HR CONNECT

QUICK REFERENCE GUIDE

SELF-SERVICE GUIDE:

APEX FACES CASE MANAGEMENT – HYBRID WORKSTYLE AGREEMENT

Introduction:

This Quick Reference Guide shows you how to access APEX FACES (Fujitsu Application Customer Experience Solutions).

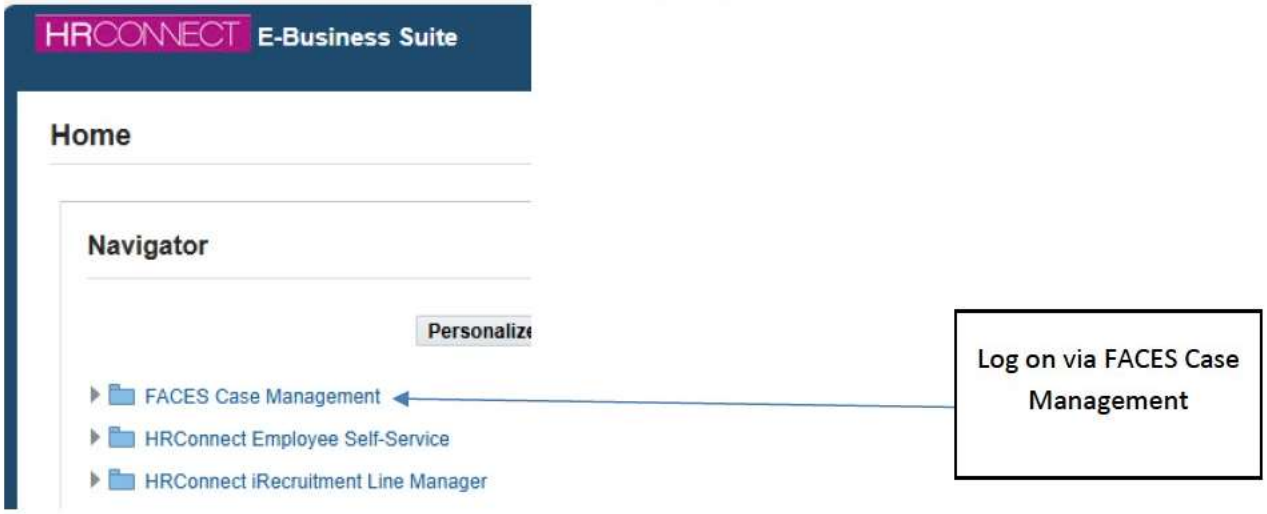
If you have Policy or System questions, please contact HRConnect

NICS
Direct Dial: 1464
External Dial: 0800 1 300 400
Email:NICS@HRConnect.nigov.net

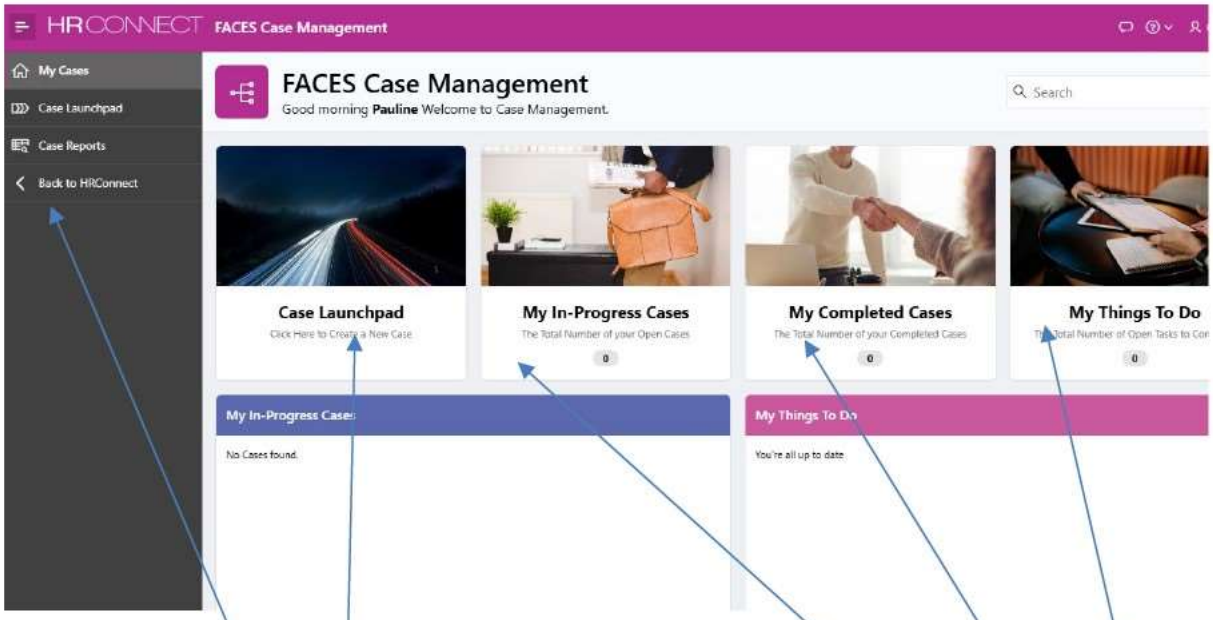
DOJ
Direct Dial: 1465
External Dial: 0800 1300 500
Email:NIO@HRConnect.nigov.net

If you have any queries regarding this Guidance, please email APEX.FACES@finance-ni.gov.uk

Log on to HRConnect and click on FACES CASE MANAGEMENT:



The following page will appear:



Click on the options within the dashboard to navigate your way through Case Management:

1. Case Launchpad – click here to create a new case or to commence an application process:

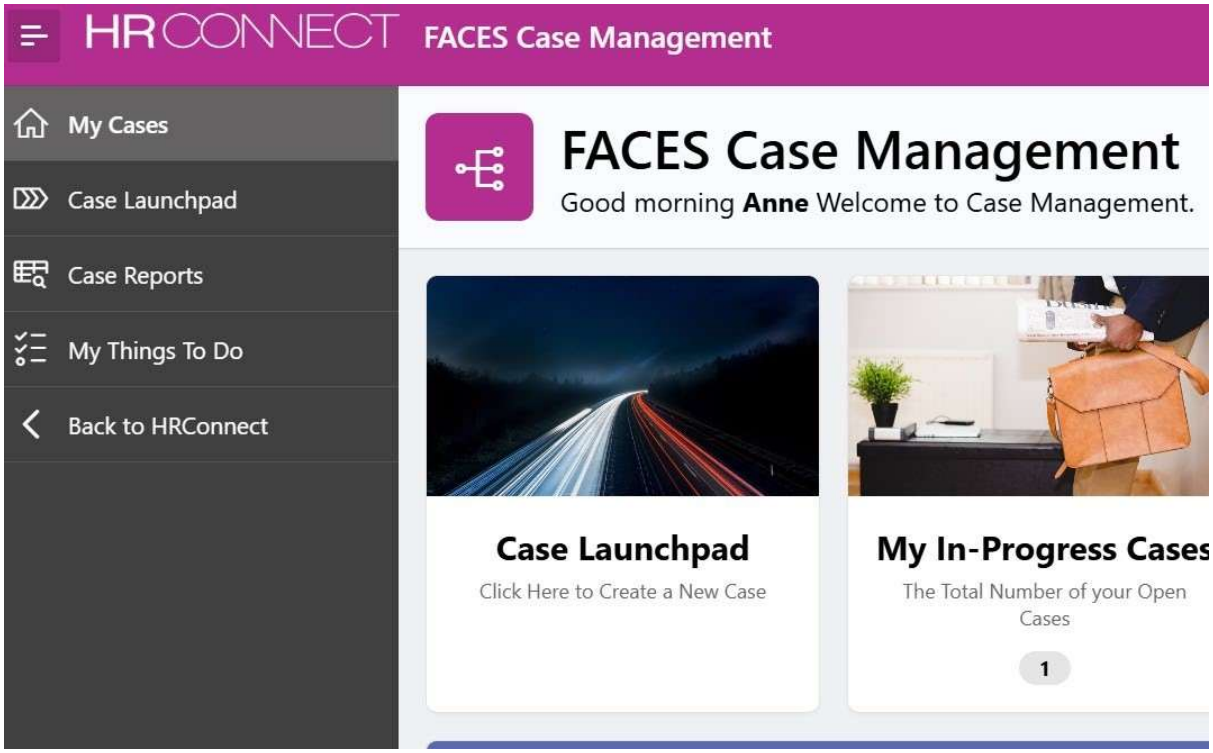
2. My In-Progress Reviews - click here to review the progress of your case.

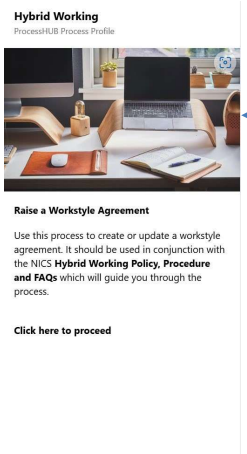
3. My Completed Cases - click here to see your cases that have been completed.

4. My Things to Do – This is probably the most important option as you can see the open tasks that you need to complete.

5. To return to HRConnect click on the option on the Top Left-hand Menu.

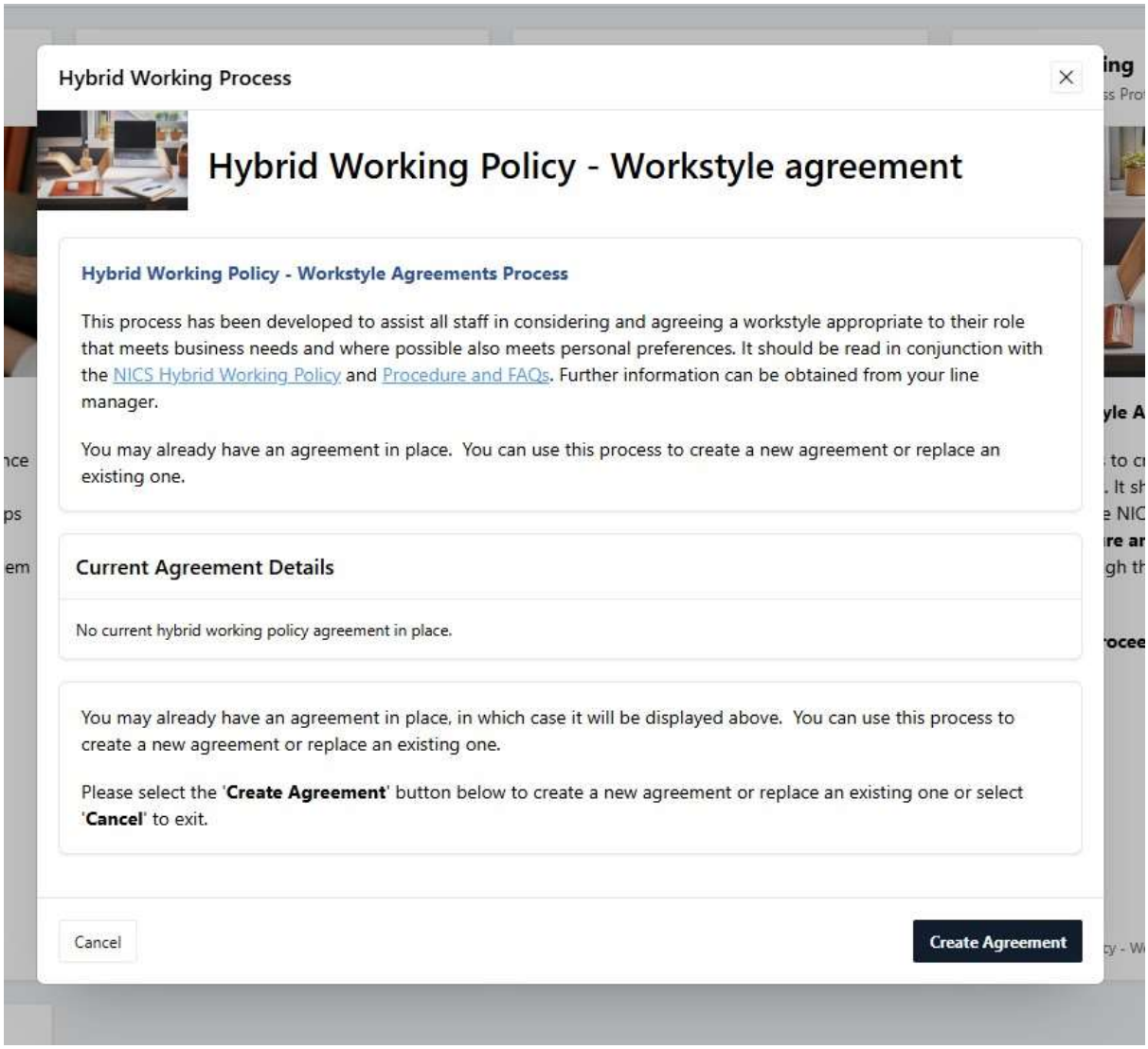
Please click on Case Launchpad to create a new case or to commence an application process.



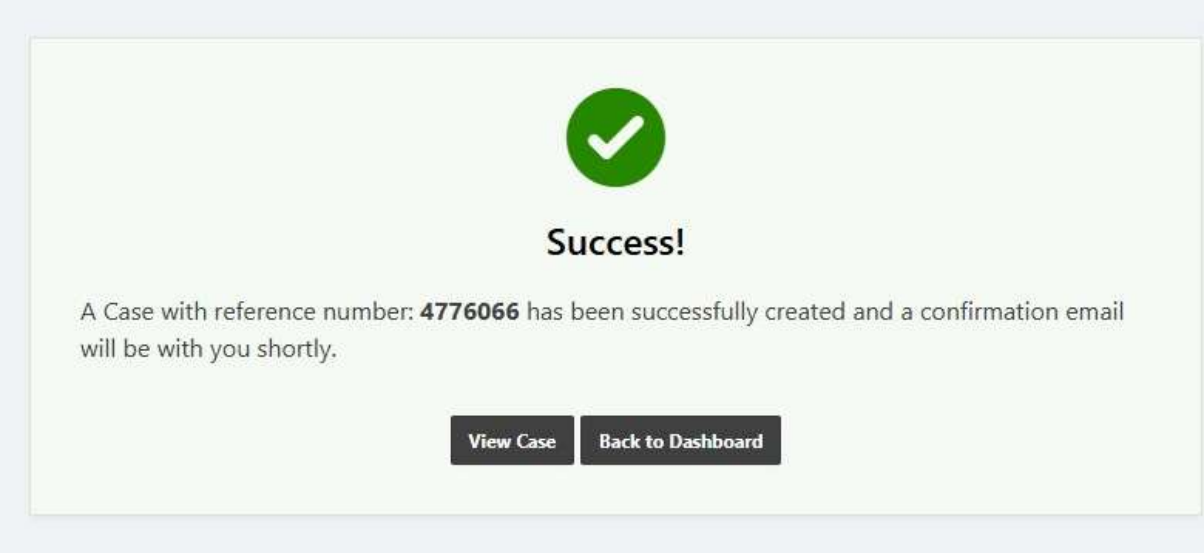


Once you are on the Case Launchpad Page you can then click on Hybrid Working to raise a workstyle agreement

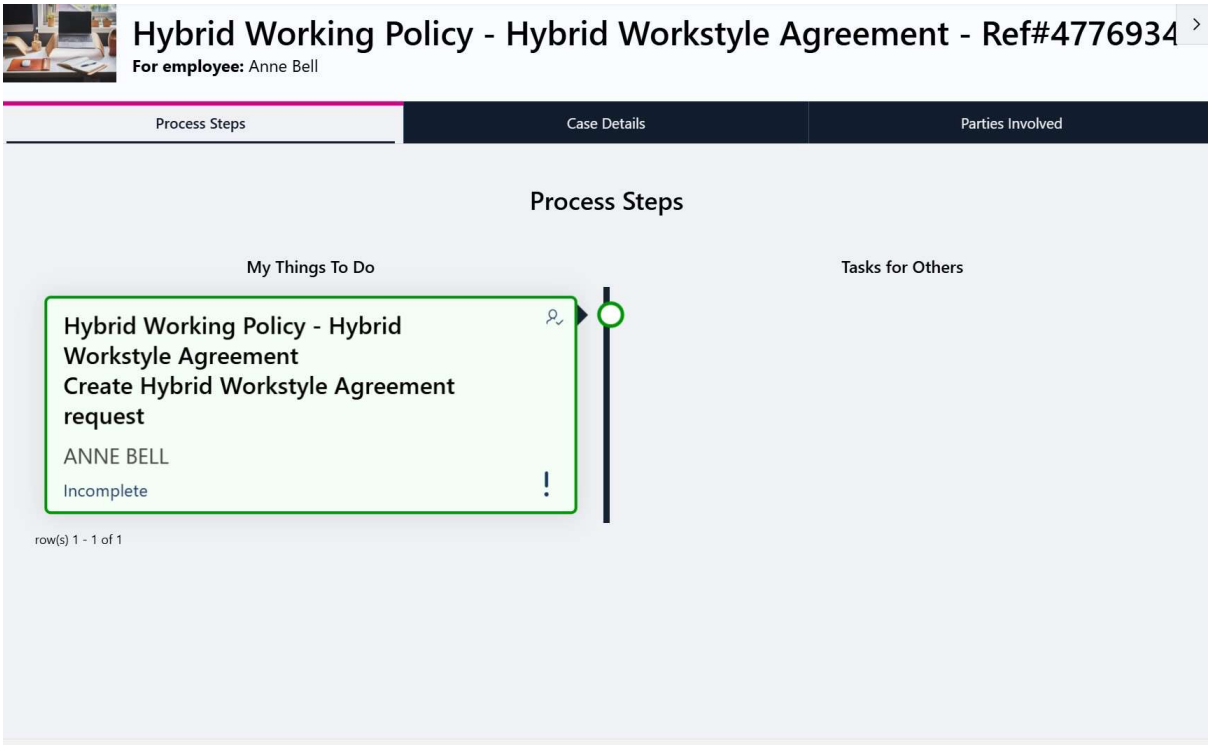
Click on “Create Agreement” to create a new agreement or replace an existing one.



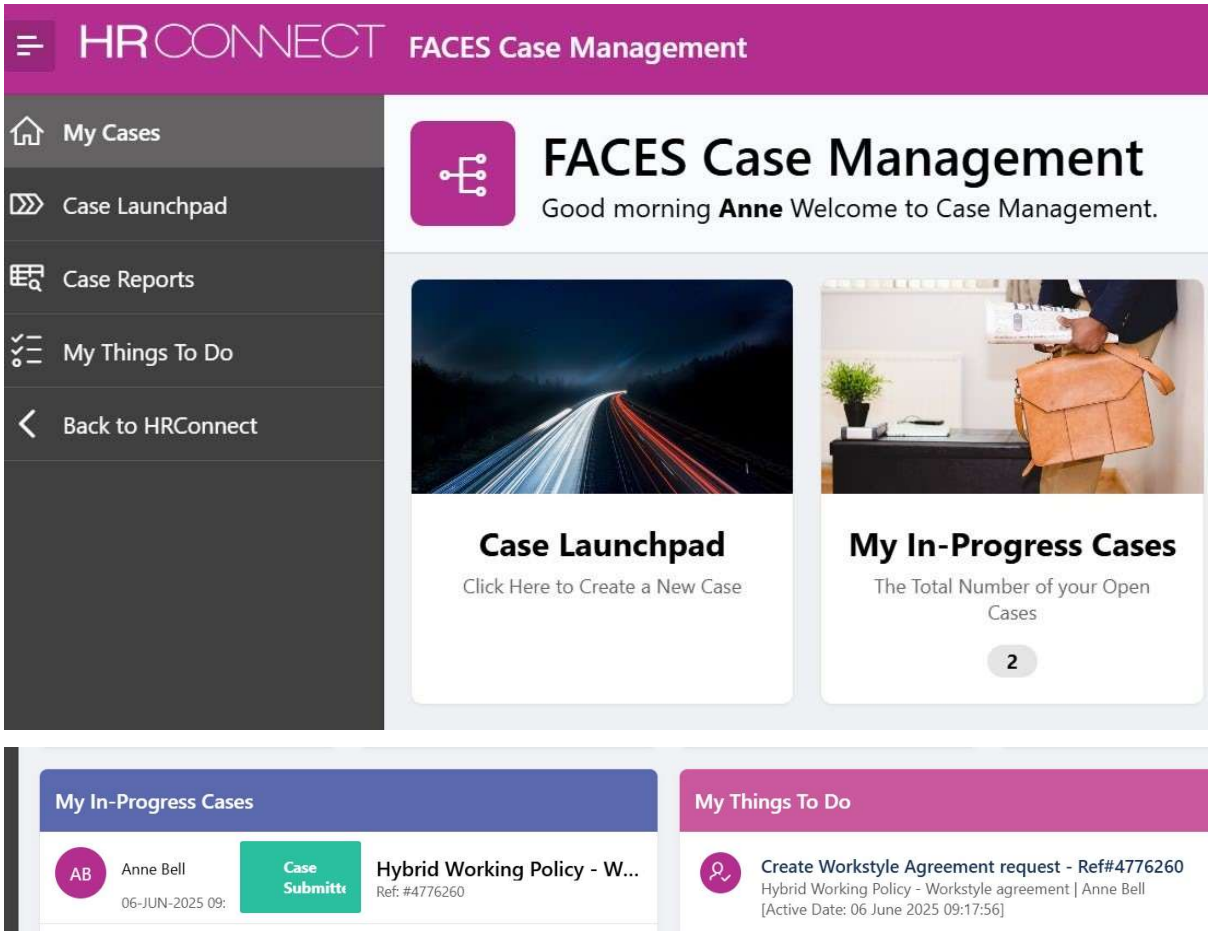
You can continue to complete the WSA from here if you click on ‘View Case’?



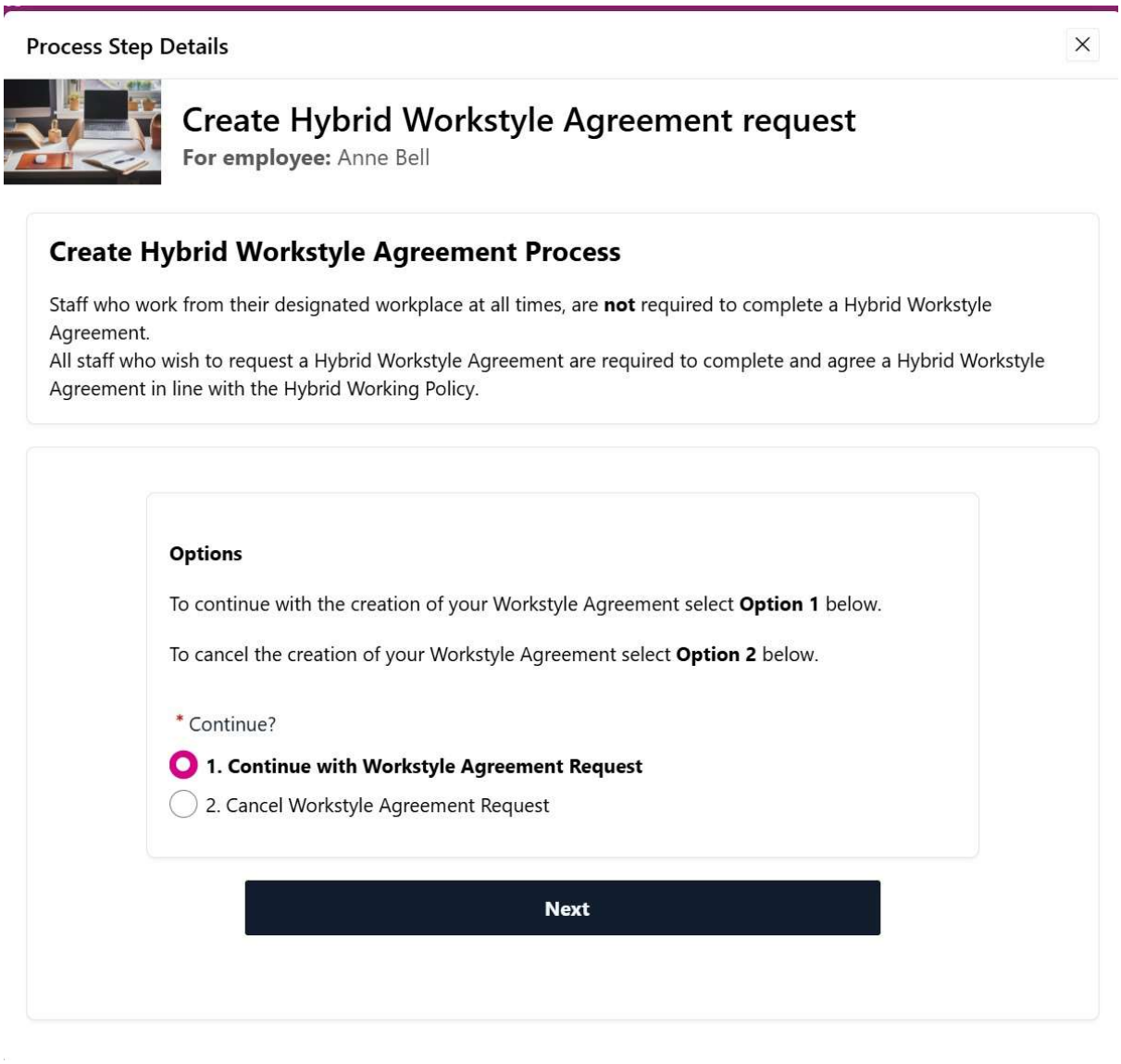
Click on option one and this screen appears – View Case



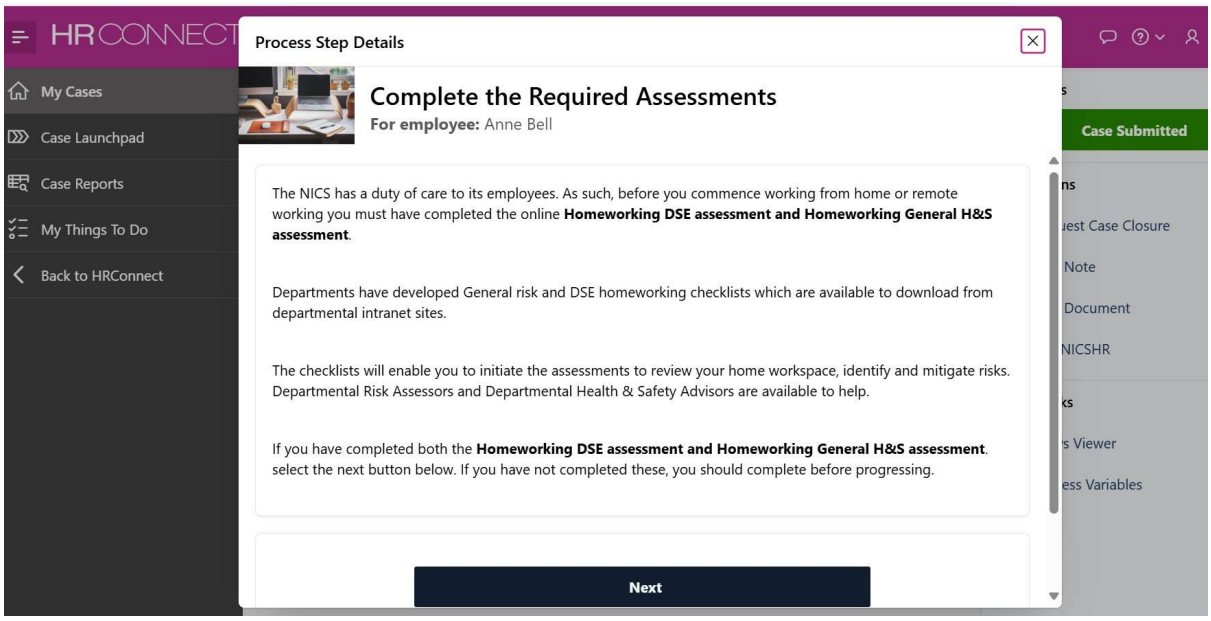
Click on option two and this screen appears – back to Dashboard, but you can access your case from the tile entitled – My In-Progress Cases or from the detail contained below and it will take you back into the process steps.



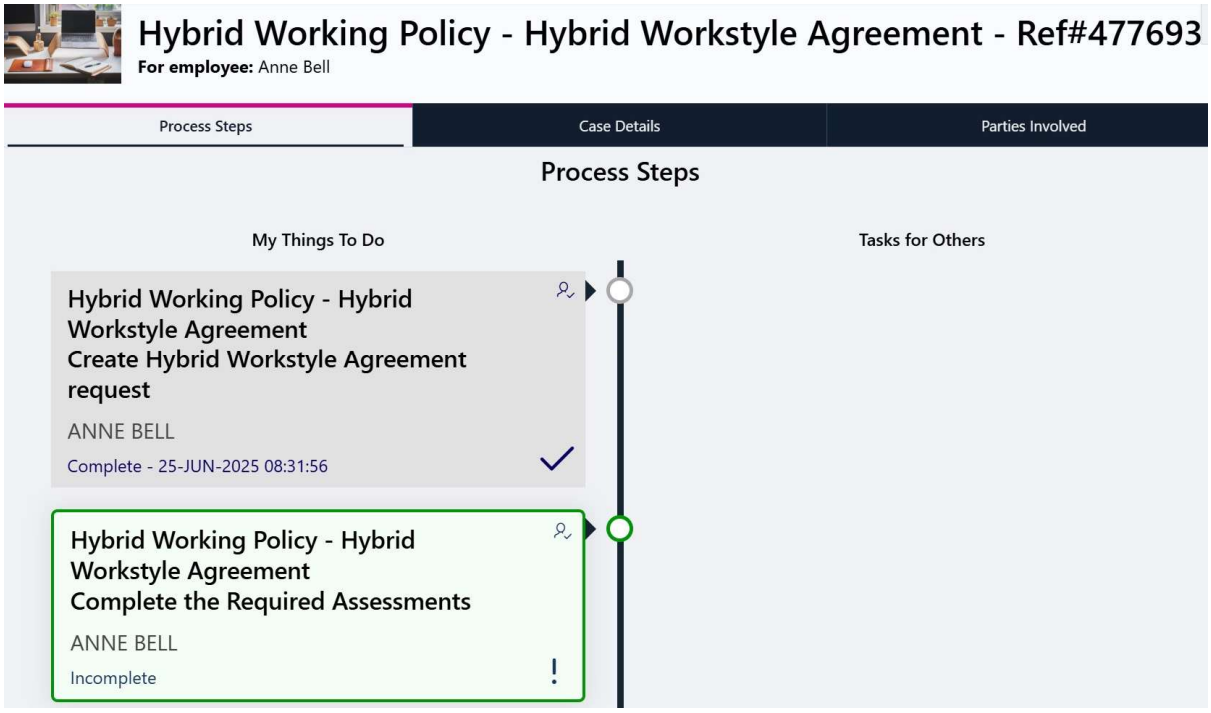
Click on either process step to start the process.



If you wish to continue – please select option 1 if you wish to progress with your application. If you wish to cancel the request – please select option 2 and follow the instructions. Select "Next"

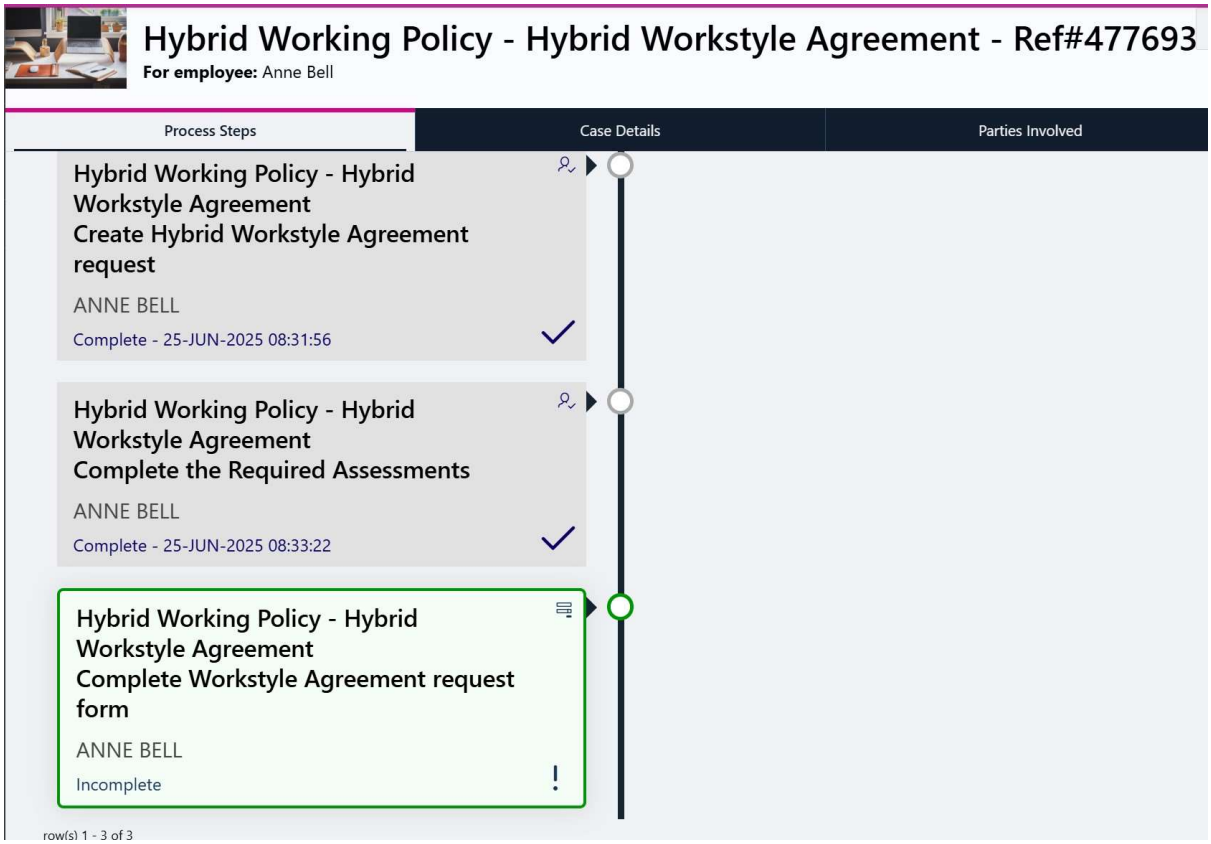


Please complete the required Assessment – APEX-FACES will give you a prompt which details those requirements.

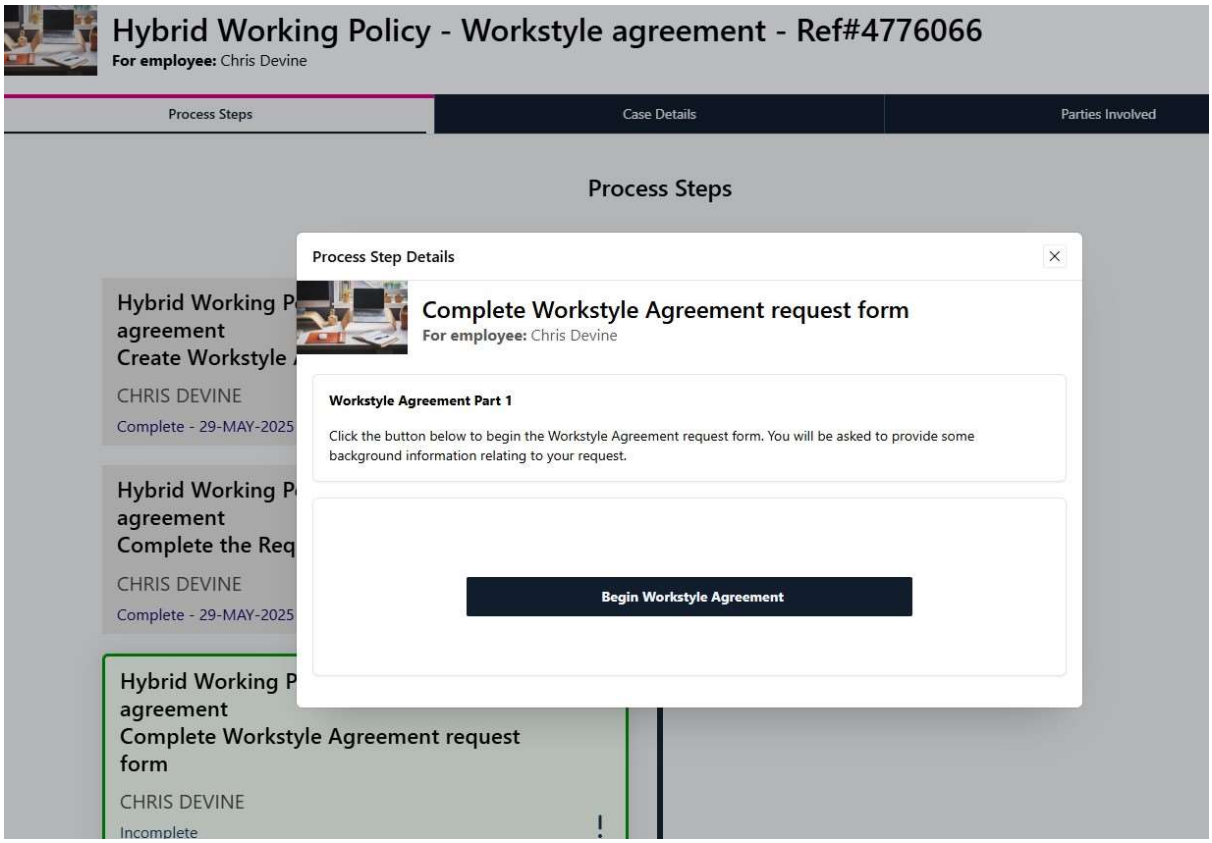


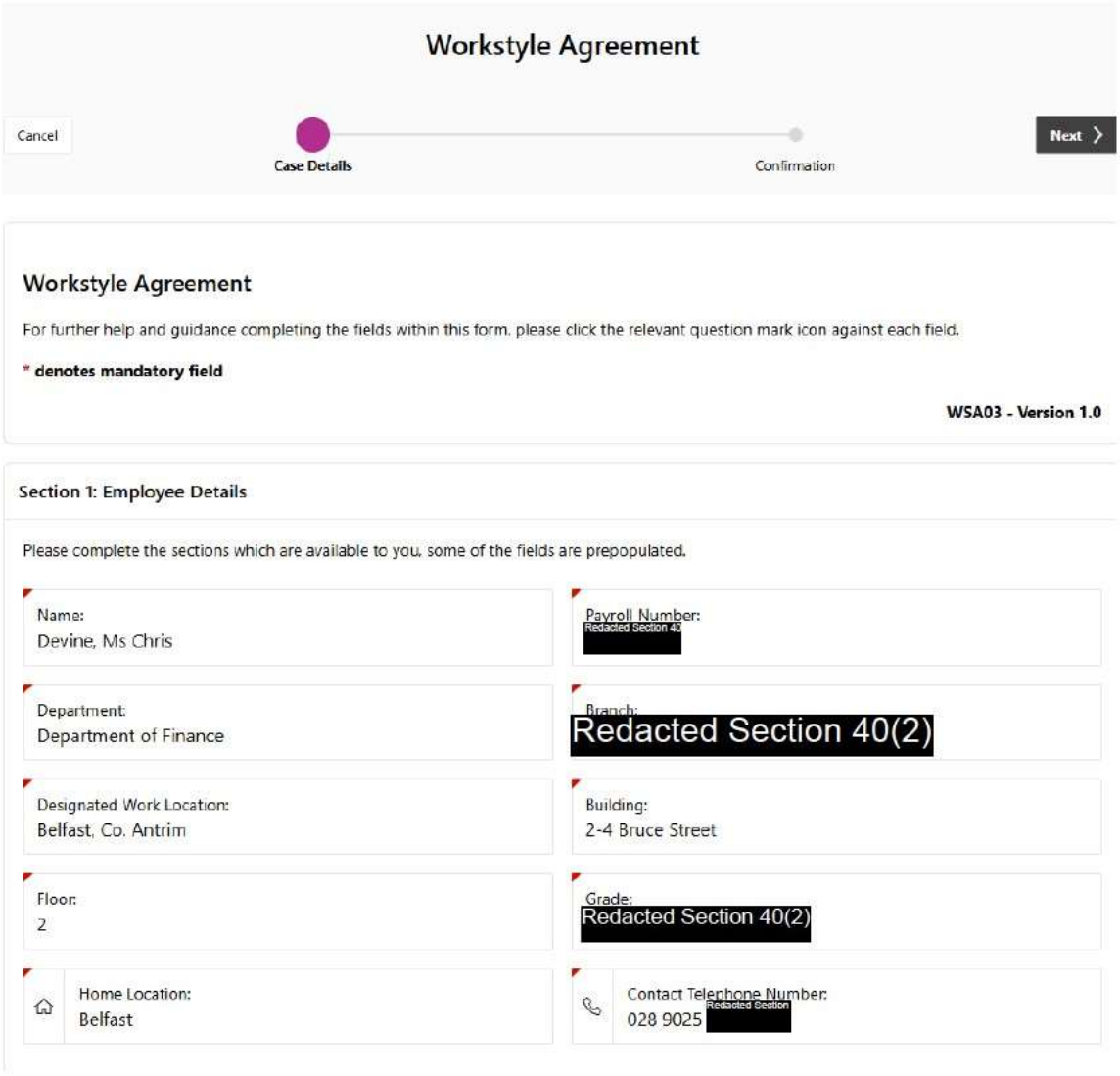
Please complete the required Assessment – APEX-FACES will give you a prompt which details those requirements.

You can now click on the step to complete your Workstyle Agreement form.



Please click on “Begin Workstyle Agreement”.





Workstyle Agreement

Cancel

Case Details

Confirmation

Next

Workstyle Agreement

For further help and guidance completing the fields within this form, please click the relevant question mark icon against each field.

* **denotes mandatory field**

WSA03 - Version 1.0

Section 1: Employee Details

Please complete the sections which are available to you, some of the fields are prepopulated.

Name:
Devine, Ms Chris

Payroll Number:
Redacted Section 40

Department:
Department of Finance

Branch:
Redacted Section 40(2)

Designated Work Location:
Belfast, Co. Antrim

Building:
2-4 Bruce Street

Floor:
2

Grade:
Redacted Section 40(2)

Home Location:
Belfast

Contact Telephone Number:
028 9025 Redacted Section

If you have a Reasonable Adjustment, please **DO NOT** include any medical or personal information in this box. Simply typing in **Yes**, will be sufficient for this form.

Where you see a question mark, you can click on this to get more information relating to the question.

Background Information

- [ ] I have existing reasonable adjustments in place and I am content that my home environment meets my needs.
- [ ] I have issues that might restrict my hybrid working or the effective date.

Section 2: Hybrid Working Request

Has your job role been identified as suitable for hybrid working? *

- ( ) Yes
- ( ) No

What is your current working pattern? *

- ( ) Full-time
- ( ) Part-time

Proposed hybrid working pattern days for workplace attendance: *

- [ ] Mon [ ] Tues [ ] Wed [ ] Thurs [ ] Fri [ ] Sat [ ] Sun

Section 3: Declaration

You must ensure that you have read and understood the statements below before submitting this form.

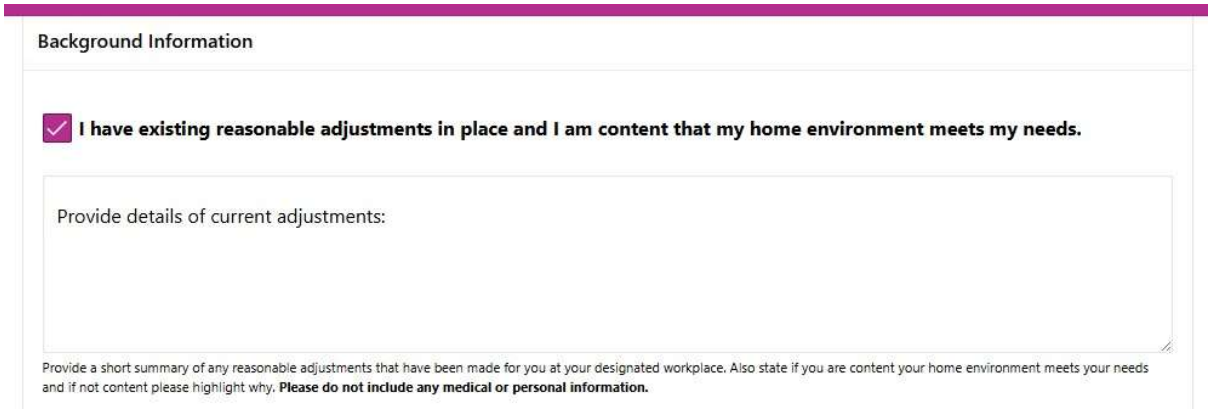
- [ ] I have read, understand and accept the Hybrid Working policy and procedure. *
- [ ] I understand the expectations regarding my job role and performance when working remotely. *
- [ ] I will comply with all health and safety requirements and will report any work related incident in accordance with my department's procedures. *
- [ ] I will be contactable by phone, email or other established method during core hours. *
- [ ] I understand that my Workstyle Agreement is subject to change with notice as outlined in the policy. *
- [ ] My existing terms and conditions will continue to apply during my hybrid working arrangement. *
- [ ] I will not work remotely outside of Ireland/ UK except when required by my job role. *
- [ ] The information provided is true and accurate. *

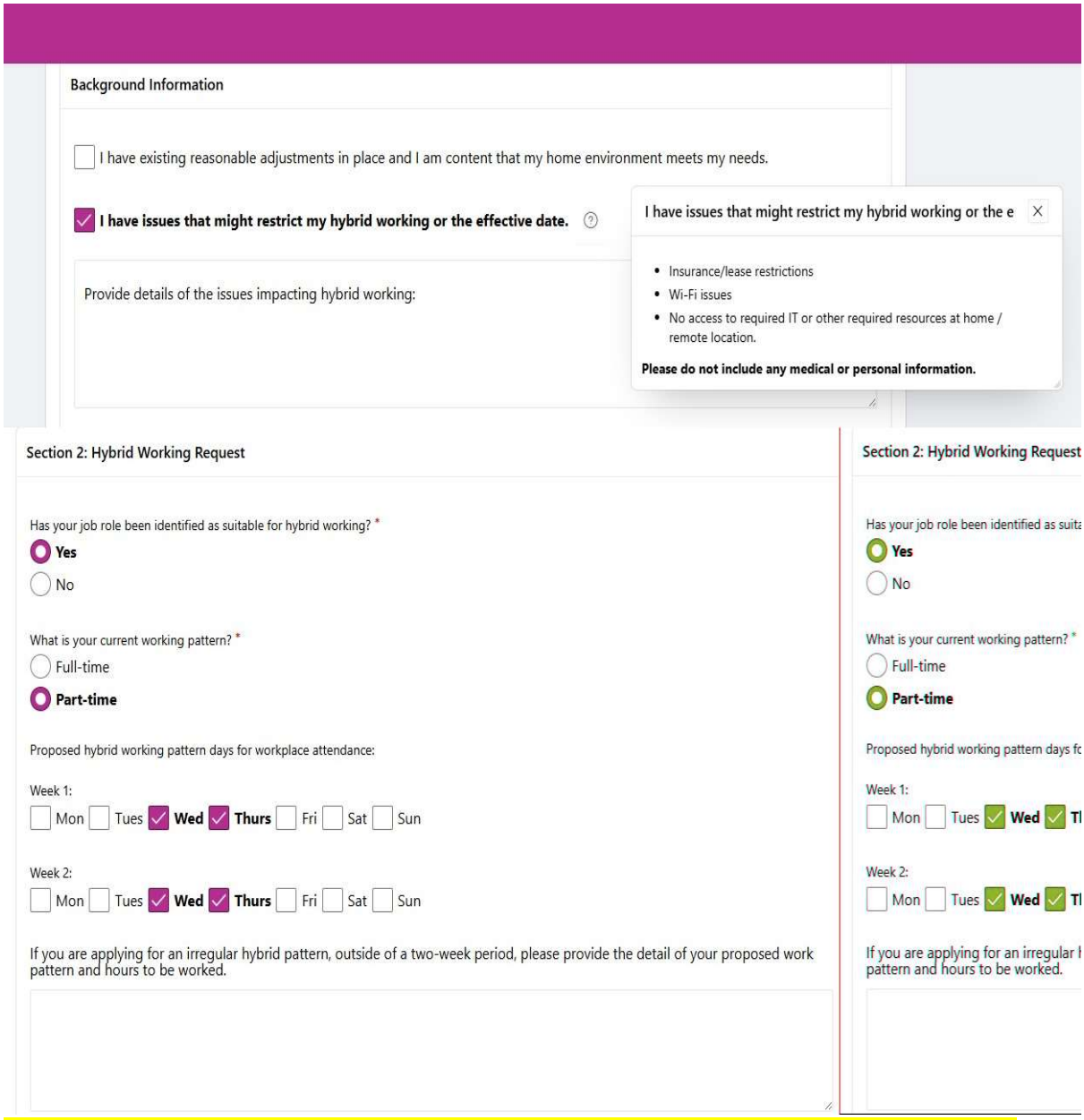
Signature:

Date:
25-JUN-2025

Cancel

Next >





Please input hybrid working pattern.
Full time staff - Your selection of set days should reflect the 'normal' pattern.
The text box at agreement stage should be used by your line manager to reflect

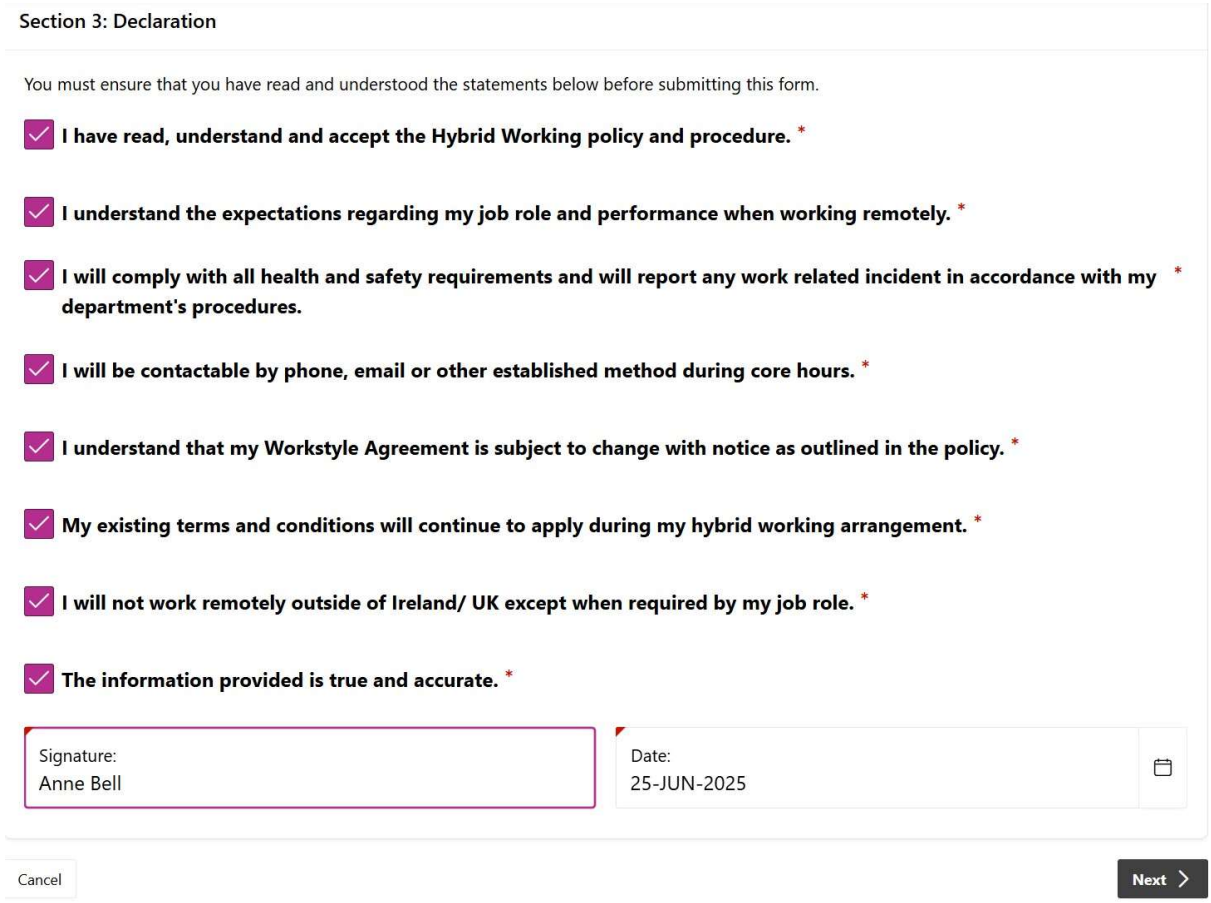
flexibility which may be required in the role or that attendance may vary depending on business need/attendance at meetings etc.

Part-time staff - Your selection of set days should reflect the 'normal' pattern. The text box at both this stage and the agreement stage should be used by you and your line manager to reflect flexibility which may be required in the role or that attendance may vary depending on business need/attendance at meetings etc.

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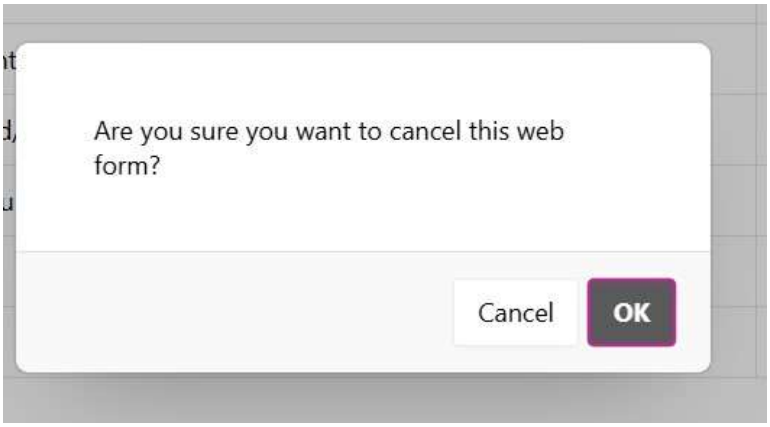
If you are Part-time, you should include the 2-week pattern, even if it is the same as week 1. If your request falls outside of a two-week period, you must include details in the box provided.

Declaration must be completed before you can progress with the form.



If you are content with the form, please select Next.
If you are not ready to submit the form – please select Cancel.

If you select Cancel at any point, you will need to complete the form again.


Are you sure you want to cancel this web form?
Cancel
OK

If you select Next, you will receive the details contained within your form, please check and confirm you are content.

If content, please select Next.
If you are not content to submit the form – please select Cancel.

Workstyle Agreement

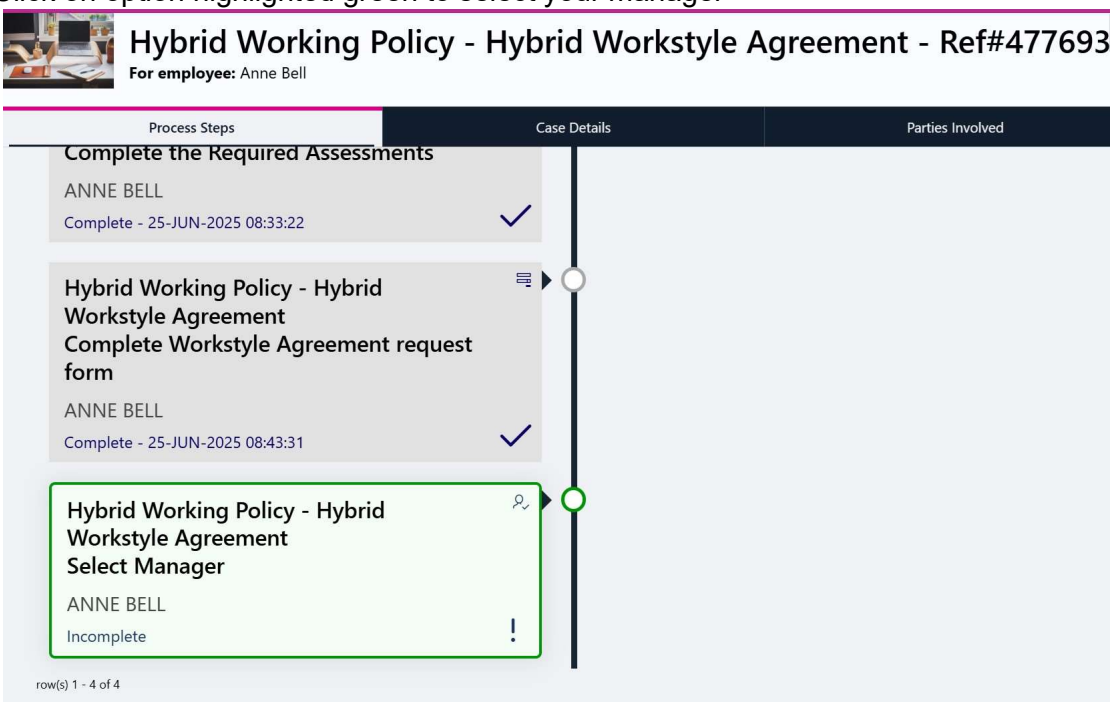
WSA03 - Version 1.0

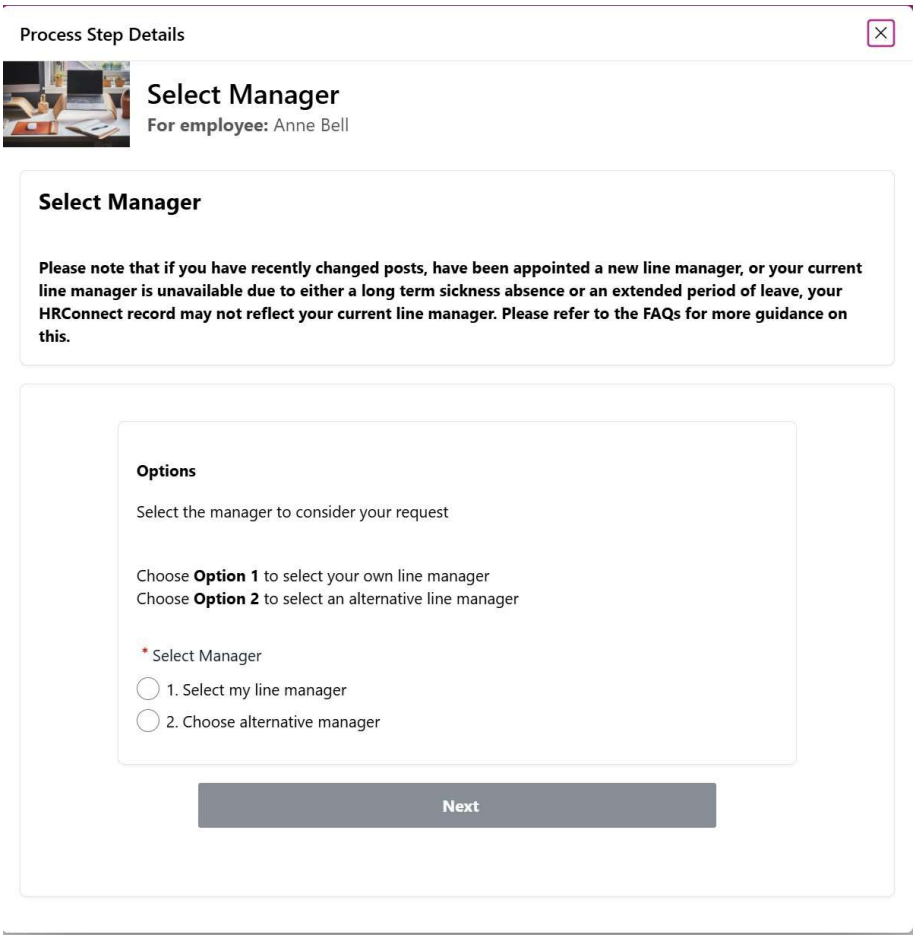
Section 1: Employee Details	
Name:	Devine, Ms Chris
Payroll Number:	[redacted]
Department:	Department of Finance
Branch:	[redacted]
Designated Work Location:	Belfast, Co. Antrim
Building:	2-4 Bruce Street
Floor:	2
Grade:	[redacted]
Home Location:	Belfast
Contact Telephone Number:	028 9[redacted]
Background Information	
I have existing reasonable adjustments in place and I am content that my home environment meets my needs.	No
I have issues that might restrict my hybrid working or the effective date.	No
Section 2: Hybrid Working Request	
Has your job role been identified as suitable for hybrid working?	Yes
What is your current working pattern?	Part-time
Week 1:	Wednesday;Thursday
Week 2:	Wednesday;Thursday
Section 3: Declaration	
I have read, understand and accept the Hybrid Working policy and guidance.	Y
I understand the expectations regarding my job role and performance when working remotely.	Y
I will comply with all health and safety requirements and will report any work related incident in accordance with my department's procedures.	Y
I will be contactable by phone, email or other established method during core hours.	Y

I understand that my workstyle agreement is subject to change with notice as outlined in the policy.	Y
My existing terms and conditions will continue to apply during my hybrid working arrangement.	Y
I will not work remotely outside of Ireland/ UK except when required by my job role.	Y
The information provided is true and accurate.	Y
Signature:	C D
Date:	29-MAY-2025

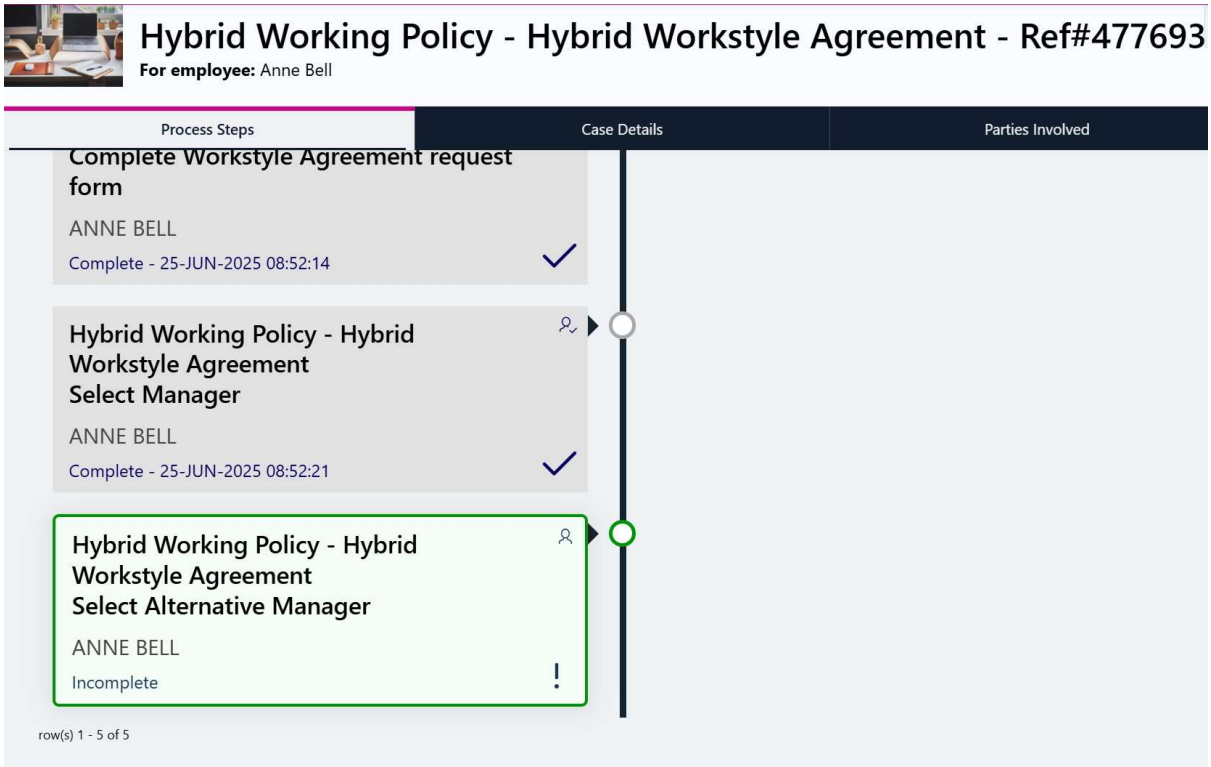
Cancel Next

This brings you to the Process steps page to allow you to select your line manager, or if your own line manager is not available, another manager who can review your request:
Click on option highlighted green to select your manager

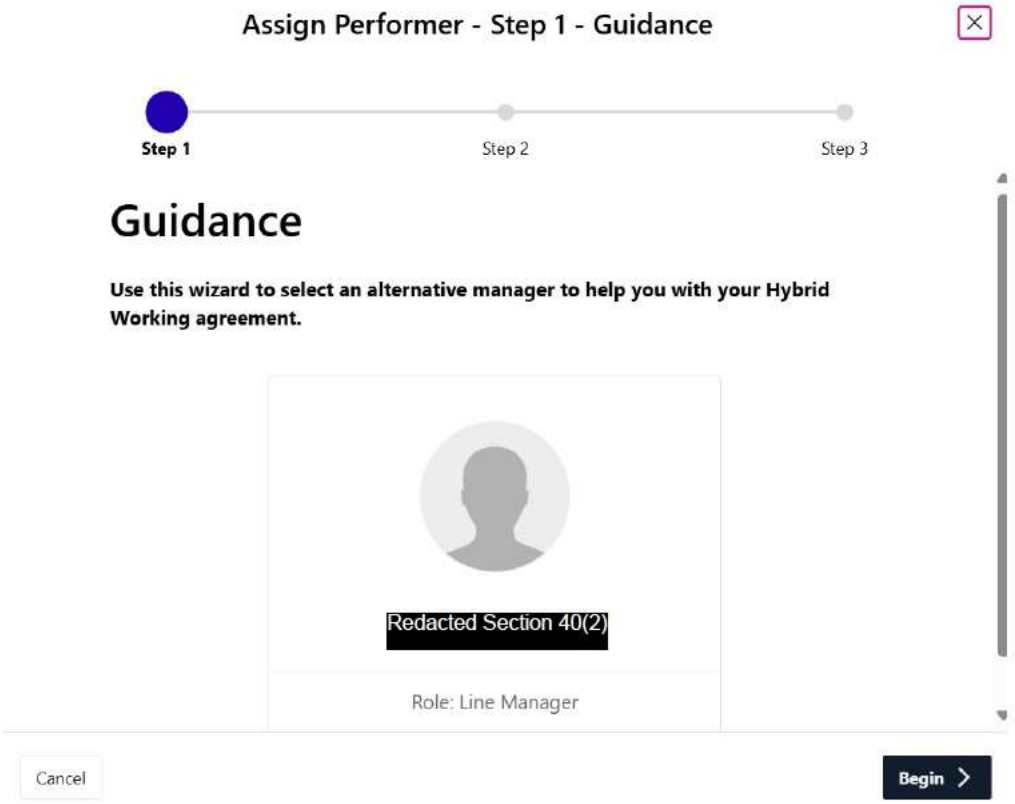




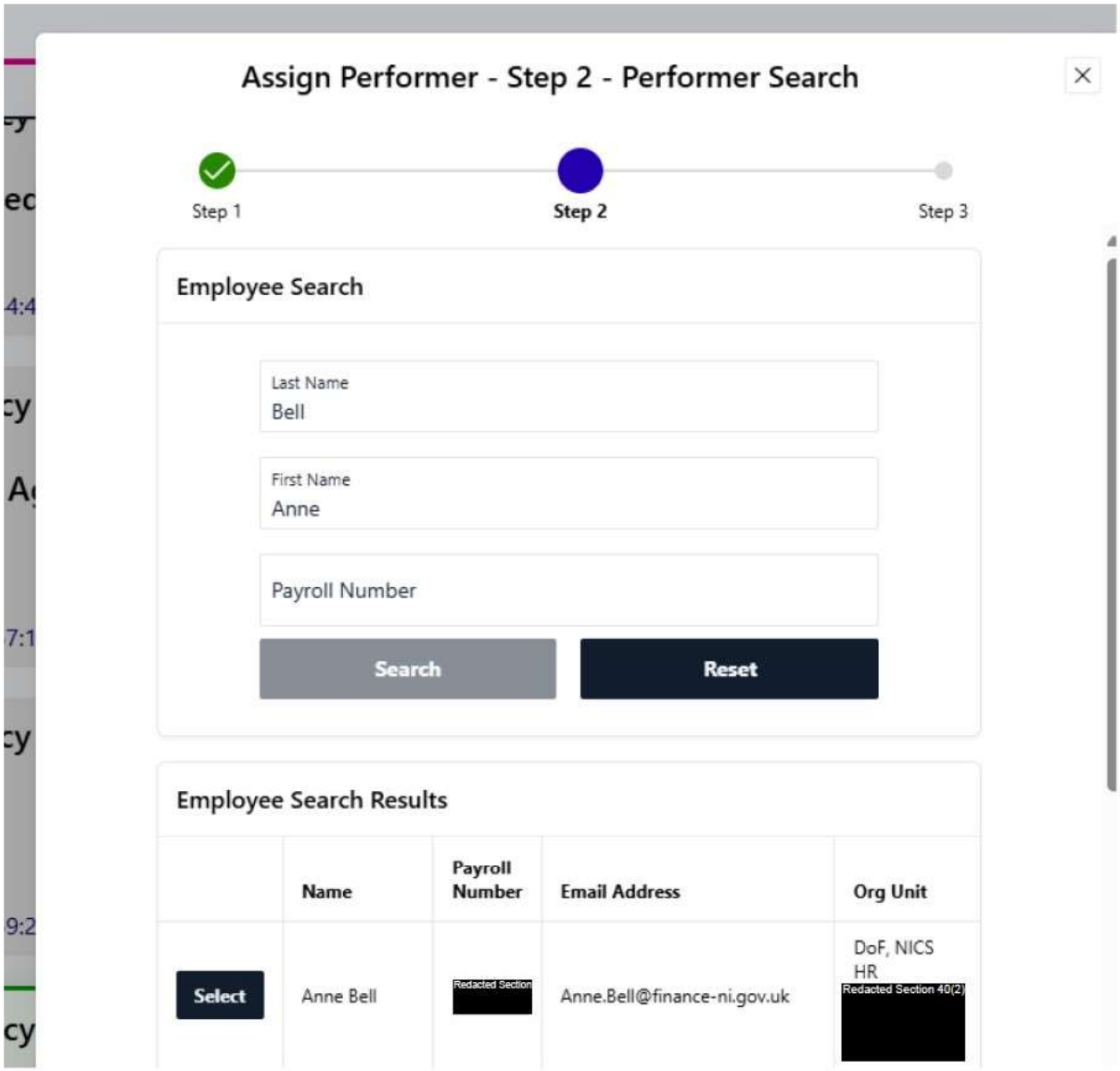
If your line manager is available – Select option 1 – select my line manager.
If your line manager is currently unavailable, select option 2 and this will allow you to search for another line manager in your hierarchy.



Click on the process step to continue.



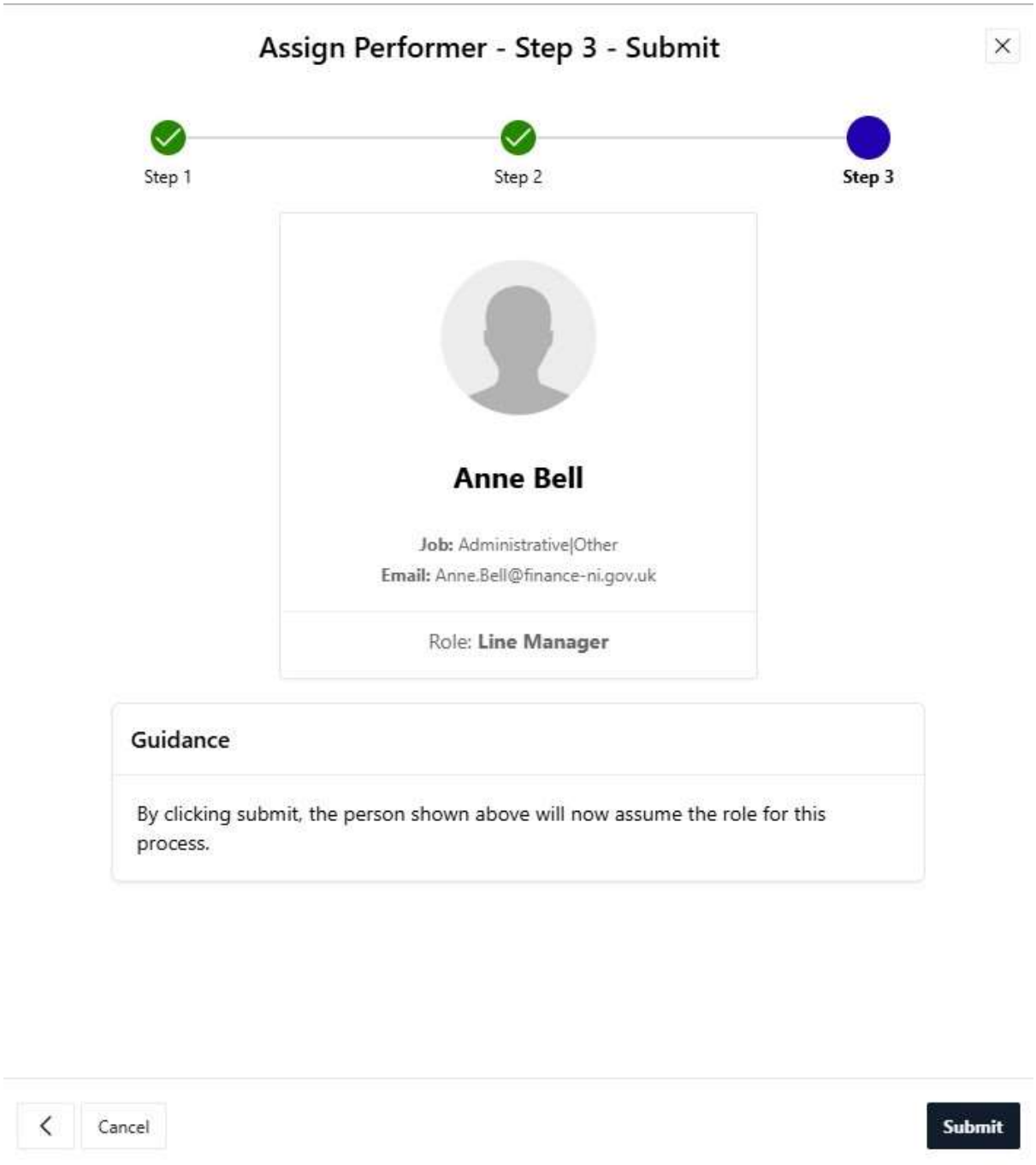
If you select option 2 you will be taken to this screen, where you will be able to select another manager.



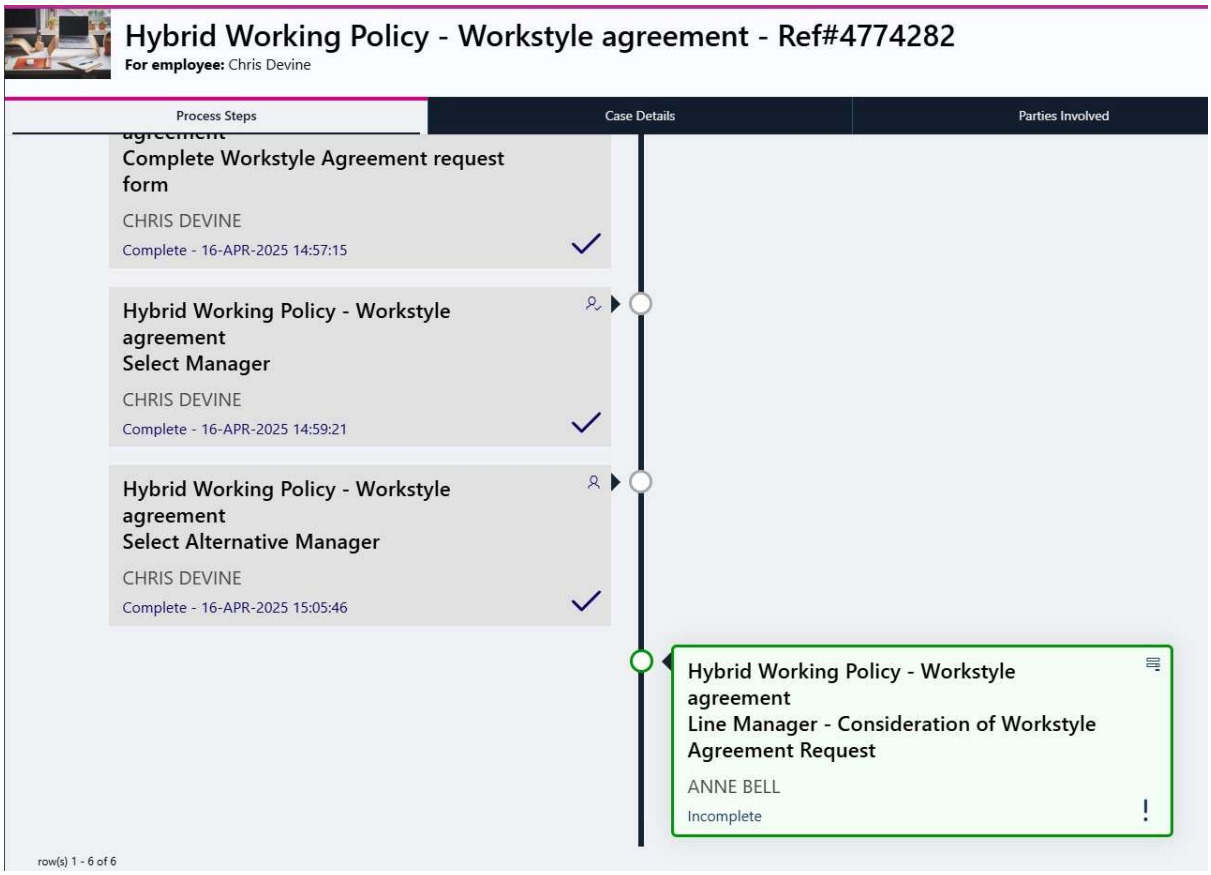
Click on Begin to allow you to select an alternative manager.

Search for the line manager and click select: (It should be noted that the line managers known name may not be their first name on the system, so before searching you should check with the line manager what their details are on the system).

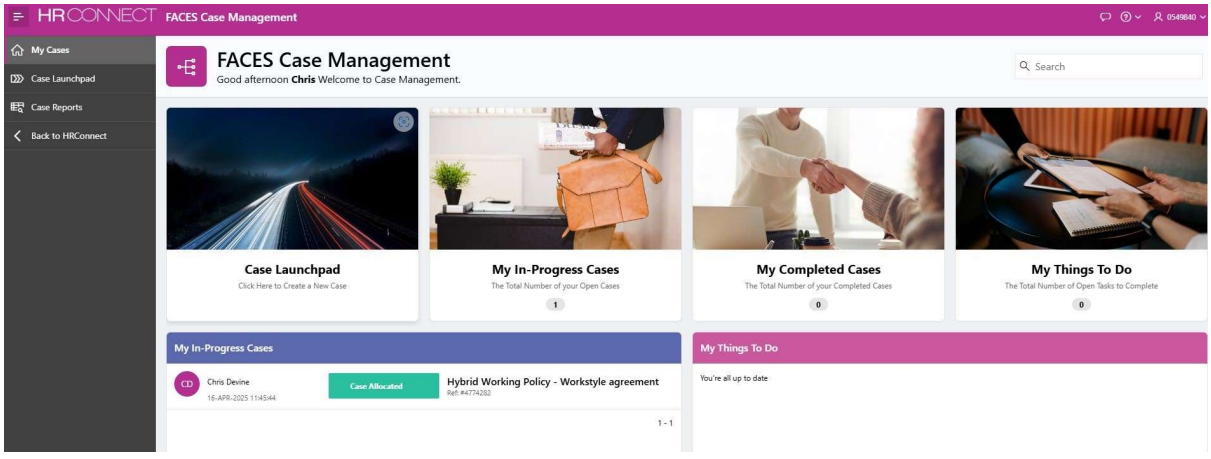
Click on submit and confirm your selection:



The workstyle agreement has now been transferred to your selected line manager for completion.



You can check the status of your case by selecting “My Cases” in the left-hand menu, or the tile “My In-Progress Cases:



Your request will now be reviewed and actioned by your manager or selected manager. You will be invited to a meeting with your manager.

A meeting to discuss the Workstyle Agreement request should be arranged within 10 working days of receipt of this form.

Line Manager – Agreed Workstyle Agreement. ***Start here!***

The manager will receive an email notification advising them that they have a new task.

Dear Anne,

A new process task has been assigned to you, with the details shown below: -

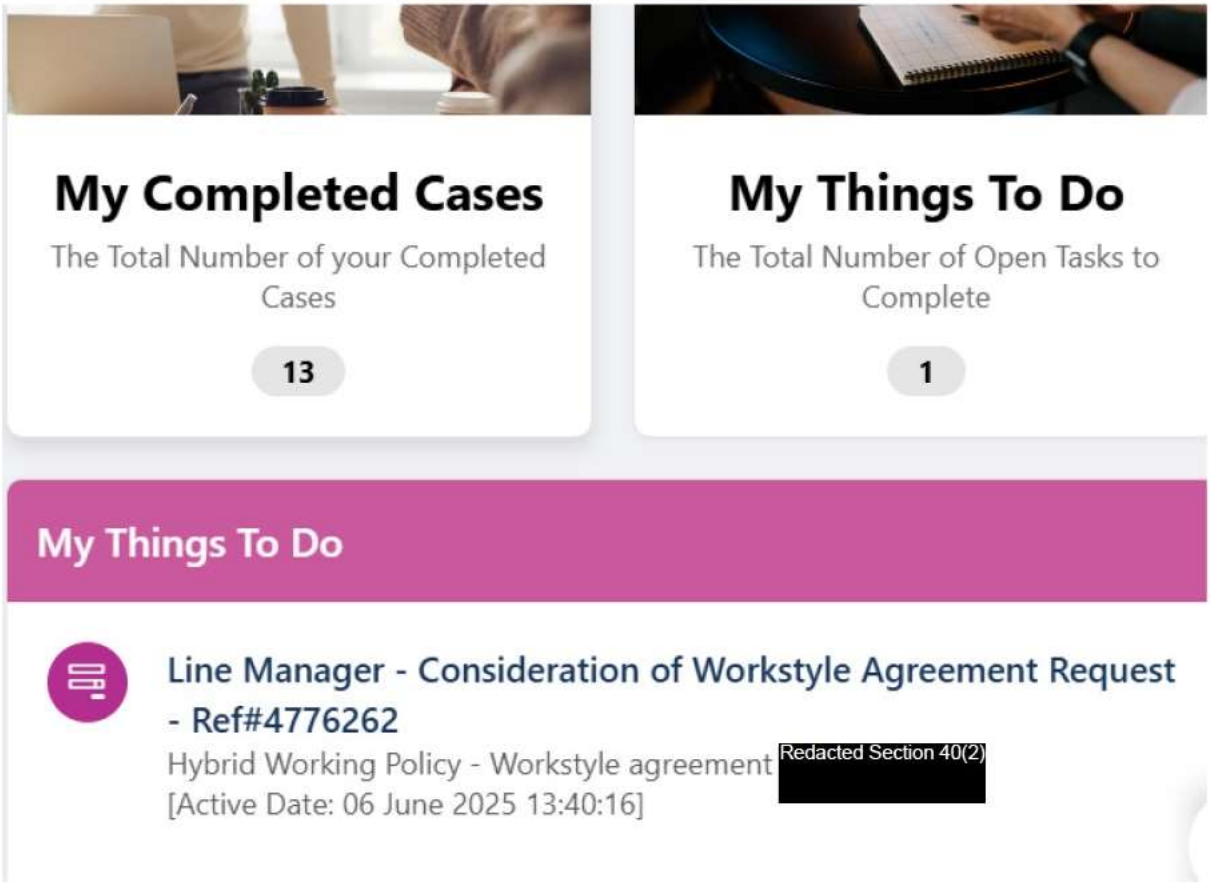
Case: Hybrid Working for [redacted] - (Ref: 4776262)

Process Step: Line Manager - Consideration of Workstyle Agreement Request

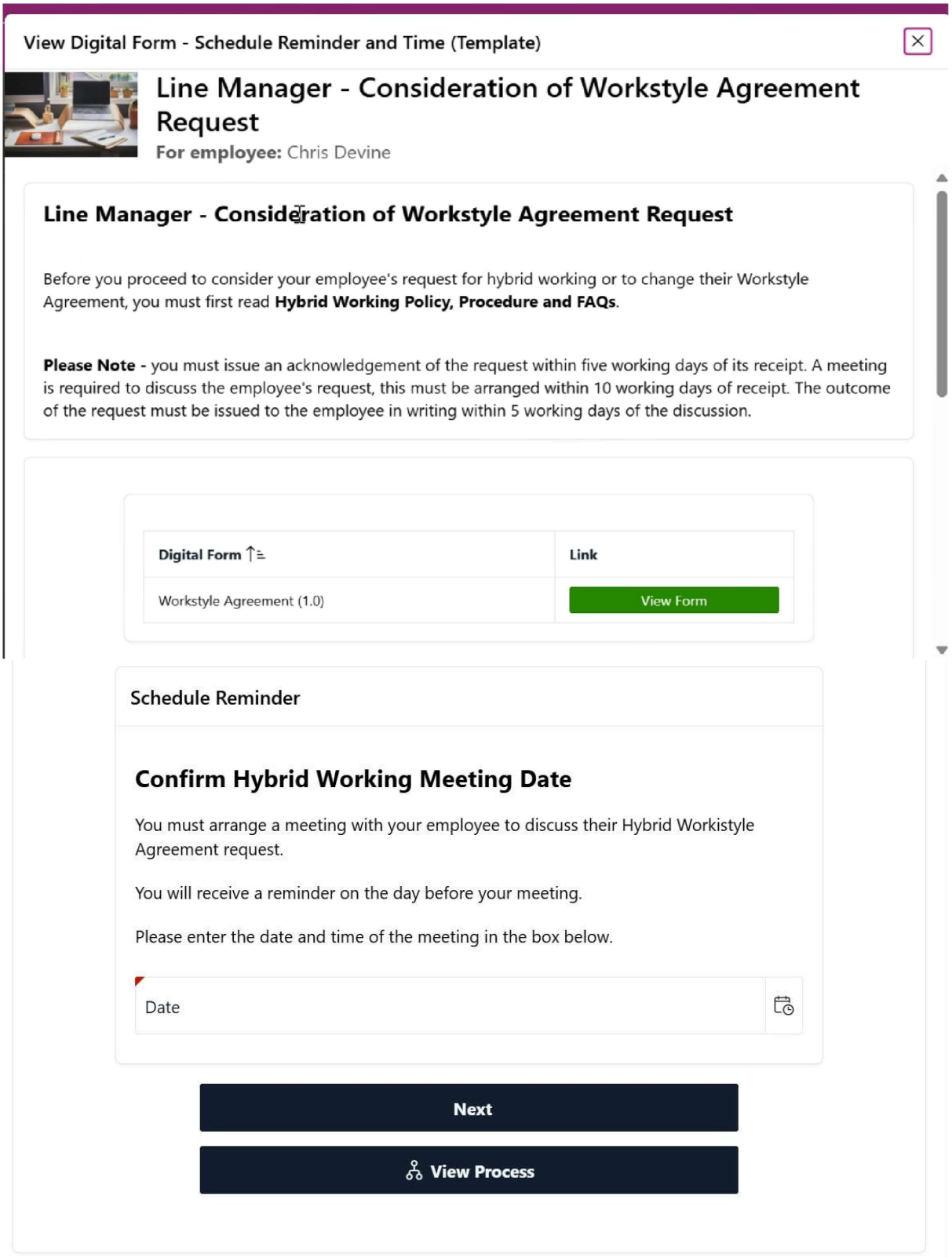
Click Here

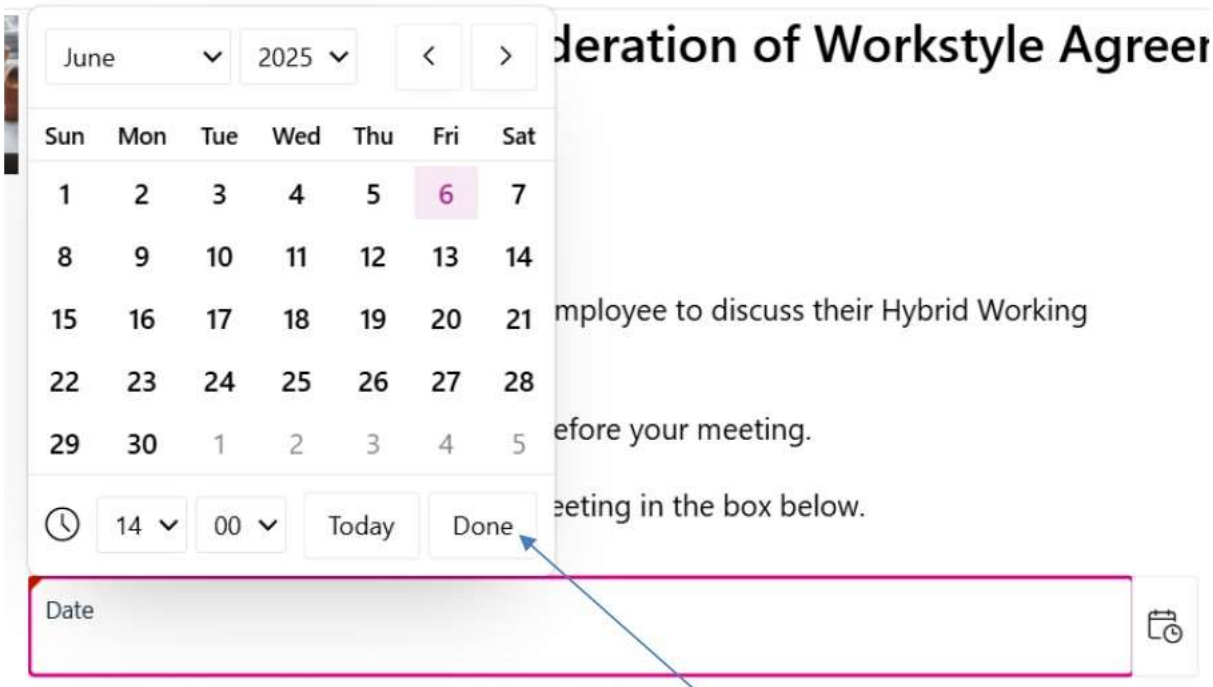
The manager can access the APEX FACES dashboard if they click – "Click Here" on the email.

When the manager logs in to the system, they will see that they have a new task under My Things To Do.



You can view the submitted form or continue to arrange the meeting with your employee which should be within 10 working days.



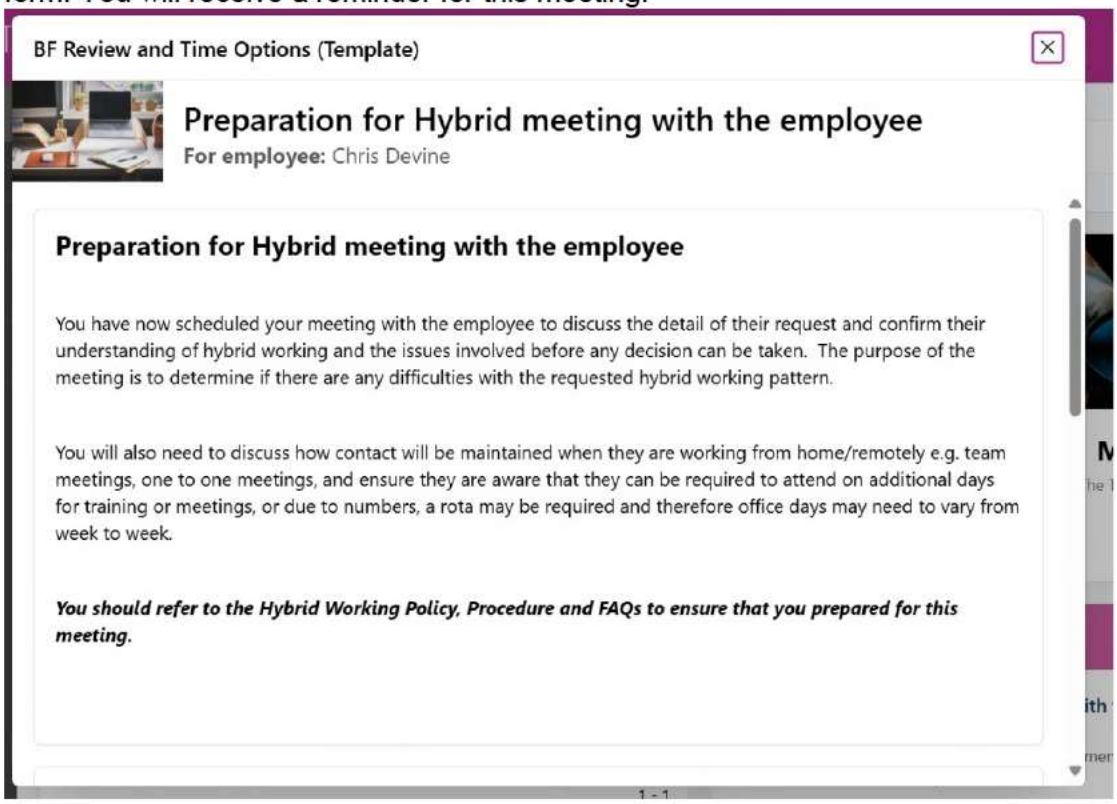


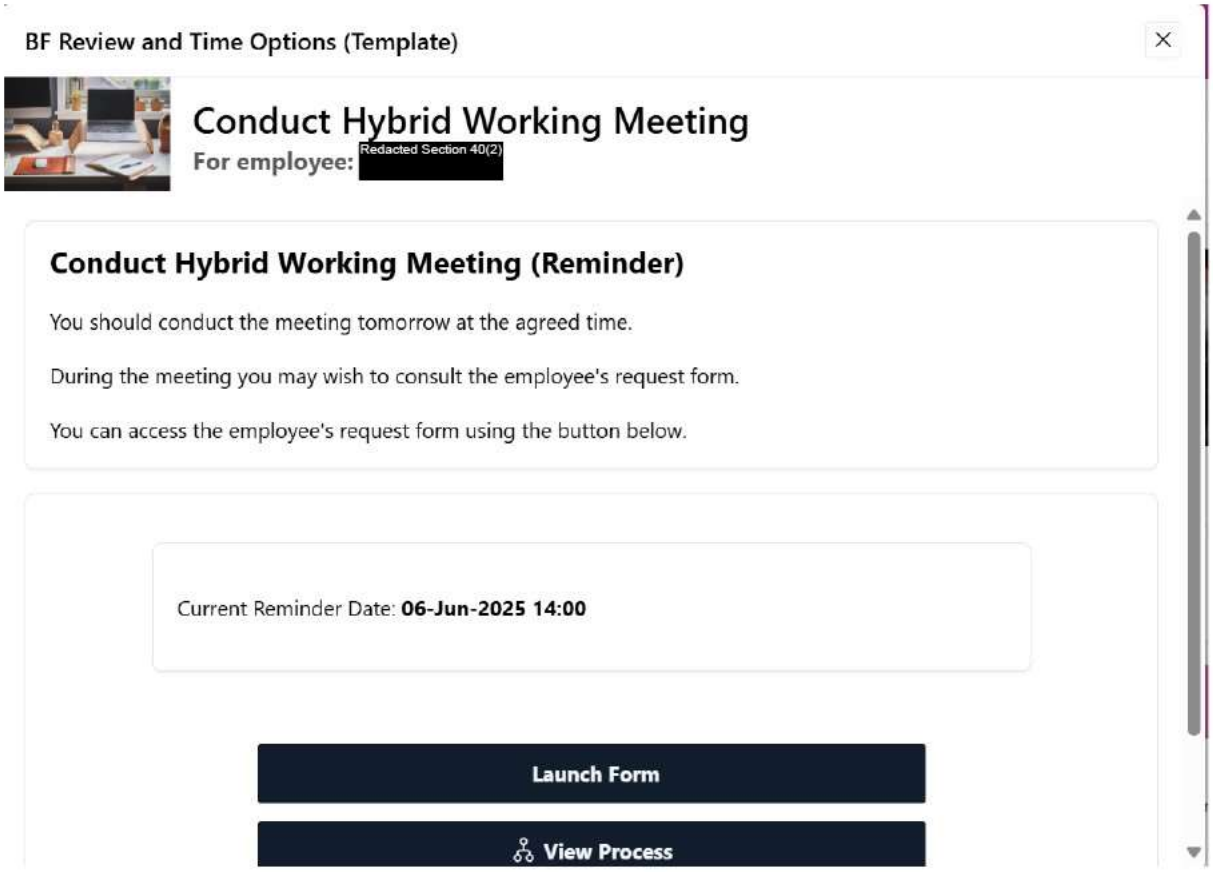
Please select date and time of meeting and click on Done.

You can either select Next, or View Process.

Selecting Next will take you back to the Dashboard.
Selecting View Process will take you back into the Process steps.

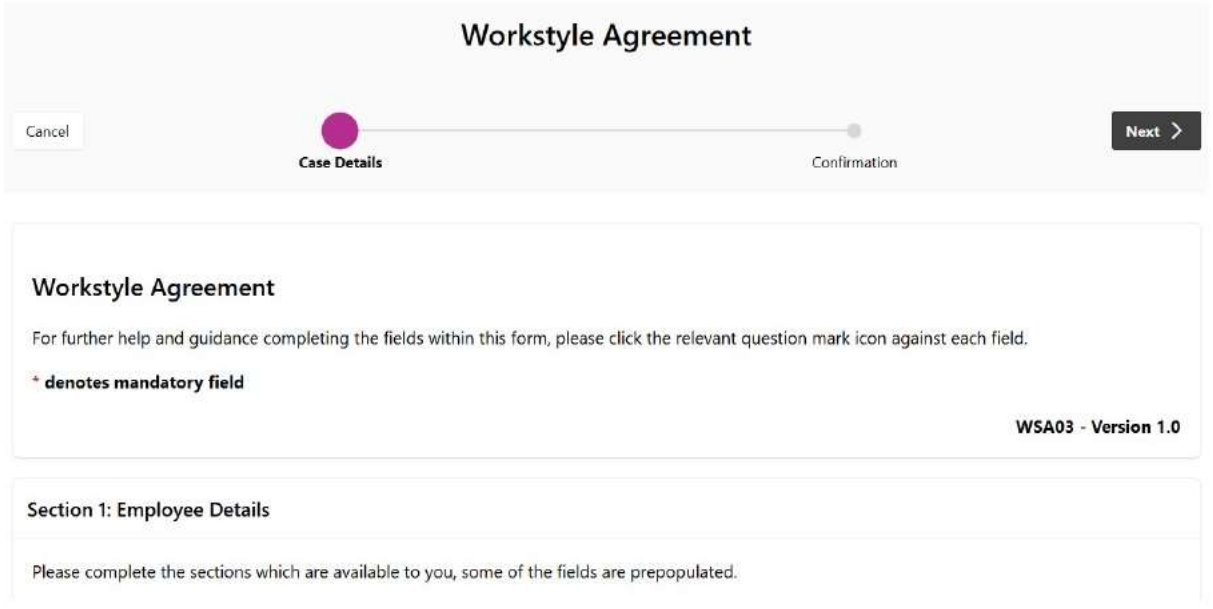
You will now need to have the meeting with your employee before you can progress the form. You will receive a reminder for this meeting.

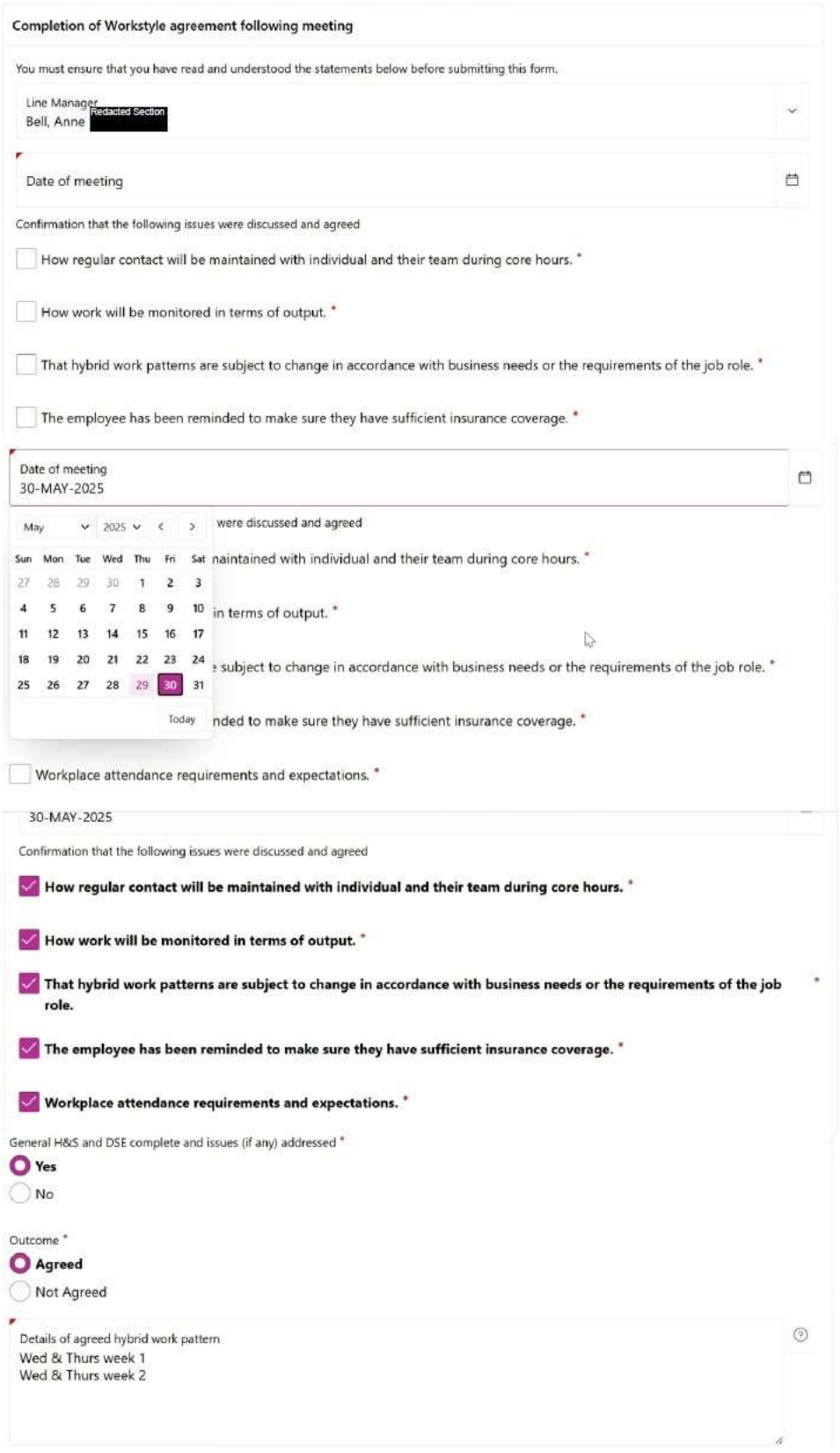




Once the meeting has concluded you should then be in the position to complete the Workstyle Agreement form.

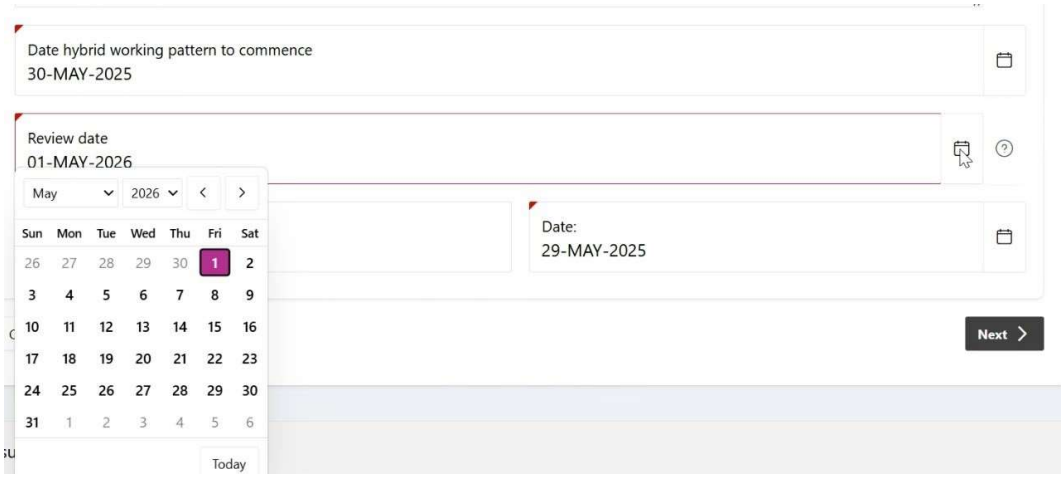
You will receive the information that your employee has completed. You should check these and ensure you are content. If content please proceed to section "**Completion of Workstyle agreement following meeting".**



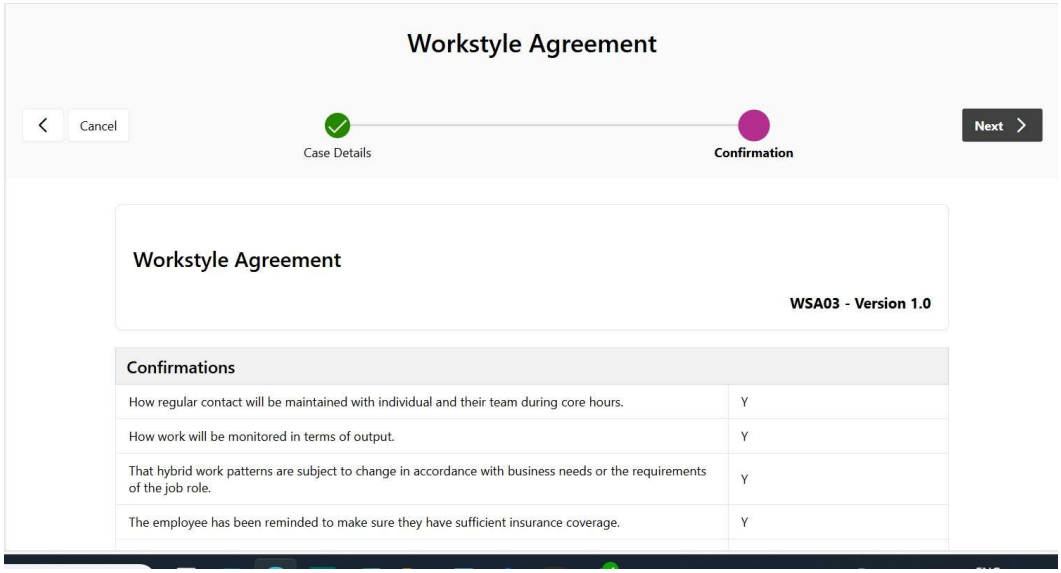


Details of agreed hybrid working box should also obtain information relating to your employee's selection of set days which should reflect the 'normal' pattern. This text box should be used by the line manager to reflect flexibility required in the role or that attendance may vary depending on business need/attendance at meetings etc.

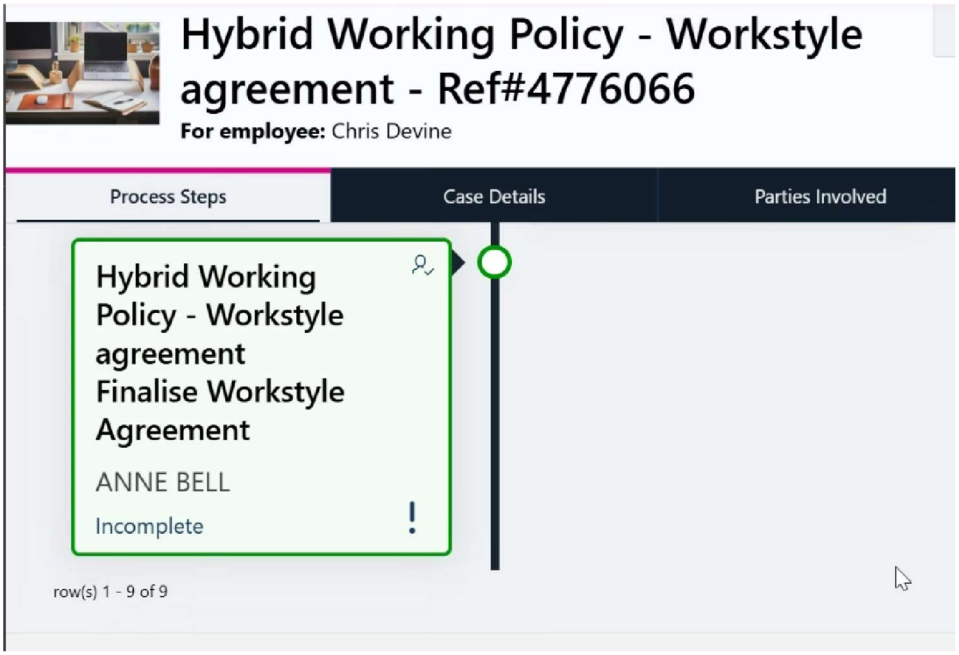
The manager should complete the date that the Hybrid pattern will commence and a review date for the Agreement, add signature and today's date pre-populates on the system. Select Next if content or Cancel if you are not content to proceed. This will take you back to the dashboard.

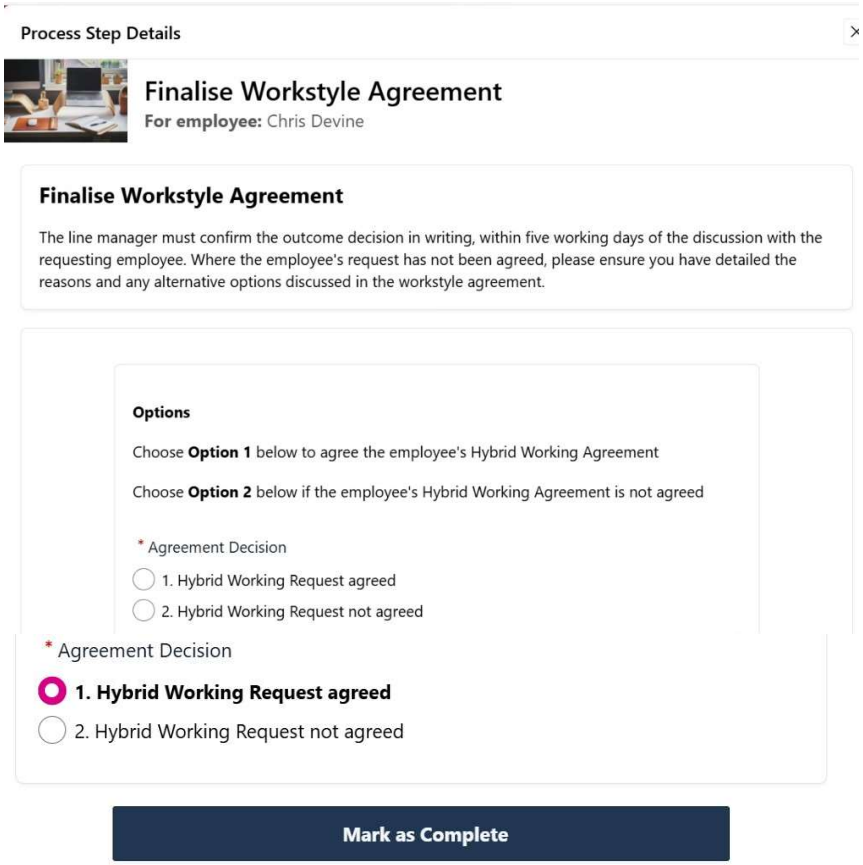


The manager will receive a summary of what has been input into the form. Review and select Next if content or Cancel if you are not content to proceed. This will take you back to the dashboard.



The process steps will now show that you are required to Finalise the Workstyle Agreement.





As the Workstyle Agreement has been agreed by the manager, Option 1 should be selected and “Mark as Complete”.

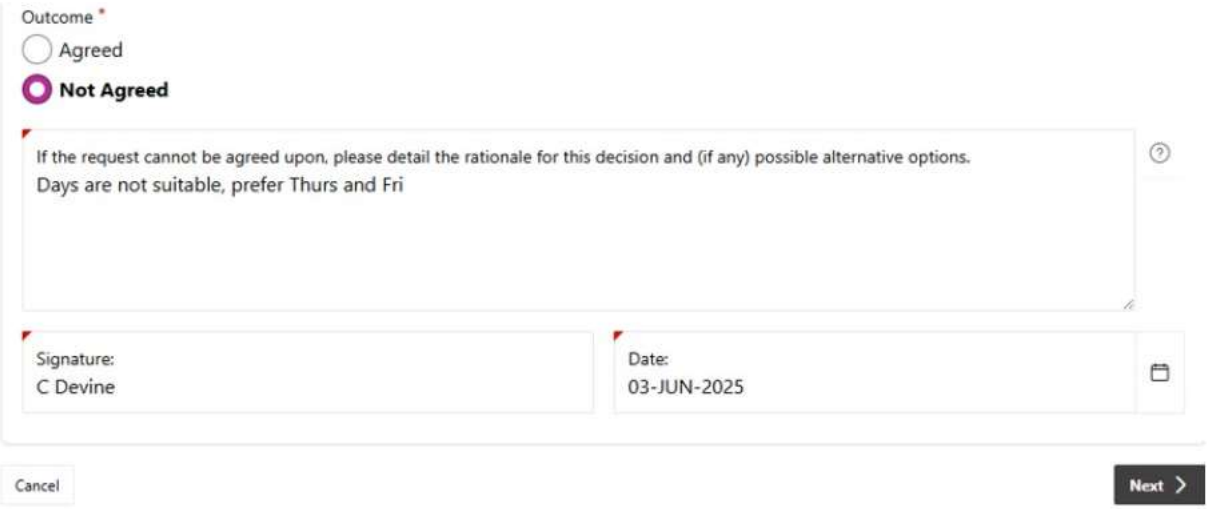
The Workstyle Agreement form will now be back with the employee who can view their form from the Dashboard under “My Completed Cases”.

Line Manager – Not Agreed Workstyle Agreement.

The process is the same until it comes to “Outcome”
If your employee has simply made a mistake on their application by selecting the wrong days, as the approving manager, you can change these days to the agreed days. You should check this with your employee first to ensure it is not an error before “not agreeing” the request.



As a meeting will have occurred with your employee before you complete your section of the form, the instances of “Not Agreed” should be minimal, but if this does happen, the following steps are how it should be processed.
You should select “Not Agreed” and within the text box detail the reasons why you are not agreeing the request, input your signature and then select Next if content or Cancel if you are not content to proceed. This will take you back to the dashboard.



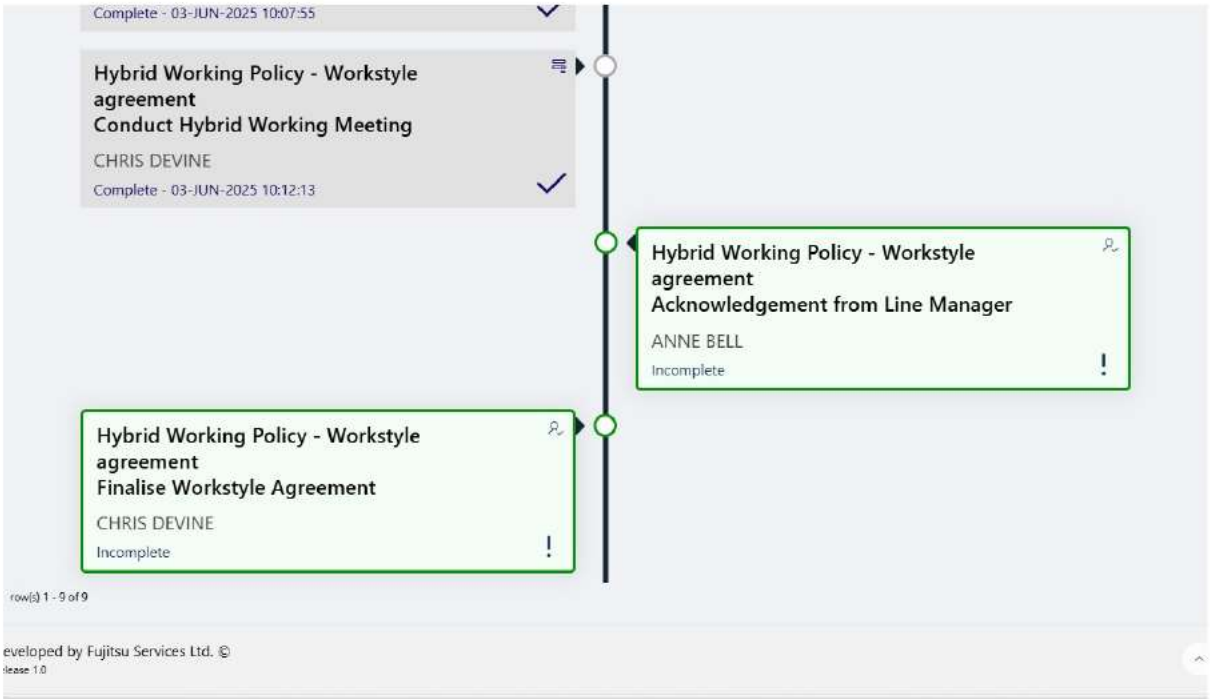
Section 3: Declaration	
I have read, understand and accept the Hybrid Working policy and guidance.	Y
I understand the expectations regarding my job role and performance when working remotely.	Y
I will comply with all health and safety requirements and will report any work related incident in accordance with my department's procedures.	Y
I will be contactable by phone, email or other established method during core hours.	Y
I understand that my workstyle agreement is subject to change with notice as outlined in the policy.	Y
My existing terms and conditions will continue to apply during my hybrid working arrangement.	Y
I will not work remotely outside of Ireland/ UK except when required by my job role.	Y
The information provided is true and accurate.	Y
Signature:	LW
Date:	03-JUN-2025
Completion of Workstyle agreement following meeting	
Line Manager	Devine, Chris [redacted]
Date of meeting	03-JUN-2025
General H&S and DSE complete and issues (if any) addressed	Yes
Outcome	Not Agreed
If the request cannot be agreed upon, please detail the rationale for this decision and (if any) possible alternative options.	Days are not suitable, prefer Thurs and Fri
Signature:	C Devine
Date:	03-JUN-2025

ancel

Next >

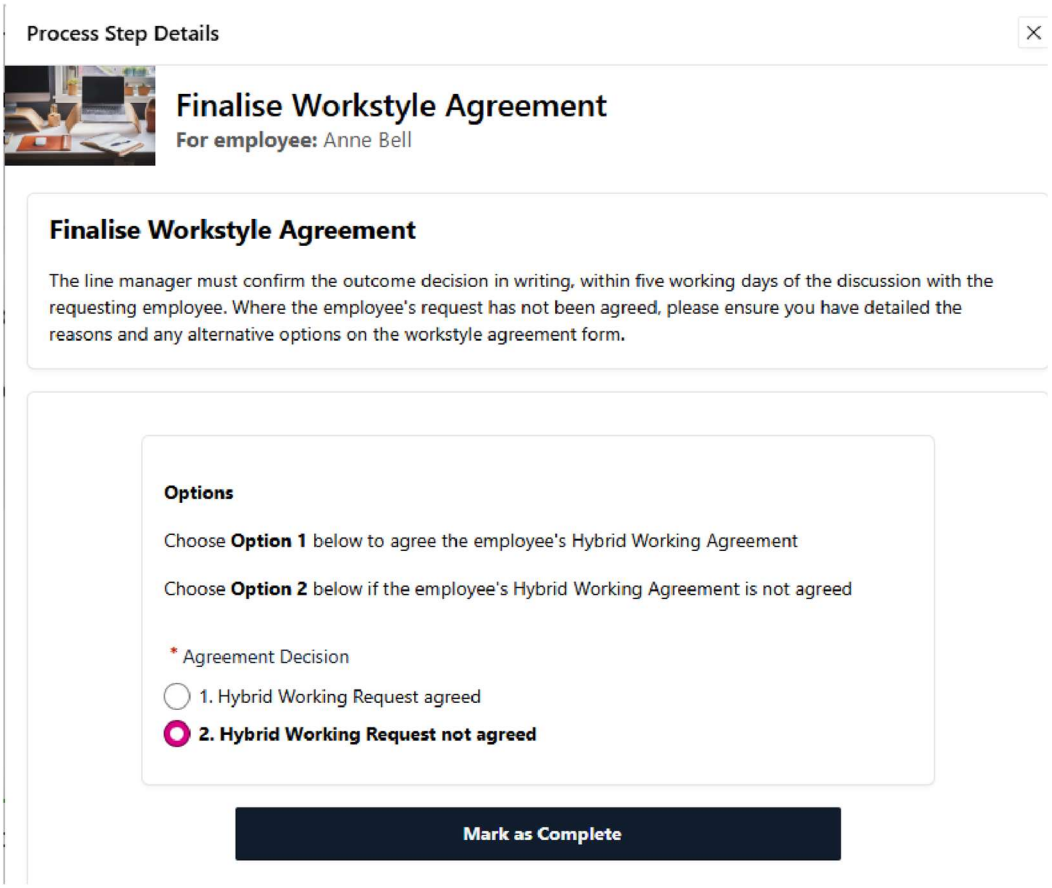
You will receive a summary of the form and select Next if content or Cancel if you are not content to proceed. This will take you back to the dashboard

If you select Next, you will be taken back to the Process steps.
You should click on “Finalise Workstyle Agreement”.

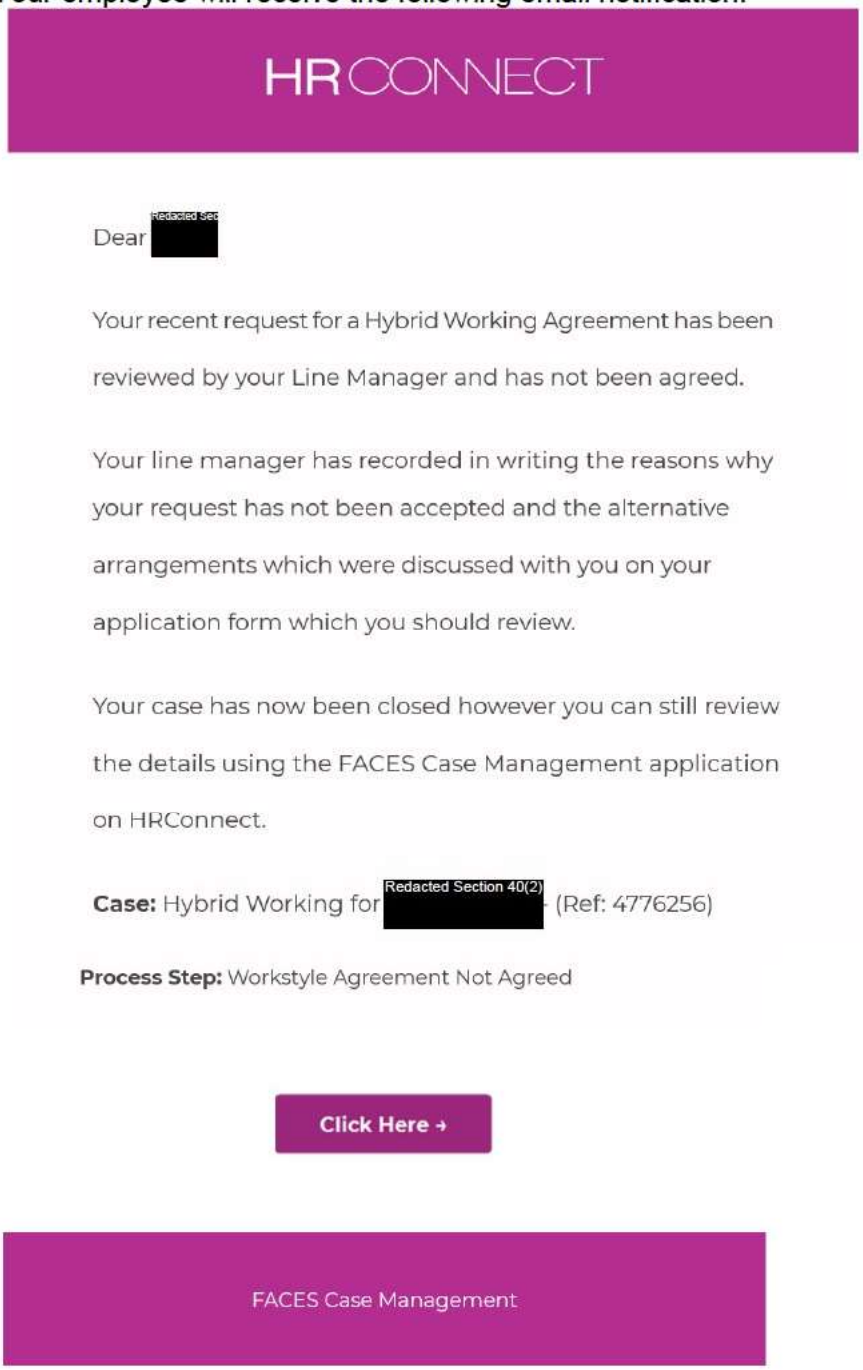


You should click option “2. Hybrid Working Request not agreed”

At this stage you should ask your employee to submit an amended Workstyle Agreement form with the days that are required. You should discuss with the employee. The employee will receive an email detailing the reason the form has not been agreed.



Your employee will receive the following email notification.



HR CONNECT

Dear [redacted]

Your recent request for a Hybrid Working Agreement has been reviewed by your Line Manager and has not been agreed.

Your line manager has recorded in writing the reasons why your request has not been accepted and the alternative arrangements which were discussed with you on your application form which you should review.

Your case has now been closed however you can still review the details using the FACES Case Management application on HRConnect.

Case: Hybrid Working for [redacted] (Ref: 4776256)

Process Step: Workstyle Agreement Not Agreed

Click Here →

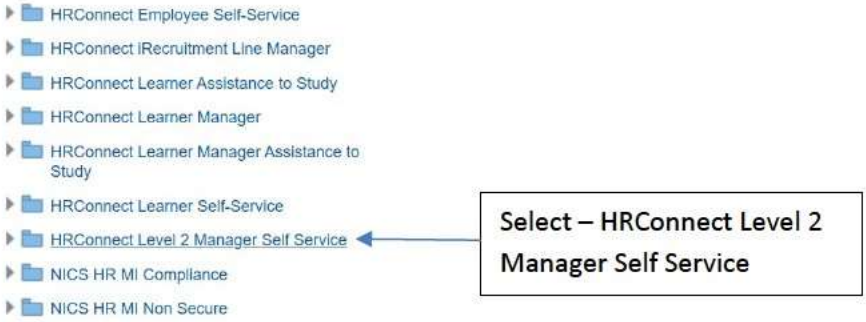
FACES Case Management

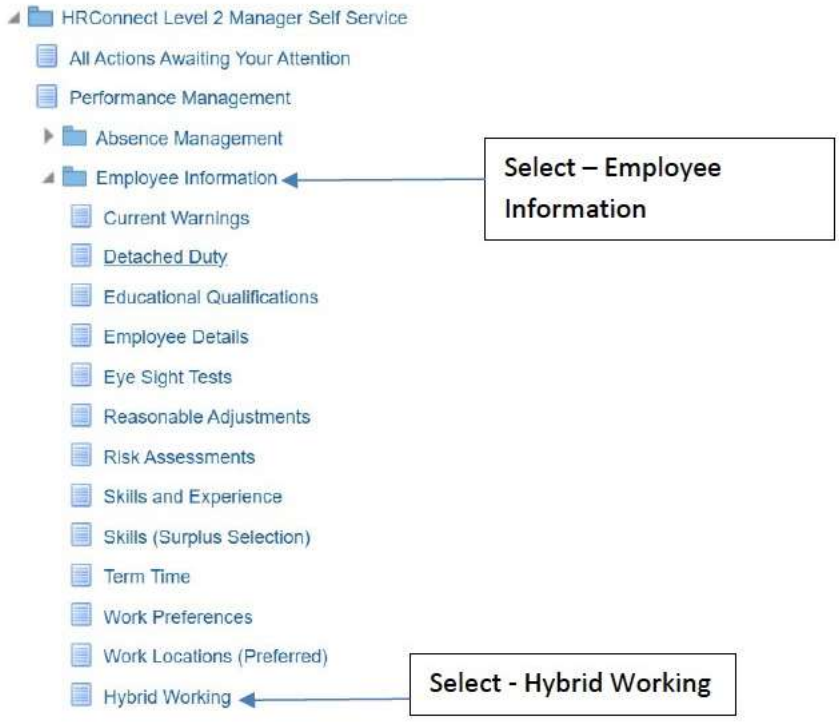
Line Manager or alternative approving manager only.

Amending a Workstyle Agreement form on HRConnect.

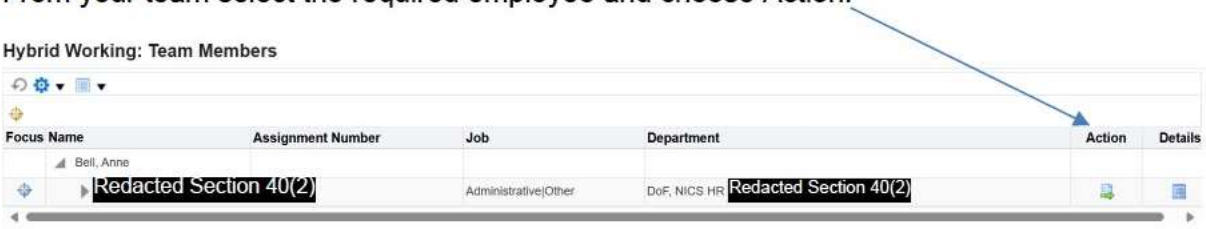
If you need to amend a current Workstyle Agreement form you can do this via HRConnect.

Log onto HRConnect

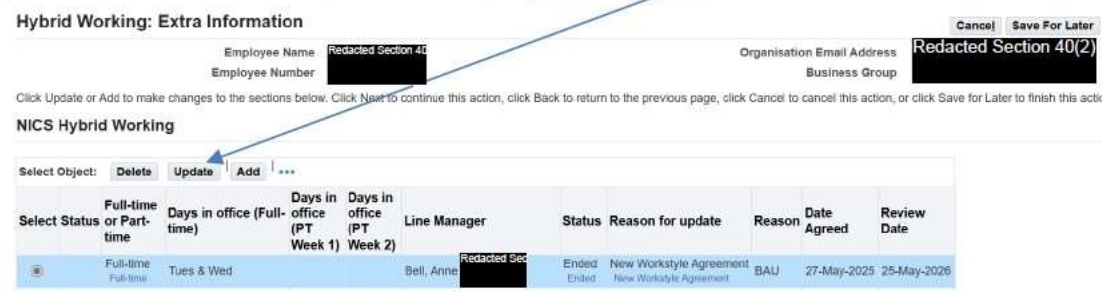


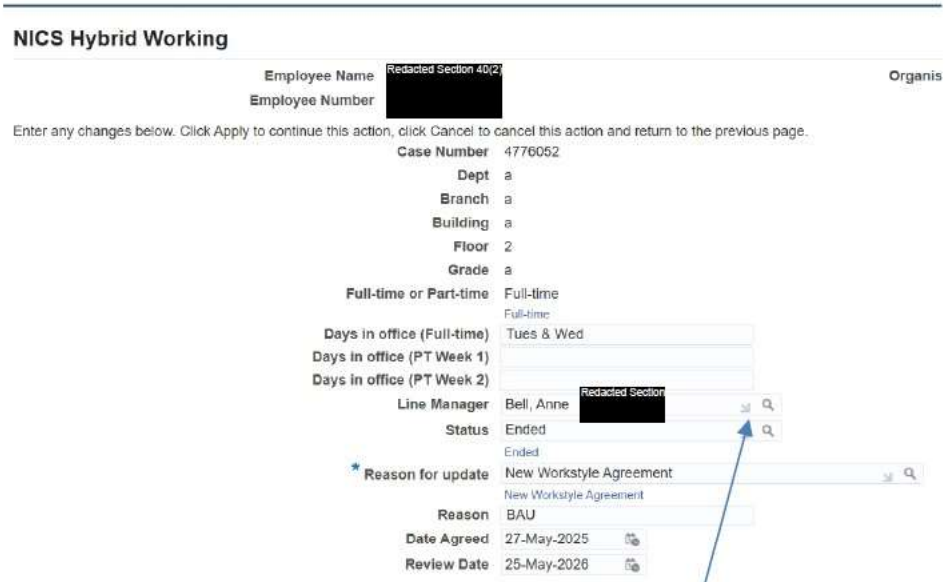


From your team select the required employee and choose Action.



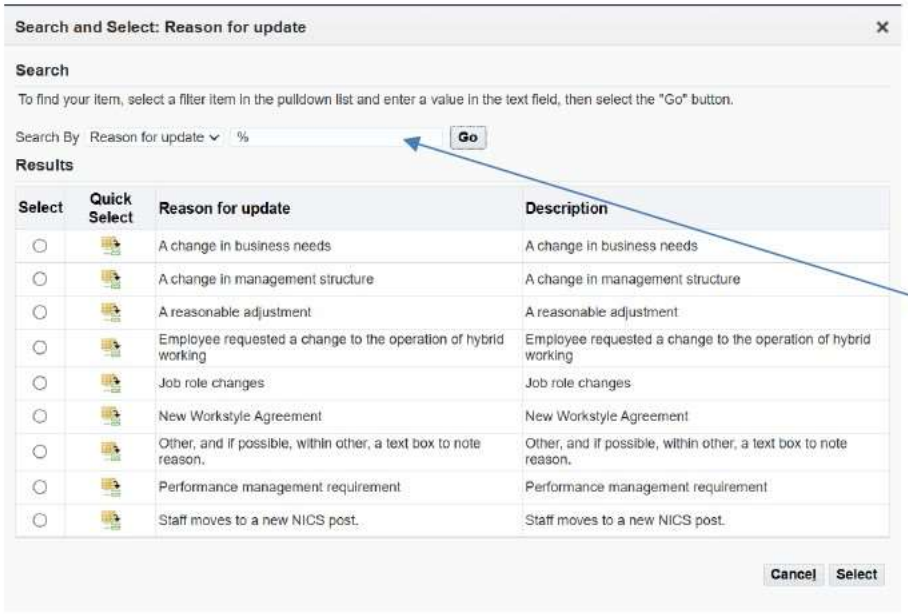
Select the current form and Select the Update button.





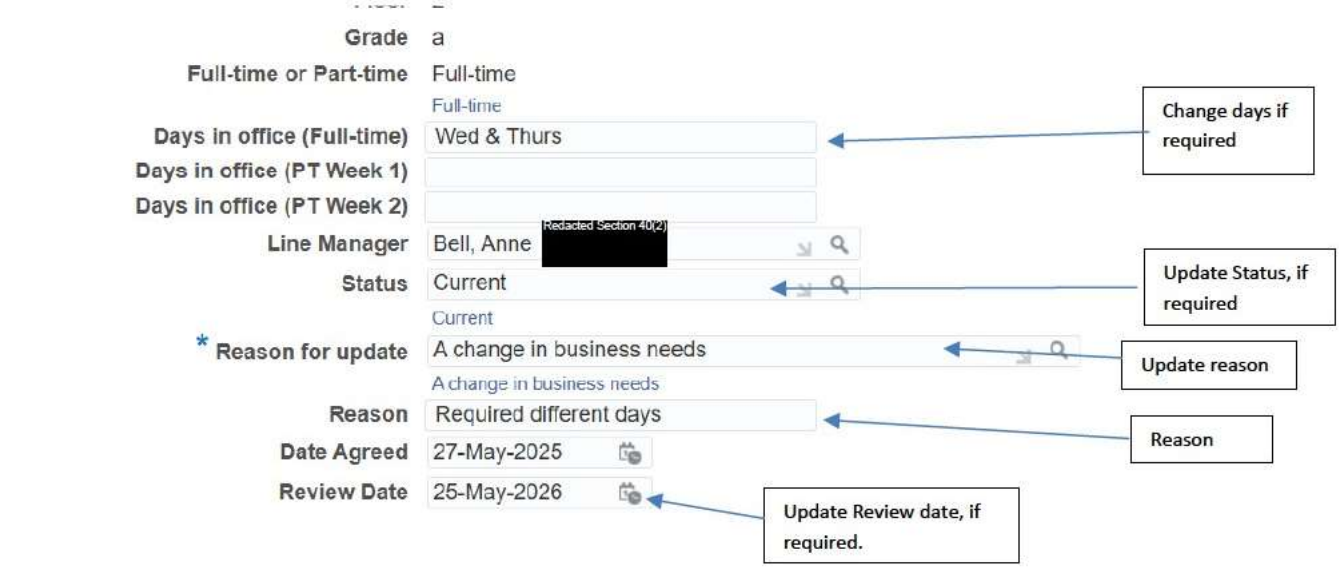


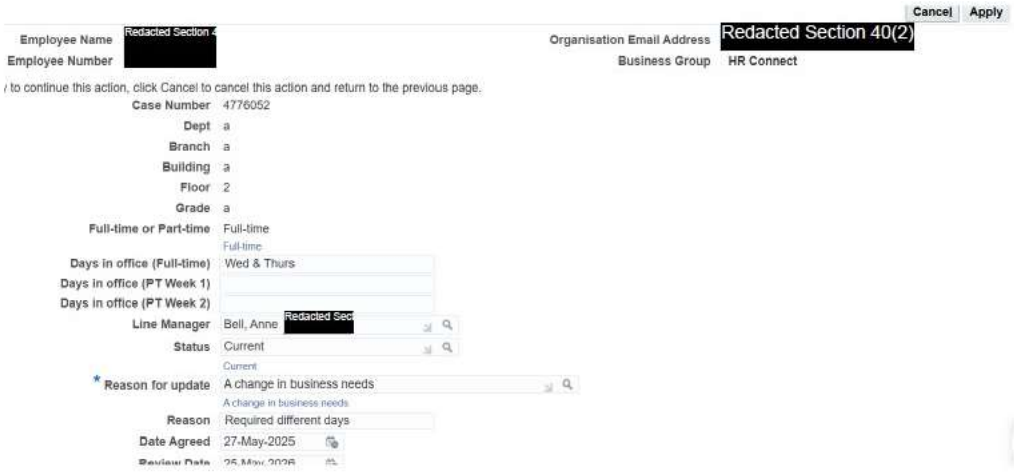
The status can be updated to Current, Ended or if required Suspended. Within search box – clear populated text and add %, then hit go, as shown in this diagram. Click on the appropriate radio button and click Select and if content, then click on Apply on top right hand of screen or cancel if you are not content.



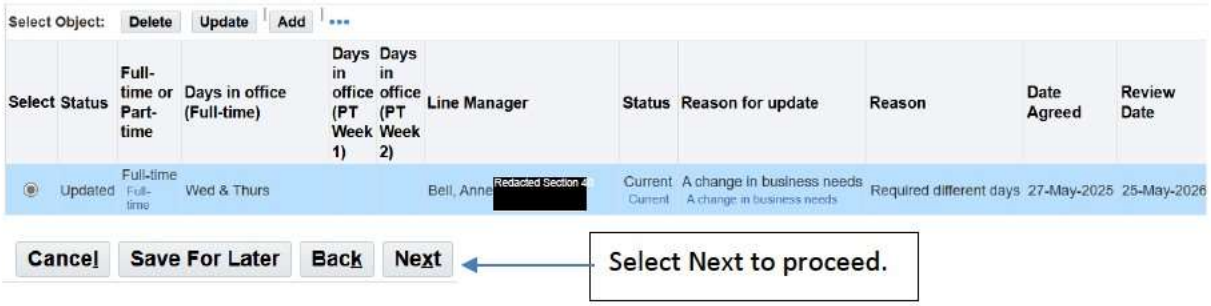
Within search box – clear populated text and add %, then hit go, as shown in this diagram. Click on the appropriate radio button and click Select.

You must select a reason as to why there is a need for an update from those listed above.



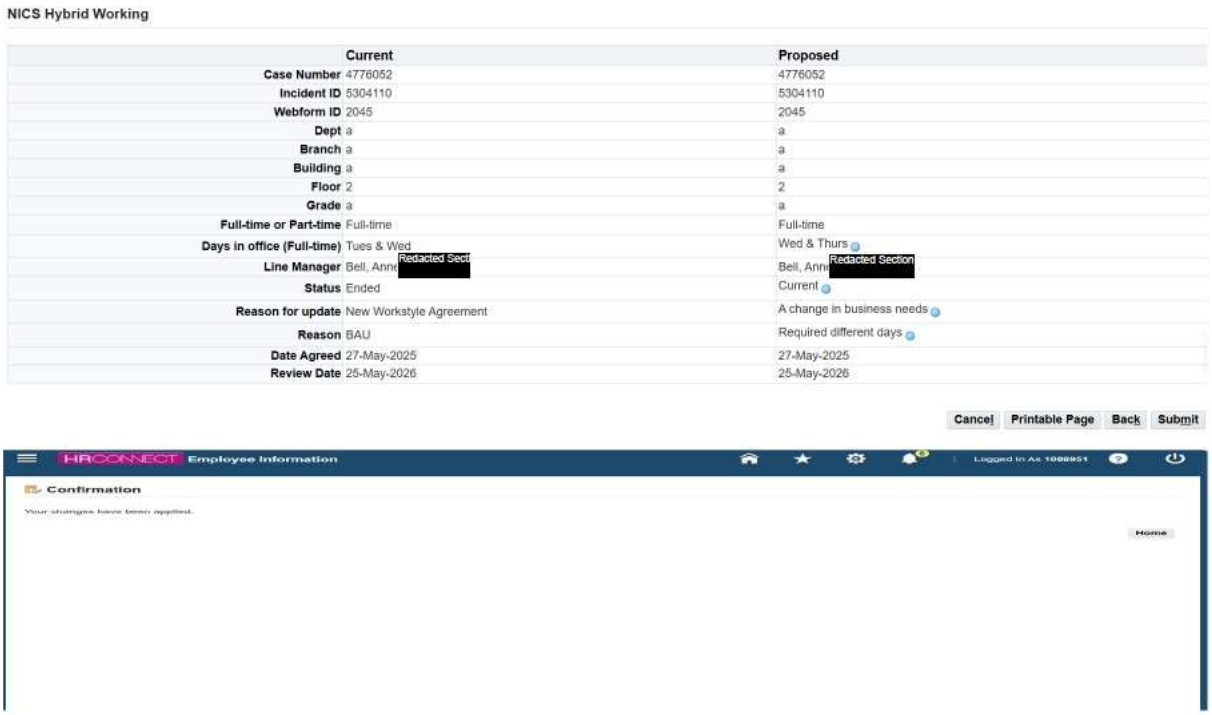


Click on “Apply”



You will then receive a summary of the updates you have made and if content, select “Submit”.

Select “Cancel” if you wish to disregard the changes.

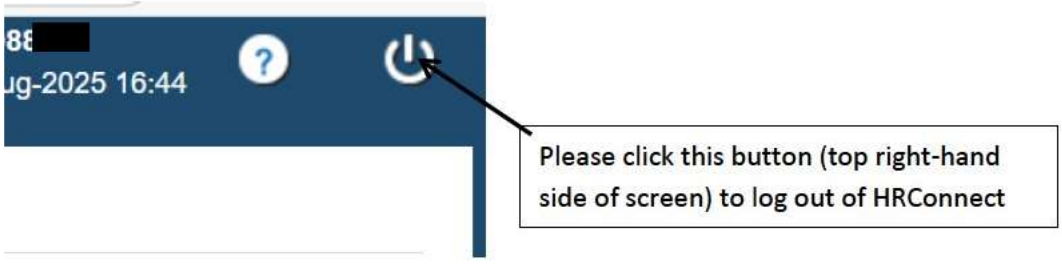


This ends the process.

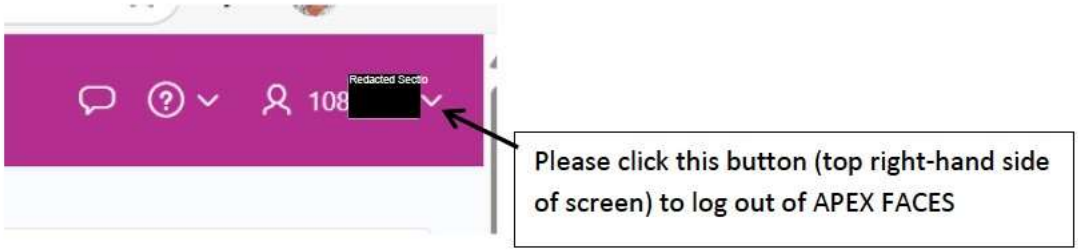
Logging out of HRConnect and APEX FACES.

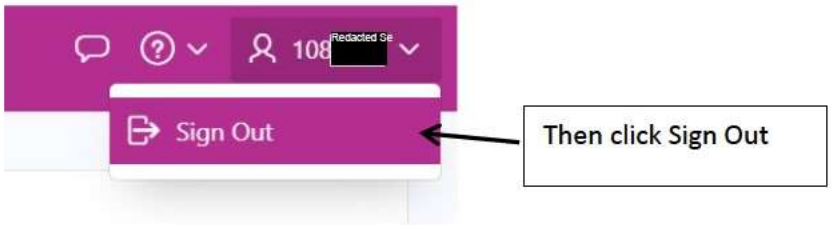
Please always log out of the systems via the log out button.

For HRConnect



For APEX FACES





What should I do if I logged out of HRConnect when I hit the X button on the Browser and need to log on again.



