

Frequently Asked Questions sheet for all new staff members and visitors

1. University ID & Access control (SALTO) cards

Staff ID cards

Please email SEF.PrintUnit@mitie.com to request an ID card. You will need to do so **from your Sussex email account** and attach a passport-style photo of yourself (a 'selfie' is acceptable in most cases).

When your card is ready you can collect it from the Print Unit or it can be posted by SEF to your campus or home address.

The Print Unit can be found in York Hours (access via York House car park, not the main reception). Normal opening hours are 9.30 to 4pm, Monday to Friday. Any changes to this will be announced on their webpage: [Print Unit](#)

You should be able to use this staff ID card on University of Sussex sports facilities and library facilities for the duration of your contract/ period of title at the University.

Access control (Salto) cards

Your University ID card is **not** an access control card. Access control cards, where required, are issued by the SEF Logistics team. All requests for access control cards should be made via the [SEF Service Centre](#) in the first instance: email SEF.ServiceCentre@mitie.com.

2. Staff IT Access / Email Account

HR will have added your details to the expected staff list in advance of your start date and this will allow basic IT/email account access once you have been setup by IT Services and issued with your login details.

Until HR have been able to add your details to the core HR and payroll system you may have limited access to certain systems and may encounter difficulties printing and accessing shared hard drives. This input will be completed as soon as possible once you have supplied all pre-employment documents, and processing time may vary. You should expect to have access by the 15th of the month following your start date, if not earlier. Thanks in advance for your patience regarding this.

Once the full input is complete and you have started in your new role at the University you will be entitled to get University IT access including [Sussex Direct](#) and [MyView](#) (self-service portal to access your payslips, update your personal details, book holiday and record your sickness absence) and any other role-specific access to other systems (such as Agresso Finance etc).

If you have not already had an IT induction and been given yourname@sussex.ac.uk email account and IT Access, or have been advised by your new department this is scheduled as part of your departmental induction - Please go to **Shawcross Building** reception with photo ID such as your University ID card or passport between 9 am- 5 pm Monday - Friday.

Brighton & Sussex Medical School Staff and Title-holders will also have @brighton.ac.uk and @bsms.ac.uk accounts set up for them by the Medical School. If they have not already done this for you - please contact your departmental administrator and they will be able to assist you with this. It is usual practice for BSMS staff and affiliates to set a forward on their @sussex.ac.uk and @brighton.ac.uk email accounts directed to their @bsms.ac.uk so they don't have to check 3 email accounts simultaneously - please ensure you do this once you have set up all accounts to ensure you don't miss any important correspondence. BSMS will issue you with a BSMS user account number, which you may need to provide to UoS IT Services to setup your accounts correctly.

3. Personal and Contact Information

Once you have been set up with your ITS access, you are responsible for updating your personal and contact information via **My View & Sussex Direct**.

Please ensure you use the **My View** portal to update your home address, personal contact details and next of kin information.

Please note a change of bank details would need to be done via a separate form via our payroll department.

Please ensure this is done in a timely manner whenever they change.

4. Important information for all Sponsored Staff and Visitors (UKVI responsibilities)

For all sponsored international staff and visitors as an essential requirement of your sponsorship - it is essential that you keep both your department (via line manager) and the Human Resources Division informed of any changes to your personal and/or work details, as the University has increased legal responsibility for all sponsored staff. Please ensure you notify HR & Manager of any changes, as well as updating your personal information on the **MyView** portal. It is essential that we are notified in advance of changes, as in some cases we must inform UKVI within 10 days of the change.

In some instances, you will also need to directly advise UK Visas & Immigration (Home Office) via the Change of Circumstances form on the UKVI website. Please see the weblink below for guidance on when this is required and how to report: <https://www.gov.uk/change-circumstances-visa-brp>

To advise Human Resources of any changes during your employment, or to ask for guidance please email the following address below: HRcompliance@sussex.ac.uk

5. Pension Auto-enrolment

If your role is pensionable, you will receive a letter regarding automatic enrolment into the appropriate scheme for your terms and conditions - usually within 1 month of your start date at the University (though for mid-month starters, this can be approximately 1.5 months from start date).

If you have any questions about your pension, contact the Pensions Team: pensions@sussex.ac.uk

6. Salary payments

The University payday is the last working day of every month, there is a published payroll deadline each month for any other claims. You will receive your payslips electronically via the MyView system.

7. Parking Permits

Once you have been given your **Sussex Direct** account details (see IT Access on point 2) to arrange a parking permit please log onto your account and additionally read the policy and guidance available online on the link below.

The parking permit is setup through your Sussex Direct account and you will only be able to do this after your start date at the University. Information can be found at: [Parking Information](#)

8. Annual Leave

All leave is booked via a self-service portal called [MyView](#). Please view our [guidance webpage](#) for further information.

Your annual leave entitlement will be from 1 October to 30 September as follows (representative of full time hours):

	Length of Service	Annual leave entitlement (in days)	Annual leave entitlement (in hours)	Full time hours per day
Grade 7-10	Any	24	180	7.5
Grades 1-6	Less than Three years	20	146	7.3
	three to four years	21	153.3	7.3
	Four to five years	22	160.6	7.3
	Five years or more	23	167.9	7.3
Clinical staff	Any	24	192	8

In addition you will receive bank holidays and minimum service days. These can be viewed here:

<https://www.sussex.ac.uk/about/term-dates#msd>

If you start or finish your employment part way through the leave year, you will be entitled to the pro-rata entitlement of annual leave, bank holidays and minimum service days, according to the number of months worked.

If you are part time or work full time compressed hours/shift work, you must book your own bank holidays and minimum service days on MyView. Part time staff will also be entitled to the pro-rata entitlement of annual leave, bank holidays and minimum service days.

9. Sussex Rewards and Benefit

Sussex is a renowned, research-led international University. This is only possible because of the people that work here. Whether you are faculty, or a member of professional services it's only our people that make us great. That's why we provide a range of benefits that enable our colleagues to make the most of their money, and take advantage of the opportunities that we have access to as a large employer.

Please look at our Rewards & Benefits page below for full details:

<http://www.sussex.ac.uk/humanresources/reward-and-benefits>

If you wish to share your compliment, complaints or comments regarding Human resources services. We welcome you to share using the following email address: HRcomments@sussex.ac.uk

10. Housing Support

While the University are unable to provide housing for new staff members, our Housing team have created an Accommodation Guide for people moving to Sussex for the first time. It contains information on the different areas of Sussex and important things to remember when moving.

Please find in the link here the [Accommodation Guide](#)