FAQs

Working as a study support mentor with the Disability Support Services

Registration:

- **How do I register?**
  Fill in the *Agreement on study support mentoring* and send the completed form to Disability Support Services or to registreringpedstod@stu.lu.se.

- **Where can I find the agreement?**
  The agreement is available on the website under information for study support mentors. NB: There are different agreements for working as a study support mentor or note-taker.

- **How do I know if I have been registered?**
  Once you are registered, you will receive an email with instructions and other relevant information.

- **Can I be registered in Primula even if I do not have a Swedish personal identity number?**
  No, you cannot register foreign or temporary personal identity numbers in Primula.

Login:

- **How long will I have to wait for my login details?**
  This depends on the workload, public holidays etc., but expect to wait 1–2 weeks.

- **Where do I log in?**
  Visit [https://www.staff.lu.se/](https://www.staff.lu.se/) and select SSC Primula from the list to the right.

- **Why won’t my password work?**
  It is probably no longer valid. The password is valid for one week and you must log in and change it during this period. If you are unable to change your password within this period, you will have to request a new one.

- **I already have login details from a different position at the University. Can I use them?**
  Yes, you can, but remember to fill in this information in the agreement so you receive a position number with the Study Support and Advising Services. NB: It is important that the scope of your combined employment positions at LU does not exceed 20%.

- **When I try to log in, I see a message that I am not affiliated with the University. Why?**

Updated 200230
It could be because there are still login details from an old account or that you are logged in with your student ID – try changing your browser.

- **I can no longer log in and none of the above helps. What do I do?**
  During the 2019 spring semester, SSC changed its routines and now everyone must log in using the ID linked to the position. Contact registreringpedstod@stu.lu.se for new login details.

**Submitting your timesheet (report of hours worked):**

- **I can't find a menu where I can select my position. What do I do?**
  Unless you have other tasks at the University, you will not see a menu with your position. Instead, you are automatically directed to your position with the Study Support and Advising Services.

- **When I try to report the hours I have worked, it says that the position has terminated. Can I still report my hours?**
  Contact registreringpedstod@stu.lu.se and state which dates you have worked and how long you are expected to hold the position and your employment dates will be amended.

- **I have several positions/students. Do I need to report my hours separately?**
  Yes, you must report your hours separately for each student. This also applies if you are both a mentor and note-taker, as these have different hourly rates.

- **How do I choose who approves my hours?**
  Select the person to approve your hours by logging in to My page, then select Personal settings. A list of recipients will appear. Click on Liselott Eriksson li2444er followed by Save. Remembre to add Liselott Eriksson in the menu Select recipient if the case will not follow the standard menu process. NB: Check the spelling carefully, do not select Liselotte Eriksson.

- **One box asks you to select “account code”. How do I do it?**
  You do not need to select “account code”. This happens when your timesheet is reviewed in the next step.

- **When I click Calculate I receive a message that the dates reported are outside of the position. What do I do?**
  Contact registreringpedstod@stu.lu.se explaining your problem and the source reporter will adjust your employment dates.

- **When I click Calculate it says that the timesheet has too many rows. What do I do?**
  Split the number of hours worked into two or more sheets. Each timesheet may only contain around 20 rows.

- **Where do I write the student's name?**
Click on the *Note/Att* icon at the bottom of the page to the right and write their name under *Notes*. Sometimes you might have problems using the notes function. Should this be the case, email the student’s name to infopedstod@stu.lu.se.

- **What do I have to do to send the case to the person who approves my hours?**
  Select Liselott Eriksson from the menu below:

  ![Select recipient if the case will not follow the standard process](image)

- **Other:**

  - **How do I know if the Primula timesheet has been received?**
    You can see the status of your case as well as the name of the administrator by logging into Primula.

  - **My digital timesheet has been returned with the comment “Confirmation signed by the student has not been received”. What do I do?**
    You must resubmit the timesheet once you have received the signed form. All timesheets in Primula without completed confirmation forms will be returned after 14 days.

  - **How do I know if my timesheet has been approved?**
    Log in to Primula to see the status of your case. A list at the bottom of the page under *Messages* shows which case officer has processed the timesheet and if it has been approved.

  - **When must the documents have been received so they can be processed before the next salary payment?**
    Both the digital timesheet and the signed confirmation form must have been received before the end of the month, in order to ensure there is enough time to calculate, review and approve the hours before paying the salary. This may take longer than normal due to public holidays, annual leave or illness.
• **Why is the hourly pay in Primula incorrect?**
  This is because the hourly pay stated in Primula does not include your holiday pay. This will be added at a later stage.

• **How often must I report my hours?**
  At present, the Disability Support Services have received a grace period for reporting retroactive hours, however it is uncertain how long this will continue. Therefore, it is best if hours are reported every other month to avoid the chance that payment for these hours cannot be made following changes to this grace period.

• **How is payment made?**
  Payment is made via Nordea. By registering your account with Nordea, your salary can be paid directly into your bank account. More information about salary payment is available on the Staff Pages: [http://www.staff.lu.se/employment/salary-and-benefits/payment-of-salary](http://www.staff.lu.se/employment/salary-and-benefits/payment-of-salary)
  If you do not register your bank account, a cheque will be sent to the address you have provided.

For questions regarding reporting of hours worked:
Liselott Eriksson
Mentor Coordinator Disability Support Services
infopedstod@stu.lu.se
Telephone hours: Wednesdays 12:00–13:00 (excluding annual leave and public holidays)
+46 46 222 88 26

For questions regarding registration:
Charlotte Marklund
Administrator
registreringpedstod@stu.lu.se

For questions regarding salary payments:
National Government Service Centre (SSC)
[www.statensservicecenter.se](http://www.statensservicecenter.se)
+46 771 456 000

For questions regarding technical problems:
LDC Servicedesk
[www.ldc.lu.se/lu-servicedesk](http://www.ldc.lu.se/lu-servicedesk)
+46 46 222 90 00