Hawaii Pacific Health
H.E.R.O.
(HR Employee Resources On-Line)

Frequently Asked Questions (FAQ)

1. What is H.E.R.O?

H.E.R.O. is a web-based program that will allow you to access and submit changes to your personal employment information from any computer with an internet connection. The system is secure and easy to use.

2. How will H.E.R.O. benefit you?

H.E.R.O. allows you to access and submit changes to your personal and employment information at almost any time of day and on the weekends without cumbersome paperwork and excessive delay. In many cases, the changes you make will be effective immediately. Additionally, the system gives you ownership of your data, so you control when and where you access your information. Some examples of personal information you can update on-line include: address information, phone numbers, emergency contacts, benefits, and direct deposit information. So, H.E.R.O. will eliminate the need to call Human Resources (HR), retrieve, or complete forms, and send them back to HR via mail. Another benefit is that with this new system you will be able to distribute your paycheck to up to three different accounts.

3. How will H.E.R.O. benefit HPH?

There are many benefits to providing you with access to your own information. First, H.E.R.O. eliminates the need for paper forms, which are costly and inefficient to use and maintain. Secondly, H.E.R.O eliminates the paper trail, thereby reducing the risk of forms getting lost or misplaced. It also allows for faster and more accurate processing of information, because the information is entered by you and captured in "real time," reducing the need for multiple hand-offs and the potential for data entry errors.

4. What can I do with Employee Self Service?

With H.E.R.O. you can:
- View your employee profile
- View and change your address, phone numbers, and e-mail address
- Submit changes to your marital status and name
- View and change your emergency contact information
- View your compliance information and credentials
- View your current pay statement
- View and change your direct deposit information
- Access and update payroll tax forms
- View your benefits
- Benefits Open Enrollment for 2007
- Submit PTO Sell-back requests
- Submit ID-Badge Requests
- And much more!

5. How do I access my information in H.E.R.O.?

There are 2 ways to access H.E.R.O.:
1. Go to the Human Resources page on the intranet, click on Departments ➔ Human Resources ➔ "H.E.R.O."

2. Access H.E.R.O. from home or any other computer with internet access by going to **www.hawaiipacifichealth.org/hero**

6. How do I log in to H.E.R.O.?

Your **username** is your *employee ID, which can be found on your pay statement*. It is the last 5 digits of your "ID NUMBER." Please see the example below, where John Doe's ID number is circled. His user id would be *00129.*

Your **password** is the last 4 digits of your social security number. You will be prompted to change your password when you first access the system.

7. What if I forget my password?

If you forget your password, first enter your employee number in the user id field and then try clicking on the "Need a password reminder" prompt on the log-in page for HERO. Your reminder will appear in the empty space above the HPH logo.

If you are still not able to remember your password, enter your employee number in the user id field and then click on the "Forget your password" prompt on the log-in page. An advisory will be sent to the system administrator. If you have populated an e-mail address in H.E.R.O., your new password will be sent to that e-mail address. If you have not provided H.E.R.O. with an e-mail address, you will need to contact HR at 535-7555 (Oahu); 19 – 7555 (Kauai) during normal business hours (M-F; 8 AM – 4:30 PM).

8. How do I know H.E.R.O. is secure?

H.E.R.O. has been set up to run behind HPH's firewall to maximize use of the organization's state-of-the-art security system. Additionally, we have had the servers H.E.R.O. runs on certified. The data can only be accessed by yourself and those with specific authority i.e. the system administrators and your manager (for relevant employment related information).

9. Can I access H.E.R.O. from home?

Yes, as long as your computer is connected to the Internet and meets minimum browser requirements, you will be able to access H.E.R.O. from home. The system works best with Microsoft's Internet Explorer 5.5 or higher. When accessing H.E.R.O. from home you will need to use the following internet address (URL): **www.hawaiipacifichealth.org/hero**

10. What if I don't have a computer available to me?

Since H.E.R.O. is also available through the intranet, you will be able to access it through any HPH workstation with intranet access. We are also researching the possibility of installing kiosks at our main facilities.

11. Will there be any in-service training available?

The Human Resources department will hold open in-service training sessions during the week your facility "goes live" with H.E.R.O.

Entity	Date	Time	Location
Pali Momi	April 3 April 6	3:30 – 4:30 pm 7:45 – 8:45 am	Diamond Head Conference Room
Harbor Court	April 18	3-4pm	25th floor DH conference room
WMH	April 19	7:30 – 8:30am and 3:30 – 4:30pm	Conf Room B/C
Harbor Court	April 20	9-10am	25th floor DH conference room
Straub	May 2	7:45 – 8:45am	docs dining room
Straub	May 4	6pm – 7pm	docs dining room
Straub	May 5	11:30-12:30am	FIC room 980

KMCWC is still pending, but will be week of May 1.

12. What do I do if I find an error in my personal information?

As with any new system, there may be some errors. If you find mistakes in your data, correct it if the system allows it. If not, please submit a request via e-mail to: **HRGeneralHRQuestions@kapiolani.org** detailing the incorrect information and the change needed to be made.

13. Can anyone else access my personal information?

No. You are the only one who can view or modify your information unless you have shared your User ID and password with someone else. Exercise caution when you are finished using H.E.R.O. by <u>logging</u> out of the system and <u>closing</u> Internet Explorer.

14. Do I have to use H.E.R.O.?

You will need to use H.E.R.O. to conduct basic HR transactions that previously required paper forms, such as changing your address or changing your direct deposit information. You will also need to use H.E.R.O. for our next benefits open enrollment period in November 2006 for 2007.

It is highly recommended that you access H.E.R.O. now to:
- Change your password
- Check your address, phone numbers, e-mail address and emergency contact information so that we can contact you if necessary.

15. Do I have to have an HPH email address to access the information?

No. However, if you do have an HPH e-mail address you should use it so you can receive important system-generated notices. If you don't have an HPH email address, you may use your personal e-mail to receive notifications. E-mail will be the primary means of communication between the system and you. An example is the password re-set process.

16. Can I use work time to access H.E.R.O.?

Employees will be permitted to use work time to access the system. You may also use departmental computers and printers. As a courtesy to other staff, we ask that you keep access during work time brief. Additionally, access during work time will be based on the needs of the unit.

17. Can I view my Flexible Spending Account (FSA) Balances using H.E.R.O.? Can I submit FSA claims online?

As part of our long-term plans for H.E.R.O., you will be able to view your FSA balances and account activity. We anticipate this becoming available by September, 2006. Given the amount of documentation required for processing claims, you will still be required to submit claims to the HR department as you do now.

18. Will we be using H.E.R.O. for Benefits Open Enrollment?

Yes. All employees will use H.E.R.O. go through Benefits Open Enrollment for 2007. More information will be distributed at that time.

19. Who do I contact if I have any additional questions while using the system?

If you experience any problems or have questions using H.E.R.O., please follow these steps:

- Review the Frequently Asked Questions (FAQs) on the H.E.R.O. Welcome Page to see if your question is answered there

- Consult the H.E.R.O User Guide on the welcome page which offers easy to follow, step-by-step instructions on how to use all H.E.R.O features

- Consult the help screens available in H.E.R.O (as indicated by the symbol 🔣).

If you have gone through these steps and still have additional questions, you may submit a request via e-mail to:

HRGeneralHRQuestions@kapiolani.org or call 535-7555 (Oahu); 19 – 7555 (Kauai).

HPH Employee Self Service
Key Terms

Browser: A browser is a software program which lets you navigate (move around in) Internet pages. All HPH computers use a browser called Internet Explorer (I.E.). As is outlined in FAQ #9, we recommend you use Internet Explorer for your H.E.R.O. activities.

Employee ID: All employees are assigned a system-generated, five-digit employee number. This number can be found on your pay stub. It is the last 5 digits in the field labeled "ID NUMBER" which is on the top left side of your pay stub.

H.E.R.O.: An acronym that stands for HR Employee Resources On-line.

Kiosk: A specialized workstation designated for a specific purpose…ie. access to H.E.R.O. We are planning to place kiosks at our major facilities during FY07 for the convenience of employees who don't have ready access at their home or work site. These workstations will be called H.E.R.O. Kiosks. The location of H.E.R.O. kiosks will be listed as a future resource on the H.E.R.O. welcome page.

Link: Whenever word(s) are underlined in H.E.R.O., it means that it is a link. When you put your mouse arrow over the link, it may turn into a hand. By clicking on a link, it will take you to a new page on the Internet. Most of the links in H.E.R.O. will take you to other places within H.E.R.O..

Login: The Login button is a link that will take you to the page for logging into, or signing into, H.E.R.O. This is the page where you will need to enter your H.E.R.O. User ID and Password. See FAQ #6 for instructions on how to login to H.E.R.O..

Navigate: Navigate is a term used when moving from page to page in the Internet. Sometimes you may be on a certain path; other times you may simply choose to explore.

Save: When you are asked to **Save** your work in H.E.R.O., your revised information is going directly into our HR system. For certain information this will trigger an email to someone in HR who will double-check the information, but sometimes no one will edit or revise the information. For this reason, it is important that you provide accurate information when you use H.E.R.O.

Workflow: If you are asked to **Submit** information on any of the H.E.R.O. pages, this means that your information is being sent to the appropriate HPH department to complete the request. This movement of a request is considered "workflow."