CoreHR Mobile App
User Guide

Introduction
The CoreHR Mobile App is an extension of the CorePortal web page and enables staff to perform some of the functions available in CorePortal using a native app on either an Android smart phone or an iPhone.

NOTE: The app is not supported on the iPhone 6. There are known performance issues with this version of the iPhone that prevent the app from working properly.

Initially the app will be used to make pay slips available and other functions will be added in due course.

Download
The CoreHR Mobile App can be downloaded and installed on a mobile phone. There are versions for Android and iPhone available in the appropriate app stores (e.g. Google Play on Android or App Store on iPhone).

A banner will appear on the CorePortal home page that will link you to a QR code that can be scanned to provide a link to the app in the store, or you can search for it manually by typing “CoreHR” in the search box. The app requires approximately 46MB of storage on an Android phone and XMB on an iPhone.

The app looks like this in the app store:
The first time you use the app after downloading it, you will be asked to opt in or out of the following options: Local Caching, Crash Reporting and Analytics, as shown below.

You may opt in or out as you wish, but the recommendation is to opt in to these 3 options as that will give the best user experience. Click the Next button after making your choices.
Logging On
Because we use Office365 to login to our CorePortal accounts, the app needs to validate users by re-directing to a web page on the mobile phone as part of the logging on process.

When you first open the app there will be a screen like this one:

You have to type the access code TRP in the first field (where it says Company Email or Company ID). **Note: typing a tcd email address here does not work.**

Then click the “NEXT” button on the screen.

This takes you out of the app and into the default web browser on your mobile phone, and opens the office 365 login page, which looks like this:

Enter your TCD email address and click Next:
Enter your password and click Sign In – this will activate the 2 factor authentication mechanism.

You will receive a text message or similar with a pin number to enter:

Next you will be asked if you want to remain signed in – click no as the safest option:
You will then be redirected to a CoreHR web page and be presented with a screen like this:

Clicking the login button returns you to the app and **after a few seconds** you will see this screen, which is the home screen for the app:
You have successfully logged in, and from here you can see pay slips and some personal information.

**Note:** Some users have reported a problem during the login process and see a “page not found” error message instead of seeing the app screen above. This often happens when Samsung Internet has been set as the default browser for the phone, and changing to a different browser (Chrome may be the best option) may eliminate the problem. See the appendix “Setting the Default Browser” for more information on how to do that.

**Using the App**

Once logged in, the app is easy to use and is similar to other apps in common use.

Click on the three bars

The three bars menu contains only a few options at present.
Clicking on Payslips will show the most recent pay slip.

Touching the clock icon gives a list of all pay slips:

- 20 May 2020  €1,606.17
- Payment Summary
  - Earnings  €3,049.27
  - Deductions  €1,443.10
  - Net Pay  €1,606.17

- History
  - 10 Oct 2020  €2,728.47
  - 19 Sep 2020  €2,728.48
  - 11 Sep 2020  €2,728.48
  - 20 May 2020  €2,728.48
  - 20 Apr 2020  €2,732.29
  - 20 Mar 2020  €2,697.71
  - 20 Feb 2020  €2,697.70
  - 20 Jan 2020  €2,697.71
Touching the bar at the top (the pay slip date) opens the pay slip in more detail:

The icons along the bottom show a summary of the pay slip, earnings, deductions, details and cumulative values.

Clicking on the + button brings up an option to print the pay slip or share it:

NOTE: Once you click the Print or Share button it takes a few seconds (between 2 and 9 seconds depending on the type of phone in use) for the next screen to appear.
You can use this option to email the full version of your pay slip to yourself, or to print it if your mobile phone is connected to a printer. You may also use this screen to store a copy of your pay slip on Google Drive.

Note: The share symbol may be different to that shown above, depending on what kind of phone you are using – it may look something like this:

The sharing options available will depend on what has been installed on your device, and will look like this:

**Logging Off**

There is an item in the 3 bars menu to sign out, and when you choose that you get a warning message as shown here:

**NOTE:** Clicking SIGN OUT logs you off the app, but you may be able to log back in again without having to enter your email address and password. This is because the authentication process is handled by a web page rather than the app itself, and the web page still knows that you logged on previously. The only way to stop this happening is to clear the cache from the web browser on the phone. Users should be aware that if they lose their phone then other people may be able to gain access to their pay slip data. It is recommended that you protect your phone with a passcode and/or swipe pattern, and if you do lose your phone please change your Office 365 password immediately.
APPENDIX – Setting the Default Browser

This information is for Android users that are having difficulty with the logon process and describes how to find out what the current default web browser is on your phone and how to alter it to a different web browser.

Go to the settings app on your phone and then find the item called “Apps”
Pressing on “Apps” will bring up a list of all apps installed on your phone.

Scroll down the list until you come to any web browser app (Chrome, Firefox, Samsung Internet, etc.) and press on it to open up the information for that app.
Scroll down until you find a section called “Browser app”

This shows the browser app that is currently set as the default for the phone (showing as Chrome in the screenshot above). If you press on Browser app, you will be presented with a screen showing all of the browser apps installed on your phone and you can select which one you want to use as the default browser:
We recommend choosing Chrome as the default browser because it has proven to be the most reliable during testing.

Note that Chrome is pre-installed on many mobile phones, but it can be downloaded from the Play Store if you don’t already have it.

If you have already set Chrome to be the default web browser but are still having problems logging in it may be beneficial to clear the cache (files, passwords and so on that the browser app has stored on your phone). The way to do this will vary depending on the browser you are using and the version of the app, but as a general guide you

a) Open the web browser app
b) Open the settings for the app
c) Find an item called “clear browsing data” or something similar – this may be in a section called “Privacy” within the settings section.
d) Choose the Advanced tab and select the items you want to remove
e) Select All time for the time range

Press the Clear data button to remove that selected items.