LICENCE GUARD

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# Organisation Admin Guide

Set up your organisation and use every module, step by step.

Version 1.0 · 1-Nov-2026

For Organisation Admins in UK organisations

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# About this guide

This guide is for the person who sets up and runs LicenceGuard for their organisation: the **Organisation Admin**. It assumes you have never seen LicenceGuard before.

It has five parts:

| Part | What it covers | Read it when |
|---|---|---|
| **1. Getting started** | Signing up, your first sign-in and finding your way around | Your first hour |
| **2. Set up your organisation** | Eleven setup steps, in the order that works best | Your first day or two |
| **3. Using each module** | One chapter per area of LicenceGuard, from the Compliance Hub to payroll | When you start using that area |
| **4. How do I achieve...?** | Tested answers to goals that take more than one setting, such as limiting a manager to their own team | When you need them |
| **5. Troubleshooting, glossary and help** | What common messages mean, terms explained, and how to reach us | Whenever you are stuck |

## How to read the steps

- **Bold text** is a label exactly as it appears on screen: a menu item, a tab, a field or a button.
- Menu paths use › between levels. **System › Settings › Organisation** means: open **System** in the left-hand menu, select **Settings**, then select the **Organisation** tab.
- "Select" means click, tap or press Enter on the item. Everything in LicenceGuard works on a phone too.
- Screenshots come from a fictional demonstration organisation, **Wrenhollow Care Ltd**. All the names, emails and figures in them are made up.
- Dates are shown in the app's default style, such as 20-Oct-2026. You can change the style (see Chapter 3).

## What LicenceGuard does, and doesn't do

LicenceGuard keeps your people records, tracks your UK compliance duties and deadlines, runs leave, attendance and payroll, and keeps the evidence an inspector or auditor may ask to see.

> **What LicenceGuard doesn't do**
>
> LicenceGuard doesn't submit anything to UKVI or HMRC, and doesn't carry out Right to Work or DBS checks itself. You report to UKVI in the Sponsor Management System and file payroll returns with HMRC through your usual route; LicenceGuard works out the deadlines, prepares what you need and records what you did. You carry out Right to Work and DBS checks with the Home Office and DBS services, then record the results in LicenceGuard.

The **Compliance Score** in LicenceGuard is an internal measure that helps you decide what to fix first. It isn't a Home Office, UKVI or CQC rating.

## What you see depends on your role

This guide shows the screens as an Organisation Admin sees them. Other people in your organisation see only the parts their role allows. For example, an employee sees their own leave and payslips but not the Compliance Hub. Chapter 11 explains roles, and Chapter 16 explains how to change what each role can do and which screens it sees in the menu.

Some screens appear only for UK organisations, such as the Compliance menu, HMRC filing and the employer returns. This guide is written for UK organisations.

## Version

This is version 1.0 of the guide (October 2026). LicenceGuard is updated often. If a screen looks different from this guide, the screen is right. Tell us and we will update the guide.

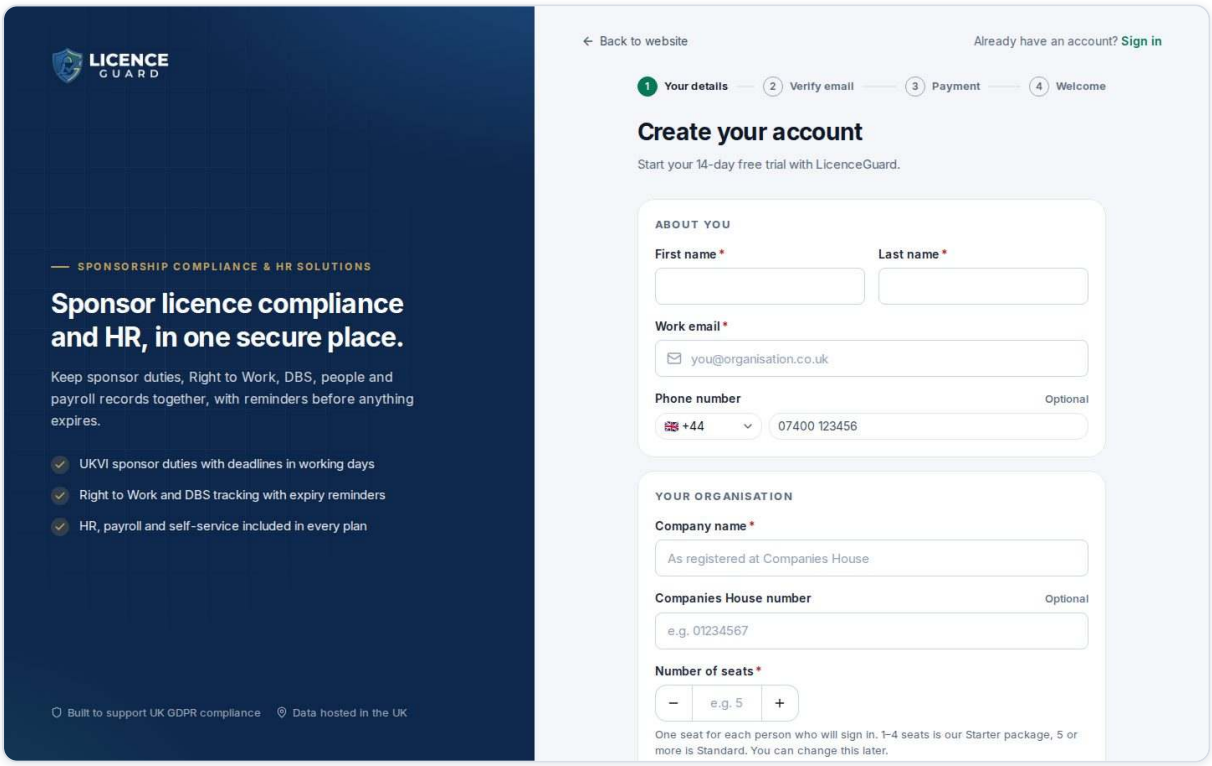
# Part 1 · Getting started

# 1. Sign up and sign in

## Create your account

You can create a LicenceGuard account yourself in a few minutes. You need your work email, your company name and a payment card. Your card isn't charged until your 14-day free trial ends, and you can cancel before then.

1. Go to the LicenceGuard sign-up page (from our website, select **Start free trial**). The page is headed **Create your account** and shows four steps: **Your details**, **Verify email**, **Payment** and **Welcome**.
2. Under **About you**, enter your **First name**, **Last name** and **Work email**. **Phone number** is optional.
3. Under **Your organisation**, enter your **Company name** as it is registered at Companies House, and the **Number of seats**: one for each person who will sign in. 1–4 seats is the Starter package; 5 or more is Standard. You can change the number later.
4. **Companies House number** is optional. Enter it if your organisation is a registered company (6–10 letters and numbers, such as 01234567 or SC123456).
5. Under **Secure your account**, choose a **Password** of at least 8 characters, with a letter and a number, and enter it again in **Confirm password**.
6. If someone referred you to LicenceGuard, select **Add a referral code** and enter their code (it looks like REF-AB23CD). If you came through a partner's link, the code is filled in for you.
7. Select **Create account**.




The sign-up page: your details, your organisation and your password

## Verify your email

We email you an **8-digit code**. The email comes from LicenceGuard; check your spam or junk folder if it doesn't arrive within a few minutes.

1. Enter the code in **Verification code**.
2. Select **Verify email**.

| Rule | Value |
|---|---|
| The code works for | 60 minutes |
| Wrong attempts allowed | 5, then you need a new code |
| New code | **Resend code**, once a minute |

If you close the page before entering the code, go back to the sign-up page and fill in the form again with the same email. A new code is sent for the same account; nothing is created twice.

## Add a card and start your trial

Once your email is verified you are signed in straight away, and LicenceGuard asks for a payment card.

1. Select **Add a card**. A secure card page from Stripe, our payment provider, opens.
2. Enter your card details and confirm. The card page shows what you will pay each month after the free trial.
3. You return to LicenceGuard, which shows **Welcome aboard! You're all set — welcome to LicenceGuard.** and the date your free trial ends.
4. Select **Go to dashboard**.

> **One free trial per card**
> A card already used for another LicenceGuard organisation is charged straight away, without a free trial.

Until you add a card, anyone else you invite sees **Billing setup needed** when they sign in. If you don't finish the card step, we email you a reminder a day after you confirmed your email, then a week and two weeks after.

## If someone at LicenceGuard set up your account

Sometimes our team creates the organisation for you. In that case you receive an email with a link to set your password. The link works for 7 days.

1. Open the link and choose your password. This also confirms your email.
2. Sign in. If your organisation pays by card, you are asked to add a card at your first sign-in, as above.

## Sign in and out

- **Sign in:** go to the LicenceGuard sign-in page, enter your email and password, and select **Sign in**.
- **Forgot your password:** select **Forgot password?** on the sign-in page and enter your email. We send a reset link that works for 15 minutes.
- **Log out:** select your name at the top right, then **Log out**.

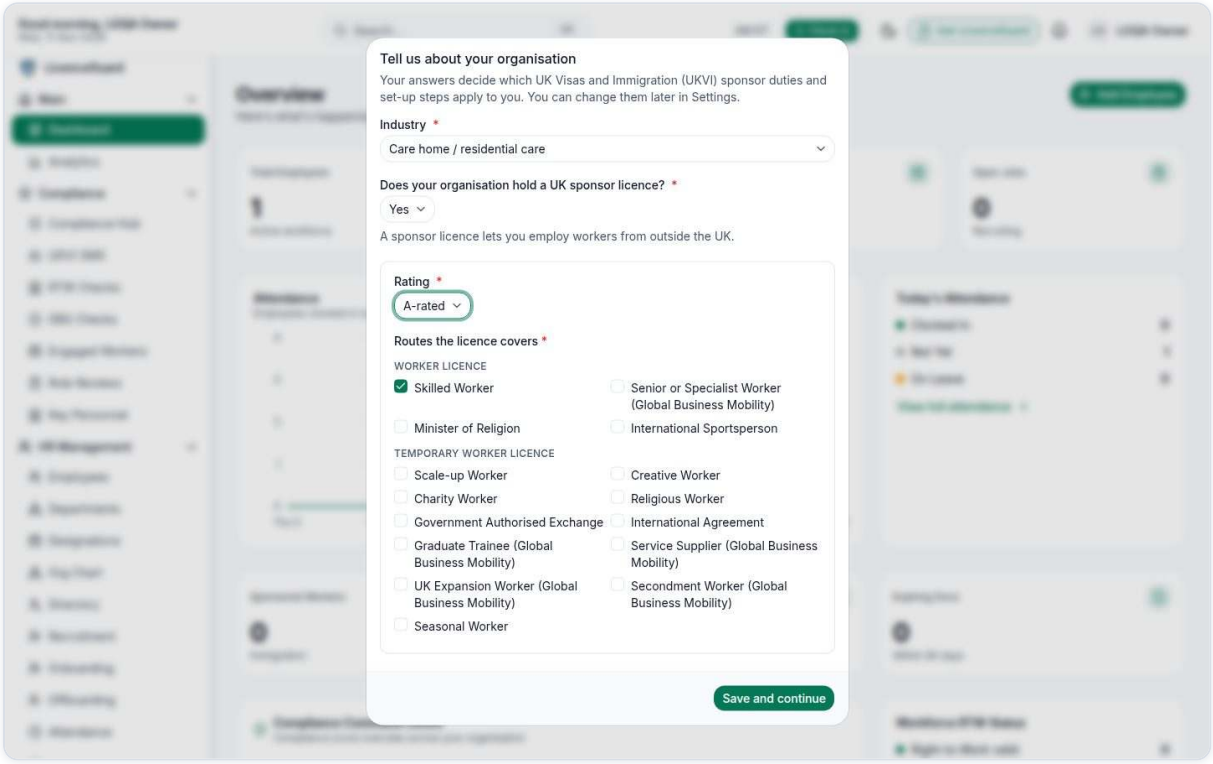
One email address belongs to one LicenceGuard account. You can't use the same email for two organisations.

## Tell us about your organisation

The first time the Organisation Admin signs in, LicenceGuard asks what it doesn't know yet: your industry, and whether you hold a sponsor licence. Your answers decide which UKVI sponsor duties and set-up steps apply to you (Chapter 21). The questions can't be closed unanswered, and they are asked only once; change the answers later in Settings.

1. Choose your **Industry** (Chapter 3).
2. If asked, answer **Does your organisation hold a UK sponsor licence?**. For **Yes**, choose the **Rating** and tick the **Routes the licence covers**, as shown in the Sponsor Management System. LicenceGuard does not ask for your licence number.
3. Select **Save and continue**.

If you answer **No**, no UKVI duties are listed. If you get a licence later, record it in **System › Settings › Compliance Settings** (Chapter 10).




Tell us about your organisation: the sponsor licence question

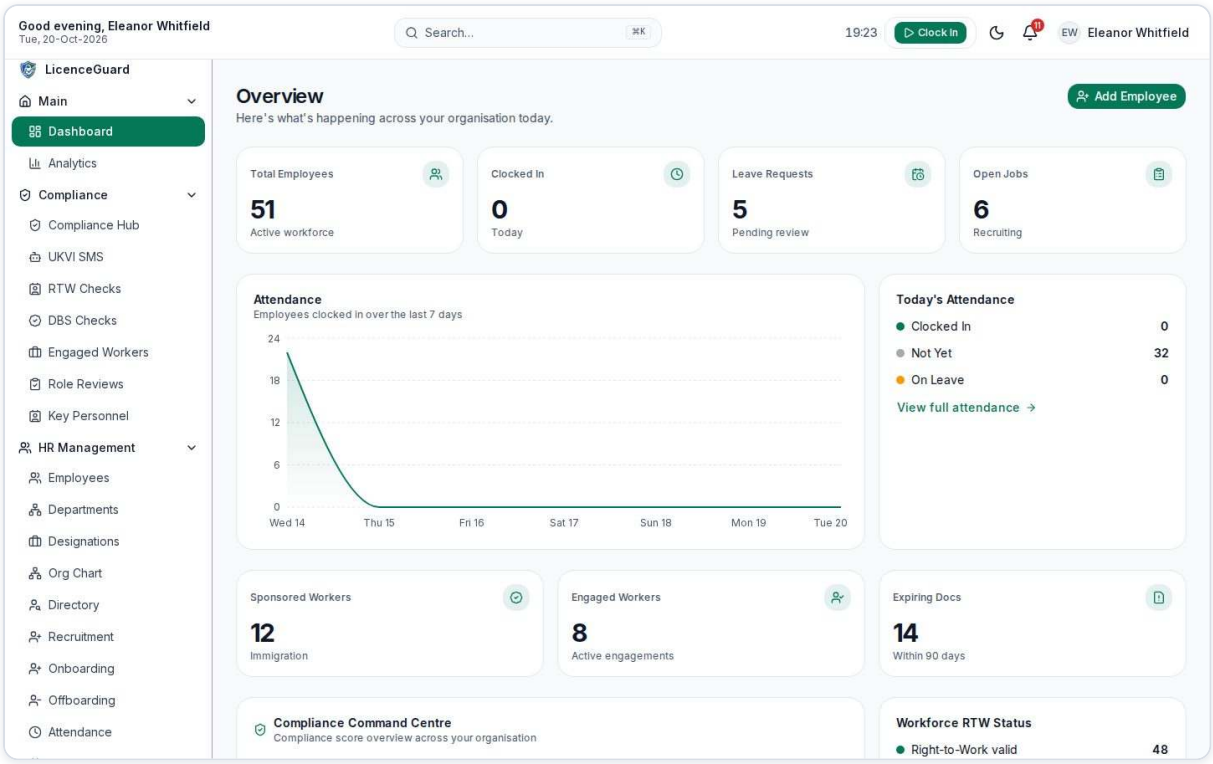
## The compliance check-in

The first time you open the Dashboard, a **Compliance check-in** may appear. It lists UK sponsor duties as questions, such as whether you have assigned a Certificate of Sponsorship to a new sponsored worker. For each one you can mark it done or skip it.

- **Open UKVI SMS** takes you to the sponsor duties screen (Chapter 21).
- **Remind me later** hides the check-in until you next sign in.
- **Don't show again** skips the current items.

The check-in comes back when we publish a new item. Only people who can open **UKVI SMS** see it (by default the Organisation Admin, HR Manager and HR Executive).

# 2. Finding your way around




The Dashboard as an Organisation Admin sees it

## The menu

The menu on the left groups the screens. As Organisation Admin you see all of them:

| Menu group | Screens | What it is for |
|---|---|---|
| **Main** | Dashboard, Analytics | Today's picture and management charts |
| **Compliance** | Compliance Hub, UKVI SMS, RTW Checks, DBS Checks, Engaged Workers, Role Reviews, Key Personnel | Sponsor licence duties, right to work, DBS and the Compliance Score |
| **HR Management** | Employees, Departments, Designations, Org Chart, Directory, Recruitment, Onboarding, Offboarding, Attendance, Timesheets, Leave Management, Expenses, Benefits, Shifts, Training, Performance, Tasks, 1:1 Meetings, Announcements, Travel Records | Your people, their time, their development and their day-to-day work |
| **Documents** | Policies, Document Generator | Company policies staff must read, and letters made from templates |
| **Reports** | Report Builder, Reports | Ready-made and custom reports, with export |
| **Engagement** | Recognition, Surveys | Kudos between colleagues and staff surveys |

| Menu group | Screens | What it is for |
|---|---|---|
| **My Account** | My Profile, My Payslips, Approvals, My Benefits | Your own records, and the requests waiting for your decision |
| **Finance** | Pay Components, Pension Schemes, Pay Runs, P11D & Class 1A, Employer Payment Summary, Invoicing | UK payroll, HMRC returns and your LicenceGuard invoices |
| **Partner** | My Referrals | Commission for recommending LicenceGuard (shown only if your organisation is a referral partner; Chapter 39) |
| **System** | Settings, Users, Roles, Invitations, Lookups, Audit Log | Configuration and access control |
| **Help** | Help Centre, Ask LicenceGuard | The guides for your role, tutorial videos, and answers to "how do I..." questions (below) |

Select a group's name to fold it away or open it again. On a phone, the menu opens from the menu button at the top left.

## The top bar

From left to right:

- **Greeting and today's date.**
- **Search** (or press Ctrl+K, or ⌘K on a Mac): type the name of a screen and jump straight to it. Search finds screens, not people; to find a person, use **Employees** or **Directory**.
- **Ask LicenceGuard**, the green button: ask how to do something (below).
- **The clock** and **Clock In**: as Organisation Admin you are an employee too, so you can clock in and out (Chapter 24).
- **The theme switch** changes between light and dark.
- **The bell** shows your notifications (below).
- **Your name** opens a menu with **My Profile** and **Log out**.

While you are on a free trial, a banner across the top shows how many days are left, with **View Billing**.

## Notifications

The bell shows a number when you have unread notifications. Select it to see the latest; **View all notifications** opens the full list, where you can filter by **All**, **Unread** or **Read** and by type, and **Mark all as read**.

Reminders about compliance dates arrive as one daily summary rather than one message per item; for example, "2 compliance dates OVERDUE, 2 coming up", with each item listed. Chapter 9 explains which notifications go by email as well.

## Lists update by themselves

You don't need to refresh. When something changes, such as a colleague approving a leave request or a new notification arriving, the bell and any list showing that record update on their own within a few seconds.

## Lists, search and filters

Every list works the same way:

- **Search** finds rows by the text shown in them.
- **Filter** narrows the list by its columns, such as department, location, status or date. Active filters show as chips; remove a chip to clear that filter.
- **Summary cards** above a list, such as **Pending** or **Overdue**, are filters too. Select a card to show only those rows; select it again to clear it.
- **Row actions** (the ⋯ button at the end of a row) holds what you can do with that row, such as **View**, **Edit** or **Delete**.
- Long lists have numbered pages at the bottom, with a box to jump to a page.

## Forms

- Fields marked * are required.
- Lists with more than five options can be searched: start typing to narrow them.
- Phone number fields have a country picker, set to the UK (+44) by default.
- A form doesn't close if you select anywhere outside it. If you close a form with unsaved changes, LicenceGuard asks before discarding them.

## Getting help: the Help Centre and Ask LicenceGuard

**Help › Help Centre** holds the guides for each person's role as PDFs, the tutorial videos and a search across the guides' text, such as "approve leave". Everyone has it, and each person sees only what their role may use.

**Ask LicenceGuard** (the green button in the top bar, or **Help › Ask LicenceGuard**) answers "how do I..." and "where is..." questions from those same guides, in numbered steps with the screen names in bold and a **Source** to open. It can't see or change your organisation's data. A question about another role's work gets **Not part of your role**, which doesn't use up a question. Each person usually has 20 questions a day and 200 a month (LicenceGuard can set different limits for your organisation); the count is shown above the question box. Ask staff not to type personal details into a question: it is sent to our AI service to write the answer.

You can turn Ask LicenceGuard off in a role's menu (Chapter 16); for staff, switch it off on the **Employee** role too.

## Using LicenceGuard on a phone

LicenceGuard works in the web browser on any phone or tablet; there is no app to install. Staff can clock in, request leave, upload documents and download payslips from their phone. Long tables scroll sideways inside their own box, and Settings tabs become a searchable **Settings section** picker.

# Part 2 · Set up your organisation

# Your setup checklist

Work through these steps in order. Later steps use earlier ones: leave counts need your working week and bank holidays, a manager's view needs reporting lines, and payroll needs pay profiles. A small organisation can finish steps 1–9 in an afternoon.

| Step | What you do | Where | Chapter |
|---|---|---|---|
| 1 | Check your time zone, date format, reminder time and organisation year | System › Settings › Organisation | 3 |
| 2 | Upload your logo, letterhead and signature | System › Settings › Branding | 4 |
| 3 | Add your sites (locations or branches) and zones | System › Settings › Locations / Branches | 5 |
| 4 | Add departments and job titles | HR Management › Departments, Designations | 6 |
| 5 | Set leave allowances, your working week and bank holidays | System › Settings › Leave Types, Absence Policy, Public Holidays | 7 |
| 6 | Decide who approves what | System › Settings › Approvals | 8 |
| 7 | Choose how people are notified, and from which email address | System › Settings › Notifications | 9 |
| 8 | Set the documents everyone must hold, your sponsor licence and your UKVI duties | System › Settings › Required Documents, Compliance Settings, UKVI duties | 10, 21 |
| 9 | Add your people, invite them and give them roles | HR Management › Employees; System › Users | 11 |
| 10 | Check your plan, seats and card | System › Settings › Billing | 12 |
| 11 | If you run payroll in LicenceGuard: pay components, pension and pay profiles | Finance | 36 |

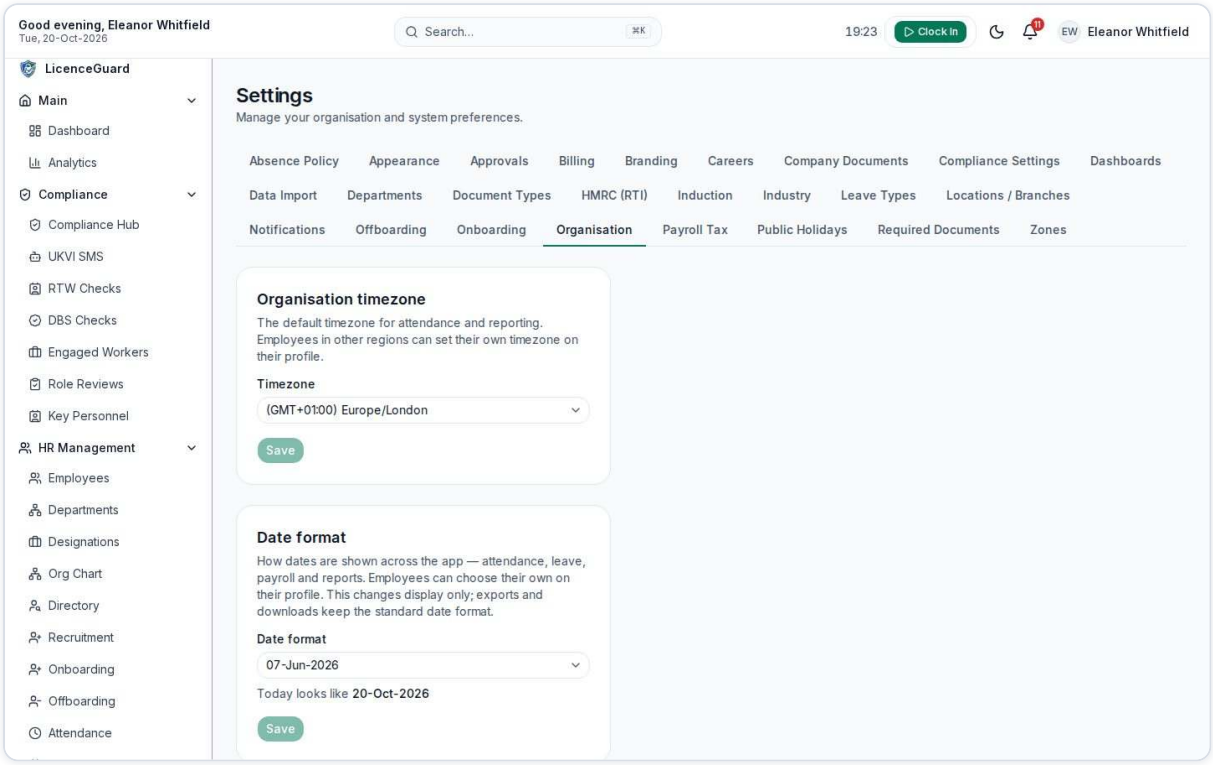
**Settings in one place**

Most setup happens in **System › Settings**. Its tabs are listed A to Z across the top of the page. On a phone, choose a tab from the **Settings section** list instead.

# 3. Organisation settings

**Where: System › Settings › Organisation**

This tab holds the defaults for your whole organisation. Each card has its own **Save** button, so you can change one card without touching the others.




Settings › Organisation

## The cards on this tab

| Card | What it does | Default | What changing it affects |
|---|---|---|---|
| **Organisation timezone** | The time zone for attendance days, deadlines and reports. Someone who works in another time zone can have their own set on their employee record. | Europe/London | Which day a clock-in belongs to, and when "today" starts for deadlines. Safe to change. |
| **Date format** | How dates are shown in attendance, leave, payroll and reports. A preview line shows **Today looks like ...**. Staff can choose their own on their profile. | 07-Jun-2026 style | Display only. Exports and downloads keep a standard date format. |
| **Reminder time (Deliver at)** | The hour reminder emails arrive, such as expiring documents and compliance dates. Each person receives them at this hour in their own time zone. | 09:00 | Future reminders only. Billing and security emails aren't affected; they are sent when the event happens. |

| Card | What it does | Default | What changing it affects |
|---|---|---|---|
| **Organisation year** | The month your year starts. Leave entitlements reset and carry-over is worked out at this boundary. | January | Which leave year counts as "current". Change it only at a year boundary (see below). |
| **Employee codes** | How new employees are numbered. **Follow the pattern of our existing codes**, or **Use our own format** with a **Prefix**, **Digits** and an optional **Next number**. A line shows the next code. | Follow the pattern (EMP-0001, EMP-0002 ...) | New employees only. Existing employees keep their codes. |
| **Employment defaults** | **Probation for new starters (months)** (0 for none) and **Full-time week (hours)**: contracted hours at or above this are full time. | 6 months; 37.5 hours | Probation applies to people added from then on. The full-time week decides who counts as full or part time, which affects overtime and short-day flags. |
| **Require approval before publishing policies & letters** | When on, a policy or generated letter must be approved before it can be published. People who can approve can still publish directly. | On | Saves as soon as you switch it. |
| **Companies House** | Your **Companies House company number**: 8 characters, such as 01234567 or SC123456. Leave blank if you are not a registered company. | Blank, or what you entered at sign-up | Shown to our team. Can't be changed here once it was verified at sign-up. |

## Change one setting

1. Go to **System › Settings › Organisation**.
2. Find the card and change the value. For lists, start typing to search (for example "London" in **Timezone**).
3. Select that card's **Save**. A message confirms it, such as **Date format updated**.

> **Organisation year**
> Change the organisation year only at the boundary between two years, before staff book next year's leave. Moving the start from January to April, say, makes January to March show last year's balances. No days are lost, but staff and managers will find it confusing.

## Industry

**Where: System › Settings › Industry** (Organisation Admin)

Your industry decides which UK Visas and Immigration (UKVI) sponsor duties apply to you (Chapter 21) and which starter templates LicenceGuard sets up, such as a Care Certificate induction pipeline and care-sector letter templates for a care home. It doesn't switch any module on or off.

1. Choose your **Industry**. The list is grouped, such as **Health and care** and **Food and hospitality**, and you can type to search it. Only industries available in your country are listed. If yours isn't there, choose **Other: please tell us** and say in a few words what you do.

2. The card lists what that industry sets up. Select **Set industry** (**Change industry** if you had another one, or **Re-apply defaults** if it is already your industry).
3. If the change adds or takes off UKVI duties, confirm it. The confirmation lists the duties **Added to your list** and **Taken off your list**. Duties you already recorded stay as they are.

Applying adds only what is missing. Anything you have already changed or deleted stays as it is. Only the Organisation Admin can change the industry.

# 4. Branding

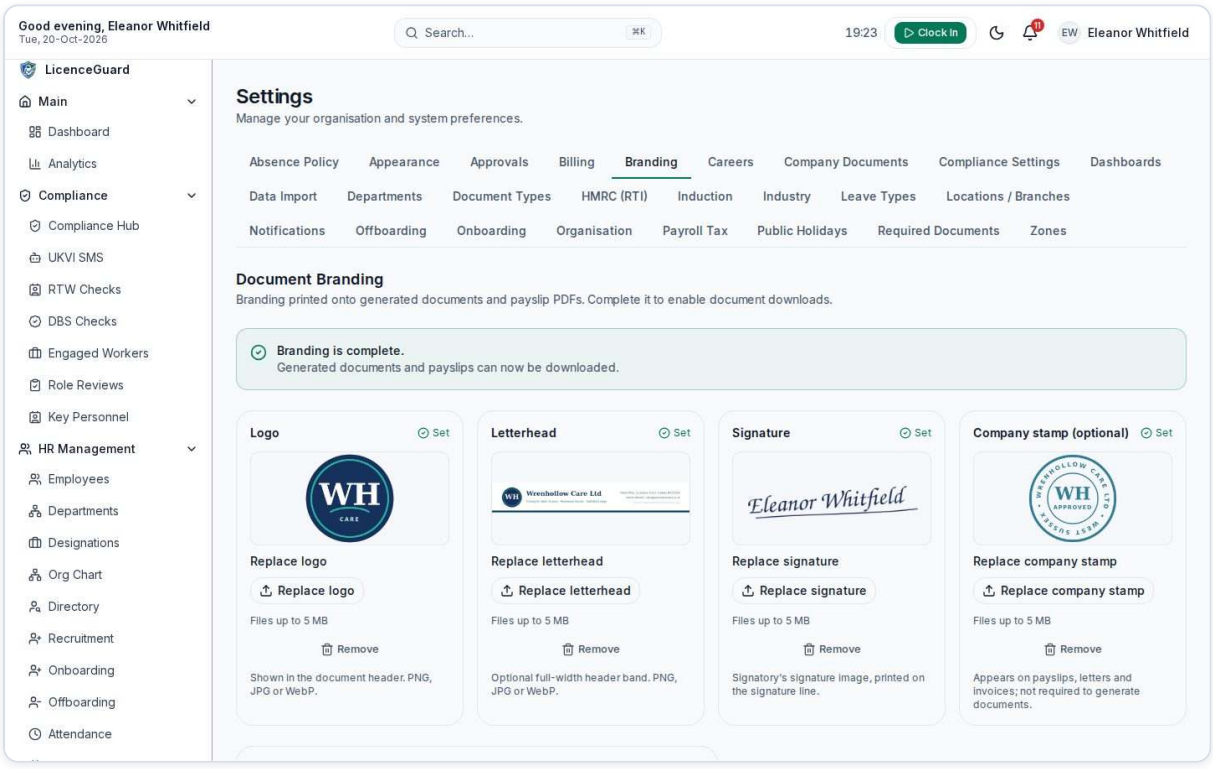
**Where: System › Settings › Branding**

Branding is printed on generated letters and payslip PDFs. **Until branding is complete, letters and payslips can't be downloaded as PDFs.**

| Item | What it is | Required |
|---|---|---|
| **Logo** | Shown in the document header. PNG, JPG or WebP, up to 5 MB. | Yes |
| **Letterhead** | A full-width header band. | Yes |
| **Signature** | The signatory's signature image, printed on the signature line. | Yes |
| **Company stamp** | Printed on signed payslips, letters and invoices. | Optional |
| **Signatory name** and **Signatory title** | Printed beneath the signature line. | At least one of the two |
| **Footer note** | Shown in the footer of every generated document and payslip, such as your registered address. | Optional |

1. Go to **System › Settings › Branding**.
2. For each image, select **Upload logo**, **Upload letterhead**, **Upload signature** or **Upload company stamp**, and choose the file. Once an image is set, the button reads **Replace ...**.
3. Enter the **Signatory name**, **Signatory title** and **Footer note**.
4. Select **Save**. When everything required is in place the tab says **Branding is complete.**

Changes apply to documents generated afterwards. Documents already issued keep their old branding.




Settings › Branding

**Signing pay runs**

The person who signs pay runs uploads their own signature in **My Profile**, not here. See Chapter 36.

# 5. Locations, branches and zones

A **location** (or **branch**) is one of your sites, such as a care home or an office. A **zone** is an area inside a site, such as a floor, a wing or a unit. Every employee who works for you now belongs to one site.

Every new organisation starts with one site called **Head office**, with a **Main zone**. If you have one site, edit Head office to add your address; you don't need to add anything else.

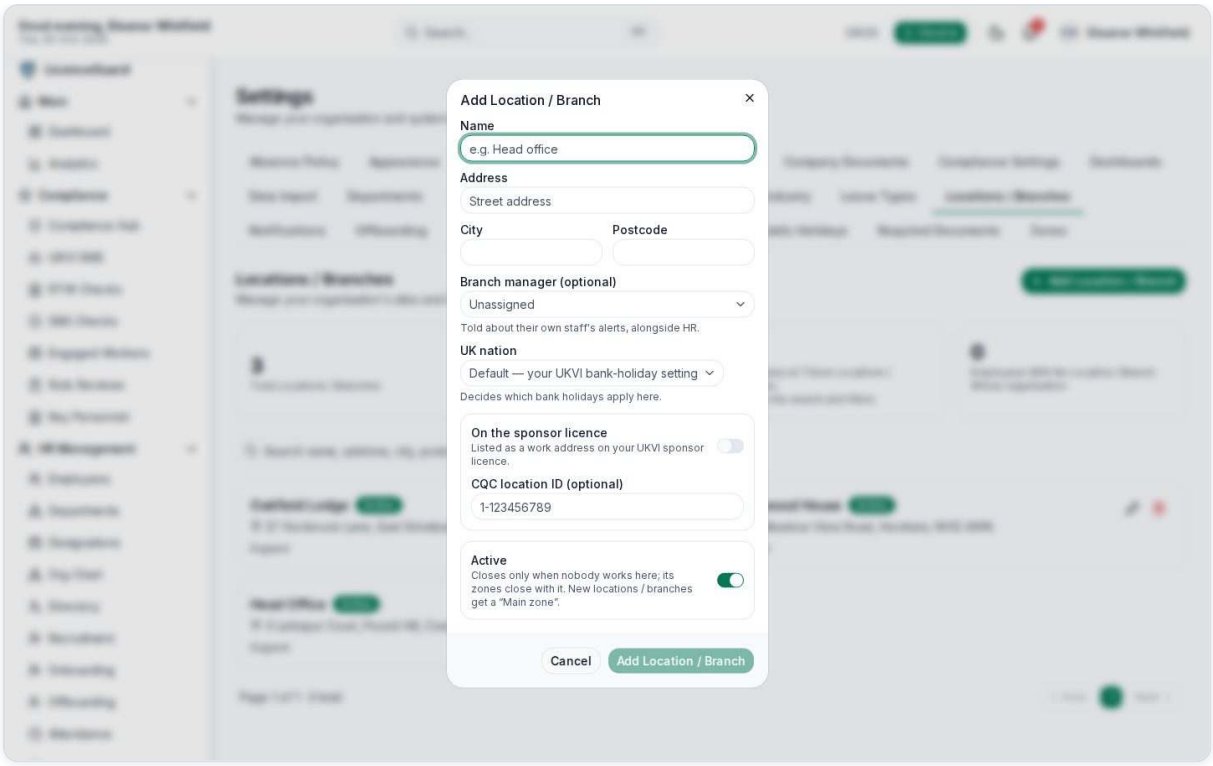
## Add a site

**Where: System › Settings › Locations / Branches**

1. Select **Add Location / Branch**.
2. Fill in the form:

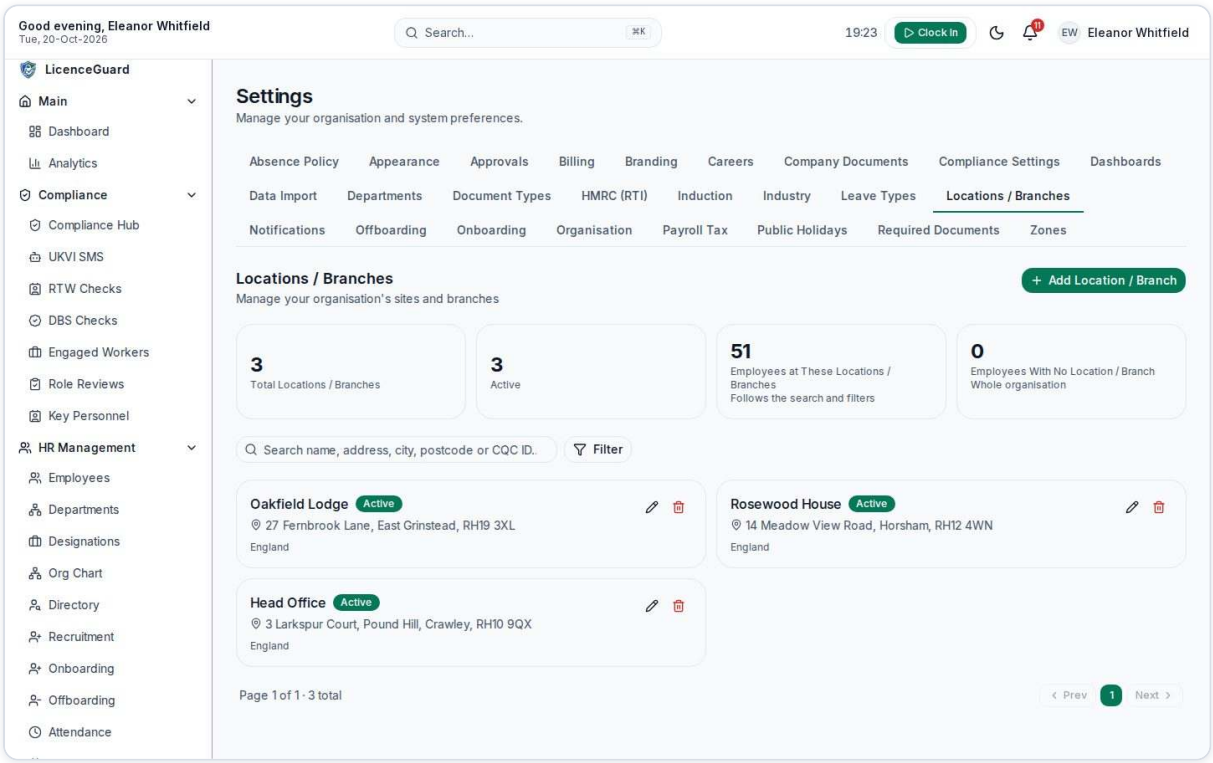
| Field | What it does |
|---|---|
| **Name** | The site's name, such as Rosewood House. |
| **Address**, **City**, **Postcode** | The site's address. |
| **Branch manager (optional)** | Someone who is told about alerts for their own staff at this site, alongside HR. They only hear about people their own role already lets them see. |
| **UK nation** | Decides which bank holidays apply to staff here. **Default** uses your organisation's bank-holiday setting. |
| **On the sponsor licence** | Tick if the site is listed as a work address on your UKVI sponsor licence. |
| **CQC location ID (optional)** | The site's CQC location ID, for sites in England. UKVI forms that ask for it read it from here. |
| **Active** | Untick to close a site (see below). |

3. Select **Add Location / Branch**. The new site gets a **Main zone** automatically.




The Add Location / Branch form

The tiles above the list show the number of sites, how many are active, how many employees work at them, and **Employees With No Location / Branch**.




Settings › Locations / Branches

## A Remote location for people who work from home

People who work from home have no site to be placed at. Add a **Remote** location for them, once:

1. Select **Add Location / Branch** and switch on **Remote location**. The name is **Remote**, and there is no address.
2. Choose the **UK nation** your remote staff work in: its bank holidays apply to them.
3. Select **Add Location / Branch**. The card says **People here work from home.**

Then place people at **Remote** on their record, and enter their **Home working address**: where they work from.
A **sponsored worker** placed at Remote must have a home working address: the Home Office expects you to know where each sponsored worker works. Moving a sponsored worker to Remote to work from home permanently is a change of work location you report in the SMS within 10 working days; LicenceGuard suggests the report (Chapter 21). Hybrid working, part at a site and part at home, isn't reported: keep such people at their site.

An organisation has one Remote location. A location is Remote, or not, from when you add it: you can't turn a site into the Remote location, or back.

## Close or delete a site

- **Close** a site by unticking **Active** when you edit it. You can only close a site when nobody works there; its zones close with it.
- **Delete** a site only if it was added by mistake. You can't delete a site while current staff are placed there; move them first.

## Add a zone

**Where: System › Settings › Zones**

1. Select **Add Zone**.
2. Choose the **Location / Branch**, enter a **Name**, and optionally choose a **Zone manager**.
3. Select **Add Zone**.

A zone manager, like a branch manager, is told about alerts for their own staff in that zone.

## Place people at a site

Each employee's record has a **Location / Branch** and a **Zone**. When you add an employee, **Location / Branch** is required if you have more than one site; with only one site it is filled in for you. A zone can only be chosen after the site. Lists of people, such as **Employees** and **Attendance**, can be filtered by site and zone, including **No location / branch**.

If you import staff from a spreadsheet, the location name in each row must match a site that already exists; an unknown name fails that row.

# 6. Departments, job titles and employment types

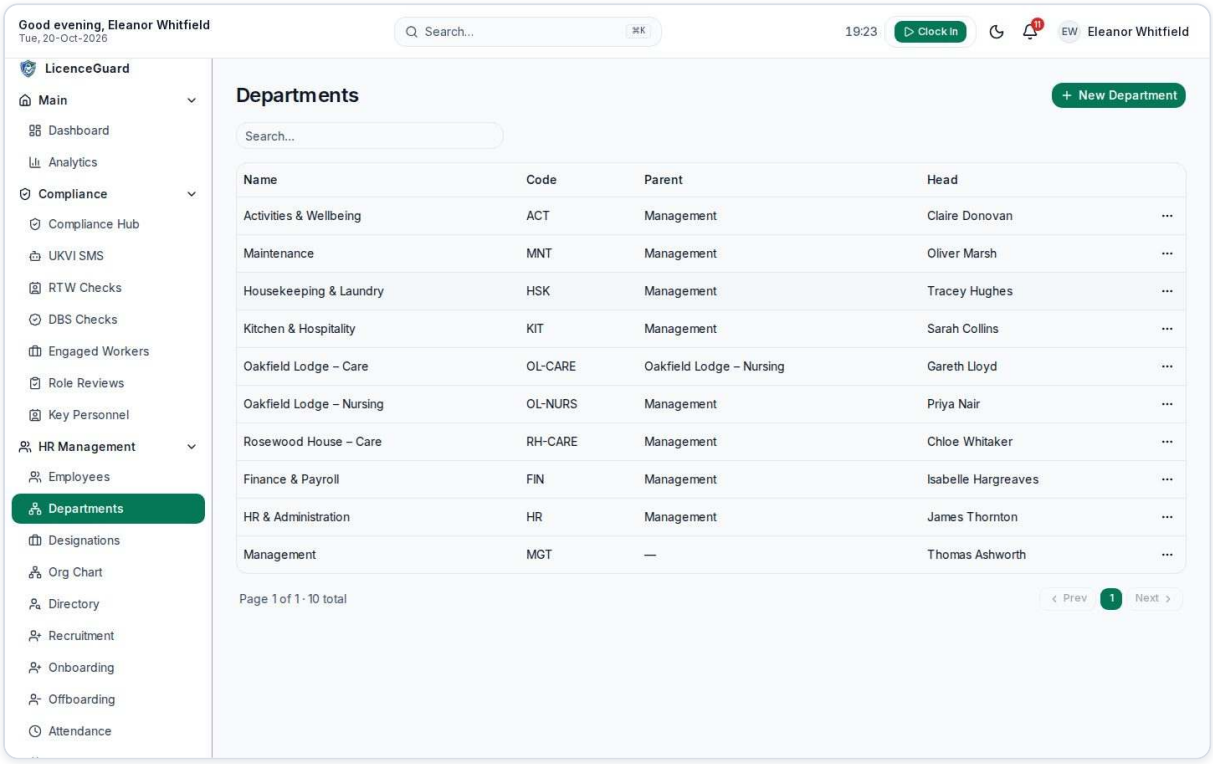
## Departments

**Where: HR Management › Departments** (the same list is also in **System › Settings › Departments**)

Departments group your people for reports and filters, and a role can be limited to one department (Chapter 11).

1. Select **New Department**.
2. Enter a **Name** (required) and an optional **Code**.
3. Choose a **Parent department** if this department sits inside another, such as Nursing inside Care.
4. Choose a **Department head** if it has one. It must be an active employee.
5. Select **Create**.

The list shows each department's **Name**, **Code**, **Parent** and **Head**. To change one, use **Row actions › Edit**.




HR Management › Departments

> **Note**
> Only the Organisation Admin can delete a department. Move its people to another department first.

## Job titles (Designations)

**Where: HR Management › Designations**

LicenceGuard calls job titles **designations**.

1. Select **New Designation**.
2. Enter the **Title**.
3. Optionally enter a **Seniority level** from 0 to 20; lower is more senior. It is used for sorting.
4. Switch on **Regulated activity** if the job involves regulated activity, such as personal care. You can then require extra documents, such as a DBS certificate, only from people in regulated jobs (Chapter 10).
5. Select **Create**.

## Employment types

**Where: System › Lookups › Employment Type**

Employment types describe how someone is engaged. They decide who can be paid overtime, who is flagged for short days, and which leave types apply. Every organisation has four built-in types: **Full-time**, **Part-time**, **Contract** and **Intern**. You can't change the built-in ones, but you can add your own, such as Bank Staff.

1. Go to **System › Lookups** and select **Employment Type**.
2. Under **Add a value**, enter a **Label** and a **Code**, then select **Add value**.

The new type is offered straight away on employee records. Your own values can be deactivated (no longer offered on new records) or deleted while nothing uses them.

The other lists you can add to in **Lookups** are **Expense Category** and **Document Type**.

# 7. Leave, working week and public holidays

Three things decide how many days a leave request uses: the **working week** (or the person's rota), **public holidays**, and the **leave type**. Set them before staff book leave.

## Your working week

**Where: System › Settings › Absence Policy › Working week**

Tick the days your people are expected to work; the default is Monday to Friday. A leave request never counts a day outside the working week. People with their own rota (Chapter 26) follow their rota instead.

> **Change the working week before leave is booked**
> Requests already made keep the day count they had when they were submitted. New requests use the new week, so two people off on the same dates can show different day counts.

## Public holidays

**Where: System › Settings › Public Holidays**

Public holidays are shown on calendars and are left out of leave day counts. A new organisation has none until you import them.

1. Check the nation at the top of the tab, such as **England and Wales**. It comes from your UKVI reporting setting (Chapter 10).
2. Select **Import UK 2026** (and **Import UK 2027** when you are ready). The year's bank holidays for your nation are added.
3. To add your own day, such as a company closure, select **Add Holiday**, enter a **Name**, choose **One day** or **Several days**, set the date, and choose where it applies (**England**, **Wales**, **Scotland**, **Northern Ireland**; leave all unticked for everywhere). Select **Add Holiday**.

Each site follows the bank holidays of its **UK nation** (Chapter 5).

> **Take care**
> Adding a holiday later doesn't recount leave already booked over that date. Import bank holidays before staff book leave.

## Leave types

**Where: System › Settings › Leave Types**

A new organisation has eight leave types: **Annual Leave**, **Sick Leave**, **Maternity Leave**, **Paternity Leave**, **Adoption Leave**, **Carer's Leave**, **Compassionate Leave** and **Unpaid Leave**. **Every one starts at 0 days a year.** Nobody can take leave from a balance until you set the allowance.

Each row shows the days a year, whether it is paid and whether it needs approval. **Document allowed** means staff can attach evidence, such as a fit note.

### Set an allowance

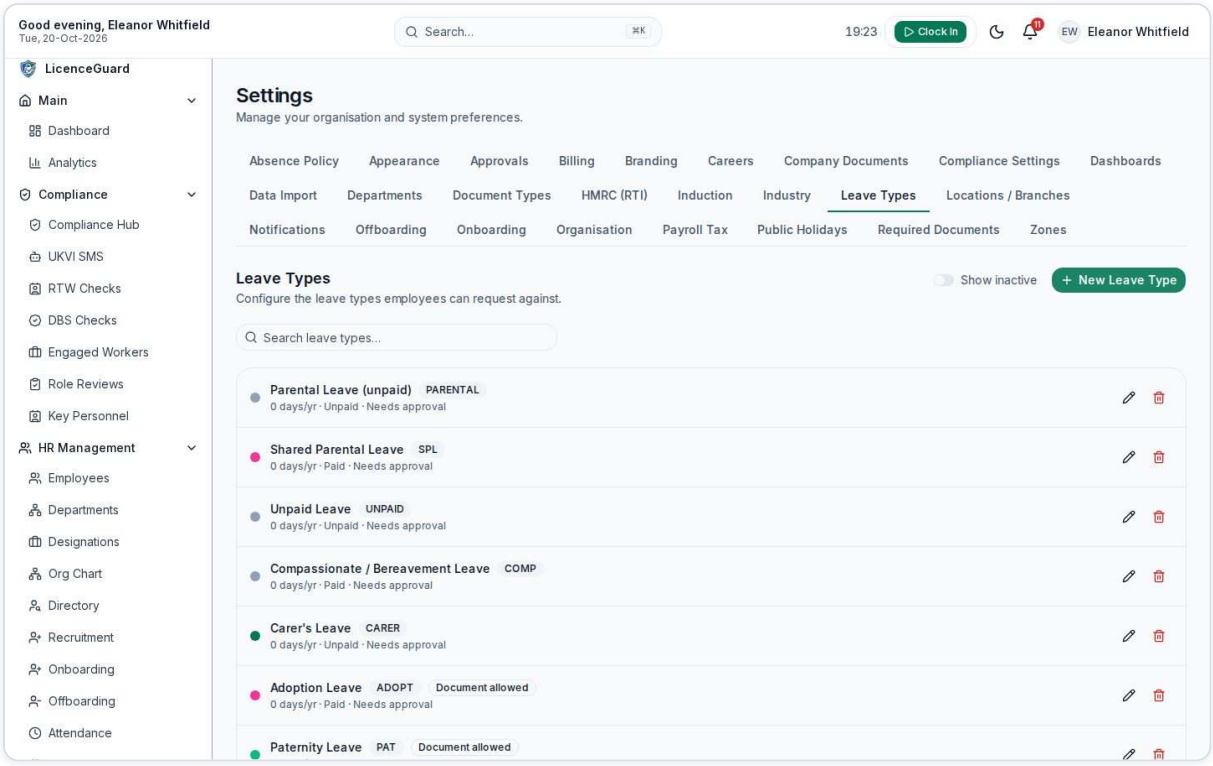
1. Go to **System › Settings › Leave Types**.
2. On the leave type's row, select the edit (pencil) button. The **Edit Leave Type** form opens.
3. Set **Default Days**: the yearly allowance for someone who works the whole year.
4. Check the switches and **Policy Rules** (table below).
5. Select **Save**. The row now shows the new days a year.

Balances update overnight (at 1am UK time in winter): changing **Default Days** doesn't change anyone's balance straight away. New starters get their balance as soon as their employee record is created, worked out for the part of the year they will be with you. To fix one person's balance today, change it on their record (Chapter 27).

| Setting | What it means |
|---|---|
| **Default Days** | The yearly allowance for a full year. |
| **Paid Leave** | The employee is paid during this leave. |
| **Requires Approval** | Off means requests are approved automatically. |
| **Allow Supporting Document** | Employees can attach proof, such as a doctor's note. |
| **Allow leave beyond the balance** | Employees may ask for more than they have left. The extra days are unpaid and are deducted through payroll. |
| **Pay untaken days when someone leaves** | Untaken days are paid on the leaver's final payslip. Turn it on for annual leave and any other holiday entitlement. |
| **Accrual Method** | **Fixed Days** (the whole allowance at the start of the year), **Accrued** (built up over the year) or **Unlimited** (no balance kept). |
| **Accrual Frequency** | **Annual** or **Monthly** (built up in twelfths). |
| **Max Carry-Over Days** | Unused days that move into next year. Can't be more than **Default Days**. |
| **Days left at year end** | What happens to days above the carry-over limit: **Are lost** or **Are paid out** (added to the next pay run). |
| **Carry-Over Expiry (months)** | Carried-over days must be used within this many months. Blank means they never expire. |
| **Max Consecutive Days** | The longest single request allowed. Blank means no limit. |
| **Who gets this leave** | **Everyone**, or **Specific employment types** only. |
| **Active** | Off retires the type: it is no longer offered, but existing requests and balances keep working. |

> **28 days, or 20 plus bank holidays?**
>
> UK statutory holiday is 5.6 weeks: 28 days for someone working five days a week, and employers may count bank holidays within it. LicenceGuard already leaves bank holidays out of leave counts. If your staff get bank holidays off on top of their leave, set Annual Leave to 20 days, not 28; otherwise they effectively get 36.

To add a leave type of your own, select **New Leave Type** and fill in the same form with a **Name** and **Code**.




Settings › Leave Types

## Absence policy

### Where: System › Settings › Absence Policy

| Card | What it does | Default |
|---|---|---|
| **Working week** | The days people are expected to work (above). | Mon–Fri |
| **Attendance correction window** | How far back someone may ask for their own attendance to be corrected. Staff can't edit their own attendance (Chapter 24). | 60 days back |
| **Automatically mark a no-show as absent** | When on, a working day with no clock-in and no approved leave is marked **Absent** overnight. | Off |
| **Deduct unpaid absence from salary** | When on, payroll deducts salaried employees' unpaid absence days automatically. Hourly staff are never affected. | Off |
| **How a day of unpaid absence is priced** | **Working days in the period** (standard), **Calendar days in the period** or **A fixed amount per day**. | Working days |
| **Overtime** | Who is paid overtime, the working day and the overtime rate (Chapter 24). | Nobody; 8-hour day with a 30-minute break; 1.5× |
| **Short-day notice** | A day under six hours is marked **Short** so it can be checked. A notice only; it never changes pay. | Part-time never flagged |

| Card | What it does | Default |
|---|---|---|
| **Take the deduction before tax** | The unpaid absence deduction reduces gross pay, so tax is worked out on the lower amount. | On |
| **Recover holiday taken in excess when someone leaves** | Deducts holiday taken beyond what a leaver built up from their final pay. Only turn this on if staff have agreed to it in writing, such as in their contract. | Off |

**Auto-absent needs everyone to clock in**

Turn on **Automatically mark a no-show as absent** only when every employee uses the clock. Otherwise people who simply don't clock in are marked absent every day and, if unpaid absence is deducted, lose pay. Part-time staff without a rota are never marked absent automatically; the tab lists them so you can give them a rota.

**Don't deduct twice**

If you already deduct unpaid absence by hand in payroll, leave **Deduct unpaid absence from salary** off. Otherwise the same day is deducted twice.

# 8. Approvals

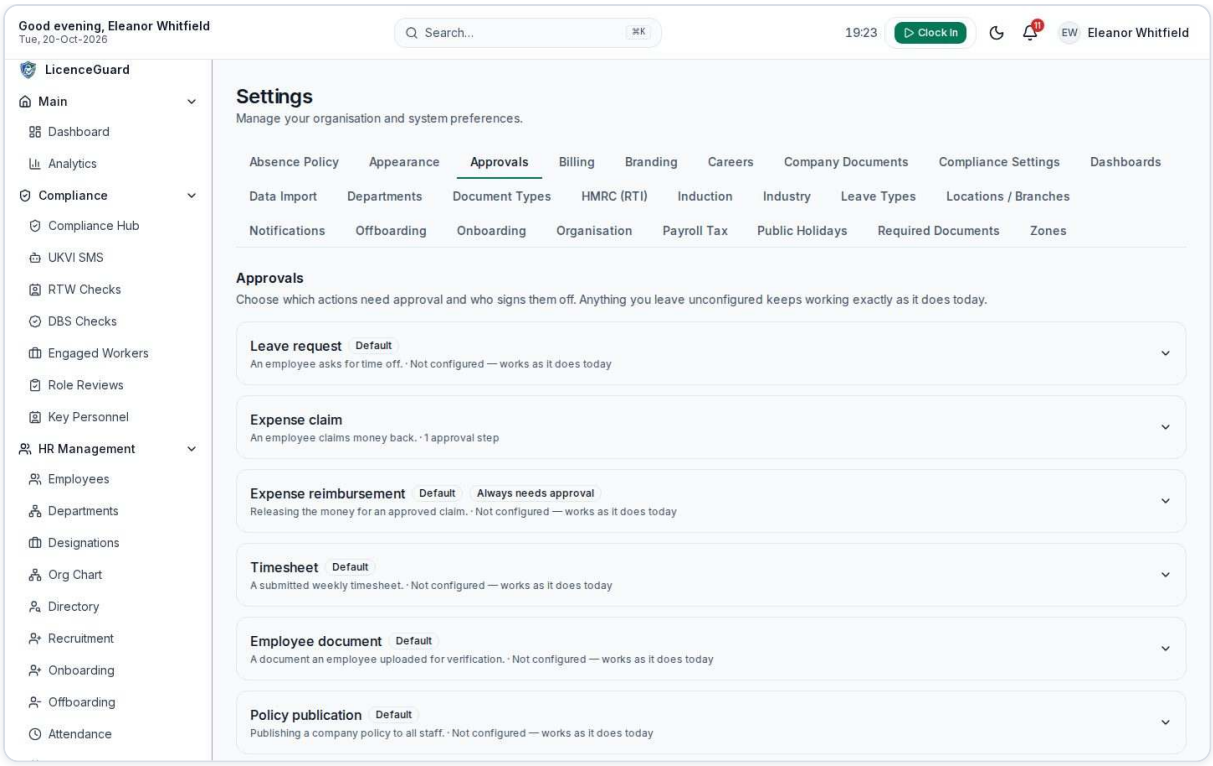
**Where: System › Settings › Approvals** (Organisation Admin only)

Out of the box, nothing needs setting up. A request goes to everyone whose role lets them approve it, within their reach: a Manager for their own team, HR for everyone. Set up an approval chain only when you want a named order of sign-off, such as "manager first, then HR".

The tab lists every action that can need sign-off:

| Action | What it is | Default |
|---|---|---|
| **Leave request** | An employee asks for time off. | Not configured |
| **Expense claim** | An employee claims money back. | Not configured |
| **Expense reimbursement** | Releasing the money for an approved claim. | Always needs approval |
| **Timesheet** | A submitted weekly timesheet. | Not configured |
| **Employee document** | A document an employee uploaded for verification. | Not configured |
| **Policy publication** | Publishing a company policy to all staff. | Not configured |
| **Official letter** | A generated letter before it is issued to an employee. | Not configured |
| **Pay run** | A payroll run before it is signed off. | Always needs approval |
| **Attendance correction** | An employee's request to correct their own attendance for a day. | Not configured |
| **Bank details change** | An employee's request to change the bank account their pay goes to. | Always needs approval |

**Not configured — works as it does today** means anyone eligible can approve, and the request is approved or rejected by whoever acts first.




Settings › Approvals

## Set up an approval chain

1. Go to **System › Settings › Approvals** and select the action, such as **Leave request**.
2. Under **Does this need approval?**, choose **Yes — route it for approval**, or **No — approve automatically**. (Expense reimbursement, pay runs and bank details changes always need approval, so "No" can't be chosen for them.)
3. Under **Who approves it?**, add a step and choose the approver:
   - **The requester's manager** (offered for leave requests, expense claims, timesheets and attendance corrections): worked out for each request from the person's reporting manager. If they have no manager, the request goes to the general approval pool.
   - **Anyone with a role**, such as HR Manager: anyone holding that role can approve, so it keeps working as people join and leave.
   - **A specific person.**
4. Add more steps if you need them, up to five. Steps run in order: each step approves before the next is asked.
5. Under **Can someone approve their own?**, choose **No** (recommended) or **Yes**. The Organisation Admin can always approve their own, otherwise an organisation with a single admin could never approve anything; it is recorded either way.
6. Select **Save**. The row now shows the number of approval steps.

> **Changes apply to new requests**
>
> A new chain applies to requests made after you save. Requests already waiting keep the steps they were created with. The approvers on those steps are checked when they act, so someone newly given the role can approve, and someone who has left can't.

Approvers find their requests in **My Account › Approvals** (Chapter 13).

# 9. Notifications and email

**Where: System › Settings › Notifications**

This tab decides how each event reaches your people. By default, email is sent from LicenceGuard's own address.

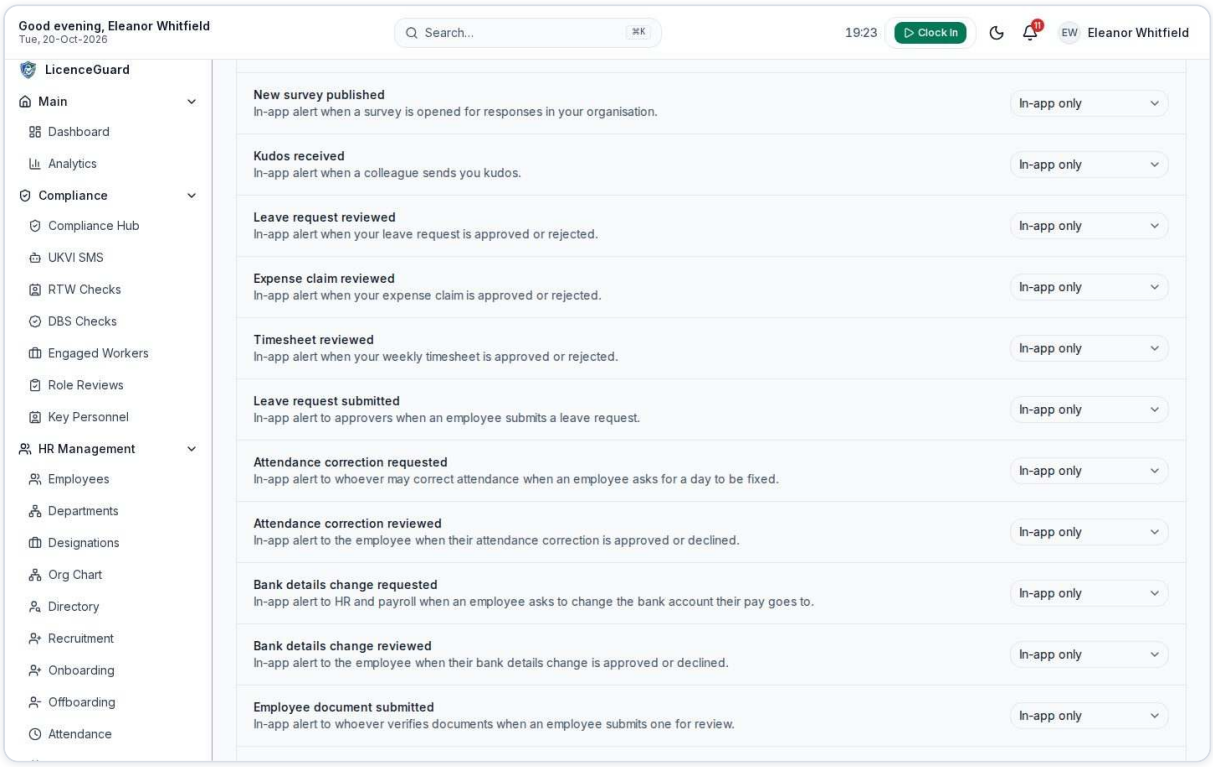
## Choose how each event is delivered

Every event has its own row, with a note on who it alerts. Each row has a delivery picker:

- **Don't send**
- **In-app only**: in the bell (Chapter 2)
- **Email only**
- **In-app and email**

Choosing an option saves straight away.

Most events start as **In-app only**. **New announcement** and **Your document is expiring** start as **In-app and email**.




Settings › Notifications: one row per event

| Who it alerts | Events |
|---|---|
| Approvers and HR | Leave request submitted · Expense claim submitted · Timesheet submitted · Attendance correction requested · Bank details change requested · Employee document submitted · Policy awaiting approval · Document awaiting approval · Pay run awaiting your signature |

| Who it alerts | Events |
|---|---|
| The person it is about | Leave request reviewed · Expense claim reviewed · Timesheet reviewed · Attendance correction reviewed · Bank details change reviewed · Task assigned · Training assigned · 1:1 meeting scheduled · Performance review shared · Goal assigned · Improvement plan opened · Interview scheduled · Kudos received |
| Everyone | New announcement · New survey published · New policy published |
| The organisation owner | Subscription renewal due · Subscription in grace period |
| Compliance admins | Sponsored worker absent without permission · Suggested UKVI report · Long absence without permission (people you choose) |

## Reminders

Reminders are checked every night and sent at your **Reminder time** (Chapter 3). The four expiry reminders (training, right to work or DBS, documents, and the compliance expiry digest) can't be switched off: instead, select **Change days** to choose when they remind, such as 60, 30 and 7 days before. To stop one entirely, stop tracking the record it follows. The other reminders and the monthly summaries can be switched off.

| Reminder | Goes to | Default timing |
|---|---|---|
| **Your training certification is expiring** | The employee | 30 and 7 days before |
| **Your right-to-work or DBS record is expiring** | The employee | 60, 30 and 7 days before |
| **Your document is expiring** | The employee | 30, 7 and 1 day before |
| **Your missing documents (monthly)** | The employee | Monthly |
| **Compliance expiry digest** | Compliance admins | One daily summary; items 60, 30 and 7 days out |
| **Compliance gaps (monthly)** | Compliance admins | Monthly: people with no right-to-work check, and required documents nobody holds |
| **Sponsor licence expiring** | Compliance admins | 90, 60 and 30 days before (in the daily digest) |
| **Sponsored role review due** | Compliance admins | 30 and 7 days before (in the daily digest) |
| **Sponsored worker's other employment due its yearly check** | Compliance admins | 30 and 7 days before (in the daily digest) |
| **Probation review due** | HR | 14 and 3 days before (in the daily digest) |
| **UKVI reporting duty due** | Compliance admins | 10, 5 and 2 working days before (in the daily digest) |
| **Right to work follow-up check due** | Compliance admins | 14, 7 and 1 day before (in the daily digest) |

"Compliance admins" means people whose role lets them manage compliance, usually the Organisation Admin and HR Manager.

**Security alerts**, about password and email changes, are always sent by email and in the bell, and can't be turned off.

## Send email from your own address

If you would like notifications to come from your own address, such as hr@example.test, add your mail server's details (SMTP).

1. Under **Your mail server**, select **Add mail server**.
2. Enter the **Server** (such as smtp.yourprovider.com), **Port**, **Username** and **Password**.
3. Enter the **From name** (optional) and **From address** your emails should come from.
4. Switch on **Use implicit TLS** for port 465, or leave it off for STARTTLS, which is usually port 587. Your email provider can tell you which to use.
5. Select **Save**.

> **Emails to job candidates**
>
> LicenceGuard doesn't email candidates about their application, interview, offer or rejection. Your hiring team contacts candidates directly. A candidate you hire is emailed their account invitation.

# 10. Required documents and compliance settings

These settings drive the Compliance Hub (Chapter 17): which documents everyone must hold, your sponsor licence, and the thresholds behind the Compliance Score.

## Step 1: add the document types you need

**Where: System › Settings › Document Types**

A **document type** is the label chosen when someone uploads a document, such as Passport. A new organisation has 14 built-in types, including **Passport** and **Employment Contract**, but no Right to Work, DBS or visa type. Add the ones you need.

1. Select **Add Document Type**.
2. Enter a **Label**, such as Right to Work Evidence, and a **Code**, such as RTW_EVIDENCE.
3. Under **Can be attached to**, tick where staff may choose this type besides personal documents: **Leave requests**, **Policies** or **UKVI SMS duties**. Leave all unticked for personal documents only.
4. Select **Add**.

We suggest adding **Right to Work Evidence**, **DBS Certificate** and **eVisa / Immigration Status**, plus any professional registration your staff need, such as **NMC Registration** for nurses.

Built-in types are marked **Global** and can't be removed. Your own types can be deactivated.

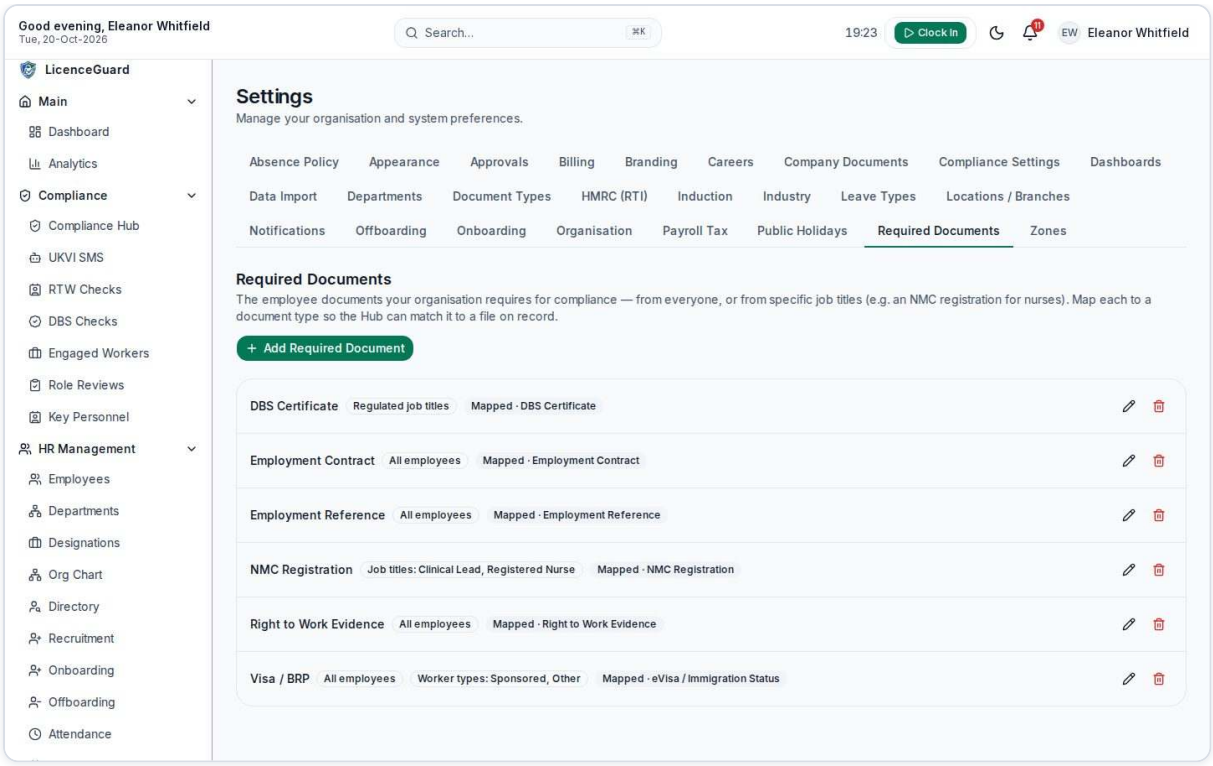
## Step 2: set your required documents

**Where: System › Settings › Required Documents**

Required documents are the documents your organisation needs each person to hold. A new organisation starts with five:

| Required document | Required of | Linked to a type? |
|---|---|---|
| DBS Certificate | Job titles marked as regulated activity | No — link it |
| Employment Contract | All employees | Yes (Employment Contract) |
| Passport | All employees | Yes (Passport) |
| Right to Work Document | All employees | No — link it |
| Visa / BRP | Sponsored and other workers only | No — link it |

Each row must be linked to a document type, so that LicenceGuard can match it to a file on someone's record. A row marked **Unmapped** can't be matched, so it counts for nobody until you link it.




Settings › Required Documents

To link or change a row, edit it. To add one:

1. Select **Add Required Document**.
2. Enter a **Name**.
3. Choose the **Document type (optional)** it matches.
4. Under **Required of**, choose **All employees**, **Job titles marked as regulated activity**, or **Specific job titles** (then pick them, such as Registered Nurse).
5. Under **Only for these worker types**, tick **Settled**, **Sponsored** and/or **Other**, or leave all unticked to require it of everyone. For example, a visa is needed only from sponsored and other workers.
6. Select **Add**.

Job-title documents are required on top of the documents everyone needs. To require a DBS certificate only from people doing regulated activity, mark those job titles as **Regulated activity** under **HR Management › Designations** (Chapter 6).

> **Scores change straight away**
>
> Adding a required document lowers the score of everyone who hasn't filed it yet, straight away. Warn staff first, and give them time to upload. Removing one raises scores straight away; files already on record stay.

## Step 3: your sponsor licence and compliance settings

**Where: System › Settings › Compliance Settings** (UK organisations)

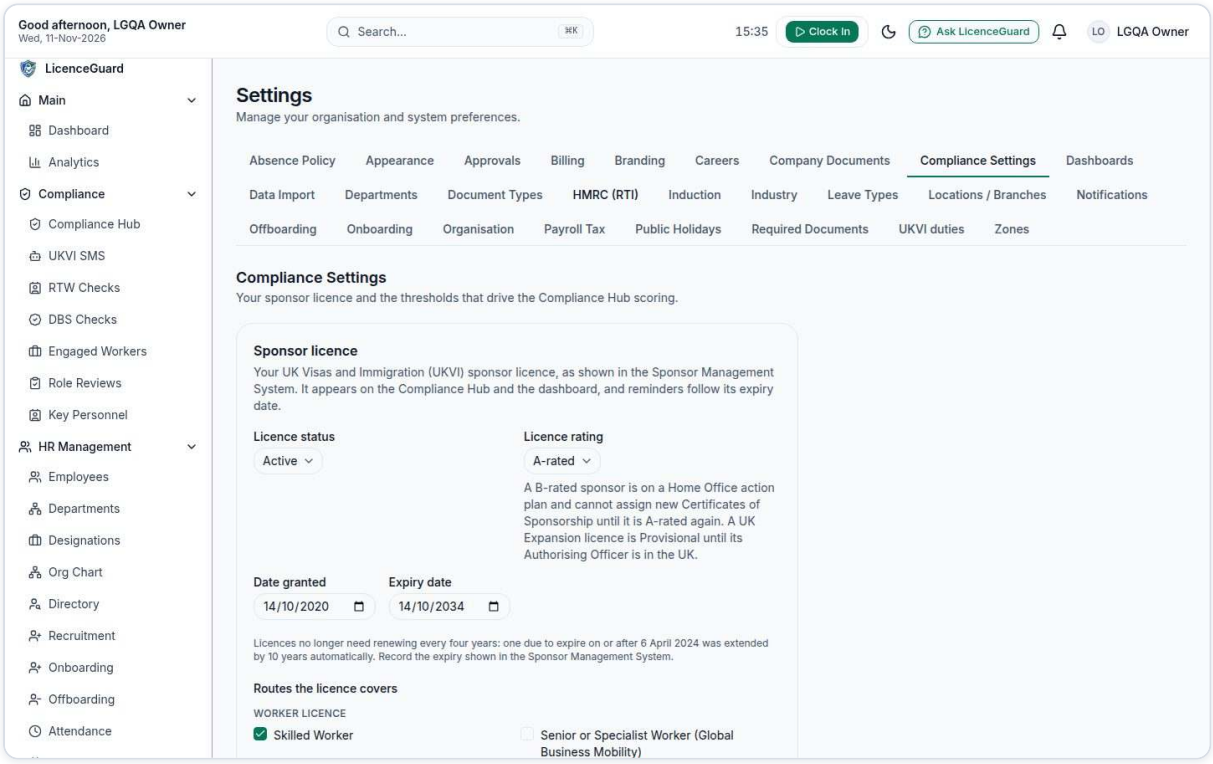
### Sponsor licence

Enter your licence exactly as it appears in the Sponsor Management System (SMS).

1. Set **Licence status**: **No licence**, **Active** or **Expired**. The other fields open once you choose Active. LicenceGuard does not ask for your licence number.
2. Choose the **Licence rating**: **A-rated**, **B-rated (action plan)** or **Provisional (UK Expansion)**. A B-rated sponsor is on a Home Office action plan and can't assign new Certificates of Sponsorship until it is A-rated again. Only a UK Expansion Worker licence can be Provisional: until your Authorising Officer is in the UK and the licence is A-rated, only they can be sponsored and no route can be added.
3. Enter the **Date granted** and **Expiry date**. Licences no longer need renewing every four years; record the expiry the SMS shows.
4. Under **Routes the licence covers**, tick each route, such as **Skilled Worker**. Your UKVI duties follow these routes (Chapter 21).
5. Under **CoS year**, check **CoS year ends on** (worked out from the date granted; select **Use this date**) and choose **How it is renewed**: **Automatic** or **Manual**. If manual, UKVI SMS adds the renewal duty for you.
6. Select **Save licence**.

The licence then shows on the Compliance Hub and the Dashboard, and compliance admins are reminded 90, 60 and 30 days before it expires.

If you change a recorded licence to **No licence**, LicenceGuard asks you to confirm first and shows how many sponsored workers and open UKVI duties you have. The licence details (rating, dates, routes and CoS year) are cleared. Sponsored workers keep their records, and open duties stay and keep their reminders. The UKVI duty cards, new duty suggestions, and the licence expiry and CoS renewal reminders stop. To record a licence again later, enter its details again.




Settings › Compliance Settings: the sponsor licence

**Sites on the licence** lists the sites marked **On the sponsor licence** (Chapter 5). A sponsored worker moving to a site that isn't on the licence may need a report to UKVI.

## The other compliance settings

| Setting | What it does | Default |
|---|---|---|
| **Minimum sponsored salary (£)** | The minimum for a sponsored worker who has no minimum of their own. A worker's own minimum (such as the going rate for their occupation code) is set on their **Sponsorship** tab (Chapter 20). | £41,700, the Skilled Worker general threshold from 22 July 2025 |
| **Role review hours tolerance (%)** | How far a sponsored worker's average rostered weekly hours (last four weeks) may differ from the hours on their Certificate of Sponsorship before a role review shows a mismatch. | 10% |
| **"Due soon" window (working days)** | A UKVI duty due within this many working days shows as Due soon. | 5 |
| **Bank holidays to skip** | Which nation's bank holidays are skipped when counting working days to a UKVI deadline. Also sets the nation for **Public Holidays** imports. | England and Wales |
| **Email the Authorising Officer about overdue duties** | On the 1st and 7th day after a deadline is missed, the Authorising Officer (from Key Personnel) gets a short email: how many duties are overdue and since when, with no worker names. | Off |
| **Unauthorised absence alerts** | Who is told when a sponsored worker has been absent without permission for 10 working days in a row: **Everyone who manages UKVI reporting**, or **Only the people I choose**. You can also alert about employees who aren't sponsored, after 3–30 working days. | Everyone who manages UKVI reporting |
| **UKVI record keeping** | When on, the answers and files of UKVI duties are removed once the record-keeping period has passed (Chapter 21). | Off |

**Check the salary threshold**

£41,700 is the general Skilled Worker threshold. An occupation's going rate can be higher, and some routes and roles have their own figures. LicenceGuard doesn't change this figure for you when the rules change. Confirm the current figure on GOV.UK.

**Unauthorised absence needs attendance**

Absences are detected from attendance marked **Absent**. Switch on **Automatically mark a no-show as absent** (Chapter 7) so no-shows are recorded.

# 11. Adding people: employees, logins and roles

In LicenceGuard, an **employee record** (the HR file) and a **user account** (the login) are separate. You always create the employee first, then invite them, which creates their login. An employee without a login still appears in HR lists, payroll and compliance.

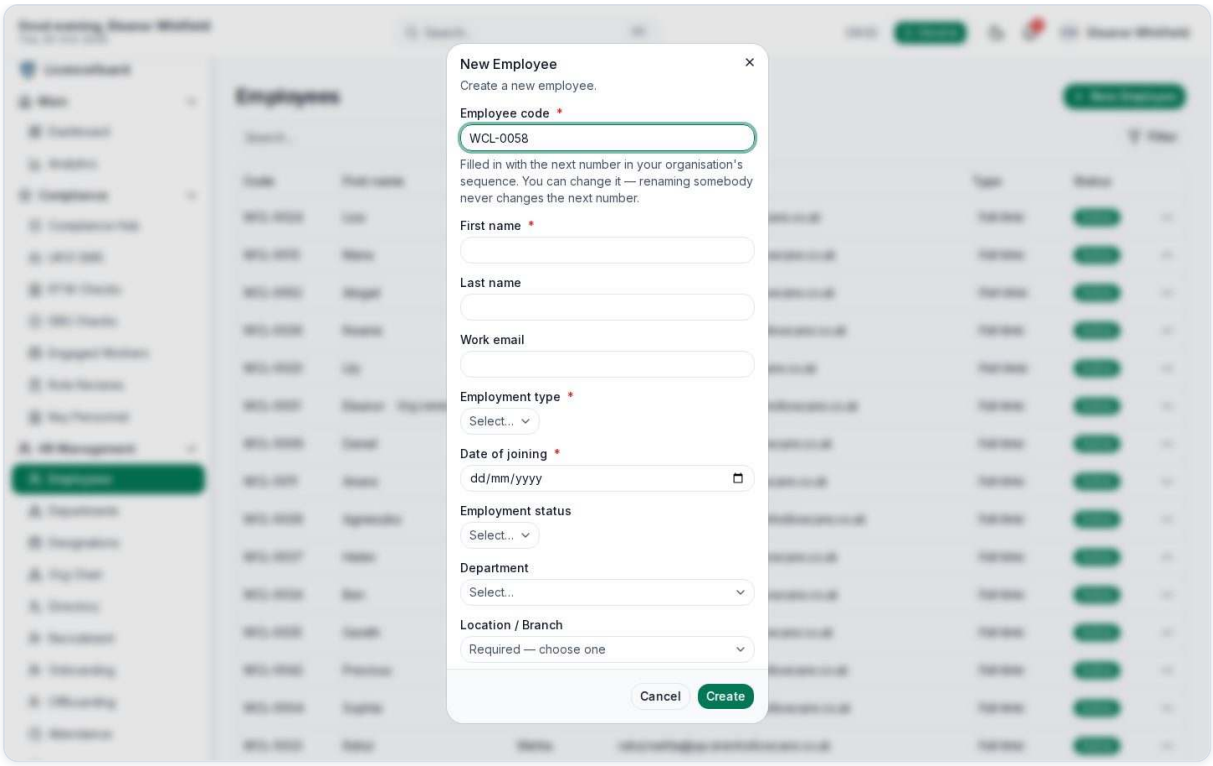
## Add an employee

**Where: HR Management › Employees**

1. Select **New Employee**.
2. **Employee code** is filled in with the next number in your sequence (Chapter 3). You can change it.
3. Enter **First name** (required), **Last name** and **Work email**.
4. Choose the **Employment type** and **Date of joining** (both required). **Employment status** is Active for someone working now.
5. Choose where they work: **Department**, **Location / Branch** (required if you have more than one site), **Zone**, **Designation** (job title) and **Reporting manager**.
6. Fill in their personal details: **Work phone**, **Date of birth**, **Nationality**, **National Insurance number** and address.
7. Choose the **Worker type**: **Settled**, **Sponsored** or **Other**, and enter **Contracted hours a week** and **Annual salary**.
8. Select **Create**.

| Field | Why it matters |
|---|---|
| **Employment type** | Overtime, short-day flags and which leave types apply. |
| **Date of joining** | Leave pro-rating, probation and headcount. |
| **Reporting manager** | Who the person's manager is: it defines a Manager's team, "requester's manager" approvals and the Org Chart. |
| **Location / Branch** and **Zone** | Where they work: filters, bank holidays and site alerts. For someone who works from home, choose **Remote** and enter their **Home working address** (Chapter 5). |
| **National Insurance number** | Needed for HMRC returns. Without it, a date of birth and a full address with postcode also work. |
| **Worker type** | **Sponsored** brings the person into every UKVI sponsor duty, role reviews and the sponsored workers' score. |
| **Contracted hours a week** | Full or part time is worked out from your full-time week (Chapter 3). |
| **Annual salary** | Basic pay in payroll, and the check against the minimum sponsored salary. |

No invitation is sent when you create an employee. New employees get a probation end date from your default (Chapter 3) and their leave balances straight away.




The New Employee form

> **Set reporting managers before inviting managers**
> A Manager sees only the people who report to them, directly or further down. Until reporting managers are filled in, a Manager sees nobody.

## Import staff from a spreadsheet

**Where: System › Settings › Data Import**

You can import **Departments**, **Designations**, **Employees**, **Leave balances**, **Attendance**, **Leave**, **Training** and **Recruitment candidates** from a CSV or Excel file. Import in this order: departments, then designations, then employees, then the rest.

1. Under **What to import**, choose the kind, such as **Employees**.
2. Select **Download template** to get a file with the right column headings.
3. Fill in the file and upload it.
4. LicenceGuard checks every row in your browser first and shows which are invalid, and why. You can show only invalid rows, or download them.
5. Start the import. Valid rows import even if others fail. The **Results** step lists any row the server refused, with the reason.

Employee columns: **employeeCode***, **firstName***, lastName, workEmail, department, designation, location, zone, **employmentType***, **dateOfJoining*** (* = required), employmentStatus, personalEmail, phone, dateOfBirth, nationality.

- A department named in an employee row is created if it doesn't exist. A **location** must match an existing site name, or the row fails.

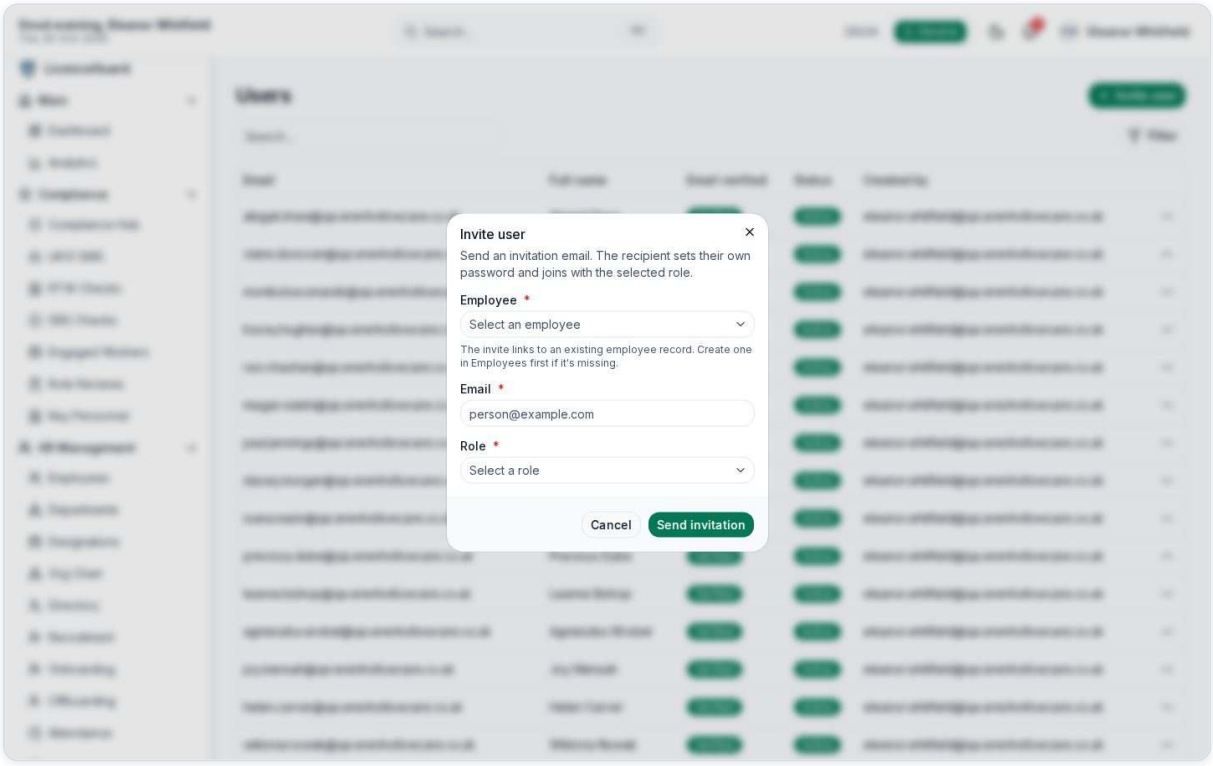
- A row with an invalid phone number is rejected on its own; local numbers (07…) are read as UK numbers.
- Imported employees still need an invitation to get a login.

## Invite someone to sign in

**Where: System › Users**

1. Select **Invite user**.
2. Choose the **Employee**. Only employees without a login are listed; create the employee first if they are missing.
3. Check the **Email**; it is filled in from their record.
4. Choose a **Role**. The form shows the reach they will join with, such as "Joins with scope TEAM — their reporting subtree".
5. Select **Send invitation**.

The person receives an email, opens the link, sets their password (and optionally their phone, date of birth and nationality), and selects **Accept invitation**.




System › Users › Invite user

Invitations last 7 days. **System › Invitations** lists them as **PENDING**, **ACCEPTED** or **EXPIRED**; from there you can re-send one, correct its email or revoke it.

> **One email, one account**
> An email already used anywhere on LicenceGuard, including at another organisation, can't be invited again. Use the person's own work email.

## Roles

A **role** decides what someone can do. Six roles for your staff come ready-made (a seventh, **Referrer**, is only for referral partners):

| Role | In one line | Default reach |
|---|---|---|
| **Organisation Admin** | Everything, including billing, the audit log, roles, approval chains and signing pay runs. | Whole organisation |
| **HR Manager** | Senior HR: people, users, leave balances, payroll preparation and most settings. No billing, audit log or pay-run sign-off. | Whole organisation |
| **HR Executive** | Junior HR: reads almost everything; approves leave, timesheets and expenses; verifies documents. No payroll changes, publishing, settings or record admin. | Whole organisation |
| **Accountant** | Finance: views payroll; reviews expense claims and reimbursements; can be named as an approver. Can't release payment or manage HR records. | Themselves only |
| **Manager** | People manager: attendance, leave, timesheets, expenses, shifts, tasks, training, performance and 1:1s for their team. | Their team |
| **Employee** | Self-service: their own profile, clock in, leave, timesheets, expenses, documents, payslips and training. | Themselves only |

**The Accountant at its default reach.** The Accountant role sees payroll across the organisation, but expense claims and bank details only at its reach: at the default (SELF) only its own. Give the role with reach ALL to someone who reviews everyone's claims.

**Everyone gets their own self-service.** Anyone linked to an employee record also gets Employee self-service for their own records, whatever role they hold. A Manager or an Accountant doesn't need the Employee role to book their own leave or upload their own passport.

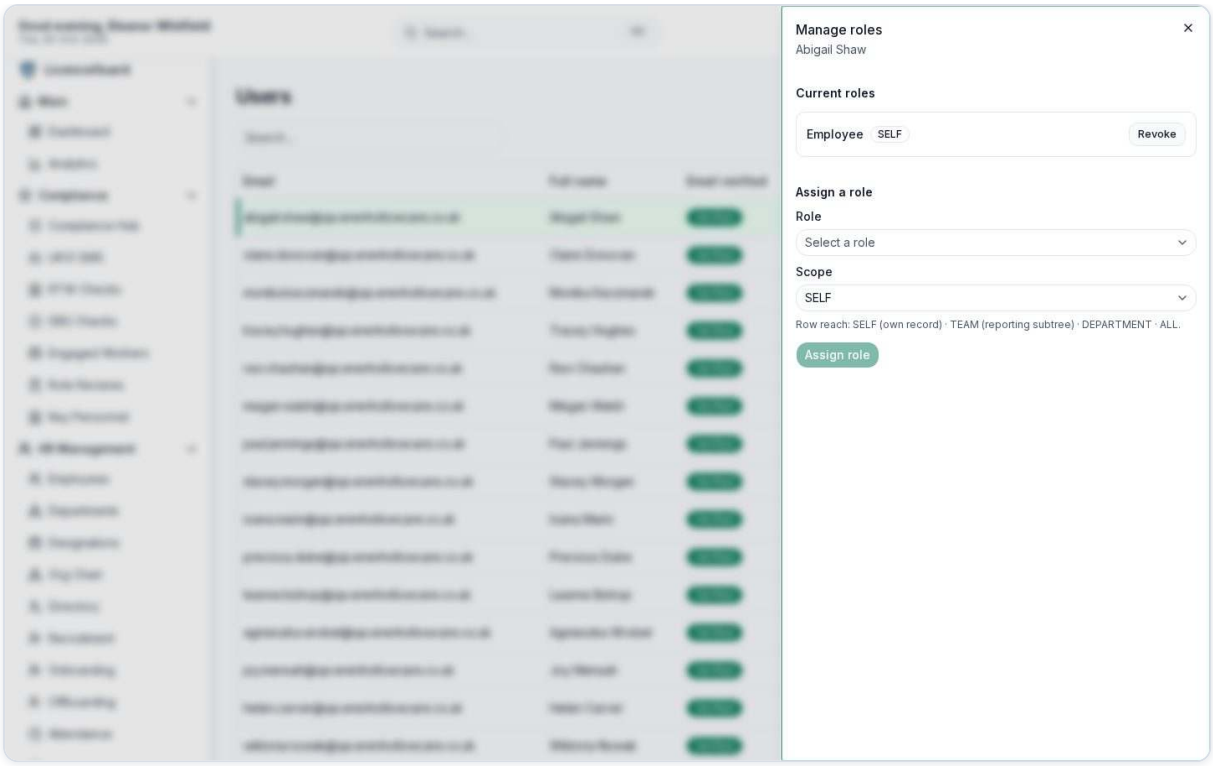
You can't edit the built-in roles, but you can create your own (Chapter 16).

## Reach (scope)

Each role someone holds has a **reach**, also called scope. It decides whose records the role works on:

| Reach | Covers |
|---|---|
| **ALL** (whole organisation) | Everyone |
| **DEPARTMENT** | People in one department |
| **TEAM** | The person's direct and indirect reports, from **Reporting manager** |
| **SELF** | Only their own record |

To change someone's role or reach: **System › Users**, then **Row actions › Manage roles**.




Manage roles: current roles, and assigning a role with its reach

**Current roles** lists what they hold, with **Revoke**. Under **Assign a role**, choose the **Role** and **Scope**, then select **Assign role**. Changes apply from the person's next page load.

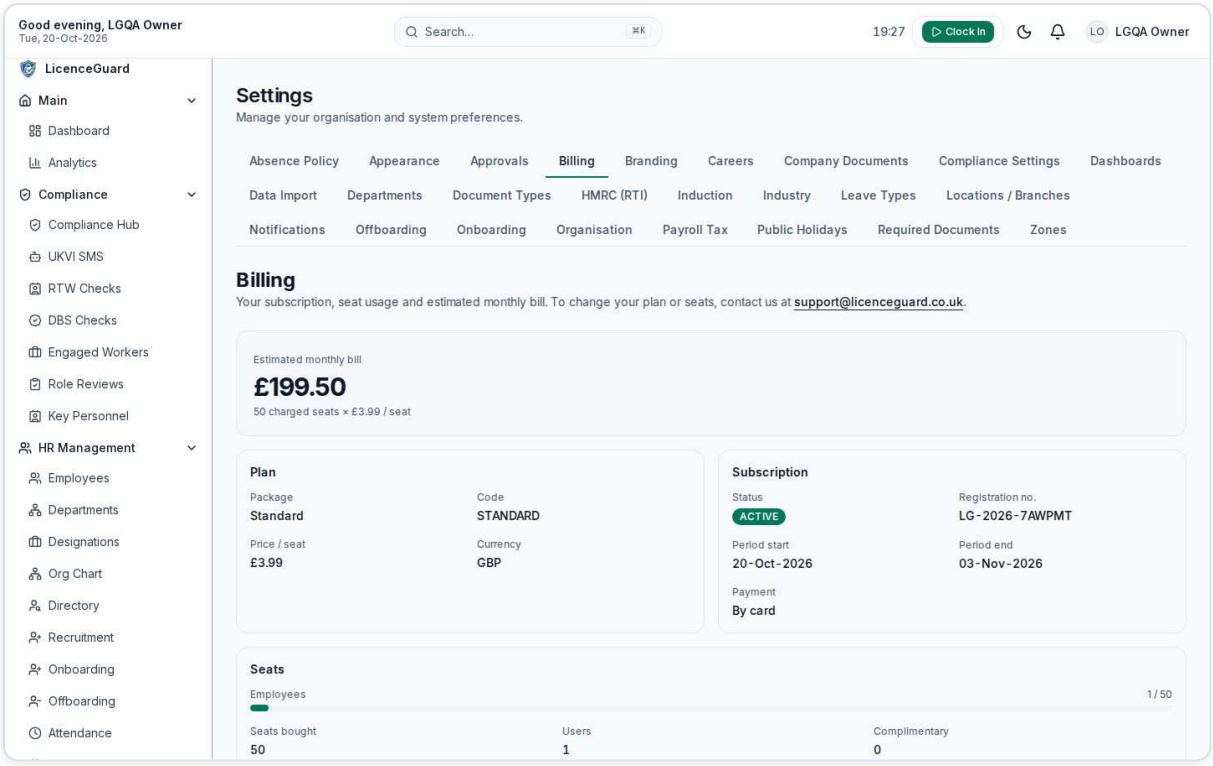
A person's access is all their roles added together, so adding a role doesn't replace another: to make an Organisation Admin an HR Manager, assign **HR Manager** and revoke **Organisation Admin**. You can change the roles of anyone below your level. Another Organisation Admin can be changed (or removed) only by the organisation's owner, or by the admin who added them, directly or through someone they added. Nobody can change their own roles.

> **Compliance needs the whole organisation**
>
> Compliance screens (the Hub, RTW, DBS, role reviews, UKVI SMS, engaged workers, key personnel and travel records) and generated letters in the Document Generator only work for a role held with reach **ALL**. An HR Manager given reach TEAM keeps their HR features for their team but loses every compliance screen.

> **Reach is the silent failure**
>
> An HR Manager given reach SELF has all the HR permissions but sees only one person: themselves. If someone says their lists are empty, check their reach first.

# 12. Billing and your subscription

**Where: System › Settings › Billing** (Organisation Admin only)




Settings › Billing

The Billing tab shows:

| Card | What it shows |
|---|---|
| **Estimated monthly bill** | Your charged seats × the price per seat. |
| **Plan** | Your **Package** (Starter for 1–4 seats, Standard for 5 or more), **Price / seat** and **Currency**. |
| **Subscription** | **Status**, your **Registration no.**, the current period, when your free trial ends, and how you pay: **By card** or **Invoice / bank transfer**. |
| **Seats** | **Seats bought**, **Users**, **Complimentary** and **Seats charged**. |

## How seats work

- You pay for the seats you bought, however many are in use.
- **Every user takes a seat, including deactivated ones, and every pending invitation reserves one.** Only deleting a user frees a seat, and deleting also erases that person's employee record and documents (Chapter 16). Employees without a login or invitation don't take a seat.
- **Complimentary** seats are free seats we have granted; they are taken off your bill.

## Paying by card

If you pay by card, the **Card payments** card says when your card is next charged: at the end of your free trial, then every month.

- **Manage card & invoices** opens Stripe's secure page, where you can change your card and download past invoices.
- **Change seats** adds or removes seats. Added seats are charged now for the rest of the month; fewer seats take effect at your next renewal. You can't go below the seats in use.
- **Cancel subscription** keeps your access until the end of the current trial or period. To change your mind, select **Resume subscription** before then.

If a payment fails, a banner asks you to **Confirm or update card**. Your bank may need you to confirm the payment, or you may need a different card. We retry for a week, with full access. If payment still fails, the subscription ends: everyone can view their data but not change it for 7 days, and then access is locked until the subscription is restarted. You, as Organisation Admin, can still sign in and select **Restart subscription**.

If you pay by invoice, contact us at support@licenceguard.co.uk to change your plan or seats.

## Your invoices

**Where: Finance › Invoicing**

Invoicing lists your monthly amount, billing period, next renewal, and every invoice, with its method, seats charged and price per seat. Open an invoice to print or download it.

# Part 3 · Using each module

# 13. Dashboard, Analytics and Approvals

## The Dashboard

**Where: Main › Dashboard**

The Dashboard is the first page after you sign in. As Organisation Admin it shows, from the top:

- **Total Employees**, **Clocked In** (today), **Leave Requests** (pending review) and **Open Jobs**. Select a card to go to that area.
- **Attendance**: how many people clocked in on each of the last 7 days, and **Today's Attendance** (**Clocked In**, **Not Yet**, **On Leave**) with **View full attendance**. People on a rest day aren't counted as "Not Yet".
- **Sponsored Workers**, **Engaged Workers** and **Expiring Docs** (within 90 days).
- **Compliance Command Centre**: your Compliance Score, **Risk Distribution** (Low, Medium, High) and a bar for each area of the score (Chapter 17).
- **Workforce RTW Status** and your **Sponsor licence**.
- **Your workspace**: your own announcements, clock in, leave balance, requests, timesheet, tasks, training, 1:1s, kudos, expenses, payslips, benefits and documents.

**Add Employee** at the top right opens the new employee form.

### Choose what each role sees

**Where: System › Settings › Dashboards**

Choose which cards each role sees on its Dashboard, such as **Announcements**, **Attendance & Clock In/Out**, **My Leave Balance** or **Compliance Command Centre**. A card only shows if the person can also open the data behind it. Changes take effect straight away for everyone in that role.

## Analytics

**Where: Main › Analytics** (Organisation Admin, HR Manager, HR Executive)

Analytics shows read-only charts on four tabs:

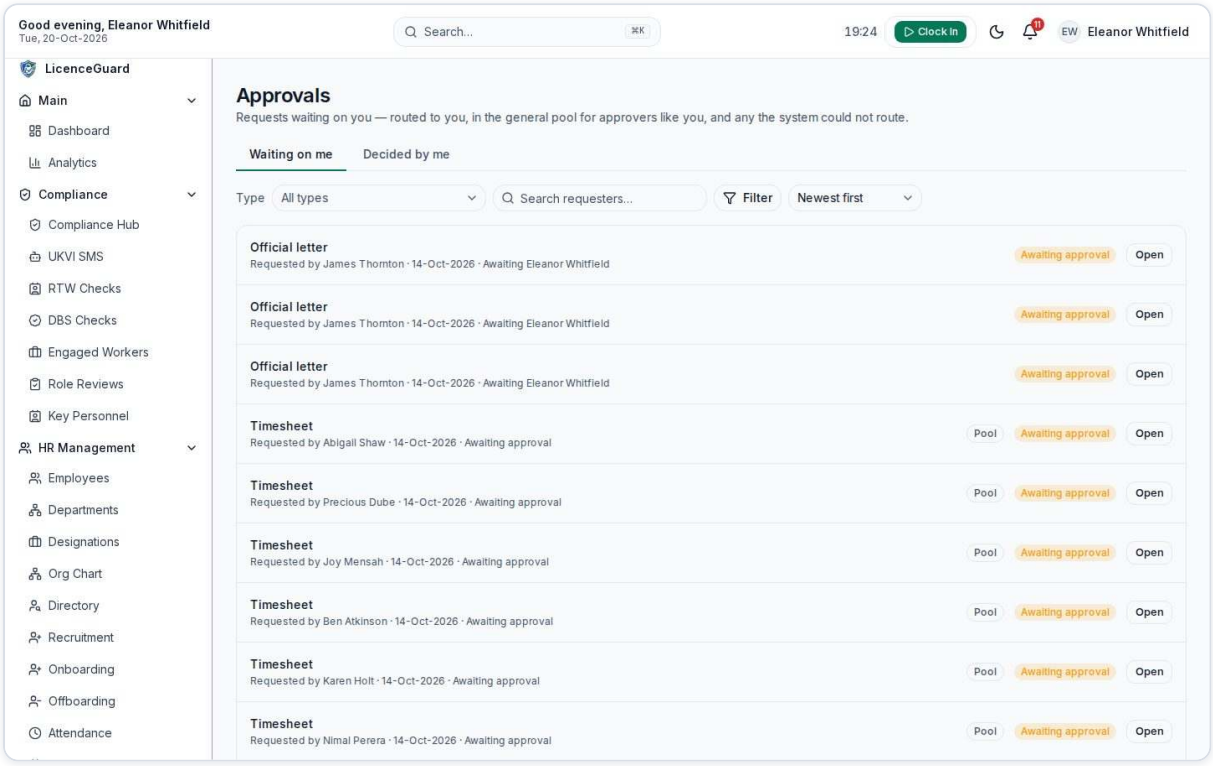
| Tab | Shows |
|---|---|
| **Workforce** | Total active and exited; headcount by department, employment type and location; joiners against leavers over the last 12 months |
| **Time & Attendance** | Average hours a day; status breakdown for the last 30 days; daily attendance for the last 14 days |
| **Leave** | Pending requests; requests by type and by status; utilisation (days used against days available, per type) |
| **Recruitment & Training** | Open jobs, applications and hires this year; the hiring pipeline; training compliance; certifications expiring soon or expired |

## The Approvals inbox

**Where: My Account › Approvals**

Approvals lists every request waiting on you: routed to you, in the general pool for approvers like you, or not routable to anyone else.

- **Waiting on me** opens first. Each row names the request, who asked, when, and where it stands. **Pool** means anyone who can approve that kind of request may decide it; once one person decides, it leaves everyone's list.
- **Type** narrows the list to one kind: Leave, Timesheets, Expense claims, Expense reimbursements, Pay runs, Employee documents, Policies, Letters, Attendance corrections or Bank details changes.
- Search by requester, **Filter** by the date a request was raised, and sort **Newest first** or **Oldest first**.
- **Open** takes you to the screen where you decide.
- **Decided by me** lists what you have approved or rejected, most recent first, with an outcome filter.

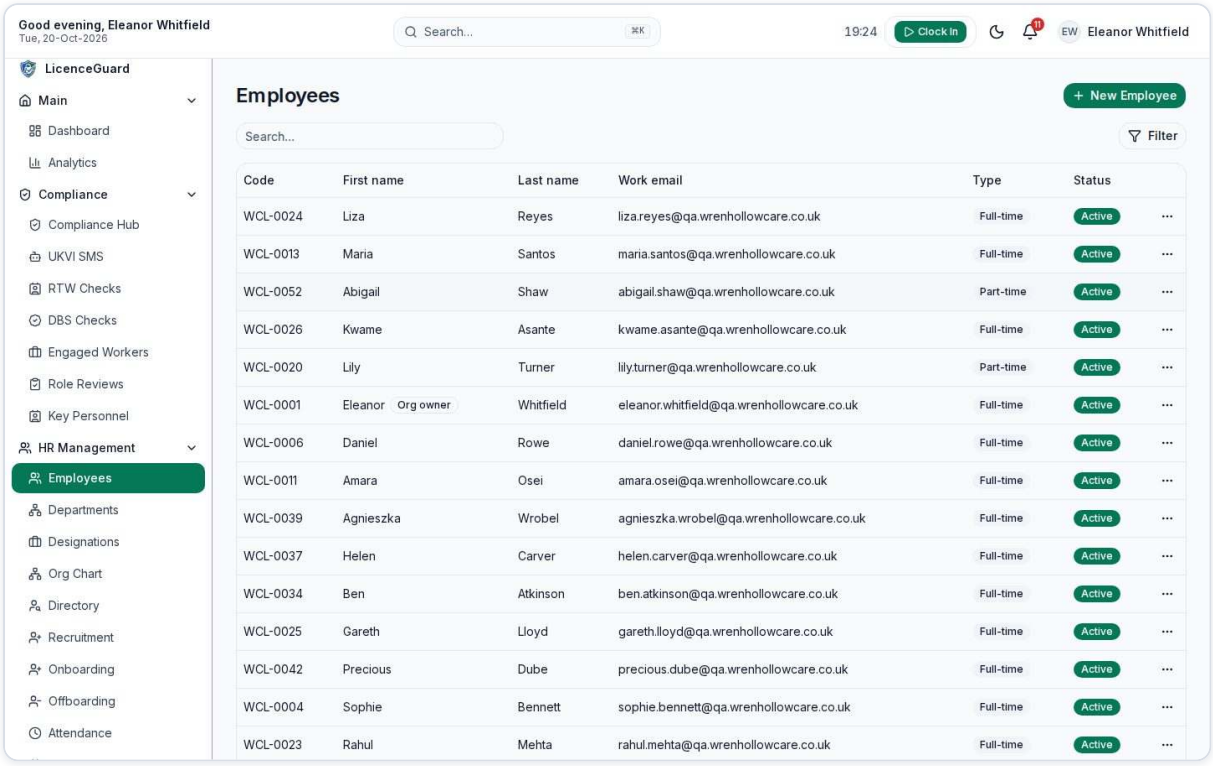



My Account › Approvals

The record of each request shows who decided it, at each step.

# 14. Employees

**Where: HR Management › Employees**



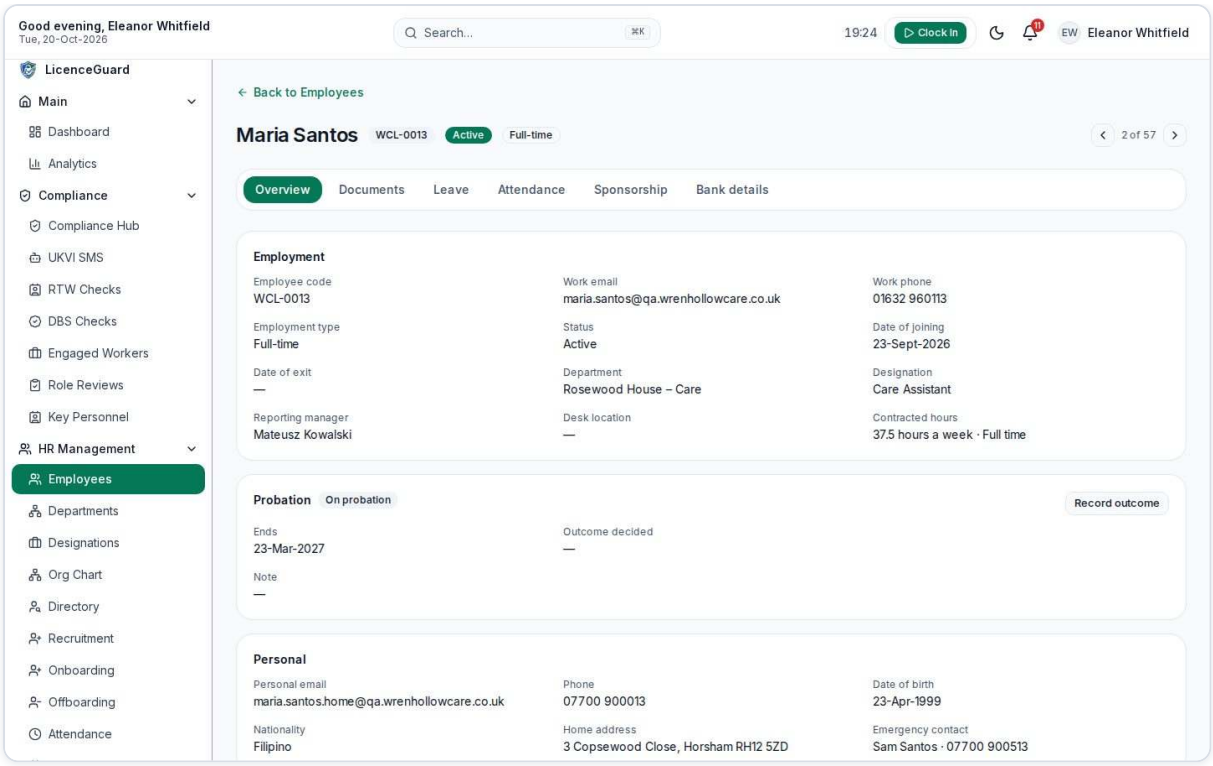

HR Management › Employees

The list shows each person's **Code**, **First name**, **Last name**, **Work email**, **Type** and **Status**. The organisation owner is marked **Org owner**.

- **Search** finds people by name.
- **Filter** narrows the list by **Status** (everyone, including leavers, until you choose), **Employee type**, **Department**, **Location / Branch** and **Zone**.
- **Row actions** offers **View**, **Link user**, **Pay profile**, **Edit** and **Delete**.

## A person's record

Select **Row actions › View** to open someone's record. **Back to Employees** returns to the list, and the arrows at the top move to the previous or next person ("2 of 57").




An employee's record

| Tab | What it holds |
|---|---|
| **Overview** | **Employment** (code, email, type, status, dates, department, designation, reporting manager, contracted hours), **Probation**, **Personal** (contact details, date of birth, nationality, address, emergency contact) and **Right to work & compliance** (worker type, right to work status and date, DBS status and date). |
| **Documents** | Their required documents and whether each is held, and every document on file. Upload on their behalf, verify, set an expiry date (Chapter 23). |
| **Leave** | Current-year balances for each leave type and their requests. **Allocate leave**, and change one person's allowance with the pencil (Chapter 27). |
| **Attendance** | Their attendance history. |
| **Holiday pay on leaving** | For leavers: holiday built up but not taken, and how it is paid (Chapter 36). |
| **Sponsorship** | For sponsored workers: their Certificate of Sponsorship, permission dates and minimum salary (Chapter 20). |
| **Bank details** | Where their pay goes (below). |

## Change a record

1. In **HR Management › Employees**, select **Row actions › Edit**. The **Edit Employee** form opens, with the same fields as a new employee.
2. Change what you need and select **Save**.

| Change | What happens |
|---|---|
| **Reporting manager** | The new manager sees and approves the person from then on. |
| **Department** | People with department reach gain or lose sight of the person. |
| **Location / Branch** or **Zone** | Changes their bank holidays, site alerts and filters. |
| **Worker type** to or from Sponsored | Moves them into or out of the UKVI duties and the sponsored workers' score. |
| **Annual salary** | Used from the next payroll calculation and the sponsored salary check. |
| **Contracted hours a week** | May change them from full time to part time, which affects overtime and short-day flags. |
| **Work email** | Doesn't change their sign-in email; they change that in **My Profile**. |
| **Employee code** | Allowed. Codes are never reused. |

## Probation

New employees get a probation end date from your default (Chapter 3). The **Probation** card on the Overview shows the status, end date, outcome and note.

1. On the Overview, select **Record outcome** (or **Change**).
2. Choose the **Status**: **On probation**, **Probation extended**, **Passed probation** or **Did not pass probation**.
3. Set **Decided on** (leave empty for today) and add a **Note**.
4. Select **Save**.

HR is reminded 14 and 3 days before a probation ends (Chapter 9).

## Bank details

**Where:** the person's record › **Bank details** (people who can manage bank details: by default the Organisation Admin, HR Manager and Accountant)

The tab shows the **Name on the account**, **Sort code** and **Account number**, and when they were last changed. Select **Change** to update them.

Employees can add their own bank details, or ask for a change, from **My Profile › Bank details**. A change request always needs someone else's approval, in **My Account › Approvals**, and the employee is always told the outcome.

## When someone leaves

1. In **HR Management › Employees**, select **Row actions › Edit** on the person.
2. Set **Employment status** to **Exited** and enter the **Date of exit**.
3. Select **Save**.

When you save:

- they are signed out everywhere, and their login is deactivated;
- any invitation they haven't accepted is withdrawn, and a leaver can't be invited again;

- their offboarding checklist starts (Chapter 29);
- if they head a department or manage a branch or zone, they stop doing so;
- they are no longer offered when you assign new work, such as tasks, training, shifts or kudos;
- their leave can only be booked up to their date of exit, and their holiday pay on leaving is worked out (Chapter 36).

Use **On notice** while someone works their notice; they keep their login and access until you mark them **Exited**.

> **Exited isn't deleted**
>
> Keep leavers' records: right to work evidence must be kept for two years after employment ends, and payroll records for longer. Use **Delete** only for a record created by mistake. You can't delete or exit your own record, or the owner's.

To reinstate someone who left, see the recipe in Part 4.

# 15. Org Chart and Directory

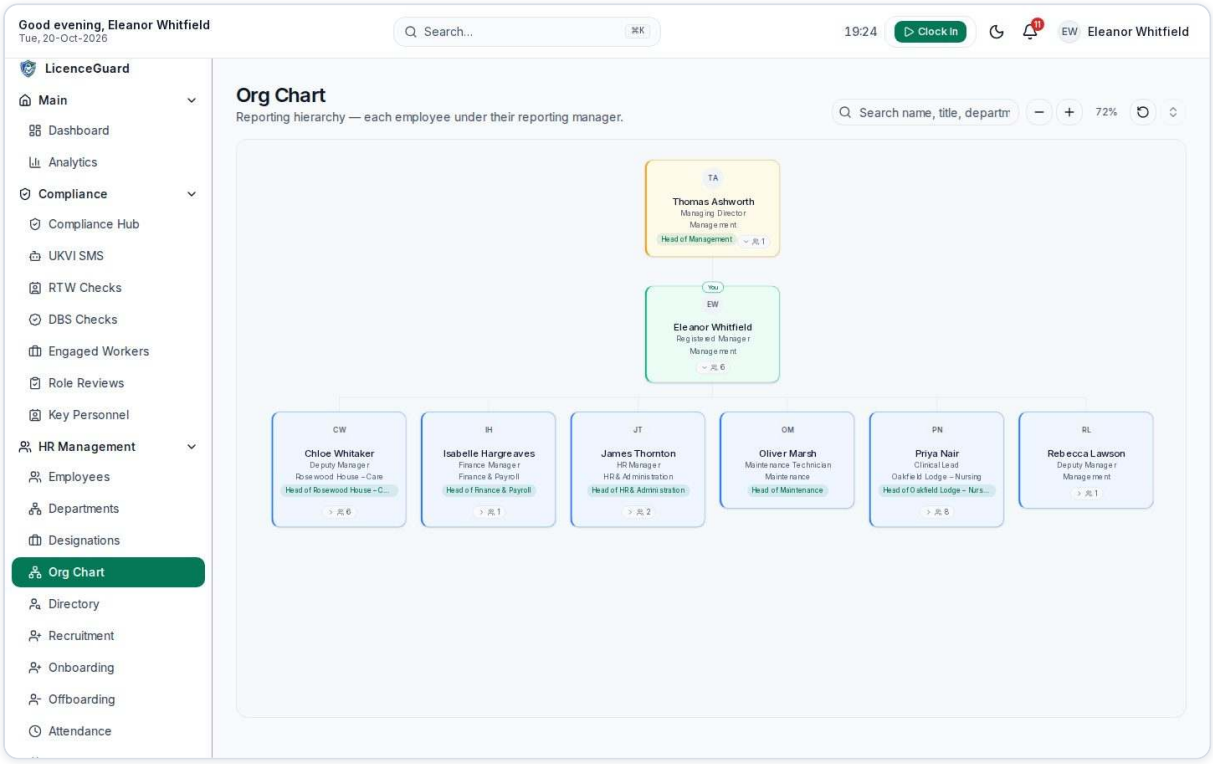
## Org Chart

**Where: HR Management › Org Chart**

The Org Chart draws your reporting lines from each person's **Reporting manager**. Each card shows the person's initials or photo, name, job title, department, and a **Head of ...** badge for department heads. Your own card is marked **You**.

- The button on a card shows how many direct reports someone has. Select it to fold or open that team; **Expand all teams** opens every branch.
- The zoom buttons resize the chart.
- **Search** finds people by name, job title or department. Matches are highlighted; with several, press Enter for the next one (Shift+Enter for the previous).
- Select a name to open that person's card, with **View full record** if you may open their record.

People with no reporting manager appear side by side at the top level. If nobody reports to anyone yet, the chart says **No reporting lines yet**.




HR Management › Org Chart

## Directory

**Where: HR Management › Directory** (everyone)

The Directory is the staff list everyone can use: name, work email, job title, department and site. Select a person to see their card. Staff can't see each other's salaries, addresses or personal details here.

**Who appears**

The Org Chart and Directory show your current staff. Leavers don't appear, and nor does anyone whose invitation is still waiting to be accepted: they appear once they join. People you never invited, such as staff who don't use LicenceGuard, do appear.

# 16. Users, roles, invitations, lookups and the audit log

## Users

**Where: System › Users**

Users lists everyone with a login: **Email**, **Full name**, **Email verified**, **Status** and **Created by**. **Invite user** is explained in Chapter 11. **Row actions** offers:

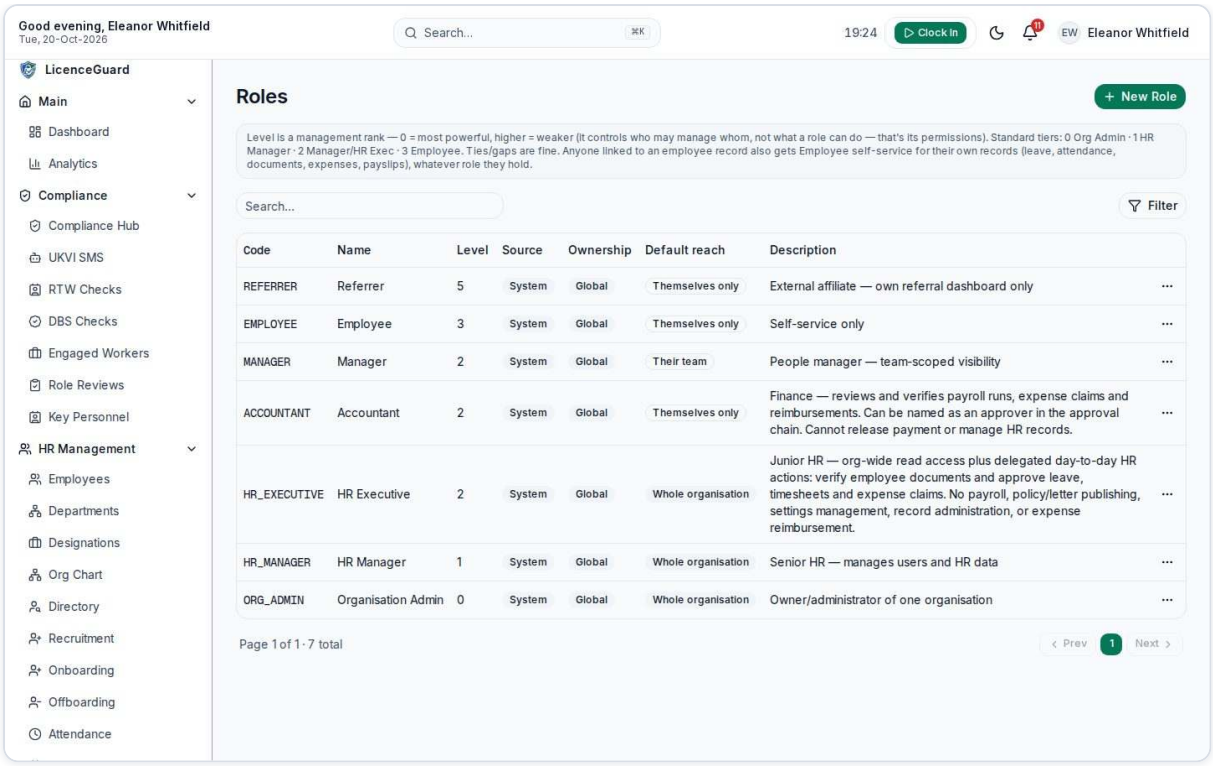
| Action | What it does |
|---|---|
| **Edit** | Change their details, such as their full name and phone number. |
| **Deactivate** | Blocks sign-in and keeps their history. Reversible with **Reactivate**. A deactivated user still takes a seat. |
| **Manage roles** | Add or revoke roles and set each one's reach (Chapter 11). |
| **Delete** | Erases the person: removes the login and frees the seat, **and anonymises their employee record and deletes their documents**. It can't be undone. |

Prefer **Deactivate** when you are unsure. Don't delete a leaver whose records you must keep, such as right to work evidence. A leaver's login shows **Left**, and **Reactivate** isn't offered until their employee record is reinstated. For a pending invitation, the row also offers **Resend invitation**.

## Roles

**Where: System › Roles**

Roles lists every role with its **Code**, **Name**, **Level**, **Source** (**System** or **Custom**) and **Default reach**. **Level** is a management rank: 0 is the most powerful. It decides who may manage whom, not what a role can do; that is set by its permissions.

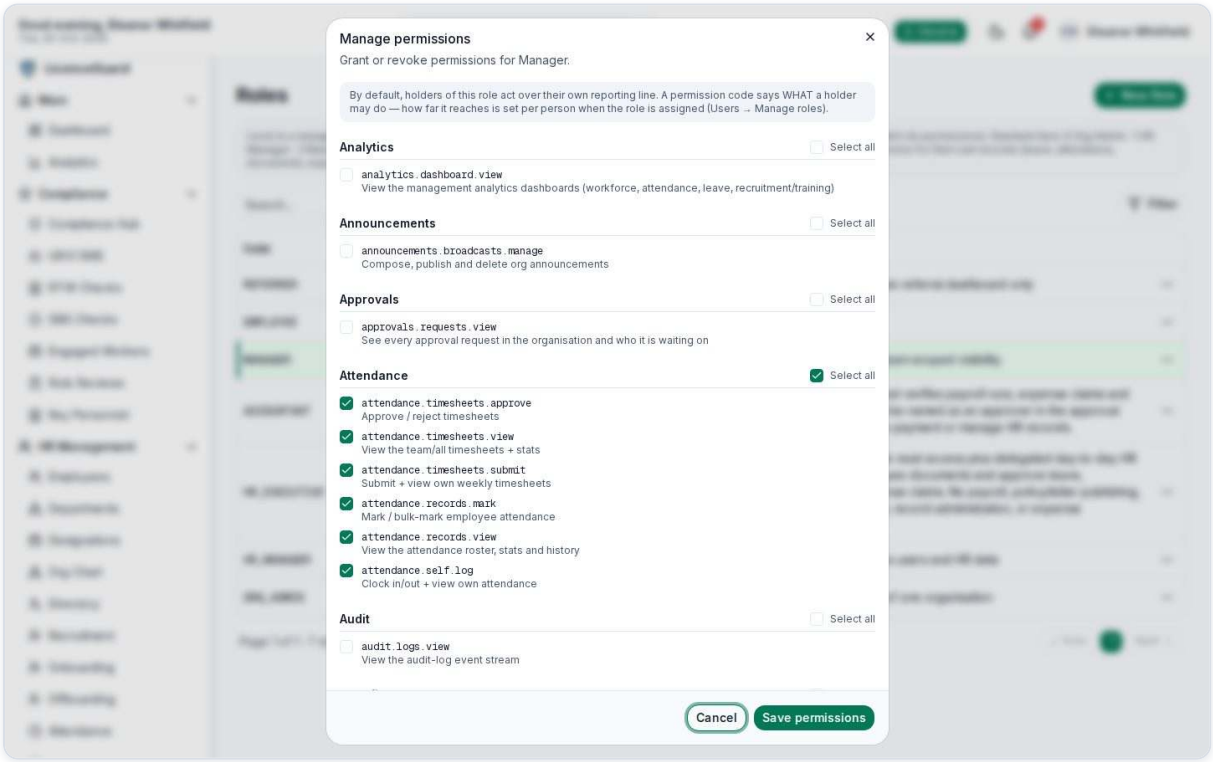



System › Roles

## See what a role can do

Select **Row actions › Manage permissions** on a role. Every permission is listed by module, A to Z, with its code and what it allows, such as **leave.requests.approve** — Approve / reject leave requests. A tick means the role holds it.

The built-in roles can't be changed. Chapter 11 has a summary of what each one can do.




Manage permissions: every permission by module

### Create your own role

1. Select **New Role**.
2. Enter a **Code** (capitals, numbers and underscores, such as SENIOR_CARER), a **Name** and a **Level**. You can't create a role more powerful than your own. **Description** is optional; leave **Parent role ID** blank.
3. Select **Create**. A new role starts with no permissions.
4. On the new role, select **Row actions › Manage permissions**.
5. Tick the permissions it needs. **Select all** ticks a whole module. If a permission needs another one to be useful, a note says so, with a button to **Also grant** it.
6. Select **Save permissions**.
7. Give the role to people in **System › Users › Row actions › Manage roles**, and choose its reach.

> **A custom role adds to Employee self-service; it can't take away from it**
>
> Anyone linked to an employee record always has Employee self-service for their own records, whatever role they hold. A custom role can give someone **more** than an employee has, but it can't remove what every employee has, such as the **Directory**. To hide a screen instead, use the role's menu (below).

Permissions marked "Applies only when this role is assigned to the whole organisation" are compliance permissions: they only work when the role is given with reach ALL.

### Choose what a role sees in the menu

1. On the role, select **Row actions › Menu**.
2. Under **Menu items**, switch off what this role shouldn't see, such as **Show Directory** and **Show Org Chart**. **Search menu items** finds one; **Preview of this role's menu** updates as you go.
3. Select **Save menu**, then confirm. "Menu updated for this role" — it applies from each person's next page load.

For someone with an item hidden, it leaves their menu and search, links to it become plain text, opening it directly shows "Your organisation has turned this off for your role", and its tutorial videos leave their Help Centre. Their permissions don't change.

- An item is hidden for a person only when **every** role they hold hides it. Everyone linked to an employee record also counts as holding the built-in **Employee** role, so to hide something from staff, hide it on the **Employee** role, and on any other role they hold (such as Manager) too.
- **Dashboard**, the **My Account** group and **Help Centre** are "Always shown"; **Settings** is kept for a role that manages settings.
- The **Organisation Admin** role can't be changed: Organisation Admins always see everything.
- **Reset to default** shows everything again.

## Invitations

**Where: System › Invitations**

Lists every invitation with its **Email**, **Status** (**PENDING**, **ACCEPTED** or **EXPIRED**), **Expires** and **Invited on**. A pending invitation has **Resend**, **Edit email** and **Revoke**. Invitations last 7 days; for an expired one, invite the person again from **System › Users**.

## Lookups

**Where: System › Lookups**

Lookups are the lists used across LicenceGuard. **Employment Type**, **Expense Category** and **Document Type** are **Org-editable**: you can add your own values. **Marital Status** is **Locked**. Select a list to see its values and add your own (Chapter 6).

## Audit Log

**Where: System › Audit Log** (Organisation Admin only)

The Audit Log lists significant events in your organisation, newest first: **Time**, **Action**, **Entity** (what was affected), **Actor** (who did it) and **IP** address. It is read-only: nobody can change or remove an event.

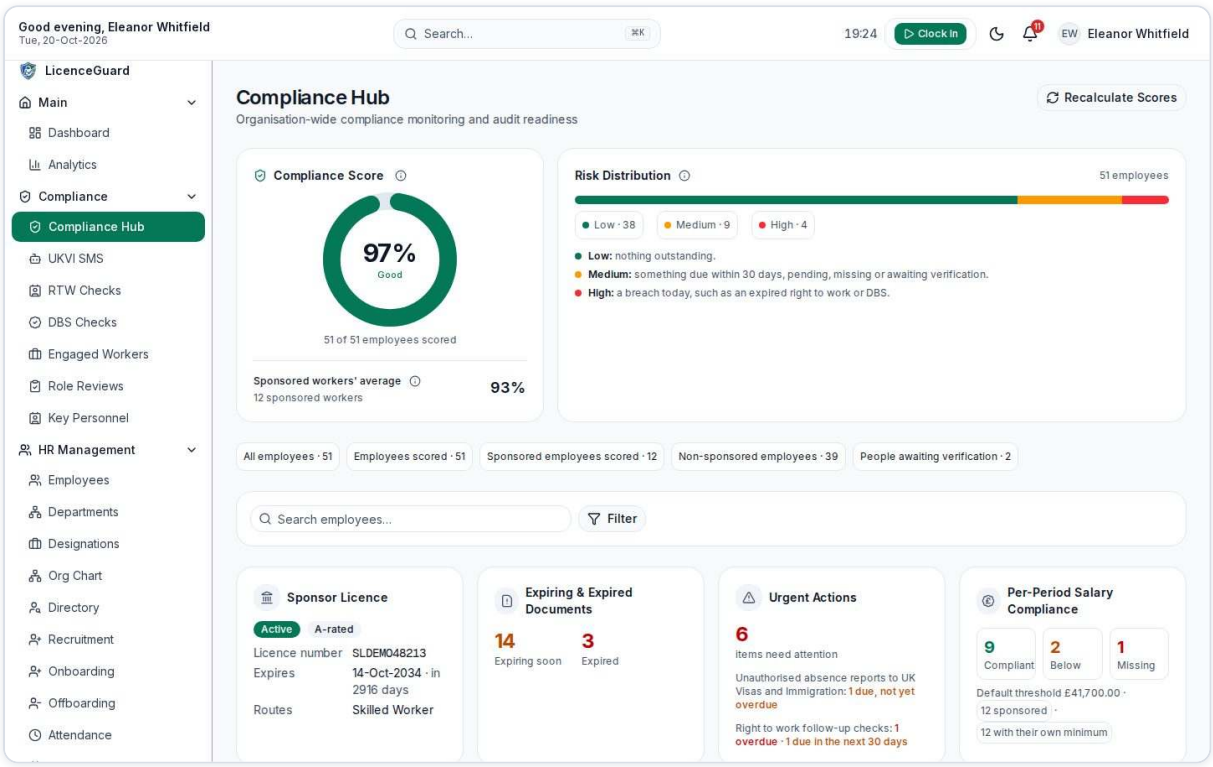
- **Filter › Action** shows one kind of event, grouped into Sign-in & access, Users & invitations, Organisations, Subscriptions & billing, Card payments, Seats, Documents, Employees, Compliance, and Data & privacy.
- **Filter › Entity** narrows by what was affected; **Time from** and **Time to** limit the dates.
- **Search** matches the action, the entity, the actor's email and the IP address.

# 17. The Compliance Hub

**Where: Compliance › Compliance Hub** (UK organisations; people who manage compliance with reach ALL)

> **Important**
> LicenceGuard doesn't submit anything to UKVI or HMRC, and doesn't carry out Right to Work or DBS checks itself. The Compliance Score is an internal measure to help you prioritise. It isn't a Home Office, UKVI or CQC rating.

The Hub is the one screen to check each morning. It scores every current employee and shows where the gaps are.




Compliance › Compliance Hub

## What is on the Hub

| Card | Shows |
|---|---|
| **Compliance Score** | The average of every current employee's score, with its band (**Good**, **Fair** or **At risk**). The same figure is on the Dashboard. |
| **Sponsored workers' average** | The same score, averaged over sponsored workers only. |
| **Risk Distribution** | How many people are **Low**, **Medium** and **High** risk (below). |
| **Sponsor Licence** | Status, rating, expiry and routes (from Chapter 10). |

| Card | Shows |
|---|---|
| **Expiring & Expired Documents** | Documents expiring soon, and already expired. |
| **Urgent Actions** | What needs attention first, such as overdue follow-up right to work checks or a UKVI report that is due. Each item links to the page where you deal with it. |
| **Per-Period Salary Compliance** | Sponsored workers paid at or above their minimum (**Compliant**), **Below** it, or with no salary recorded (**Missing**). |
| **Compliance Domains** | The organisation's average in each of the six areas of the score. The Documents card says how many documents are awaiting verification; **Show these people** lists them. |
| **DBS Overview** | Completed, Pending, Failed and Overdue checks, and how many people are **On Update Service**. The totals match the DBS Checks screen. |
| **Employee Compliance** | Each person's score, band, risk (with the reason) and next right to work check. Filter by score band and by group: all, sponsored or non-sponsored. |

Each headline figure has a **How is this calculated?** button that explains it on screen.

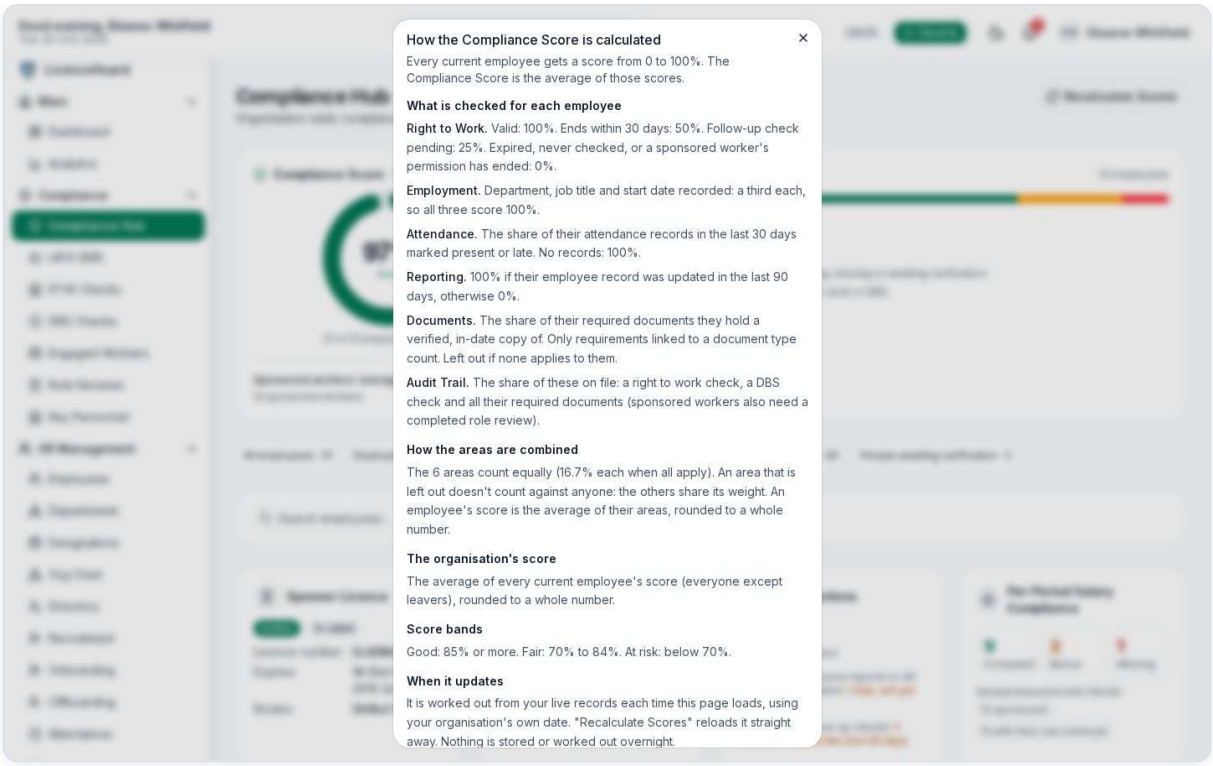
## How the score is worked out

Every current employee gets a score from 0 to 100%. It is the average of six areas, which count equally. An area that doesn't apply to someone is left out, and the others share its weight.

| Area | Scores 100% when... | Otherwise |
|---|---|---|
| **Right to Work** | Their right to work is valid. | Ends within 30 days: 50%. Follow-up check pending: 25%. Expired, never checked, or a sponsored worker's permission has ended: 0%. |
| **Employment** | Department, job title and start date are all recorded. (A sponsored worker scores 100% when their latest completed role review matches their Certificate of Sponsorship.) | A third for each. |
| **Attendance** | All their attendance records in the last 30 days are present or late. No records: 100%. | The share present or late. |
| **Reporting** | Their employee record was updated in the last 90 days. | 0%. |
| **Documents** | They hold a verified, in-date copy of each required document that applies to them. Only requirements linked to a document type count. | The share held. |
| **Audit Trail** | They have a right to work check, a DBS check and all their required documents on file (sponsored workers also need a completed role review). | The share of those on file. |

**Bands:** Good is 85% or more; Fair is 70–84%; At risk is below 70%.

The score is worked out from your live records each time the page loads, using your organisation's date. **Recalculate Scores** reloads it straight away.




How is the Compliance Score calculated?

> **Worked example**
>
> An employee has a valid right to work, all employment details recorded, 18 of 20 attendance records present or late, a recent record update, and right to work and DBS checks on file. They hold 3 of their 4 required documents; the other has expired. Right to Work 100%, Employment 100%, Attendance 90%, Reporting 100%, Documents 75%, Audit Trail 67%: (100 + 100 + 90 + 100 + 75 + 67) ÷ 6 = 89%, so **Good**. They are still **High** risk, because a required document has expired.

## Risk levels

Risk levels aren't based on the score. Each person is placed by what is on their record today.

| Level | Any of these |
|---|---|
| **High** | Right to work or permission to work has expired · No right to work check on record · DBS certificate has lapsed · A required document has expired · Follow-up right to work check is overdue · Rostered hours differ from the Certificate of Sponsorship · An unauthorised absence report to UKVI is overdue |
| **Medium** (nothing High) | Right to work or permission ends within 30 days · Right to work check is pending · Right to work check needed before they start · Follow-up check due within 30 days · DBS certificate lapses within 30 days · DBS check in progress · A required document expires within 30 days · An unauthorised absence report to UKVI is due · Yearly check of their other employment is overdue · A required document hasn't been filed · Documents awaiting verification |
| **Low** | Nothing from either list. |

## What moves the score fastest

1. Link every required document to a document type (Chapter 10).

2. Verify uploaded documents: an unverified upload doesn't count (Chapter 23).
3. Record a right to work check and a DBS check for everyone who needs one (Chapters 18 and 19).
4. Complete role reviews for sponsored workers (Chapter 20).

> **Why scores dip in a quiet quarter**
>
> The Reporting area counts records updated in the last 90 days. A record nobody has touched for 90 days loses that sixth of its score even when nothing is wrong.

# 18. Right to Work checks

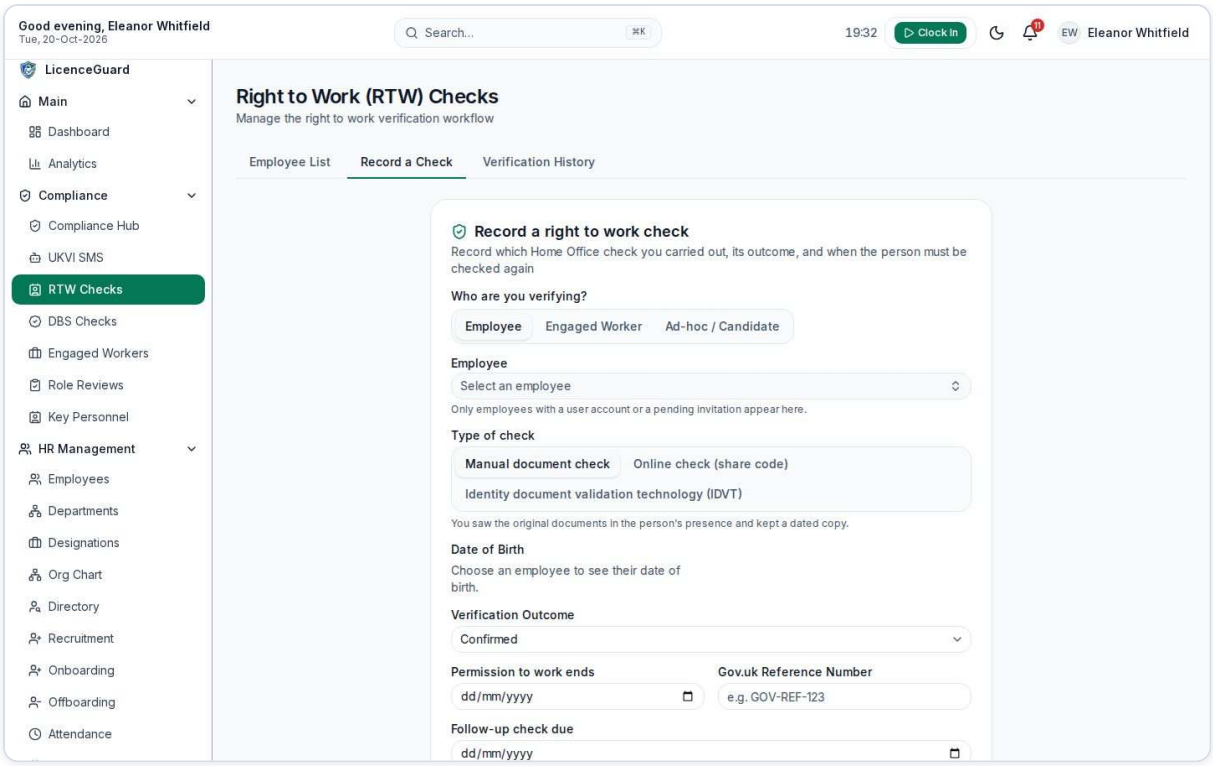
**Where: Compliance › RTW Checks**

RTW Checks records every right to work check you carry out, and tells you when the next one is due. It has three tabs: **Employee List**, **Record a Check** and **Verification History**.

## Record a check

You carry out the check yourself, for example with the Home Office online service using the person's share code, then record it here.

1. Go to **Compliance › RTW Checks** and select **Record a Check**.
2. Under **Who are you verifying?**, choose **Employee**, **Engaged Worker** (agency or contractor) or **Ad-hoc / Candidate** (someone not yet on your records).
3. Choose the person. Only employees with a user account or a pending invitation are listed.
4. Choose the **Type of check**:
   - **Manual document check**: you saw the original documents in the person's presence and kept a dated copy;
   - **Online check (share code)**: enter the **Share code** the person gave you;
   - **Identity document validation technology (IDVT)**: enter the **Identity service provider** and the **Provider reference**.
5. **Date of Birth** comes from their record.
6. Choose the **Verification Outcome**: **Confirmed**, **Not Confirmed** or **Follow-up Required**.
7. Enter **Permission to work ends** if their permission is time-limited. Leave it blank for unlimited permission, such as a British or Irish citizen or someone with settled status.
8. Enter **Follow-up check due** if they need checking again. It can't be in the past or after their permission ends.
9. Enter the **Gov.uk Reference Number** and any **Work Conditions / Restrictions**.
10. Select **Save check**.



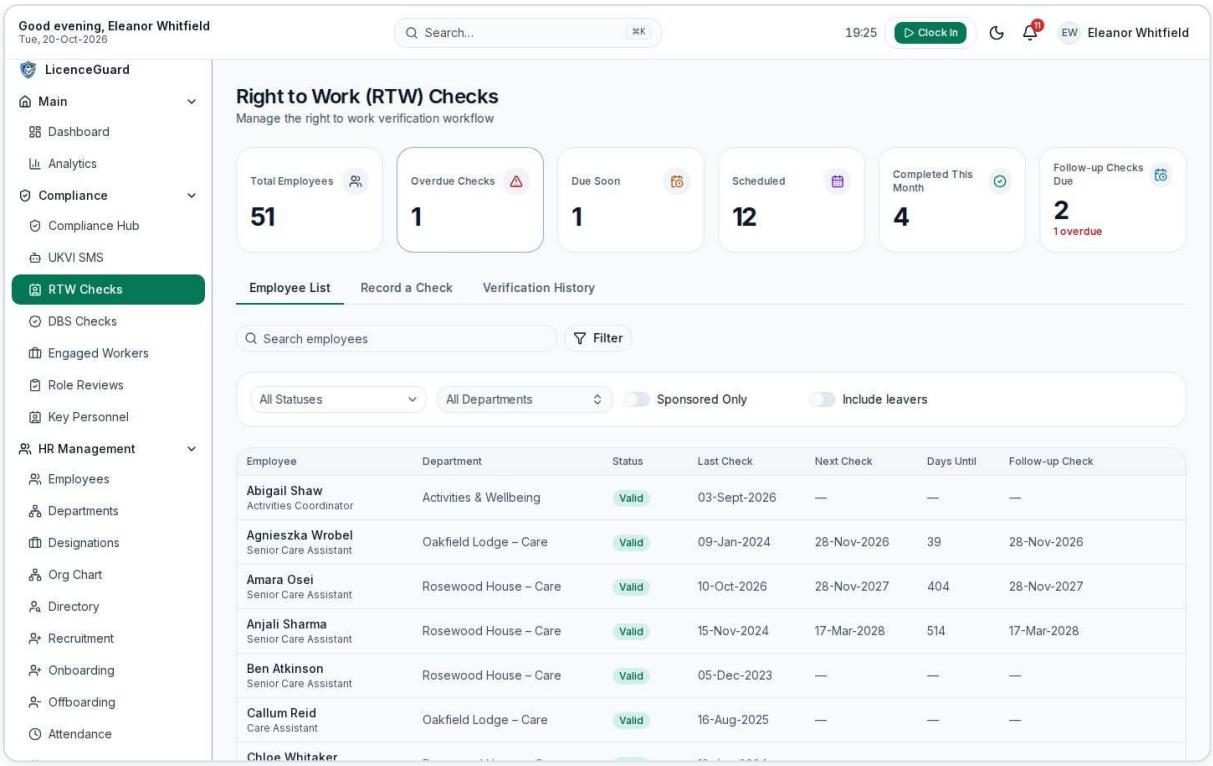

RTW Checks › Record a Check

| Outcome and dates | Status | Score |
|---|---|---|
| Confirmed; no end date, or more than 30 days away | **Valid** | 100% |
| Confirmed; ends within 30 days | **Expiring** | 50% |
| Follow-up required | **Pending** | 25% |
| Not confirmed, or the end date has passed | **Expired** (an urgent action) | 0% |
| No check recorded | **Not Checked** | 0% |

Statuses move on overnight without anyone opening the page: Valid becomes Expiring, and Expiring becomes Expired.

## The Employee List

The tiles count **Overdue Checks**, **Due Soon**, **Scheduled**, **Completed This Month** and **Follow-up Checks Due**. The list shows each person's status, last check, next check, days until it, and follow-up check. It shows current staff; tick **Include leavers** to include people who have left.




RTW Checks › Employee List

**Checks are evidence**

A saved check goes into **Verification History**, the permanent record of your checks. If you recorded something wrong, record a new, correct check: the latest check sets the status. Deleting a check removes the evidence.

**Time-limited permission**

Always enter **Permission to work ends** for anyone whose permission is time-limited. Without it they show as Valid for ever and nobody is reminded. Employees are reminded 60, 30 and 7 days before their permission ends, and compliance admins before a follow-up check is due.

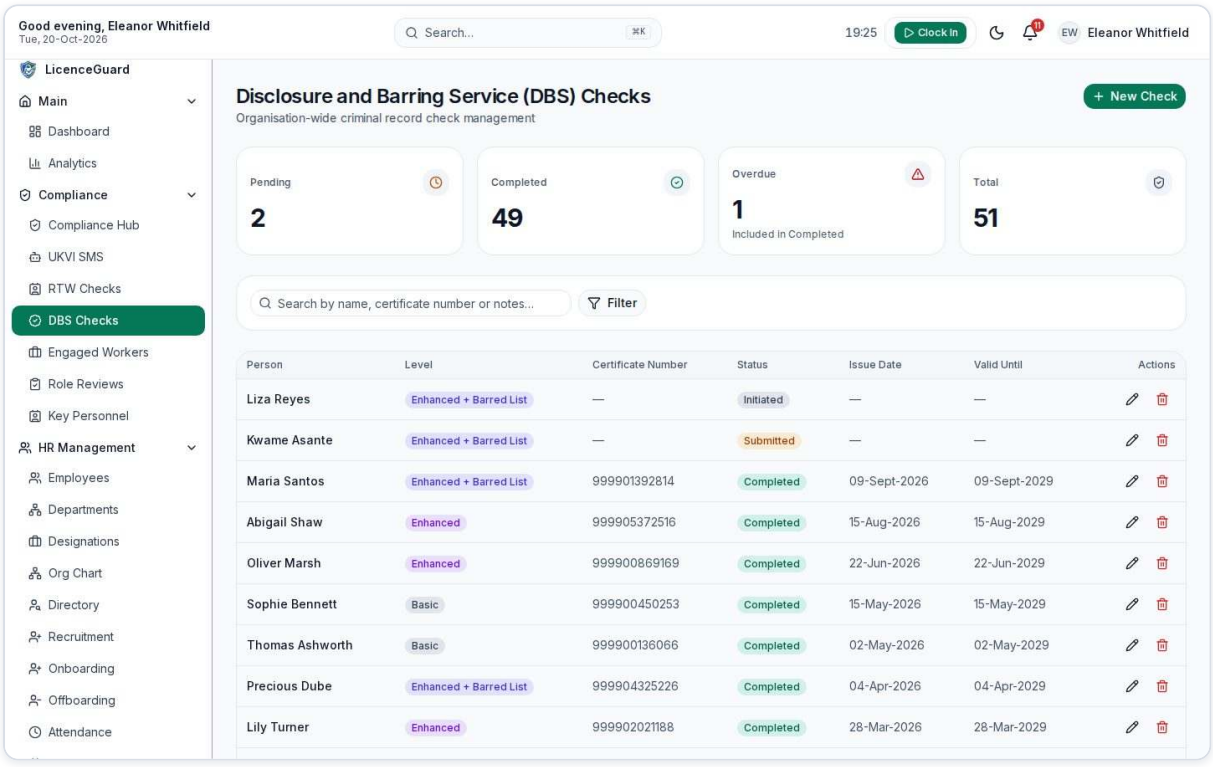
# 19. DBS checks

**Where: Compliance › DBS Checks**

DBS Checks tracks Disclosure and Barring Service checks for employees, and for candidates you haven't hired yet. You apply for the check through DBS or your umbrella body, then record it here.

1. Select **New Check**.
2. Under **Subject**, choose **Existing Employee** or **New Candidate**, then the person.
3. Choose the **Check Level**: **Basic**, **Standard**, **Enhanced** or **Enhanced + Barred List**.
4. Set the **Status**: **Initiated**, **ID Verified**, **Submitted**, **In Progress**, **Completed**, **Failed** or **Cancelled**.
5. Once the status is **Completed**, enter the **Certificate Number**, **Issue Date** and, optionally, **Valid Until**: your own re-check date. DBS certificates have no official expiry.
6. Tick **On DBS Update Service** if the person subscribes to it.
7. Select **Create Check**.

Update the same check as it moves through its stages; you don't need a new record for each stage.




Compliance › DBS Checks

| Situation | DBS status on their record |
|---|---|
| Latest completed check, Valid Until not passed (or not set) | **Clear** |
| Latest completed check, Valid Until passed | **Expired**, high risk |
| No completed check, one in progress | **Pending**, medium risk |
| Nothing on file | **No check on file** |

The tiles count **Pending**, **Completed**, **Overdue** (completed checks past their Valid Until date) and **Total**. The list shows current staff and candidates; filter to include leavers.

> **Not every role needs a DBS check**
>
> Someone with no DBS check isn't marked at risk, but it lowers their Audit Trail area. To ask for DBS only from people in regulated roles, mark those job titles as **Regulated activity** (Chapter 6); the DBS Certificate requirement then applies only to them.

# 20. Sponsored workers and role reviews

## Mark someone as sponsored

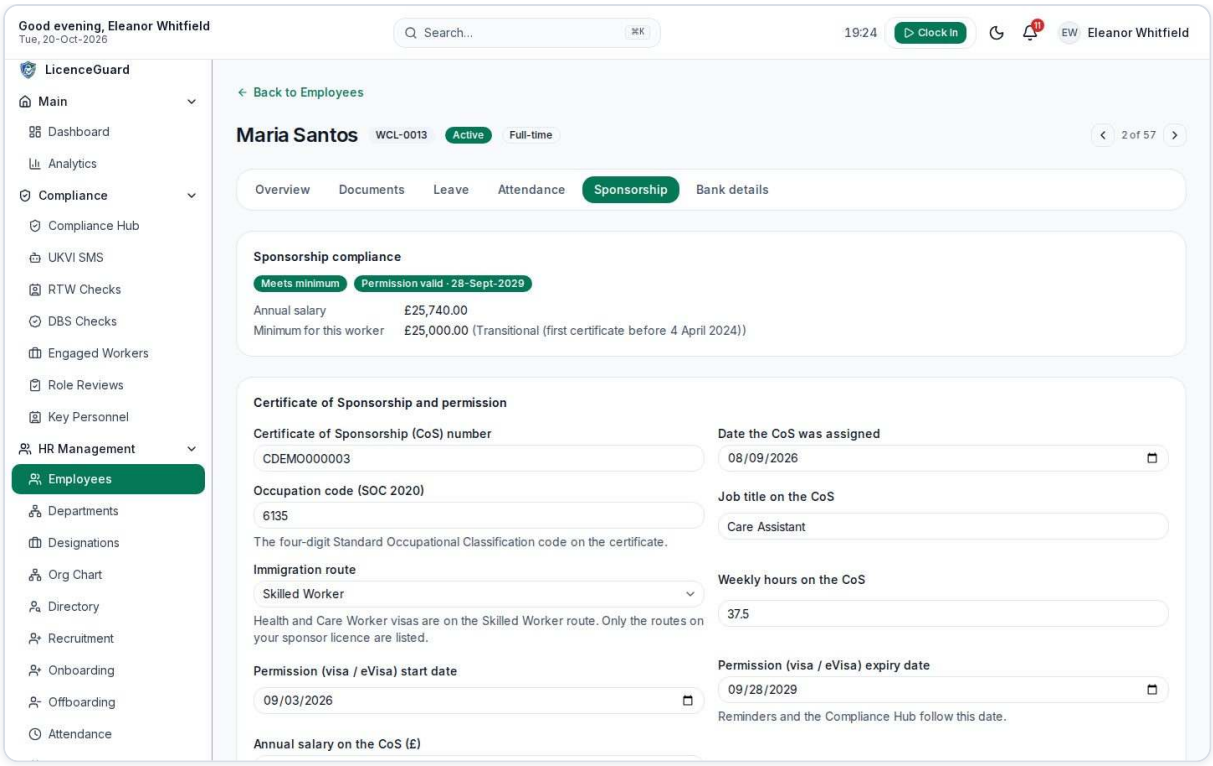
On the employee's record, set **Worker type** to **Sponsored** and enter their **Annual salary** (Chapter 14). From then on they count in the sponsored workers' average, the salary card, role reviews and the UKVI duties.

## The Sponsorship tab

**Where:** the employee's record › **Sponsorship** (sponsored workers only)

| Field | Notes |
|---|---|
| **Certificate of Sponsorship (CoS) number** and **Date the CoS was assigned** | From the SMS. |
| **Occupation code (SOC 2020)** | The four-digit code on the certificate. |
| **Job title on the CoS** | |
| **Immigration route** | Only routes on your sponsor licence are listed. Health and Care Worker visas are on the Skilled Worker route. |
| **Weekly hours on the CoS** | Compared with their rota in role reviews. |
| **Permission (visa / eVisa) start date** and **expiry date** | Reminders and the Hub follow the expiry date. |
| **Annual salary on the CoS (£)** | |
| **Minimum annual salary (£)** and **Rule that sets it** | This worker's own minimum, such as the going rate for their occupation code, or a transitional or new-entrant rate. Leave blank to use your organisation's minimum (Chapter 10). |

Select **Save sponsorship details**. The top of the tab shows their permission, annual salary and minimum, with **Meets minimum** when their salary is at or above it.




An employee record › Sponsorship

For a Scale-up Worker, the tab also shows when your sponsor duties for them end: 6 months into their permission. After that date there is nothing more to report for them.

## Other employment

**Where:** the employee's record › **Sponsorship** › **Other employment**

Record any other work a sponsored worker does: a second job, voluntary work, domestic work in another household, or self-employment. LicenceGuard checks it against the rules for their route.

1. Select **Add other employment**.
2. Enter **Who it is for** (the other employer, the household or their own business) and choose **What it is**: **A paid job**, **Voluntary work**, **Domestic work in another household** or **Self-employed**.
3. Enter the **Hours a week** and whether it is **Inside the hours they work for you**, and when it starts and ends. Answer the questions the form asks for that kind of work, such as whether a paid job is in the same profession and at the same level as their sponsored job.
4. Select **Save**.

Each entry shows the result: **Allowed**, **To check**, **A condition is not met** or **Not allowed**, with the reasons, such as more than 20 hours a week in a second job. Allowed other work needs no report to the Home Office. For current work where a condition isn't met or the work isn't allowed, **Report a suspected breach** opens that duty in UKVI SMS, ready to track for that worker, with their certificate details filled in. **Edit** and **Remove** change an entry; a removed entry stays in the history.

**Check it once a year.** Each current entry shows when it was **Last checked** and when the **next check** is due, a year later. Adding or editing an entry counts as a check. When you have confirmed it is still accurate, select **Still accurate**. An entry not checked for a year shows **Check due**, and compliance admins are reminded in the daily digest 30 and 7 days before (Chapter 9). Once it is overdue, the

Compliance Hub shows **Yearly check of their other employment is overdue** beside the person (a Medium risk), with the date under their right to work, and you can filter the Hub by it.




Sponsorship › Other employment: a second job over 20 hours a week

## Role reviews

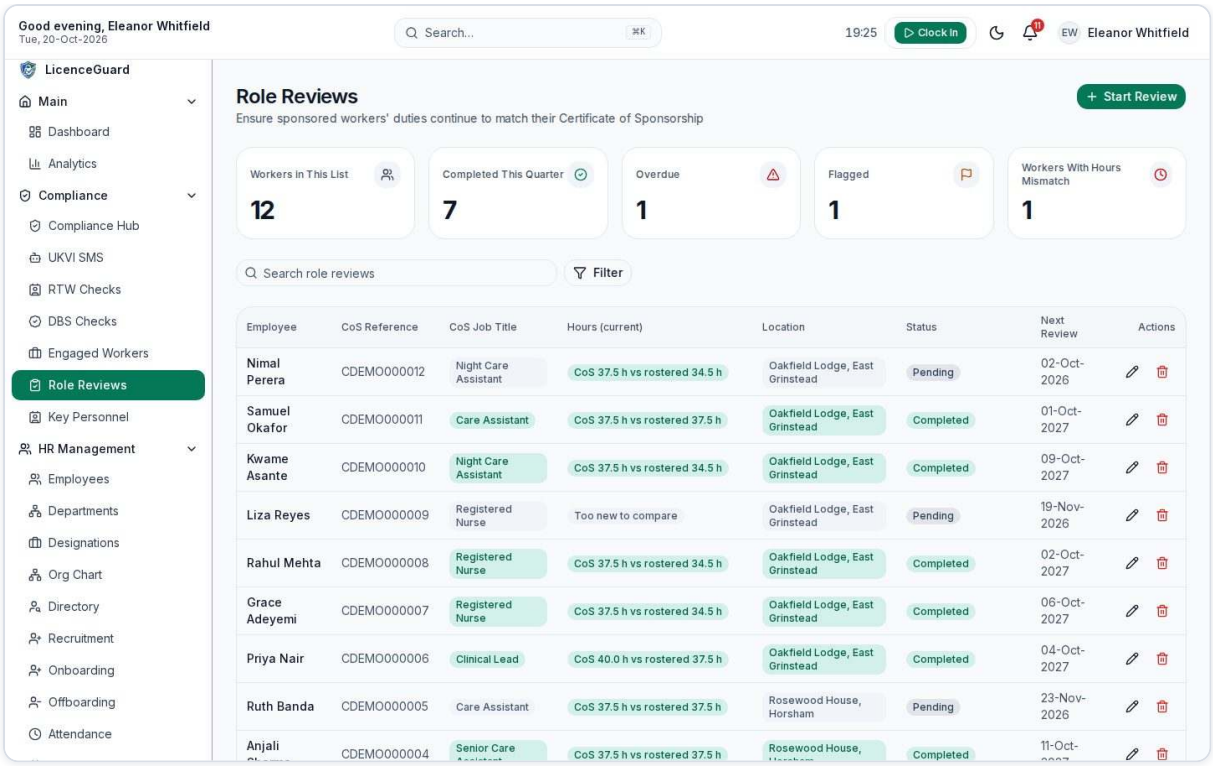
**Where: Compliance › Role Reviews**

A role review checks that a sponsored worker's job still matches their Certificate of Sponsorship.

1. Select **Start Review** and choose the **Employee**.
2. Check the **CoS Reference**, **CoS SOC Code**, **CoS Job Title**, **CoS Duties Description** and **Work location on the CoS**, and where they actually work.
3. Under **Compliance Checks**, tick **Actual duties match CoS description**, **Working hours match CoS** and **Work location matches CoS** where true. LicenceGuard compares the weekly hours on the CoS with their average rostered hours over the last four weeks (within your tolerance, Chapter 10).
4. Set the **Status** and the **Next Review Date**, and add notes.
5. Select **Start Review**.

A review is **Flagged** when duties, hours or location don't match. Investigate a flagged review and report any change to UKVI (Chapter 21). A review past its next date and not completed counts as **Overdue**; compliance admins are reminded 30 and 7 days before one is due.

The tiles show **Workers in This List**, **Completed This Quarter**, **Overdue**, **Flagged** and **Workers With Hours Mismatch**. The list shows each worker's CoS hours against their rostered hours, such as "CoS 37.5 h vs rostered 34.5 h".




Compliance › Role Reviews

## Salary

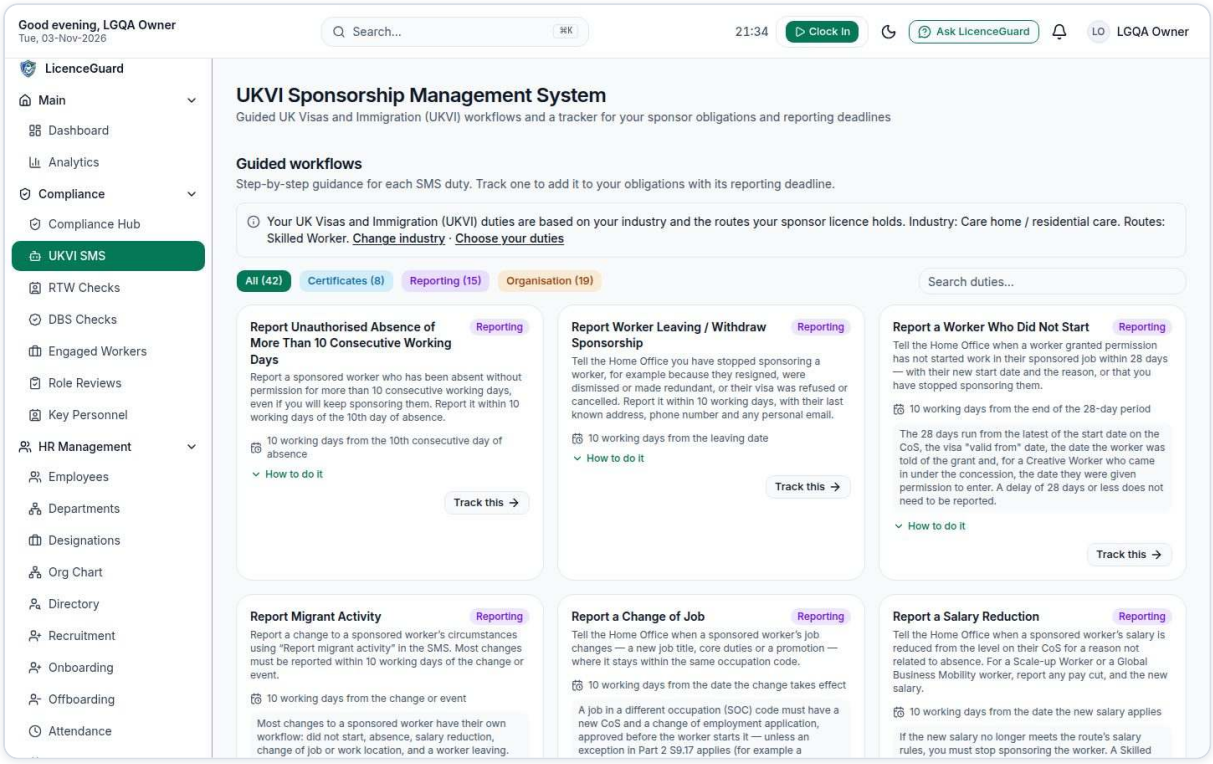
The Hub's **Per-Period Salary Compliance** card compares each sponsored worker's salary with their own minimum, or your organisation's default: **Compliant**, **Below** or **Missing**. Salary doesn't change anyone's score.

# 21. UKVI SMS: sponsor duties and deadlines

**Where: Compliance › UKVI SMS**

UKVI SMS turns your sponsor reporting duties into a tracked list with due dates. It doesn't sign in to the Home Office's Sponsor Management System (SMS) or submit anything: you still report in the SMS. ("SMS" here means the Home Office system; LicenceGuard doesn't send text messages.)

The screen has two parts: **Guided workflows**, one card per duty, and the **Obligations tracker**, the duties you are tracking.



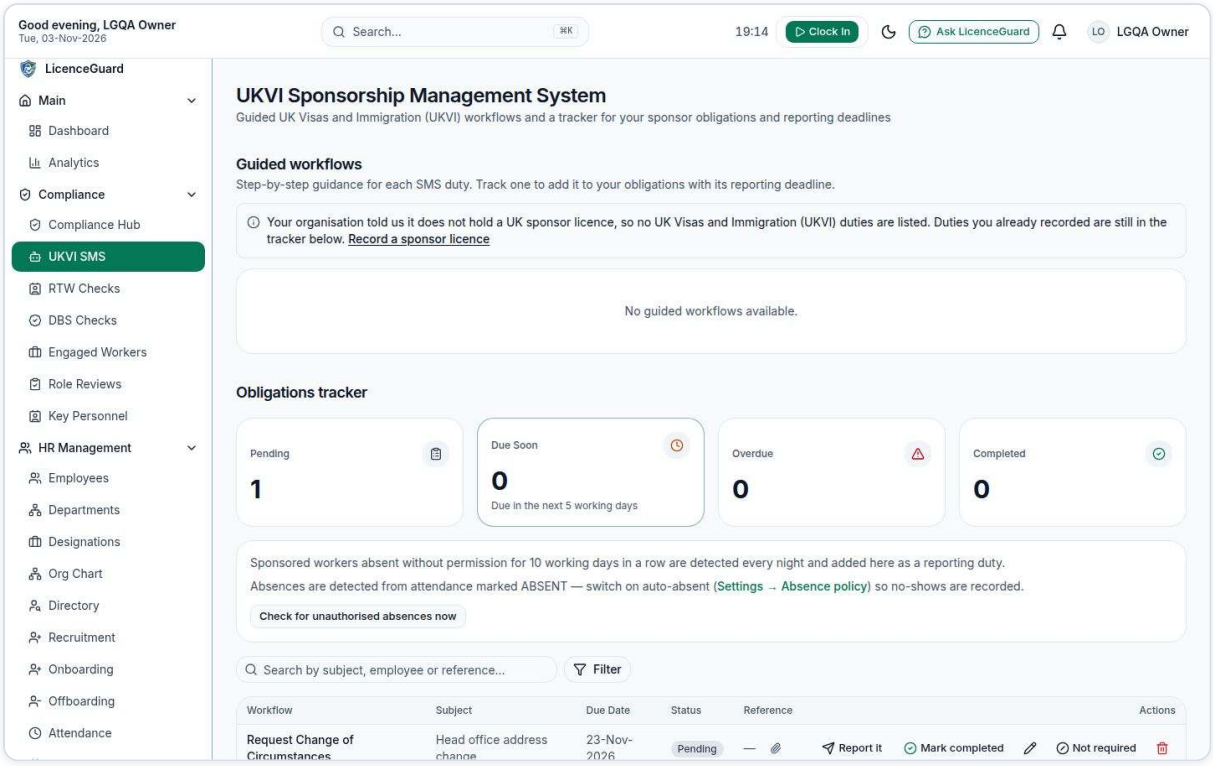

Compliance › UKVI SMS

## Which duties you see

Your duties follow your industry and the routes your sponsor licence holds. The notice above the cards says what your list is based on, such as "Industry: Care home / residential care. Routes: Skilled Worker." For the Organisation Admin, the notice links to **Change industry** and **Choose your duties** (or **Record a sponsor licence** if you told us you don't hold one); others are asked to speak to their Organisation Admin.

- **Duties for every sponsor** are always listed.
- **Route duties** are listed when your licence holds the route they are for. Until your licence routes are recorded (Chapter 10), every route's duties are listed.
- **Industry duties** are listed only for the industries they are for, such as the nurse and midwife registration duties for a care home or healthcare provider. Until your industry is chosen (Chapter 3), they aren't listed.
- **Optional duties** can be switched on or off in **System › Settings › UKVI duties** (below).

- If your organisation told us it doesn't hold a UK sponsor licence, no duties are listed. Duties you already recorded stay in the tracker.




UKVI SMS when your organisation has no sponsor licence: no duty cards, and the duties already recorded stay in the tracker

Changing your industry or licence routes never hides a duty you already recorded.

## The guided workflows

Each card explains one duty and its deadline, with **How to do it** (step by step, and where in the SMS to report it) and **Track this**.

- The chips above the cards, **All**, **Certificates**, **Reporting** and **Organisation**, show how many duties each holds. Select one to see only those duties.
- **Search duties...** finds a duty by its name or description.
- Six cards show at a time; use the page numbers below them to see more.

The cards come in your list's order (Settings › UKVI duties). Your chip, search and page are kept in the page address, so **Back** and a shared link open the same cards.

### Duties for every sponsor

| Workflow | Deadline |
|---|---|
| **Report Unauthorised Absence of More Than 10 Consecutive Working Days** | 10 working days from the 10th consecutive day of absence |
| **Report Worker Leaving / Withdraw Sponsorship** | 10 working days from the leaving date |
| **Report a Worker Who Did Not Start** | 10 working days from the end of the 28-day period |
| **Report Migrant Activity** | 10 working days from the change or event |

| Workflow | Deadline |
|---|---|
| **Report a Change of Job** | 10 working days from the date the change takes effect |
| **Report a Salary Reduction** | 10 working days from the date the new salary applies |
| **Request Change of Circumstances** | 20 working days from the date you became aware of the change |
| **Manage Key Personnel** | 20 working days from the date you became aware of the change |
| **Home Office Document Request** | By the date the Home Office gives (5 working days if it gives none) |
| **Report a Change of Work Location** | 10 working days from the date of the move |
| **Report Unpaid or Reduced-Pay Absence Over 4 Weeks** | 10 working days from the day the 4 weeks were passed |
| **Report a Suspected Breach of Visa Conditions** | Report promptly |
| **Give the Police Information About a Sponsored Worker** | Report promptly |
| **Disclose a CoS Assigned to a Close Relative** | Report promptly |
| **Respond to a Proposed Licence Downgrade** | By the date the Home Office gives (20 working days if it gives none) |
| **B-rating: Pay the Action Plan Fee or Surrender** | 10 working days from the date of the B-rating decision letter |
| **Respond to a Licence Suspension** | By the date the Home Office gives (20 working days if it gives none) |
| **Respond to a Civil Penalty for Illegal Working** | Within 29 days of the date of the notice (or of the objection outcome or appeal decision) |
| **Ask to Add a Branch to Your Licence** | 20 working days from the date the worker started working for the branch |
| **Add a Route to Your Licence** | 5 working days from the date you submitted the online application |
| **Workers Transferring In (TUPE or Takeover)** | 20 working days from the date the workers moved to you |
| **Surrender Your Licence (or Some Routes)** | 5 working days from the date of your request |
| **Inactive SMS Users — Respond Within 3 Months** | Within 3 months of the date the Home Office contacted you |
| **Level 2 SMS User — Make Level 1 or Remove by 8 March 2027** | By 8 March 2027 |
| **Appendix D Records Check for a Sponsored Worker** | No reporting deadline |
| **Apply for CoS Allocation** | No reporting deadline |
| **Create & Assign a Certificate of Sponsorship** | No reporting deadline |
| **Add a Sponsor Note to a Live CoS** | No reporting deadline |

| Workflow | Deadline |
|---|---|
| **Withdraw a CoS at the Worker's Request** | 5 working days from the written request (or the reminder) |
| **CoS Must Be Used Within 3 Months** | Within 3 months of the date the CoS was assigned |

## Duties for particular licence routes

| Workflow | For | Deadline |
|---|---|---|
| **Report Worker Has Started** | Scale-up Worker | 10 working days from the actual start date |
| **Certify a Worker for Settlement** | Skilled Worker, Minister of Religion, International Sportsperson | No reporting deadline |
| **Report a Sportsperson Loan or Return** | International Sportsperson | 10 working days from the date of the move (or of the return) |
| **Keep Your PAYE References Up to Date in the SMS** | Skilled Worker, Scale-up Worker, Senior or Specialist Worker, Graduate Trainee, UK Expansion Worker | Report promptly |
| **Your 4-Year Licence Ends — Plan the Next Route** | Scale-up Worker, UK Expansion Worker | By the date your licence for the route ends |
| **UK Expansion: Authorising Officer Arrives — Ask for an A-Rating** | UK Expansion Worker | Report promptly |
| **UK Expansion: 2 Years On — Trading in the UK and a New Route** | UK Expansion Worker | Within 24 months of the date your UK Expansion licence was granted |
| **Register a Contract Before Using It (Service Supplier / Secondment)** | Service Supplier, Secondment Worker | 5 working days from the date you asked in the SMS to add the contract |
| **Assign a Defined CoS Within 90 Days** | Skilled Worker | Within 90 days of the date the Defined CoS was allocated |
| **Pay the Immigration Skills Charge Top-up** | Skilled Worker, Senior or Specialist Worker | Within 3 days of the Home Office email — before the time shown on it |
| **Check an Immigration Skills Charge Refund** | Skilled Worker, Senior or Specialist Worker | No reporting deadline |

## Duties for particular industries

| Workflow | For | Deadline |
|---|---|---|
| **Pre-Registration Nurse or Midwife: NMC Registration Within 8 Months** | Healthcare / clinics, Care home / residential care; Skilled Worker only | Within 8 months of the start date on the CoS (or, for an extension, the start of the previous employment) |

| Workflow | For | Deadline |
|---|---|---|
| **Report NMC Registration of a Nurse or Midwife** | Healthcare / clinics, Care home / residential care; Skilled Worker only | 10 working days from the date they were registered |
| **Check a Worker's Professional Registration** | Healthcare / clinics, Care home / residential care, Pharmacy, Dental, Legal services, Security services | No reporting deadline |
| **DBS Check for Work With Children** | Schools, colleges and training, Tutoring, Childcare and nurseries, Healthcare / clinics, Sports and fitness, Religious organisation, Arts and entertainment | No reporting deadline |
| **Check Your Regulator Registration** | Care home / residential care, Home care (domiciliary), Supported living, Healthcare / clinics, Pharmacy, Dental, Restaurants, cafés and takeaways, Hotels and accommodation, Catering and events, Food and drink production (bakery, desserts, butchery), Accountancy and finance, Legal services, Schools, colleges and training, Childcare and nurseries, Charity and non-profit, Religious organisation | No reporting deadline |
| **Check a Sponsored Job Is Not Labour Supplied to a Client** | Recruitment and staffing agencies, Cleaning and facilities, Security services, Construction and building trades, Technology and IT, Consultancy and business services | No reporting deadline |
| **Care Worker Already With You — Apply by 22 July 2028** | Care home / residential care, Home care (domiciliary), Supported living, Healthcare / clinics; Skilled Worker only | By the last date for the worker's application |
| **Child Performance Licence for a Creative Worker** | Arts and entertainment, Marketing, media and design, Catering and events; Creative Worker only | By 21 days before the event |

## Optional duties

| Workflow | On by default for | Deadline |
|---|---|---|
| **Report an Offshore Worker Arriving or Leaving** | Engineering, Construction and building trades, Manufacturing (furniture, textiles, general), Logistics, warehousing and haulage | 10 working days from the date the worker arrived in, or left, UK waters |
| **Check SMS Users' Sign-in Details (Multi-factor)** | Every sponsor | No reporting deadline |
| **Record a Home Office Compliance Check** | Every sponsor | No reporting deadline |

Working-day deadlines skip weekends and the bank holidays you chose in Compliance Settings (Chapter 10). Deadlines in months or days, such as "within 3 months", count calendar dates. Where a duty's deadline depends on your answers, such as a change that needs no report, the form says so and the due date follows your answers.

## Choose your duties

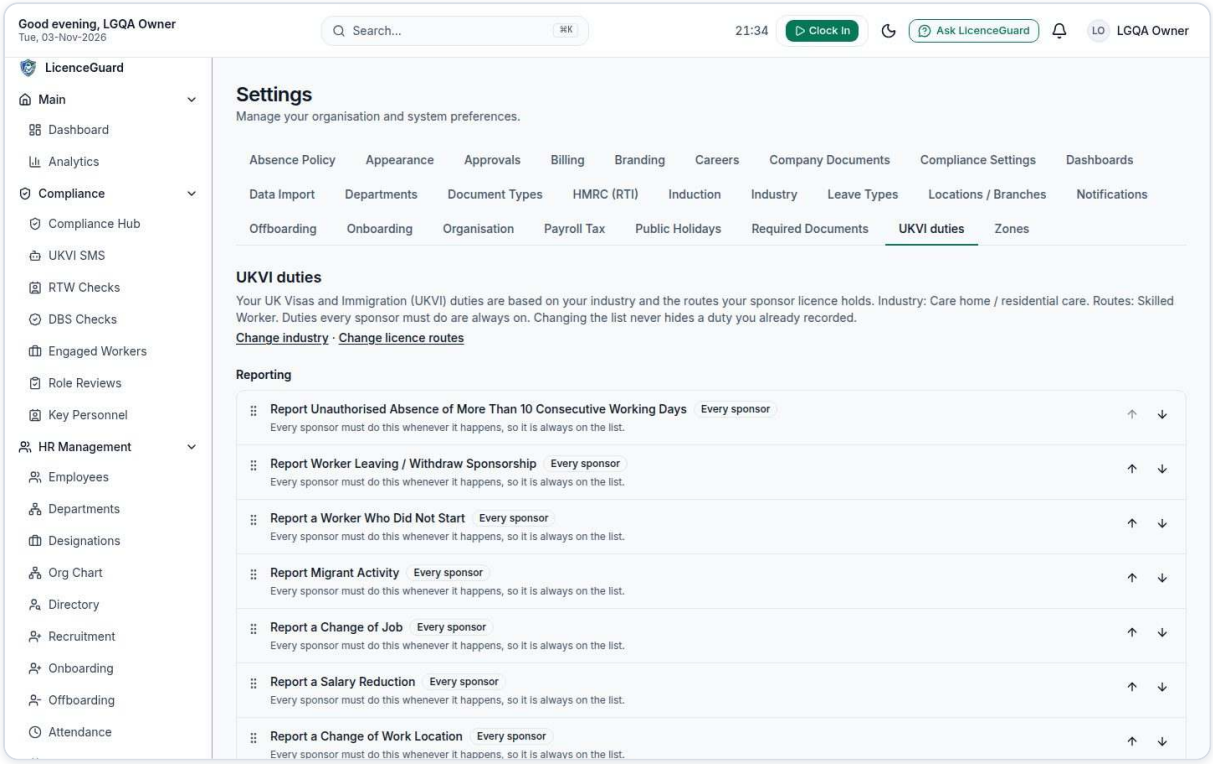
**Where: System › Settings › UKVI duties** (Organisation Admin)

The tab lists your duties under **Reporting**, **Organisation** and **Certificates**. Each duty shows who it is for (**Every sponsor**, **Your licence routes**, **Your industry** or **Optional**) and why it is on your list.

1. Switch an **Optional** duty on or off. Duties for every sponsor, your routes and your industry can't be switched off.
2. To change the order of the cards, drag a duty within its group, or use its up and down arrows.
3. Select **Save**.

**Reset to recommended** puts back the recommended order and switches. **Not for your organisation** lists the duties that don't apply to you and why, such as a route your licence doesn't hold. **Change industry** and **Change licence routes** take you to those settings.

Anyone who can open UKVI SMS can see the tab; only the Organisation Admin can change the list.

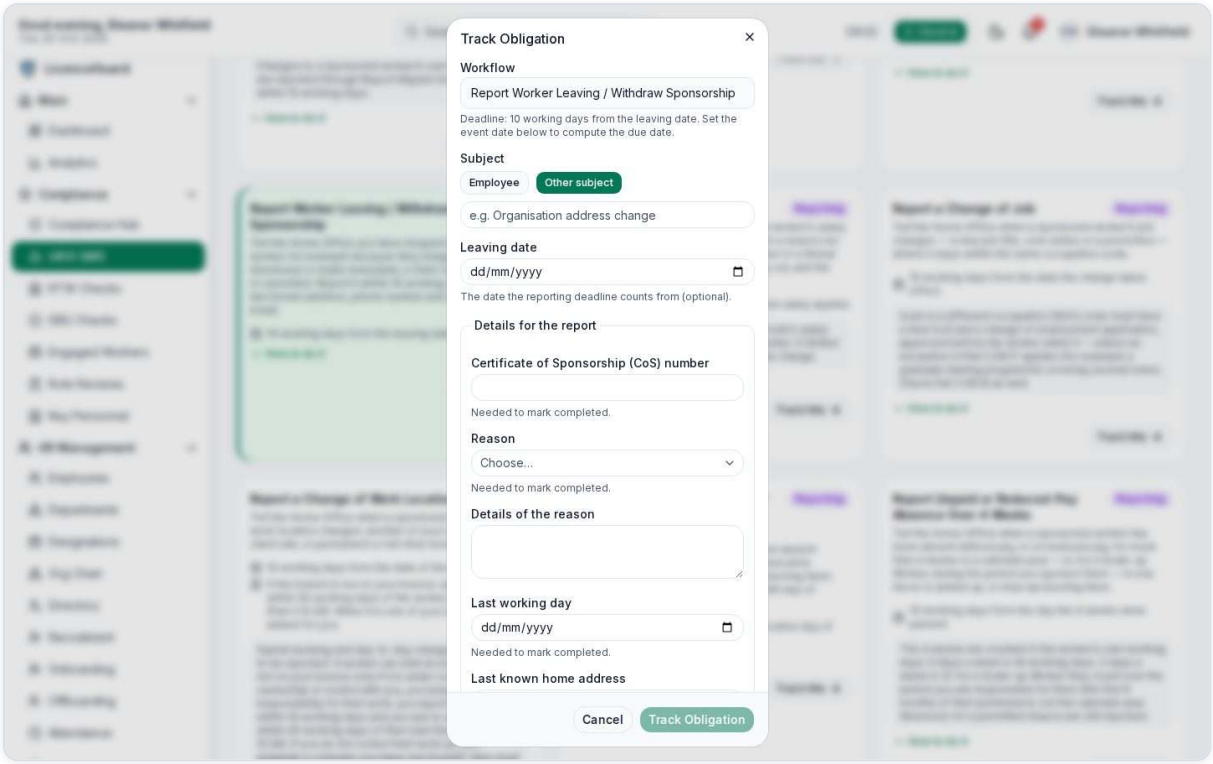



System › Settings › UKVI duties

## Track a duty

1. On the workflow's card, select **Track this**. The **Track Obligation** form opens with the deadline rule.
2. Under **Subject**, choose the **Employee**, or **Other subject** and type a label (for example "Head office address change").
3. Enter the event date, such as the **Leaving date**. The due date is worked out from it.
4. Under **Details for the report**, fill in what you know. Fields marked **Needed to mark completed** can be left until you report it. Some answers are filled in from the worker's records, such as their CoS number; where a duty asks about a site, choose one of your own sites and LicenceGuard fills in its licence status and CQC location ID.
5. Optionally add a **Submission Reference** and **Notes**.

6. Select **Track Obligation**.

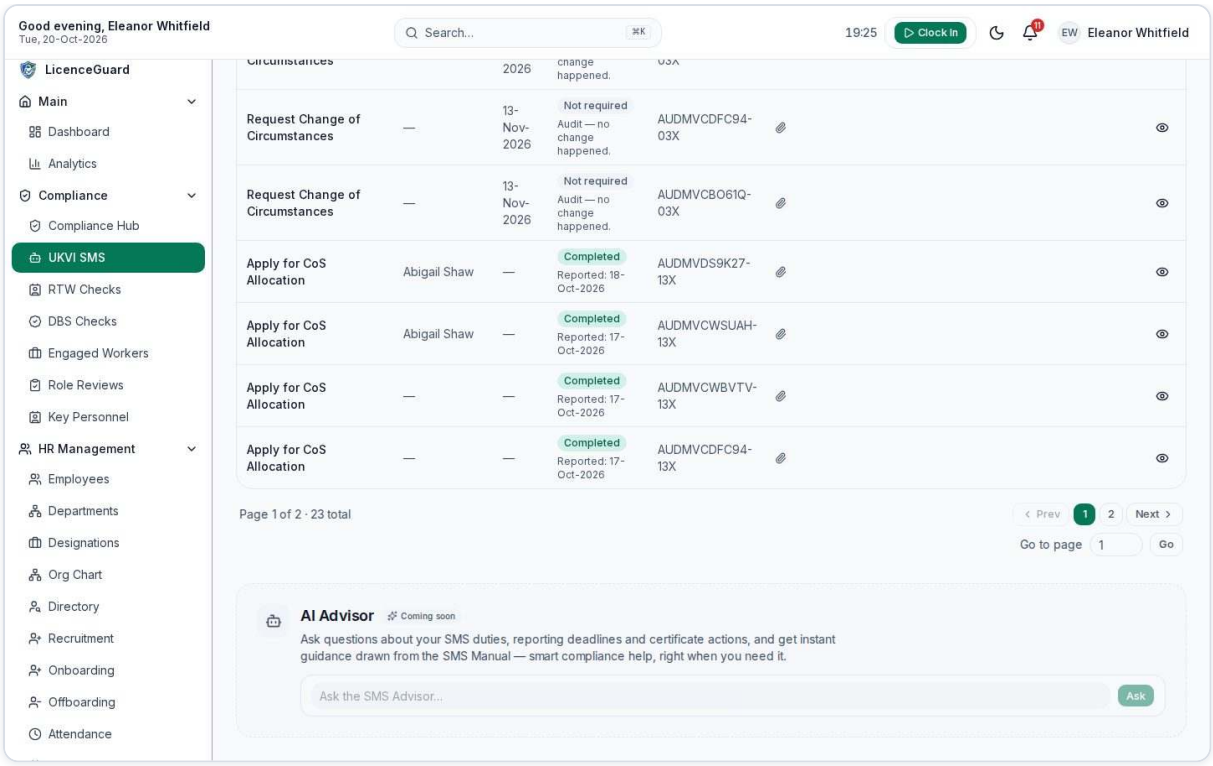



Track Obligation: Report Worker Leaving / Withdraw Sponsorship

## The obligations tracker

The tiles count **Pending**, **Due Soon** (within your due-soon window), **Overdue** and **Completed**. **Filter** narrows by summary, status, workflow, **Raised by**, due date and event date; search finds a subject, employee or reference.

Each row shows the workflow, the subject, the due date, the status and the reference, with buttons for **Report it**, **Mark completed** and **Not required**, the duty's **Files**, and **Edit obligation** (or **View obligation** once it is closed).

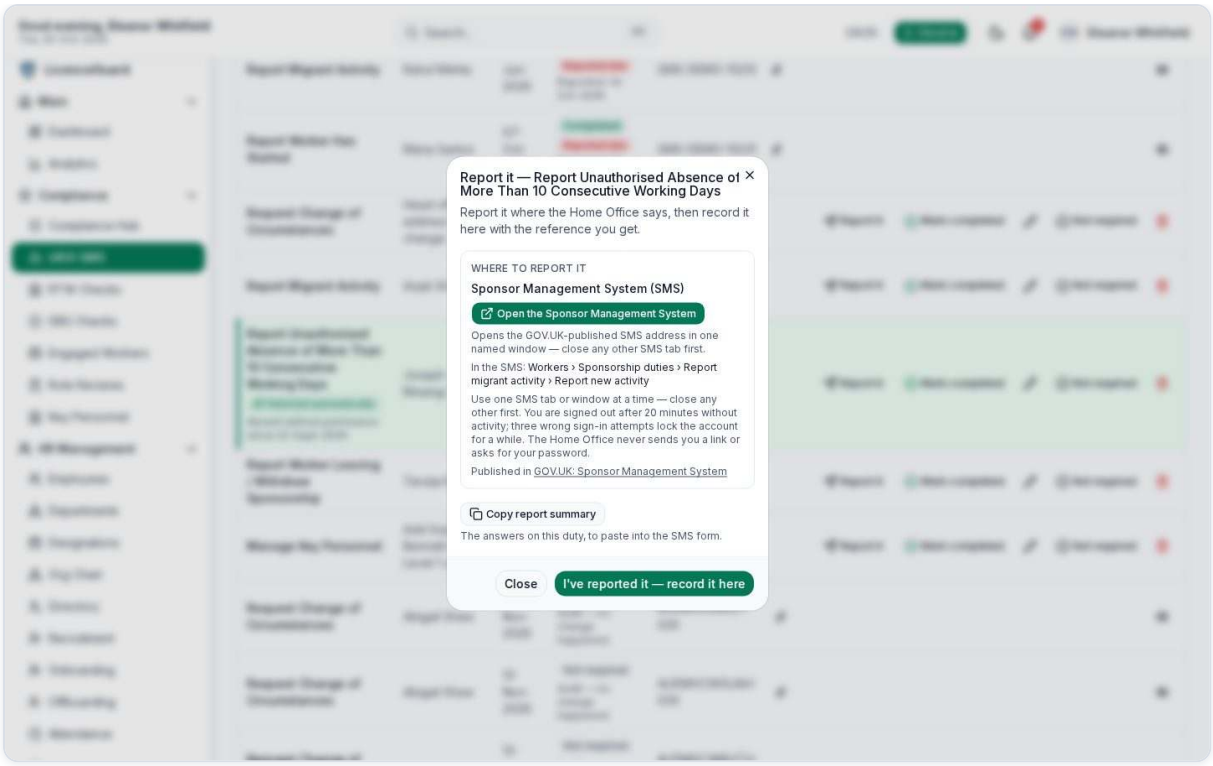



The obligations tracker

## Report it, then record it

1. On the duty, select **Report it**. The dialog shows **Where to report it**, such as the Sponsor Management System and the exact path inside it (for example **Workers › Sponsorship duties › Report migrant activity › Report new activity**), and **Open the Sponsor Management System**.
2. Select **Copy report summary** to copy your answers, ready to paste into the SMS form.
3. Report it in the SMS. Some duties are reported by letter or email instead; the dialog shows the mailbox or the reply address from the Home Office letter.
4. Back in LicenceGuard, select **I've reported it — record it here** (or **Mark completed** on the row).
5. Enter the **Submission Reference** the SMS gave you and the **Date reported** (empty means today). A date after the due date is recorded as **Reported late**.
6. Fill in any details still marked as required. **Fill blanks from the worker's records** fills what LicenceGuard already knows.
7. If the SMS gave you a submission sheet to send, tick **The SMS gave me a submission sheet to send**. LicenceGuard tracks the sheet's deadline (usually 5 working days) and reminds you until you record it as sent.
8. Select **Mark Completed**.

To record the submission sheet later, select it on the duty's row and enter the **Date sent**.




Report it: where to report the duty, and the report summary to copy

## Not required, edit and correct

- **Not required**: if a duty turns out not to apply, select **Not required** and say why. It stays on record, out of Pending, Due soon and Overdue.
- **Edit obligation**: change an open duty's details.
- **A closed duty is read-only.** Open it with **View obligation**; to change it, select **Correct this record**, make the change and say why. The correction is kept in the duty's **History**, which shows every step taken on it.
- **Delete obligation** (Organisation Admin only) removes a duty from the tracker, and the deletion is recorded in the audit log. To keep the record, mark it **Not required** instead. **Correct this record** is for the Organisation Admin and HR Manager.

## Files

Each duty has **Files**: upload evidence such as a signed submission sheet or a resignation letter (PDF or image, up to 5 MB). The dialog suggests what is worth keeping with that duty.

## Duties LicenceGuard raises for you

- **Unauthorised absence:** every night, LicenceGuard looks for sponsored workers absent without permission for 10 working days in a row and adds the **Report Unauthorised Absence** duty, marked **Detected automatically**, with **Mark reviewed**. **Check for unauthorised absences now** runs the check straight away. Absences are found from attendance marked **Absent**, so switch on auto-absent (Chapter 7).
- **Suggested duties:** a change on a sponsored worker's record, such as a leaving date, a pay cut, a new job or location, or a late start, suggests a report to check. Select **Confirm** to track it, or **Not required** if no report is needed.

- **CoS renewal:** if your CoS year renews manually, the renewal duty is added before the year ends (Chapter 10).
- **Branch duties:** when you track **Report a Change of Work Location** to one of your sites that isn't on the licence, the **Ask to Add a Branch to Your Licence** duty is added for you.
- **Your licence routes:** when you complete **Add a Route to Your Licence** as granted, the route goes on your licence; when you complete **Surrender Your Licence (or Some Routes)** with the date it was accepted, the surrendered routes come off it. Your duty list follows.

### The next step of a duty

When you mark some duties completed, LicenceGuard suggests the duty that follows, if it is on your list, for the same worker where there is one. Select **Confirm** to track it, or **Not required**.

| When you complete | With | LicenceGuard suggests |
|---|---|---|
| **Apply for CoS Allocation** | A Defined CoS granted | **Assign a Defined CoS Within 90 Days** |
| **Report a Worker Who Did Not Start**, **Withdraw a CoS at the Worker's Request** or **Report Worker Leaving / Withdraw Sponsorship** | A Skilled Worker or Senior or Specialist Worker you stop sponsoring (not a delayed start, or a worker granted settlement or a route without sponsorship) | **Check an Immigration Skills Charge Refund** |
| **Pre-Registration Nurse or Midwife: NMC Registration Within 8 Months** | **Registered** | **Report NMC Registration of a Nurse or Midwife** |
| **Check Your Regulator Registration** | A registration that changed or was lost | **Request Change of Circumstances** |
| **Check a Worker's Professional Registration** | A registration that was withdrawn | **Report Worker Leaving / Withdraw Sponsorship** |

A duty is suggested only once for the same worker and certificate: if you are already tracking it, nothing is added.

Everything else is tracked when you select **Track this**. Add it to your starter and leaver checklists so it isn't missed (Chapter 29).

Compliance admins are reminded 10, 5 and 2 working days before each deadline, and the Authorising Officer can be emailed about overdue duties (Chapter 10).

## Record keeping

**Where: System › Settings › Compliance Settings › UKVI record keeping**

The Home Office asks you to keep a sponsored worker's records while you sponsor them and for a year after the sponsorship ends, or until a compliance officer has examined and approved them, if sooner. When you switch record keeping on, every night LicenceGuard removes the answers and files of UKVI duties past that point. The duty itself (what it was, its dates and status) stays. Duties about your licence and organisation are kept while you hold the licence.

The card shows **What would be removed** tonight and within 30 days, before you switch it on. Only the Organisation Admin can switch record keeping on or off. It doesn't cover the worker's own documents or right to work checks, which other laws may need you to keep longer.

## The compliance check-in

People who can open UKVI SMS see a **Compliance check-in** on the Dashboard when there are sponsor duties to confirm (Chapter 1). **Open UKVI SMS** brings them here.

# 22. Engaged workers, key personnel and travel records

## Engaged workers

**Where: Compliance › Engaged Workers**

Engaged workers are people who work for you but aren't your employees: agency staff, contractors, self-employed and supplementary workers. LicenceGuard tracks their right to work.

1. Select **Add Worker**.
2. Enter **First name**, **Last name**, **Email** and **Engagement type** (**Agency**, **Self-Employed**, **Contractor** or **Supplementary**).
3. Add the **Supplying organisation**, **Job title**, **Nationality**, **eVisa type** and **eVisa expiry**, **Start date** and **Phone**.
4. Select **Create**.

Record their right to work check from **RTW Checks › Record a Check › Engaged Worker** (Chapter 18). The tiles count **Total Workers**, **Active**, **Overdue RTW** and **Due in 30 Days**.

## Key personnel

**Where: Compliance › Key Personnel**

Key Personnel records who holds each sponsor licence role, as a register for the licence. They don't need a LicenceGuard login.

1. Select **Add Personnel**.
2. Choose the **Role type**: **Authorising Officer**, **Key Contact** or **Level 1 User**.
3. Enter the **Full name** and optionally the **Email**, **Phone**, **Appointed date** and **Guidance version**.
4. Select **Create**.

The Authorising Officer's email is used for overdue-duty emails (Chapter 10).

> **Changing key personnel here doesn't tell UKVI**
>
> Every change of Authorising Officer, Key Contact or Level 1 User must also be made in the Sponsor Management System. Track it with the **Manage Key Personnel** workflow (Chapter 21). New Level 2 Users can no longer be added in the SMS.

## Travel records

**Where: HR Management › Travel Records**

Travel records track employees' trips, and flag long absences abroad for review.

1. Select **Log Travel**.
2. Choose the **Employee**, and enter the **Country** and **City**, **Departure Date** and **Return Date**.
3. Choose the **Purpose** (such as **Business**) and **Status** (such as **Planned**), and enter the costs under **Cost Breakdown (£)**: transport, accommodation, meals and other.

4. Select **Log Travel**.

A trip longer than 180 days is **Flagged** for compliance review. The tiles show **Active Trips**, **Flagged Records**, **Spend This Month** and **Avg Trip Duration**.

# 23. Employee documents

Only a **verified** document counts. A file that has been uploaded but not checked doesn't meet a required document and doesn't raise anyone's score.

## The document lifecycle

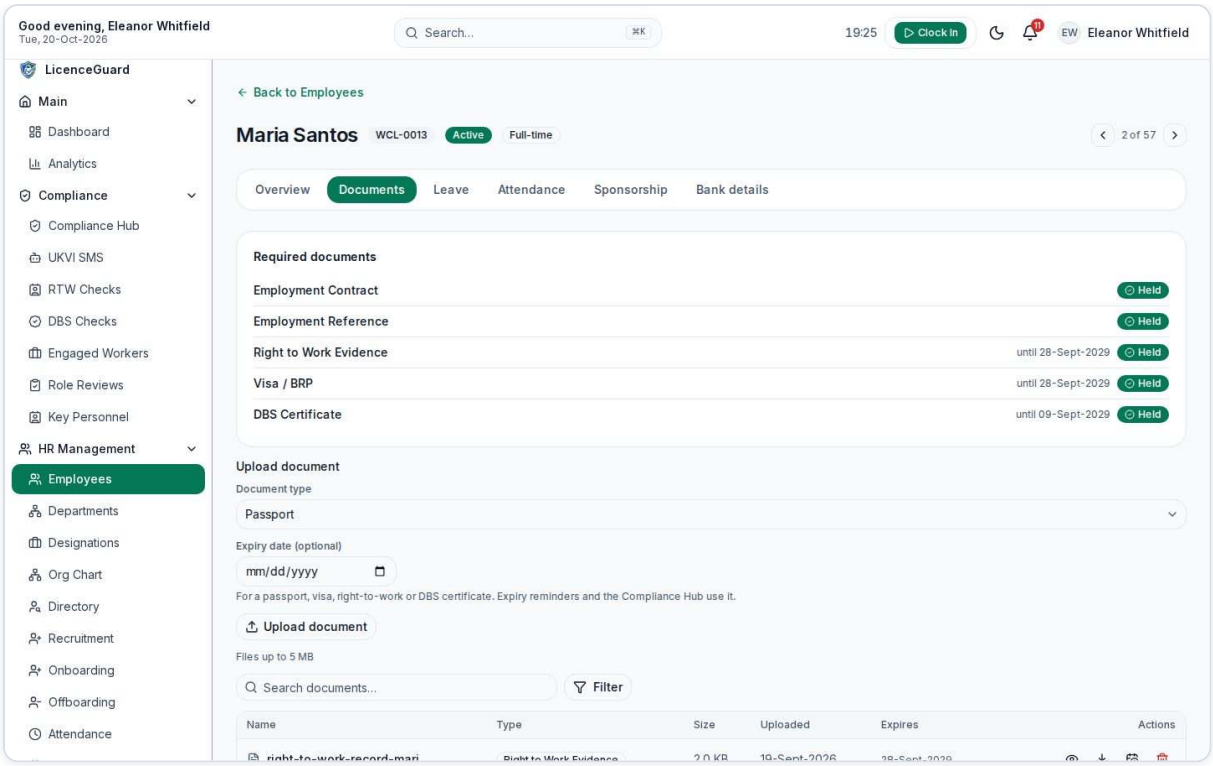
| Stage | Who | What happens |
|---|---|---|
| **Uploaded** | The employee (**My Profile › My Documents**) or HR (the employee's record › **Documents**) | The uploader picks the document type and uploads the file. They can still replace or delete it. |
| **Sent for review** | The uploader | Locked. Whoever verifies documents is told. |
| **Verified** | HR Manager, HR Executive or Organisation Admin | Counts towards required documents and the score. |
| **Rejected** | HR, with a reason | Kept for audit. The employee uploads a replacement. |

A newer verified document of the same type replaces the older one for scoring.

## Verify or reject a document

The Hub's **Documents** card says how many documents are awaiting verification; **Show these people** lists them.

1. Open the person's record and select the **Documents** tab. **Required documents** shows what they hold; the table lists every document with its type, size, upload date and expiry.
2. Select **View** to open the file and check it.
3. To accept it, select **Verify**. Check the **Expiry date** against the document, correct it if needed (leave it empty if the document doesn't expire), then select **Verify**.
4. To refuse it, select **Reject**, say what needs to be different, and select **Reject**. It goes back to whoever submitted it.




An employee record › Documents

## Expiry dates

The expiry date on a passport, visa, right to work document or DBS certificate drives the **Expiring & Expired Documents** card, urgent actions, risk levels and the "Your document is expiring" reminder.

- **When HR uploads:** enter the **Expiry date (optional)** before uploading.
- **When verifying:** check and correct the date in the Verify dialog.
- **Later:** on a verified document, select **Set expiry date**.

Employees don't enter a date on their own uploads; HR dates the document when verifying it. When a renewed document is dated later than the old one, the old one stops counting as expired and stops sending reminders.

# 24. Attendance and overtime

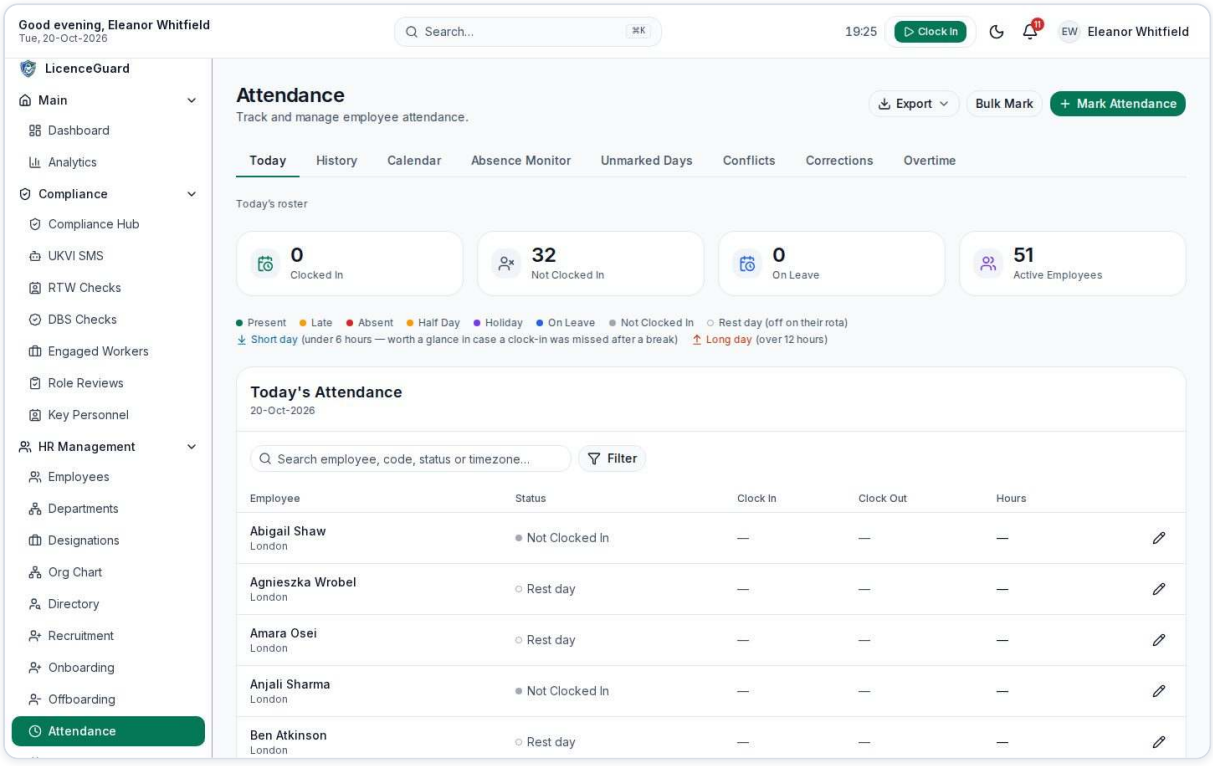
**Where: HR Management › Attendance**

## Clocking in and out (everyone)

Everyone clocks in from **Clock In** in the top bar, on a computer or a phone. While they are working, the bar shows a live timer, a **Break** menu and **Clock Out**. Several sessions a day are allowed, for example a split shift. Break time never counts as worked hours, and clocking out ends any open break.

If the person has a shift, clocking in after the shift start plus its grace minutes records them as **Late**; otherwise **Present**. With no shift, timing is flexible and nobody is ever late. There is no location check or kiosk.

## The Attendance screen




HR Management › Attendance

The tiles count today's roster: **Clocked In**, **Not Clocked In**, **On Leave** and **Active Employees** (leavers aren't counted). Select a tile to filter the list.

| Tab | What it is for |
|---|---|
| **Today** | Each person's status, clock-in, clock-out and hours today. The legend explains the colours: Present, Late, Absent, Half Day, Holiday, On Leave, Not Clocked In, **Rest day** (off on their rota), **Short day** (under 6 hours) and **Long day** (over 12 hours). |
| **History** | What was recorded over a period. |
| **Calendar** | The same, by day. |

| Tab | What it is for |
|---|---|
| **Absence Monitor** | People absent or not clocked in today. A rota rest day isn't listed. |
| **Unmarked Days** | Working days in a date range with no clock-in and nothing marked. Weekends, public holidays and days outside someone's employment are left out, and future days are never listed. **Mark** fills one in. |
| **Conflicts** | Sessions nobody clocked out of (below). |
| **Corrections** | Employees' requests to correct their own days (below). |
| **Overtime** | Who worked more than they were due over a pay period (below). |

**Filter** narrows the lists by department, zone, location, employment type and status. **Export** downloads the records.

## Mark or correct someone's attendance

- **Mark Attendance**: choose the **Employee**, **Date** and **Status**, add **Notes** if needed, and select **Mark Attendance**. You can't mark a future date.
- **Bulk Mark**: set one status for several people on a date. Choose the **Date** and **Status**, tick the people (or **Select all**), and select **Mark Attendance**.
- **Edit a day**: on the **Today** row, select the pencil. **Edit Attendance** lets you change the **Status**, add worked spans and leave a note; select **Update Attendance**.

> **Nobody edits their own attendance**
>
> To keep the record honest, because it feeds pay, people can't edit their own attendance. They ask for a correction, which someone else approves. The Organisation Admin is the only exception.

## Corrections

Staff ask for a correction from their own attendance page: they choose the day (or a day missing from the list), set the times they actually worked and say what went wrong. People whose Attendance page shows the team roster (HR, Managers) have their day corrected by someone else. They can ask up to 60 days back, or whatever your correction window is (Chapter 7).

1. Go to **Attendance › Corrections**. **Awaiting review** opens first; you can also show **Approved**, **Declined** or **All**.
2. Each request shows the employee, the date, the proposed times and the reason.
3. Select **Approve** or **Decline**. Approving applies the change automatically.

Corrections also appear in **My Account › Approvals**. A day inside a pay run that is already approved or paid can never be corrected. A correction whose times run into another day's recorded time is refused.

## Forgotten clock-outs (Conflicts)

A session left open for more than 24 hours is closed automatically by a nightly check. LicenceGuard doesn't guess when the person left, so until you decide, the day counts as neither present nor absent, payroll deducts nothing and the timesheet leaves it out.

On **Conflicts**, answer each one: **Accept hours**, **Change times** or **Mark absent**.

## Overtime

Overtime is measured over the whole pay period, not day by day: a long day and a short one cancel out. Breaks are never overtime. HR reviews what the system finds and decides how much to pay; employees never request overtime.

1. Set up who is paid overtime, the working day and the rate in **System › Settings › Absence Policy › Overtime** (Chapter 7). Nobody is paid overtime until you choose.
2. Go to **Attendance › Overtime** and choose the dates of the period you pay on (the last complete month is shown first).
3. The list shows everyone who worked more than they were due, measured against their own pattern: their rota days if they have a rota, and part-time staff against their contracted hours.
4. Decide how many hours to pay for each person. A decision covers exactly those dates, and two decisions can't overlap. Days still in **Conflicts** are left out until resolved.

Approved overtime for an employment type you pay overtime to is added to the next pay run.

# 25. Timesheets

**Where: HR Management › Timesheets**

Timesheets are built from attendance, not typed in. Each week runs Monday to Sunday.

## Submitting a week (everyone)

1. Open **Timesheets**. **My Week** shows each day with its status and hours, and the week's total.
2. Use the arrows beside the dates to move to another week.
3. Select **Submit**. The status becomes **Pending** and the button reads **Submitted**.

| Status | Meaning |
|---|---|
| **Draft** | Not submitted yet. |
| **Pending** | Submitted; locked for the employee. |
| **Approved** | Signed off; its hours count as approved hours. |
| **Rejected** | Sent back with a note. The employee fixes their attendance through a correction and submits again. |

## Approving timesheets

The **Team** tab lists the week's timesheets (a Manager sees their team; HR sees everyone), with tiles for **Total**, **Pending**, **Approved** and **Approved Hours**. On a pending timesheet, select **Approve**, or **Reject** and add a note saying what to fix. Timesheets also appear in **My Account › Approvals**.

A day under six hours is marked **Short day** so you can check it before approving, as a missed clock-in after a break is the usual cause. It never changes pay or totals.

> **Take care**
> The hours on a timesheet are fixed when it is submitted. If attendance is corrected afterwards, reject the timesheet and ask for it to be submitted again so the total matches.

# 26. Shifts and rotas

**Where: HR Management › Shifts**

Shifts are optional. Anyone without a shift keeps flexible timing: they can clock in at any time and are never late. The **My shift** card shows your own shift.

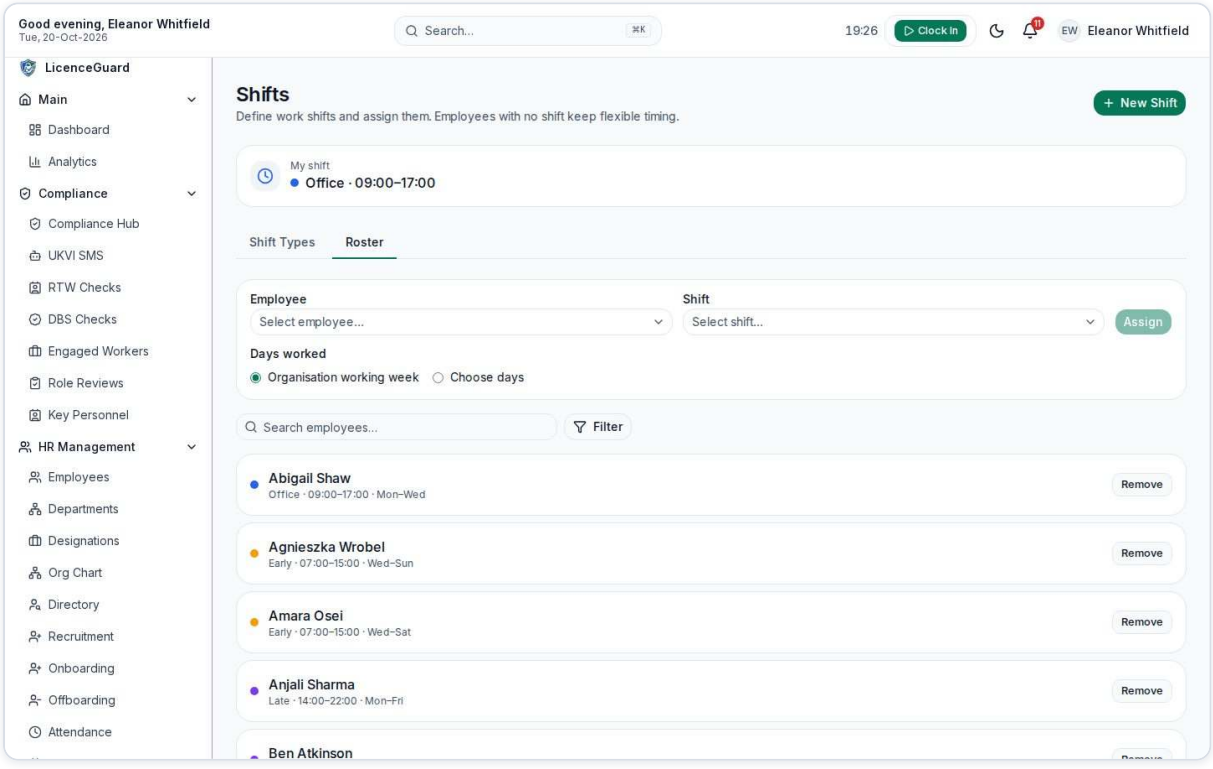
## Define shift types

1. On the **Shift Types** tab, select **New Shift**.
2. Enter a **Name**, **Start** and **End** time, **Grace (min)**, **Break (min)** and a **Colour**. Overnight shifts are fine, such as 20:00 to 08:00.
3. Select **Create**.

## Build the rota

1. Select the **Roster** tab.
2. Choose the **Employee** and the **Shift**.
3. Under **Days worked**, choose **Organisation working week**, or **Choose days** and tick the days they work, such as Monday, Tuesday and Saturday.
4. Select **Assign**.

The assignment starts today and runs until you change it. Assigning a new shift ends the previous one; **Remove** takes the person back to flexible timing. The roster lists each person with their shift, times and days worked.




HR Management › Shifts › Roster

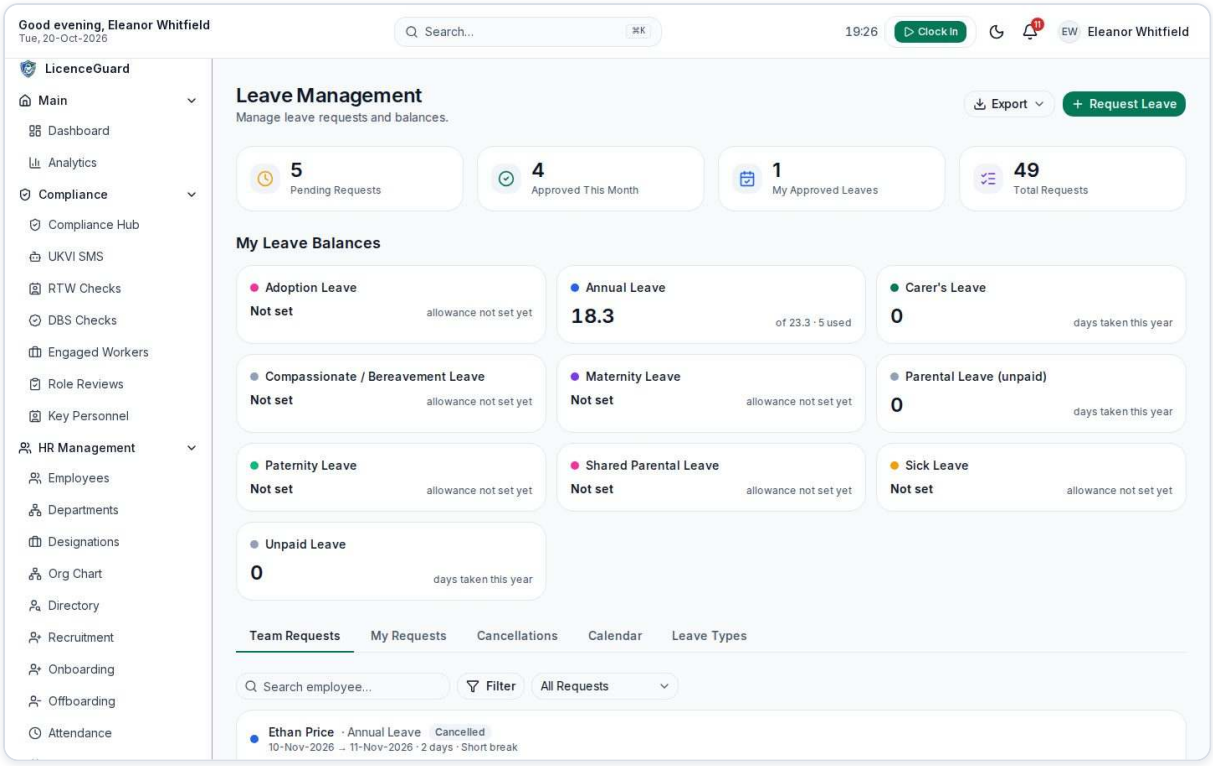
| What a shift and rota change | How |
|---|---|
| Late marking | Clock-in after the start plus grace minutes is **Late**. |
| Night shifts | A shift crossing midnight stays one shift on the day it started. |
| Rest days | Days off on the rota show as **Rest day**: never counted as leave, never marked absent. |
| Leave | A leave request counts the person's rota days, including a rostered weekend. |
| Overtime and pay | Measured against their own rota days. |
| Role reviews | Rostered hours are compared with the hours on a sponsored worker's CoS. |

**Deleting a shift type**

Deleting a shift type removes every current assignment to it, and those people go back to flexible timing without warning. Reassign them first.

# 27. Leave management

**Where: HR Management › Leave Management**




HR Management › Leave Management

The tiles count **Pending Requests**, **Approved This Month**, **My Approved Leaves** and **Total Requests**. **My Leave Balances** shows your own allowances. The tabs are:

| Tab | What it is for |
|---|---|
| **Team Requests** | Everyone's requests you can approve (a Manager sees their team; HR sees everyone). Search by employee and filter by status. |
| **My Requests** | Your own requests. |
| **Cancellations** | Requests to cancel leave that was already approved. |
| **Calendar** | Leave approved this month, so you can see who is away. |
| **Leave Types** | The leave types and their allowances (set up in Chapter 7). |

**Request Leave** books your own leave, and **Export** downloads requests.

## Request leave (everyone)

1. Select **Request Leave**.
2. Choose the leave type and the start and end dates, and add a reason. Where the type allows it, attach a supporting document (PDF or image).
3. Select **Submit Request**.

The day count (working days, or rota days, minus public holidays) is fixed when the request is submitted. A request made up only of rest days is refused.

## Approve or reject a request

1. On **Team Requests**, find the request. **Who approves this?** shows the approval steps and who has signed each one off.
2. Select **Approve** or **Reject**.

If the request goes beyond the person's balance, you choose **Approve as paid** (no salary deduction) or **Approve as unpaid** (the extra days are deducted on their next payslip). Approving takes the days off the person's balance. The employee is told in the bell. Requests also appear in **My Account › Approvals**. You can't approve your own request unless your approval chain allows it (Chapter 8).

## Cancelling leave

- A **pending** request can be withdrawn by the employee with **Withdraw**.
- **Approved** leave can be cancelled by the employee with **Request cancellation** and a reason, up to and including the day it starts. The cancellation needs approval too: it arrives on the **Cancellations** tab (**Pending**, **Approved**, **Rejected**). While it waits, the leave stays approved and shows **Cancellation requested**. Once the cancellation is approved, the days go back to the balance and the leave leaves the calendar.

## Set one person's balance

**Where:** the employee's record › **Leave**

The **Leave** tab shows the person's balances for the current year, one card per leave type, and their requests.

- **Allocate leave**: choose the leave type; **Entitled days** fills in from its default. Add any days **Carried over** and a reason, which is kept with the entitlement. Select **Save**.
- **The pencil** on a balance opens **Edit leave entitlement**. Use **Days used** for days already taken this year, including any taken before you started using LicenceGuard.

Setting someone's entitlement below the standard figure locks it, so the overnight top-up never overwrites your decision; for example a part-timer on fewer days. The lock carries into later years. To hand the person back to the standard allowance, put the figure back on schedule.

A leave type with no allowance reads **Not set**; unpaid types and types without an allowance show the days taken this year instead of a balance.

## Year end

At the start of a new leave year, unused days up to the carry-over limit move across. The rest are lost or, where the leave type says **Are paid out**, a payment line is added to the next pay run (Chapter 36).

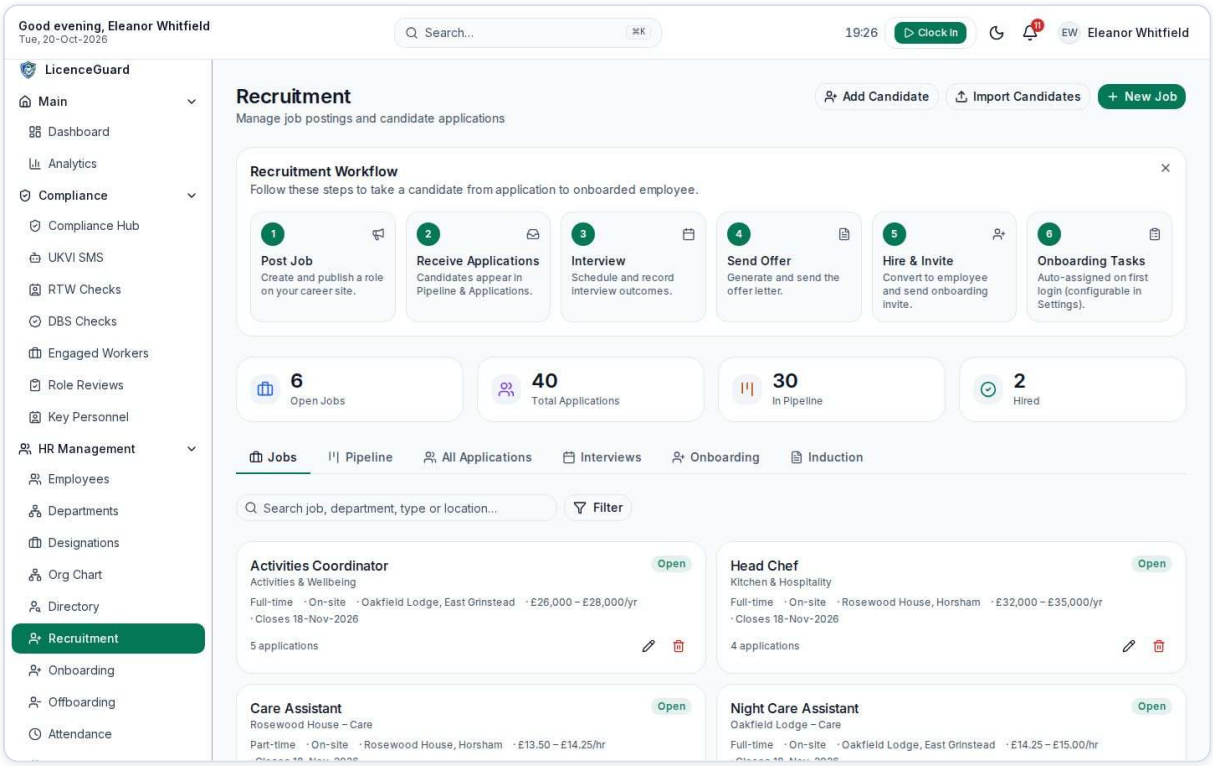
**Sick pay and family-friendly pay**

Sick Leave and Maternity, Paternity and Adoption Leave record the absence. Payroll doesn't calculate Statutory Sick Pay or statutory maternity, paternity or adoption pay; add them to the payslip as an adjustment (Chapter 36).

# 28. Recruitment and your careers page

**Where: HR Management › Recruitment**

The Recruitment screen shows the hiring steps across the top: **Post Job**, **Receive Applications**, **Interview**, **Send Offer**, **Hire & Invite** and **Onboarding Tasks**. The tiles count **Open Jobs**, **Total Applications**, **In Pipeline** and **Hired**. The tabs are **Jobs**, **Pipeline**, **All Applications**, **Interviews**, **Onboarding** and **Induction**.




HR Management › Recruitment

## Post a job

1. Select **New Job**.
2. Enter the **Job Title** and choose the **Department**, **Employment Type** and **Work Arrangement** (On-site, Remote or Hybrid).
3. Choose the **Pay Type** (Annual Salary, Monthly Salary or Hourly) and enter the minimum and maximum. A maximum below the minimum is refused.
4. Enter the **Location**, an optional **Closing Date** and a **Description**.
5. Select **Create Job**. The job is listed as **Open**.

## Candidates

Candidates arrive in three ways: they apply on your public careers page; you select **Add Candidate** and enter them by hand, with their CV; or you select **Import Candidates** and upload a spreadsheet.

Each application sits in a stage of the **Pipeline**: by default **Applied**, **Screening**, **Interview**, **Offer** and **Hired**, plus **Rejected** and **Withdrawn**. Use **Move to stage** to move it on.

- **Schedule Interview**: choose the **Interviewer**, the date and time, the duration, the mode and the location or link. The interviewer is told in the bell. Use **Record Outcome** afterwards.
- **Offer**: record the offer details and select **Save Offer**. Offer letters can be made with the Document Generator (Chapter 33).

> **No candidate emails**
> LicenceGuard doesn't email candidates about their application, interview, offer or rejection. Contact them yourself. Only the person you hire is emailed: their account invitation.

## Hire & Invite

Select **Hire** on an application, choose their **Location / Branch** (required if you have more than one site), then select **Hire & Invite**. It does three things at once: it creates the employee record (with the next employee code, a probation end date from your default and their leave balances), starts their onboarding checklist, and sends their account invitation with the Employee role. The application moves to **Hired**.

The person takes a seat as soon as you hire them (their pending invitation reserves it), so hiring is refused if you have no free seats. Their email must not be in use anywhere on LicenceGuard.

> **Right to work before day one**
> Hiring doesn't check right to work. Record the check (**Compliance › RTW Checks**, as an **Ad-hoc / Candidate** or as the new employee) before they start.

## Your careers page

**Where: System › Settings › Careers**

Your careers page is a public web page listing your open jobs. Candidates apply without an account, and their applications arrive in Recruitment.

1. Switch on **Public careers page**. The tab says how many open roles will be listed.
2. Enter a **Headline** and an **Intro**; they sit at the top of the page.
3. Select **Save**. The public link appears, with buttons to copy it or open the page.

Share the link in job adverts, emails or on your website. Each job has its own page with a short form: name, email, phone (optional), a cover note (optional) and a CV (optional). Closing a job takes it off the page; its applications stay. Switching the page off stops the link working; nothing is deleted.

# 29. Onboarding, induction and offboarding

## Onboarding checklists

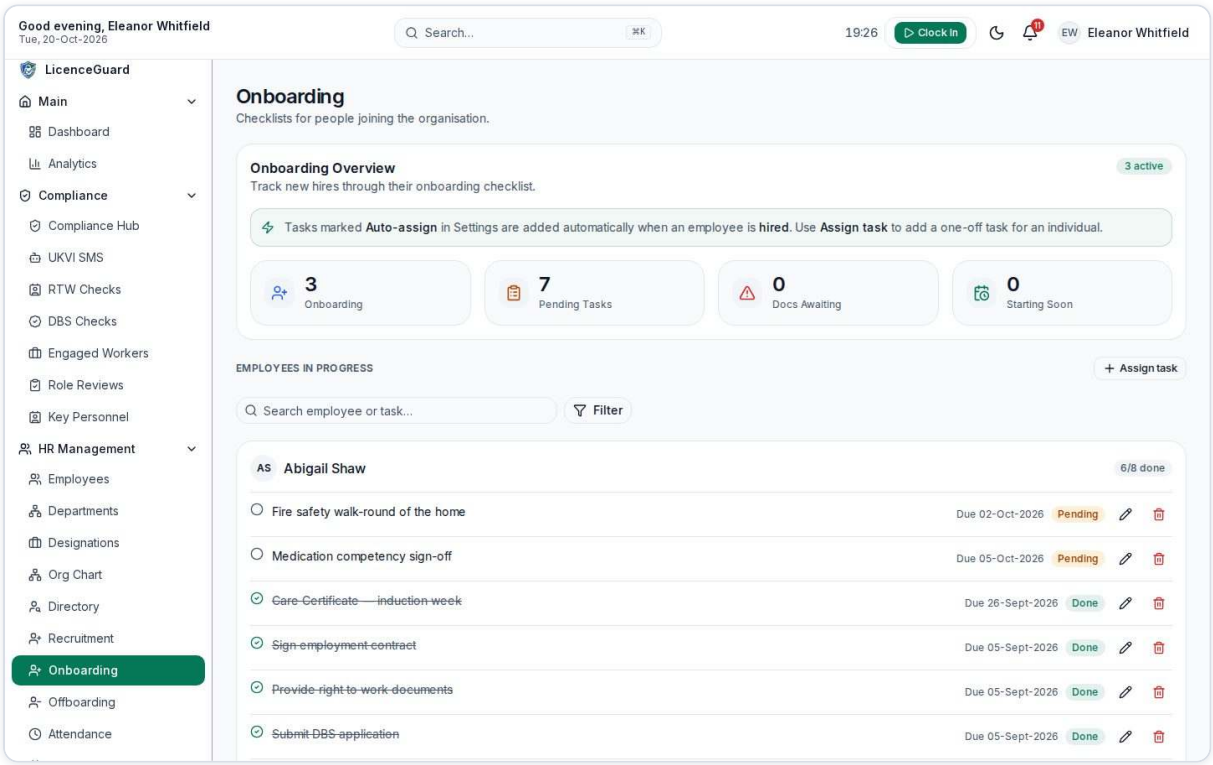
**Set up once: System › Settings › Onboarding**

1. Select **Create First Task** (or **Add Task**).
2. Enter a **Title** and an optional **Description**.
3. Leave **Auto-assign on hire** on to add the task to every new employee.
4. Set the **Due offset (days)**: the number of days after their joining date it is due. Blank means no due date.
5. Select **Add Task**.

Every auto-assign task is added to a new employee's checklist as soon as the employee is created, whether by **New Employee** or **Hire & Invite**. New or changed tasks apply to future starters only.

**Track it: HR Management › Onboarding**. The tiles show **Onboarding**, **Pending Tasks**, **Docs Awaiting** and **Starting Soon**. Each person has a card showing how many tasks are done, with each task's due date.

- **Assign task** adds a one-off task for someone: choose the employee, enter a title and due date, then select **Assign**.
- Select the circle beside a task when it is finished; it is marked **Done**.
- Employees tick off their own tasks on **HR Management › Onboarding**; managers see their team's.




HR Management › Onboarding

**A starter checklist for UK care providers**

Sign the contract · provide right to work evidence before day one · DBS application · bank details and P45 or starter checklist · emergency contact · read key policies (safeguarding, whistleblowing, data protection) · uniform and ID badge · track the UKVI "worker has started" duty if they are a sponsored Scale-up worker.

## Induction pipelines

An induction is a staged programme a new starter moves through, longer than a checklist. It is built for care providers but works for any sector.

**Set up: System › Settings › Induction**

- **Use Care Sector Default** creates the CQC-aligned **Care Certificate Induction**: 1 Paperwork & Right to Work (7 days expected), 2 Care Certificate Training (84 days; the 15 standards are listed), 3 Shadowing (14), 4 Competency Sign-off (14), 5 Supervision & CPD (30), 6 End of Probation (14).
- **New Pipeline** builds your own. **Add Stage** adds stages; reorder them with the arrows.

**Run an induction: HR Management › Recruitment**, **Induction** tab. Select **Start Induction**, pick the employee and pipeline, and they enter stage 1. **Advance** them to the next stage, or jump to a specific one. After the last stage the induction is **Completed**; it can also be **Cancelled**. Someone is **Overdue** when they have spent longer in a stage than its expected days.

Inductions are started by hand; hiring doesn't start one. Add "Start induction" as an onboarding task so it isn't missed.

## Offboarding

**Set up once: System › Settings › Offboarding** works the same way as onboarding, with **Auto-assign on exit** and a due offset in days after the exit date.

When you mark someone **Exited** (Chapter 14), every auto-assign offboarding task is created for them. **HR Management › Offboarding** shows **Offboarding**, **Pending Tasks**, **Docs Awaiting** and **Exiting Soon**, with a card per leaver.

**Tasks the leaver must do themselves**

Marking someone Exited ends their login straight away. Ask them to finish their own tasks while they are **On notice**, before you mark them Exited.

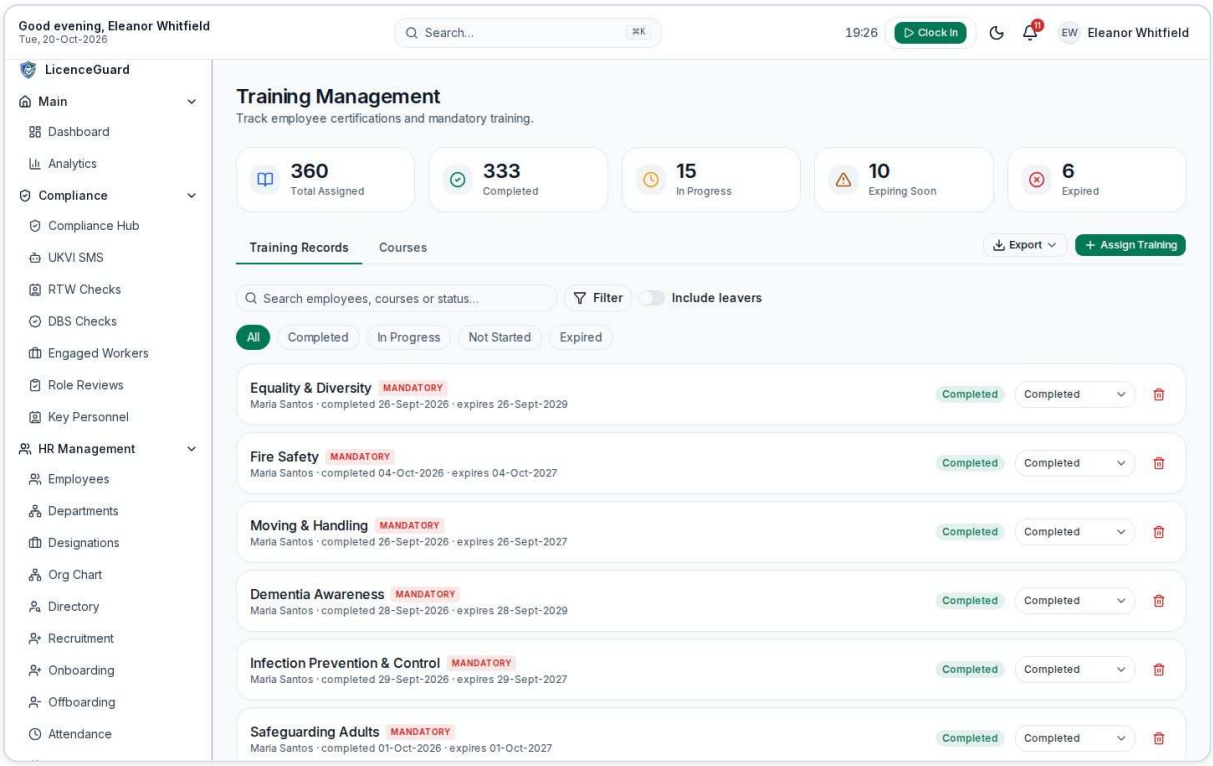
**A UK leaver checklist**

Final pay and holiday pay · P45 from your payroll · return of equipment and ID badge · remove system access · exit interview · for sponsored workers, track the UKVI "worker leaving" duty (10 working days) · keep right to work records for two years after employment ends.

# 30. Training

**Where: HR Management › Training**

Training Management tracks mandatory training and certificates. It records training rather than delivering courses. The tiles count **Total Assigned**, **Completed**, **In Progress**, **Expiring Soon** and **Expired**. There are two tabs: **Training Records** and **Courses**.




HR Management › Training

## Create a course

1. On **Courses**, select **Create Course**.
2. Enter the **Course Name** and **Course Code**, and optionally the **Category**, **Description**, **Training Provider** and **Training URL**.
3. Enter **Validity (months)**: how long a completion lasts. Blank means it never expires.
4. Enter the **Duration (hours)** and tick **Mandatory Training** if it is required.
5. Select **Create Course**.

## Assign training

1. On **Training Records**, select **Assign Training**.
2. Choose the **Training Course** and tick the employees (or **Select all**). People who already have it are skipped.
3. Select **Assign Training**. Each person gets a **Not Started** record and is told in the bell.

## Record progress

Change a record's status to **In Progress** or **Completed**. Completing it records the completion date and works out the expiry date (completion plus validity). Employees can update their own records.

| Shown as | When |
|---|---|
| **Expiring Soon** | Expires within 30 days |
| **Expired** | The expiry date has passed |

Employees are reminded 30 and 7 days before a certificate expires. To record a refresher, set the record back to **In Progress** and complete it again; the new completion date resets the expiry.

The list shows current staff; switch on **Include leavers** to include people who have left.

> **Deleting a course deletes its records**
> Deleting a course removes all its training records. If the history matters for inspections, keep the course.

# 31. Performance, tasks and 1:1 meetings

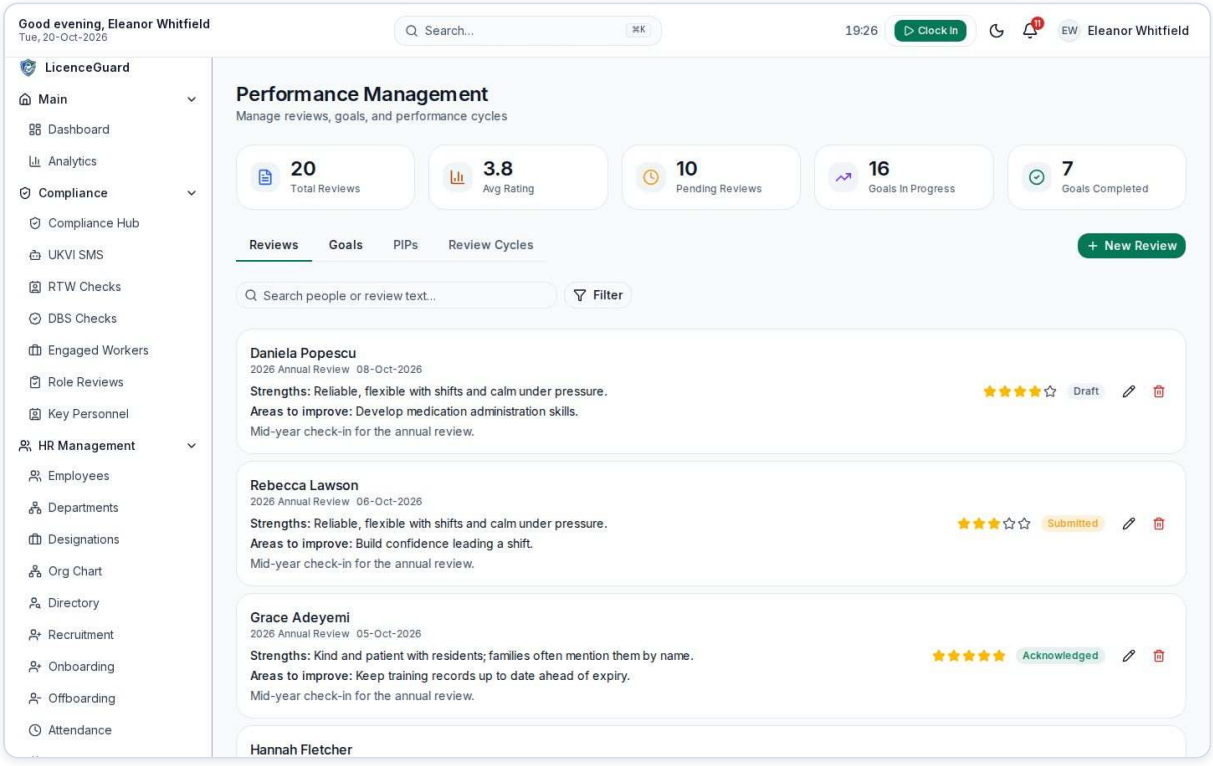
## Performance

**Where: HR Management › Performance**

The tiles show **Total Reviews**, **Avg Rating**, **Pending Reviews**, **Goals In Progress** and **Goals Completed**. There are four tabs:

| Tab | What it is | Key fields and statuses |
|---|---|---|
| **Reviews** | A written review of an employee | Tick several employees at once; optional review cycle; **Overall Rating** 1–5 stars; **Strengths**, **Areas for Improvement**, **Additional Comments** |
| **Goals** | Objectives for people | Tick several employees; title, description, category, priority (Low to Urgent), status (Not Started, In Progress, Completed), target date |
| **PIPs** | Performance improvement plans | Employee, reason, start and end dates, next review date; status Open, In Progress, Completed, Cancelled |
| **Review Cycles** | Review periods, such as "2026 annual review" | Name, start and end dates; status Draft, Active or Closed |

- **New Review**, **New Goal**, **New PIP** and **New Cycle** create each one.
- The employee is told when a review is shared, a goal is assigned or an improvement plan is opened. Only the reviewed employee can **Acknowledge** a review; if you edit it afterwards, it goes back to them to acknowledge again.
- Employees update their own goals' status. They can view a PIP but not change it.




HR Management › Performance

> **Improvement plans**
> A PIP is visible to the employee, their managers and HR, and the employee is told as soon as it is opened. Agree the wording first.

## Tasks

**Where: HR Management › Tasks**

Tasks are simple to-dos. Select **New Task**, enter a **Title** and **Description**, choose the **Assignee**, **Priority** (Low, Medium, High, Urgent) and **Due date**, then select **Create**. The assignee is told and updates the status (**To Do**, **In Progress**, **Done**, **Cancelled**) here; **My Profile › Tasks** lists their tasks, with a link here. Managers assign tasks to their team; HR to anyone. The pencil edits a task and the bin deletes it at once.

## 1:1 meetings

**Where: HR Management › 1:1 Meetings**

1. Select **Schedule 1:1**.
2. Choose the **Team member**, **Date**, **Time** and **Duration (minutes)**. Times are in your organisation's time zone, shown in the form.
3. Choose the **Meeting Type** (**One-time** or **Recurring**), and add a **Location or meeting link** and an **Agenda**.
4. Select **Schedule Meeting**. The other person is told.

Each scheduled meeting has **Edit**, **Complete** and **Cancel**. Editing tells the other person about the change. Completed and cancelled meetings move to **History**. The tiles count **Total Meetings** and **Pending Actions**.

# 32. Announcements, recognition and surveys

## Announcements

**Where: HR Management › Announcements**

1. Select **New Announcement**.
2. Enter a **Title**, choose a **Type** (**Info**, **Update**, **Warning** or **Urgent**) and write the **Content**.
3. Optionally set **Expires at**, and switch on **Pin to top** to keep it first (up to three pinned at a time).
4. Select **Publish**.

Everyone in your organisation gets it in their announcements feed and in the bell (and by email, by default). Expired announcements leave the feed. The bin deletes an announcement at once, without asking.

## Recognition (kudos)

**Where: Engagement › Recognition**

1. Select **Send Kudos**.
2. Choose one or more colleagues, and one or more badges: **Team Player**, **Innovation**, **Reliability**, **Customer Focus**, **Leadership**, **Problem Solver**, **Appreciation**, **Above & Beyond**.
3. Write a short message and select **Send Kudos**.

Kudos are visible to everyone in **Recent Kudos**, and **This Month's Stars** shows who received most. Recipients are told.

> **Note**
> With the built-in roles, Managers can send kudos to people in their team, and Employees can view kudos but not send them. To let everyone recognise colleagues, see Part 4.

## Surveys

**Where: Engagement › Surveys**

1. On **Manage**, select **New Survey**. Enter a **Title** and **Description**. **Anonymous responses** is on by default.
2. Select **Create draft**. The survey opens in the builder.
3. Select **Add question**. Type the question and choose the type: **Rating scale**, **Single choice** or **Short answer (free text)** (up to 2,000 characters). Select **Add question**.
4. When the questions are ready, select **Publish survey** and confirm. Staff are told, and its questions can no longer be edited.
5. Staff answer from **My Surveys**, once each.
6. **Results** shows the response rate and a chart or answer list for each question. **Close** stops a survey taking responses.

**Anonymous means anonymous**

When **Anonymous responses** is on, answers are never linked to the person, so nobody, including admins, can see who said what. Results show only once at least 3 people have responded. When it is off, you see who responded. Decide before publishing.

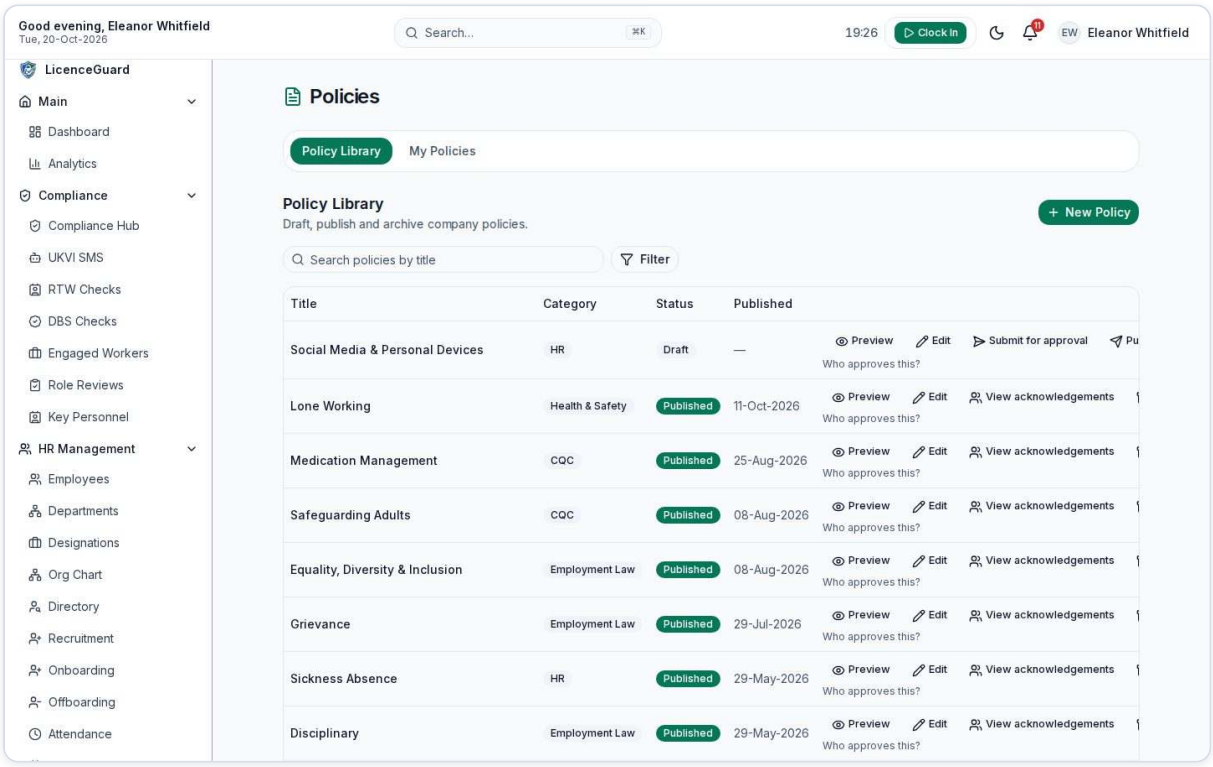
# 33. Policies and the Document Generator

Both follow a maker and checker rule, set by **Require approval before publishing policies & letters** in **System › Settings › Organisation** (on by default). When it is on, a draft must be approved by someone with approve rights before it can be published. People with approve rights can publish their own directly.

## Policies

**Where: Documents › Policies**

1. In the **Policy Library**, select **New Policy**. Enter the **Title**, **Category** and **Effective date**. Write the policy, attach it as a document, or both.
2. Select **Create draft**, then attach the policy document if you have one.
3. Select **Submit for approval** (if approval is needed). An approver approves or rejects it, with an optional note.
4. Select **Publish** and confirm. Everyone is told, and the policy appears in their **My Profile › Policies**, where each person reads and acknowledges it.
5. **View acknowledgements** shows who has acknowledged it and who hasn't yet: useful evidence for inspections.
6. **Archive** a policy when it is replaced.




Documents › Policies

**Changing a published policy:** edit it and save. Your change waits for approval as **Changes awaiting approval**; staff keep seeing the current version. An approver opens **Review changes** and approves or rejects it. Once approved, staff are asked to read and acknowledge it again.

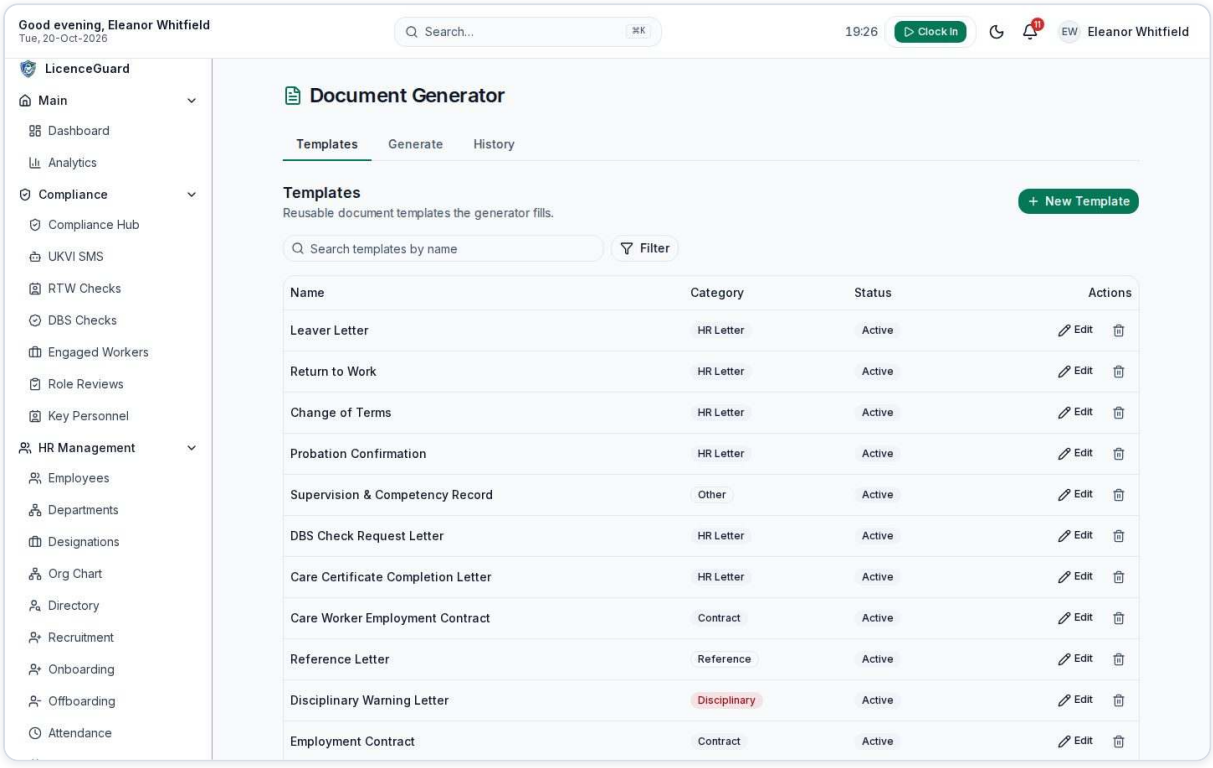
## The Document Generator

**Where: Documents › Document Generator** (Organisation Admin, HR Manager and HR Executive; generated letters need reach ALL)

The Document Generator makes letters from templates. It has three tabs:

| Tab | Use |
|---|---|
| **Templates** | Starter templates, such as **Offer Letter**, **Employment Contract**, **Disciplinary Warning Letter** and **Reference Letter**, plus any industry templates. **New Template** adds your own: **Name**, **Category**, **Description** and **Body**, using placeholders in double curly brackets, such as `{{employee_name}}`. |
| **Generate** | Choose a **Template**, an **Employee (optional)** and a **Title (optional)**. Placeholders such as the employee's name, job title and your organisation's name fill in automatically; type any others. Select **Generate** to see the letter, with **Download**, **Download PDF** and **Print**. |
| **History** | Every generated letter, with its approval status. View, re-download, approve, publish or delete. |

To issue a letter to an employee: generate it, select **Submit for approval** (if approval is needed), then **Publish** it, with an optional expiry date.




Documents › Document Generator

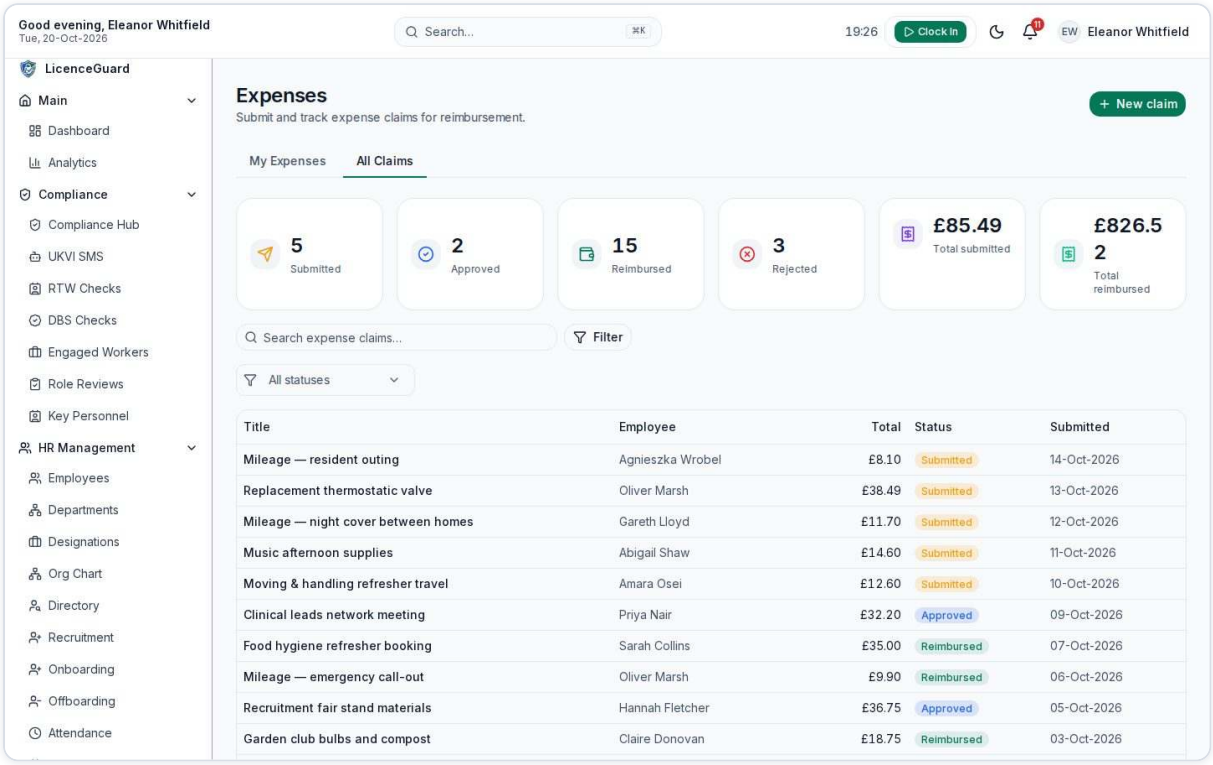
It appears in their **My Profile › My Documents** under documents issued to them, as a branded PDF. Branding must be complete (Chapter 4).

> **Check letters before issuing**
>
> A placeholder with no value stays visible, such as `{{start_date}}`. The salary placeholder uses the annual salary on the employee's record.

# 34. Expenses

**Where: HR Management › Expenses**

**My Expenses** holds your own claims; **All Claims** (for approvers) lists everyone's, with tiles for **Submitted**, **Approved**, **Reimbursed** and **Rejected**, and totals submitted and reimbursed.




HR Management › Expenses › All Claims

## Claim expenses (everyone)

1. Select **New claim**, enter a title and add a line for each expense: category, date, amount, merchant and description.
2. Select **Create claim**. The claim is saved as a draft.
3. Open the claim, attach your receipts and select **Submit**. You can cancel it while it is waiting.

Drafts are only visible to you. Your expense is sent to your manager or admin for approval only when you submit it. A claim you cancel before submitting stays private too; one cancelled after submitting stays on **All Claims**.

Categories include Travel, Meals, Accommodation, Mileage, Office Supplies, Training and Other; add your own in **System › Lookups › Expense Category**. Mileage is claimed as an amount: LicenceGuard doesn't calculate HMRC mileage rates.

## Approve and reimburse

1. On **All Claims**, select the **Submitted** tile and open a claim. It shows its lines, receipts and approval trail.
2. Select **Approve**, or **Reject** with an optional note. The claimant is told.

3. To pay it back, select **Reimburse** and choose **Manual** (record the method and reference, such as a bank transfer) or **Via pay run** (choose a Draft or Calculated pay run), which adds a non-taxable Expense Reimbursement line to the employee's payslip in that run.

Managers approve their team's claims; HR, the Accountant and the Organisation Admin can approve anyone's. Reimbursing needs the reimburse permission (Organisation Admin, HR Manager, Accountant) and always needs approval (Chapter 8).

> **Reimburse once**
>
> A claim can be reimbursed only once. If you paid it by bank transfer, record it as manual; don't also add it to a pay run.

# 35. Benefits

**Where: HR Management › Benefits**; staff see theirs in **My Account › My Benefits**

1. Select **New benefit**.
2. Enter a **Name** and choose the **Type**: **Pension**, **Medical** or **Custom**. **Description** and **Terms** are optional; enrolled employees see the terms.
3. Leave **Active** on so people can be enrolled.
4. Under **Payroll & tax** (not shown for Pension benefits), choose the **Effect on pay**: **No effect on pay** (a perk), **Employee contributes** (deducted from pay), **Employer pays** (a benefit value) or **Both**, with the amounts. For a taxable benefit, choose whether it is **payrolled** or reported on the **P11D**, and whether the employer owes Class 1A National Insurance.
5. Select **Create benefit**.

**Enrol people:** on the benefit, select **Enrolments**. Under **Enrol an employee**, choose the person, optionally the **Enrolled on** date and a note, then select **Enrol**. The bin unenrols someone.

Enrolled benefits add their payslip lines automatically in every pay run. A benefit can be payrolled or on the P11D, never both.

> **Pensions**
>
> Pension is worked out from each employee's pay profile, not from a Pension-type benefit. Enrol people in a pension on their **Pay profile** (Chapter 36).

# 36. Payroll

**Where:** the **Finance** menu (UK organisations)

LicenceGuard runs UK gross-to-net payroll: PAYE income tax (cumulative or week 1/month 1, including Scottish, Welsh and K codes), employee and employer National Insurance, workplace pension, and student and postgraduate loans. UK tax rates and thresholds are maintained centrally by LicenceGuard for each tax year; you don't enter them.

Payroll is optional. If you already use another payroll, you can carry on with it and use LicenceGuard for HR and compliance.

> **Important**
> LicenceGuard calculates pay and produces payslips. It doesn't pay your staff (you pay them through your bank) and it doesn't send returns to HMRC.

## Set up payroll

Do these once, in this order.

### 1. Income tax handling

**Where: System › Settings › Payroll Tax**

The default is **We deduct income tax for everyone**. Change it only if your employees file and pay their own tax. It can't be changed while RTI filing is switched on.

### 2. Pay components

**Where: Finance › Pay Components**

Pay components are the building blocks of a payslip. Global components are ready to use and read-only: **Fixed Allowance**, **Bonus**, **Car Allowance**, **Overtime** (per hour, fed by approved overtime), **Leave Compensation** (fed by year-end leave payouts), **Expense Reimbursement** (not taxable, fed by reimbursed expenses) and **Unpaid Leave** (a deduction).

To add your own, such as a weekend enhancement: select **New component**, enter a **Code** and **Name**, choose the **Kind** (**Earning** or **Deduction**) and the **Calculation** (fixed amount, per hour or a percentage of basic), and set **Taxable**, **NICable** and **Pensionable** (and, for fixed earnings, **Pro-rate for starters and leavers**). Select **Create**.

### 3. Pension scheme

**Where: Finance › Pension Schemes**

Select **New scheme** and enter the scheme name, provider, tax relief method (**Relief at source**, **Net pay arrangement** or **Salary sacrifice**), employee % and employer %, and the contribution basis (such as **Qualifying earnings**). Switch on **Default scheme** for the scheme new people join. Auto-enrolment minimums are 8% in total, with at least 3% from the employer, on qualifying earnings.

### 4. A pay profile for every employee

**Where: HR Management › Employees › Row actions › Pay profile**

Nobody is paid until they have a pay profile.

| Field | Notes |
|---|---|
| **Annual gross salary** | Comes from the employee record; edit it there. Payroll adds the Basic Salary line itself. |
| **Pay basis** | **Annual salary** or **Hourly**. |
| **Pay frequency** | **Monthly**, **Weekly** or **Four-weekly**. |
| **Tax code** | As on HMRC's latest notice, such as 1257L, K475, BR, D0 or NT. S in front means Scottish rates, C Welsh. A code ending W1, M1 or X is saved as week 1/month 1. |
| **Tax basis** | **Cumulative**, or **Week 1 / Month 1**. |
| **National Insurance (NI) category** | Usually **A — Standard (most employees)**. All HMRC letters are listed. |
| **Student loan plan** / **Postgraduate loan** | Plan 1, 2, 4 or 5; tick postgraduate if it applies. |
| **New starter** | **Not a new starter**, **They gave us a P45 from their last job** (enter the P45 details) or **No P45 — they filled in HMRC's starter checklist** (A, B or C). LicenceGuard suggests the tax code to use until HMRC sends one. |
| **Pension scheme** / **Opted out of pension** | Enrol them, or record an opt-out. |
| **Company director** | Directors are paid, with National Insurance worked out on an annual (or alternative) earnings period. Enter the **Date first appointed as director**, or leave it blank if they were already a director on 6 April. |
| **Sex, as HMRC records it** and **Normal hours worked a week** | HMRC asks for both on every Full Payment Submission. |

Select **Save profile**. Under **Recurring pay components**, add regular extra lines on top of base pay, with an amount or a percentage and the dates they apply. Never add a component for basic salary: it would be paid and taxed twice.

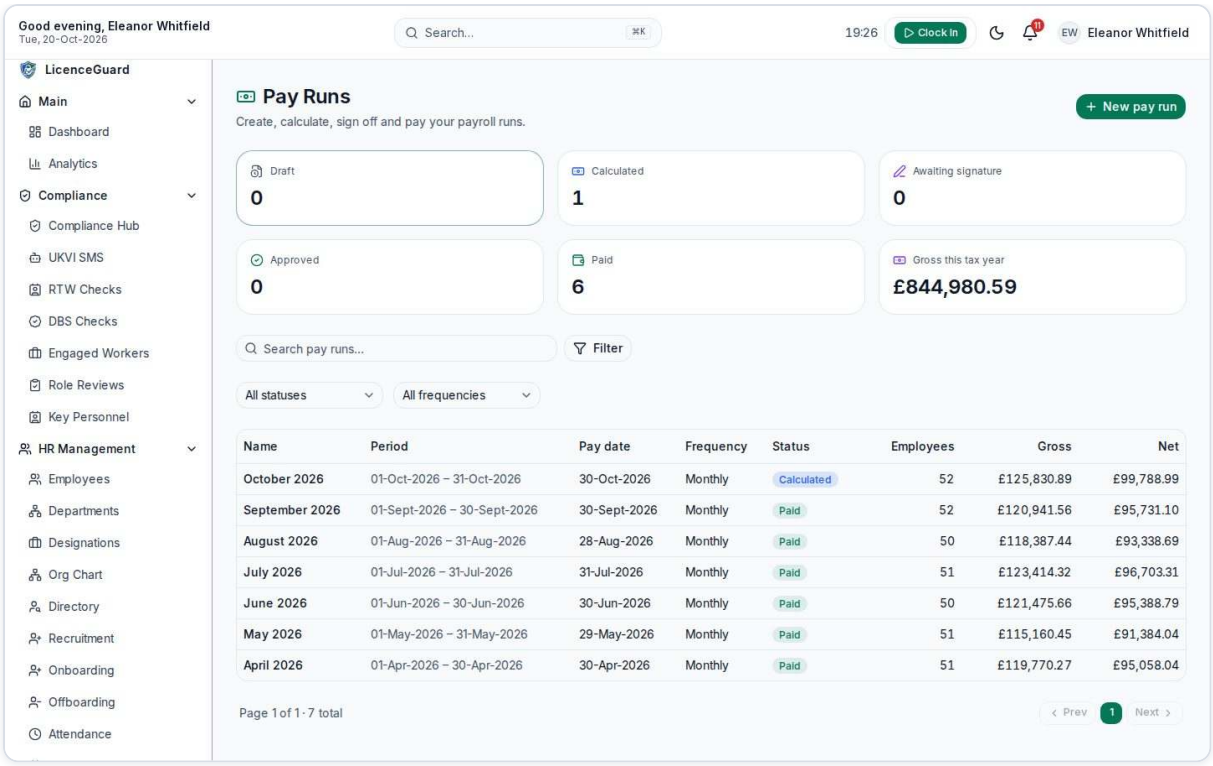
### 5. Branding and signatures

Complete **System › Settings › Branding** (Chapter 4), so payslip PDFs can be downloaded. The person who signs pay runs uploads their own signature in **My Profile**.

## Run payroll

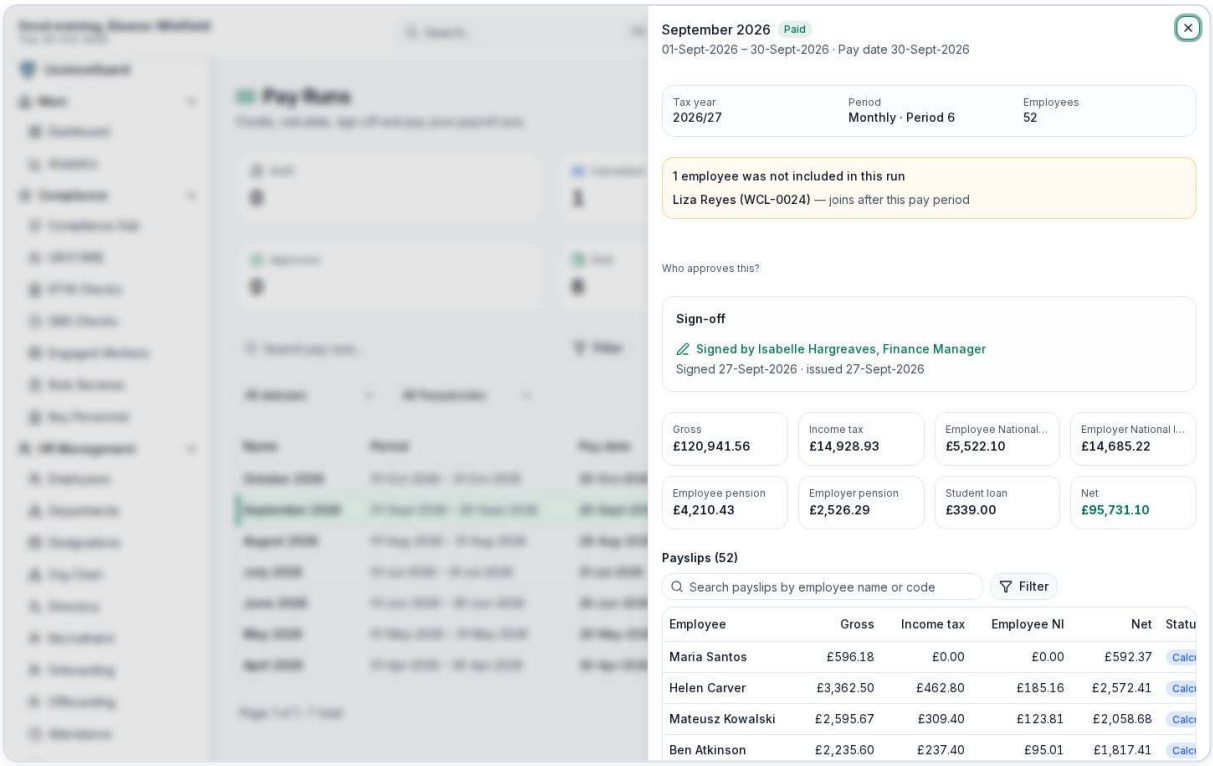
**Where: Finance › Pay Runs**

The tiles count runs by status (**Draft**, **Calculated**, **Awaiting signature**, **Approved**, **Paid**) and show the gross pay this tax year.




Finance › Pay Runs

1. **Create the run.** Select **New pay run**. Enter an optional name, choose the frequency, the period start and end, and the pay date, then select **Create run**. A draft payslip is created for everyone with a pay profile of that frequency.
2. **Calculate.** Select **Calculate**. The run moves to **Calculated** after a few seconds, with totals for gross pay, income tax, employee and employer NI, employee and employer pension, student loan and net pay.
3. **Review the payslips.** Open a payslip from the run. While the run is Draft or Calculated you can, under **Edit payslip**:
   - **add an adjustment**: a one-off earning or deduction, with an amount and a name (use this for statutory sick, maternity or paternity pay);
   - set the **unpaid absence deduction**: automatic, a manual amount, or skip it;
   - for hourly staff, check the hours worked;
   - **Exclude** the person from this run (**Re-include** brings them back).
     Then select **Re-calculate**.
4. **Sign off.** In **Sign-off**, either:
   - select **Sign & issue** to sign it yourself, with an optional **Issue expiry** date; or
   - choose a signatory and select **Route for signature**, with a note. They sign it with **Sign**.
     Signing is the approval: the run becomes **Approved** and the payslips are issued to staff. If you set an approval chain for pay runs (Chapter 8), the run is approved only after the last step signs. **Send back for changes** returns a run to Draft.
5. **Mark paid.** Once the bank payments have gone out, select **Mark paid** (Organisation Admin only).




A pay run: totals, sign-off and payslips

The signer needs the pay-run sign permission (the Organisation Admin, or anyone you give it to with a custom role) and must have uploaded a signature. A run waiting for signature can't be recalculated or edited.

## What staff see

Employees see their payslips in **My Account › My Payslips** (and **My Profile › Payslips**) only once the run is signed: **Approved** or **Paid**. Draft and unsigned runs are never visible to them. Each payslip shows payments, deductions, employer contributions, net pay and year-to-date totals, and downloads as a branded PDF with the signatory's signature and your company stamp.

A payslip opened before sign-off is titled **PAYSLIP (DRAFT)** and carries no stamp.

## Money that flows into a run by itself

| Source | Appears as |
|---|---|
| Approved overtime for staff you pay overtime to | Overtime |
| Unpaid absence (if the absence policy deducts it) | Unpaid absence deduction |
| Year-end leave paid out | Leave Compensation |
| Expenses reimbursed via pay run | Expense Reimbursement (not taxable) |
| Payrolled benefits | A benefit line, taxed through payroll |
| Leave approved or cancelled after a run was signed | A correction line (refund or charge) in the next run |
| A leaver's untaken holiday | Holiday pay on leaving |

## Leavers

Record the **Date of exit** on the employee's record first. A leaver's record then has a **Holiday pay on leaving** tab, showing for each holiday leave type the holiday built up, carried over and taken, the balance, the day rate and how it was worked out. **Recalculate** works it out again.

The final payslip is pro-rated to the leaving date, and untaken holiday is paid on the pay run that covers the leaving date; the run shows a notice listing the leave payouts waiting to be paid. Holiday taken beyond what was built up is shown but not deducted, unless you switched on **Recover holiday taken in excess when someone leaves** (Chapter 7).

> **Payslips are fixed when the run is created**
>
> A run's payslips, and each person's tax code, tax basis and NI category, are taken when you select **Create run**. Anyone given a pay profile afterwards isn't in that run. To pick up a changed tax code, delete the run while it is still Draft or Calculated and create it again. Someone with no salary, such as an owner not on the payroll, gets a £0 payslip: exclude them.

## Not calculated yet

Statutory Sick Pay and statutory maternity, paternity and adoption pay aren't calculated. Add them to the payslip as an adjustment, and record what you recover on the Employer Payment Summary (Chapter 37).

# 37. HMRC returns: RTI, EPS and P11D

> **Important**
> LicenceGuard doesn't submit anything to UKVI or HMRC. Returns are prepared and can be reviewed in full; you file them through your current payroll route or HMRC's own tools.

## RTI (Full Payment Submission)

**Where: System › Settings › HMRC (RTI)**

| Setting | Default | Notes |
|---|---|---|
| **File RTI returns through this system** | Off | Lets LicenceGuard prepare returns; nothing is sent to HMRC. While off, RTI appears nowhere else and payroll is unaffected. |
| **Use HMRC's test service** | On | Leave it on. Filing to HMRC isn't available, so nothing is sent either way. |
| **Employer PAYE reference** and **Accounts Office reference** | Blank | From HMRC when you registered as an employer. A return can be prepared without them, but lists them as items to fix. |

Once it is on, open a calculated pay run and select **Prepare HMRC return**. The return is built from the payslips and listed under the filing history. Everyone on it needs a National Insurance number, or a date of birth plus a full address and postcode. If anyone is missing their sex or normal hours, a **Missing HMRC details** panel lists them so you can fill them in together.

## Employer Payment Summary (EPS)

**Where: Finance › Employer Payment Summary** (needs RTI switched on)

1. Choose the **Tax year** and **Tax month**. Tax months run from the 6th of one month to the 5th of the next.
2. Enter your figures for the period: **Statutory parental pay recovered (£)**, **National Insurance compensation (£)**, **Construction Industry Scheme deductions suffered (£)**, or tick **No employees were paid in this period**. These are entered by you, not calculated.
3. Select **Save period figures**, then **Prepare submission**. Nothing is sent to HMRC; the result appears in the filing history.

## P11D and Class 1A

**Where: Finance › P11D & Class 1A**

1. Choose the tax year and select **Prepare**. The return is built from the year's benefit lines on approved and paid pay runs.
2. Each prepared year has its own tab, with the employees on the return, the Class 1A-able value and the Class 1A due.
3. Fix anything listed under items to fix, then select **Finalise**.

The P11D is due by 6 July after the tax year ends. Payrolled benefits aren't on the P11D, because the tax was collected through payroll, but they still count for Class 1A. Company car, fuel, van and loan values are entered by hand; statutory valuations aren't calculated.

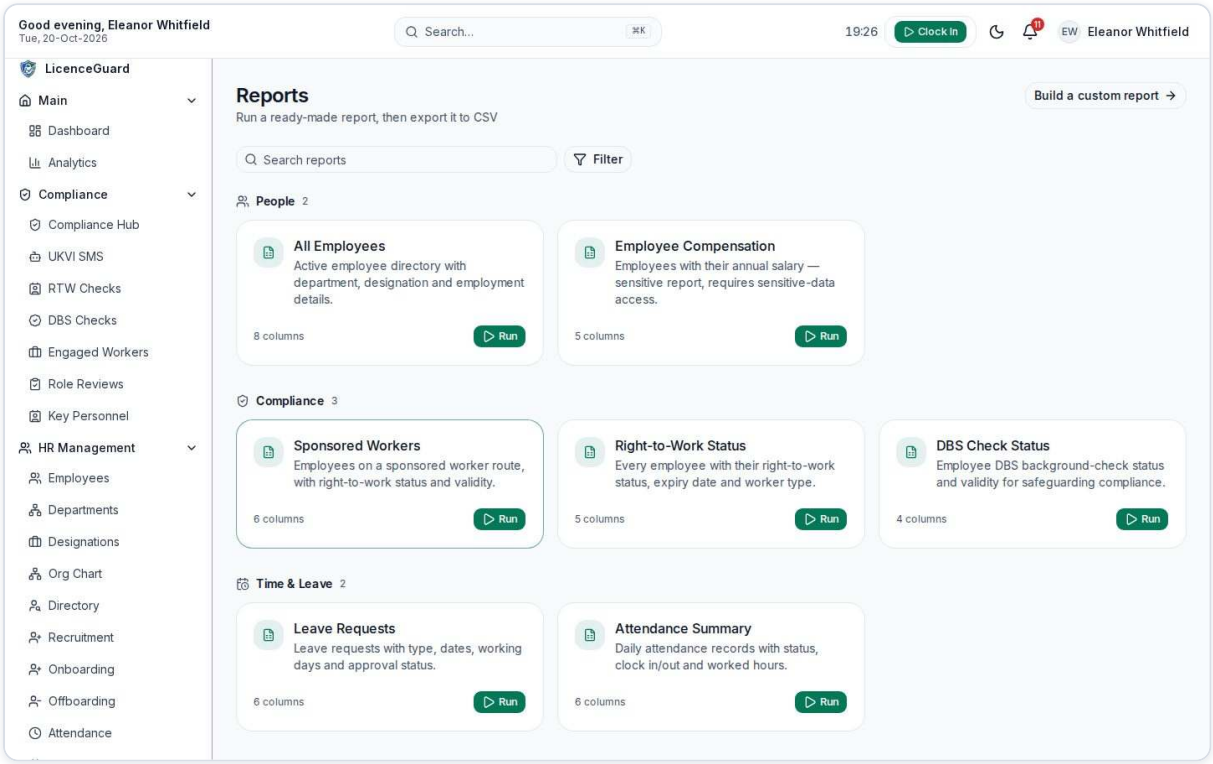
# 38. Reports and the Report Builder

## Ready-made reports

**Where: Reports › Reports**

Ready-made reports are grouped as People, Compliance, Time & Leave and Training: **All Employees**, **Employee Compensation** (salaries; shown only to people who may see sensitive data), **Sponsored Workers**, **Right-to-Work Status**, **DBS Check Status**, **Leave Requests**, **Attendance Summary** and **Training Compliance**.

Select **Run** on a report. It opens with a row count, its columns and rows, and **Export** (CSV, Excel or PDF).




Reports › Reports

## Report Builder

**Where: Reports › Report Builder**

1. Select **New Report**.
2. **Select Data Source**: **Employees**, **Employee Documents**, **Attendance**, **Leave Requests** or **Training**.
3. Tick the fields you want as columns.
4. Add filters and a sort order (optional).
5. Select **Run Report** to preview, enter a **Report name**, then **Export** or **Save Report**.

**Saved Reports** lists your reports with **Run**, **Edit** and **Delete**. **Recent Exports** logs every export: who and when.

**Exports leave LicenceGuard**

Exported files of personal data are your responsibility under UK GDPR once downloaded. Keep the reports permissions to the people who need them.

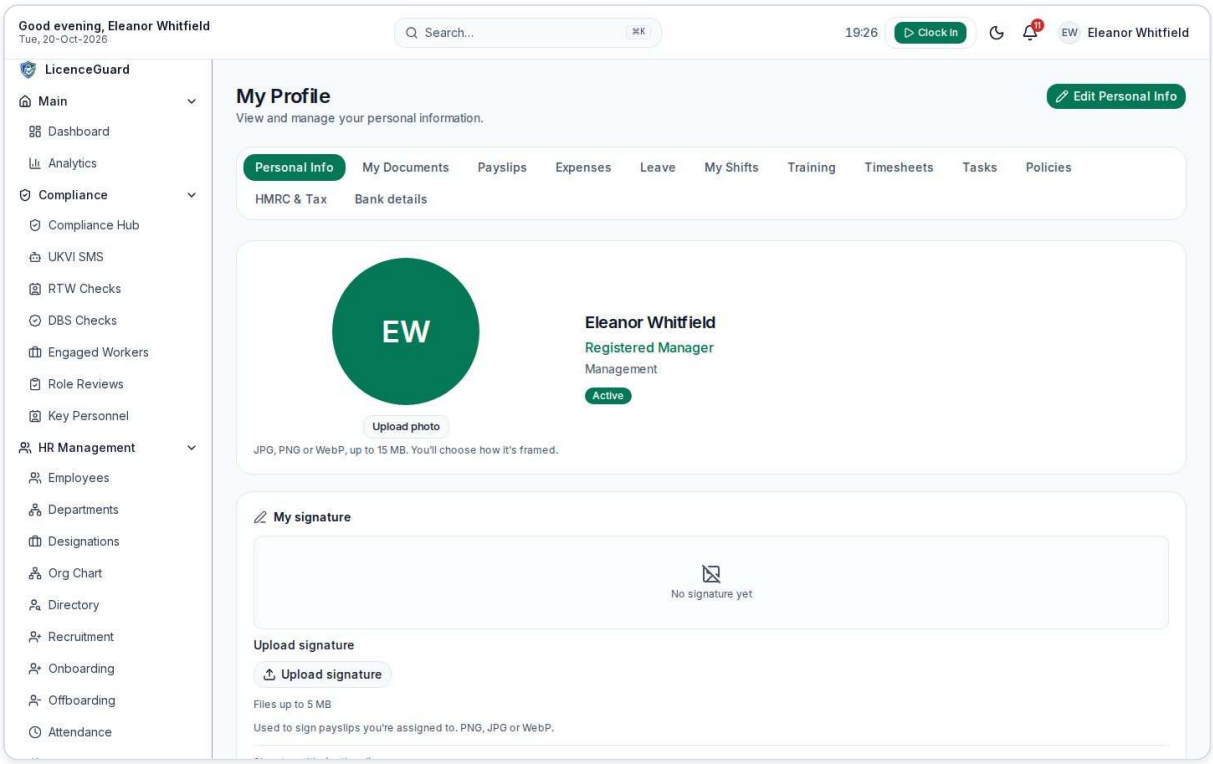
# 39. Your own account and referrals

## My Account

As Organisation Admin you are also an employee. Your own records are under **My Account**:

- **My Profile**: your personal information and photo, your signature (needed to sign pay runs and documents), **My Documents**, **Payslips**, **Expenses**, **Leave**, **My Shifts**, **Training**, **Timesheets**, **Tasks**, **Policies**, **HMRC & Tax** and **Bank details**. Under **Account & Security** you change your sign-in email (with verification), display name, phone and password. You can also choose your own date format.
- **My Payslips** and **My Benefits**.
- **Approvals**: requests waiting on you (Chapter 13).

Staff use the same screens for their own self-service.




My Account › My Profile

Staff can't change their own job title, department, manager, salary, worker type or compliance status; those are for HR.

## Referrals

**Where: Partner › My Referrals** (shown only if your organisation is a referral partner)

You can earn commission by recommending LicenceGuard to other organisations. **My Referrals** shows your referral code (such as REF-7F3K9Q) with **Copy signup link**, the organisations that joined with your code, your commissions, and your wallet and payouts.

A business that signs up through your link has your code filled in; a new customer can also type it into the sign-up form. If you pay by card, you can apply wallet credit to your next bill from **Settings › Billing**;

cash payouts are arranged with our team. If a referred customer's payment is refunded, the commission on it is reduced in proportion.

# Part 4 · How do I achieve…?

# 40. How do I achieve...?

These answers cover goals that LicenceGuard doesn't offer as a single switch, but that you can reach by combining features.

## Hide the Directory and Org Chart from employees

**Your goal:** "I don't want staff browsing the staff list or the org chart."

**Steps:**

1. Go to **System › Roles**, and on the **Employee** row select **Row actions › Menu**.
2. Switch off **Show Directory** and **Show Org Chart**. The preview shows the menu without them.
3. Select **Save menu**, then confirm.

**Why the Employee role:** everyone linked to an employee record holds the Employee role as well as their own, and an item is hidden only when every role a person holds hides it. So this hides them for staff who hold only the Employee role; someone with another role, such as Manager or HR Manager, still sees them unless that role hides them too.

**What changes for them:** **Directory** and **Org Chart** leave their menu and search, and opening those pages shows "Your organisation has turned this off for your role". Their own **My Profile** keeps working. To undo, select **Reset to default** on the same tab.

**Who can do it:** the Organisation Admin.

## Limit a manager to their own team, or an HR person to one department

**Your goal:** "Our line managers should only see their own staff" or "Our kitchen HR lead should only see the kitchen."

**Steps — a manager and their team:**

1. Make sure each team member's **Reporting manager** is set to the manager (**HR Management › Employees › Row actions › Edit**).
2. Give the manager the **Manager** role. It joins with reach **TEAM** (their reporting line) by default.

**Steps — an HR person and one department:**

1. Go to **System › Users**, and on the person select **Row actions › Manage roles**.
2. Select **Revoke** on their current role.
3. Under **Assign a role**, choose the **Role** (such as HR Manager) and set **Scope** to **DEPARTMENT**, then choose the department.
4. Select **Assign role**.

**What else changes:**

- A Manager sees themselves and the people who report to them, directly or further down, in Employees, Leave, Attendance, Timesheets and the other team screens.
- An HR Manager at DEPARTMENT reach sees only that department's people, **and loses every Compliance screen and Travel Records**: these only work for roles held at reach ALL.

- New people appear for the manager as soon as their reporting manager is set.

**Who can do it:** Organisation Admin or HR Manager.

## Let someone view payroll but not run it, or handle expenses only

**Your goal:** "Our HR assistant should be able to look at pay runs but not change them" or "Our bookkeeper only deals with expenses."

**View payroll only:** give them the **HR Executive** role. They can open **Pay Components**, **Pension Schemes** and **Pay Runs**, but can't create, calculate, sign or pay a run. (The **Accountant** role can also view payroll, without HR access.)

**Expenses only:**

1. **System › Roles › New Role**: Code EXPENSES_OFFICER, Name Expenses Officer, Level 2. Select **Create**.
2. **Row actions › Manage permissions** on the new role. Tick **expenses.claims.view**, **expenses.claims.approve**, **expenses.claims.reimburse** and **expenses.claims.documents.view**. Select **Save permissions**.
3. Invite the person with this role, or add it in **Manage roles**. A custom role joins at reach SELF; to let them see everyone's claims, open **Manage roles**, revoke the role and assign it again with **Scope** ALL.

**What else changes:** like everyone, they keep their own self-service (their leave, payslips, documents, the Directory). They can't open payroll.

**Who can do it:** Organisation Admin (creating roles); Organisation Admin or HR Manager (assigning them).

## Change who approves leave, or add a second approval step

**Your goal:** "Leave should go to the line manager first, then HR."

**Steps:**

1. Go to **System › Settings › Approvals** and select **Leave request**.
2. Choose **Yes — route it for approval**.
3. Add step 1: **The requester's manager**.
4. Add step 2: **Anyone with a role**, then **HR Manager**.
5. Leave **Can someone approve their own?** at **No**.
6. Select **Save**. The row now reads "2 approval steps".

The same works for expense claims, timesheets and attendance corrections. For the other actions in the list, a step can be a role or a named person, but not the requester's manager.

**What else changes:**

- Only the step whose turn it is can decide. If HR tries to approve before the manager, LicenceGuard says the request is "routed to" the manager.
- After the manager approves, the request stays **Pending** until HR approves; then it is **Approved**. **Who approves this?** shows each step and who signed it off.
- Requests already waiting keep their old route; the chain applies to new requests.

- If someone has no reporting manager, step 1 goes to the general approval pool.

**Who can do it:** Organisation Admin.

## Make someone both an employee and a manager; give the owner an employee record

**Your goal:** "Our team leaders manage people but also book their own leave and get payslips."

**The answer:** nothing extra is needed. Anyone with an employee record has Employee self-service, whatever their role. Give a team leader the **Manager** role only.

- They see **My Profile**, **My Payslips** and their own leave alongside their team screens.
- They can't approve their own leave unless your approval chain allows self-approval (Chapter 8); someone else approves it.
- **The organisation owner** already has an employee record (code EMP-0001, or the first code in your format), created at sign-up, so they too have My Profile, payslips and leave.

## Someone leaves, or comes back

**Your goal:** "A carer has left. What happens to their access, their leave and their tasks? And how do I take them back?"

**When someone leaves:**

1. **HR Management › Employees › Row actions › Edit** on the person.
2. Set **Employment status** to **Exited** and enter the **Date of exit**. Select **Save**.

**What changes at once:**

- They are signed out everywhere and can't sign in. Their login shows as **Left** in **System › Users**.
- They leave the Directory and Org Chart, and they are no longer offered when you assign tasks, training, shifts, kudos and other new work. Trying anyway says they "have left the organisation".
- Leave can only be booked for them up to their date of exit.
- Their offboarding checklist starts; if they headed a department or managed a site or zone, they stop.
- Their login still takes a seat. Deleting the user would free it but also erases their employee record and documents, so don't delete a leaver whose records you must keep.

**To reinstate someone:**

1. Edit their employee record: set **Employment status** back to **Active** and clear the **Date of exit**. Select **Save**.
2. Go to **System › Users**, find them and select **Row actions › Reactivate**. (Reactivate isn't offered while the employee record still says Exited.)
3. They can now sign in with their old password.

## Correct a missed clock-out, and stop staff editing their own attendance

**Your goal:** "Tom forgot to clock out yesterday" and "staff shouldn't be able to change their own hours."

**Staff already can't edit their own attendance.** This is built in: only the Organisation Admin may edit their own days. Everyone else asks for a correction; HR and Managers, whose Attendance page shows the

team roster, ask someone else to correct their day.

**Steps — the employee:**

1. Open **HR Management › Attendance** (their own attendance page).
2. On the day, select **Request correction**, set the times actually worked (for example 09:00 to 18:30), and say what went wrong.
3. Select **Send request**. The day shows **Awaiting review**.

**Steps — the manager or HR:**

1. Open **Attendance › Corrections** (or **My Account › Approvals**).
2. Select **Approve**. The day's record changes straight away.

You can also correct today's record directly: on the **Today** row, select the pencil (**Edit Attendance**). A Manager can't do this for their own day.

## Import staff in bulk, and fix a row that failed

**Your goal:** "I have 60 staff in a spreadsheet."

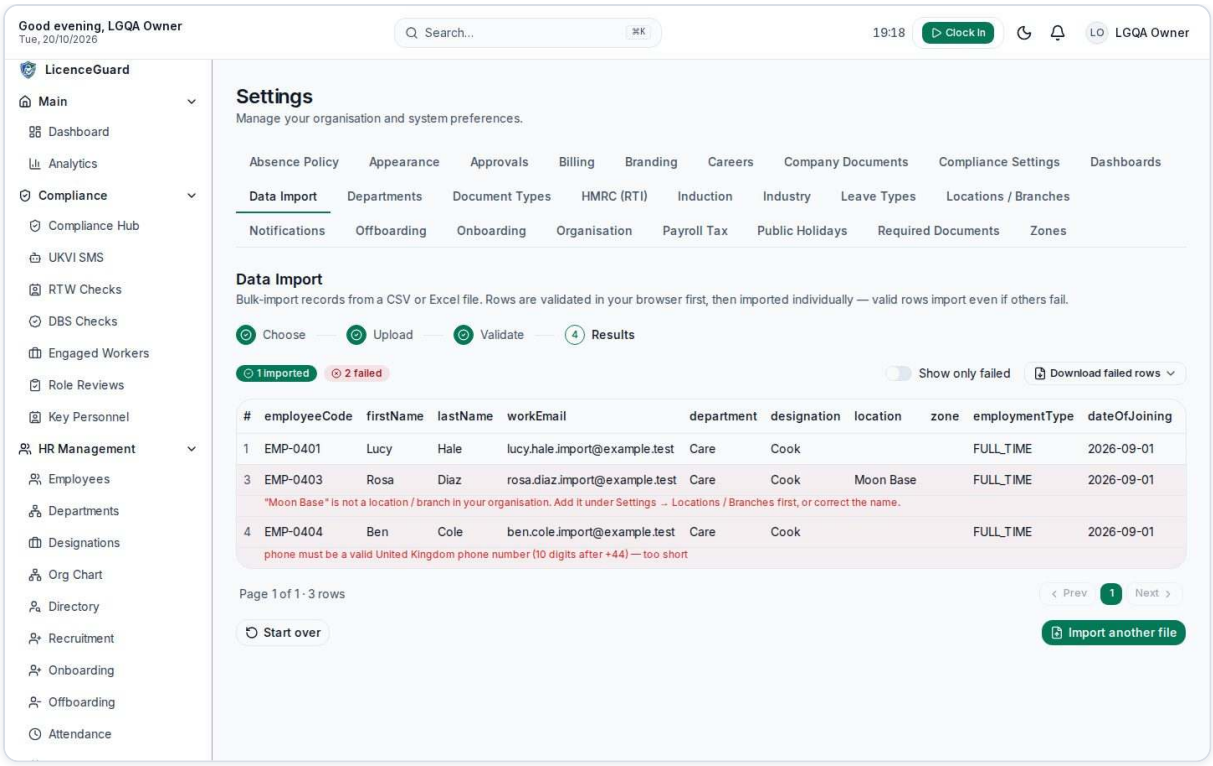
**Steps:**

1. **System › Settings › Data Import**. Under **What to import**, choose **Employees**.
2. Select **Download template**, fill it in (one row per person), and save it as CSV or Excel.
3. Select **Next: upload file** and choose your file.
4. LicenceGuard checks each row in your browser. Rows with a problem, such as a missing date of joining, are marked invalid with the reason. Select **Import N valid rows** to import the rest now, or fix the file first.
5. The **Results** step shows each row as imported, or failed with the reason.
6. Select **Download failed rows**, fix them in the spreadsheet, and import that file. **Import another file** or **Start over** begins again.

**Common reasons a row fails:**

| Message | Fix |
|---|---|
| "... is not a location / branch in your organisation" | Add the site in **Settings › Locations / Branches** first, or correct the name. With only one site, leave the location blank. |
| "phone must be a valid United Kingdom phone number" | Use a full number, such as 07700 900461. |
| A required column is empty (employeeCode, firstName, employmentType, dateOfJoining) | Fill it in. |

Departments and job titles named in the file are created if they don't exist. Imported employees don't get a login until you invite them.




Import results: one row imported, two failed with their reasons

## Change the reminder time, the date format or the organisation year

**Where: System › Settings › Organisation**. Each card has its own **Save**.

| Change | What it affects |
|---|---|
| **Reminder time** | The hour reminder emails arrive, in each person's own time zone, from the next day. Billing and security emails aren't affected. |
| **Date format** | How dates are shown everywhere in the app (lists, payslips, letters), straight away. Exports keep a standard format. People can still choose their own on their profile. |
| **Organisation year** | When leave entitlements reset and carry-over is worked out. Change it only between leave years (Chapter 3). |

## A sponsored worker's visa is expiring

**Your goal:** "Marta's visa runs out in a few weeks. What do I need to do in LicenceGuard?"

1. **Record their permission end date.** In **Compliance › RTW Checks › Record a Check**, record the check you made, with **Permission to work ends** set to their visa end date. LicenceGuard then shows them as **Expiring** and medium risk ("Right to work or permission ends within 30 days"), lists them on the Hub, and reminds them 60, 30 and 7 days before; compliance admins see it in the daily digest.
2. **If they get a new visa:** carry out a new check and record it with the new end date. The latest check sets their status.
3. **If they won't be staying:** track **Report Worker Leaving / Withdraw Sponsorship** in **UKVI SMS** (10 working days from the leaving date), and mark them **Exited** when they go.

**Report a change to UKVI and record the submission sheet** (for example a change of circumstances):

1. On the workflow card, select **Track this**, choose the subject and the date, and fill in the details.
2. Report it in the Sponsor Management System (**Report it** shows where), then select **Mark completed**. Enter the **Submission Reference** the SMS gave you; the details marked "Needed to mark completed" must be filled in.
3. If the SMS asked for a signed declaration (the submission sheet), say so. LicenceGuard sets the sheet's own deadline, 5 working days, and reminds you.
4. When you have sent the sheet, record it as sent on the duty.

**Correct a closed duty:** a completed duty is read-only. Open it (**View obligation**), select **Correct this record**, change what was wrong and say why. The correction is kept in the duty's **History**.

**Switch on record keeping: System › Settings › Compliance Settings › UKVI record keeping** (Chapter 21; Organisation Admin only). Check **What would be removed** first.

**Who can do it:** people who manage compliance (Organisation Admin, HR Manager) with reach ALL.

## Require a document only from some staff; set a document's expiry date

**Your goal:** "Only our nurses need an NMC registration" or "We don't need passports from British staff."

**Only some job titles:**

1. **System › Settings › Required Documents › Add Required Document**.
2. Enter the name, choose the document type, and under **Required of** choose **Specific job titles**, then pick them (such as Registered Nurse). Or choose **Job titles marked as regulated activity**.
3. Select **Add**.

**Only some worker types:** edit the required document and tick only the types it applies to under **Only for these worker types**, such as Sponsored and Other for a visa.

**What else changes:** each person's **Required documents** list on their record, their score and the reminders change straight away.

**Set a document's expiry date:**

1. Open the person's record › **Documents**.
2. Choose the **Document type**, enter the **Expiry date (optional)** and upload the file. Or, for a file the employee uploaded, set the date when you **Verify** it.
3. Later, on a verified document, select **Set expiry date**.

## Turn off a notification, or move it from the bell to email

**Steps: System › Settings › Notifications**. On the event's row, choose **Don't send**, **In-app only**, **Email only** or **In-app and email**. It saves straight away.

**Reminders can't be switched off.** "Your document is expiring", "Your right-to-work or DBS record is expiring", "Your training certification is expiring" and the compliance digest can only be re-timed: select **Change days**, such as 45 and 10 days before. To stop one, stop tracking the record it follows.

## Give one person extra access without changing their role; let staff send kudos

**Your goal:** "I want Tom to be able to send kudos, but he should stay an Employee."

**The answer:** give them a **second role**. A person can hold several roles at once, each with its own reach.

1. Create a small role with just the extra permissions: **System › Roles › New Role** (such as KUDOS_SENDER, level 3), then **Manage permissions** and tick **recognition.kudos.view** and **recognition.kudos.create**.
2. **System › Users › Row actions › Manage roles** on the person. Under **Assign a role**, choose the new role, with **Scope** SELF, and select **Assign role**.

To let **everyone** send kudos, give this role to each person who should (it adds to their Employee role).

## "Why can't I see X?"

A menu item appears only when the person's roles give the permission behind it (and the module is part of your plan), and it isn't turned off in the menu for every role they hold (Chapter 16). This table shows, for each screen, which built-in roles see it. "Everyone" means every person with an employee record.

| Screen | Built-in roles that see it |
|---|---|
| Main › Dashboard | Everyone |
| Main › Analytics | Org Admin, HR Manager, HR Exec |
| Compliance › Compliance Hub | Org Admin, HR Manager, HR Exec |
| Compliance › UKVI SMS | Org Admin, HR Manager, HR Exec |
| Compliance › RTW Checks | Org Admin, HR Manager, HR Exec |
| Compliance › DBS Checks | Org Admin, HR Manager, HR Exec |
| Compliance › Engaged Workers | Org Admin, HR Manager, HR Exec |
| Compliance › Role Reviews | Org Admin, HR Manager, HR Exec |
| Compliance › Key Personnel | Org Admin, HR Manager, HR Exec |
| HR Management › Employees | Everyone |
| HR Management › Departments | Org Admin, HR Manager, HR Exec, Accountant, Manager |
| HR Management › Designations | Org Admin, HR Manager, HR Exec, Accountant, Manager |
| HR Management › Org Chart | Everyone |
| HR Management › Directory | Everyone |
| HR Management › Recruitment | Org Admin, HR Manager, HR Exec, Manager |
| HR Management › Onboarding | Everyone |
| HR Management › Offboarding | Everyone |
| HR Management › Attendance | Everyone |

| Screen | Built-in roles that see it |
|---|---|
| HR Management › Timesheets | Everyone |
| HR Management › Leave Management | Everyone |
| HR Management › Expenses | Everyone |
| HR Management › Benefits | Org Admin, HR Manager, HR Exec |
| HR Management › Shifts | Org Admin, HR Manager, HR Exec, Manager |
| HR Management › Training | Everyone |
| HR Management › Performance | Everyone |
| HR Management › Tasks | Everyone |
| HR Management › 1:1 Meetings | Everyone |
| HR Management › Announcements | Everyone |
| HR Management › Travel Records | Org Admin, HR Manager, HR Exec |
| Documents › Policies | Everyone |
| Documents › Document Generator | Org Admin, HR Manager, HR Exec |
| Reports › Report Builder | Org Admin, HR Manager, HR Exec |
| Reports › Reports | Org Admin, HR Manager, HR Exec |
| Engagement › Recognition | Everyone |
| Engagement › Surveys | Everyone |
| My Account › My Profile | Everyone |
| My Account › My Payslips | Everyone |
| My Account › Approvals | Everyone |
| My Account › My Benefits | Everyone |
| Finance › Pay Components | Org Admin, HR Manager, HR Exec, Accountant |
| Finance › Pension Schemes | Org Admin, HR Manager, HR Exec, Accountant |
| Finance › Pay Runs | Org Admin, HR Manager, HR Exec, Accountant |
| Finance › P11D & Class 1A (UK only) | Org Admin, HR Manager |
| Finance › Employer Payment Summary (UK only) | Org Admin, HR Manager |
| Finance › Invoicing | Org Admin |
| Partner › My Referrals | Org Admin |
| System › Settings | Org Admin, HR Manager, HR Exec, Manager |
| System › Users | Org Admin, HR Manager, HR Exec, Manager |

| Screen | Built-in roles that see it |
|---|---|
| System › Roles | Org Admin, HR Manager, HR Exec |
| System › Invitations | Org Admin, HR Manager, HR Exec |
| System › Lookups | Org Admin, HR Manager, HR Exec, Manager |
| System › Audit Log | Org Admin |
| Help › Help Centre | Everyone (can't be turned off) |
| Help › Ask LicenceGuard | Everyone |

Notes:

- For **Compliance** screens, **Travel Records** and generated letters, the role must also be held with reach ALL (Chapter 11). **My Referrals** shows only if your organisation is a referral partner.
- An employee who opens **Employees** sees only their own record. Managers can open **Departments**, **Designations**, **Settings**, **Users** and **Lookups** to look things up, but can't change them.
- If the screen is turned off in the menu for the person's roles, switch it back on in **System › Roles › Row actions › Menu**.
- If someone needs a screen their role doesn't give, add a second role (recipe above) or change their role. If you are not the Organisation Admin, ask your Organisation Admin.

# Part 5 · Troubleshooting, glossary and help

# 41. Troubleshooting

## Something is missing or empty

| What you see | Why | What to do |
|---|---|---|
| A person says their lists are empty | Their role's reach is SELF (only themselves), or they are a Manager and nobody has them as reporting manager. | Check their reach in **System › Users › Manage roles** (Chapter 11), and set reporting managers. |
| An HR person can't see the Compliance menu | Their HR role is held at TEAM, DEPARTMENT or SELF reach. Compliance needs reach ALL. | Assign the role with reach ALL. |
| A menu item is missing | Their roles don't give the permission behind it. | See "Why can't I see X?" in Part 4. |
| Someone isn't in the Directory or Org Chart | They have left, or their invitation hasn't been accepted yet. | Ask them to accept the invitation, or re-send it from **System › Invitations**. |
| Someone isn't offered when assigning a task, training or a shift | They have left the organisation. | Leavers can't be given new work. Reinstate them first if they are back (Part 4). |
| Someone isn't in a compliance picker (RTW, DBS, role reviews) | Compliance pickers list only people with a user account or a pending invitation. | Invite them, or record the check as **Ad-hoc / Candidate**. |
| A leave balance says **Not set** | The leave type's allowance is still 0, or the overnight update hasn't run yet. | Set **Default Days** in **Settings › Leave Types**, or set the person's entitlement on their **Leave** tab now. |
| A required document shows **Not linked to a document type** or **Unmapped** | It isn't linked to a document type, so no file can count for it. | Edit it in **Settings › Required Documents** and choose the document type (Chapter 10). |
| A document was uploaded but the score didn't change | It hasn't been verified, or it isn't a type any required document is linked to. | Verify it (Chapter 23) and check the required document's link. |
| An employee can't see a payslip | The pay run hasn't been signed yet. | Sign the run (**Sign & issue**, or ask the signatory). |
| **Download PDF** is greyed out for letters or payslips | Branding isn't complete. | Complete **Settings › Branding** (Chapter 4). |
| Nobody gets overtime on their payslip | No employment type is ticked under **Who gets paid overtime**. | Tick them in **Settings › Absence Policy** (Chapter 7). |
| Everyone's compliance score dropped | A new required document was added, or records haven't been updated for 90 days (the Reporting area). | See Chapter 17. |
| The sign-up email code doesn't arrive | It may be in spam or junk. | Search your inbox for "LicenceGuard", or use **Resend code** after a minute. |

## Messages you may see

| Message (or the start of it) | What it means | What to do |
|---|---|---|
| "An account with this email already exists." | The email already belongs to a LicenceGuard account, here or at another organisation. | Use a different work email. |
| "Please use a permanent work email." | The email is from a throwaway email service. | Use your work email. |
| "That code is not correct." / "Your code expired — request a new one." / "Too many attempts — request a new code." | Sign-up email code problems. | Check the code, or select **Resend code**. |
| "This referral code isn't active." | The referral code doesn't exist or is switched off. | Check it, or leave it empty. |
| "Billing setup needed" | The organisation's card hasn't been added yet. | The Organisation Admin adds a card (Chapter 1). |
| "Your payment needs your attention" | The last card payment failed or needs confirming. | Select **Confirm or update card** (Chapter 12). |
| "You do not have permission to perform this action" | Your roles don't allow this. | Ask your Organisation Admin. |
| "Not available — This page isn't part of your organisation's plan, or you don't have access to it." | The screen isn't in your plan, or your roles don't give it. | Use the menu; ask your Organisation Admin. |
| "System roles cannot be edited." | The built-in roles are fixed. | Create your own role instead (Chapter 16). |
| "This approval is routed to ..." | An approval chain gives this step to someone else. | Wait for them, or the Organisation Admin can send it back to the general pool. |
| "Your organisation does not allow approving your own request." | Self-approval is switched off for this action. | Someone else approves it. |
| "You cannot change your own attendance. Ask HR to correct it, or raise a correction request." | Nobody edits their own attendance except the Organisation Admin. | Request a correction (Chapter 24). |
| "... has left the organisation, so they cannot be assigned ..." | The person is marked Exited. | Reinstate them first, if they are back. |
| "... leave can only run up to their exit date." | Leave for a leaver must end by their date of exit. | Change the dates. |
| "... cannot be given back their login — reinstate their employee record first." | Their employee record still says Exited. | Set it back to Active, then **Reactivate** the login (Part 4). |
| "Enter the SMS submission reference to mark this obligation completed." | A UKVI duty needs the reference the SMS gave you. | Enter the submission reference. |
| "Fill in the details this report needs to mark it completed." | Some of the duty's details are still blank. | Fill in the fields marked "Needed to mark completed". |

| Message (or the start of it) | What it means | What to do |
|---|---|---|
| "This duty is completed, so it is read-only." | Closed UKVI duties can't be edited directly. | Use **Correct this record** and say why. |
| "... cannot be switched off — choose in-app instead, or stop tracking the record ..." | Expiry reminders can't be turned off. | Re-time it with **Change days**. |
| "... is not a location / branch in your organisation." | An import row names a site that doesn't exist. | Add the site, or correct the name (Part 4). |
| "phone must be a valid United Kingdom phone number ..." | The phone number is incomplete. | Enter the full number. |
| "Add your signature first — go to My Profile → My Signature, then sign." | You need a signature on file to sign pay runs. | Upload your signature in **My Profile**. |
| "That person hasn't uploaded a signature yet, so they can't be assigned." | The chosen pay-run signatory has no signature. | Ask them to upload one, or choose someone else. |

# 42. Glossary

| Term | Meaning |
|---|---|
| **Approval chain** | The steps a request goes through before it is approved, set in Settings › Approvals. |
| **Authorising Officer (AO)** | The senior person responsible for your sponsor licence. Recorded in Key Personnel. |
| **CoS (Certificate of Sponsorship)** | The electronic record you assign in the SMS to a worker you sponsor. There are **defined** and **undefined** CoS; the UKVI SMS workflows explain when each is used. |
| **CoS year** | The 12-month period your undefined CoS allocation covers. |
| **Compliance Score** | LicenceGuard's internal 0–100% measure, averaged across your employees. Not a Home Office, UKVI or CQC rating. |
| **DBS** | The Disclosure and Barring Service, which issues criminal record checks (Basic, Standard, Enhanced, Enhanced + Barred List). |
| **DBS Update Service** | A DBS subscription that keeps a certificate up to date, so it can be re-checked online. |
| **Designation** | LicenceGuard's word for a job title. |
| **Engaged worker** | Someone who works for you but isn't your employee, such as agency staff or a contractor. |
| **EPS (Employer Payment Summary)** | A monthly HMRC return of amounts you reclaim or owe, such as statutory pay recovered. |
| **eVisa** | The digital record of someone's immigration permission. |
| **FPS (Full Payment Submission)** | The RTI return of each payday's pay and deductions. |
| **IDVT** | Identity document validation technology: an identity service provider checks identity documents digitally. |
| **Key Contact** | The person the Home Office contacts about your licence. Recorded in Key Personnel. |
| **Level 1 User** | A person who runs your licence day to day in the SMS. (New Level 2 Users can't be added.) |
| **NI category** | The National Insurance letter (usually A) that sets which NI rates apply. |
| **PAYE** | Pay As You Earn: income tax and NI deducted through payroll. |
| **P11D / Class 1A** | The annual return of benefits in kind, and the employer National Insurance due on them. |
| **Pay profile** | An employee's payroll set-up: pay basis, frequency, tax code, NI category, pension and loans. |
| **Qualifying earnings** | The band of earnings that workplace pension contributions are usually worked out on. |
| **Reach (scope)** | Whose records a role works on: ALL, DEPARTMENT, TEAM or SELF. |
| **Regulated activity** | Work such as personal care that needs a DBS check; mark job titles as regulated in Designations. |

| Term | Meaning |
|---|---|
| **Required document** | A document your organisation needs a person to hold, such as a contract or right to work evidence. |
| **Rota** | The days someone works on their shift, set when the shift is assigned. Other days are rest days. |
| **RTI** | Real Time Information: the PAYE returns employers send HMRC on or before each payday. |
| **RTW (right to work) check** | The check an employer makes that someone may work in the UK, for example using their share code. |
| **Share code** | A 9-character code a person gets from GOV.UK so an employer can check their right to work online. |
| **SMS (Sponsor Management System)** | The Home Office's online system for sponsors. Nothing to do with text messages. |
| **SOC code** | The four-digit Standard Occupational Classification code of a sponsored job. |
| **Sponsored worker** | Someone you sponsor under a licence route, such as the Skilled Worker route. |
| **Tax code** | HMRC's code (such as 1257L) that sets how much tax-free pay someone gets. |
| **UKVI** | UK Visas and Immigration, the part of the Home Office that runs the sponsorship system. |
| **Working days** | Monday to Friday, not counting bank holidays. UKVI reporting deadlines count working days. |

# 43. Getting help

- **In LicenceGuard:** most screens explain themselves; look for the notes under each card and the **How is this calculated?** buttons on the Compliance Hub.
- **Your own setup:** the Organisation Admin can change settings, roles and approvals. Staff should ask their Organisation Admin or HR team first.
- **Contact us:** if you can't find what you need, message us on WhatsApp at **+44 7853 534920**, or email **support@licenceguard.co.uk**. Tell us your organisation's registration number (it is on **Settings › Billing**), what you were trying to do, and any message you saw.

> **Important**
> LicenceGuard doesn't submit anything to UKVI or HMRC, and doesn't carry out Right to Work or DBS checks itself.