Pure user guide: Staff Profile FAQ’s

Staff Profile FAQ’s

My name has an accent but is not coming through – why?

Pure does support accents however they are not stored in the HR system. If your accent is on your surname, please copy and paste your surname into the “last name known as” field, and this will be displayed on your portal webpage. We are going to collate lists of accents on forenames annually to manually put them into Pure in the backend, so please email rso-systems@lancaster.ac.uk with your name to be added.

I have been continuously employed at Lancaster. Why do I have multiple employment records?

Everyone who was here prior to 2006 will have at least 2 employment records. This is related to the changes that occurred following the job evaluation process, when everyone was moved to a new grading system. Unless your records look wrong, you should ignore this issue, as it won’t affect your public facing web profile.

My employment history looks wrong - my post changes aren’t showing correctly

For a few of you, your employment history will look incorrect. This is to do with the way data is being imported into Pure from HR. The decision was made, in order to simplify the interface between HR & PURE, to restrict slightly some of the historical information coming into Pure from the HR database. Whilst not ideal this was necessary otherwise the interface was too complex for historical posts. This issue will not affect your public facing web profile and the correct information is stored within HR.

My current job title is incorrect – how can this be changed?

Your job title shown in Pure should reflect the job title shown on your contract, if this is not the case it needs to be changed in the HR database. Please ask your line manager to contact HR with the correct information.

How do I edit my office location?

Please see the user guide on editing your profile.

How do I add/amend my phone number?

Details on how to add your phone number can be found at our Pure Support webpage: http://www.lancs.ac.uk/pure/ - please see the box on the right hand side.
Why are my former students not listed in Pure under my supervision tab?

Only students who have graduated or left since 1st January 2007 are being brought into Pure from LUSI. If the student has graduated since 2007 and they are still not listed, the supervisor information in LUSI could be incorrect. Please check this with your relevant Departmental representative. If the supervisor details are incorrect in LUSI, student registry will be able to amend this.

This User Guide is in addition to the videos, as well as the detailed help sections, that are located in Pure.

If you find any wrong or incomplete information in this guide do alert us so that we can update it. Please contact rso-systems@lancaster.ac.uk.