

Frequently Asked Questions

1. Who may use Unit4 Business World (UBW, formerly Agresso)?

All staff can use the online UBW system for expenses.

2. Can I access UBW from home?

Yes, UBW Web is available off-campus.

You will need to register for Remote Access and download the Duo Mobile app to your smart phone.

Instructions on how to register and use Remote Access can be found on the IT website, here:

<http://www.reading.ac.uk/internal/its/EnablingTechnology/RemoteSystemsAccess/rsa-home.aspx>

Once you have access, you can log on to UBW Web from anywhere in the world using the same link as for on-campus access.

3. How do I get my UBW login details?

Your login details are your University ITS username and password. All staff are automatically set up in UBW with access to Expenses. When you log in you need to enter the Domain – this should be set to RDG-HOME.

4. How do I submit an expense claim?

Expense claims are created online in the UBW Expenses software. For information on entering expenses please see the User Guide.

5. How are Expense claims authorised?

When an expense claim is entered online, the approver (the budget-holder followed by the Head of School or Function or their delegate) will be alerted via email that they have a new item to approve. When they log in to UBW they can approve or reject the claim.

6. What are Expense Types?

Expenses types are set up to simplify the entering of a claim by grouping expense claim items together. There are currently four Expense Types; General Expenses, Inter Campus Journeys, Overseas Travel and UK Travel and Subsistence.

7. I wish to edit an error on my expense claim, is this possible?

Yes. If you open a draft claim you can make changes and save as draft or submit for approval.

You can still make changes if the claim has already been sent for approval and is in workflow. However, if you change the amount, project code, or add a receipt the claim will be resubmitted and enter the approval process again from the beginning.

8. I am responsible for our budget, how do I know when a claim requires approval?

You will receive a notification email in your email inbox to inform you that there is something to approve.

9. My approver is away from the office, can someone else approve the expense?

Approvers should have a substitute configured in the system.

10. Can I see whether my claim has been approved?

Yes. You can track your expenses in the Information Pages - My Expense Claims section in UBW.

11. The system is asking me for a project code, what do I enter here?

The project code will be the same as you previously used in the paper-based system.

12. How do I claim Mileage expenses?

Mileage can be claimed as a General Expense or as part of a UK Travel trip.

13. Is there a time limit during which claims may be entered?

University policy is that claims should be entered within twelve months. Claims for expenses over twelve months old will be automatically rejected.

14. I started to enter an expense claim but I was interrupted and when I got back to my screen the system had timed out, why?

For security purposes, the system has a built-in auto log-off facility where if there is no activity for 30 minutes or more then the system will automatically time out. If you are working on the system and need to leave it for a period of time greater than 30 minutes, we recommend saving the claim as Draft which will allow you to re-open and continue entering the data at your convenience.

15. I'm having trouble using the software on my iPad, why?

Currently, UBW Web is not fully supported on iPads.

16. When I use Chrome and try to access my Expenses reports it says "An error has occurred which prevents Agresso Web from completing the requested task. Please contact your system administrator.", why?

To resolve this issue you need to change your browser settings. Under Settings, then show advanced settings, choose Language and input Settings. Click on add, and select English(United Kingdom) language from the drop down box and select ADD. You need to make sure that English(United Kingdom) is at the top of the list of languages, followed by English. You can do this by dragging and dropping it to the top of the list.

17. I've read the FAQs and still have a question, where can I get further assistance?

There is a User Guide for online expenses in the Reports - User Guides and Training section of UBW. However, should you have any outstanding queries, please do not hesitate to contact us by email to finance-help@reading.ac.uk or telephone 0118 378 7161.