

Support Site Guide

Navigating your way around the site

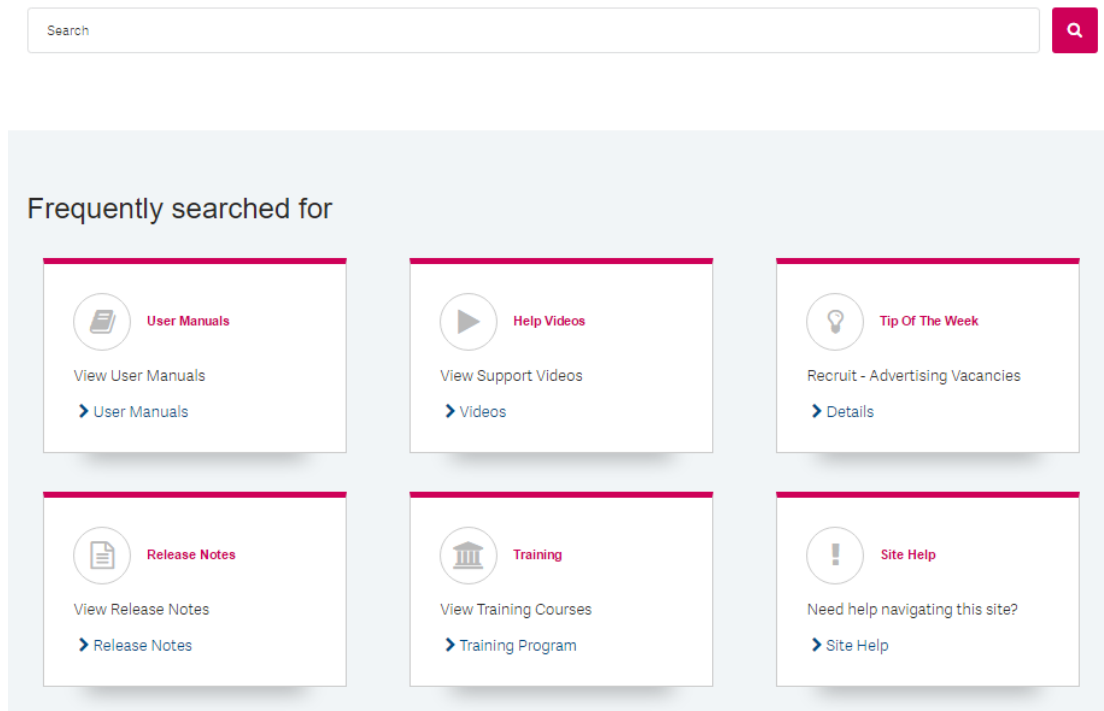


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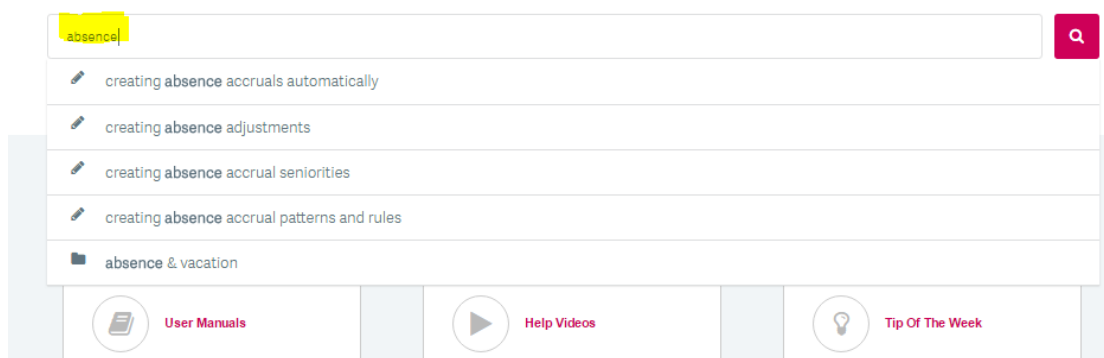
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Searching

- Via **Frequently searched for** selecting the relevant tile
- Searching by a key word in **Search**



For example, searching for **Absence**. This returns the individual mini guides or by selecting the **absence & vacation** folder all mini guides relating to absence are displayed.



Selecting the **absence & vacation** folder;

The screenshot shows a support page layout. On the left is a 'Filter results' sidebar with two dropdown menus: 'Type' (set to 'Mini Guide') and 'Topics' (set to 'Absence & Vacation'), and a 'Filter' button. Below this is a 'Quick Solutions' section with three items: 'WX Guide for Users' (Download), 'Creating Absence Adjustments' (Play Video), and 'HCM Configuration User Manual' (Download). The main content area on the right contains six article cards, each with a title, a short description, and a 'Read more' button with a right-pointing arrow. The articles are: 'How to display Vacation balances in WX', 'Rounding', 'Adding Work Days Patterns', 'Making an Adjustment to an Accrual Rate', 'Creating Absence Accruals Automatically', and 'Creating Absence Adjustments'.

Filtering

Another way to search is to use the **Filter results** by either **Type** or **Topics**. **Type** select from a Mini Guide, FAQs, Quick Tips, Release Notes or User Manuals.

The image shows two versions of the 'Filter results' sidebar. The left version shows the 'Type' dropdown menu with 'Mini Guide' selected. The right version shows the 'Type' dropdown menu expanded, displaying a list of options: 'All', 'FAQs', 'Mini Guide', 'Quick Tips', 'Release Notes', and 'User Manuals'.

Topics either type in the search bar or select a topic from the drop-down menu.

FAQs

This section contains frequently asked questions. They are split per installed package.

The screenshot displays a user interface for the 'FAQs' section. On the left is a 'Filter results' sidebar with two dropdown menus: 'Type' set to 'FAQs' and 'Topics' set to 'All'. Below these is a red 'Filter' button. The main content area contains six FAQ cards, each with a title, a brief description, and a red 'Read more' button with a right-pointing arrow. The cards are: 'Sage People Recruit: Guide for Recruiters FAQs', 'WX: Guide for Users FAQs', 'Payflow Implementer's Guide FAQs', 'Recruit Guide for Administrators FAQs', 'HCM: Guide for HR Manager FAQs', and 'HCM: Configuration FAQs'.

Quick Solutions

This section contains short videos relating to your search.

The screenshot shows the 'Quick Solutions' section. It features a dark blue header with the text 'Quick Solutions'. Below the header is a list of five video links, each consisting of a small video thumbnail, a title, and a 'Play Video' button. The video titles are: 'WX Reporting', 'Creating a custom Headcount Dashboard', 'Scheduling a Report', 'Creating a Headcount report', and 'How to add fields to a report'.

Mini Guides


Select the **Read more** button to review the relevant mini guide.

Creating a custom Headcount Dashboard

This guide explains how to create a Dashboard using a Headcount Report.

[Read more](#) | >

This provides a summary of the guide, if you wish to view or print the mini guide select **View Support Guide**. If you wish to perform a new search, select the **Back to results** option to return to the results screen.



Creating a custom Headcount Dashboard

Dashboards in Salesforce are a useful way of visualizing data or looking at data from different perspectives. This guide explains how to create a Dashboard using a Headcount Report.







[View Support Guide](#)

[Back to results](#)

User Manuals

If you would rather view the User Manuals on the Home page, select the **User Manuals** tile.

Frequently searched for

 <p>User Manuals</p> <p>View User Manuals</p> <p>> User Manuals</p>	 <p>Help Videos</p> <p>View Support Videos</p> <p>> Videos</p>	 <p>Tip Of The Week</p> <p>Recruit - Advertising Vacancies</p> <p>> Details</p>
 <p>Release Notes</p> <p>View Release Notes</p> <p>> Release Notes</p>	 <p>Training</p> <p>View Training Courses</p> <p>> Training Program</p>	 <p>Site Help</p> <p>Need help navigating this site?</p> <p>> Site Help</p>

Or you could use the **Filter results** search box selecting **User Manuals** as the **Type**.

Filter results

Type

User Manuals ▼

Topics

All ▼

Filter

Sage People HCM Configuration Guide

Set up, manage, and maintain the Fairsail HCM system. Includes configuration Timesheets, Requests, Absence Accrual, Objectives, Metrics, Targets, Performance, Skills

[Read more](#) | >

Guide to Report and Dashboards Supplied with Fairsail

Information on Analytics, Competencies, Dashboards, Performance Management, Performance Reviews, Reports, Salary Planning, Talent Succession Planning, Time Off Management, Training Development

[Read more](#) | >

Sage People HCM: Guide for HR Managers

HR Manager's Portal, maintain employment details, Salary, Benefits information, Reports, Dashboards, Stock, Salary, Policy, Object, Metrics, Record, Talent, Picture, Workflow

[Read more](#) | >

Sage People WX Configuration Guide

Authorizing Manager, Badge, Detail View, Hiring Manager, Internal Communications, Internal Portal, Navigation Bar, People Bar, Service Bar, Tile View, WX


[Read more](#) | >

Sage People WX: Guide for Users

Information on Absence, Actions, Async Reporting, Auto Enrolment, Benefits, Bonus Planning, Dependents, Development, Emergency Contacts, Internal Communications, Internal Portal, Recognition

[Read more](#) | >

Quick Solutions

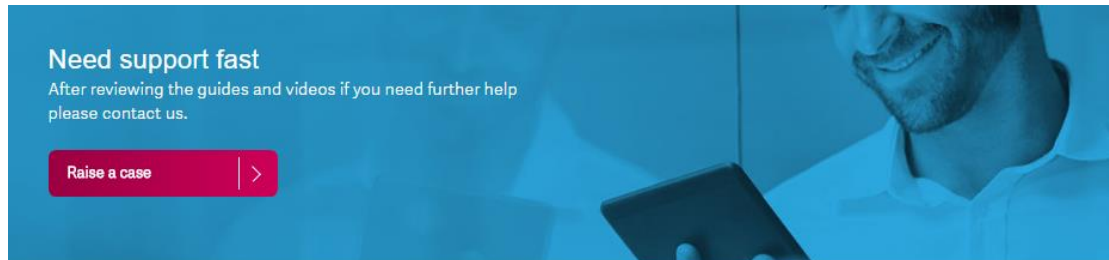


Getting Your Org Mobile App Ready

[> Play Video](#)

Raise a Case

After searching the mini guides, videos and user manuals if your question has not been answered or you require further help, select the **Raise a case** button.



As per the Support Service Level Standard, only pre-designated customers can raise a case, usually your HR Manager, via the Customer Portal.

Please login to the Customer Portal to raise a case and a member of the Support team will answer your request.

A screenshot of the Sage People login interface. At the top center is the "sage People" logo. Below it is a white login form with a dark background. The form contains a "Username" label above a text input field with a cursor. Below that is a "Password" label above a password input field. A green "Log In" button is positioned below the password field. Underneath the button is a "Remember me" checkbox. At the bottom of the form is a blue link that says "Forgot Your Password?". Below the form, centered, is the text "Sage People employee? [Log In](#)".

No Mini Guides found

If your search does not return a mini guide, please look in the User Manuals. You can search for the relevant topic by selecting **CTRL F** and typing in a key word. If you would like a mini guide created, please select the **Request a mini guide** hyperlink. This generates an email which raises a support case, please ensure you provide details on what guide you need creating.

Please note, no timescale is given on when the guide is created as customer support cases take priority.

Sorry, no mini guides found.

For further information please review the User Manuals.

If you would like a mini guide created please select the link below and provide details of your requirement.

[Request a mini guide](#)