

## Employee Self Service FAQ's

Q. What if I don't have a computer at my desk at work?

A. Kiosks are available at the hospitals. Your HR/Payroll department can tell you where these kiosks are. In addition, you can use your home computer or a public library computer.

Q. How will I access my payroll/personal information?

A. Your payroll/personal information will be contained in PeopleSoft. You can access PeopleSoft from your facility's Intranet site or externally from the Internet at [www.ssfhs.org](http://www.ssfhs.org) or your facility internet site.

FACILITY NAME	INTERNET ADDRESS
Alverno Information Services	<a href="http://www.alverno.org">www.alverno.org</a>
Corporate Office, Mishawaka	<a href="http://www.ssfhs.org">www.ssfhs.org</a>
GLHS	<a href="http://www.glhsproven.org">www.glhsproven.org</a>
Saint Anthony Medical Center	<a href="http://www.stanthonymedicalcenter.com">www.stanthonymedicalcenter.com</a>
St. Anthony Memorial	<a href="http://www.samhc.org">www.samhc.org</a>
St. Francis Hospital	<a href="http://www.stfrancishospitals.org">www.stfrancishospitals.org</a>
St. James Hospital	<a href="http://www.stjameshmc.org">www.stjameshmc.org</a>
St. Margaret Mercy	<a href="http://www.smmhc.com">www.smmhc.com</a>

Enter your six-digit numeric PeopleSoft Employee ID and network password to proceed.

Q. What if I don't know my Employee ID?

A. Your employee id is located on the back of your badge. If not, this id can be found on your printed paycheck or may have been provided in a separate hospital communication. Don't forget to add a zero at the beginning of the number on your badge if you don't show 6 digits. Your PeopleSoft Employee Id is a 6-digit number (ex. 011111)

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Q. What if I don't use any SSFHS systems and don't know my Network Password?

A. Every employee has a PeopleSoft Employee ID number and a network User ID (also called Domain ID, active directory ID). You may use the Psynch Tool – Password Reset Self Service Tool - to lookup your Userid by entering your 6 digit Employee ID. Once you lookup your User ID, you may register in the Psynch tool and reset your password. Please refer to the Psynch Instructions.

The Psynch tool is located on the SSFHS Intranet Home Page, each facility Intranet Quick Link or on the Internet – Employee Tab. Instructions for using the Psynch tool are also located on the Intranet and Internet.

If you don't know your password, please contact your manager or Human Resources to get your default password. If they are unable to help, please contact the AIS Help Desk at 317-532-7800 extension 6216 or by dialing the speed dial for your facility.

Facility	Speed Dial #
St. Francis Hospital	8787
St. Margaret Mercy	767
GLHS	3000
St. Anthony Memorial	#441
St. James Hospital	*511
Corporate Office	#654
Alverno Information Svcs	6216
St. Anthony Medical Center	74

Q. If I have questions about my HR, Payroll or Training data, who should I contact?

A. Please contact the HR, Payroll or Training/Education department in your hospital.

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Q. I'm in PeopleSoft....my screens are not showing properly?

A. PeopleSoft has a minimum Internet Explorer requirement of 5.0. In addition, your pc settings may need to be adjusted in order to view self service information on one page. You may fix the problem by right clicking on your desktop, select Properties, Settings and adjust your Display Settings - screen resolution to 1024X768 pixels and Color Quality to Medium (16Bit).

Q. I'm in PeopleSoft....where do I go now to view my paycheck?

A. Click on Payroll and Compensation Home. At this point you may select View Paycheck or other related payroll information with view and/or edit options.

Q. What if I need a copy of my paycheck information?

A. If a paper advice is needed, you may print on a secured printer or if using a Kiosk, there will be a printer available. You may also print at home. It is preferred that you only print your check when you absolutely need to do so in order to save paper. Do not print your pay advice on a shared printer if at all possible. Someone else may pick up the copy of your paycheck before you do.

Please note that a printed pay statement does not look like your current printed paycheck stub.

Q. What if my paycheck does not print properly (i.e. cuts off the right hand side)?

A. This may be due to your pc settings. You may fix the problem by decreasing your print margins. Select File, Page Setup, and reduce the Left and Right print margins.

Q. When I print my paycheck or my training summary, it is only printing the toolbar – the page is blank. Why?

A. Your cursor is not in the print area. If this problem occurs, simply click on a field within the print page.

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Q. When can I view my paycheck?

A. You will be able to access your paycheck information beginning on Wednesday prior to Friday's payday.

Q. What if I find a discrepancy on my pay statement?

A. Follow normal procedures. Talk to your Manager about the discrepancy. No changes can be made without your Manager's written authorization. In addition, no changes will be made before the normal adjustment period for your facility.

Q. If I can see my check online, are my funds available?

A. Funds will still be available in your bank account on Friday as before.

Q. How secure is my system information?

A. The PeopleSoft System is on the SSFHS internal network. There are multiple firewalls in place that keep unwanted visitors off the system. It has all the security any other SSFHS confidential application or system has.

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Q. What can I do in PeopleSoft Self-Service?

A. Features that you can now access include:

<b>Function</b>	<b>PeopleSoft Location</b>	<b>Action Available</b>
View Paycheck	Payroll and Compensation	Review – No Changes
Direct Deposit	Payroll and Compensation	Review – No Changes
Voluntary Deductions	Payroll and Compensation	Review – No Changes
W-4 Tax Information	Payroll and Compensation	Update – Change
W-2 Reissue Request	Payroll and Compensation	Request Duplicate
Name Change	Personal Information	Review – No Changes
Marital Status	Personal Information	Review – No Changes
Emergency Contact	Personal Information	Update – Change
Home/Mailing Address	Personal Information	Update – Change
Email Address	Personal Information	Update – Change
Phone Numbers	Personal Information	Update – Change
Benefits Summary	Benefits	During Open Enrollment
Benefits Enrollment – for Open Enrollment	Benefits	Update – Change Oct.-Nov. 2005
Training Summary	Training and Development	Review – No Changes
Honors and Awards	Training and Development	Update - Change
Memberships	Training and Development	Update – Change
Education	Training and Development	Update - Change
Licenses/Certifications	Training and Development	Review – No Changes

Once Recruitment is implemented for your facility, you will also have the following:

View Job Posting	Recruiting Activities	View Only
Job Search Agent	Recruiting Activities	Request Job Search
Job Search Agent Results	Recruiting Activities	View Only
View Applicant Status	Recruiting Activities	View Only
Addition Attachments	Recruiting Activities	Add Attachment