



# **Register of Support Providers**

## **Support Provider Timesheet User Manual**



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## Portal guidelines

- It is your responsibility to keep your username secured. Never share your log in details or let anybody else access the system using your log in
- Keep your password private
- When logged in do not leave your computer unattended
- Ensure you log out fully when you are finished
- Do not use any other logins other than your own log in
- If using a shared or public computer never choose 'save password' if prompted by the computer
- It is your responsibility to access and register your timesheets accurately and within 10 working days from the date the support is delivered

## Introducing the Portal

The portal is an online system that collects electronic submissions of timesheets from Support Providers. Claims will be entered accurately by the Support Provider and an email will be sent to the supported student for approval or dispute of the claim. All approved timesheets will be administered for payment; the cut-off date for payment is the 17<sup>th</sup> of each month and it is the responsibility of the support provider to log hours in a timely manner. Please note only approved timesheets will be progressed for payment.

The portal has three key benefits:

- Collect timesheet entries in a timely, accurate and accountable way
- Allow prompt confirmation of the submitted timesheet from the student
- Permit Support Provider to check assigned students and support roles

### Welcome to Ulster University Student Support On-line

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[Click here to sign into your account](#)



**+** Sign in information for staff

Staff number eg: e123456  
Associate number eg: a1234  
For staff, your password is the same as your network (AD) or email password.

**+** Sign in information for students

Student number eg: B00345678  
P code users may not use CAS, please use your student number  
For students, your password is you initial network password as shown in your Self Service Banner (SSB) record.

Help on identifying your initial network password can be found here:  
<http://www.ulster.ac.uk/isd/students/banner>

**?** Getting Help

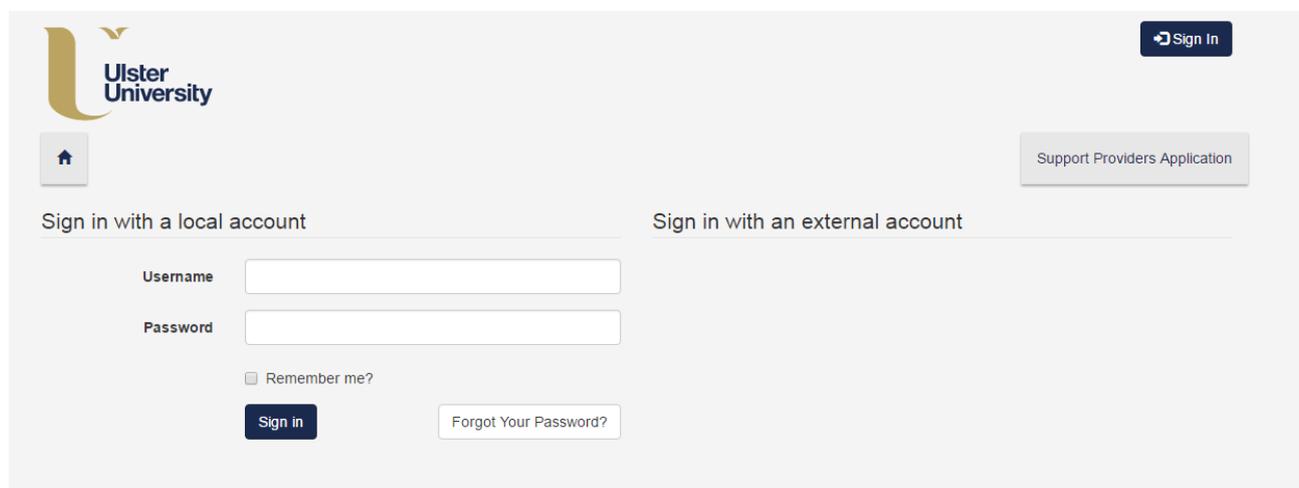
If you have problems or are unable to sign in, you should contact the Service Desk number +44 (0) 28 903 66777 or email [servicedesk@ulster.ac.uk](mailto:servicedesk@ulster.ac.uk)

## Logging into the Portal

Open a fresh browser on your computer using google chrome or similar to ensure you see the correct portal.

Support Provider webpage for Portal:

<http://adxportal.ulster.ac.uk/SignIn>



The screenshot shows the login page for the Ulster University ADX Portal. At the top left is the Ulster University logo. In the top right corner, there is a dark blue button labeled "Sign In". Below the logo is a home icon. On the right side, there is a button labeled "Support Providers Application". The page is divided into two sections: "Sign in with a local account" and "Sign in with an external account". Under "Sign in with a local account", there are input fields for "Username" and "Password", a checkbox for "Remember me?", a dark blue "Sign in" button, and a "Forgot Your Password?" link. The "Sign in with an external account" section is currently empty.

If using a shared or public computer do not tick the 'Remember me?' tick box.

For your initial login only, you need to click the 'Forgot your password' option and enter your staff email address, this will send an email to your Ulster Office 365 email account with a link to set your password.

Once you have your password set, your username for the ADX portal is your Ulster **associate staff code**. e.g. a12345 and the password (for the ADX Portal only) will be as you have entered.

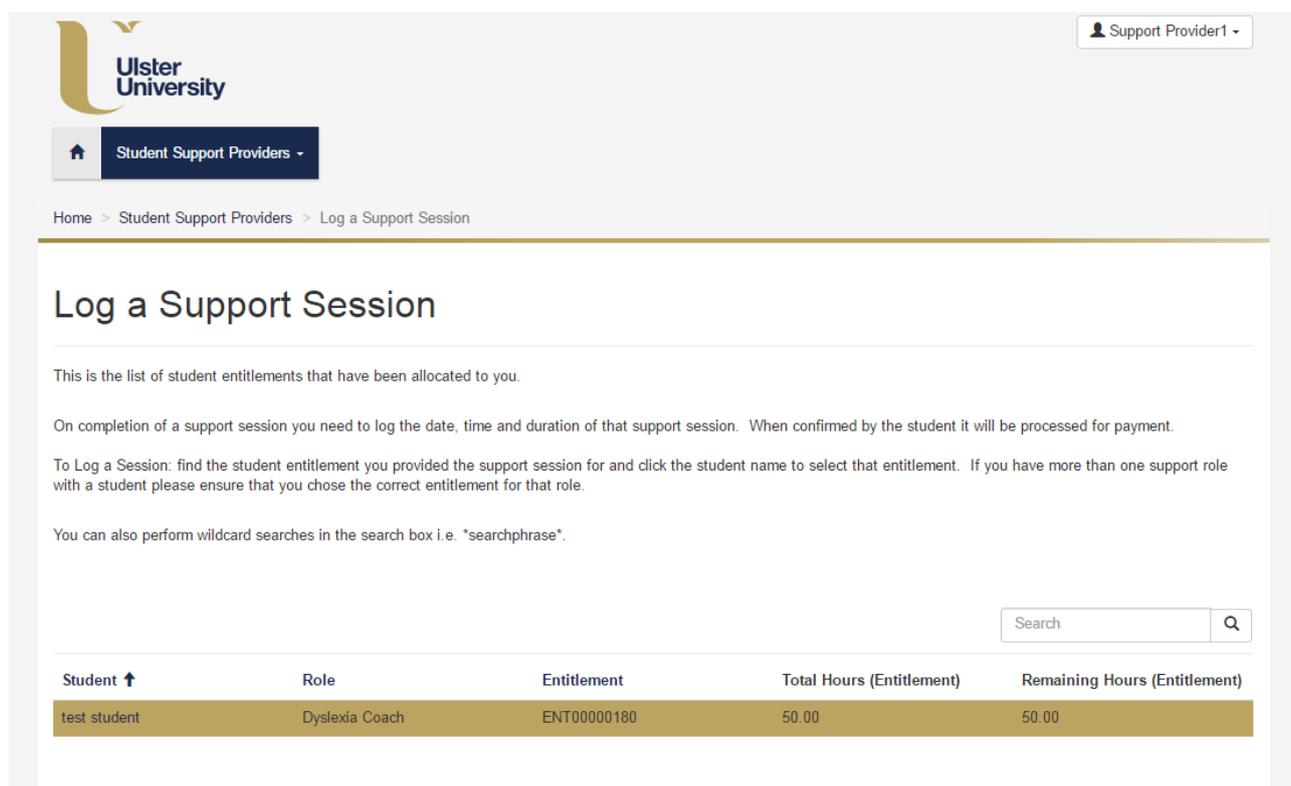
**Important Note:** any change of the ADX Portal password does **not** affect any other password used to log into other University systems.

These include the University Portal (<http://portal.ulster.ac.uk>) and Office 365 email (<https://portal.office.com/>) – which continue to use your main University **Network Password**. (This password can be self-managed via the Online Password Changer <https://login.ulster.ac.uk/password/>)

# Viewing Assignments

You can review a list of allocated support for students across various roles and campuses; this screen offers an overview of support allocated to you, within the roles you offer and shows the student entitlement and is found at:

Home > Student Support Providers > Log a support session



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Student Support Providers

Home > Student Support Providers > Log a Support Session

## Log a Support Session

This is the list of student entitlements that have been allocated to you.

On completion of a support session you need to log the date, time and duration of that support session. When confirmed by the student it will be processed for payment.

To Log a Session: find the student entitlement you provided the support session for and click the student name to select that entitlement. If you have more than one support role with a student please ensure that you chose the correct entitlement for that role.

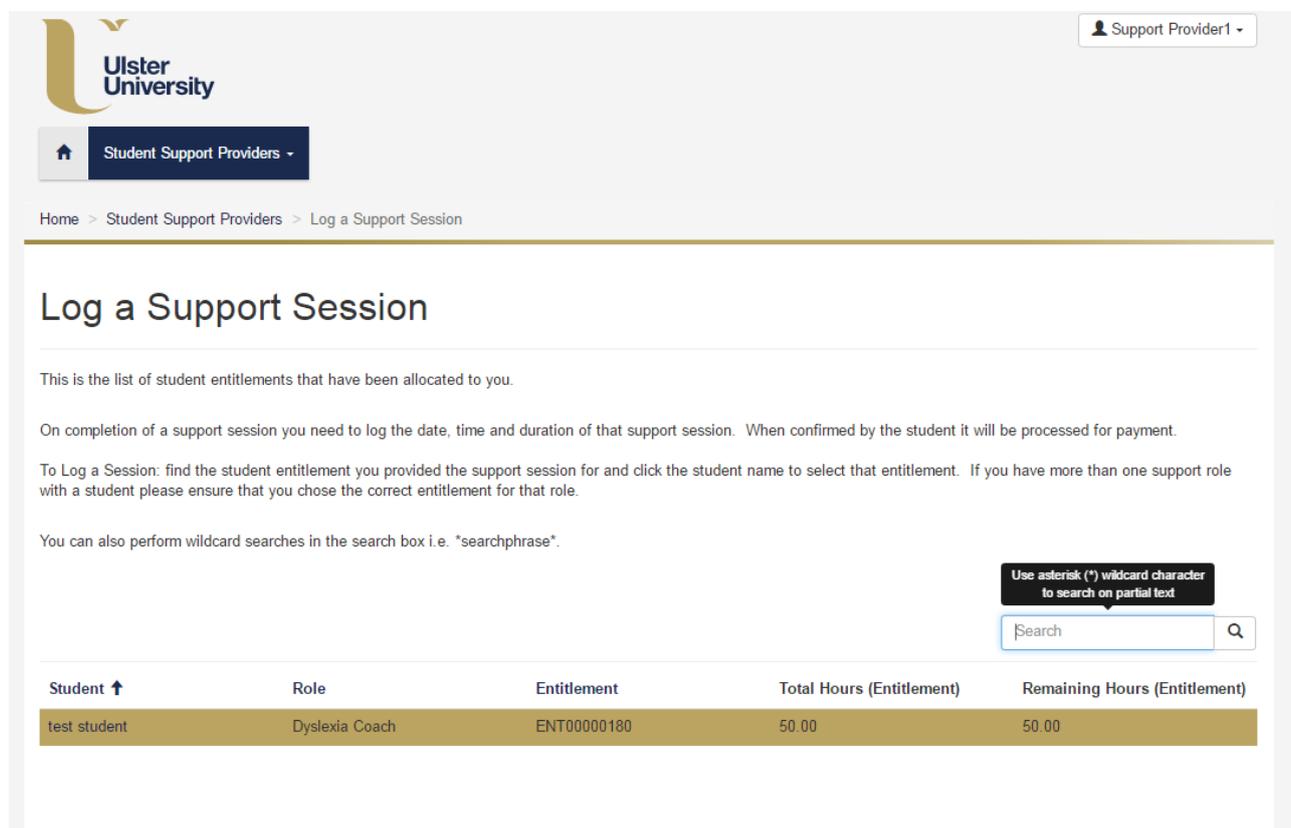
You can also perform wildcard searches in the search box i.e. "searchphrase".

Search

Student ↑	Role	Entitlement	Total Hours (Entitlement)	Remaining Hours (Entitlement)
test student	Dyslexia Coach	ENT00000180	50.00	50.00

Support Providers can easily track the progress of any timesheet submission and will be able to identify how the claim is progressing for payment. The portal will also allow Support Providers to check support roles assigned to a particular campus and to check students that have been assigned for support within a particular academic year, below is how the entitlements will be displayed.

The screen will show the live roles and students and display the total hours allocated and the hours remaining for the entitlement.



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Student Support Providers

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You can also perform wildcard searches in the search box i.e. \*searchphrase\*.

Use asterisk (\*) wildcard character to search on partial text

Search

Student ↑	Role	Entitlement	Total Hours (Entitlement)	Remaining Hours (Entitlement)
test student	Dyslexia Coach	ENT00000180	50.00	50.00

To view any particular role or student there is a wildcard search functionality within the system to allow the Support Provider to track a particular role or student that they wish to find quickly.

To help Support Providers to efficiently manage their hours the portal offers a view of support hours that are at a variety of stages the different views are as follows:

Home > Student Support Providers > My logged Support Sessions

- Hours logged to be confirmed by the student

Home > Student Support Providers > My Logged Support Sessions

## My Logged Support Sessions

My Logged Support Sessions

View a list of the support sessions that you have logged against your allocated students.  
The grid can filter the support sessions logged by 4 categories:

Support Sessions Pending Confirmation - Current sessions you have logged that have not been confirmed by the student.  
Confirmed Support Sessions - Support sessions you have logged that have been confirmed by the student.  
Disputed Support Sessions - Support sessions you have logged that have been disputed by the student.  
Missed Support Sessions - Support sessions you have logged that the student did not attend where 1 hour may be claimed.

You can also perform wildcard searches in the search box i.e. "searchphrase".

**Support Hours Requiring Confirmation**

Date Created ↑	Timesheet Reference ↑	Student	Support Role	Start Date	End Date	Support Duration	Hours Confirmed
23/03/2016 13:25	000000277	test student	Dyslexia Coach	22/03/2016 12:15	22/03/2016 13:15	1.00	No
23/03/2016 13:18	000000276	test student	Dyslexia Coach	23/03/2016 12:15	23/03/2016 13:15	1.00	No
23/03/2016 13:17	000000275	test student	Dyslexia Coach	23/03/2016 12:15	23/03/2016 13:15	1.00	No

- Hours logged the student has confirmed

Home > Student Support Providers > My Logged Support Sessions

## My Logged Support Sessions

### My Logged Support Sessions

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**Support Hours Confirmed-**

Date Created ↑	Timesheet Reference	Student	Support Role	Student Attended	Start Date	End Date	Support Duration	Hours Confirmed
There are no records to display.								

- Hours logged that the student has disputed

Any disputed hours will be investigated by the Register of Support Providers by contacting the student and the Support Provider to resolve the dispute.

## My Logged Support Sessions

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☰ Support Hours in Dispute-

🔍

Date Created	Timesheet Reference	Student	Support Role	Start Date	End Date	Student Attended	Dispute Hours	Dispute Reason	Disputed reason	Support Duration	Hours Confirmed
There are no records to display.											

- Hours logged that the student has missed

Home > Student Support Providers > My Logged Support Sessions

## My Logged Support Sessions

My Logged Support Sessions

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☰ Support Hours Missed Sessions-

Date Created ↑	Timesheet Reference	Student	Support Role	Start Date	End Date	Student Attended	Missed Session Reason	Support Duration	Hours Confirmed
23/03/2016 15:53	000000278	test student	Dyslexia Coach	22/03/2016 15:00	22/03/2016 16:00	No	Student illness (disability related)	1.00	No

The portal system will provide Support Providers with information about the students they support in relation to the total hours allocated and a remaining balance to allow them to monitor, track and plan their support sessions effectively.

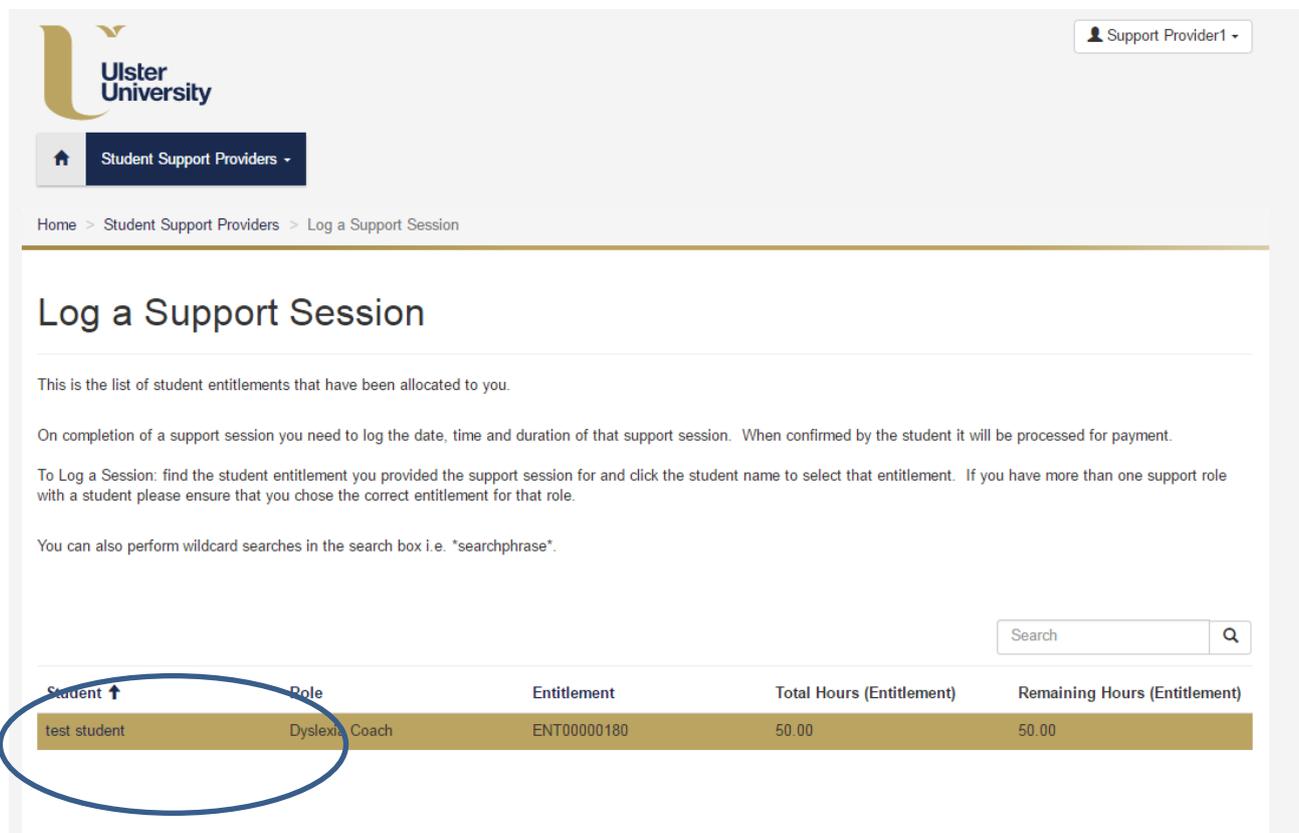
## Logging a Support Session

To log a support session from the 'Home' page go to 'Student Support Provider' then 'Log a Support Session', select the student with entitlement that the time needs to be claimed against.

There are arrow filters on some columns, these can be selected in order to filter your support provisions in a particular order. By selecting the Student column and clicking the arrow will sort the support provisions in order of student.

The search box in top right hand corner can be used to find a particular record. This can be enhanced by using the wildcard function by entering your search criteria into the search box using \*student name\* to narrow the list if there are several options.

Click on the first column on the option you wish to choose:



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Student Support Providers -

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## Log Support Hours for Entitlement

### Student Support Providers

- Log a Support Session
- My Logged Support Sessions
- My Support Roles
- How to log the hours of a Support Session

#### ⚠ On entering hours please ensure:

- Claims must be entered in 15 minute increments
- Typing-up claims have a maximum allowance of 50% of lecture time
- Coaching or Mentoring sessions should not exceed 3 hours.

Please ensure time claims are entered accurately as incorrect claims will result in delayed or cancelled payment

## Log Support Session

### Support Given

Dyslexia Coach

#### ⚠ Information

Hours Logged for Dyslexia Coach support should be No more than 3 hours

### Provided To \*

test student Rectangular Snip

### Provided By

Support Provider1

### Campus

Belfast

1

### Student Attended ⓘ

No  Yes

2

### Date\Time Worked To ⓘ

24/03/2016 12:12 📅

### Date\Time Worked From ⓘ

24/03/2016 12:12 📅

Submit

Firstly, use the radio buttons to state if the Student attended the session or not.

Then enter the date and start time of support, followed by the date and the finish time.

If the student did not attend, please indicate the reason for non-attendance from the options in the drop down box. Click on 'Submit to complete.

This will send a notification of the timesheet for the student to consider.

## Review of Logged Hours

After hours have been logged the Support Provider can view the hours and the confirmation status of the submission, this is found at:

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Hours confirmed by the student before the cut-off date of 17<sup>th</sup> of each month will be processed for payment anticipated for receipt on the last Thursday of the month.