abi master mind®

## BENEFITS OF ENTERPRISE SELF SERVICE (ESS)

### What is ESS?

The **Enterprise Self Service** (**ESS**) module is a web based tool for you to receive information and communicate with management. **ESS** uses a standard web page format for connectivity anywhere in the world. It is easily accessible on a multitude of computer or tablet devices as well as formatted for mobile devices.

**Mobile Version**

### Benefits of ESS

- 24/7 access to the most up to date employment information.
- Ability to communicate directly with your manager.
- Eliminate paper and countless hours tracking down your manager with questions.

## HOW TO LOG IN

### Step 1: Log In to ESS

***Website:*** ess.abimm.com
***Venue Id:*** **Please confirm with your manager.**
***Enter your Login Id and PIN:*** Your login Id is your last name + the last 4 digits of your Social Security Number and no spaces (e.g. SMITH6789). Enter your default PIN of 12345.

### Step 2: Change your PIN

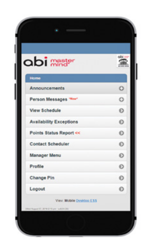
After entering the initial login credentials, you will be prompted to change your PIN.
To change your PIN in the future, use the **Change PIN** option in the main menu.

### Step 3: Update Profile

Use the **Profile** option in the main menu to review your contact information, enter security questions, and ensure there is an email address on file so you can reset your password if needed through the **Forgot PIN** option.
When changes are done, click **Submit**.

## MAIN MENU FEATURES

NOTE: Some of the following features may not be enabled for your department. Please contact your manager with questions.



- **Announcements**: View any announcements or links for your department.
- **Person Messages**: View messages sent to you directly from your scheduling or HR manager.
- **View Schedule** & event details.
- **Confirm Schedule** & event details.
- **Schedule Exchange**: Exchange shifts with fellow departmental people.
- **Accept Schedule Dates**: View qualified open positions to work, and schedule yourself to the event
- **Submit Availability**: Let your manager know when you can/cannot work. This does not guarantee that you will be scheduled.
- **My Training**: View completed trainings and sign up for training classes.
- **Time Report**: View a listing of your hours worked for current and/or past pay periods.
- **Points Status Report**: See the amount of points you have assigned through **Person Notes**.
- **Review Hours**: Review recent timecards to ensure listed hours match your time worked.
- **Benefit Accruals:** Review your benefit plan balance(s), submit benefit requests, and plan for future requests.
- **Contact Scheduler** with questions.

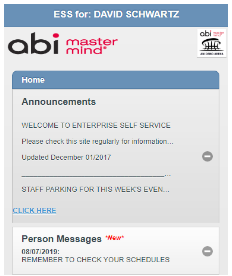
# ANNOUNCEMENTS & MESSAGES

### Announcements

- This screen will display any hyperlinks or messages your scheduling or HR manager has communicated to all staff in your department.

### Person Messages

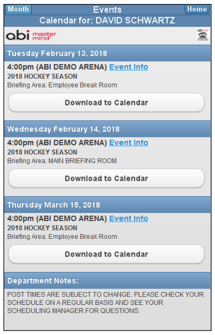
- View individual messages that have been sent to you by your manager(s).




# VIEW SCHEDULE

### View Schedule

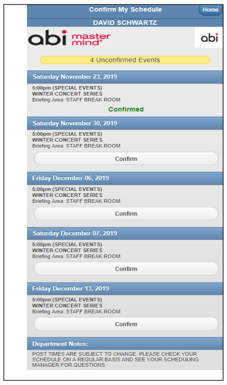
- All of the events you are scheduled for will be displayed here, including the call times. <u>Make sure to check this screen regularly, as call times are subject to change</u>. Click the **shift time** link to view **Event Details** including any **Event Notes**, a **Facility Address**, and a link to Google Maps of the address. Schedules can be viewed in two different formats, *List* and *Calendar* (the *Calendar* format is the default that will be displayed when this button is clicked). To change the format, click the button labeled **List Format**. In the *List* format, click the **Event Info** hyperlink underneath the **Event Date**, if there are **Event Details** to view.
- Press **Download to Calendar** to download your schedule into your own calendar program via ICS calendar file (i.e. update Outlook, iPhone, Google Calendar, etc).

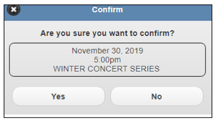



# SCHEDULE CONFIRMATION

### Confirm Schedule

- The schedule confirmation feature allows you to confirm that you will work a scheduled shift.
- If there are shifts needing confirmation, there will be red symbols (**<<**) displayed next to the **Confirm Schedule** menu option.
- The yellow status header at the top of **Confirm Schedule** will indicate how many unconfirmed shifts remain.
- Press the **Confirm** button below each shift confirm the shift.
- On the resulting window, choose **Yes** to confirm the shift or **No** to return to the list of your scheduled shifts.
- Confirmed shifts will be designated with a green **Confirmed** below the shift.

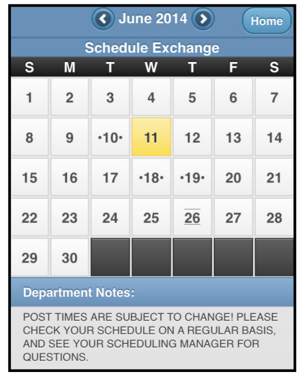


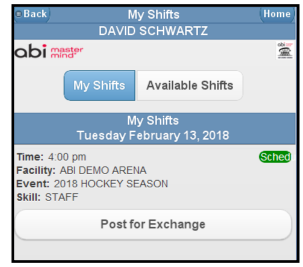



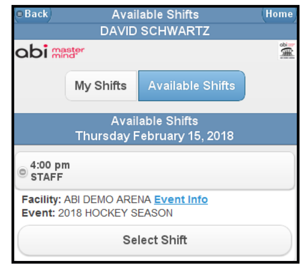

*NOTE: You are <u>still responsible</u> for working the shift until it is removed from your schedule by a manager. In addition, you are <u>still responsible</u> for any shift that you do not confirm.

# SCHEDULE EXCHANGE

## Schedule Exchange



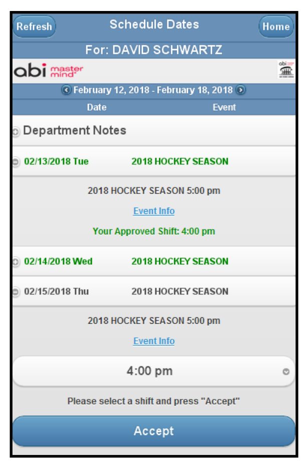



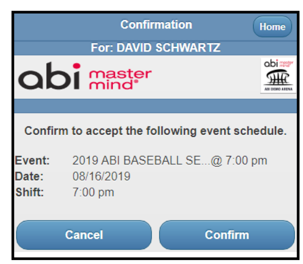



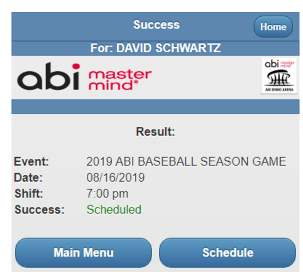

- Use this screen to post your scheduled shifts online for other people to accept, and to pick up extra shifts that other people have posted. Shifts you are scheduled for have a dot on either side of the date, and any date containing shifts you are eligible to request will be noted with a horizontal line above and below the date.
- Click on a date to pull up a new window listing the **Scheduled**, **Posted**, or **Available** shifts. **Scheduled** and **Posted** shifts will be listed under the **My Shifts** button. Shifts available for acceptance will be under the **Available Shifts** button.
- To post a shift for exchange or remove a shift exchange:
  - Click on a scheduled shift under **My Schedule** and click the **Post for Exchange** or **Remove from Exchange** button.
  - If you **Post** a shift for exchange, you are still responsible (scheduled) for the shift until it is successfully assigned to another person.
  - Once your shift has been picked up by another person, you will receive an email informing you that your shift has been picked up and you are no longer responsible.
- To pick up available shifts:
  - From the **Available Shifts** button, click the desired shift and then click the **Select Shift** button.
  - If you **Request** a shift successfully, you are automatically scheduled and confirmed for the shift, and an email will be sent to your email address on file.

# ACCEPT SCHEDULE DATES

## Accept Schedule Dates



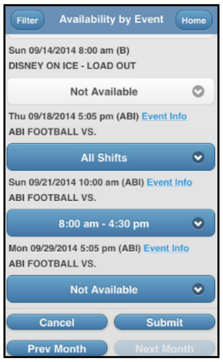



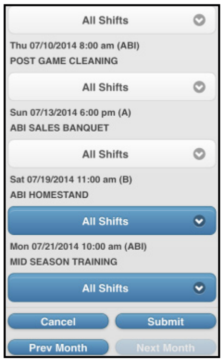

- This function allows you to schedule yourself to any open position you are qualified to work. Use the arrows on either side of the date to scroll to the desired week.
- Any shift you are already scheduled for will be displayed in **green**, and expanded event information will include the approved shift time.
- If you're not scheduled to work a specific event and would like to accept a shift, click the event and choose the shift you would like to work from list of available shifts.
  - Press the **Accept** button to see the shift details on the confirmation window. **Confirm** the shift to accept the additional shift.
  - On the **Results** screen, press **Main Menu** to return to the home screen, or press the **Schedule** button to continue accepting schedule dates.
- If available, click the **Event Info** link on the far right to view **Event Details** including any **Event Notes**, a **Facility Address**, and a link to Google Maps of the address.

# UPDATE AVAILABILITY

## Availability by Event

- Use the drop-down menu to select an availability preference for each event. Click **Submit** when finished, and a green confirmation will appear above the home screen (**<< Availability Updated >>**).
- Click on the **Event Info** hyperlink to see event details including any event notes, a facility address, and a link to Google Maps of the address. If the phone contains the Google Maps application, the App will open via the hyperlink.

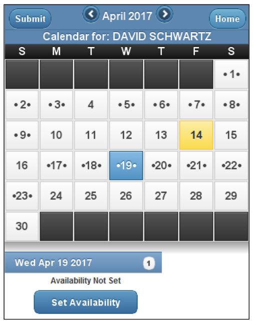


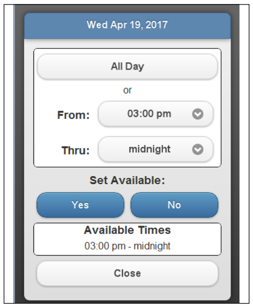




# UPDATE AVAILABILITY

## Availability Exceptions

- Use this selection to indicate specific availability by date and time. This button displays the selected month in calendar format. Dates with scheduled events will have dots surrounding the date.
- Depending on your department's configuration, selecting a date may present the date in the lower portion of the display with the option to choose **Yes** or **No** as the availability for that date.
- Otherwise, the selected date will display with the option to **Set Availability**.
  - Clicking the **Set Availability** button will result in a window to either select **All Day** and either **Yes** or **No** or enter specific times when you are available by entering the relevant times in the **From** and **Thru** field.
  - With the times selected, click either **Yes** or **No** and then the **Close** button.
  - The calendar will then show **Partial** indicating you are partially available for the selected date.
- If available, click on the **Event Info** hyperlink to see event details including any event notes, a facility address, and a link to Google Maps of the address. If the phone contains the Google Maps application, the App will open via the hyperlink.
- Pressing **Submit** will save your changes, and clicking **Home** will return you to the **Main Menu** screen.

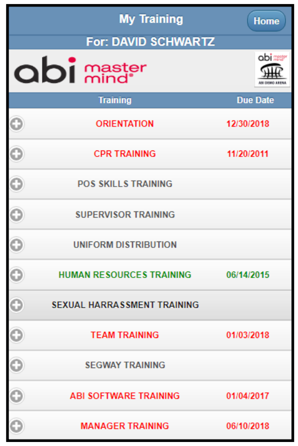


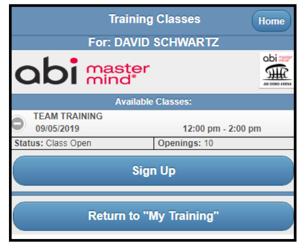



# MY TRAINING

## My Training

- View training requirements, track your certifications and expiration dates, and register for any available training classes.
- The color of the text for each training item displays the current status: **green** - currently scheduled for training; **red** - training expired; **black** – training is still valid.
  - Click on a training to see the details of whether the training is required, when it was last completed, and when it will expire.
- If there are classes available for the chosen training, there will be a **Select Classes** button to access the **Training Classes** screen.
  - Choose a class and press **Sign Up** to register for the class.
  - Press **Cancel** if you need to cancel a training class you had already signed up for.

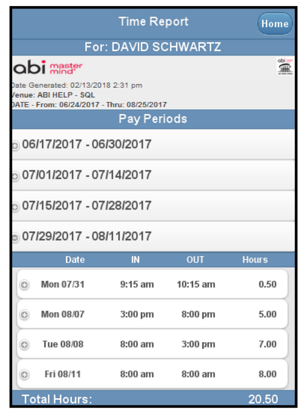



# TIME REPORT

## Time Report

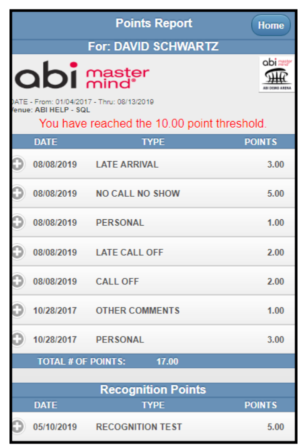
- Click on **Time Report** to view a listing of your hours worked for the specified date range.
- Click on a specific date to view more details.
- Please contact your manager if there are any discrepancies.




# POINTS STATUS REPORT

## Points Status Report

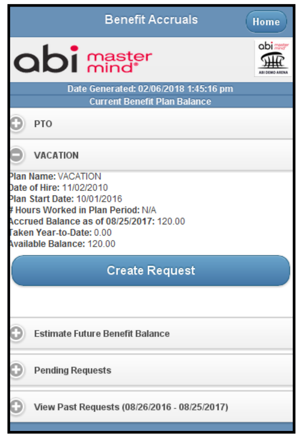
- Click on **Points Status Report** to see how many points you have accumulated within a certain time frame.
- Press a specific note to expand and view the note type, event associated, and number of points.
- If you have recognition notes, the recognition notes with an associated point value are listed in a separate group section when reporting labeled "**Recognition Points**".
- If you have reached a specified point threshold, there will be red symbols (**<<**) displayed next to the **Points Status Report** menu option. Within the button, a note indicating that you have reached the threshold will be displayed at the top of the screen as well.

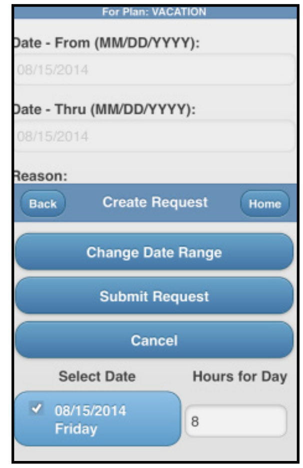


## SUBMIT BENEFIT REQUESTS

### Benefit Accruals

- Click on **Benefit Accruals** to see benefit balances for any benefit plan assigned to you.
- Each plan, when expanded, will list the **Plan Name**, **Accrued Balance** as of the last pay period, **Taken Year-to-Date**, and **Available Balance**.
- Use the **Estimate Future Benefit Balance** window to calculate the balance you will have for a specified plan at a future date. Your manager can also enable **Benefit Requests** in this screen.
- Press **Create Request** and enter in the desired dates and hours to use for the selected plan. Your manager will review the request and approve or deny it. The system may send you an email when the status of the request has changed.
- You can view the status of any requests for the current pay period in this screen. Click the **View Past Requests** button to display benefit requests submitted over the past year in a separate window listing the date, hours, plan, reason, and status.

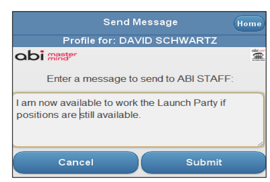



## CONTACT YOUR SCHEDULER

### Contact My Scheduler

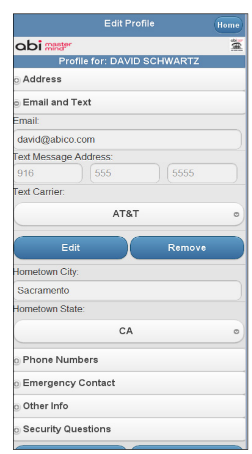
- Use **Contact My Scheduler** to send an email directly to your manager. Enter a message and click **Submit**.




## UPDATE YOUR PROFILE

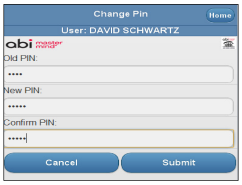
### Profile

- Use the **Profile** option to review your contact information, enter security questions, and enter a text message address to receive schedule information via text!
  - Under **Email and Text**, click the **Edit** button, enter your cell phone number in the provided space, and select your carrier from the drop-down menu. Click the **Accept** button to accept the charges (if applicable) to your cell phone provider.
- When changes are done, click **Submit**.



# CHANGE PIN

## Change PIN




- For your first login you will use your generic PIN code (**12345**) and then you may change it to any unique 8 digit alpha-numeric code.
- Select **Change Pin** from the **Main Menu**.
- Enter your new PIN code in each box and click **Submit**.
- If you do not wish to change your PIN click **Cancel**.