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User Guide  
for entering information into  
the payroll system  
PagaWeb

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## Table of Contents

<b>User Support</b>	<b>3</b>
<b>Logging on to PagaWeb using FEIDE</b>	<b>3</b>
Network address	3
Failed logon	4
Inactivity	5
<b>Front Page</b>	<b>7</b>
<b>Procedural Support</b>	<b>8</b>
<b>My Folder</b>	<b>8</b>
<b>Forms</b>	<b>9</b>
Setup and Functionality	9
How to send in forms for checking	10
How to send a form for checking by another unit	11
Help with forms	12
The form “Personal Information”	13
Important things to remember	13
<b>FAQs</b>	<b>14</b>

## **ENTERING OF INFORMATION AND TRAVEL EXPENSE BILLS IN PAGA BY THE INDIVIDUAL EMPLOYEE**

The aim of the payroll process in LØF 2010 ('Ledende Økonomifunksjon' – Leading Edge Finance Function 2010) is to contribute to good and efficient administration of payroll management at NTNU and reduce the use of resources. The process is based on the employees themselves entering personal information, travel expense bills, overtime sheets, absence etc directly into the system.

### **USER SUPPORT**

In the new payroll processes at NTNU support roles have been established for administering the tasks that form a natural part of the processes. The first of these roles is the 'attester' for fixed salaries and is the person who can answer any questions you may have regarding your fixed salary. ('Attester' means the administrator responsible for checking the correctness of inputs prior to signature by a manager). The second role is the attester for variable pay and travel and this person can answer all questions on hourly pay, travel expense bills etc. There are also attesters whom you should contact if you need help with making entries into the system and if you have questions concerning rules and regulations etc. Contact your unit to find out who your attester is, or use the following link where you will find an overview of user support:

<http://www.ntnu.no/adm/okonomi/portal/lonn/prosess/nettverkoversikt>

PagaWeb is a web-based system that only works using Internet Explorer. You must also have Java installed on your machine. We have arranged for those who do not have Internet Explorer on their computers to be able to log on to a terminal server. The network address (which is given on the external desktop) is: tspaga.itea.ntnu.no. For further information about logging on to the terminal server see:

<http://www.ntnu.no/adm/okonomi/portal/systemer/systemer/paga>

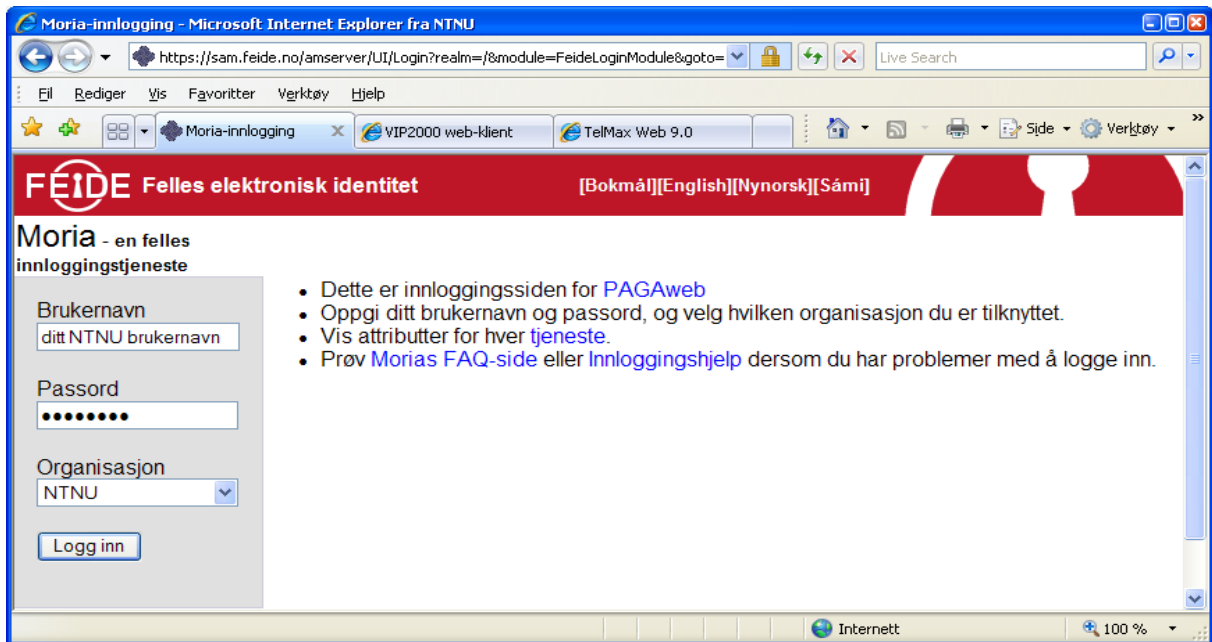
### **LOGGING ON TO PAGAWEB USING FEIDE**

NTNU uses the educational environment common electronic identity system FEIDE ('Felles Elektronisk IDEntitet') as the tool for logging on to PAGAweb. This means that everyone can use their normal 'Innsida' (entry page) usernames and passwords to log on to PAGAweb.

To log on to PagaWeb using FEIDE, you go to the following address:

<http://ntnu.bluegarden.net>

This logon window then comes up:

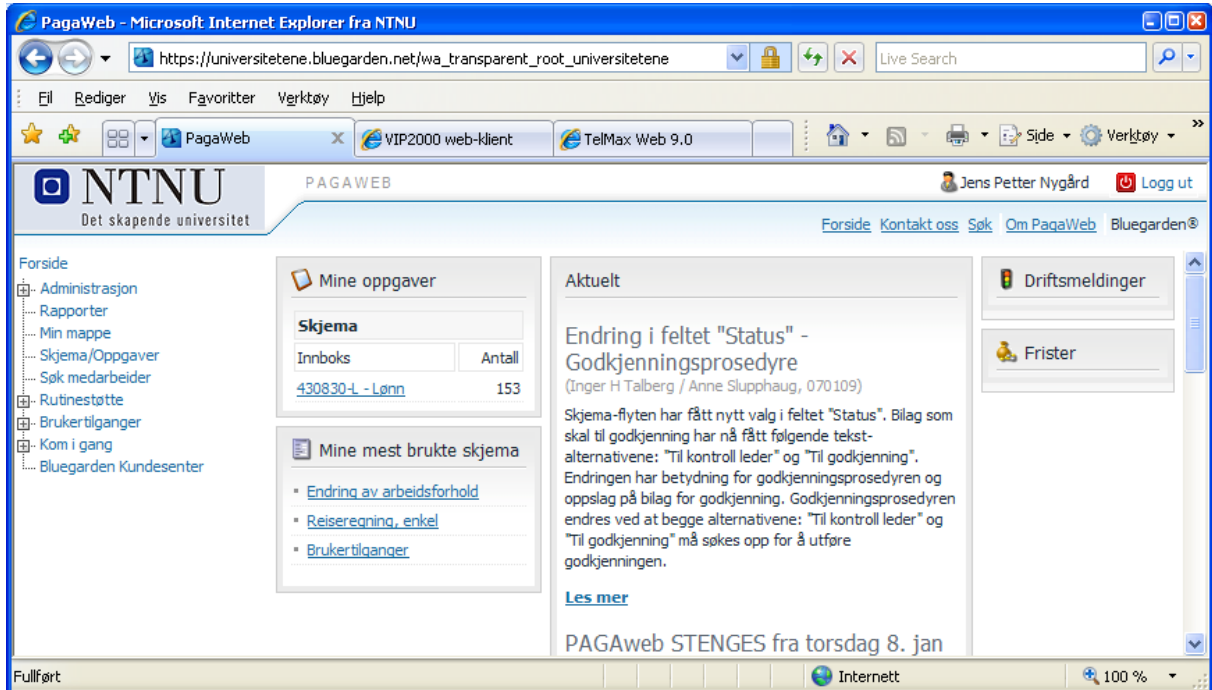


You key in the username you use at NTNU (signature) and your fixed NTNU password. (For most people this means the same username and password that is used to log on to Innsida.)

You must also remember to select NTNU in the field named "Organisation" ('Organisasjon').

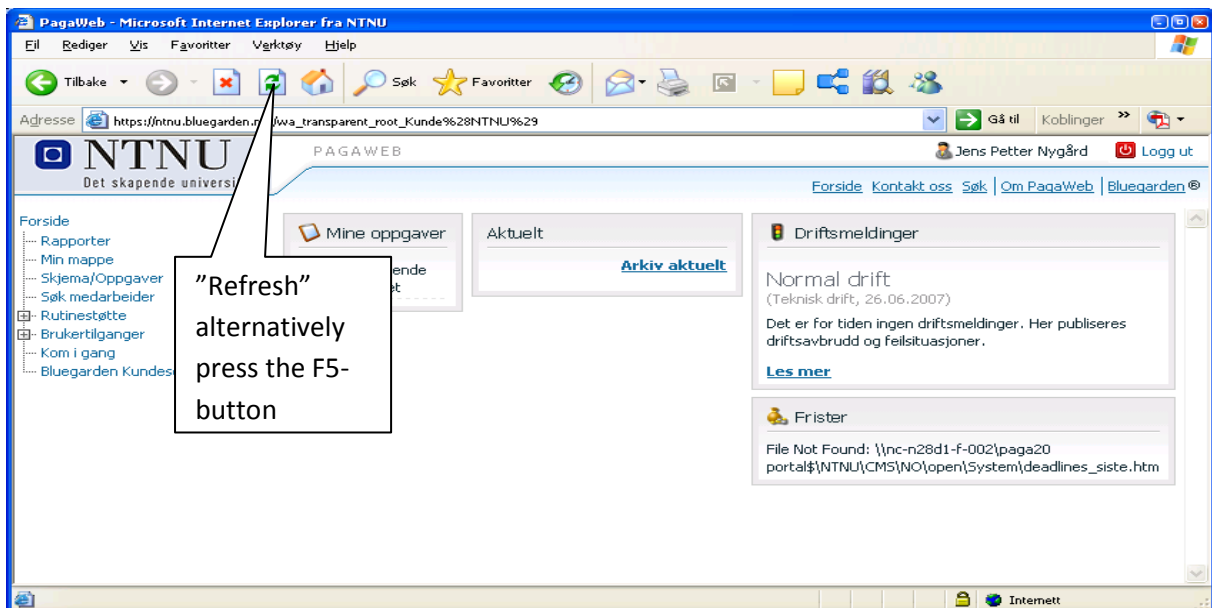
After three failed logon attempts the user account will be blocked for one hour, i.e. you must wait at least one hour from the last failed attempt until you try again. **To avoid this** it is recommended that you close your browser (Internet Explorer) and start again with a new logon screen and enter your username and password afresh, after the **first** failed attempt. After more than 8 failed logon attempts the account will be locked and unlocking must be ordered. This is done by contacting Svein Aarnes, tel no: 95398.

After that you should come straight in to PAGAweb:

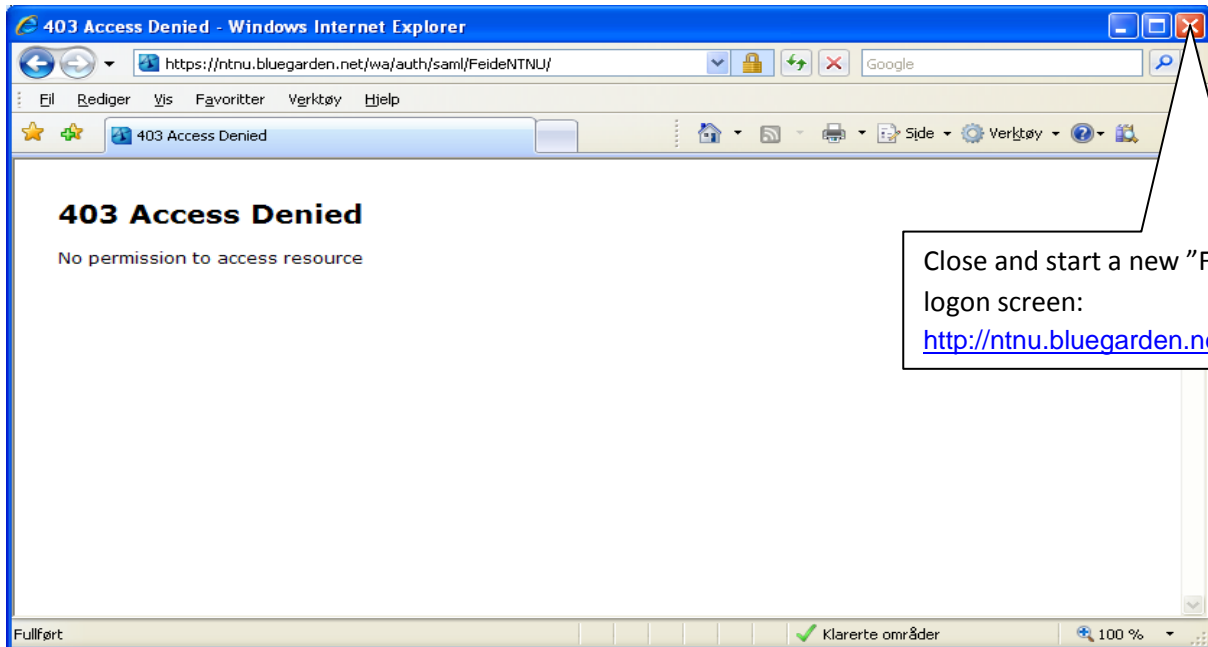


## Inactivity

After 2 hours with no activity you have to log on afresh, for security reasons. This is done by “refreshing” the screen.



After using the “Refresh” function the following error message may occur. If this happens you have to open a new browser page in Internet Explorer and start with a new Feide logon screen, where you re-enter your username and password, remembering to select the correct organisation.



## FRONT PAGE

When you come in to PAGAweb, your personal front page comes up. On the left hand side is a menu that contains, amongst other things, procedural support for those subjects that are relevant to you as a user. The box "News" ('Aktuelt') contains messages from the Central Payroll Service. It is worth noting that the box "Closing dates" ('Frister') for payment of salaries refers to the time deadlines that apply to managers. The form has to be approved on the closing date for payment to take place, so you need to allow extra days when making your entry, to allow time for the attester to check the form and the manager to approve it within the given time frame.

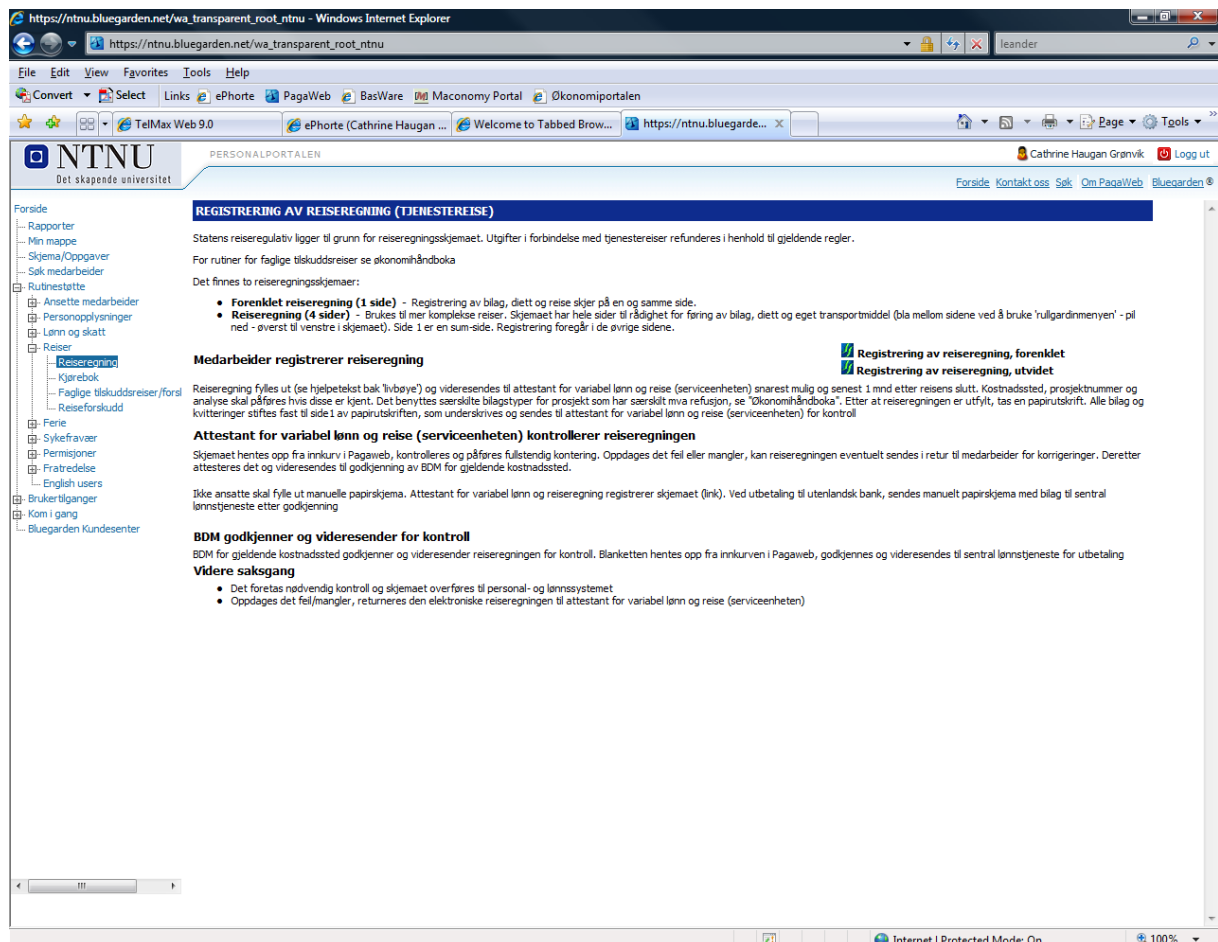
The screenshot shows the NTNU PAGAweb personal portal. The browser window is titled "https://ntnu.bluegarden.net/wa\_transparent\_root\_ntnu - Windows Internet Explorer". The page content is as follows:

- Navigation Menu (Left):** Forside, Rapportier, Min mappe, Skjema/Oppgaver, Søk medarbeider, Rutinestøtte, Ansette medarbeider, Personopplysninger, Lønn og skatt, Reiser, Ferie, Registrering av ferie, Korrigering av fravær, Overføring av ferie, Sykdørm under ferie, Sykefravær, Permisjoner, Fratredelse, English users, Brukertilganger, Kom i gang, Bluegarden Kundesenter.
- Mine oppgaver:** Skjema table with columns 'Innboks' and 'Antall'. Below it, 'Mine mest brukte skjema' with links for Ferie, Reiseregning, enkel, and Kværebok.
- Aktuelt:** Ny pålogging for PAGAweb fra uke 14 (Inger H Talberg, 30.03.2009). TIL ALLE PAGAweb-brukere! Alle brukere av PAGAweb må endre til ny lenke før 6.4.2009! Ny lenke (URL) er følgende: https://ntnu.bluegarden.net MERK! Den gamle lenken vil ikke virke etter 6.4.2009! Les mer. TJENESTEREISER - Nye satser oppdateres 1.4.2009. (Inger H Talberg, 16.03.2009, red. 30.03.09). TIL attestanter for variabel lønn og reiseregninger, og ansatte som bruker Pagaweb! Nye satser for kostgodtgjørelse, måltidsfradrag og administrativ forpleining vil bli oppdatert i Pagaweb 1.4 2009. (se unntak nedenfor \*) For reiser som er foretatt før 1. mars, men registrert etter 1. april vil satsen blir korrigert til gammel sats ved lønnskjøring slik at kostgodtgjørelse blir korrekt. Alle tjenester reiser registreres i Pagaweb, og reisedato vil etter oppdateringen gi riktige satser i utbetalingsfasen. UNNTAK \*) Mulighet for registrering av kompensasjonstillegg ved utenlandsreiser vil bli oppdatert 19. mai 2009 i reiseregningsskjema. Lønntjenesten vil på grunnlag av reisedato for utenlandsreiser foreta tilleggsregistrering av kompensasjonstillegget (kr 400,- pr døgn) inntil oppdateringen er foretatt. Les mer. Arkiv aktuelt.
- Driftsmeldinger:** Normal drift (Service Delivery Management, 30.03.2009). Det er for tiden ingen driftsmeldinger. Her publiseres driftsavbrudd og feilsituasjoner.
- Frister:** Innleveringsfrister/-utbetaling av lønn 2009. Gjelder lønnsbilag, reiseregninger og skattekort. Table for 2009:

2009		
April	25.mars	8.april
	1.april	22.april
Mai	27.april	12.mai
	7.mai	22.mai
Juni	27.mai	12.juni
	12.juni	24.juni
Juli	25.juni	10.juli
	8. juli	22.juli
Aug.	28.juli	12.aug
	10.aug	21.aug
Sept.	27.aug	11.sept
	9.sept	22.sept
Okt.	24.sept	12.okt

## PROCEDURAL SUPPORT

“Procedural Support” (‘Rutinstøtte’) is a separate menu option. It gives you a step-by-step description of the work processes you are interested in, with information about who has to do what and when. You can find links to the relevant screens here as well. We recommend that you look at Procedural Support if you are in doubt about anything to do with the various subjects.



The screenshot shows a web browser window displaying the NTNU Personal Portal. The main content area is titled "REGISTRERING AV REISEREGNING (TJENESTEREISE)". It provides instructions for reporting travel expenses, including a list of required documents and a flowchart for the registration process.

**REGISTRERING AV REISEREGNING (TJENESTEREISE)**

Statens reiseregulativ ligger til grunn for reiseregningsskjemaet. Utgifter i forbindelse med tjenestereiser refunderes i henhold til gjeldende regler.

For rutiner for faglige tilskuddsreiser se økonomihåndboka

Det finnes to reiseregningsskjemaer:

- **Forenklet reiseregning (1 side)** - Registrering av bilag, diett og reise skjer på en og samme side.
- **Reiseregning (4 sider)** - Brukes til mer komplekse reiser. Skjemaet har hele sider til rådighet for føring av bilag, diett og eget transportmiddel (blå mellom sidene ved å bruke 'rullgardinnyeri' - pil ned - øverst til venstre i skjemaet). Side 1 er en sum-side. Registrering foregår i de øvrige sidene.

**Medarbeider registrerer reiseregning**

Reiseregning fylles ut (se hjelpe tekst bak 'Tilbøye') og videresendes til attestant for variabel lønn og reise (serviceenheten) snarest mulig og senest 1 mnd etter reises slutt. Kostnadssted, prosjektnummer og analyse skal påføres hvis disse er kjent. Det benyttes særskilte bilagstyper for prosjekt som har særskilt mva refusjon, se "Økonomihåndboka". Etter at reiseregningen er utfylt, tas en papirutskrift. Alle bilag og kvitteringer stiftes fast til side1 av papirutskriften, som underskrives og sendes til attestant for variabel lønn og reise (serviceenheten) for kontroll

**Attestant for variabel lønn og reise (serviceenheten) kontrollerer reiseregningen**

Skjemaet hentes opp fra innkurv i PagaWeb, kontrolleres og påføres fullstendig kontering. Oppdages det feil eller mangler, kan reiseregningen eventuelt sendes i retur til medarbeider for korrigeringer. Deretter attesteres det og videresendes til godkjenning av BDM for gjeldende kostnadssted.

Ikke ansatte skal fylle ut manuelle papirskjema. Attestant for variabel lønn og reiseregning registrerer skjemaet (Ink). Ved utbetaling til utenlandsk bank, sendes manuelt papirskjema med bilag til sentral lønnsjeneste etter godkjenning

**BDM godkjenner og videresender for kontroll**

BDM for gjeldende kostnadssted godkjenner og videresender reiseregningen for kontroll. Blanketten hentes opp fra innkurven i PagaWeb, godkjennes og videresendes til sentral lønnsjeneste for utbetaling

**Videre saksgang**

- Det foretas nødvendig kontroll og skjemaet overføres til personal- og lønnsystemet
- Oppdages det feil/mangler, returneres den elektroniske reiseregningen til attestant for variabel lønn og reise (serviceenheten)

## MY FOLDER

The individual employee can find his/her own salary and personal information as held in the payroll system using the menu option “My folder” (‘Min mappe’). The information is organised under a number of folder tabs. Generally speaking, the individual manager has access to the same information about his/her employees, apart from the salary slips of individual employees and personal tax deductions. The manager does not have access to all fixed tax deductions either. Under the tab “Forms” (‘Skjema’) you can see forms sent in previously and check the progress of earlier forms that have not yet been paid out.

The screenshot shows the NTNU Personal Portal interface. The main content area is titled "Opplysninger om medarbeider" (Employee Information). It features a navigation menu on the left with options like "Rapporter", "Min mappe", and "Sjema/Oppgaver". The main content area has a header with the NTNU logo and a user profile for Cathrine Haugan Grønvik. Below the header, there are several tabs: "Person", "Lønn", "Personlige trekk", "Faste Tillegg/trekk", "Historikk", "Fravær", "Ferie", "Familie", "CV", "Lønnslipp", "Dokumenter", "Tilganger", and "Skjema". The "Person" tab is selected, showing a form with the following fields:

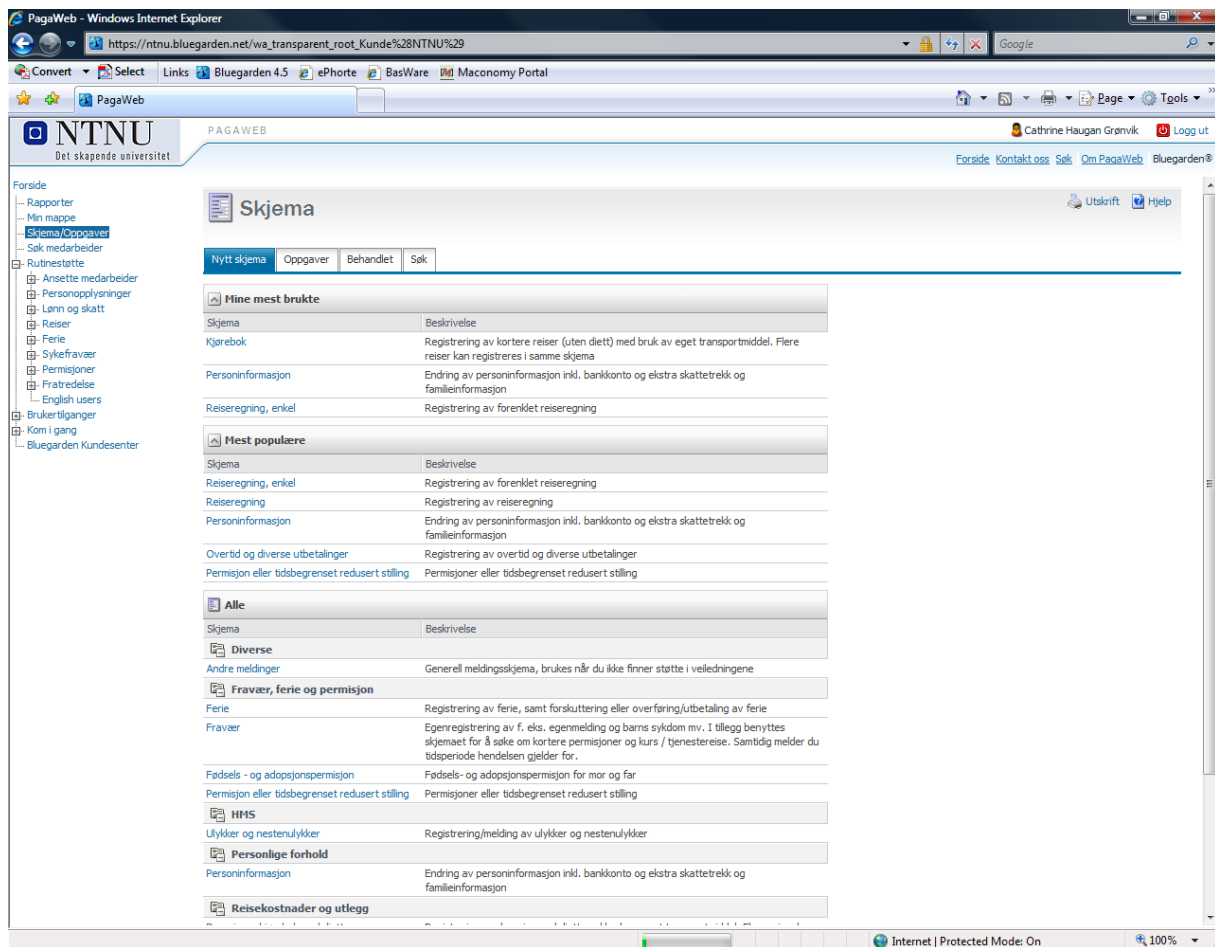
Oppgaver	Ansattnr: [redacted]	Signatur: CATHRHAU	Navn: Grønvik, Cathrine Haugan	Stilling: 1363 Seniorkonsulent
	430830 NTNU		Organisasjonsenhet: 0000670205 SVT - Fakultetsadministrasjon	
<b>Person</b>				
Fødselsår: 1	Kjønn: Kvinne	Alder: 38	Fødselsdato: [redacted]	<a href="#">Nytt bilde</a>
Statsborgerskap: NORGE		Sivilstand: [redacted]		
Mobiltelefon: [redacted]				
<b>BOSTEDSADRESSE</b>				
Epost: [redacted]				
Postnr: 7043		Poststed: TRONDHEIM	Land: Norge	
<b>INTERNADRESSE</b>				
Epost: cathrine.haugan.gronvik@svt.ntnu.no				
Adresse: [redacted]		Telefon: 73590496		
Postnr: [redacted]		Poststed: [redacted]	Land: Norge	

## FORMS

All information that is to be entered into PagaWeb is entered using forms. Under the menu option **“Form/Tasks” (“Skjema/oppgaver”)** and in the folder selection **“New Forms” (“Nytt skjema”)** you will find all forms that are available to you as a user. For the moment, the forms for absence and holiday are not being taken into use, other than in the Faculty of Social Sciences and Technology Management (Samfunnsvitenskap og teknologiledelse – ‘SVT’). You open the relevant forms by clicking on them.

## Setup and Functionality

In principle, all forms are set up in the same way. The principal difference is what is to be entered. Managed case flow is built in to the forms, which corresponds with the relevant regulations and organisational structure i.e. it mirrors the NTNU cost structure. This means that the form itself knows where it is to be sent. The forms contain all the information you need in connection with data entry. There are pull-down menus in places where you need to enter coding and help functions with descriptions of the fields in the form. In procedural support you can find information about which form needs to be used in the various work processes.



On opening, all forms load up the information registered for the employee in the payroll system. This means that you avoid having to type in information such as your name, address, bank account no. etc, e.g. when you enter a travel expense bill. The system also carries out automatic calculations and checks, so that you avoid having to look up rates for the various countries in respect of board and lodging allowances (per diems) and you do not have to work out the number of days you are entitled to claim per diems for.

### How to send in forms for checking

When you send in forms for checking the procedure is the same for all forms. You go up to the field “Status” and click on it. An option called “Registration Control” comes up. When you select it, “To In-tray” will change and you will get the in-tray for variable salary for your unit. Then you can press the “Send” button. If you wish to save the form and work on it again later, you can save it by selecting the status “Registration in Progress” and pressing the “Save” (‘Lagre’) button. You will then be able to retrieve the form in your personal in-tray.

Skjema - Windows Internet Explorer  
 https://ntnu.bluegarden.net/FormManagement...=1&SFormdefId=RRFORENKLET&sAnsattNrCus

**Forenklet reiseregning**

Ikke-ordnert arbeid ( tjenestereise) Status: **Registreringskontroll (KREG)** Til innkurv: Var.lønns SVT (V-670000)  
 Ordinert arbeid (skattepliktig) (ingen)

Merknad:   
 Under registrering (REG)   
 Til Variabelomsattestant (TKONTV)   
 Registreringskontroll (KREG)

Arbeidsgiver: NTNU (430830) Måned: År: Bruker: CATHRHAU Blankett ID: 39478  
 Ansattnr.: 0000670205 SVT - fakultetsadministrasjon

Reisesedato (ddmmåå) Kl. Returdato (ddmmåå) Kl.

Den reisende bekrefter at alle originalbilag/kvitteringer vedlegges papirutskrift

Arbeidsforhold: Grønvik, Cathrine Haugan/NTNU/SVT - fakultetsadministrasjon/Seniorrådgiver Stillingss%: 100.00  
 Kosterid: 670205 SVT - fakultetsadministrasjon

Bilag nr.	Dato (ddmmåå)	Strekning/gateadresse/formål	Utgiftstype	Fra/Til	Tur/Retur	Ant.	Beløp	Valuta	Kurs	Beløp i NOK	Forhånds-betalt av selskapet	MVA Ref.
1						1			1.0000			
2						1			1.0000			
3						1			1.0000			
4						1			1.0000			
5						1			1.0000			
6						1			1.0000			

Totale bilagskostnader i NOK

Dato	Tid	Oppholdssted	Diett uten overnatting				Diett m. overnatting				Nattillegg med hotell		Døgnpris hotell ekskl. frokost	Administrativ forpleining		Brakke	Pensjonat		Trekkpliktig	TOTALT
			Innländ: 6-9 timer	Innländ: 9-12 t.	Innländ & Utland: 6-12 t.	Innländ: 8-12 timer	Innländ & Utland: >12 timer	Ant	Sats	Ant	Sats	Ant		Sats	Ant		Sats	Ant		
			Kostred.	Frokost		Lunsj														
			Kostred.	Frokost		Lunsj														

Done Internet | Protected Mode: On 100%

"Status".  
 Select "Registreringskontroll" (Registration Control)

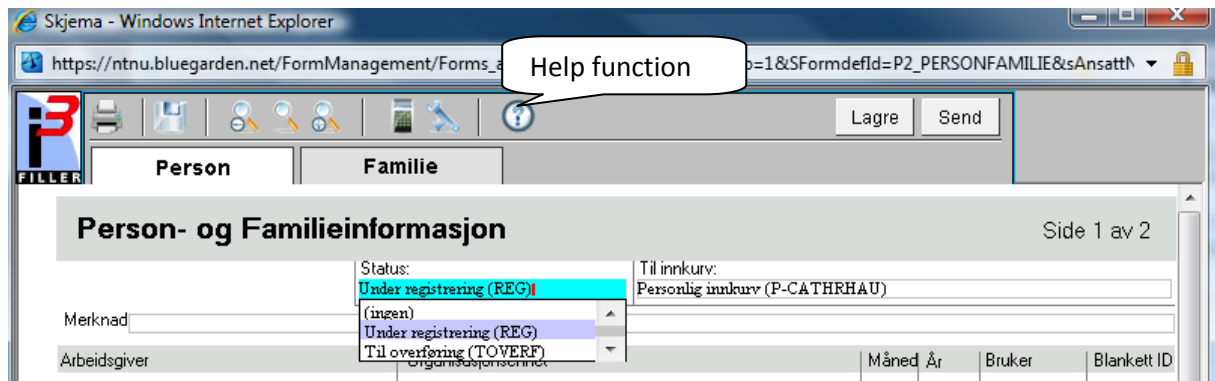
In-tray for your unit will appear.

### How to send a form for checking by another unit

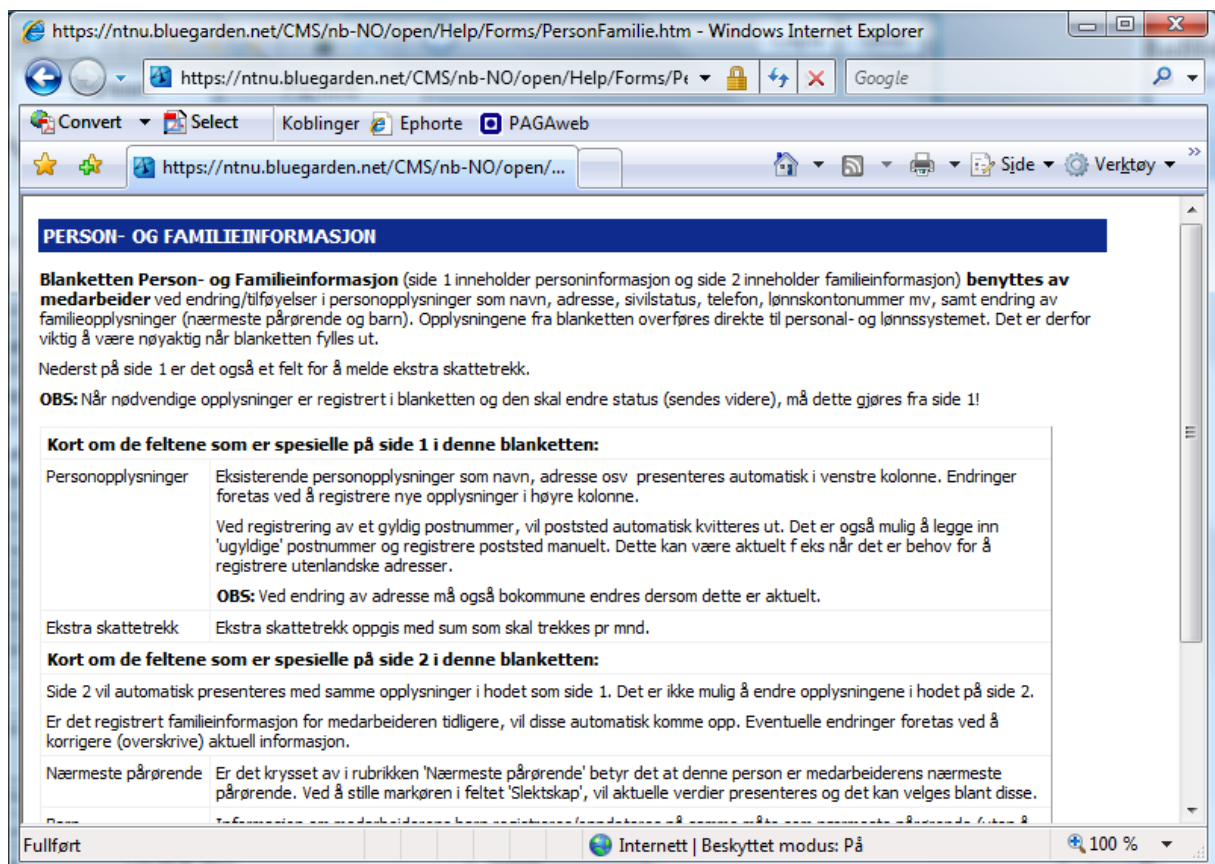
If a unit in NTNU other than the one you are linked to is to pay your travel expense bills, you must change the organisation unit by keying in the correct cost centre for the unit concerned in the field "Organisational Unit" ('Organisasjonsenhet'). Then the correct in-tray will come up when you change the status to "Registration Control", so that you send the form to the correct unit.

## Help with forms

All forms have a help function ('?'), which is located along with the description of the fields in the form.



When you click on the symbol for help with the form a description of the form will open in a separate window:



## **The form “Personal Information”**

In the form for Personal and Family Information it is possible to alter personal information including, bank account, additional tax deductions and family information. When you load the form, the existing information comes up on the left hand side and you can alter the information on the right hand side. If you want to change your name, the procedure is that you deliver a Certificate of Change of Name to the fixed salary attester (personnel consultant), then you change your name in PagaWeb. This is important in the context of the payment of your salary. It is also important to note that NTNU only approves Norwegian bank account numbers.

## **Important things to remember**

### **Original vouchers**

All original vouchers must be retained on file at NTNU and it is the attesters for variable pay and travel whose task this is. They also require the vouchers to be able to check your form. You must therefore print out the form, attach all vouchers and send the form to the attester for variable pay and travel for your unit by internal mail. The printout of the form for travel expense bills makes it easy for the attester to identify which vouchers belong to which journey.

## **The form for Travel Expense Bills**

The form for travel expense bills must only be used for work journeys. Supplementary travel (journeys with part cover/reduced rates) are settled using a separate manual form.

There are two different forms for travel expense bills, simple and ordinary. The simple form is used for more straightforward journeys, for example a return journey Trondheim – Oslo. The simple travel expense bill form has just 6 fields for entering expense vouchers, whilst the ordinary form has 22 fields. You cannot transfer data between the two forms, so you must start a new ordinary form if there is too little space in the simple form. If in doubt as to which form to use, use the ordinary one.

For navigation in the travel expense bill form, for example, under the tabs “Vouchers” (‘bilag’) or “Per Diems” (‘diett’) it is best to use the tabulator key. Go right out of the line and jump to the next line. In this way the correct calculation will be activated in the total column.

## **Date format**

In PagaWeb you do not need to insert spaces in dates or times. The system itself will arrange the correct format. For example, just enter 280909 for a date and 1600 for a time.

## FAQs

1. I log myself on to PAGAweb using Mozilla, but I cannot open my folder?  
*PAGAweb only functions using Internet Explorer. We have set up a terminal server for those who do not have IE installed on their machines. See the separate logon guidance for logging on this way.*
2. When will there be an English version of the system?  
*The English version of the system will come out in the first half of 2010.*
3. Can each person have several accounts?  
*No. The system cannot handle more than one salaries account per person. If you want to have several accounts you must find a solution to this yourself.*
4. What does one do if one is not going to take out the full board and lodging allowance when travelling?  
*The system is constructed for work journeys and Government travel regulations. The travel regulations state what one is allowed to claim in connection with travel as a public service employee. Staff frequently travel on project work and do not wish to take out the full per diem allowance. In these circumstances one may deduct some of the breakfasts/lunches/dinners for which one technically has cover under the rules. Contact the attester for variable pay and travel for help with this.*
5. What does one do with the original vouchers for the travel expense bill?  
*All original vouchers must be retained on file at NTNU and it is the attesters for variable pay and travel whose task this is. They also require the vouchers to be able to check your form. You must therefore print out the form, attach all vouchers and send the form to the attester for variable pay and travel for your unit by internal mail. The printout of the form for travel expense bills makes it easy for the attester to identify which vouchers belong to which journey.*
6. What do I do if the travel expense bill is to be covered by several cost centres?  
*If several cost centres are to cover the travel expense bill (and also any other costs that are paid out through PagaWeb) this must happen by cross-posting in retrospect. Enter such requirements in the remarks field so that the attester is advised of this, or possibly send a separate email to the attester.*
7. If I stick to the closing dates on the front page, will I be able to rely on being paid on the right date?  
*The closing dates stated on the front page of PagaWeb are approval deadlines for managers. That means that as an employee you must allow extra days during input, so that the attester has time to check and the manager has time to give approval.*

8. What do I do if I have had made a private journey at the beginning or the end of the work journey?

If you have a private stay during a work journey, there is an option in travel expense bills under place of stay which is called "Private journey, no per diems". You use this option for the part of the journey that was private.

Skjema - Windows Internet Explorer  
 https://ntnu.bluegarden.net/FormManagement/Forms\_actOpenPost.asp?bFillAnsattInfo=1&SFormdefId=RRFORENKLET&sAnsattNrCus

Lagre Send

Sum																					
3																					
4																					
5																					
6																					

Diett		Oppholdssted		Diett uten overnatting						Diett m. overnatting						Natttillegg med hotell		Dagn pris hotell ekskl. frokost		Administrativt forpleining		Brakke		Pensjonat		Trekkpliktig		TOTALT	
Dato	Tid			Innland: 5-9 timer	Innland: 9-12 t. Utland: >12 t.	Innland & Utland: 6-12 t.	Innland: 8-12 timer	Innland & Utland: >12 timer																					
Form.: Tom.:	Avreise kl. Retur kl.			Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats	Ant Sats			
28-09-09	08:00:00	Privat reise, ingen d		0	0	0	0	0																		0.0			
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		Norge		okost				Lunsj					Middag																
		Mat etter regning-Norge		okost				Lunsj					Middag																
		Mat etter regning-Utland		okost				Lunsj					Middag																
		Privat reise, ingen diett		okost				Lunsj					Middag																
		Albania																											
		Belgia																											
		Belgia-Brussel																											
		Bosnia-Hercegovina																											

Eget transportmiddel		Oppholdssted		Transportmiddel		Km		Antall pass.		Til-henger		Ant. vei		Utland		Uspes. tilleggs-sats		KM sats		Belep i NOK	
Dato (ddmmåå)	Tid																				
Form.: Tom.:	Avr. kl. Retur kl.																				

Totale bilagskostnader i NOK

Totale diettkostnader i NOK

Totale skysskostnader

GOOD LUCK!