Alberta Health Services

e-People User Guide

e-People User Guide — HR Shared Services

Welcome to e-People!
This user guide provides instructions on how to use the e-People system; basic navigation information; and a brief overview of the personal information you can access.

What is e-People?
e-People is an internet-based human resources application for Alberta Health Services(AHS) employees. It allows management and maintenance of employment information and human resource interactions. The employee "self service" component of e-People provides the employee the ability to view and update their personal human resource information online, any time.

When can I access e-People?
Once you start your position and have access to the AHS network you can log in to e-People using your access network information (username and password). Follow the AHS Online Login instructions below.

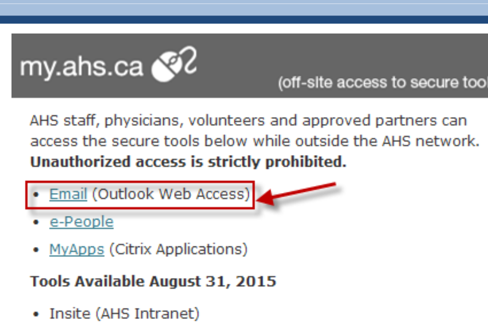
Where to begin - First Login Directions

AHS Email Accounts
If you log in to the AHS network prior to your start date you should log in to your AHS Outlook Email account first. All AHS employees are provided with an AHS email address for **business email purposes only**. Your AHS email will also be a regular channel for important e-People updates.

How to Access Your AHS Email Account Externally

AHS Online Login

1. Your new manager will send you your username and password. This password will be used for computer access for AHS email, e-People and MyLearningLink (the AHS learning management system).
2. **Open** an Internet browser (preferably Internet Explorer) from any computer with an Internet connection.
3. In the address bar, **type** my.ahs.ca and **press** the **Enter** key on the keyboard.
4. You will then see the AHS Web Welcome screen where you can access your Outlook, e-People and Insite **The first time you log in to the AHS network you will be prompted to change your password.**
5. Click on the Email link, shown
6. **Enter** the same **Username** and **Password** in the Office Outlook Web Access screen. **Click** the **Log On** button to open and send email.



AHS Outlook Web Access Log Off

1. When you are ready to log out, **click Log Off** on the upper right hand side of the Outlook Web Access page.
2. You will get a response that you have logged out. **Click** on the **Close Window** button.
3. The AHS application page will still be open. **Click Log Out** on the upper right hand corner of the page.

Who do I contact if I have issues accessing my email account?

If you have problems using your existing email address or password, please call your zone IT Service Desk via the following path on Insite:

Home>OurTeams/Departments>InformationTechnology>ITTeams>EndUserExperience>ServiceDesk

Alberta Health Services

e-People

How to Navigate Around e-People

The e-People Sign In Page

1. **Enter** your username in the User ID field.
2. **Enter** your password in the Password field. Your e-People access information will be the same as the one you will use to log in to the AHS network and to your AHS email account.
3. **Click** the Sign In button.

The first time you log in to e-People, you will be asked to provide:

- **The last 3 digits of your Social Insurance Number**
- **Your Month and Day of your Date of Birth**

You will also be prompted to change your password if you have not done so already. You may change your password as often as you feel is necessary. Keep in mind, your password expires roughly every four months. You will receive a reminder when the deadline to change your password is approaching. To change your password, please complete the following steps.

1. **Enter** your old password in the indicated field (this will change the password you were sent)
2. **Enter** your new password in the indicated field.
3. **Re-enter** your new password in the indicated field.
4. **Press** "OK."

If no activity with e-People occurs for 20 minutes or more, e-People will automatically sign you out of the system. A "time out" message box will appear before it automatically signs you out. If e-People automatically "times out" you must sign in again to resume working in e-People. As a practice, it is recommended that when updating personal information using the Employee Self Service, employees save their changes before leaving to perform another task.

To have your e-People password reset, contact your zone IT Help Desk found on Insite via this path below:

Home>OurTeams/Departments>InformationTechnology>ITTeams>EndUserExperience>ServiceDesks

The e-People Welcome Page

The Welcome to e-People message box on the right hand side provides important messages and updates related to the e-People system.

The Employee Home link located on the left hand side of the e-People home page provides access to personal information.

The e-People Welcome Page Menu Bar:

The Home link always returns back to this e-People Welcome page (the "Home" Page).

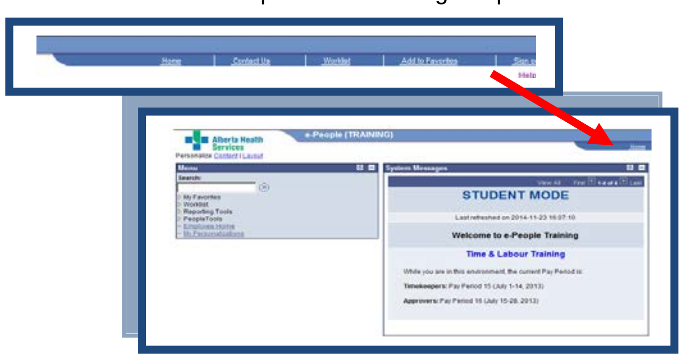
The Contact Us link directs to additional e-People support and resources posted on Insite. On this e-People Resources internal web page contact information and step-by-step reference guides for e-People transactions can be found.

The Help link provides in-depth technical assistance related to e-People.

Always Sign Out!

- **Always click on the sign out link to sign out of e-People when finished.**
- **After signing out of e-People the X at the top right corner on the window can be used to close the internet browser.**
- **It is critical that you sign out before your click the X so that you sever the connection to e-People and to prevent unauthorized access to personal information.**

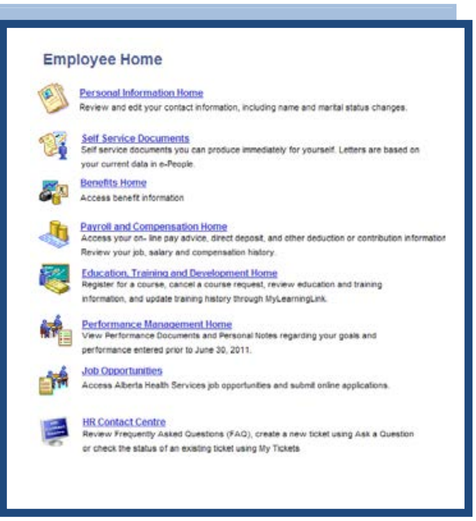
Below is the e-People Welcome Page Top Menu Bar

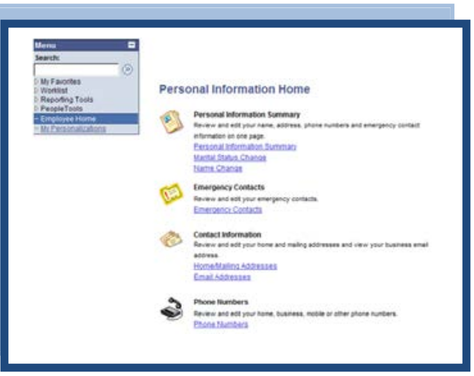


How to Access Employee Information

The Employee Home Page

Access personal information by clicking on the following links on the e-People Employee Home page.





Personal Information Home: view, edit and add:

- Name, address, phone number, marital status
- Emergency contact information

Self Service Documents:

- Print various documents such as Employment Verification, Alberta Blue Cross Confirmation Letters and others
- View nursing practice hours for current active UNA employees

Benefits Home:

- View benefits information

Payroll and Compensation Home:

- View current and previous Pay Advice
- View or edit direct deposit banking information
- View hourly rate information
- View compensation history
- Print a paper copy of the Pay Advice
- Request Bank Payout
- Access T4 information

Education, Training/Development Home:

- Employees can add their external education information

Performance Management Home:

- Currently not applicable

Job Opportunities Home:

- View job opportunities available in AHS
- Update your internal profile and attach a resume
- Apply for jobs within Alberta Health Services

HR Contact Centre:

- Submit questions directly to the HR Contact Centre
- Review the FAQ's
- Initiate an inquiry and automatically obtain a reference ticket number
- Review all previous inquiry tickets and responses

Verifying and Editing Personal Information

Changing Your Personal Information

Step By Step Instructions

All changes to your Personal Information are entered in the Employee Home page in e-People. To start, go to your Employee Home page, click the Personal and Job Information Home link to verify and edit the following personal information items:

To change your name:

1. Under **Personal Information Summary**, click the **Name Change** link.
2. The **Name Change** page appears. To make changes to your name, **enter** the date the name change will take effect in the **Date Name Change Will Take Effect:** field using the **yyyy/mm/dd** format or **click** the calendar button to open the calendar to select the appropriate date.
3. In the **New Name** section, **click** the drop down arrow beside the **Prefix** field to **select** the appropriate prefix.
4. **Type** your first name in the ***First Name** field. This is a required field.
5. **Type** your middle name in the **Middle Name** field.
6. **Type** your last name in the ***Last Name** field. This is a *required field.
7. **Click** the drop down arrow beside the **Suffix** field to **select** the appropriate suffix.
8. **Click Save** to save changes. This is a required step.
9. **Click OK** to confirm the new name change.
10. The **Name Change** page appears displaying the **Current Name** and the **New Name**.
11. To exit the name change page, **select** the **Personal Information Home** or the **Employee Home** link.
12. To exit e-People completely, **click Sign Out** in the upper right-hand corner of the screen.

Mailing Address

To add a new address:

1. Under **Contact Information**, **click** the **Home/Mailing Addresses** link.
2. The **Home and Mailing Address** page appears. Your current address will display under the Addresses heading. To add a new address, **select** the correct address type by **clicking** on the drop down menu. Click **Add**.
3. **Type** in the required information, including the country, address, city, province, postal code and date that the change will take effect.
4. **Click Save** to save the changes.
5. **Click OK** to confirm the changes.

To change your address:

1. To make changes to a current address, on the **Home and Mailing Address** page **click** the **Edit** button next to the address you wish to change.
2. **Type** in the required information, including the country, address, city, province, postal code and date that the change will take effect.
3. **Click Save** to save the changes.
4. **Click OK** to confirm the changes.

- A name change does not show on your Pay Advice until the next pay is processed.
- If only your home address is displayed under your **Addresses** tab, please ensure that it also serves as your mailing address. If your home and mailing addresses are different, ensure that you have 2 separate entries: one for home and one for mailing. This is important information to keep up-to-date for high priority mail-outs such as T4/T4As.
- If you are moving, both current and future addresses will appear until the new address date is effective.

Verifying and Editing Personal Information Cont'd

Changing Your Personal Information

Step By Step Instructions

Changing Your Phone Number(s)

To add/update a business phone number:

1. **Click** the **Phone Numbers** link.
2. The **Phone Numbers** page appears. Your current phone numbers will display. To add/update a business phone number, **click Add/Update a Business Number**. This button will take you to the Alberta Health Services directory to make your phone number changes.
3. After logging on, **select "Personal/Phone Info"**, make your phone number changes and **click "Save Changes"** when complete. Your changes will be reflected in e-People within 24 hours or the next time you sign in.

Updating Region Business Phone Numbers is not available from kiosks at this time. If required, please update these numbers from a regional or home computer.

To add a personal phone number:

1. In the **Phone Numbers** page, click the **Add a Phone Number Button** under the Personal Phone Numbers heading.
2. **Select** the **Phone Type** by selecting the correct type from the drop down menu. **Enter** in the phone number (including the area code).
3. Click **Save** to save the changes.

To update a personal phone number:

1. **Type** the correct number directly in the Telephone field.
2. Click **Save** to save the changes.

Personal numbers can be removed by clicking the **Delete** button next to the phone number you wish to remove.

Changing Your Emergency Contact Information

To update/add a name to your emergency contacts:

1. **Click** the **Emergency Contacts** link.
2. The **Emergency Contact page** appears. Your current emergency contacts will display.
3. To add a new emergency contact, **click** the **Add an Emergency Contact** button. The Emergency Contact Detail page will display. Fill in the fields. The fields marked with a * are required fields.
4. Click **Save** to save the changes.
5. To edit an existing contact, **click** on the **Edit** button next to his/her name. **Repeat steps 5 and 6, above.**

To change your primary emergency contact:

1. Ensure your new primary contact has been added to your emergency contact list by following steps 1-5, above.
2. **Click** on the button under the contact list.
3. **Select** the correct primary contact from the drop down menu.
4. Click **Save**.

To delete an emergency contact:

1. **Click** on the delete button next to the contact's name.
2. **Click** to confirm the deletion.

Changing Marital Status

To update your marital status:

1. Under Personal Information Summary, **click** the **Marital Status Change** link.
2. The **Request Marital Status Change** page appears. Your current status will display. To change your marital status, **enter** the date the change will take effect and select the correct marital status from the drop down menu.
3. Click **Save**.
4. On the Save Confirmation Page, click **OK**. The Request Marital Status Change Page opens displaying your marital status changes. Review the page to verify the information is accurate.

Benefits Information

Benefits Enrolment:

The process below is for unionized employees only. Out of scope employees will receive an email from Alberta Blue Cross with a link to access benefit enrolment.

- If you have eligible dependents, enrolment in family Medical and Dental coverage must be selected; you may opt out of these plans if proof of coverage under a spouse or other employer plan is provided
- Use e-People to enrol in your benefits as a new employee or upon transfer to a benefits-eligible position. Consult the benefits information posted on Insite via the path below: Home>OurTeams/Departments>HumanResources>Total Rewards>Benefits
- After you enrol in your benefits, there may be a waiting period before your benefits take effect
- You must complete this Benefits enrolment process within 31 days of your employment start date or official transfer date

*** If you do not enrol in benefits within the 31 day window, your benefits will default to Single Coverage and the addition of dependents to your coverage will be restricted by certain terms and/or events; you may contact the HR Contact Centre for assistance.**

*** Evidence of Insurability is not required if you enrol in Additional Basic Life within 31 days of your date of eligibility; coverage after 31 days is subject to Evidence of Insurability. Please refer to *Insite* for more information.**

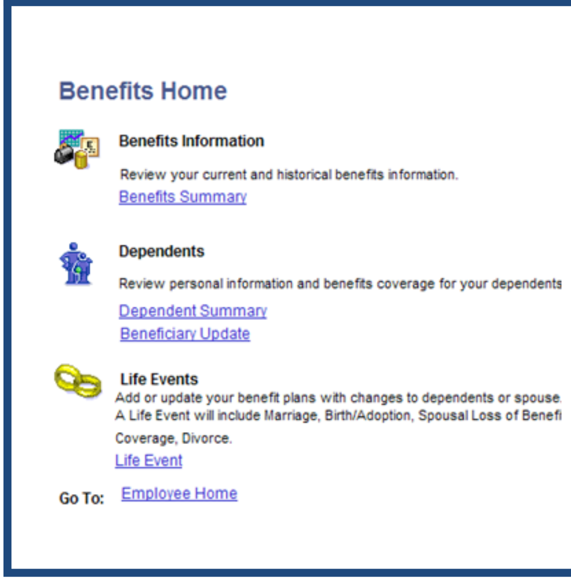
After this initial enrolment, the only times you may change your benefit choices are:

- when you acquire a dependent (spouse or child)
- your spouses or other employer plan coverage ends and you wish to opt into coverage (application must be received within 31 days of the loss)
- when you have a marital status change that alters your dependents (divorce/separation) and this results in a change in coverage (family to single)
- when you want to remove a dependent that is no longer eligible for coverage and this results in a change in coverage (family to single)

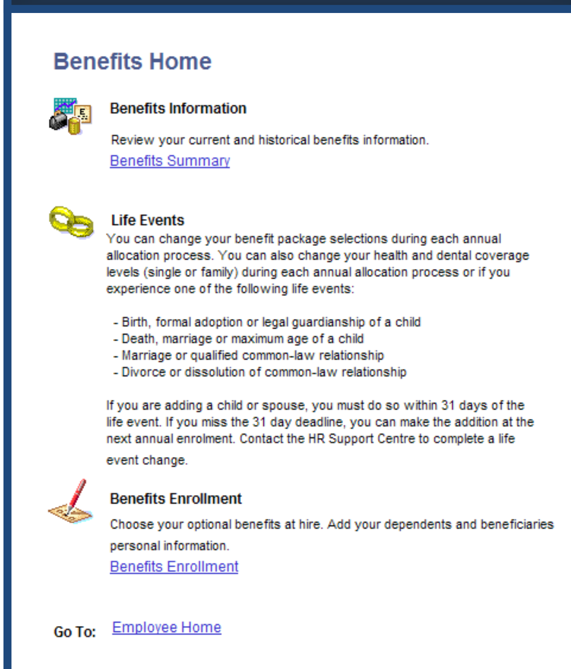
Use the ***Designation of Beneficiary form*** to add beneficiaries to your insurance benefits (i.e. Life Insurance, Voluntary AD&D). A printed and signed form is required by law when you are adding or removing your beneficiaries. This form can be found on Insite on the Benefits Forms Page via the path below:

Home>OurTeams/Departments>HumanResources>TotalRewards>Benefits>BenefitsForms

Below is the Benefits Home page view for Unionized positions



Below is the Benefits Home page view for Non-Unionized and Management positions.



Payroll and Compensation Information

The Payroll and Compensation Home Page

- Use the View Pay Advice link to view current and previous AHS pay statements.
- Use the Direct Deposit link to view current direct deposit banking information and to update it, if necessary. New employees use this feature to initially enter their direct deposit banking information into the e-People system.
- Use the Voluntary Deductions link to view your voluntary deductions.
- The Request Bank Payout link allows you to view or submit your bank payout request.

- Use the Compensation History link to view your annual salary or hourly wage.
- Use the Retro Pay link to view any retro pay details.
- Use the T4/T4A Consent link to request or withdraw consent to receive electronic year end slips.
- Use the T4/T4A Viewing link to view your electronic year-end slips.
- Use the T2200 Request/Review link for viewing T2200 information.

Pay Advices

- All current and previous Pay Advices (pay statements) are saved in e-People.
- There are two versions of each Pay Advice: the online version and a PDF copy. The same information is displayed on both.
- The PDF copy of a Pay Advice can be easily printed or saved. It is important to keep any printed copy of a Pay Advice confidential.
- The Pay Advice will be available on the Friday before the Wednesday pay date.
- Bank balances for vacation, stats, etc. can be viewed with the Pay Advice information.

Alberta Health Services

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T4/T4A and Direct Deposit Information

Viewing and Printing Your T4/T4A

Step by Step Instructions

Providing T4/T4A Consent

This consent means you agree to **NOT** receive a paper T4/T4A and will instead print off your own T4/T4A frm e-People when you need it.

1. From the **Employee Home** page, **click** the Payroll and Compensation Home Link.
2. Click **the T4/T4A Consent** link.
3. The **T4/T4A Consent** page will display. **Click** the check box and **click** submit.

You will receive an automatic email indicating your intended consent.

When you **click** on the **T4/T4A Consent** link, your current status will display as “Consent Received”. You can change your Consent Status at any time. Each time your Status is changed, you will receive a confirmation email.

Viewing and Printing Your T4/T4A

1. From the **Employee Home** page, **click** the **Payroll and Compensation Home** Link.
2. **Click** the **T4/T4A Viewing** link.
3. The **T4/T4A Viewing** page will display. **Click “Year End Slip”** for the desired Tax Year to view the corresponding T4/T4A.

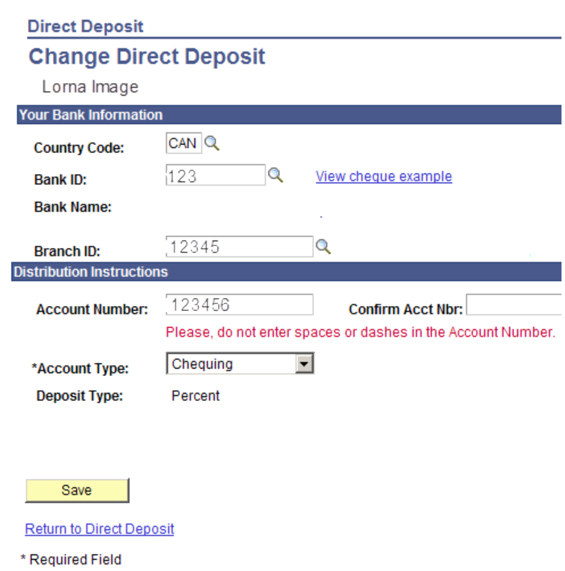
From this screen, you are able to print or save your T4/T4A.

Adding and Editing Your Direct Deposit Information

Step by Step instructions

Adding and Editing Your Direct Deposit

1. From the **Employee Home** page, **click** the **Payroll and Compensation Home** link.
2. **Click** the **Direct Deposit** link.
3. **Click Edit** and **add** your banking information in the fields provided.
4. When all information has been entered **click Save**.



Additional Support and Resources
HR Contact Centre
Phone: 1-877-511-4455
Email: HRContactCentre@albertahealthservices.ca
Insite via the path: Home>OurTeams/Departments>HumanResources>e-People>Resources>EmployeeResources
e-People: Employee Home > HR Contact Centre >Ask a Question

Quick References

The following e-People Quick Reference guides provide information on specific e-People functions and transactions in a detailed and easy to follow manner. These guides are available as PDF documents on Insite via the path below:

Home>OurTeams/Departments>HumanResources>e-People>Resources>EmployeeResources

Employee Self Service

- Accessing e-People
- How to Access Self Service Documents
- e-People Employee Handbook

Personal and Job Information Home

- Updating Your Personal Information in Employee Self Service

Benefits Home

- Benefits Summary & Dependents
- Beneficiaries Enrol in Benefits-New Hire or Transfer to a Benefit Eligible Position
- Life-Event: Divorce/Separation/Widowed
- Life Event: Birth/Adoption
- Life Event: Marriage/Common Law
- Life Event: Benefit Coverage Loss-Opting into Coverage
- Life Event: Remove Dependent Overage/Deceased

Payroll and Compensation Home

- Adding or Editing Direct Deposit Banking Information
- Employee Requests Bank Payout
- How to Complete a Shift Redistribution Form
- Viewing Your Pay Advice
- Viewing Your Salary and Compensation History
- Viewing Your Salary and Compensation History - Management and Out of Scope
- Giving Consent to View and Print Your T4/T4A
- Explaining Your Pay Advice
- How to Read Your Pay Advice
- How to Print Your Pay Advice
- Saving a Copy of Your Pay Advice

Job Opportunities

- Viewing and Applying for Job Opportunities

Learning and Support

Learning Opportunities

Connect to the e-People training that is right for you and your role.

Please visit [MyLearningLink] to register for all online or instructor led courses for **e-People Employee Training**.

Access the following web pages on Insite for available resources via these paths:

- Home>OurTeams/Departments>HumanResources>e-People>Training>e-PeopleEmployeeTraining
- Home>OurTeams/Departments>HumanResources>e-People>Training>e-PeopleManagerTraining
- Home>OurTeams/Departments>HumanResources>Payroll>Training
- Home>OurTeams/Departments>HumanResources>e-People>Training>e-PeopleTrainingforHR

It is recommended you take the online **Employee Self Service** course as soon as possible.

Learning and Development

Courses and resource material are offered in a variety of delivery methods, each tailored to the content delivered and employee requirements, including:

- Instructor-led Training
- Online Training
- Self-study/Quick Reference Guides
- Employee Handbook
- Manager Handbook

For all e-People Training Inquiries access Insite via the path below:

Home>OurTeams/Departments>HumanResources>e-People>Training

Additional Help and Support Using e-People

For questions related to your personal human resource information and e-People system, please contact the HR Contact Centre:

Phone: 1-877-511-4455

Email: HRContactCentre@albertahealthservices.ca

e-People: Employee Home>HR Contact Centre>Recruitment>Ask a question