orisoft

Orisoft Object-Oriented Human Resource Management System Suite

# User Manual for ESS

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INTRODUCTION TO ESS

1. What is ESS?

ESS stands for **Employee Self Service**. It is a web-based application that conveniently allows employees to access and update their personal details via an Internet browser at anytime and anywhere.

ESS may be integrated into the **HRMWin application**, Orisoft's premier human resource management system. In fact, many of the core functions of ESS are derived from HRMWin.

The following are the essential features of ESS:

1. ESS allows users to update their own relevant profile information online
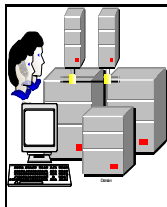
This is subject to second-party (and perhaps including a third and fourth) **approval** before it is posted online and confirmed in employee records.

Therefore, changes made in ESS will be **pending until approved**.

During the pending stage, an **escalation process** takes place within the system to generate user requests and the subsequent approval from the relevant parties. The configurations for this escalation procedure are set under HRMWin.

2. ESS directly synchronizes with related Orisoft application tools, like HRMWin and PAYWin
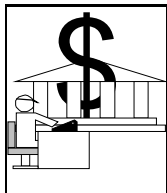
After the user's change requests are approved, employee records will be **synchronized** accordingly to both the Orisoft PAYWin and HRMWin software. Conversely, if changes are made on PAYWin or HRMWin, those changes will be synchronized to ESS.

An advantage of having ESS synchronized to the payroll and HR systems is that it allows **easier monitoring of events and updates made** for the superior or reviewer. It is easier to track changes on a web-based interface.

3. ESS also allows user to view past history records
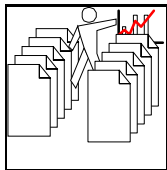
This allows a repository of **historical events and records involving the employee** to be conveniently viewed and displayed on a web browser. Examples of what user can view are their employment history and details, completed training courses, work attendance, and so on.

2. ESS Overview

The web pages in ESS are, at times, linked to each other in order to achieve a common function. Below is a graphical overview of the ESS application.

What is ESS?
ESS stands for Employee Self-Service. It is basically a web-based application that conveniently allows employees to access and update their personal details via an Internet browser at anytime and anywhere.
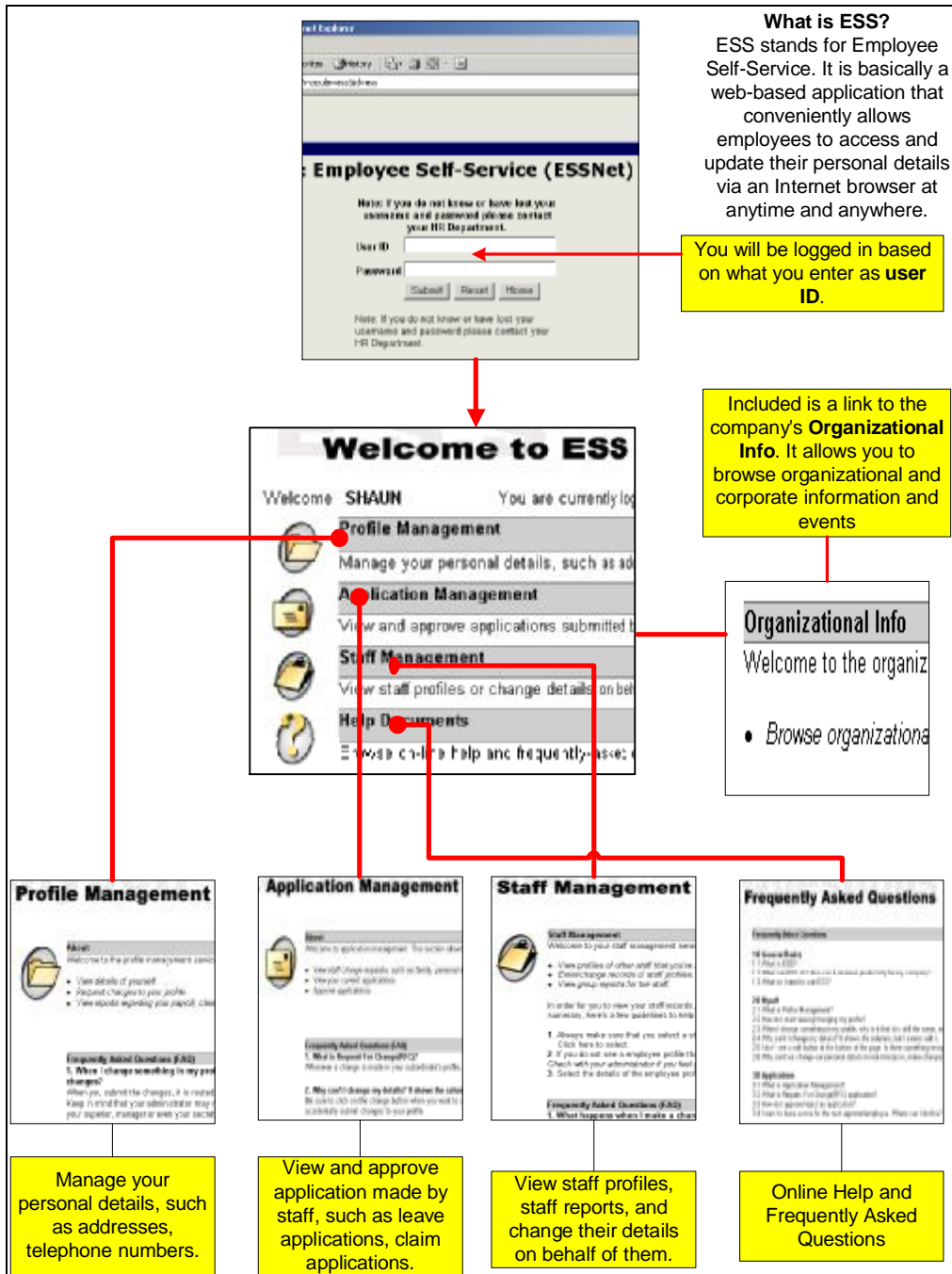
You will be logged in based on what you enter as **user ID**.

Included is a link to the company's **Organizational Info**. It allows you to browse organizational and corporate information and events

Manage your personal details, such as addresses, telephone numbers.

View and approve application made by staff, such as leave applications, claim applications.

View staff profiles, staff reports, and change their details on behalf of them.

Online Help and Frequently Asked Questions

3. ESS Process Flow

The following is the standard ESS process flow. This will enable our overall understanding on how the ESS system operates.
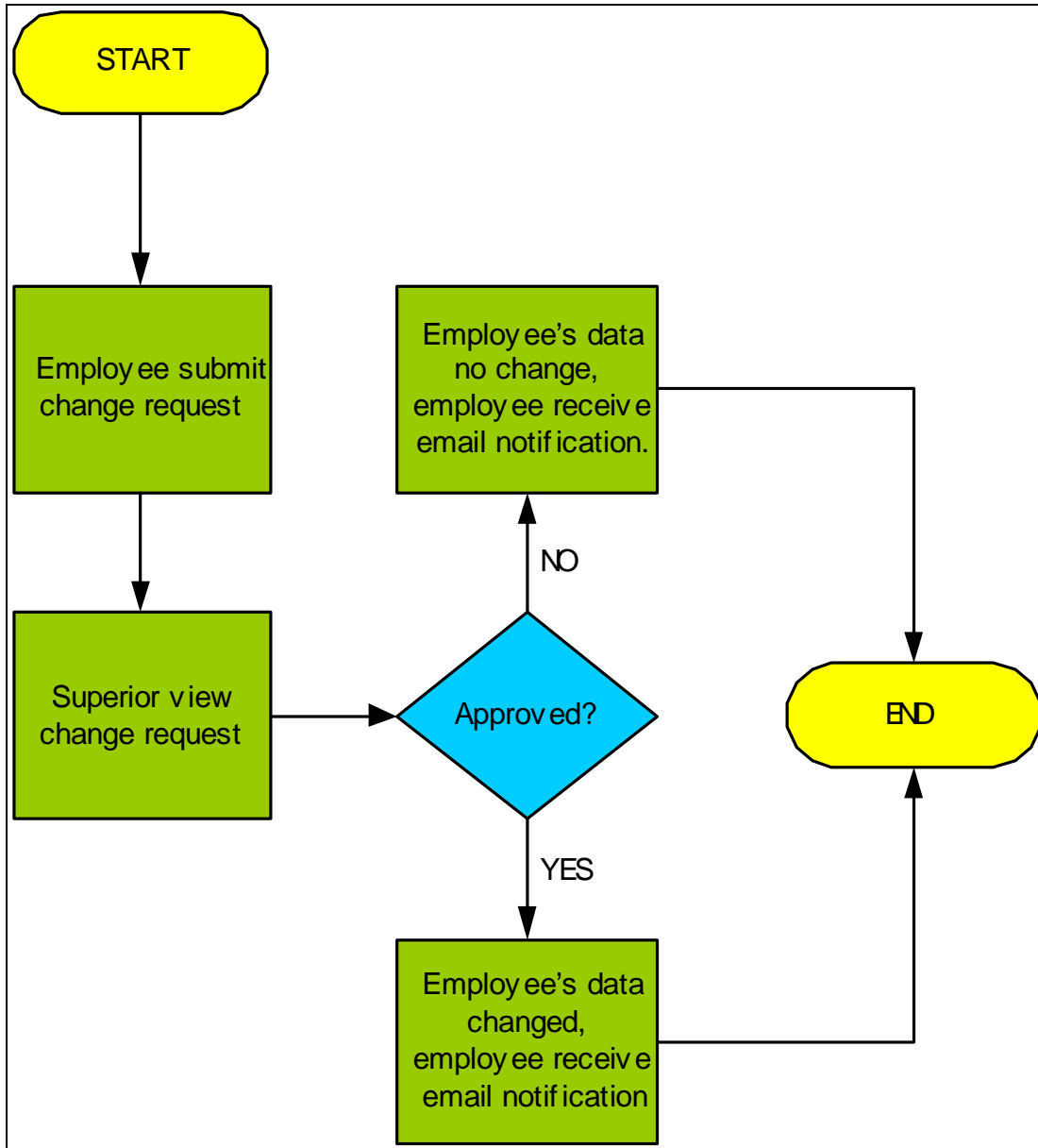
ESS REQUIREMENTS

1. The Basic Requirements (for normal users)

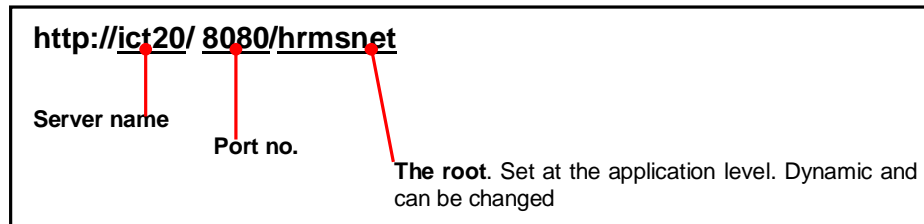In order for you to gain access to ESS, please ensure that you have the following in place:

1. **An Intranet connection**
2. **A valid User ID and Password**
3. **Web browser (Internet Explorer (IE 5.5 and above) is recommended.**
4. **Escalation procedures are in place (for the distribution of information and the generation of request approvals by ESS user's supervisor)**

2. The Advanced Requirements (for technical configurations)

These requirements are configurations done on the back-end side. Users may need to consult their technical staff regarding this.

1. **Jaguar component running on the EA server**
2. **Connectivity to the database server**
3. **SMTP Mail Client and Server (for e-mail notification purposes)**

**Note that Jaguar uses default port 8080. When configuring the http server, disable www publishing services (which has a Microsoft default of port 80) to avoid conflict with Jaguar. Otherwise, the message that appears on your IE screen will be "This web page cannot be displayed"

http://ict20/ 8080/hrmsnet

Server name

Port no.

The root. Set at the application level. Dynamic and can be changed

3. Configurations at the HRMWin application level

The Orisoft HRMWin application must already be installed in your system. The following are the configuration requirements that you must set up to enable ESS. Note that before attempting to configure, ensure you *fully understand your requirements* instead of simply setting up without any idea or preconceptions.

1. *Routing Map Setup* configurations to set and define escalation levels and procedures
2. *Periodic synchronization activity settings* with HRMWin
3. *Superior* in *Employee Profile* must be set up
4. *Organizational Setup* must be fully set up
5. *Application Configurations* for mail setup purposes, datasource properties, run-time modes and settings, messenger notifications, etc.

USING ESS

1. Getting Started

To start the application, follow the steps and procedures below:

1. Double click on the **Internet Explorer (IE) icon** to launch the web browser.
2. Type in the **web address (URL)** to access ESS.
3. The **Welcome to HRMSNet screen** will appear.
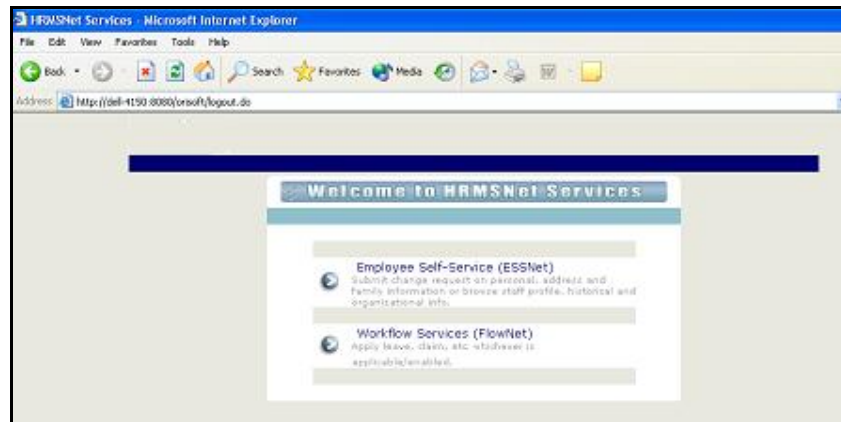
6. Click on the **Employee Self-Service (ESSNet)** to access ESS application.
7. The ESS application logon screen then will appear (*refer to the following sample screenshot*).

8. Type in your **User ID** and **Password**.
9. Click on the **Submit** button.
10. The ESS main screen will appear *(refer to the following sample screenshot, which is highlighted with indicators to describe the interface functions).* It will display a welcome message and a menu list in which you may select your designation.
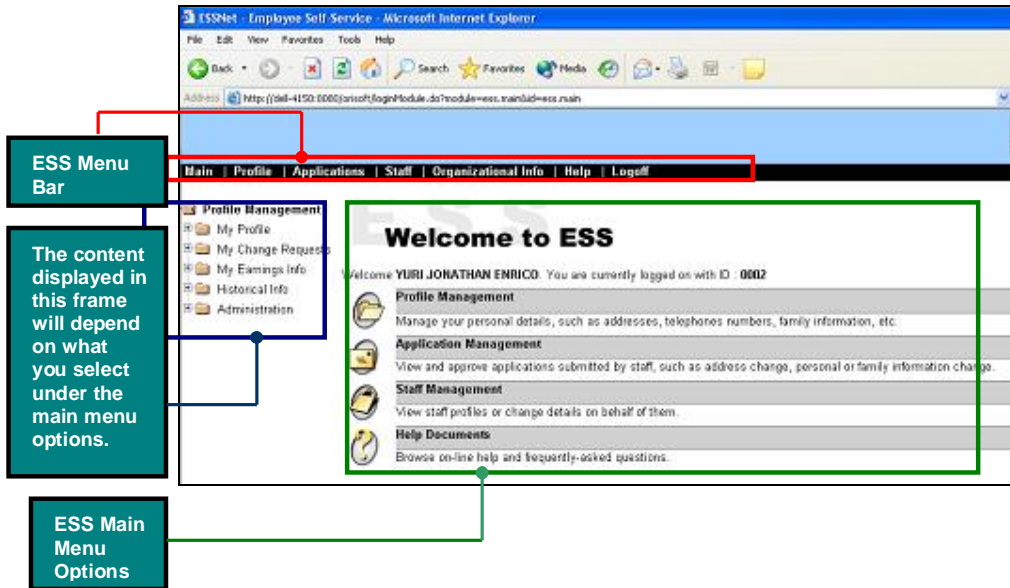
11. You may select from the ESS main menu options. As displayed, there is *Profile Management*, *Application Management*, *Staff Management*, and *Help Documents*.
12. Note that the frame on the left will change accordingly to display the sub-links of any of the options you select from the main menu.
13. For easy browsing of the application, you can select the links from the ESS Menu Bar on the top of the screen without frequently reverting back to the main screen.
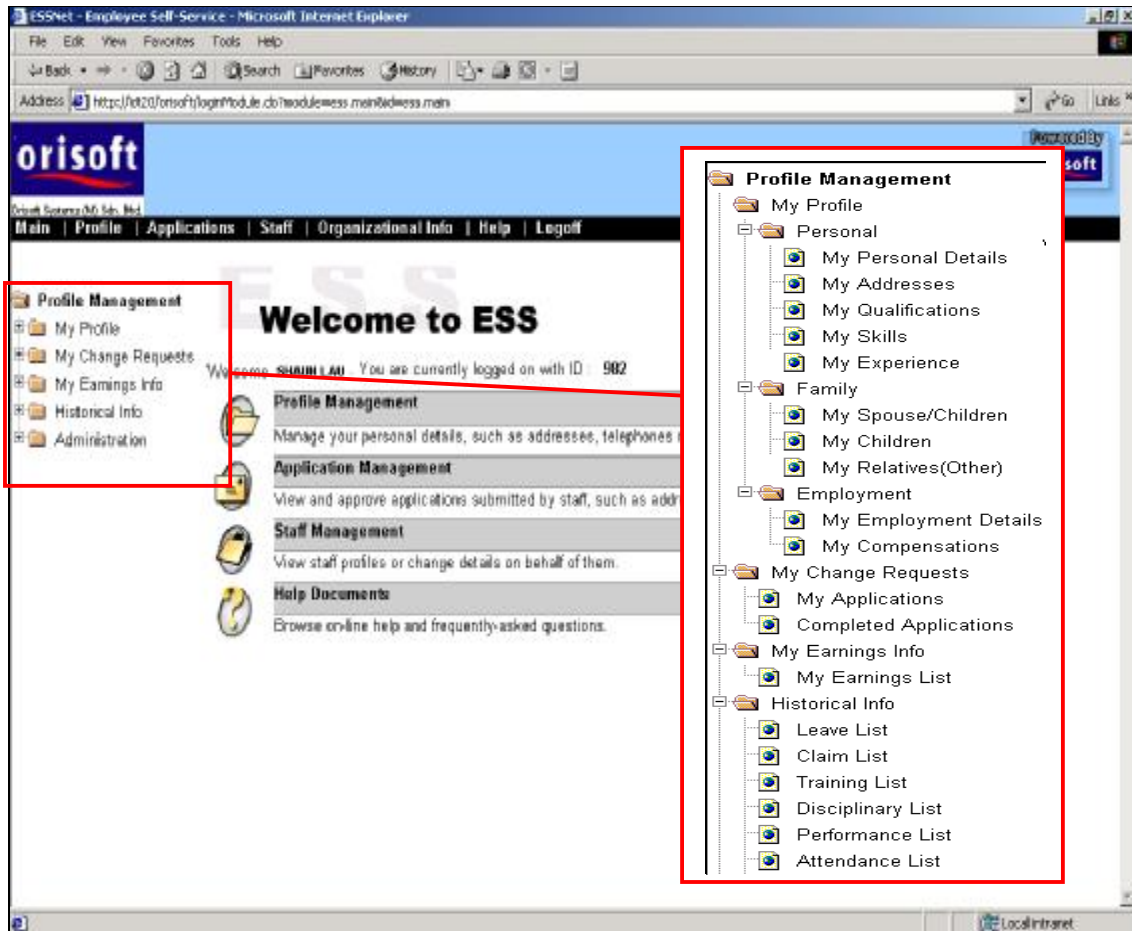
2. Using ESS

2.1 The Main Screen

ESS generally follows the typical standard HTML interface and commands.

Let's start by observing the main screen, which is the first screen that will appear when you log in as a user.
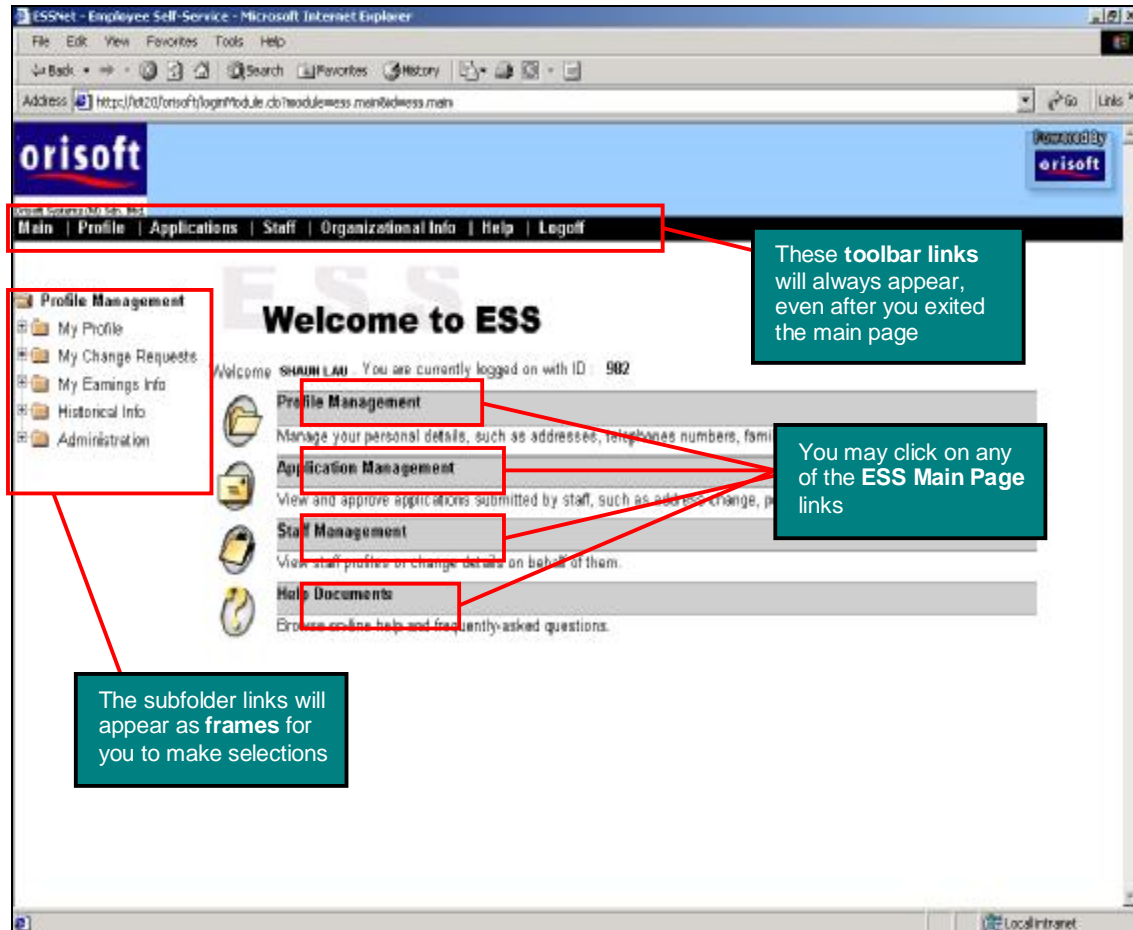
2.2 Frame of Links

Click to get a drop-down list of available links.

2.3 Submitting Change Request

1. Clicking on the **Edit button** allows the fields to become editable.
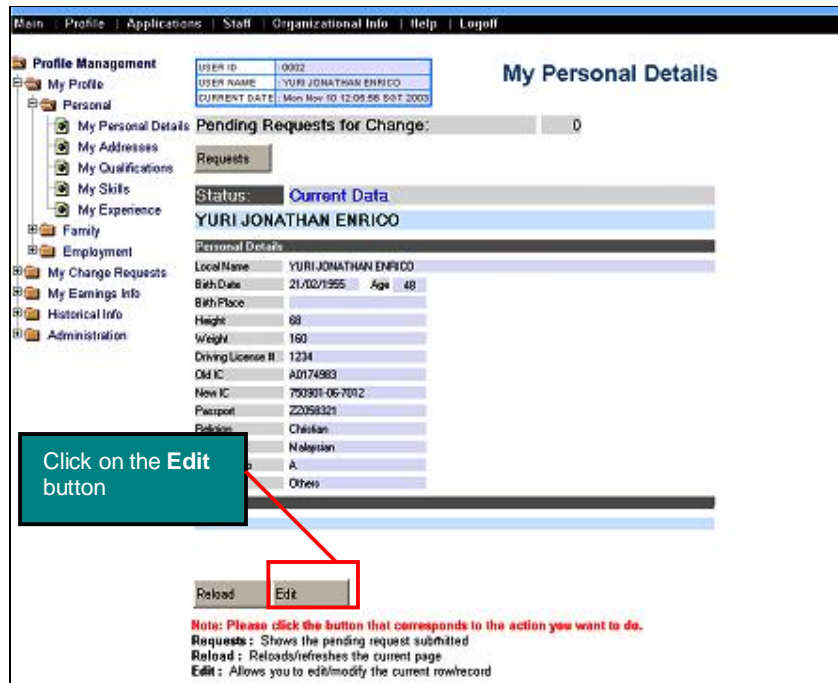
2. Thereafter, make your changes and click on the **Submit button** to submit change requests, which will be pending for approval.
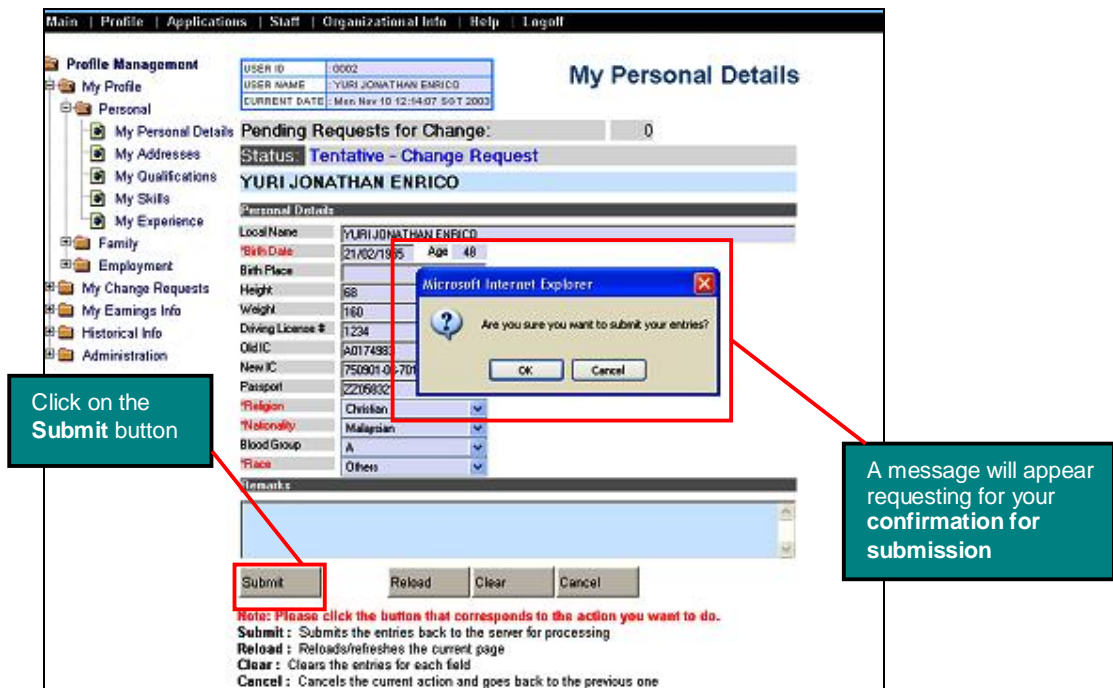
2.4 Approving Change Requests

1. As the approver, you may view a listing of change request applications pending for your approval.
2. Click on the **Agent ID** to select a particular staff request and view its details.

Click on the **Agent ID**

3. Determine the status whether to **Approve**, **Reject**, or keep it **Pending**.

Determine the **status**

Submit

Thread

4. If applicable, click on the **Thread button** so you could review the remarks and updates made by approvers before you.
5. Click on the **Submit button** to confirm approval.

OPTIONAL: Clicking on **Thread** will display all the remarks and status descriptions made by others in the escalation process.

6. Note the **escalation level status** (see the following screenshot). This indicates how many more people will have to approve the request submission before it is finally cleared for confirmation. For example, escalation level 1/1 means that only one person is need to make the approval, and has already done so.

2.5 E-Mail Notification

As the employee who made the change request, you may receive an email message if your change request is approved.

Note that this is entirely configurable on your email server, in terms of what message you want to appear, what email title, etc.
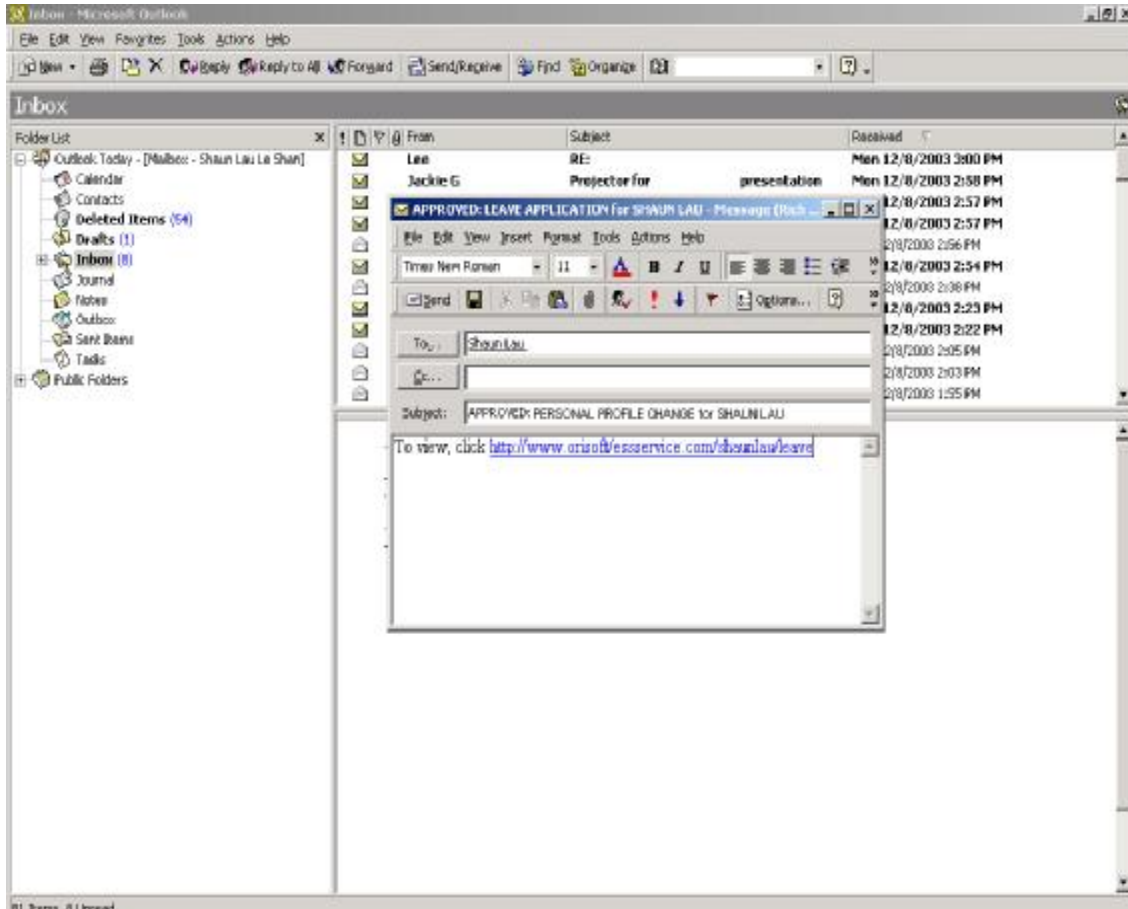
2.6 Viewing employment history lists

Not all ESS pages are available for making request changes, for example, staff's employment history.

The following is an example of an employment history list pertaining to leave.

3. How to use this User Manual

This operating guide is divided into 2 sections.

Section A – Covers **Profile Management**, which is applicable to all employees.

Section B – Covers **Application Management** and **Staff Management**, both of which are applicable to approvers and reviewers of staff information (e.g. senior management or HR manager).

Section C – Covers those that are accessible to all. This would involve **Organizational Info**.

SECTION A

PROFILE MANAGEMENT

What is Profile Management?

Profile Management is a core module within the ESS system, in which staff may use to manage their existing personal details. In addition, they could also use it to view a listing of their respective employment histories.

As a user, you are able to perform the following:

1. **View your personal details with the option to edit it and submit as a *request***
2. **View a listing of all your existing requests that is pending for approval**
3. **View a listing of your employment history (categories ranging from *leave history* to *disciplinary history*)**
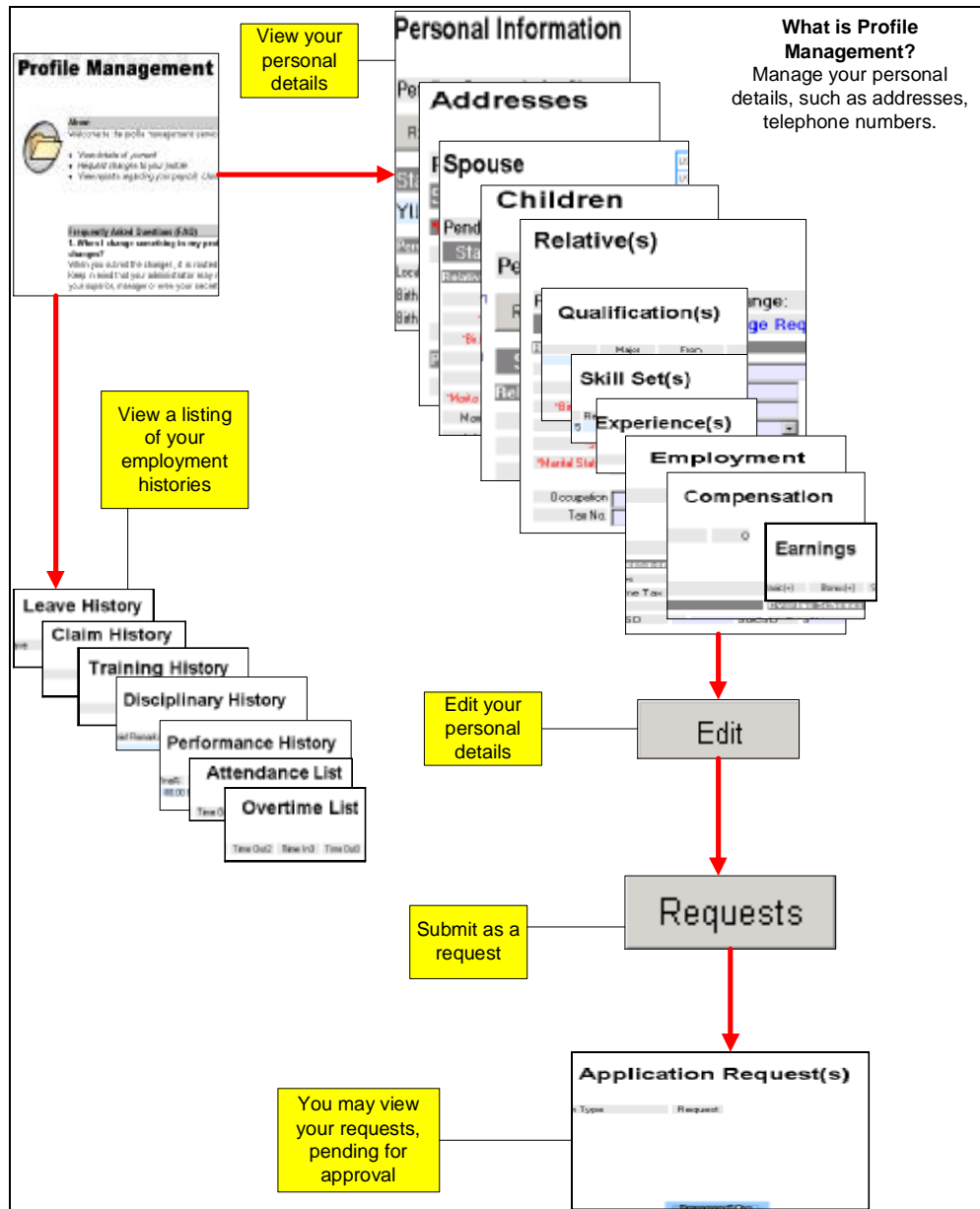
Profile Management is designed for the employee to view their own employee profile including employee personal details, family details and employee details. The employee can request to make changes from the web to provide updated details in their own profile. In addition, ESS also provides interfaces to display a listing of employee's earning, leave, claim, training, disciplinary, performance, attendance, and overtime.

1. When login to the ESS website for the first time, by default the project management sub folder links will appear on the left side of the screen.
2. You may click Profile from the main menu on the upper left to enter into the Profile Management main page, or click on a specific sub folder link to enter a particular page directly.
3. Else, you may select Profile Management from the main screen to open it on a new window.

4. Now, you may explore the contents available in Profile Management by breaking down the menu list located on the frame (refer the following screenshot). You may have observed that folders may contain additional sub-folders to store the web contents in an organized way.
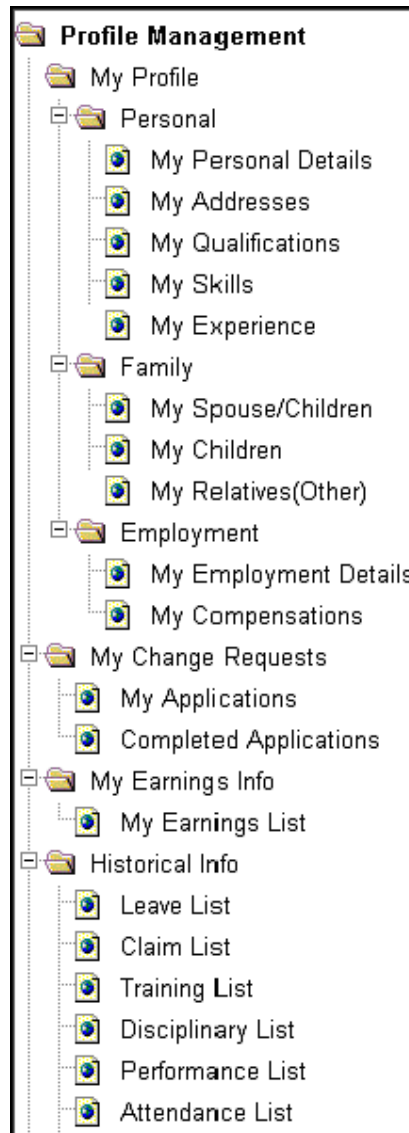
5. Select a web link.
6. Select a link from any of the sub folders in *Profile Management.*
7. Due to sensitivity of data, the following link has been disabled for employee viewing.
   - i) My Employment Details
   - ii) My Compensations
   - iii) Performance List
   - iv) My Earnings List
8. When user tries to access into any of the above-mentioned link, an "Access Denied" screen will appear.
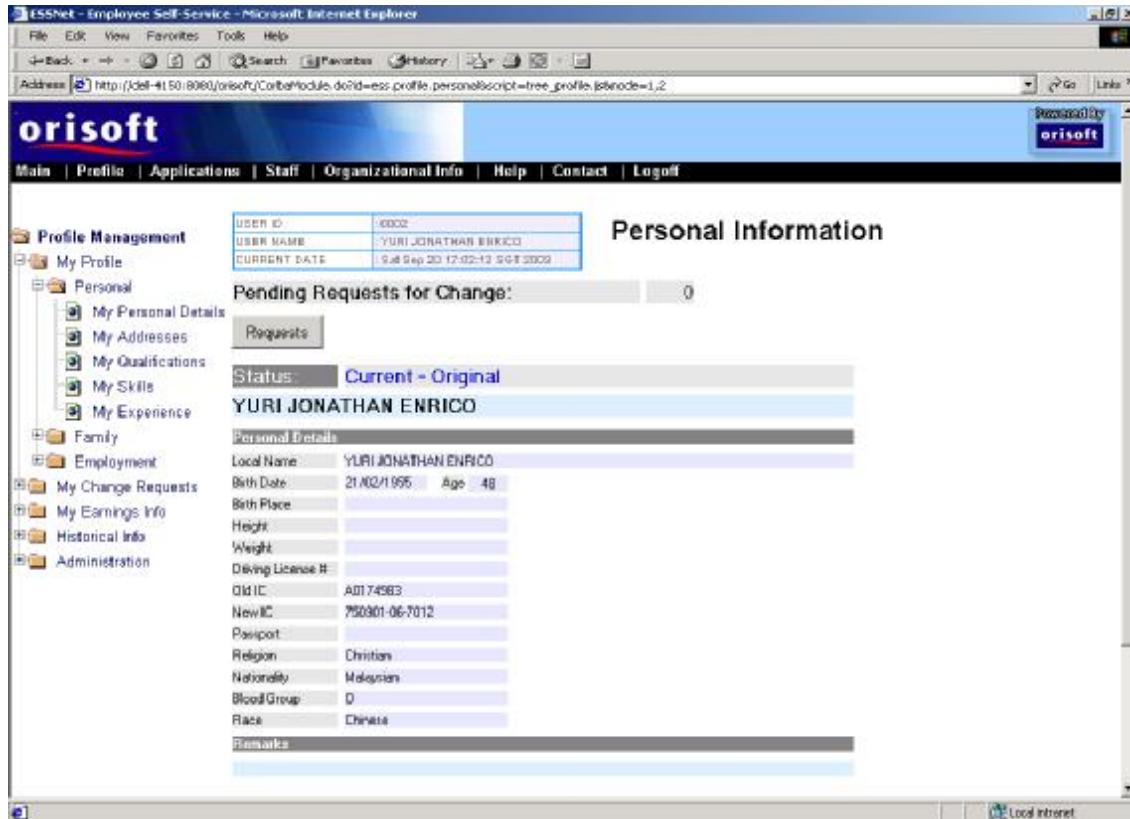
1. My Profile

1.1 Personal

1.1.1 My Personal Details

Objective: **User wants to view or change Personal Information**

1. Double click the *Profile Management* Folder to view the sub-folders, then select *My Profile*, follow by *Personal* sub-folder. Select *My Personal Details* and the following screen may appear.

2. From this screen, you may view your personal details as entered in the Employee Profile by Human Resource Department.
3. You are allowed to edit the fields by clicking on the **Edit** button and the following screen will appear.

4. Place the mouse pointer into the text box column to start editing your personal information.
5. Select the date from a pop up calendar to edit Birth Date.
6. To add more information about yourself, you may add in remarks in **Remarks** Column.
7. After editing, click on **Submit** button and a confirmation message box will appear.
8. Click on **OK** to confirm submission.
9. The changes that you have submitted will need approval from the HR Manager.
10. An email notification will be sent to you after the HR Manager has made a decision on your request, whether it is approved or rejected.
11. You can also access to *My Change Requests* à *My Applications* to check on the list of changes that you have been made.
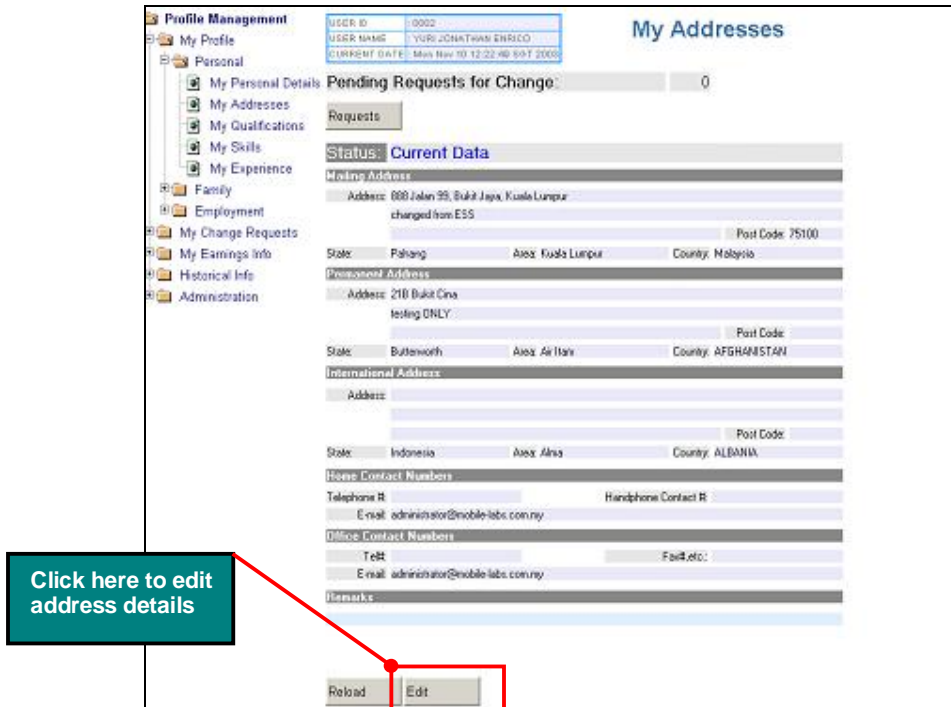12. To check the status of request, go to *My Change Requests* à *Completed Applications.*
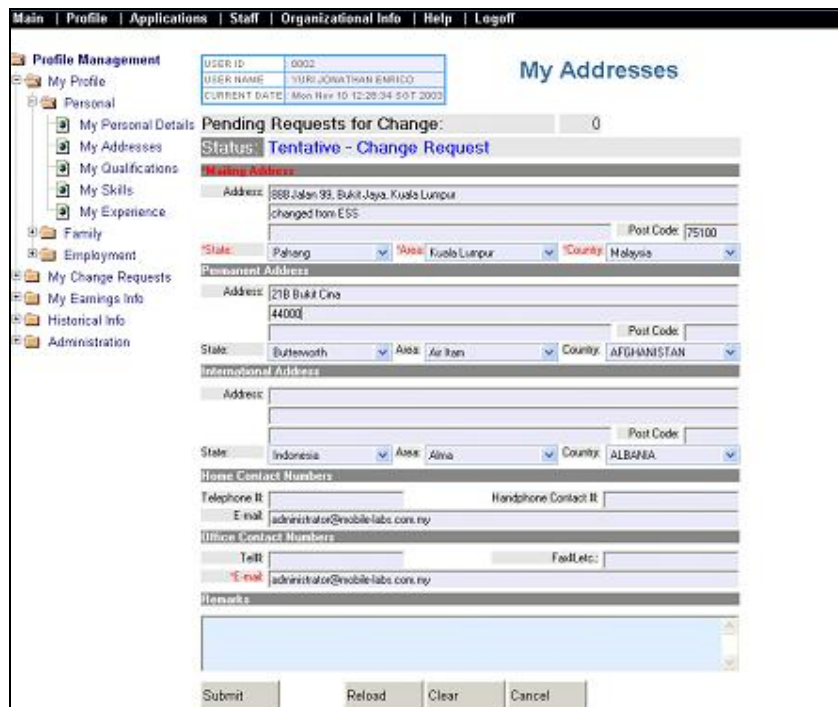
1.1.2 My Addresses

Objective: **User wants to view or change Addresses**

1. Select *My Addresses* from the Personal folder. The following screen will display your address details.

**Click here to edit address details**

2. To edit, click **Edit** button to enabled the text boxes for modification.

3. Place the mouse pointer into the text box column to start editing your addresses information.
4. To add more information about yourself, you may add in remarks in **Remarks** Column.
5. After editing, click on **Submit** button and a confirmation message box will appear.
6. Click on **OK** to confirm submission.
7. The changes that you have submitted will need approval from the HR Manager.
8. An email notification will be sent to you after the HR Manager has made a decision on your request, whether it is approved or rejected.
9. You can also access to *My Change Requests* à *My Applications* to check on the list of changes that you have been made.
10. To check the status of request, go to *My Change Requests* à *Completed Applications.*
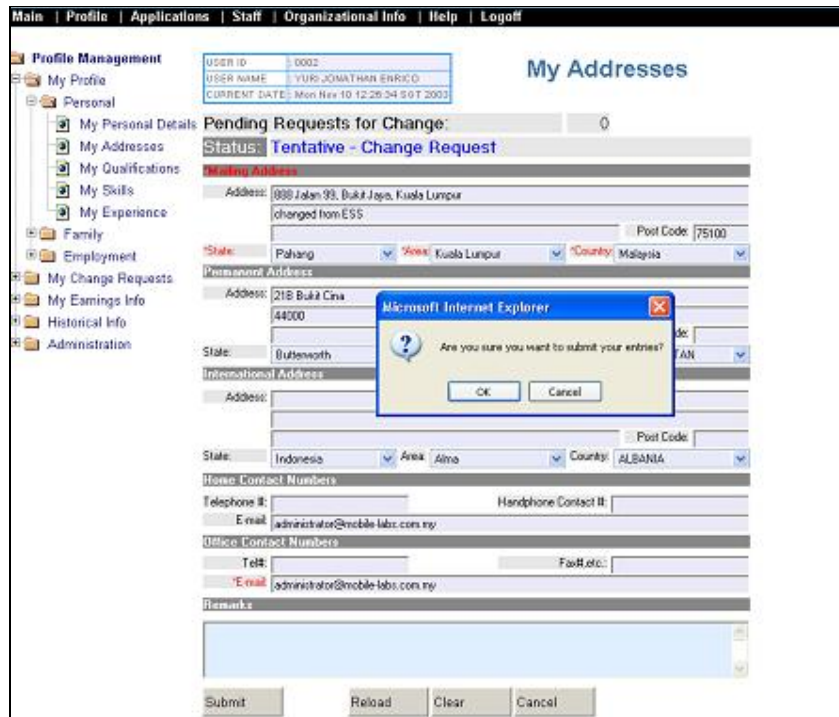
1.1.3 My Qualifications

Objective: User wants to view qualifications

1. Click *My Qualifications* link from the *Personal* folder. The following screen may appear.
2. You are only allowed to view Qualifications details and cannot make any modification.
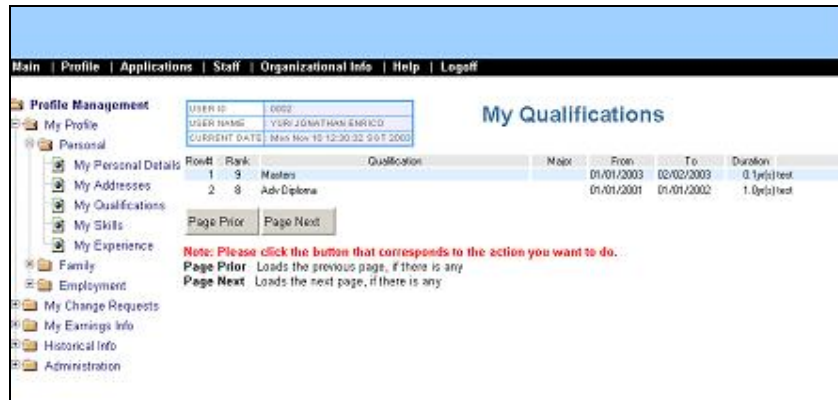

3. Click Prior and Page Next to view the records if it is catered to other pages.

HINT: The **Page Prior** and **Page Next** buttons cater for listings that will appear per screen. For example, you may have previously set a list of 2 rows to appear per screen (e.g. like the screenshot above). Clicking on **Page Next** will display the next 2 rows while **Page Prior** will return to the last 2 rows. This enables a better display, especially if the listing is long and extended.

1.1.4 My Skills

Objective: User wants to view skills

1. Select *My Skills* from the *Personal* folder. The following screen may appear.
2. You may view your Skills details.
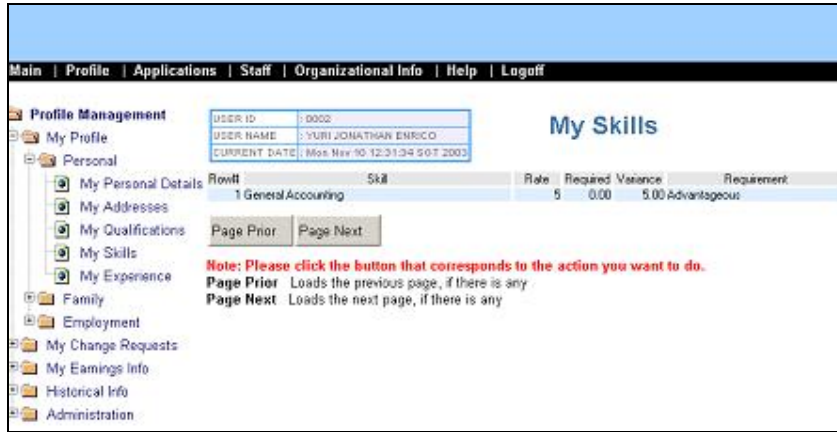
3. You are not allowed to make changes here, as it is read-only.
4. Click Page Prior or Page Next to view other record if it is catered for additional pages.

NOTE: You may have noticed that certain areas are off-limits for you to make changes and edit, because they involve a more official verification by the administrator. For example, you cannot just simply add in whatever under the **My Qualifications** screen without consulting the HR administrator first.

1.1.5 My Experiences

Objective: **User wants to view experience**

1. Select *My Experiences* from the *Personal* folder. The following screen may appear.
2. You may view your Experience(s) details.

3. You may click **Page Prior** and **Page Next** to view if the record catered in the different page.

1.2 Family

1.2.1 My Spouse/Children

Objective: User wants to edit or view employee's spouse/children details

1. Select *My Spouse/Children* from the *Family* folder. The following screen may appear.
2. You may view, edit and add new Spouse details here.

3. To view the spouse details, click the Name displayed on the table.
4. The screen then will display the Spouse details.
5. From the spouse details screen, you are able to edit the information by clicking the **Edit** button at the bottom of the screen.

6. The appearance of text boxes now will enable for you to make changes.
7. After completing the changes, click on **Submit** to forward the request changes to your superior for approval.
8. Click **Confirm** on the next screen.
9. Note that now the pending request changes will become value 1.
10. The changes will only show in the site after the request for changes is approved.
11. You may click the **Request** button to view your pending changes.
12. Otherwise, you can add new spouse details by click on the **New** button from the *My Spouse* main screen.

13. Then, you may enter your spouse details. Note that the field names in red color are mandatory fields to be filled.
14. You may click the **Clear** button to clear the information in the screen.
15. After you have completed entering the details, click **Submit** to forward request changes to superior.
16. Click the **Confirm** button when the confirmation screen appears.
17. Note that the pending value becomes 1 now.

HINT: The **Page Prior** and **Page Next** buttons cater for listings that will appear per screen. For example, you may have previously set a list of 2 rows to appear per screen (e.g. like the screenshot above). Clicking on **Page Next** will display the next 2 rows while **Page Prior** will return to the last 2 rows. This enables a better display, especially if the listing is long and extended.

1.2.2 My Children

Objective: **User wants to edit or view employee's children details**

1. Select *My Children* from the *Family* folder. The following screen may appear.
2. As My Spouse, you are allowed to view, edit and add new Children details.

3. Click the children name displayed in the table (if applicable) to display the children's details.
4. The children details will be displayed.

5. From here, you are allowed to edit the information by clicking on the **Edit** button to enable the text boxes for user input.
6. You can make changes now. To clear the screen you may click the **Clear** button and click **Reload** to reset the screen to its default (last saved) values.

7. After completing the editing process, click **Submit**, followed by **Confirm** in the next screen to forward the changes to superior for approval.
8. Besides editing the existing records available, you are able to add a new record for children.
9. Click the **New** button from the Children main page to enter new children record. (Note: Fields in red name is compulsory for user to enter).
10. You may click **Clear** to clear the screen and click **Close** to cancel and return to the previous page.
11. Click Submit upon completion and click confirm in the next screen to confirm the submission of the request changes.
12. The pending request changes value now will be 1 waiting for approval. This means you are not allowed to make changes again until it is approved and the value becomes 0.

1.2.3 My Relatives (Other)

Objective: User wants to edit or view employee relative information

1. Select *My Relatives (Others)* from the *Family* folder. The following screen may appear.
2. You may view, edit and add new Relative(s) details here.

3. Click on the relative name in the table to display the Relative personal details.
4. From the Relative personal details screen, you may click the **Edit** button to make changes.
5. Remember to click **Submit,** followed by **Confirm** on the next screen to forward the request changes to the superior for approval.
6. Else, you may add in new relative details. Click on the **New** button from the My Relatives main page to insert an additional relative.

7. Note that the fields in red are compulsory to enter data.
8. Click Submit and Confirm to submit the changes made for approval from superior.
9. Changes will not show in the screen immediately until it is approved.

2. My Change Requests

2.1 My Applications

Objective: **User wants to view list of submitted requests**

1. Select *My Applications* from the *My Change Request* sub-folder. The following screen may appear.
2. You may view your Application Request(s) details.

2.2 Completed Applications

Objective: **User wants to view request status**

1. Select *Completed Applications* from the *My Change Request* sub-folder. The following screen may appear.
2. You may view your Completed Application Request(s) details.

3. My Historical Info

3.1 Leave List

Objective: **To view list of leave history**

1. Select *Leave List* from the *Historical Info* sub-folder. The following screen may appear.
2. You may view your Leave(s) history.

3.2 Claim List

Objective: **To view claim history**

1. Select *Claim List* from the *Historical Info* sub-folder. The following screen may appear.
2. You may view your Claim(s) history.

3.3 Training List

Objective: **To view training history**

1. Select *Training List* from the *Historical Info* sub-folder. The following screen may appear.
2. You may view your Training(s) history.

3.4 Disciplinary List

Objective: **To view disciplinary history**

1. Select *Disciplinary List* from the *Historical Info* sub-folder. The following screen may appear.
2. You may view your Disciplinary(s) history.

3.5 Attendance List

Objective: To view attendance history

1. Select *Attendance List* from the *Historical Info* sub-folder. The following screen may appear.
2. You may view your Attendance(s) history.
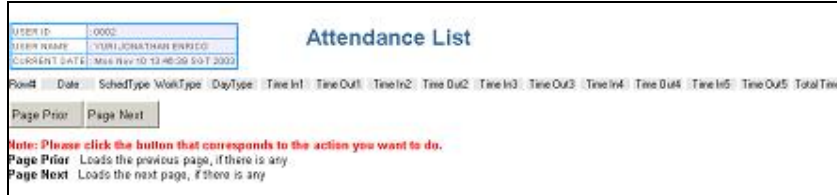
3.6 Overtime List

Objective: To view overtime history

1. Select *Overtime List* from the *Historical Info* sub-folder. The following screen may appear.
2. You may view your Overtime(s) history.

4. Administration

4.1 Change my Password

Objective: **User wants to change user password**

1. Select *Change my Password* from the *Administration* sub-folder. The following screen may appear.
2. You may change your password. Type in your **Old Password**, followed by your **New Password**.
3. Type in your new password again under **Confirm Password**.
4. Click on the **Submit** button.

SECTION B

APPLICATION MANAGEMENT

What is Application Management?

Application Management allows you, as the approver, to view and approve application made by staff (such as leave applications, claim applications, etc.).

As an approver, you are able to perform the following:

1. **View all applications made by staff that is pending your approval**
2. *View the details of the request(s)*
3. **Determine the request status as "approve", "reject" or "pending"**

What is Application Management?
View and approve application made by staff, such as leave applications, claim applications.

View all applications made by staff

Check to approve, reject, or keep it pending

Click on the employee's Agent ID

Submit your approval

1. Request for Approval (RFA)

1.1 Pending Requests

Objective: To Approved or Reject Employee's Application

1. Select the *Request for Approval (RFA)* folder, and access the *Pending Requests* link. The following screen may appear.
2. You may view your Application Approval listing.

3. Click on the employee's Agent ID. The following sample screenshot may appear.

4. Determine the status whether to Approve, Reject, or keep it Pending.
5. Click on the Submit button to confirm approval.

Shows the escalation level

STAFF MANAGEMENT

Staff Management is where you can view and edit the records of staff profiles, if you have granted permission to do so. In addition, you are also allowed to display various listing report pertaining to your staff. Please note that you will not see the staff name being displayed in the Change Current Employee screen if you are not granted permission to access that employee's profile in addition to the approval from the administrator for the modification on the staff records.

1. To access *Staff Management*, click on **Staff** from the main menu on the upper left.
2. Otherwise, you may click *Staff Management* located below on the main screen to open Staff Management in a new window.
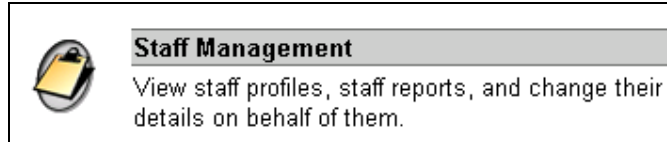
3. The Staff Management main page will display information about the feature and provides you answers to frequently asked questions
4. On the left column, there is a staff management folder that contains several sub folders. You may click on each of them to view or edit the records if applicable.
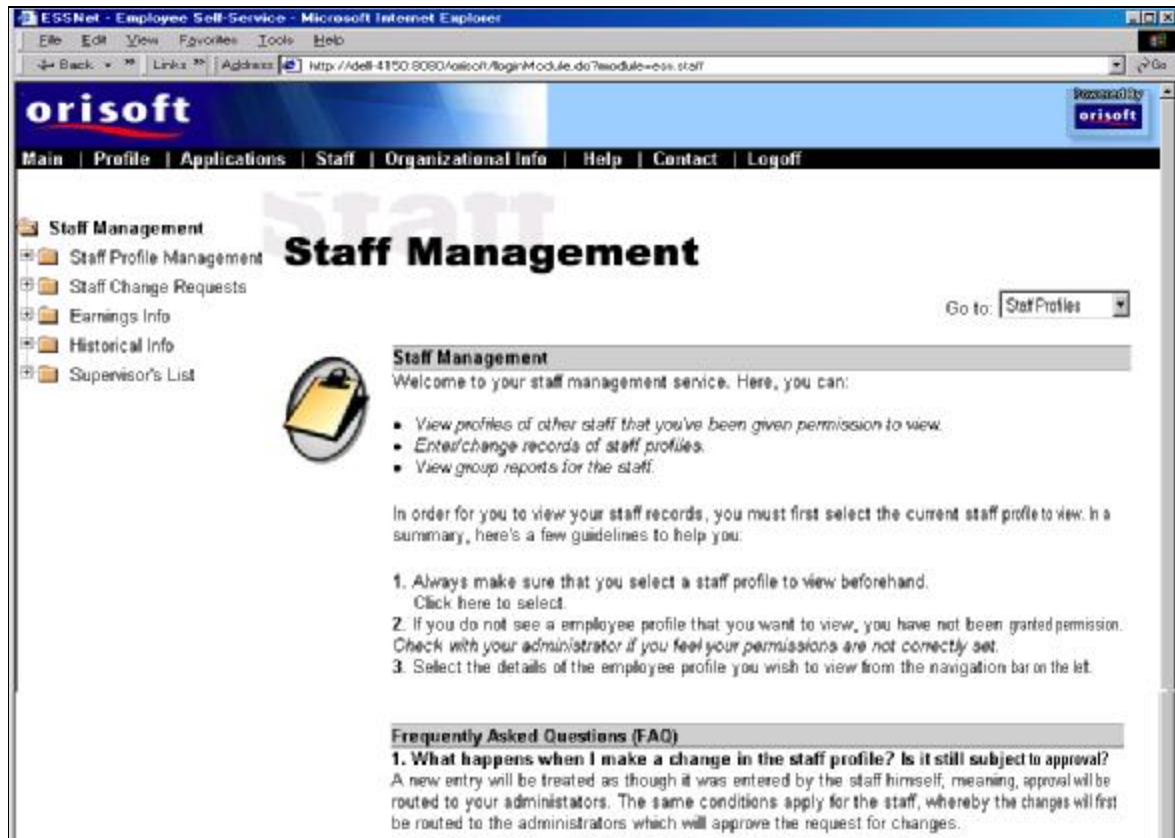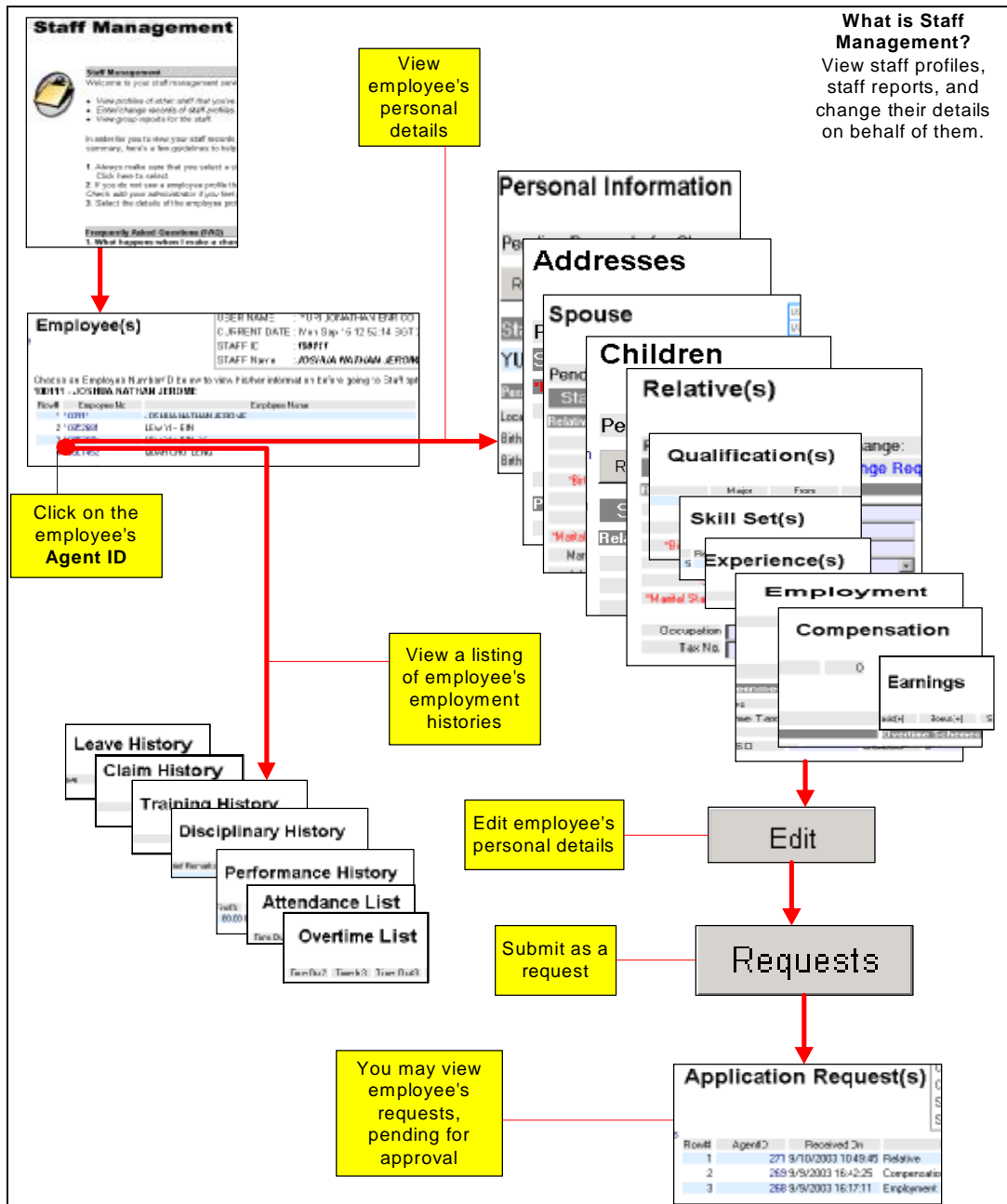
What is Staff Management?

Staff Management allows you, in the role as an *overseer* of the selected employee, to view staff profiles, staff reports, and change their details on behalf of them. HR administrators and superiors usually handle this area in ESS.

Staff Management allows you to perform the following:

1. **View staff personal details with the option to edit it and submit as a *request* (as it may involve escalation)**
2. **After that, view a listing of all existing staff requests that is pending for approval from others**
3. **View a listing of staff's employment history (categories ranging from *leave history* to *disciplinary history*)**

1. Staff Profile Management

1.1 Change current Employee

Objective: **User wants to view selected employee's data**

1. Select the *Staff Management* folder, followed by the *Staff Profile Management* sub-folder, and access the *Change current Employee* web link.
2. Only the staff name that you have granted permission to access their records will be displayed here. Names that are not displayed here means you don't have to right to access their records.

3. Select the employee's employee no to access his/her staff profile.

4. Now you can access the sub folder on the left to view the selected employee's details.
5. After you have completed viewing or editing this current employee's details, you may return to this screen to change from one employee to another by clicking on the selected employee's number.

1.2 Personal

1.2.1 Personal Details

Objective: User wants to view or edit employee's personal information

1. Ensure you have selected an employee for you to view their profile before entering to another screen to view or edit details. Note that the selected employee's name will appear under the User ID for your information.
2. To view or edit the employee's personal information. Select the *Staff Management* folder, followed by the *Personal* sub-folder, and access the *Personal Details* link. The following screen may appear.

3. You may view the employee's personal details. Click on the **Edit** button to change it.
4. For greater flexibility, you may add in **Remarks** to offer extra information.
5. Once you have done this, click on the **Requests** button.

NOTE: You may have noticed the header "**Pending Requests for Change**". It is usually set as 1, and it indicates how many applicants have to make the same request in order to change any details.

HINT: Clicking the "**Reload**" button will conveniently reset everything to its default (last saved) values.

1.2.2 Addresses

Objective: **User wants to view or edit employee's addresses**

1. Select *Addresses* from the *Personal* folder. The following screen may appear.

2.   You may view the employee's address details. Click on the **Edit** button to change it.
3.   For greater flexibility, you may add in **Remarks** to add extra information.
4.   Once you have done this, click on the **Requests** button.

1.2.3 Qualifications

Objective: **User wants to view employee's qualifications**

1.   Select *Qualifications* from the *Personal* folder. The following screen may appear.
2.   You may view the employee's Qualifications details.

HINT: The **Page Prior** and **Page Next** buttons cater for listings that will appear per screen. For example, you may have previously set a list of 2 rows to appear per screen (e.g. like the screenshot above). Clicking on **Page Next** will display the next 2 rows while **Page Prior** will return to the last 2 rows. This enables a better display, especially if the listing is long and extended.

1.2.4 Skills

Objective: **User wants to view employee's skills**

1. Select *Skills* from the *Personal* folder. The following screen may appear.
2. You may view the employee's Skills details.

NOTE: You may have noticed that certain areas are off-limits for you to make changes and edit, because they involve a more official verification by the administrator. For example, you cannot just simply add in whatever under the **Qualifications** screen without consulting the HR administrator first.

1.2.5 Experience

Objective: **User wants to view employee's experience**

1. Select *Experience* from the *Personal* folder. The following screen may appear.
2. You may view the employee's Experience(s) details.

1.3 Family

1.3.1 Spouse/Children

Objective: **User wants to view employee's spouse/children details**

1. Select *Spouse/Children* from the *Family* folder. The following screen may appear.
2. You may view the employee's Spouse details.
3. Click on the **New** button to add a new spouse (if applicable).

1.3.2 Children

Objective: **User wants to view employee's children details**

1. Select *Children* from the *Family* folder. The following screen may appear.
2. You may view the employee's Children details.
3. Click on the **New** button to add a new child (if applicable).

1.3.3 Relatives (Other)

Objective: **User wants to view employee's relative's details**

1. Select *My Relatives (Other)* from the *Family* folder. The following screen may appear.
2. You may view the employee's Relative(s) details.
3. Click on the **New** button to insert an additional relative.

2. Staff Change Requests

2.1 Staff Applications

Objective: **User wants to view employee's change request**

1. Select *Staff Applications* from the *Staff Change Request* sub-folder. The following screen may appear.
2. The employee's application request pending for approval will be listed here. Click on the Agent ID to view the employee's Application Request(s) details.
3. Click **Page Prior** or **Page Next** to view more records (if records cater into additional pages).

2.2 Staff Completed Applications

Objective: **User wants to view employee's change request that has been completed**

1. Select *Staff Completed Applications* from the *Staff Change Request* sub-folder. The following screen may appear.
2. The employee's approved application request will be listed here. Click on the Agent ID to view the employee's Application Request(s) details.
3. Click **Page Prior** or **Page Next** to view more records (if records cater into additional pages).

4. Historical Info

4.1 Leave List

Objective: **User wants to view employee's leave history**

1. Select *Leave List* from the *Historical Info* sub-folder. The following screen may appear.
2. You may view the employee's Leave(s) history.
3. Click **Page Prior** or **Page Next** to view more records (if records cater into additional pages).

4.2 Claim List

Objective: **User wants to view employee's claim history**

1. Select *Claim List* from the *Historical Info* sub-folder. The following screen may appear.
2. You may view the employee's Claim(s) history.
3. Click **Page Prior** or **Page Next** to view more records (if records cater into additional pages).

4.3 Training List

Objective: **User wants to view employee's training history**

1. Select *Training List* from the *Historical Info* sub-folder. The following screen may appear.
2. You may view the employee's Training(s) history.
3. Click **Page Prior** or **Page Next** to view more records (if records cater into additional pages).

4.4 Disciplinary List

Objective: **User wants to view employee's disciplinary details**

1. Select *Disciplinary List* from the *Historical Info* sub-folder. The following screen may appear.
2. You may view the employee's Disciplinary(s) history.

3. Click **Page Prior** or **Page Next** to view more records (if records cater into additional pages).

4.5 Attendance List

Objective: **User wants to view employee's attendance details**

1. Select *Attendance List* from the *Historical Info* sub-folder. The following screen may appear.
2. You may view the employee's Attendance(s) history.
3. Click **Page Prior** or **Page Next** to view more records (if records cater into additional pages).

4.6 Overtime List

Objective: **User wants to view employee's overtime details**

1. Select *Overtime List* from the *Historical Info* sub-folder. The following screen may appear.
2. You may view the employee's Overtime(s) history.
3. Click **Page Prior** or **Page Next** to view more records (if records cater into additional pages).

4.7 Leave Entitlement List

Objective: **User wants to view employee's leave entitlement details**

1. Select *Leave Entitlement List*. The following screen may appear.
2. You may view the Supervisor Leave(s) history.
3. Click **Page Prior** or **Page Next** to view more records (if records cater into additional pages).

5. Supervisor's List

5.1 Staff Attendance List

Objective: **User (the supervisor) wants to view employee's attendance list**

1. Select *Staff Attendance List* from the *Supervisor's List* sub-folder. The following screen may appear.
2. You may view the Supervisor Attendance(s) history.
3. Click **Page Prior** or **Page Next** to view more records (if records cater into additional pages).

5.2 Staff Overtime List

Objective: **User (the supervisor) wants to view employee's overtime list**

1. Select *Staff Overtime List* from the *Supervisor's List* sub-folder. The following screen may appear.
2. You may view the Supervisor Overtime(s) history.
3. Click **Page Prior** or **Page Next** to view more records (if records cater into additional pages).

5.3 Leave List

Objective: **User (the supervisor) wants to view employee's leave history**

4. Select *Leave List* from the *Supervisor's List* sub-folder. The following screen may appear.
5. You may view the employee's Leave(s) history.
6. Click **Page Prior** or **Page Next** to view more records (if records cater into additional pages).

SECTION C

ORGANIZATIONAL INFO

Organizational Info provides interface that allows user to browse the organizational and corporate information and events.
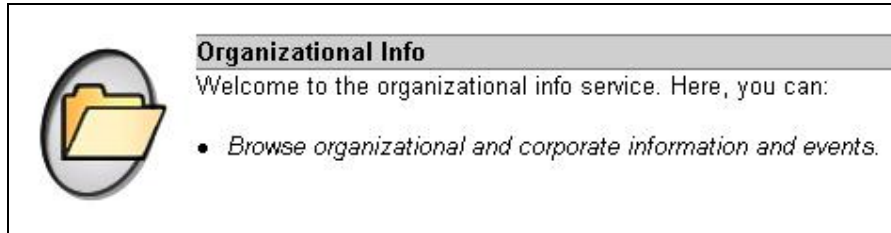
1. Select *Organizational Info* from the ESS menu toolbar.
2. The frame on the left side of the screen will display the following:
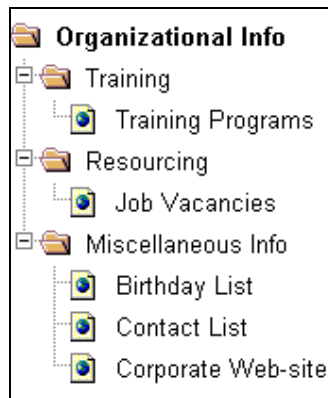
What can be viewed under ESS's Organizational Info

Organizational Info allows the user to browse organizational and corporate information and events.
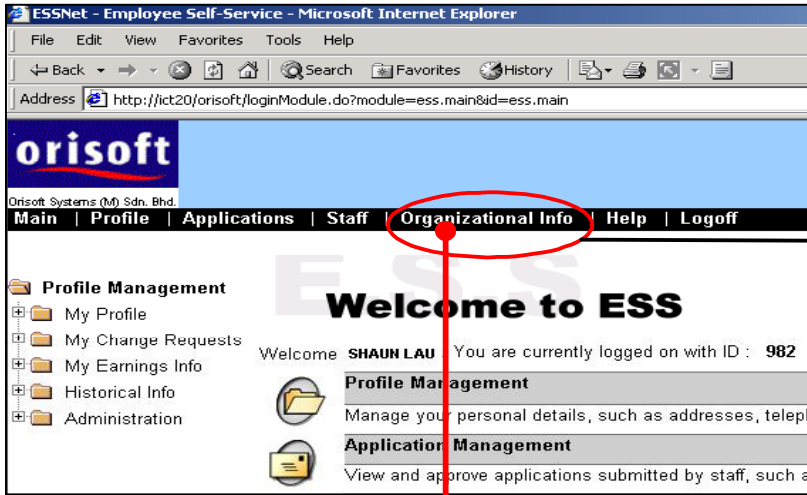
Click on the **Organizational Info** link

TRAINING: View a listing of training programs

RESOURCING: View a listing of job vacancies

MISCELLANEOUS INFO: View a listing of upcoming birthdays

MISCELLANEOUS INFO: View a listing of contacts

1. Training

1.1 Training Programs

1. Select *Training Program* from the *Training* sub-folder.
2. Training details screen may appear for you to view.
3. Click **Page Prior** or **Page Next** to view more records (if records cater into additional pages).

2. Resourcing

2.1 Job Vacancies

1. Select *Job* Vacancy from the *Resourcing* sub folder.
2. The details of job vacancy currently available in the company will be displayed.
3. Click **Page Prior** or **Page Next** to view more records (if records cater into additional pages).

3. Miscellaneous Info

3.1 Birthday List

1. Select *Birthday List* from *Miscellaneous Info* sub folder.
2. The Birthday details of staff will be listed.
3. Click **Page Prior** or **Page Next** to view more records (if records cater into additional pages).

3.2 Contact List

1. Select *Contact List* from *Miscellaneous Info* sub folder.
2. The contact details of staff will be listed.
3. Click **Page Prior** or **Page Next** to view more records (if records cater into additional pages).

3.3 Corporate Web Site

1. Select *Corporate Web Site* from *Miscellaneous Info* sub folder.
2. Clicking the corporate web site will bring to your organization's web site.

HELP

Help is a good feature that included in the ESS. This where the website can provides information pertaining to the usage of ESS and provides information to guide the user on how is the website work. Besides, It is included answer frequently asked questions and answers on problems that are always happen to users.

Frequently Asked Questions

1. Explore *Frequently Asked Questions* sub folder under *Help* folder*.*
2. They are several topics link available in the frequently asked questions folder.
3. Click the topic link of the topic you want to view.
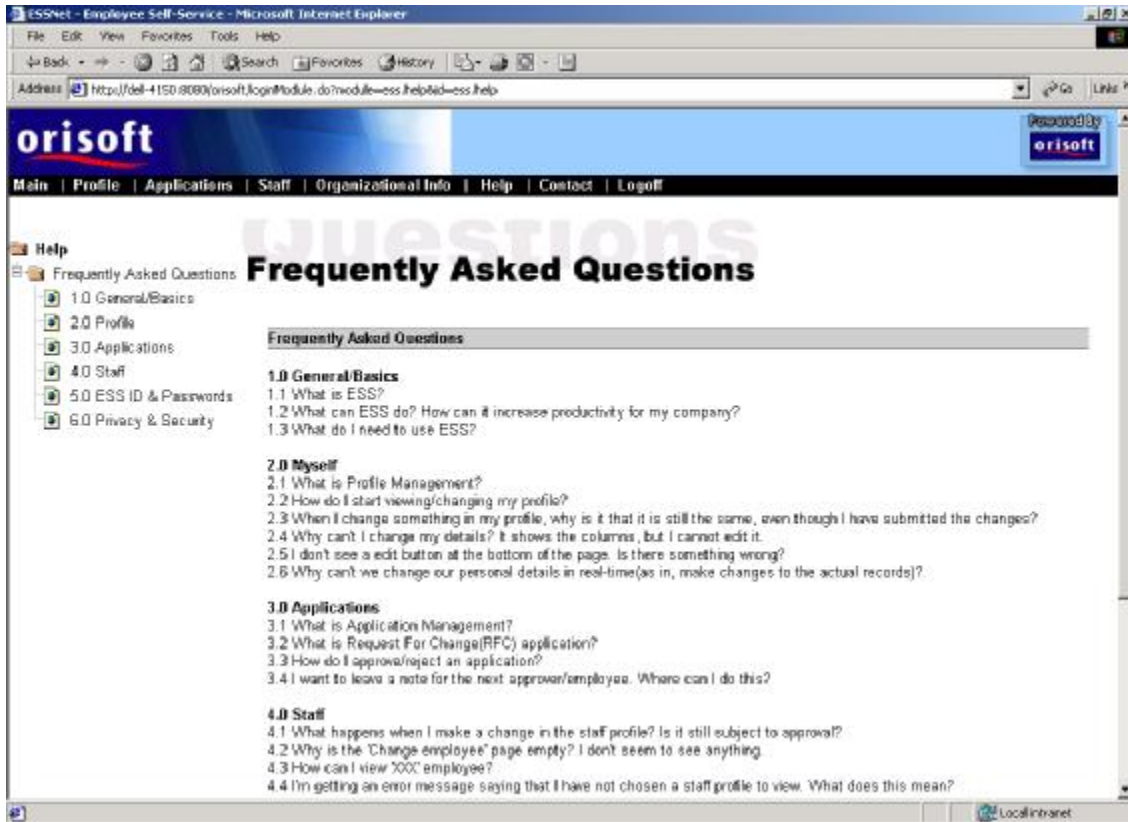
1 General/Basic Questions

Click General/Basic link from Frequently Asked Questions, the below questions with answer will display in the screen.

What is ESS?
ESS stands for Employee Self-Service; this service allows you to update your personal profile, view reports related to your employment, access information on your claims, leave, training, allowances, among other items. ESS is designed to help you maintain your profile more efficiently, by giving you access to information related to your job right at your fingertips. As a managerial position, ESS extends its' functionality even further by allowing you to view staff-related information easily, without the need to contact your HR department.

1.2 What can ESS do? How can it increase productivity for my company?
ESS allows for immediate access to personal information directly to the employee; this allows employees to update and maintain personal profiles by themselves. In addition, the employee can view reports that shows information such as claims made this month, allowances/deductions, payslips, and other such items. In a traditional system, employees who require changes to the profile or reports may need to contact the HR/Payroll department, and wait for their response. The HR/Payroll department in turn waste valuable time generating these reports to the employee, by manual or system-automated tasks. Either way, time is wasted, which is probably every company's most important resource. ESS shortens these processes by allowing the employee to personally manage his own profile, thus reducing workload for the HR department, which in turn can then divert their focus on more productive tasks, such as developing and monitoring key talent for the company.

What do I need to use ESS?
At the very most basic, you will need a web browser with JavaScript enabled. Although any browser with JavaScript support is capable of running ESS, we recommend using Internet Explorer 5.5 and above to ensure the highest compatibility with ESS.

2. Profile

Click Profile link from Frequently Asked Questions, the below questions with answer will display in the screen.

2.1 What is Profile Management?
Profile managements enable you to view personal information, related or not related to the job. This information includes your personal particulars, addresses, qualifications, compensations, and so forth. Some of these information come in the form of reports, whereas some are fully interactive, allowing you to change details as needed.

2.2 How do I start viewing/changing my profile?
On the left of the page is a navigation page; this page helps you navigate through various sections of your profile. The navigation bar consists of folders and documents; opening a folder (by clicking on the + icon next to it) will reveal more folders and/or documents. Clicking on a document will then open a page on the right, showing the detail body of the document. You can then view your profile, or change details by clicking on the edit button at the bottom. Some sections consist of summary pages and detail pages; for example, the skill pages. For each record, there is a link embedded into a column. Clicking on this link will open up a new window, showing the full details for the record.

2.3 When I change something in my profile, why is it that it is still the same, even though I have submitted the changes?
When you submit the changes, it is routed to your administrator for his approval before being updated in the database. Keep in mind that your administrator may not necessarily be the system administrator for the ESS; instead, it can be your superior, manager or even your secretary, depending on how the route map is set in the system.

2.4 Why can't I change my details? It shows the columns, but I cannot edit it.
Be sure to click on the change button when you want to change details in a page. This is so that you do not accidentally submit changes to your profile.

2.5 I don't see an edit button at the bottom of the page. Is there something wrong?
No. Not all information that is displayed is editable. Some of the information, such as your personal addresses can be changed; however, certain information cannot be modified in any manner, such as your salary or allowances/deductions. More often than not, information that has been locked is usually determined by the management in your company, and is not to be modified by the employee himself.

2.6 Why can't we change our personal details in real-time (as in, make changes to the actual records)?
The restriction of not being able to make changes to the actual records are implemented for security purposes. This allows managers/administrators to keep track of changes made to their profiles. This can prevent many unpleasant situations for the employees and the management; for example, malicious attempts to fill a profile with false information can be detected and stopped by the system.

3. Application

Click Applications link from Frequently Asked Questions, the below questions with answer will display in the screen.

3.1 What is Application Management?
Application management allows you to keep track of applications, applied either by you or your sub-ordinates. These applications consist of leave applications, overtime applications, training applications, and Request for Change applications. Currently, ESS only supports RFC applications, but support for other applications will be added in the future.

3.2 What is Request For Change (RFC) application?
Whenever a change is made in a staff's profile that is have been assigned to you, an application is forwarded to you, awaiting approval/rejection. This allows those in managerial positions to closely monitor changes made to employee profiles, and to verify the integrity of the requests.

3.3 How do I approve/reject an application?
At the bottom of each application, there are two buttons: 'Approve' and 'Reject'. Clicking on the button will carry out their task respectively, which is to approve or reject the application. Upon clicking on the action, you will be forwarded to a confirmation page, where you can review final changes before sending it out.

3.4 I want to leave a note for the next approver/employee. Where can I do this?
At each application, there is a 'remarks' column. Make use of this to pass information to the next recipient of the application.

4 Staff

Click Staff link from Frequently Asked Questions, the below questions with answer will display in the screen.

4.1 What happens when I make a change in the staff profile? Is it still subject to approval?
A new entry will be treated as though the staff himself entered it; meaning, approval will be routed to your administrators. The same conditions apply for the staff, whereby the changes will first be routed to the administrators, which will approve the request for changes.

4.2 Why is the 'Change employee' page empty? I don't seem to see anything.
You have not been given permission to view any employee pages. If you believe you should be granted these permissions, please contact your administrator.

4.3 How can I view 'XXX' employee?
On the navigation page (at the left), there is a 'Change current employee' page. Upon opening this page, a list of employees will be shown. Clicking on an employee name will change the current staff profile to the selected employee. Now, when you select a detail from the 'Staff Profile Management' folder in the navigation page, the detail will be that of the selected employee.

4.4 I'm getting an error message saying that I have not chosen a staff profile to view. What does this mean?
In order to view a staff's profile, you must first pick the profile to view. If you're unsure of how to do this, refer to the guide/FAQ 4.3 to learn how.

5 ESS ID & Password

Click ESS ID & Password link from Frequently Asked Questions, the below questions with answer will display in the screen.

5.1 I don't seem to be given a user login/password. Where can I apply for access?
Not everyone is given a login to ESS. If you require access to the user login, please contact your administrator or management for further information.

5.2 My password isn't working. Why?
Here are a few tips to that can help you with login problems:

- Make sure your CAPS LOCK key is not on. Passwords are case-sensitive, meaning that the password has to be typed in exactly each time. For example, PaSSWoRD is not the same as Password.

- At times, especially during system updates, it's necessary to clear your browser cache. Your browser cache stores contents of previously visited web sites, to allow you to access sites more quickly. However, this can result in older versions of pages that may have been updated recently.

- Wait for a few hours, and try again. It's also a good idea to check with your system administrator to find out if a problem has occurred or not.

5.3 What if I lose my password? How can I recover it?
Unfortunately, ESS does not have users to retrieve their passwords yet. The best way to recover your password quickly is to contact your administrator.

6. Privacy & Security

Click Privacy & Security link from Frequently Asked Questions, the below questions with answer will display in the screen.

6.1 I do not want anyone to view my payslips/financial reports. How secure is ESS?
ESS runs on Secure Socket Layer (SSL), allowing for a secure connection each time. SSL is an international standard of web security/cryptography, and is widely used by a large number of sites to protect their transactions in pages.

6.2 What are sessions? How do they contribute to security?
Each time you are logged on, ESS will create a session between you (the client) and the server. Sessions contain information related to login, such as your employee no, user ID, and so forth. You do not need to concern yourself with these sessions, as they are controlled by ESS, and do not require your attention.

6.3 ESS tells me that my session has expired. What does this mean?
Each session has an idle time-out period. Idle time-periods refer to the time of inactivity from your browser. Time-out periods are implemented for security purposes, such as preventing unauthorized usage of your ESS account.