HR **E**mployee **R**esources **O**n-Line

Table of Contents

General Information

H.E.R.O. is a unique Human Resources computer system that allows employees the opportunity to access their own employment and benefits information from a computer at home, at work, or any other computer with internet connection--anytime, anywhere. This is a secure system that protects all your personal information from unauthorized access.

The activities offered in this first phase of the H.E.R.O. implementation will change the way you provide and receive Human Resources information. Through this system you will be able to:

- Review and update certain personal employment information
- View your current benefits
- Update your emergency contacts
- See your own license information that is related to your position
- Retrieve various Human Resources documents and forms

Additional phases of H.E.R.O. are planned throughout the next fiscal year to give employees even more convenience and control over their Human Resources activities.

Information in this user guide is subject to change. Revisions of this information will be posted on the H.E.R.O. website (www.hawaiipacifichealth.org/HERO). Also, current versions of this manual will be available to download and print from this website.

Computer Requirements
(This is what you need on your computer to get to the H.E.R.O. website)

You need internet connection. This is a service that you normally pay for monthly to have a company wire your home computer and set it up to gain connection to the internet. Some examples of companies that provide this service are Road Runner, Lavanet, Pixinet, and Earthlink. These companies are called internet service providers (ISP).

A web browser is what the computer needs to get to the internet. It is highly recommended that you use Internet Explorer 5.5 or higher for better efficiency and reliability.

Helpful Hints

- ❖ Always close your Internet Browser after using H.E.R.O.
  Closing the browser removes temporary cookies which could be used to gain access to your account (this would have to be done from your own computer).

Module 1
Introduction to H.E.R.O.

In This Module

Overview

This module describes the basic processes and activity areas you need to be familiar with in H.E.R.O.

Objectives

After completing this module, you will be able to:

- Log in to and Log out of H.E.R.O.

- Navigate the Home Page

- Identify the activity areas available on the home page

- Access the Home, Tutorial, Help and Logout links

- Understand the purpose of the To Do area on the home page

Topic 1: Log In/Log Out

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:          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.

Change your Password
The first time you log in, you will be required to change your password. The password must be between 7 and 20 characters in length and must be a combination of letters and numbers.
No spaces or apostrophes are allowed. Correct: alpha1bravo   Not correct: charlie'2 delta

Once you've begun using H.E.R.O., you may change your password at any time.

Password reminder
To help you remember your password later on, you can set up a password reminder on the same page that you changed your password.

Forgot your Password?
If you created a password reminder, you can click on the "Need a password reminder?" link at the bottom of the log in page. Your password hint will appear at the top of the same page.

You may also contact H.E.R.O. Help Line by email HRISAdmin@kapiolani.org or call 535-7555 (Oahu) or dial 197555 if calling from Kauai.

Your account was disabled?
If your log in was unsuccessful after three attempts, the system will automatically disable your log in. You will receive an email message from H.E.R.O. Help Line, if you have an email account, telling you what your new password is.

You do not have an email address and need your Log In information?
Call the H.E.R.O. Help Line 535-7555 (Oahu) or dial 197555 if calling from Kauai.

Expired Password
For security measures, you will be prompted to change your password every 160 calendar days. If you log in with an expired password, H.E.R.O. will redirect you to the Password page where you will be prompted to update your password.
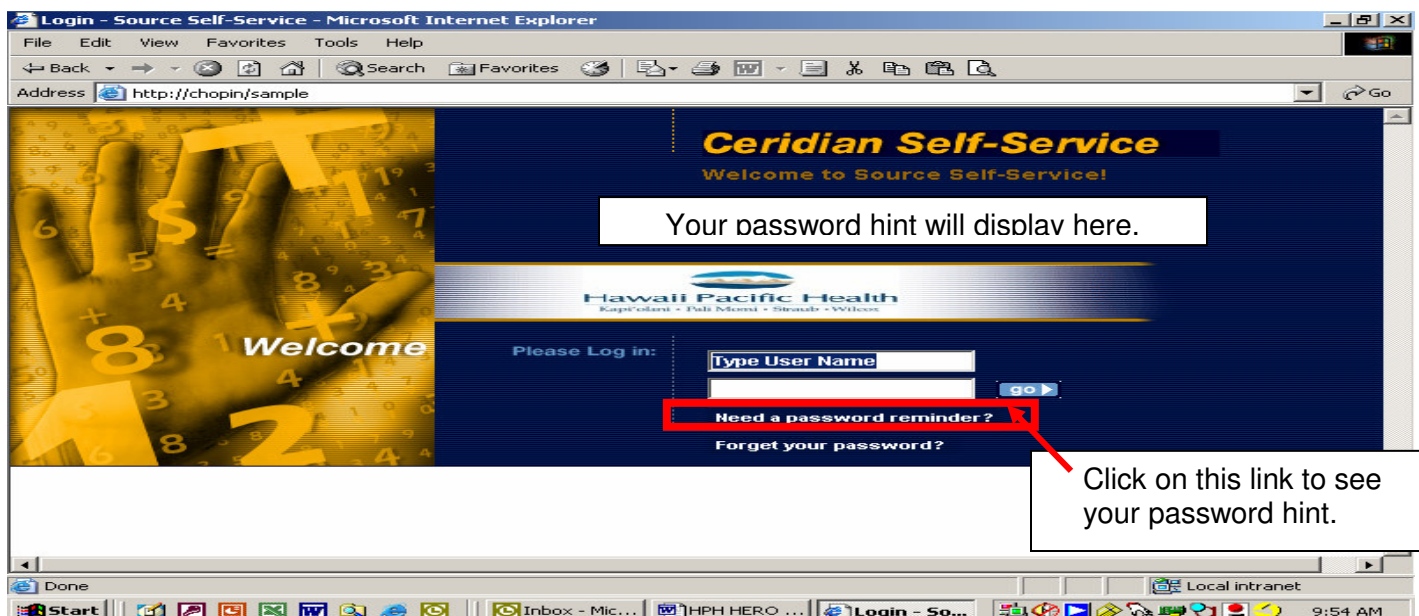
How to Log Out

On any screen, you may log out of H.E.R.O. by clicking on the **Log Out** link in the top left corner.
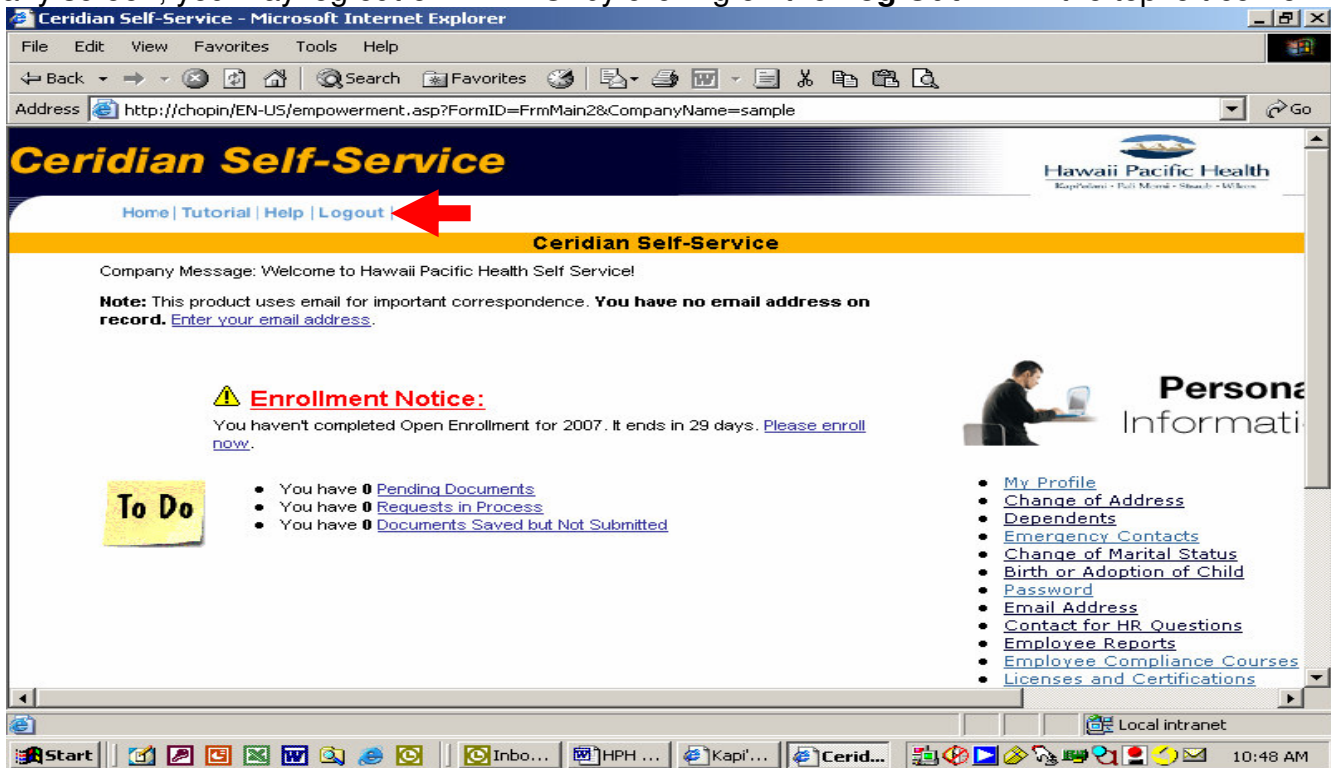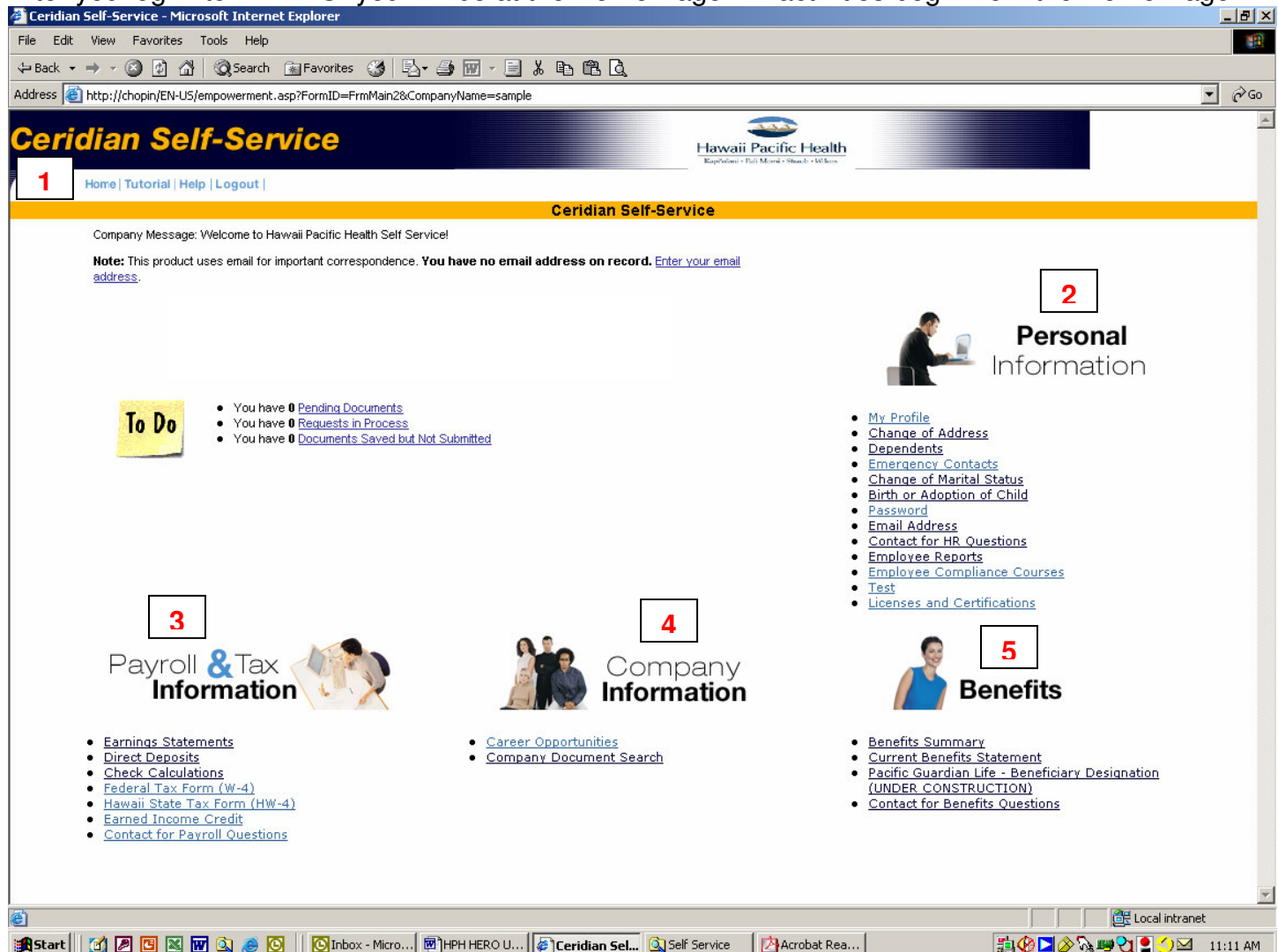

REMEMBER TO CLOSE YOUR BROWSER WHEN YOU HAVE FINISHED.
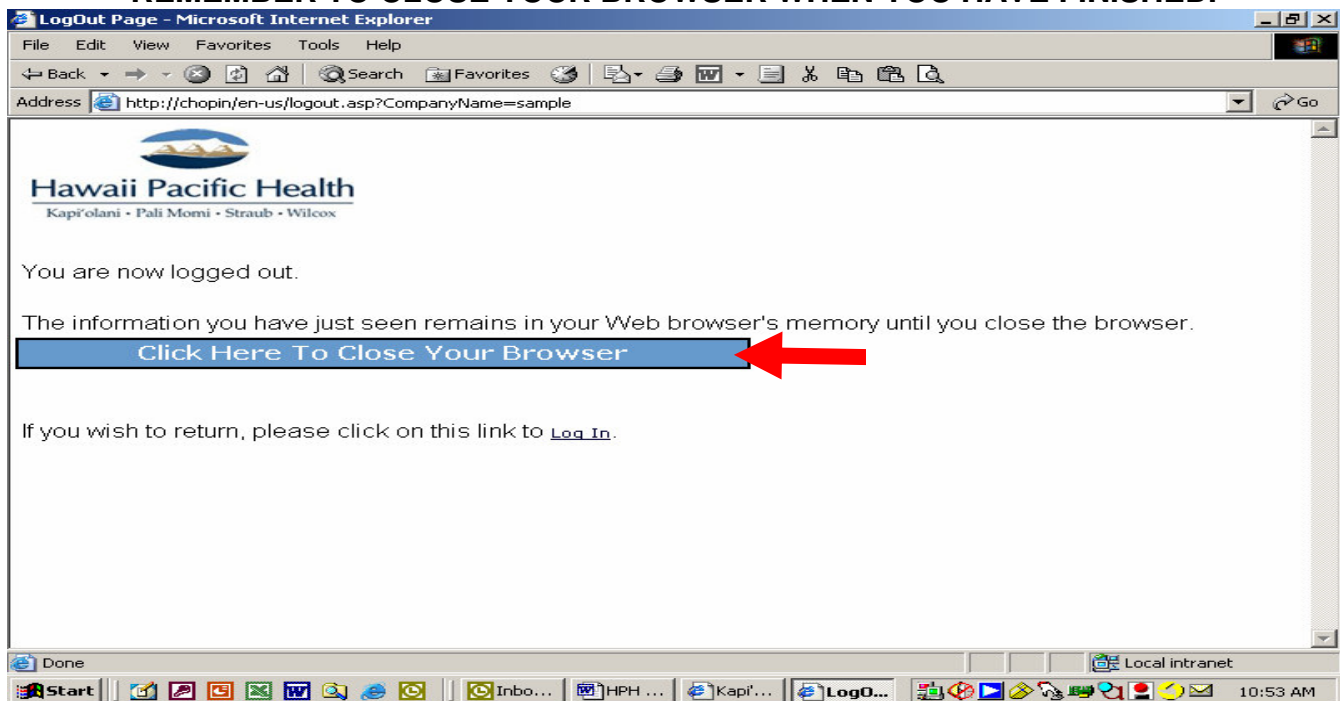
Topic 2: Tour the Home Page

After you log in to H.E.R.O. you will be at the Home Page. All activities begin from the Home Page.

Note: This picture may not be exactly as shown on the actual screen.

1

At the top of the Home Page (and every page within H.E.R.O.) you'll find four links. They are:

- Home - returns you to the home page from wherever you are.

- *Tutorial - opens the Employee Tour tutorial that explains some of the everyday tasks you might do in H.E.R.O..

- *Help - opens a separate series of H.E.R.O. Help windows, with a search and index feature.

- Logout – properly logs you out of H.E.R.O. and prevents access to employee information (until you log in again).

The information found in the Tutorial and Help links may not reflect special customized functions throughout H.E.R.O. that are needed to accommodate unique situations at Hawaii Pacific Health.

The activity areas and their descriptions are as follows:

2 Personal Information – This area allows you to update your own personal data, such as address or marital status.

3 Payroll & Tax Information – Use this area to view and manage your payroll information, such as view your earnings statement, update direct deposit accounts and update tax filing status.

4 Company Information – Use this area to view company related information and download important Human Resources documents.

5 Benefits – This area gives you access to your benefits information and allows you to enroll in benefits during open enrollment.

Topic 3: The "TO DO" Area

The **To Do** area of the home page provides:
- Company Message information
- Your email address information (where H.E.R.O. will send all email notices)
- Information about any of your change requests currently in progress

Note: This picture may not be exactly as shown on the actual screen.

1 Company Message

Below the company message at the top of the H.E.R.O. home page, your current system email address will appear. If you haven't entered an email address, you will see the message "You have no email address on record."

2 Email Address Information

In order for you to keep up-to-date of any changes that may affect your employee information, it is best to provide your email address. Click on the link "Enter your email address". This will take you to a new page where you type in your email address. Click on the Save button when you are done.

The email address you provide should be the one you check most often. You may change your email address at any time.

3 Reminder Messages

H.E.R.O. displays employee reminders on the home page. For example, during Open Enrollment periods, you will see a reminder to complete your new benefit elections, along with the length of time you have remaining to enroll.

4 Types of To Do Documents

The To Do area shows you the current status of change requests you submitted.
- Pending Documents – are changes that are waiting for approval by HR and changes you need to confirm.
- Requests in Process – shows the history of the changes you submitted.
- Documents Saved but Not Submitted – are changes you entered and saved but did not send to H.E.R.O. yet.

Pending Documents

H.E.R.O. assigns a Document ID number for each change request you submit. You will want to review this section often to check on the status of your change. Some changes will require an approval by HR and in some cases additional information may be requested before your request can be approved.

View details of changes submitted

To view changes you submitted, click on the "Pending Documents" link. A new window will open and you will see the Document ID number, the date and time submitted, and description. The bottom of this screen shows you the current status of your request. To see the details of each document, click on the Document ID link. A new window will open and you will see the screen where you entered a change.

Requests in Process

This is another area where you can see the status of your change request and see a history of all your change requests. Click on the Document ID number to see the details.

Documents Saved but Not Submitted

When you are ready to submit your saved changes to H.E.R.O., click on this link to open your change request. Carefully review your change(s) then click on the Save button.

Module 2
Managing Personal Information

In This Module

Overview
This area provides links that allow you to maintain and edit your personal employee information.

Objectives
After completing this module, you should be able to:

- View your Employee Profile Information

- Change Address and Phone Information for yourself, your dependents and emergency contacts

- Maintain information on your dependents
  (this feature will be available in a future rollout phase)

- Maintain information on your emergency contacts

- Change marital status information

- Change your password

- Update your email address

- Review reports

- Contact an HR representative via email with questions

Topic 1: Employee Profile

How to view Employee Profile information

The first link that appears under the Personal Information area is My Profile.

Personal
Information

- My Profile
- Change of Address
- Dependents
- Emergency Contacts
- Change of Marital Status
- Birth or Adoption of Child
- Password
- Email Address
- Employee Reports
- Contact for HR Questions

Note: This example above may not appear exactly as shown on the actual screen.

When you click on this link, a new window opens where you are able to view your:
Personal Information
- Birth Date
- Social Security Number
- Marital Status
- Address
- Home Phone and Alternate Phone

Employment Information
- Recent Hire Date
- Job Category (Full Time, Part Time, Per Diem)
- Status (Active or Leave of Absence)
- Employee Number

Job Information
- Supervisor
- Job Title
- Campus (this is where your paycheck is coming from)

Compensation Information
- Pay Cycle
- Pay Rate
- Annual base compensation

How to view Employee Profile Information

The system will automatically show "today's" date in the white box and you will see a snapshot of your personal information as of this date. If you wish to see a snapshot for a different date, just input a new date then click on the Refresh button.

Note: Historical information is only available from 8/29/05.

When you are done viewing your information, click on the Cancel button at the bottom.

Click here when you are done viewing this screen.

Topic 2: Change of Address

How to change your mailing address

The next link that appears under the Personal Information area is Change of Address.

Note: This example above may not appear exactly as shown on the actual screen.

When you click on this link, a new window opens where you are able to view your Address and Telephone information.

How to change your mailing address

To change your address and/or telephone number, type in the effective date of the change in the white box. To jump to the next box, hit the tab key on your keyboard once or click on the box using your mouse. Delete the information currently displayed in the box then type in the new information.

All fields marked with a red asterisk * must be filled in.

Dependents and emergency contacts who have the same address and/or phone number as your own can be updated at the same time by checking one or both of the boxes as shown below:

- □ Update all my dependents
- □ Update only my emergency contacts

Click on the Save button at the bottom to review your changes.

After you click on the Save button, this message will be displayed at the top of the same screen, **"Please confirm your changes. If anything is incorrect, click Cancel to return to the previous page."**

If you need to make a correction, click on the Cancel button at the bottom to go back and correct any errors. Click Save a second time to confirm your changes.

Click on this Cancel button to make corrections on this screen.

After you have clicked the Save button the second time, a new window will appear and this message will be displayed.

Your changes have been submitted as document id 50000 and will be committed upon approval.

OK

The system will automatically assign a Document ID number to your change request. Make a note of this Document ID number for future reference if you wish to:

- Track the status of your change request
- Contact Human Resources with any questions

Click on the **OK** link to close the window and return to the home page.

Your changes have been submitted as document id 50000 and will be committed upon approval.

OK

Topic 3: Dependents

This feature will be available in a future rollout phase.

Updates will be posted on the H.E.R.O. Welcome Page.

IMPORTANT NOTE: Adding a dependent here does not add the dependent to medical and/or dental coverage. Additional steps will be required to enroll your dependent in medical and/or dental.

Topic 4: Emergency Contacts

How to Add an Emergency Contact

The next link that appears under the Personal Information area is Emergency Contacts.

Note: This example above may not appear exactly as shown on the actual screen.

When you click on this link, a new window opens where you are able to view and update your emergency contact information.

How to Add an Emergency Contact

If your emergency contact information is available, it will be listed on this Emergency Contacts screen.

If there is no information available, the message "**You don't have any emergency contacts**" will be displayed.

To add or update your emergency contact information, click on the Add button.
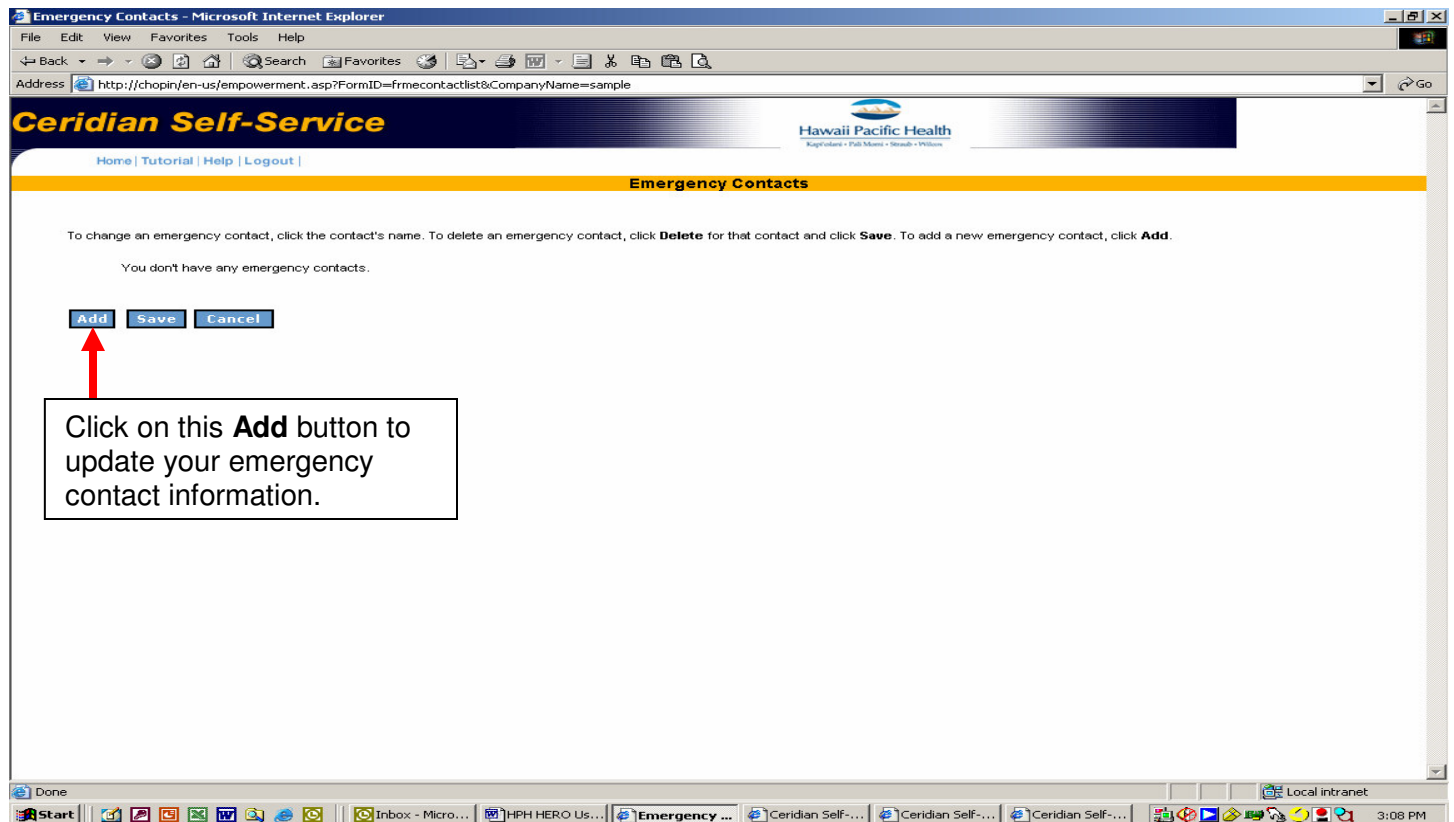
After you click on the Add button, a new window will appear.

Fill in the boxes on this **New Emergency Contact** page. Any field marked with a red asterisk ***** must be filled in.

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Home | Tutorial | Help | Logout

New Emergency Contact

To add an emergency contact, enter the following information and click **Save**. An * indicates that the field is required.

If the new emergency contact is another employee, an emergency contact for another employee, or a dependent for yourself or another employee, contact your HR administrator. Don't add the emergency contact on this page.

Emergency Contact's Personal Information

First Name	*
Middle Name	
Last Name	*

> Click on any yellow button with the picture of a **?** for help or to see details about what should be entered in the field.

Emergency Contact's Address Information

Street 1	55 Merchant St 23rd Fl
Street 2	
City	Honolulu
State	Hawaii
ZIP Code (99999 or 99999-9999)	96813
Country	United States of America

Emergency Contact's Telephone Information

Home Phone Number (999-999-9999)	
Work Phone Number (999-999-9999)	
Extension	
Cell Phone Number (999-999-9999)	

> Phone numbers must include the area code and entered with dashes. Example: 808-123-4567

Emergency Contact's Other Information

Relationship to Employee	Beneficiary
Primary Contact for Employee	

> Click on this ▼ symbol to see a list of valid relationship choices to select from.

Save   Cancel

> Click on this Save button when you are done.

> Click on this box if this is your Primary emergency Contact.

Contact H.E.R.O. Help Line by email at HRAdmin@kapiolani.org or call (808) 535-7555 (Oahu) or 197555 if calling from Kauai, if any one of your emergency contacts is:

> **Also your dependent that is covered under your benefits with Hawaii Pacific Health.**

> **An employee of Hawaii Pacific Health.**

> **A dependent of another employee of Hawaii Pacific Health.**

> **Also an emergency contact for another employee of Hawaii Pacific Health.**

After you click on the Save button, this message will be displayed at the top of the same screen, **"Please confirm your changes. If anything is incorrect, click Cancel to return to the previous page."**

- If all changes are correct, click on the Save button at the bottom of the screen.
- If you need to make a correction, click on the Cancel button at the bottom to go back and correct any errors. Click on the Save button a second time to confirm your changes.

After you have clicked the Save button the second time, a new window will appear and this message will be displayed:

Your changes have been saved.
OK ⟵

Click on the OK link in the message above to close the window and return to the Emergency Contacts page.

When you are done updating your emergency contact information, click on the Cancel button to close the Emergency Contacts screen and return to the Home page.

Click on this Cancel button to close this window and return to the Home Page.
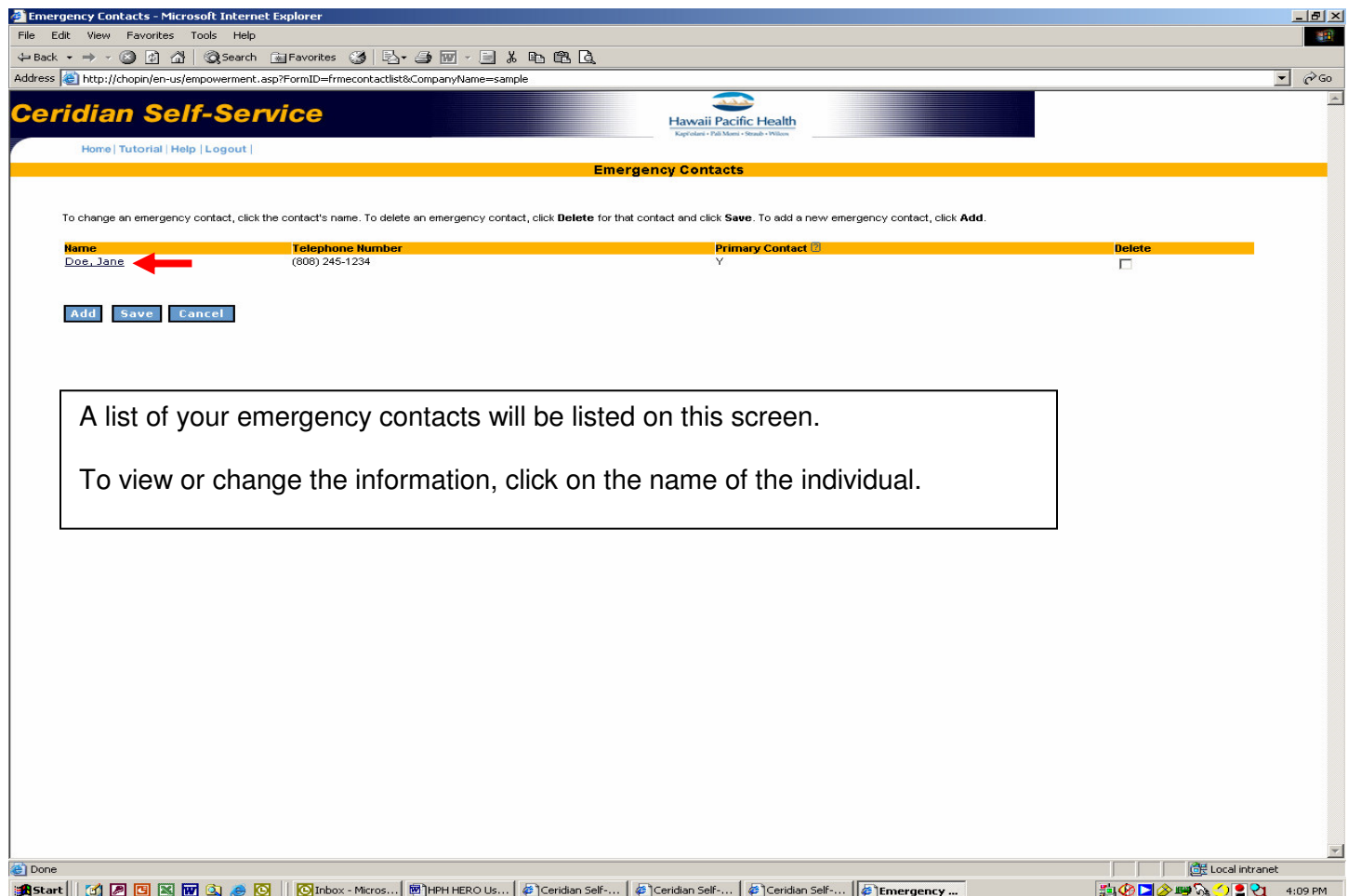
How to Edit an Emergency Contact

From the Home Page, click on the link for Emergency Contacts under Personal Information.

Note: This example above may not appear exactly as shown on the actual screen.

A list of your emergency contacts will be listed on this screen.

To view or change the information, click on the name of the individual.

A new window called **Changes to Emergency Contact** Information will appear.

- Click on the box you wish to update.
- Delete the information that is currently displayed.
- Type in the updated information.
- Click on the Save button when you are done.

Edit Emergency Contact

Step 1
Click on any box that you wish to update.

Step 2
Delete the outdated information in the box.

Step 3
Type in the new information in the box.

Step 4
Save your changes by clicking on the Save button.

Click on this Save button when you are done.

Topic 5: Change of Marital Status

How to Update Marital Status information

The next link that appears under the Personal Information activity area is Change of Marital Status.

- My Profile
- Change of Address
- Dependents
- Emergency Contacts
- Change of Marital Status
- Birth or Adoption of Child
- Password
- Email Address
- Employee Reports
- Contact for HR Questions

Note: This example above may not appear exactly as shown on the actual screen.

When you click on this link, a new window opens where you are able to view and update your marital status.

Note: A change in your marital status does not update your tax withholding status!

**If you wish to change your withholding status,
you must go to the Payroll section to make your change.**

How to Update Marital Status information

To change your marital status, begin by typing in the Effective Date of the change.

- Use your mouse to click on the Marital Status box.

- Click on the ▼ symbol to see a list of valid marital status choices. Choose only **Married** or **Single**.

Note: Do not select anything that starts with ZZ as these are not valid in this system.

- Click on the Save button when you are done.

After you click on the Save button, this message will be displayed at the top of the same screen, **"Please confirm your changes. If anything is incorrect, click Cancel to return to the previous page."**

- If all changes are correct, click on the Save button at the bottom of the screen.
- If you need to make a correction, click on the Cancel button at the bottom to go back and correct any errors. Click on the Save button a second time to confirm your changes.

After you have clicked the Save button the second time, a new window will appear and this message will be displayed:

> Your changes have been saved.
> OK ⬅

Click on the OK link in the message above to close the window and return to the home page.

Topic 6: Change of Legal Name

How to change Legal Name

The next link that appears under the Personal Information activity area is Change of Name.

When you click on this link, a new window opens where you are able to view and update your legal name.

Note:	The IRS requires that we record your name exactly as it appears on your Social Security Card.
	
	Please forward a copy of your Social Security Card to:
	      Human Resources, Attn: HR Support (Oahu)
	      Human Resources, Attn: Payroll (Kauai)
	
	If we do not receive a copy of your Social Security card within 10 calendar days, you will be required to re-submit your change through H.E.R.O.

How to change Legal Name

Remember to forward a copy of your Social Security Card within 10 calendar days to:
Human Resources, Attn: HR Support (Oahu)
Human Resources, Attn: Payroll (Kauai)

Topic 7: Password

How to Update Password information

The next link that appears under the Personal Information activity area is Password.

When you click on this link, a new window opens where you are able to update your password. For security measures, H.E.R.O. will prompt you to change your password every 160 days.

If you have forgotten your password, send an email to:
HRISAdmin@kapiolani.org
or call 535-7555 (Oahu) or dial 197555 if calling from Kauai

How to Update Password information

Change your Password

Step 1
Type in your current password

Step 2
Type in your **new** password.

Type in your **new** password again.

Step 3
Type in a short phrase to help you remember your password.

Step 4
Click on the **Save** button to save your change.

Topic 8: Email Address

The next link that appears under the Personal Information activity area is Email Address.

When you click on this link, a new window opens where you are able to provide and update your email address. It is recommended that you provide an email address in order for you to receive status updates and confirmation of changes you submit through H.E.R.O. and to maintain efficient communication between you and Human Resources.

The email address you provide should be one that you check often.

How to Add an Email Address

Step 1
Type in your email address

Step 2
Click on the **Save** button to save your change.

How to Edit Email Address

Step 1
Click on the box with your current email address.

Step 2
Delete the email address from the box.

Step 3
Type in your new email address.

Step 4
Click on the **Save** button to save your change.

Topic 9: Contact for HR Questions

The next link that appears under the Personal Information activity area is Contact for HR Questions.

When you click on this link, a new window will open for your email program such as Outlook. You will need to complete the **Add an Email Address** step (Topic 8) in order to be able to use this function.

Use this feature to communicate with Human Resources whenever you have questions about:

- Changing your address or phone number

- Changing your emergency contact

- Changing your marital status

- Changing your legal name

For questions about your **dependents**, contact Benefits at
HRBenefitsQuestions@kapiolani.org or call 535-7555 (Oahu), 245-1158 (Kauai)

For questions about your **password or email address**, contact the HRIS System Administrator at
HRISAdmin@kapiolani.org or call 535-7555 (Oahu) or dial 197555 if calling from Kauai.

This is an example of the Outlook email program that will open. The **To:** address line will be automatically filled in with "Self Service General HR Questions". You may fill in the **Subject** line with a brief description about your question.
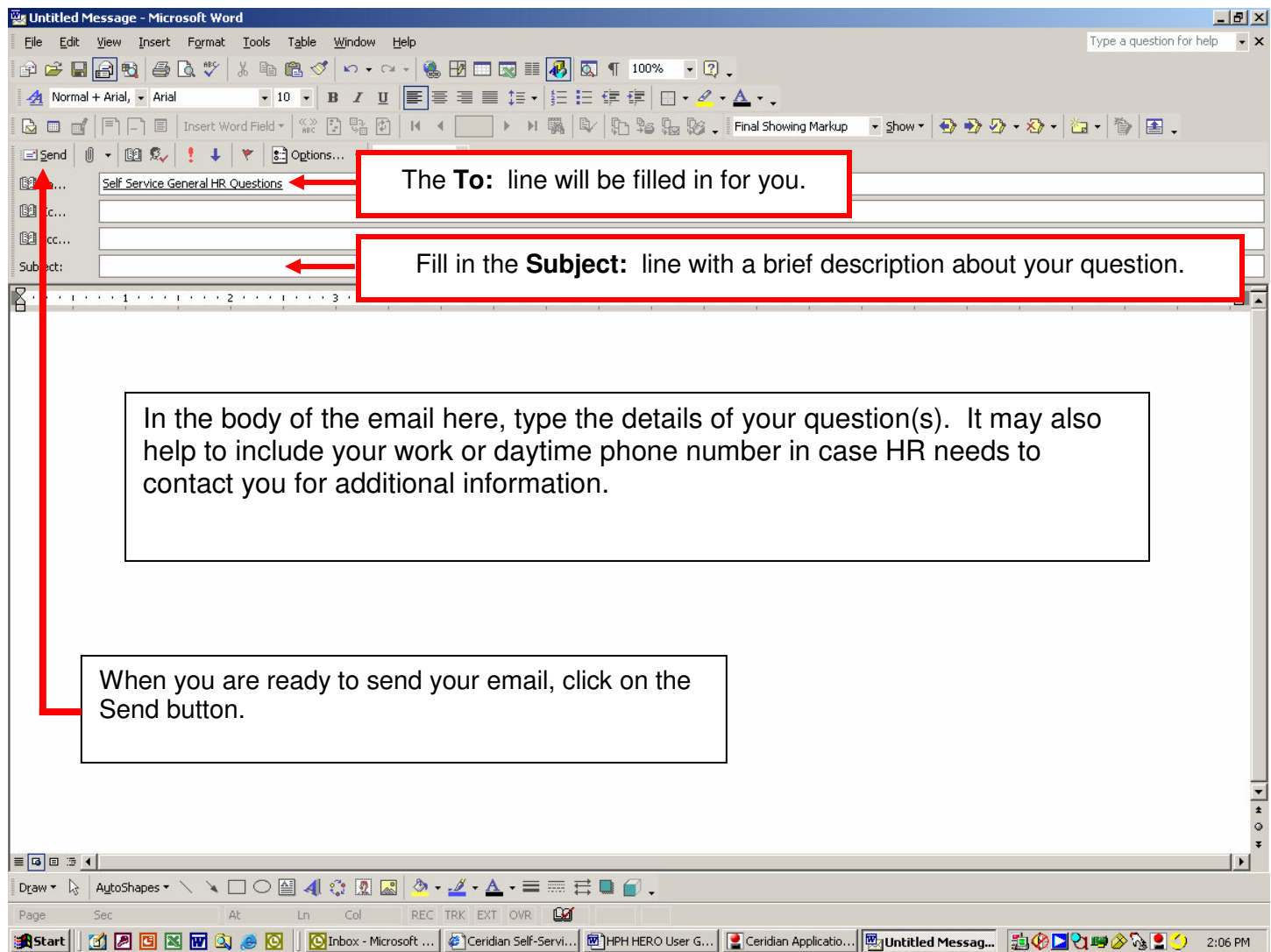
Check your email **In Box** often to view any response provided by Human Resources. If you would like to speak to someone in Human Resources, call the H.E.R.O. phone line at **(808) 535-7555**.

Topic 10: Employee Reports

The next link that appears under the Personal Information activity area is Employee Reports.

Note: This feature will be available in a future rollout phase.

Topic 11: Compliance Courses

The next link that appears under the Personal Information activity area is Employee Compliance Courses.

When you click on this link, a new window will open for you to view any required annual Safety updates and a record of acknowledgment that you received a copy of your Job Description.

How to view Employee Compliance information

The **Company Training** area is under development.

The **Other Training** area will list the status of any required training

Topic 12: License and Certification Information

The next link that appears under the Personal Information activity area is License and Certification.

Personal Information

- My Profile
- Change of Address
- Dependents
- Emergency Contacts
- Change of Marital Status
- Change of Name
- Password
- Email Address
- Contact for HR Questions
- Employee Reports
- Employee Compliance Courses
- License and Certification

When you click on this link, a new window will open for you to provide updated information on any required license and/or certification that is required for your position.

How to Add new License and Certification

All fields marked with a red asterisk * are required.

Fill in all information needed:
- Effective date
- Expiration date
- Name
- Description
- ID number of license
- State issued
- Country issued (optional)
- Cost (optional)

Click on the **Save** button when you are done.

Module 3
Maintaining Payroll & Tax Information

In This Module

Overview

This module describes the Payroll & Tax Information options that are available on the Self-Service home page. This area provides links that allow you to do the following tasks online:

- Review your earnings statements
- Setup or modify direct deposit information
- Calculate your net pay
- Change your federal and/or state withholding exemptions

Objectives

After completing this module, you should be able to:

- Review and print your Earnings Statements
- Update your Direct Deposit Information
- Perform Check Calculations
- Update your Federal Tax Withholding Form (W-4)
- Update your State Tax Withholding Form (HW-4)
- Update your Earned Income Credit Form (W-5)
- Contact a Payroll representative via email with questions

Topic 1: Earnings Statements

The first link that appears under the Payroll & Tax Information area is Earnings Statements.

When you click on this link, a new window will open that will show you a list of past earnings statements that you are able to view and print. The most recent earnings statement will be listed first. Refer to the Pay Schedule for the respective year to see a list of the pay dates.

**The oldest earnings statement that is available through H.E.R.O.
begins with the pay check dated 9/16/2005.**

How to view /print your Earnings Statements

This is a sample of the check detail that you will see.

To view a printable copy of the statement, click **Printable Copy** at the bottom of the statement.

An additional window will open within the same page.

To print a copy of this earnings statement, click on the **Print** button within the smaller window.

Depending on how your computer is set up, you may see a new window open on the same page.
Click on the **Print** button to start printing.

When your printing is complete, you will return to this window

Click on the **Cancel** button to close this window.

You will return to this screen.

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Home | Tutorial | Help | Logout |

Earnings Statements

This is the earnings history for this employee. To display detailed information for a specific earnings statement, click the check number.

Check Number	Check Date
A7262	3/31/2006
A6742	3/17/2006
A6226	3/3/2006
A5714	2/17/2006
A5203	2/3/2006
A4688	1/20/2006
A4175	1/6/2006
A3445	12/23/2005
A3172	12/9/2005
A2675	11/25/2005
A2180	11/10/2005
A1686	10/28/2005
A1191	10/14/2005
A719	9/30/2005
000217086	9/30/2005
A242	9/16/2005

Cancel ← Click on the Cancel button to close this window.

Topic 2: Direct Deposit

The next link that appears under the Payroll & Tax Information area is Direct Deposits.

When you click on this link, a new window will open that will allow you to view your current direct deposit account(s), add new accounts, and update your account information. You may have up to three accounts.

New accounts will need to be processed through a 10-day pre-notification period where your account information will be verified by your bank or credit union. This means direct deposit to your new account will not be available right away.

Normally it takes one pay period to verify your account information. After your account information is verified by the bank or credit union, the direct deposit will begin with the next paycheck.

How to edit your Direct Deposit information

If you already have direct deposit, your account information will be listed here.

Priority
This is the order in which you want your funds to be deposited if you have more than one account.

Account Type
This will be either a checking or savings account.

Account Number
This is your checking account number or savings account number.

Routing Number

This is the unique bank number, which is determined by the American Bankers Association (ABA). It is the first 9 digits found at the bottom of the checks supplied for your bank account. Do not use deposit slips to obtain this information.

Amount

If you wish to deposit a certain dollar amount, you would input the dollar amount here.

Deposit Remainder

If you have more than one account and would like to have the balance of your paycheck deposited into the last account that you designated as priority 2 or 3, check this box.

When you are done, click on the **Save** button to save your changes.

Topic 3: Check Calculations

The next link that appears under the Payroll & Tax Information area is Check Calculations.

When you click on this link, a new window will open that will allow you to perform sample paycheck calculations if you were to change your withholding allowance, increase or decrease your 403(b) contribution percentage, or change your payroll deductions.

How to Calculate your Net Pay

Your current information will be displayed except your Total Earnings.

Earnings Information

Total Earnings
You will need to type in the amount of your gross pay for one pay period.

Pay Type
In most cases, you will use Regular. The other choice is Bonus.

Pay Frequency
This remains as Bi-weekly since we are paid every two weeks.

Check Date
You may select any paycheck date from the current year Pay Schedule.

State Tax Information

Primary State Tax Status
This is your filing status. Choose **M** for married or **S** for single.

Secondary State Tax Status
This does not apply and should remain as (none).

State Exemptions
This is the number of allowances you are claiming. You may change this number for calculation purposes. The higher the number, the less taxes will be calculated. If you need to have more taxes withheld from your pay, you would enter a lower number.

Federal Tax Information

Federal Tax Status
This is your filing status. Choose **M** for married or **S** for single.

Federal Exemptions
This is the number of allowances you are claiming. You may change this number for calculation purposes. The higher the number, the less taxes will be calculated. If you need to have more taxes withheld from your pay, you would enter a lower number.

Deduction Information

If you have any benefit deductions or voluntary deductions such as Aloha United Way (AUW) they will be listed in this section.

> ### 403B
> If you wish to see how changing your contribution percentage will affect your net pay, enter an amount here by typing a **minus sign** first then the number. This will ensure the calculation will take into account this is a **pre-tax** deduction.
>
> > Example: If you wish to see the calculation using 20% for 403B, you would enter the amount like this: **-20**
>
> ### Pre-tax deductions
> These will appear as negative amounts with a minus sign in front of the dollar amount.
>
> ### After-tax deductions
> These will appear as positive amounts without a minus sign in front of the dollar amount.

Primary State Tax Status   * [M ▼]

Secondary State
Secondary State Tax Status   [(none) ▼]

Primary Local Code
Secondary Local Code
State Exemptions   * [2 ▼]

State Adjustment   (none)
Local Adjustment   (none)
SDI Adjustment Value   0.0000

Federal Tax Information

Federal Tax Status   * [M ▼]
Federal Exemptions   * [3 ▼]
Federal Adjustment   (none)
FICA/FUTA Code   U - FUTA Exempt

Deduction Information

Deduction	Amount	Percent
403B - 403B	0	-8.00
UNMED - PRETX MED FSA	-250.00	0
DCARE - PRETX DEPCARE	-91.67	0
MEDHS - PRETX HMS HMO	-105.99	0
DENTS - PRETX DENTAL	-21.76	0
SADD - SUPP AD&D	-8.00	0
W2GRP - GRP LIFE> 50K	2.77	0
SDEP - SUPP DEP LIFE	7.55	0
SLIFE - SUPP LIFE	16.50	0

[Calculate]   [Cancel]

When you are finished making your changes and you are ready to start the paycheck calculation, click on the **Calculate** button at the bottom.

A new window will open showing the results of the calculation based on the changes you made.

File   Edit   View   Favorites   Tools   Help

Back | Search   Favorites | Address http://bach/en-us/empowerment.asp?FormID=FrmCheckCalcOut&CompanyName=live

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Hawaii Pacific Health

Home | Tutorial | Help | Logout |

Check Calculation Detail

These are the earnings, tax, and deduction amounts based on the values you entered in the Check Calculation Worksheet. To return to the worksheet to enter other values, click **Back** at the bottom of this page.

Earning and Tax Information

Earnings and Taxes	Amount
Total Earnings	1,000.00
Social Security Tax	$32.57
Medicare Tax	$7.62
Federal Tax	$0.00
Primary State Tax	$10.25
Secondary State Tax	$0.00
Primary Local Tax	$0.00
Secondary Local Tax	$0.00
SDI Tax	$0.00
Net Pay	368.09

Deduction Information

Deduction	Amount
403B - 403B	($80.00)
UNMED - PRETX MED FSA	($250.00)
DCARE - PRETX DEPCARE	($91.67)
MEDHS - PRETX HMS HMO	($105.99)
DENTS - PRETX DENTAL	($21.76)
SADD - SUPP AD&D	($8.00)
W2GRP - GRP LIFE> 50K	$2.77
SDEP - SUPP DEP LIFE	$7.55
SLIFE - SUPP LIFE	$16.50

Done   Local intranet

Start | Inbox - Microsoft Outlook | HPH HERO User Guide (... | Check Calculation De... | Ceridian Application - M... | 1:19 PM

When you are done viewing the Check Calculation Details, click on the **Back** button at the bottom of the screen.

You will be returned to the **Check Calculation Worksheet.**

You may continue making changes as often as you wish. When you are done with this feature, click on the **Cancel** button at the bottom of the screen and you will return to the home page.

Topic 4: Federal Tax Form (W-4)

The next link that appears under the Payroll & Tax Information area is Federal Tax Form (W-4).

When you click on this link, a new window will open that will allow you to update your federal tax withholding information. Be very careful when making changes in this section. Any change you make will be saved and it will affect your next paycheck.

How to Edit your Federal Tax Form (W-4)

When you are done making your change(s), click on the **Save** button at the bottom of the screen.

Topic 5: State Tax Form (HW-4)

The next link that appears under the Payroll & Tax Information area is State Tax Form (HW-4).

When you click on this link, a new window will open that will allow you to update your state tax withholding information. Be very careful when making changes in this section. Any change you make will be saved and it will affect your next paycheck.

How to Edit your State Tax Form (HW-4)

All information in this section is required to be filled in.

How to Edit your State Tax Form (HW-4)

Make your changes here.

<u>Change marital status to</u>
Click on the ▼ symbol to select Single or Married.

<u>Change allowances withheld to</u>
Type in the number of allowances you want to claim.

<u>Change additional amount withheld to</u>
If you wish to have an additional dollar amount withheld from each pay check, enter a dollar amount here. Otherwise, leave it blank.

When you are done making your change(s), click on the Save button at the bottom of the screen.

Topic 6: Earned Income Tax Credit Form (W-5)

The next link that appears under the Payroll & Tax Information area is Earned Income Credit.

When you click on this link, a new window will open that will allow you to update your Earned Income Credit information. For more information about this credit, you should consult with a tax advisor or financial consultant.

How to update your Earned Income Tax Credit Form

When you are done, click on the Save button at the bottom of the screen.

Topic 7: Contact Payroll for Questions

The next link that appears under the Payroll & Tax Information area is Contact for Payroll Questions.

When you click on this link, a new window will open for your email program such as Outlook. You will need to complete the **Add an Email Address** step (Module 2, Topic 8) in order to be able to use this function.

Use this feature to communicate with the Payroll department whenever you have questions about:

- Your hours and earnings

- Voluntary charitable deductions such as Aloha United Way

- Direct deposit

- Withholding information

- W-2 Statement of Earnings

For questions about **benefit deductions**, contact Benefits at
HRBenefitsQuestions@kapiolani.org or call 535-7555 (Oahu), 245-1158 (Kauai)

This is an example of the Outlook email program that will open. The **To:** address line will be automatically filled in with "Self Service Payroll Questions". You may fill in the **Subject** line with a brief description about your question.

The **To:** line will be filled in for you.

Fill in the **Subject:** line with a brief description about your question.

In the body of the email here, type the details of your question(s). It may also help to include your work or daytime phone number in case HR needs to contact you for additional information.

When you are ready to send your email, click on the Send button.

Module 4
Maintaining Benefits Information

In This Module

Overview

This module describes the Benefits options that are available on the Self-Service home page. This area provides links that allow you to do the following tasks online:

- View a summary of your current benefit elections
- View your detailed benefits statement
- Update your group life beneficiary information
- Update your dependent's student status
- Elect or cancel Bus Pass deduction *(Oahu only)*

Objectives

After completing this module, you should be able to:

- View your current benefit elections
- Review and print your current detailed benefits statement
- Update your group life beneficiaries
- Update your dependent's student status (age 19 through 24)
- Contact a Benefits representative via email with questions

Topic 1: Benefits Summary

The first link that appears under the Benefits Information area is Benefits Summary.

When you click on this link, a new window will open and the Benefits Summary page appears. In this summary you are able to view:

- Benefit plans you elected

- Coverage levels of the benefit plans you elected

- Your monthly cost share of the benefits you elected

- Your annual cost share

> You may be able to view a history of your past benefit elections and costs.
> Historical information is available beginning from the pay check dated **9/16/2005**.

How to view Benefits Summary information

This will display a summary of your current benefits as of "today's" date.

This is an explanation of the information provided on this screen.

Benefit
This is a brief description of the benefit you elected.

Coverage
This is the coverage level of the benefit you elected.

Tax
This tells you whether the deduction is Before Tax or After Tax

Per Pay Period Cost
Note: This is actually your MONTHLY cost that is deducted from the 2nd paycheck of the month, once a month.

Annual Cost
This is the "Per Pay Period Cost" amount multiplied by 12 months.

You may view past history of your benefit elections and cost. The oldest date that is available is for the pay check dated **9/16/2005**. If you enter a date prior to 9/16/2005, the information displayed may not be accurate.

Topic 2: Current Benefits Statement

The next link that appears under the Benefits Information area is Current Benefits Statement.

When you click on this link, a new window will open and the Benefits Statement page appears. On this screen you are able to view and print more details on about your current benefits such as:

- Dependents who are covered under your medical and/or dental coverage

- Personal Care Physician (PCP) information for yourself and covered dependents

Note: PCP information displayed here may not reflect any recent change you made directly with HMSA. If you wish to change your PCP, you MUST call HMSA directly at 948-6372.

How to view Current Benefits Statement

This is a sample of the screen you will see.

If you would like to print this statement, click on the **Printable Copy** button.

When you are done viewing, click on the **Cancel** button.

After you click on the **Printable Copy** button, a new window will appear on the same page.

Click on the **Print** button to begin printing your Benefit Statement.

When you are done printing, you will return to this screen. Click on the **Cancel** button at the bottom to close this window.

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Home | Tutorial | Help | Logout |

Benefits Statement

This is a statement of your benefit elections as of 3/31/2006. Review the information carefully. If you have any questions, contact your benefit administrator.

Personal Information

Social Security Number	000-00-0003	Date As Of	3/31/2006
Name	Day, Sunny	Birth Date	12/20/1973
Address	55 Merchant St 23rd Floor Honolulu, HI 96813	Hire Date	4/24/2000

Benefits

You have no elected benefits.

Summary

	Per Pay	Annual
Total Credits	+$0.00	+$0.00
Total Before Tax Cost	+$0.00	+$0.00
Total After Tax Cost	+$0.00	+$0.00
Total Cost	+$0.00	+$0.00

Cancel   Printable Copy

Click on this **Cancel** button to close the window.

Topic 3: Pacific Guardian Life – Update Beneficiaries

The next link that appears under the Benefits Information area is Pacific Guardian Life-Beneficiary Designation.

When you click on this link, a new window will open and you will be able to update your beneficiary information for your Group Life and Accidental Death and Dismemberment (AD&D) insurance. Your E-signature will be accepted. This means you don't need to send a form to Human Resources.

How to Update Pacific Guardian Life Beneficiary Designation

There are two ways you can designate a beneficiary.

1.   Provide name(s), address, and birth date of individual(s).

2.   Name a Trust Agreement.

If you wish to name individuals as your beneficiary, fill in this screen with the information needed. This screen has space for up to four names.

You may also name Contingent Beneficiaries in case something happens to the Primary Beneficiary. This is optional.

Other options include naming Unborn Children and special instructions in the event of a Common Disaster. These are optional.

You must fill in your personal information.

Click on the Save button when you are done.

File   Edit   View   Favorites   Tools   Help

Back | Search   Favorites |

Address   http://bach/en-us/empowerment.asp?FormID=FrmPGLMain&CompanyName=live

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Home | Tutorial | Help | Logout |

Beneficiary Designation - Pacific Guardian Life

To designate the beneficiary of your life insurance proceeds please choose **one (1)** of the following forms based on the type of beneficiary(ies) you wish to designate.

Designate Beneficiary(ies)
Choose this form to designate and individual(s) or ... ... ignate up to 4 primary and 4 contingent beneficiaries. If you need to add more beneficiar...

Additional Beneficiaries Form
Use this form to add those beneficiaries that you w... ... ting the Designate Beneficiary(ies) form.

OR

Designate Trust(ee)
Choose this form if you plan to have your insuran... ...ble for the application for and disposition of the life insurance proceeds. This section should only be used if you have a legally drawn inter vivos trust agreement or an appropriate Trust(ee) is designated under your Last Will and Testament.

An inter vivos trust is a trust established during the life of the trustor (the person who creates the trust) for the benefit of the trustor or other living persons.

[Cancel]

> If you need additional space for more beneficiaries, click on this link for **Additional Beneficiaries Form.**

Done   Local intranet

Start | Inbox - Microsoft Outlook | HPH HERO User Guide (re... | Beneficiary Designatio...   4:33 PM

File   Edit   View   Favorites   Tools   Help

Back | Search   Favorites |

Address   http://bach/en-us/empowerment.asp?FormID=FrmPGLAddtnalBeneficiary&CompanyName=live

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Home | Tutorial | Help | Logout |

Additional Beneficiaries - Pacific Guardian Life

Additional Beneficiaries - Pacific Guardian Life

Employee Name
In accordance with the conditions of the Group Policy listed above. I hereby revoke any previous designations of primary beneficiary(ies) (if any) in the event of my death, the following:

Additional Primary Beneficiaries

Name (Last, First, MI)
Relationship   Beneficiary
Birth Date
Address(Street, City, State, Zip)
Share (Indicate %)

Name (Last, First, MI)
Relationship   Beneficiary
Birth Date
Address(Street, City, State, Zip)
Share (Indicate %)

Name (Last, First, MI)
Relationship   Beneficiary
Birth Date
Address (Street, City, State, Zip)

> Fill in this section for each additional beneficiary. When you are done, click on the **Save** button at the bottom of the screen.

Done   Local intranet

Start | Inbox - Microsoft Outlook | HPH HERO User Guide (re... | Additional Beneficiarie...   4:34 PM

Naming a Trust Agreement as your beneficiary.

When you are done, click on the **Save** button.

You will return to this screen. Click on the **Cancel** button at the bottom of the screen to close this window.

Topic 4: Student Certification Form

The next link that appears under the Benefits Information area is Student Certification.

- Benefits Summary
- Current Benefits Statement
- Pacific Guardian Life - Beneficiary Designation
- Student Certification
- Bus Pass Election/Cancelation
- Contact for Benefits Questions

When you click on this link, a new window will open and you will be able to update your dependent's student status online. You do not need to send a form to Human Resources.

Note: You must complete the Student Certification each year during Open Enrollment in order to continue coverage for your dependent under your medical/and or dental plan(s).

How to update dependent student status

Ceridian Self-Service

Hawaii Pacific Health

Home | Tutorial | Help | Logout |

Hawaii Pacific Health

Fill in complete information for each dependent

Hawaii Pacific Health Student Certification

Employee Name
Employee Social Security Number   000000003

Dependent Information:

Dependent 1 - Name (First, Last)
Dependent 1 - Social Security Number (no dashes/slashes)
Dependent 1 - Birth Date (mm/dd/yyyy)
Dependent 1 - Name of School
Date start/return to school (mm/dd/yyyy)

Dependent 2 - Name (First, Last)
Dependent 2 - Social Security Number (no dashes/slashes)
Dependent 2 - Birth Date (mm/dd/yyyy)
Dependent 2 - Name of School
Date start/return to school (mm/dd/yyyy)

Dependent 3 - Name (First, Last)
Dependent 3 - Social Security Number (no dashes/slashes)
Dependent 3 - Birth Date (mm/dd/yyyy)
Dependent 3 - Name of School

> Your name and social security number will appear here.

> Fill in the information for each dependent (age 19 through 24 **and** unmarried)
> - Name
> - Social Security Number
> - Birth date
> - Name of School
> - Date start/return to school

Dependent 2 - Name (First, Last)
Dependent 2 - Social Security Number (no dashes/slashes)
Dependent 2 - Birth Date (mm/dd/yyyy)
Dependent 2 - Name of School
Date start/return to school (mm/dd/yyyy)

Dependent 3 - Name (First, Last)
Dependent 3 - Social Security Number (no dashes/slashes)
Dependent 3 - Birth Date (mm/dd/yyyy)
Dependent 3 - Name of School
Date start/return to school (mm/dd/yyyy)

HMSA-PPO / HMSA-HPH:

I certify that my above named dependent child, who is listed as a dependent under my HMSA Agreement, is unmarried, wholly dependent upon me, and registered as a full-time student at the above named educational institution.

I understand and agree that: Subject to the terms of the medical plan policy indicated above, coverage for the above named child is extended after the child attains the age of 19, provided that the child is wholly dependent upon the member, is unmarried, is a legal resident of Hawaii, and is enrolled in an educational institution (such as high school, college, junior college, university, trade school, business school, or industrial educational center) for not less than the minimal number of credit hours required by such educational institution for full-time students.

I further understand that the provisions hereof shall apply only upon approval by my employer's authorized representative on my behalf, and that this Student Certification must be renewed annually or as required by HMSA. If my child is no longer eligible for coverage as a student on my plan, I will report ineligible status to my employer or HMSA immediately.

Hawaii Dental Service (HDS):

The above named unmarried dependent child of the Subscriber, between the age of 19 and the age limitation set forth in the Plan Agreement, is chiefly dependent upon the Subscriber for support and is registered as a full-time student in an accredited school, college, or university.

It is understood that this dependent shall no longer remain eligible for coverage under group plan if full-time status ceases or if the dependent is no longer dependent on the Subscriber for maintenance and support. The dependent shall not lose coverage because of interim part-time or summer employment.

The provisions of this Certification shall be applicable only upon approval by my employer's authorized representative on my behalf, which affirms that such dependent is in regular attendance at such qualified institution and therefore shall continue to be enrolled as a dependent of the Subscriber.

Save   Cancel   Return to Home Page

> When you are done, click on the **Save** button at the bottom of the screen.

Topic 5: Bus Pass Election/Cancellation Form

(This option is for Oahu only)

The next link that appears under the Benefits Information area is Bus Pass Election/Cancelaton.

When you click on this link, a new window will open and you will be able to elect or cancel the Bus Pass deduction.

> **Note: You must complete this form online by the 15th of the month prior to the month that you wish to start or stop the bus pass deduction.**
>
> **Example: To cancel for July, complete this form by June 15.**

How to start or stop Bus Pass deduction

Step 1
- Type in your name and employee number.
- Click on the ▼ symbol to select either **HPH/Kapiolani** or **Straub**.
- Type in your work or daytime phone number.

Step 2
- Click on the ▼ symbol to select **Elect** or **Cancel**.
- Click on the ▼ symbol to select a month.

Step 3
- Click on the ▼ symbol to select $35.00 or $40.00.

Note: $35 is not available to you if you have a parking deduction.

Step 4
Click on this box if you would like the bus pass deduction taken pre-tax.

Step 5
When you are done, click on the **Save** button at the bottom of the screen.

Topic 6: Contact Benefits for Questions

The next link that appears under the Benefits Information area is Contact for Benefits Questions.

When you click on this link, a new window will open for your email program such as Outlook. You will need to complete the **Add an Email Address** step (Module 2, Topic 8) in order to be able to use this function.

This is an example of the Outlook email program that will open. The **To:** address line will be automatically filled in with "Self Service Benefits Questions". You may fill in the **Subject** line with a brief description about your question.

The **To:** line will be filled in for you.

Fill in the **Subject:** line with a brief description about your question.

In the body of the email here, type the details of your question(s). It may also help to include your work or daytime phone number in case HR needs to contact you for additional information.

When you are ready to send your email, click on the Send button.

Module 5
Company Information

In This Module

Topic 1: Career Opportunities

The first link that appears under the Company Information area is Career Opportunities.
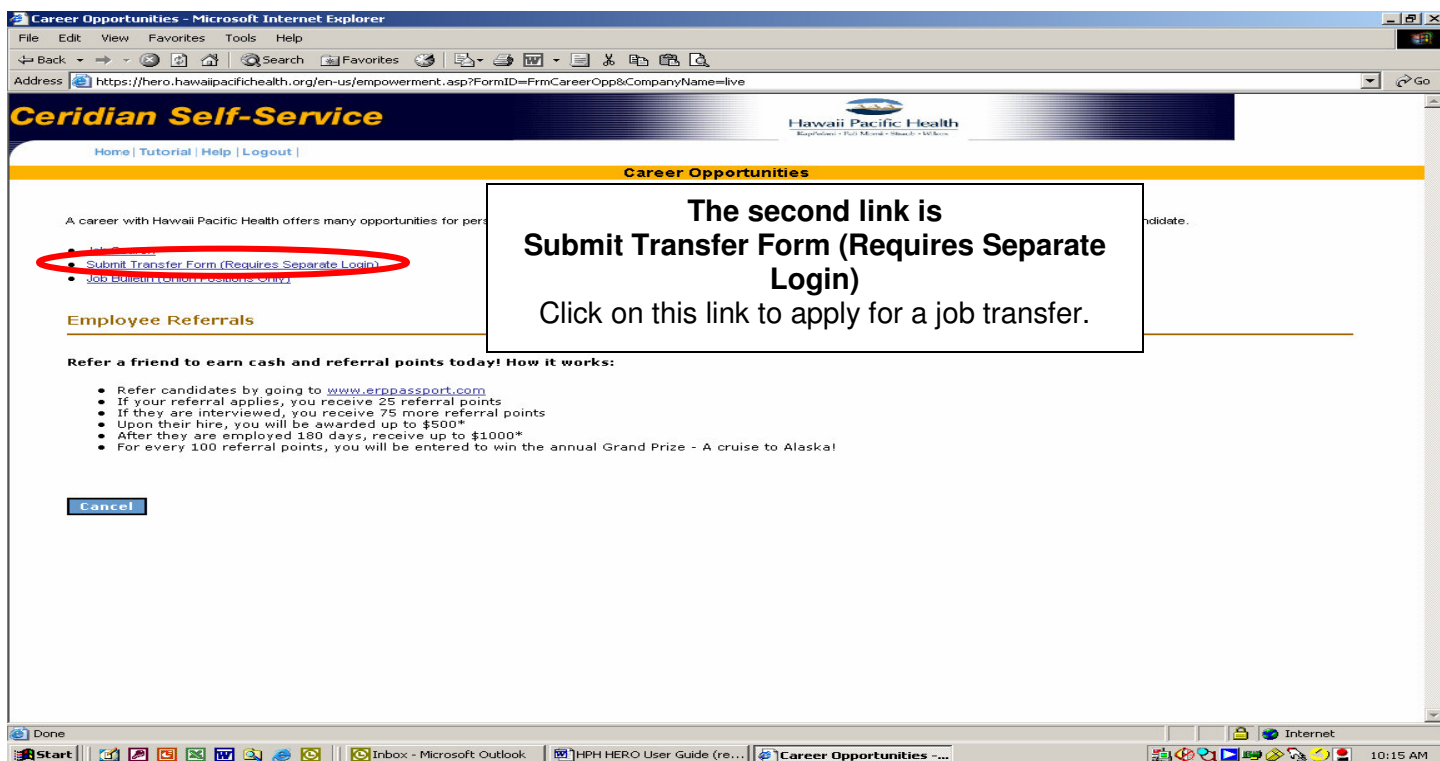

When you click on this link, a new window will open and you will be able to search for current internal job postings.
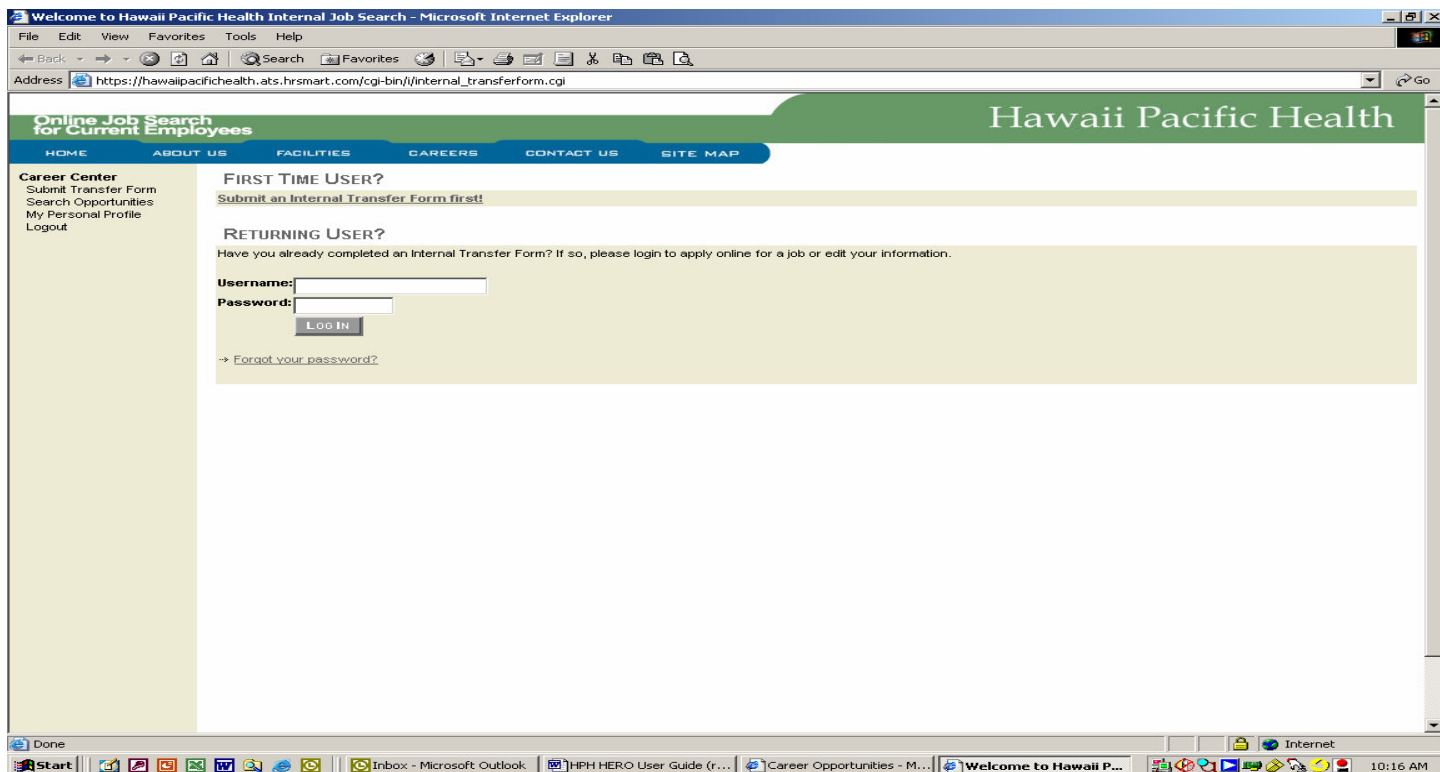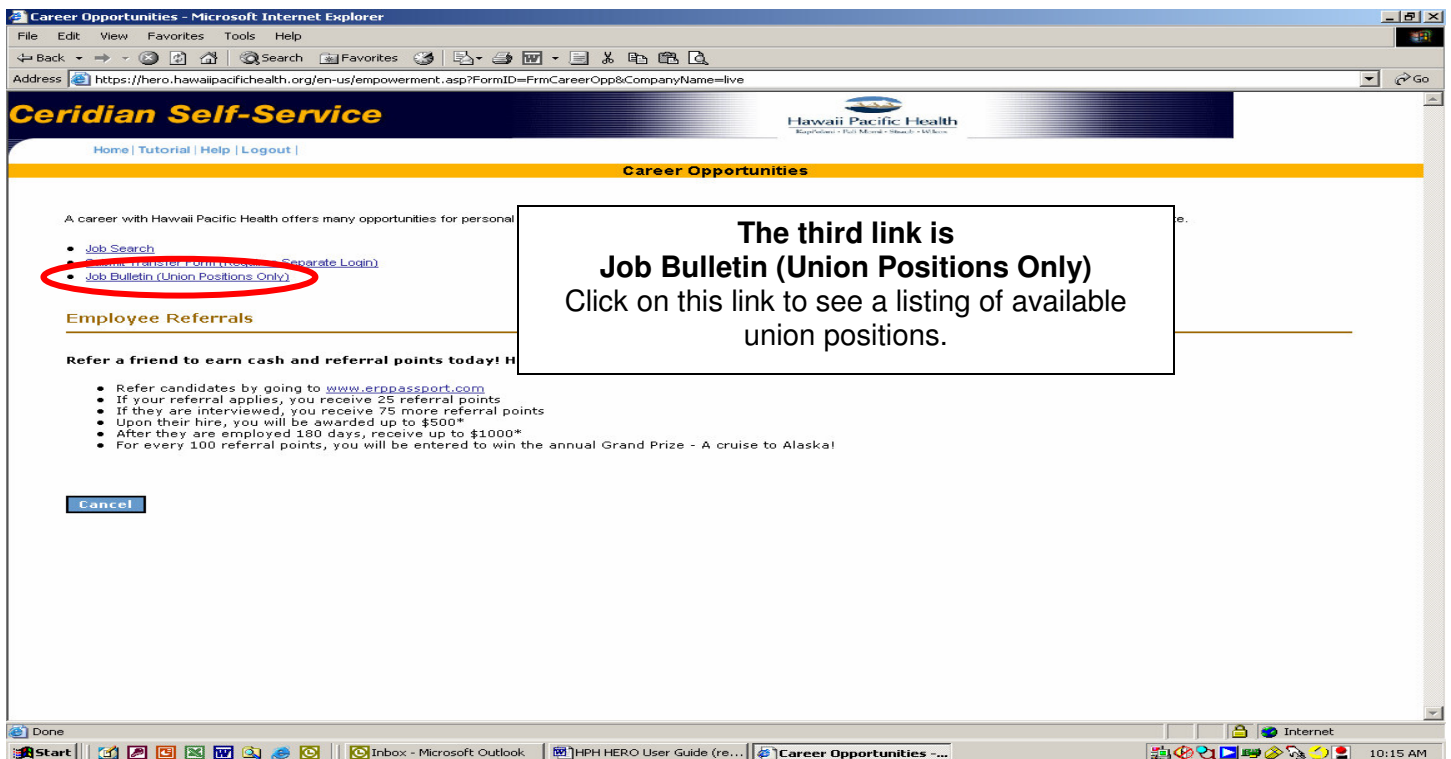
How to view current Company Job Postings
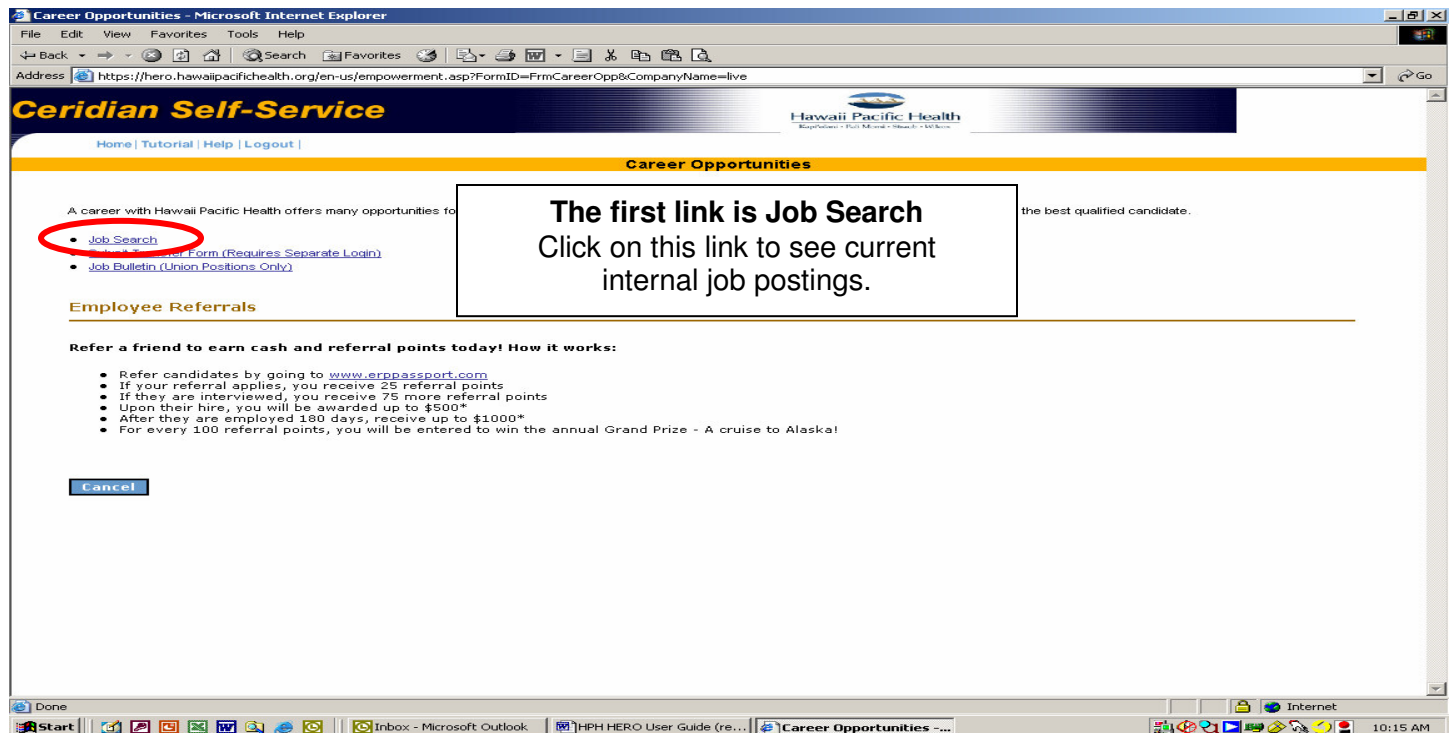
A new window will open. Select your job preferences from this window. Follow the instructions on this Hawaii Pacific Health website on how to search and apply for a posted position.
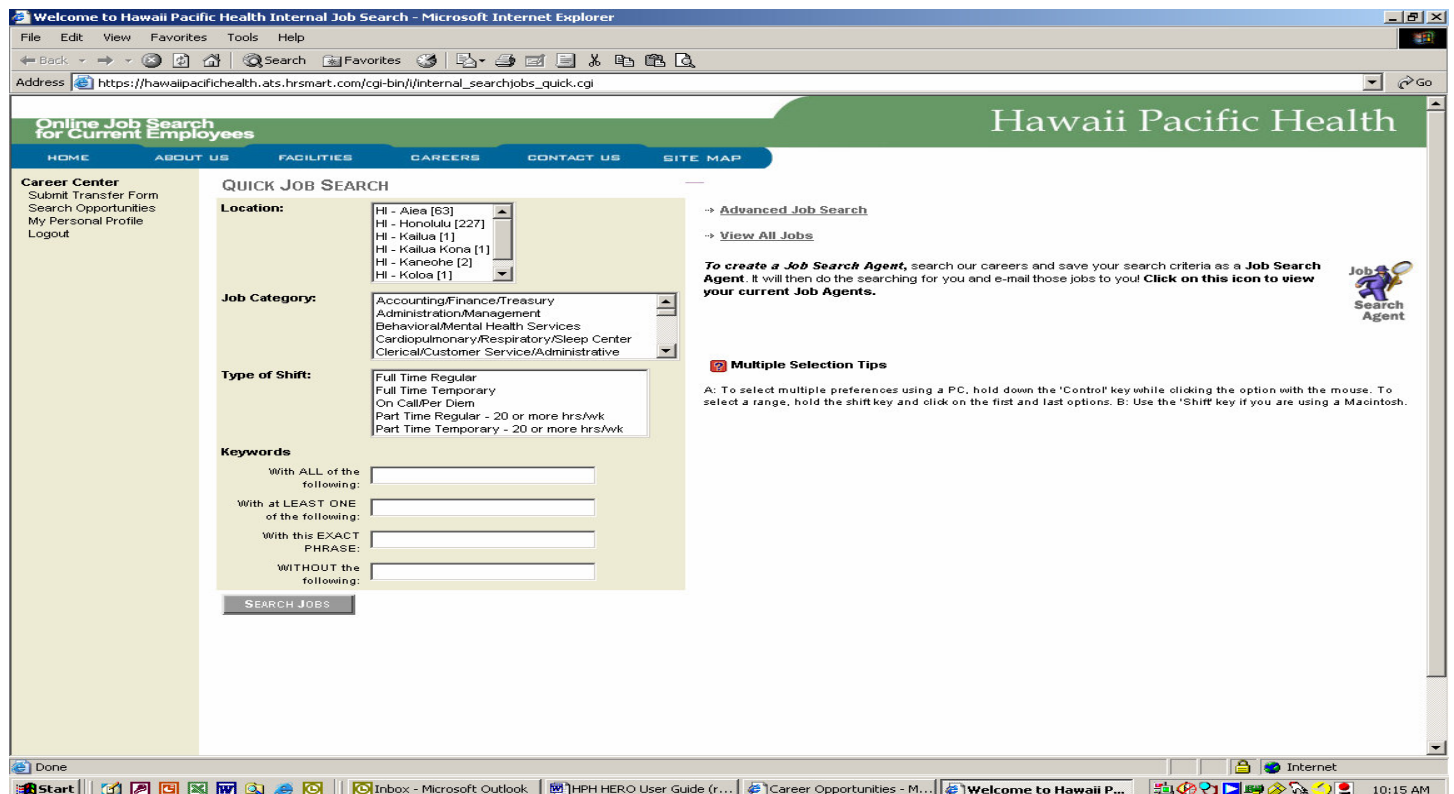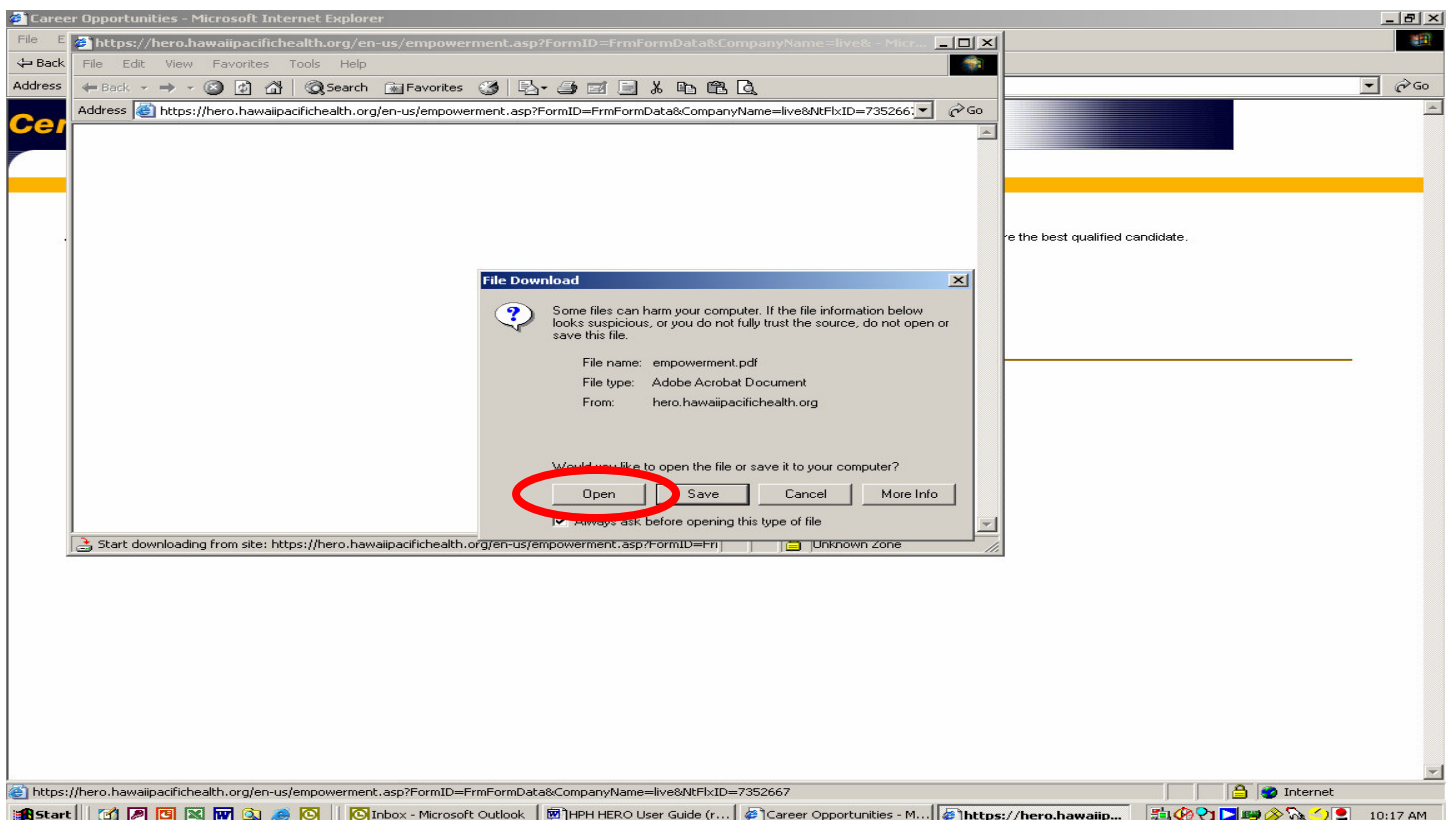
A new window will open. Follow the instructions on this Hawaii Pacific Health website on how to apply for a posted position.

The third link is
Job Bulletin (Union Positions Only)
Click on this link to see a listing of available union positions.

A new window will open. Click on the **Open** button to continue.

A current listing of available union positions will appear. You may look through the list by scrolling or you can print the entire list.

Click on the printer button from your tool bar to print this document.

Click here to scroll down the list.

Earn rewards for referring someone to apply for a career with Hawaii Pacific Health.

Click on the link for **www.erppassport.com**

When you are done searching through Career Opportunities, click on the **Cancel** button.

Topic 2: Company Document Search

The next link that appears under the Company Information area is Company Document Search.

When you click on this link, a new window will open and you will be able to search for various Human Resources forms, reports, and documents.

This section is currently under development.

Check the H.E.R.O. Welcome Page periodically for updates.