Hawaii Pacific Health

HERO

H.R. | EMPLOYEE | RESOURCES | ON-LINE

Quick Guide

Helpful Hints for completing H.E.R.O. On-Line Forms

Effective Date (mm/dd/yyyy) – Is the date that your requested change will take effect. If the requested change should take affect in the current pay period be sure to enter a date that falls within the pay period. To view the payroll schedule click on the blue link "**2006 Pay Schedule**"

⚠ If you are using a past or future effective date, you may receive a "manual intervention is needed" message. If you receive this message, contact HRGeneralHRQuestions@Kapiolani.Org

*Asterisk   An * indicates that information is required for the respective field.

Choice Lists   Some choice lists (or drop down menu) might have options that begin with a "ZZ". Select another option that does not have the "ZZ". These options are not valid.

Save   The Save button tells the application to save your changes. After clicking the Save button the page reappears and allows you to view the changes made, then the application requires you to Click the SAVE button one more time to confirm your changes.   *This is not done for Password or E-mail updates.

To Do   If the request you submitted requires approval by Human Resources the document will appear in Pending Documents in the "To Do" section. Click on **Pending Documents** to view them. Each document contains an ID, a description, and the date and time submitted.

The number of Requests you have submitted will also appear if they require approval. Click **Requests in Process** to view them. This will also show the status of your request.

Any documents you have begun, saved to finish later, but not yet submitted appear under the To Do items. Click **Documents Saved but not Submitted** to continue working on them.

Email Notification

Upon completing selective forms, if you have entered an email address to your profile, you will receive a confirmation by email stating that you had submitted a request and you will be given a Document ID number for that request.

You may also receive an email notification to inform you that your request was rejected. This will usually occur if the form is incomplete or additional information is required. You will not receive a notification if your request was accepted and processed.

How to Log In

Step 1:   Open your Internet browser.
Step 2:   Type in this address http://hawaiipacifichealth.org/hero to get to the website. You will see the H.E.R.O. Welcome Page first.

Step 3:   In the box where **Type User Name** appears, type your User Name, which is your 5 digit employee number, then hit the Tab key on your keyboard to get to the next box.

The last 5 digits of your ID Number is your employee number.
In this example it is 00129.


```
                              KMC AT PALI MOMI              CHECK NO:        A008620
                         55 MERCHANT STREET 23RD FLOOR      CHECK DATE:      03/17/06
                              HONOLULU, HI 96813            PERIOD ENDING:   03/11/06
                                                           PAY FREQUENCY:   BIWEEKLY
JOHN C. DOE                      STATUS EXEMPT  TAX ADJUSTMENTS      STATE AND LOCAL CODES
55 MERCHANT ST.      ID NUMBER:6061R00129 ED:MARRIED  00  FED:        ST:    PRI: HI  LOC1:  LOC3:
#24B                 BASE RATE:  42.27  ST1:MARRIED  00  DI/UC:  .0000       SEC:       LOC2:  LOC4:
HONOLULU HI 96789      SSN: 555-55-5555  ST2:            LOCAL:                               LOC5:

                              IMPORTANT MESSAGE

      HOURS AND EARNINGS              TAXES AND DEDUCTIONS          SPECIAL INFORMATION
            CURRENT          Y-T-D                CURRENT   Y-T-D
DESCRIPTION HOURS/UNITS EARNINGS HOURS/UNITS EARNINGS  DESCRIPTION  AMOUNT   AMOUNT
INS/D 43.2700  2.00    89.54                          Soc Sec Tax   209.16  1297.05
NIGHT 43.2700 60.00   2596.20                                        48.91   303.34
```

Step 4:   In the blank box, type the password that was provided to you.
Step 5:   Click on the **go** button to the right. You will then see the H.E.R.O. home page.

This is the log in page for Self Service.

Your 5 digit employee number is typed in this box.

Your password is typed in this box.

Click on this **go** button to continue in Self Service.

EMPLOYEE - PERSONAL INFORMATION

Feature	Function/Steps	Internal HR function to contact for questions/support/help
My Profile	View only 1. Displays as of current date 2. *For historical information, enter a date in the date field 3. Click on Refresh button *Historical information prior to 8/19/05 is not available on-line.	HR Support
Password	Change Password 1. Complete form 2. Click Save 3. Click OK to return to Home page	HRIS Admin
Email Address	Add or Change Email Address 1. Complete form 2. Click Save 3. Click OK to return to Home page	HRIS Admin
Change of Address	Change Address 1. Complete form 2. Click Save 3. Click Save again to confirm 4. Click OK to return to Home page Note: selecting the Update all dependents or Update Emergency Contact will apply any address changes to those individuals as well.	HR Support
Dependents	Add a New Dependent 1. Complete form 2. Click Save 3. Click Save again to confirm 4. Click OK to return to Home page	Benefits
Emergency Contact	View listed Contact(s) 1. Click on Contact name to view detail information Add or Change a Contact 1. Click Add button 2. Complete form 3. Click Save 4. Click Save again to confirm 5. Click OK to return to Home page Delete a Contact 1. Click on the delete box adjacent to the name of the contact 2. Click Save 3. Click OK to return to Home page	HR Support

EMPLOYEE - PERSONAL INFORMATION CONTINUED

Feature	Function/Steps	Internal HR function to contact for questions/support/help
Change of Marital Status	Change Marital Status 1. Complete form 2. Click Save 3. Click Save again to confirm 4. Click OK to return to Home page	Benefits
Change of Name	Change Legal Name 1. Complete form 2. Click Save 3. Click Save again to confirm 4. Click OK to return to Home page	HR Support
Employee Compliance Information	View only	Employee Relations
License and Certification	Add New License and Certification 1. Complete form 2. Click Save 3. Click Save again to confirm 4. Click OK to return to Home page	Employee Relations
ID Badge Request Form	Request for a new ID Badge 1. Complete form 2. Click Save 3. Click Save again to confirm 4. Click OK to return to Home page	Recruitment
Employee Reports	View and Print 1. Select a report 2. *Select an effective date 3. **Enter an email address if you want to email the report 4. Select output selection (**display or email) 5. Click Save 6. A new page appears with report name 7. Click on Report name to display report 8. Enter password (same as log-in password) 9. Report view is in Adobe Reader 10. **Click print icon to print, or 11. Close Adobe Reader 12. Click Cancel button in HERO 13. Click Cancel again to return to Homepage *You will need to enter both a start and end date. For a point-in- time report, use the same date for both start and end date. **Optional	HRIS Admin
Employee Handbook	View Only	HR Support
Contact HR Questions	Email HR support.	HR Support

EMPLOYEE - PAYROLL & TAX INFORMATION

Feature	Function/Steps	Internal HR function to contact for questions/support/help
Earnings Statement	View and Print 1. Select earnings statement 2. View 3. Click on Printable copy button to print *Statements are displayed in order by check date.	Payroll
Direct Deposit	Sign up, Change, or Delete a Direct Deposit *Refer to Help buttons to ensure you enter the correct information. Before adding an account please check "Active Bank Routing Numbers List" to see if desired bank is set up. If it is not, please contact Payroll for assistance. 1. Select Priority 2. Select Account Type 3. *Enter Account Number 4. *Enter Routing Number 5. Click on box for Deposit Remainder, if applicable 6. Click on box to Cancel, if applicable 7. Click Save 8. Click Save again to confirm 9. Click OK to return to Home page	Payroll
Check Calculations	View and calculate 1. Complete form 2. Click on Calculate button to calculate *Remember to key pre-taxed deduction as a negative number. For example: 403B deduction enter amount as -25.00	Payroll
Federal Tax Form (W-4)	Change Federal Tax Status, Exemptions 1. Complete form 2. Click Save 3. Click Save again to confirm 4. Click OK to return to Home page	Payroll
State Tax Form (HW-4)	Change State Tax Status, Exemptions 1. Complete form 2. Click Save 3. Click Save again to confirm 4. Click OK to return to Home page	Payroll
Earned Income Tax Credit (W-5)	Update Earned Income Tax Credit 1. Complete form 2. Click Save 3. Click Save again to confirm 4. Click OK to return to Home page	Payroll
Contact for Payroll Questions	Email payroll department.	Payroll

EMPLOYEE – BENEFITS INFORMATION

Feature	Function/Steps	Internal HR function to contact for questions/support/help
Benefits Summary	View and Print View only 1. Displays as of current date 2. *For historical information, enter a date in the date field 3. Click on Refresh button 4. **Select plan to view 5. **Select option to print summary *Historical information prior to 8/19/05 is not available on-line. **Optional	Benefits
Current Benefits Statement	View and Print 1. Displays as of current date 2. *Select option to print statement *Optional	Benefits
Pacific Guardian Life – Update Beneficiaries	Add or Update 1. Click on type of beneficiary designation you want to make 2. Complete form 3. Click Save 4. Click Save again to confirm 5. Click OK to return to Home page	Benefits
Student Certification	Update Student Certification 1. Complete form 2. Click Save 3. Click Save again to confirm 4. Click OK to return to Home page	Benefits
Bus Pass Election/Cancellation	Elect or Cancel Bus Pass Deduction 1. Complete form 2. Click Save 3. Click Save again to confirm 4. Click OK to return to Home page	Benefits
PTO Sellback Form	Submit a request for PTO sellback 1. Complete form 2. Click Save 3. Click Save again to confirm 4. Click OK to return to Home page	Payroll
Leaves of Absence	1. Select a form 2. Print the form in Adobe Acrobat Reader 3. Complete and if necessary obtain additional signatures from either your supervisor and/or physician. 4. Send completed forms to HR – Harbor Court	Benefits
Miscellaneous	View and Print View only	Benefits
Contact for Benefits Questions	Email Benefits department.	Benefits

COMPANY INFORMATION

Feature	Function/Steps	Internal HR function to contact for questions/support/help
Career Opportunities	Click on a link to display a listing	Recruitment
Special Offers and Employee Discounts	View only	HR Support HRIS Admin
Company Document Search	Type in Document Name, or Click on Search button to view a list of available documents. Click on Document Name to display detail.	HR Support HRIS Admin

MANAGER ACTIVITIES

Feature	Function/Steps	Internal HR function to contact for questions/support/help
My Employees • Job • Compensation • Employment • Profile	View only	HR Support
Reporting	View and Print 1. Select a report 2. *Select an effective date 3. **Enter an email address if you want to email the report 4. Select output selection (**display or email) 5. Click Save 6. A new page appears with report name 7. Click on Report name to display report 8. Enter password (same as log-in password) 9. Report view is in Adobe Reader 10. *Click print icon to print, or 11. Close Adobe Reader 12. Click Cancel button in HERO 13. Click Cancel again to return to Homepage *The report will display point-in- time information. • To display historical data change the date and click refresh button. • To display a date range report click on Date Range Report and enter both a start and end date. **Optional	
Performance Evaluation Short Forms	1. Select a report 2. Complete form in Adobe Acrobat 3. Print form 4. Send completed and signed form to HR-Harbor Court	Employee Relations

Internal Support
Phone Contact: 535-7555 (Oahu), 19-7555 (Kauai)

For this area	Global Address Book listing	Email Address
HR Support	Self Service General HR Questions	HRGeneralHRQuestions@Kapiolani.Org
Benefits	Self Service Benefits Questions	HRBenefitsQuestions@Kapiolani.Org
Payroll	Self Service Payroll Questions	HRPayrollQuestions@Kapiolani.Org
HRIS Administrator	Self Service HRIS Administrator	HRISAdmin@Kapiolani.Org
Recruitment	(Located at Harbor Court, 23rd Floor)	
Employee Relations	(Located at Campus Satellite HR Office)	