Password

LOG IN

Remember me

Forgot password?

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If you are still having issues, please email HR21reset@east-ayrshire.gov.uk for further assistance.

HR Menu

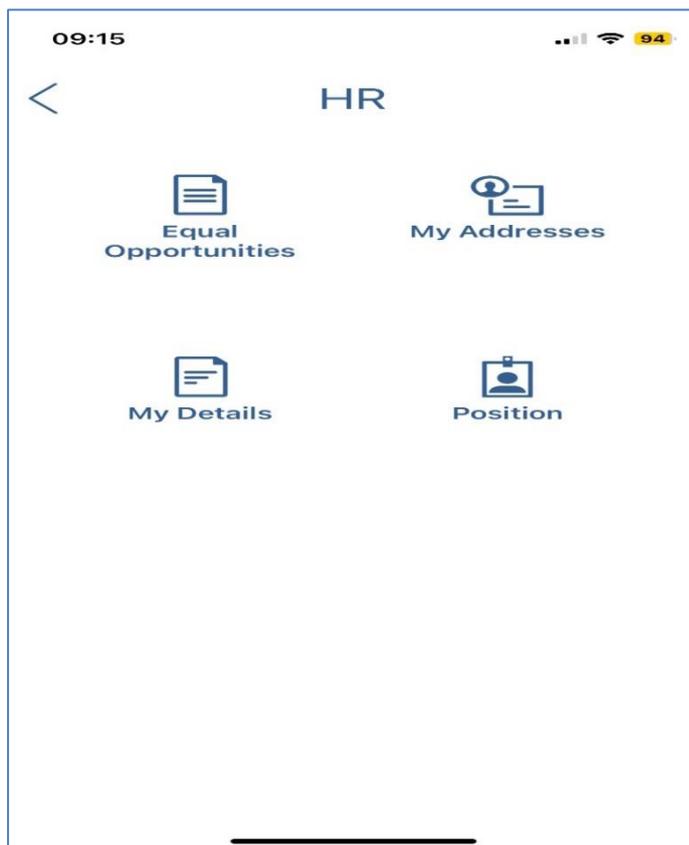
The HR menu can be found at the bottom of the app - it contains the following forms;

Equal opportunities: this is a note of your current equal opportunities data. We would encourage you to update this if any fields are blank or have changed. This can be done by using the **Edit** option at the top of the app.

My addresses: this is your current home address and your next of kin emergency details, the Council would encourage you to update this form if details are incorrect by using the **Edit** option at the top of the App.

My details: these are personal details around your name, start date, continuous service date, NI number and work email address. This data is non editable, you must contact EALeisureHR@eastayrshireleisure.com to make any changes.

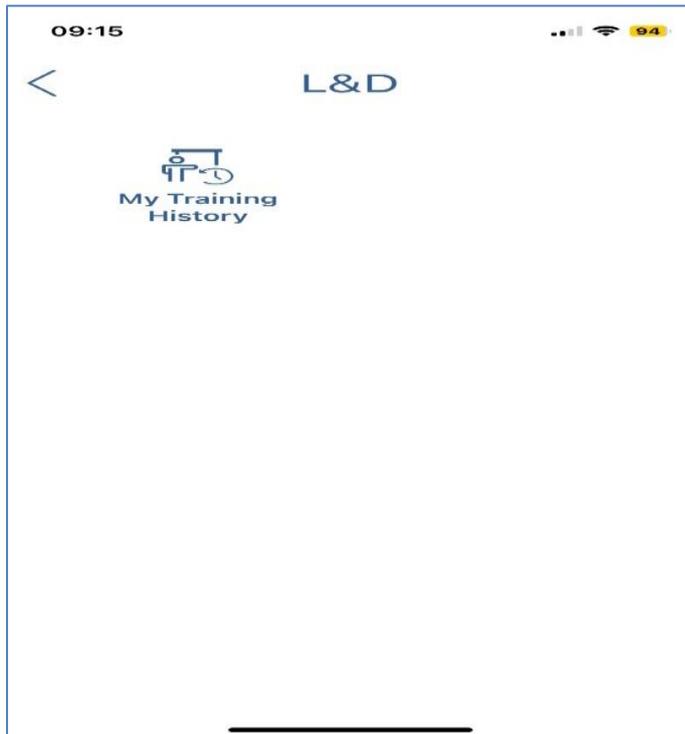
Position: this is a note of your current and any previous positions that you have held within East Ayrshire Leisure Trust and/or the Council.



Learning & Development Menu

The learning and development menu can be found at the bottom of the app and contains the following;

My Training History: this is note of any historic training courses you have undertaken along with the date of completion.



Leave Menu (includes making leave applications)

The leave menu can be found at the bottom of the app, it contains the following forms;

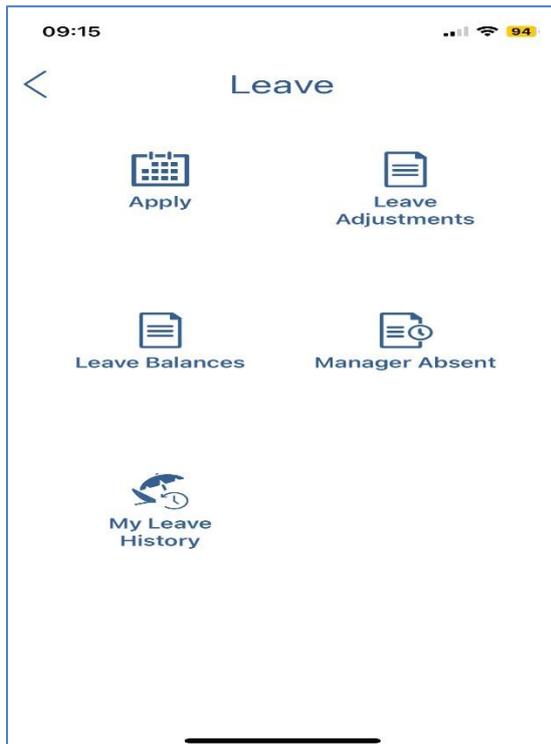
Apply: this form is used to apply for leave - see further details below

Leave Adjustments: this form displays any adjustments made by your Recorder (Admin Worker), possibly because you are a part time worker or to create your carry forward leave balance

Leave Balances: this is your detailed view of any leave balances

Manager Absent: this is where Line Managers can select another person to approve leave requests while they are on holiday or long-term sick. Just select **Edit** then enter the employee number of the covering manager in the **Absentee Manager** field. You can also enter the start and end date if you wish. Remember to press **save**. Please note that any amendments won't take effect until the next working day.

My Leave History: this is a note of all your historical leave - it includes sickness, maternity, annual leave and many others



Applying for Leave

Click on the **Apply** tab then select **Add** and you will see the following page;

The screenshot shows a mobile application interface for applying for leave. At the top, there is a status bar with the time 10:50, signal strength, Wi-Fi, and battery (79%) indicators. Below the status bar, the word 'Apply' is centered in a large blue font. To the left of 'Apply' is a 'Cancel' button. Underneath, there is a dropdown menu labeled 'AM/PM' with 'PM' selected. A horizontal line separates this from the 'Details' section, which is titled in orange. The 'Details' section contains several fields: 'Leave Type*' with a dropdown menu showing '(ANN) Annual Leave' and a right-pointing arrow; 'Start Date*' with a date field showing '30/06/2025' and a close icon; 'End Date' with a date field showing '30/06/2025' and a close icon; 'Days Taken' with an empty text input field; and 'Hours Taken' with an empty text input field. At the bottom of the form, there is a dark blue navigation bar with three icons: a document icon labeled 'Notes', a paperclip icon labeled 'Attach', and a right-pointing arrow icon labeled 'Submit'.

AM/PM: select AM or PM for a half day otherwise leave as not applicable

Leave Type: select the type of leave

Start Date: click on field, then select date from calendar, then select done

End Date: click on field, then select date from calendar, then select done

There is no need to type anything else into the **Days Taken**, **Hours Taken** or **Status** fields. These will populate automatically once you have submitted your application.

Click on **SUBMIT**.

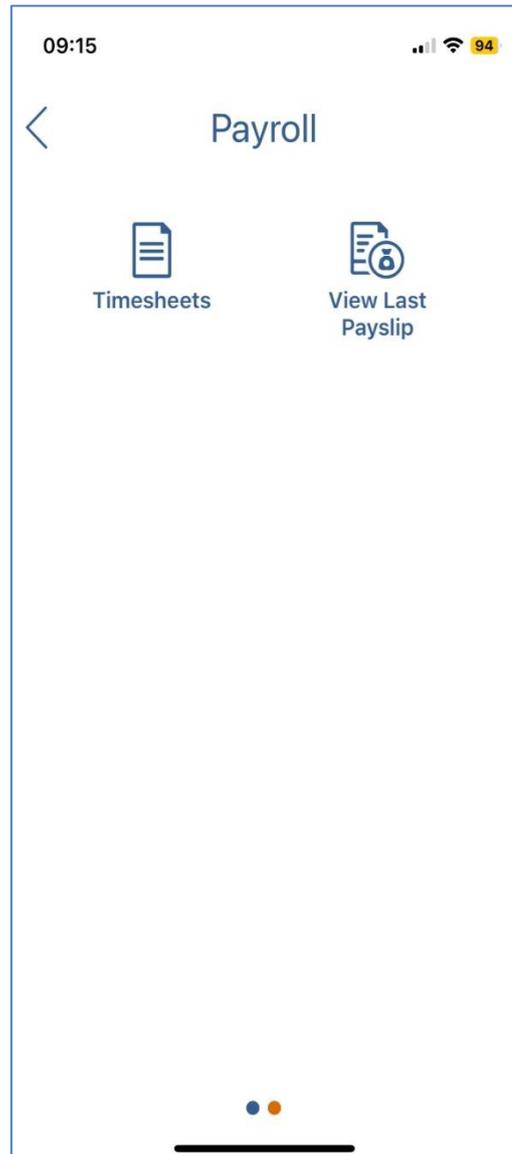
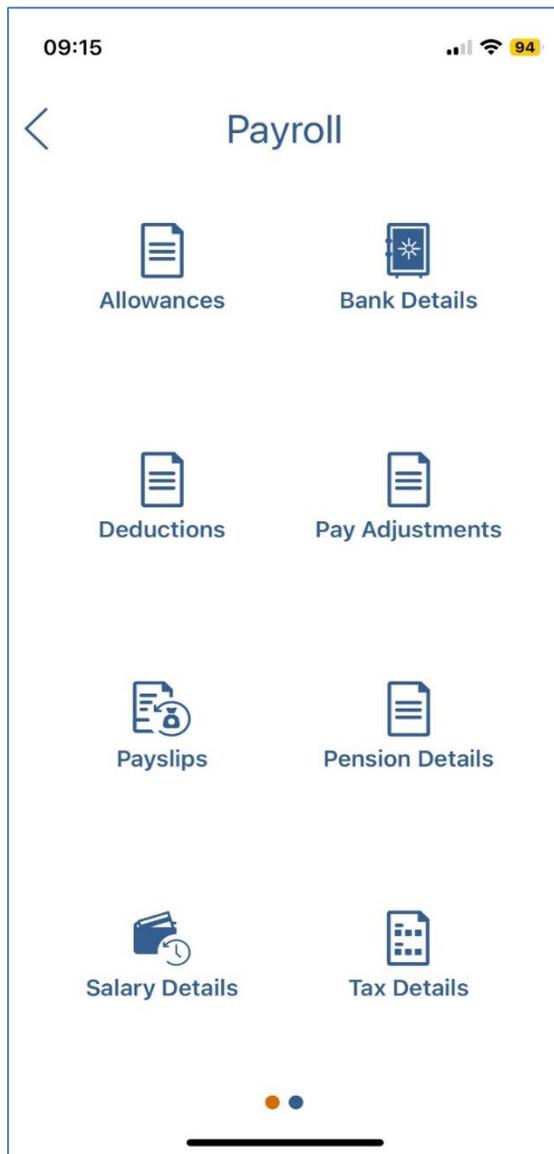
An email will be issued to your Line Manager's work email, notifying that a leave application has been made, and your own work email address (if you have one) will be copied in. When the Line Manager approves or declines another email will be sent to both parties.

If you discover that on submitting your leave application the system doesn't deduct the correct number of days this is most likely due to the wrong Rota being in place for you, to correct this email EALeisureHR@eastayrshireleisure.com to make an amendment then resubmit your application.

Up until your Line Manager approves or declines your request, you can delete the application yourself from **Requests Menu > My Requests**. Once the application has been approved by the Line Manager you need to ask them to contact EALeisureHR@eastayrshireleisure.com to make any changes.

Payroll Menu (includes viewing Payslips)

The Payroll Menu can be found at the bottom of the app; it contains the following forms;



Allowances: this is a note of any allowances, current or historical, you have had.

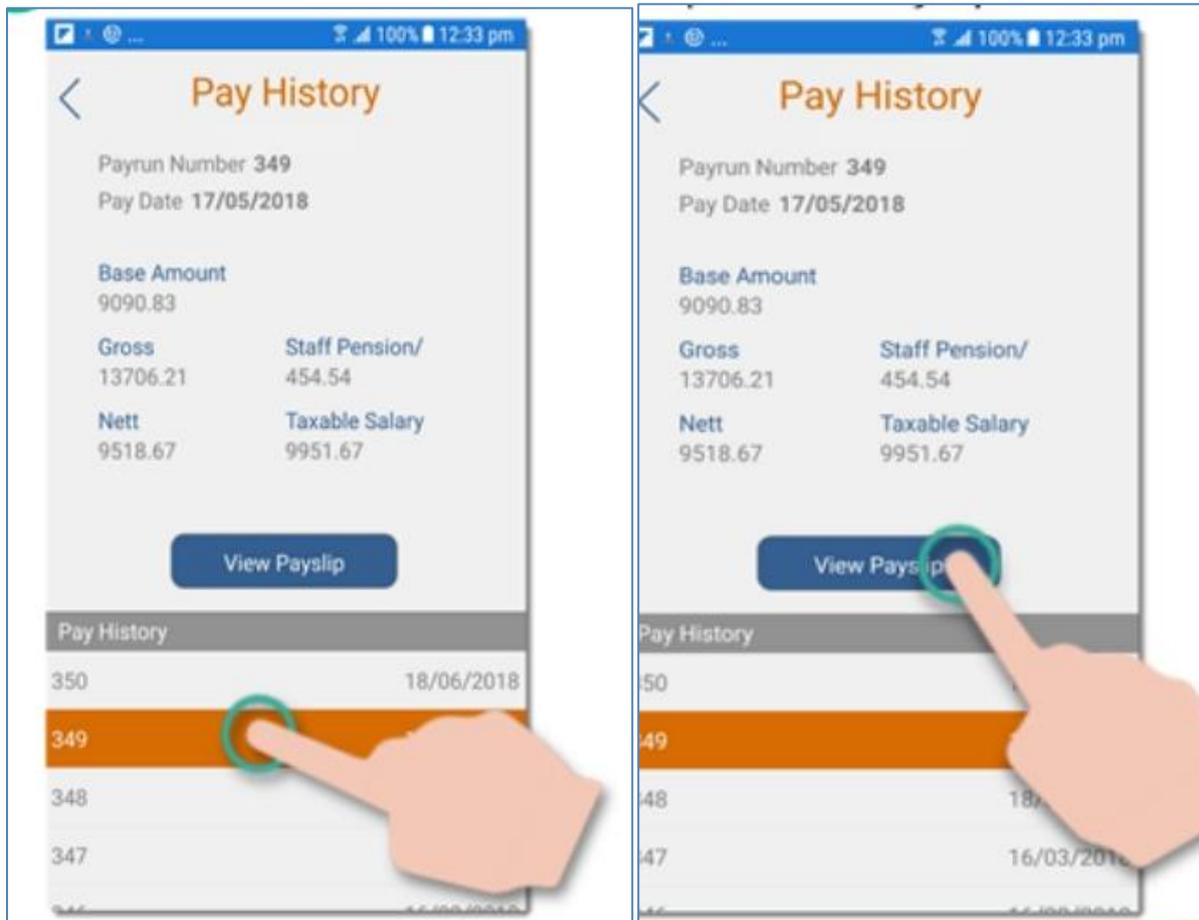
Bank Details: this is a note of your current bank details. If these require to be changed, a **Change of Bank Details Form** must be completed and submitted to EALeisureHR@eastayrshireleisure.com for processing).

Deductions: this is a note of any current or historical deductions you have had.

Pay Adjustments: this is a note of any current or historical pay adjustments (not overtime) you have had.

Payslips: this is a note of current and historical payslips.

To view a payslip, select the payslip from the **Pay History**, then click on **View Payslip**



A PDF version of your payslip will then appear, example below.

1		East Ayrshire Council		11		Finance & Corporate Supt	
Pay Location	Employee Number	Name		Annual Salary			
018	0118554	Mr J Bloggs		20,602.00			
Tax Office/PAYE Reference	TaxCode	Tax Period	NI Number	Period from	Period to	Payment Date	
961 / 2422634	922L	W48	NE712542B	26/01/2014	22/02/2014	18/02/2014	
PAY AND ALLOWANCES				DEDUCTIONS			
Description	Hours	Rate(£/%)	Amount	Description	Amount(£)	EAR Tax Year Totals	
Salary Post 1			1584.77	TAX	149.60		
Home Tech Scheme 2012			37.64-	National Insurance D(CO)	100.71		
				Employees rebate	2.25-		
				LGPS 5.60%	88.75		
Total Payments			1,547.13	Total Deductions		336.81	
Please ensure that you check your payslip carefully and retain for your records. It is your responsibility to contact the Payroll Office if you believe there are any discrepancies.						NET PAY 1,210.32	
TOTALS TO DATE THIS TAX YEAR		TAXABLE PAY	INCOME TAX PAID	TOTALS TO DATE THIS TAX YEAR			
In previous employment(s)		0.00	0.00	Year to date pensionable pay		18,938.15	
In this employment		17,496.96	1,795.40	Year to date pension and AVC cont.		1,064.79	
Total for income tax year		17,496.96	1,795.40	Year to date NI contribution		1,181.12	
Messages							

Pension Details: this is a note of your current and historical pension records showing both employees and employer's percentage contributions.

Salary Details: this is a note of your current and historical salary records.

Tax Details: this is a note of your current tax code and NI table letter.

Timesheets: this is a note of current and historic additional payments including overtime, mileage and various other payments.

View Last Payslip: this is a quick route to view your last payslip. Historic payslips are located in the Payslips icon noted earlier.

Requests Menu (includes approving leave applications)

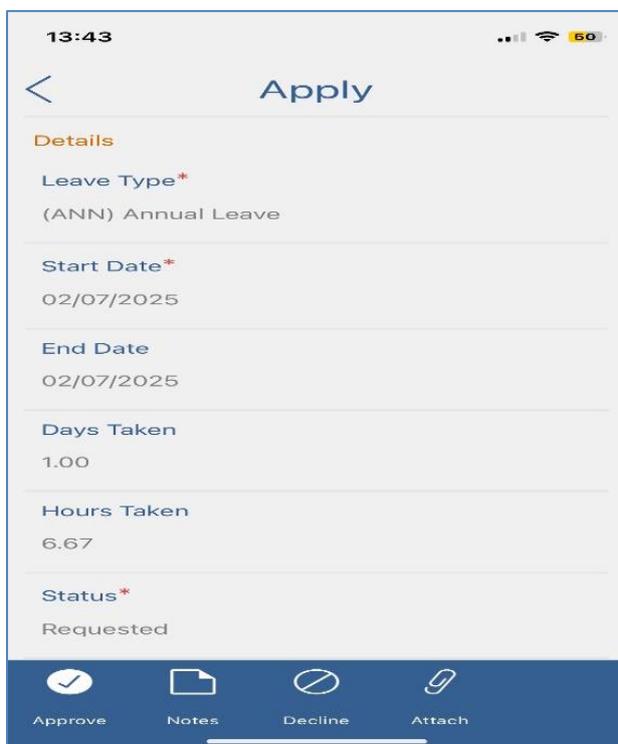
The Requests menu can be found at the bottom of the app and contains the following forms;



My Requests: this is a note of any leave requests that you have made that are awaiting approval. You can cancel a leave request from here if it is still awaiting approval from your Line Manager.

Staff Requests: If you approve leave for staff, this is where any requests will be held. You will see a small number in red above the icon noting how many requests are awaiting approval. You will also receive a work email to advise that an application has been made.

Click on the application

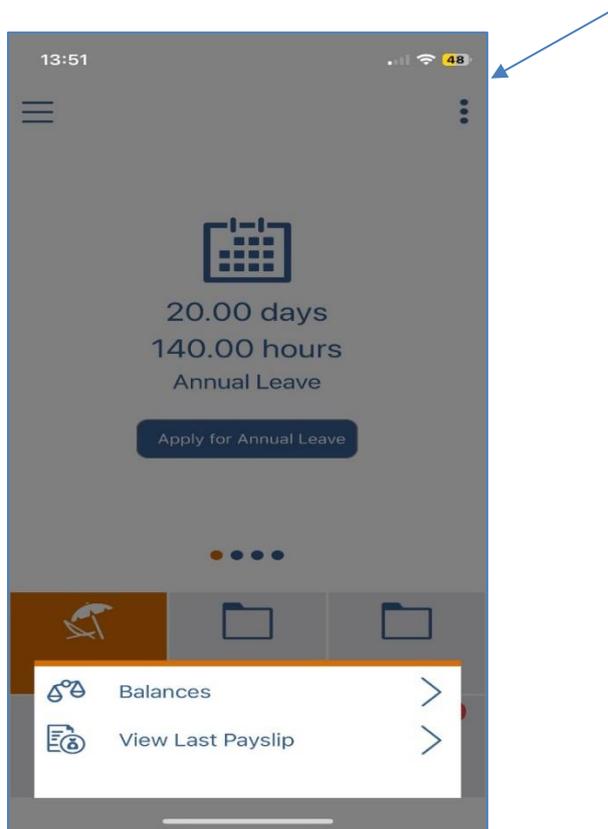


Select either **Approve** or **Decline**

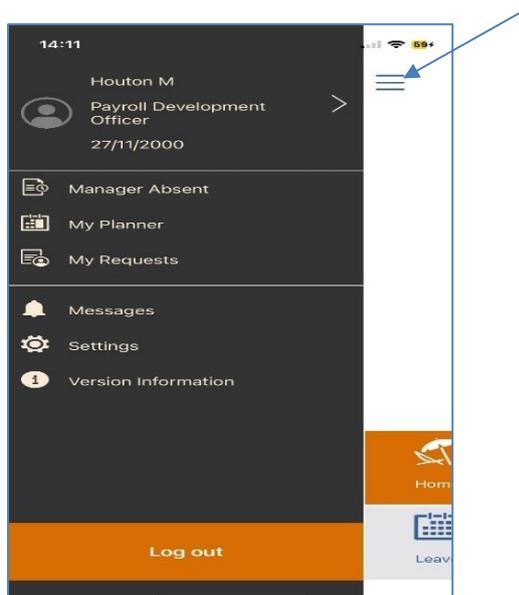
A work email will be issued to both you and the staff member.

Other Menu Options

If you click on the three dots on the top right-hand side of the home page, it will provide another way to access **Balances** and **View Last Payslip**.

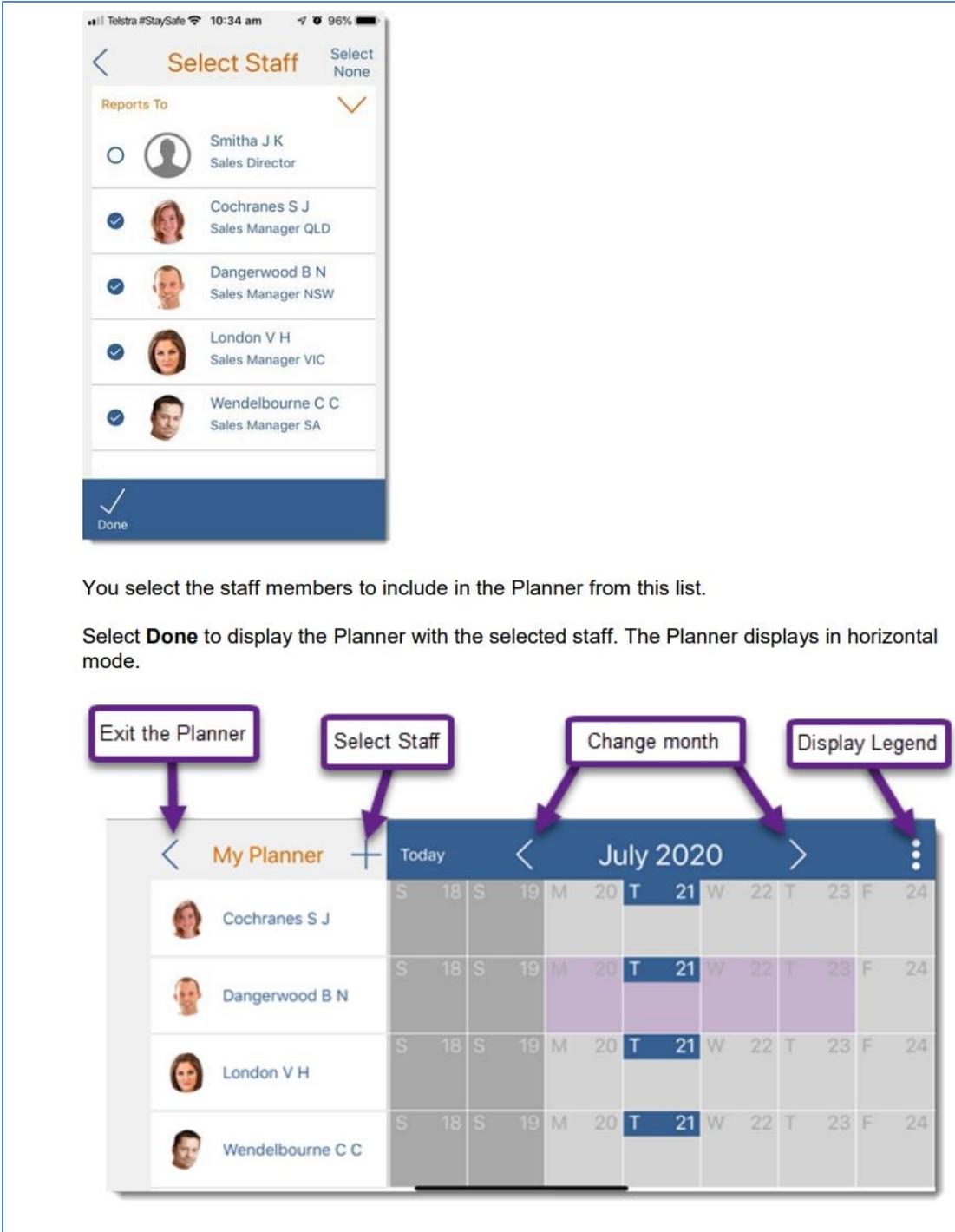


If you click on the three lines on the top left-hand side of the home page, it will provide access to the following menus.



Manager Absent: see earlier details within the **Leave** section of this guidance note for activation details of this function.

My Planner: this displays a calendar view of events for managers and their staff. You typically see events like annual leave, rostered days, and public holidays.



You select the staff members to include in the Planner from this list.

Select **Done** to display the Planner with the selected staff. The Planner displays in horizontal mode.

My Requests: this is a note of any leave requests that you have made that are awaiting approval. You can cancel a leave request from here if it is still awaiting approval from your line manager.

Messages: these can sometime build-up when you navigate around the system, you can use the **Select All** option, then **Delete** to clear them down.

Settings: this has an option to turn on or off the **Face ID** recognition should you wish to do so

Log Out: the log out option can be used to exit the app - it will take you back to the login screen. The cog located on the top right-hand side of the login screen will take you into **Settings**, where the **Clear Cache** option is available - this may be required to reset your app when updates take place.

<u>Date</u>	<u>Author</u>	<u>Versio n</u>	<u>Comments</u>
24-06-25	Myranda Houton	V.1	Document created
28-08-25	Myranda Houton	V.2	Updated Page 8 for employees who do not have access to HR21