

Workforce ESP Self Service

Guide to Getting Started

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Welcome to Workforce ESP Self Service!

The Workforce ESP staff scheduling system includes a self-service tool for employees and managers that is used for a variety of scheduling-related activities. What you use it for depends on your role.

Employee

As an employee who is scheduled in Workforce ESP, you will use Self Service to:

- Display your schedule
- Display unit schedules
- Set your availability
- Request time off
- Request shift swaps
- Request relief shifts (Certain sites/programs only)

Manager

As a manager who is responsible for employees scheduled in Workforce ESP, you will use Self Service to:

- Display employee and unit schedules
- Display employee availability
- Respond to
- Request time off
- Request shift swaps
- Respond to relief requests (Certain sites/programs only)

Training

To learn how to use Workforce ESP Self Service, complete the online training course for your role:

- Workforce ESP: Employee Self Service
- Workforce ESP: Manager Self Service

For specified sites only:

- Workforce ESP: Employee Self Service – Submit Relief Requests
- Workforce ESP: Manager Self Service – Respond to Relief Requests

Courses are available through the [Shared Health Learning Management System \(LMS\)](#). You can re-take courses as many times as you like.

You can use the LMS search function to locate the course or look it up in the Course Catalogue under Business Software > Workforce ESP.



Training teaches you how to complete actions in the system. For information on scheduling and timekeeping processes in your area, talk to your manager or timekeeper

Your ESP Username and Password

Your Workforce ESP Self Service user ID and password are the same as the ones you use to access the NTDWRHA network:

- For employees within the Winnipeg health region, this is the default workplace network.
- Employees in other areas may need to select this network to access ESP Self Service.
- If you are a new employee, your manager will provide you with your network user ID and a temporary password. You must create a permanent password and use this to access ESP.

You are periodically required to update your network password. When you do this, your Workforce ESP Self Service password will be updated automatically.



If you already have network access but have forgotten your password, phone the Shared Health Service Desk: 204-940-8500 or 1-866-999-9698.

Network Username and Permanent Password

This page applies to you if you are a new hire into our health care system, or if you are getting network access for the first time.

To access ESP Self Service from work or from home, you need to first log in to the NTDWRHA network, using your NTDWRHA network username and temporary password, and set a permanent password. This network username and permanent password are used to log in to ESP Self Service.

Set Up Your Username and Password

- **If you were provided a username and temporary password for the NTDWRHA network**, you need to set up a permanent password before you can login to ESP Self Service.
- **If you have an NTDWRHA network username and password**, use this to log into ESP Self Service.
- **If you do not have an NTDWRHA network ID and temporary password**, contact your manager. You will not be able to log in until this is provided.

To set a permanent password from work or home:

1. Log on to your computer using your **usual login ID**.
2. Go to the **Password Change Portal**: <https://pwc.manitoba-ehealth.ca>
3. Enter your **NTDWRHA username** and **temporary password**, then click **Log On**.
4. **Reset your temporary password** to a permanent one you can remember.
5. Click **Submit**. Your network username and permanent password are now established. This same username and password can now be used to log in to ESP Self Service.

System Access

Workforce ESP Self Service can be accessed on a work computer that is connected to the network, or from a non-work computer or device with an internet connection (e.g. at home).

We recommend you use Microsoft Edge as your browser for accessing ESP Self Service because it is supported by the ESP vendor. However, you can also access the system by using other common browsers such as Google Chrome, Microsoft Edge, Firefox, and Safari. Certain common browser settings are required.

Note: Browsers on all work computers are managed by Digital Health, and are optimized and configured to work with all business applications. Recommended browser settings can only be applied to your non-work (personal) computers or devices.

If you have issues opening ESP Self Service in your browser, contact the Shared Health Service Desk for support by calling 204-940-8500 or 1-866-999-9698 and selecting option 2.

Optimize Browser Settings

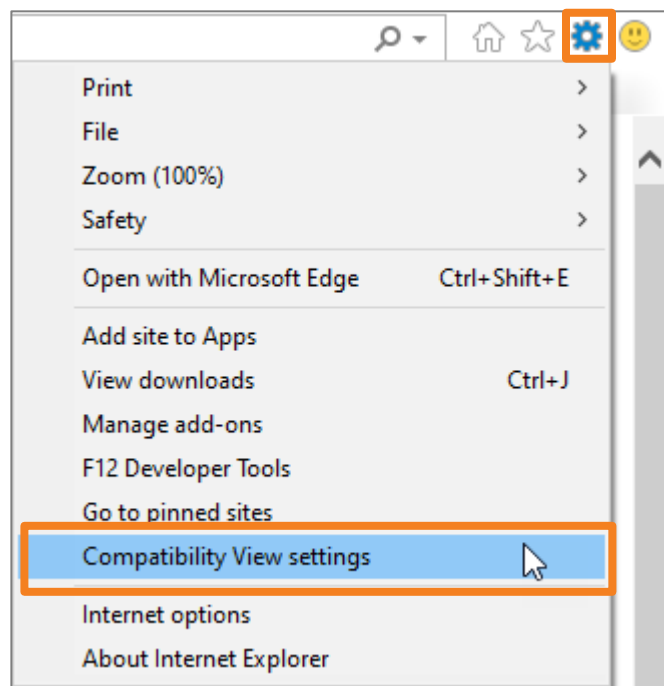
Follow the steps below to ensure your browser settings are optimized for accessing ESP Self Service.

Microsoft Edge is recommended for best performance.

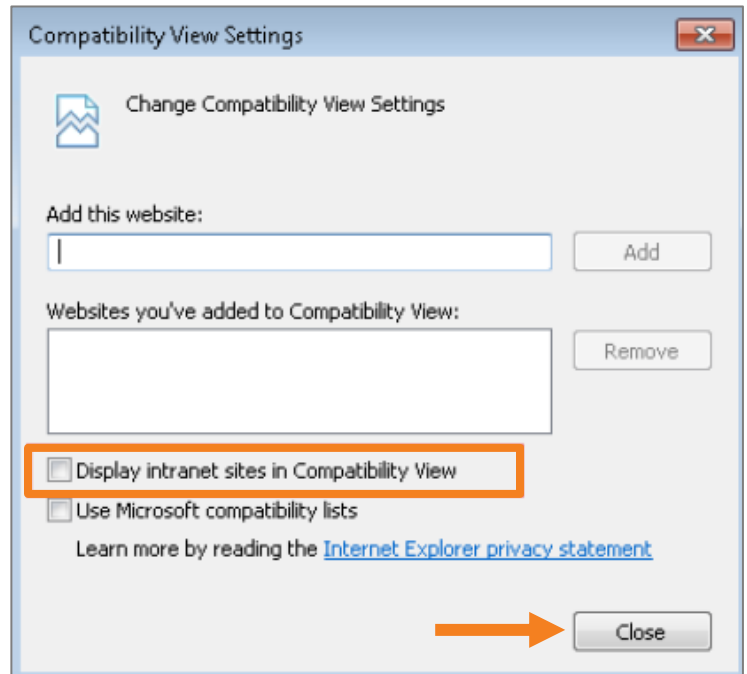
1 Open your browser.

2 Turn off Compatibility View

Click the **Settings** icon located in the upper-right corner of your browser window, then click **Compatibility View settings**.

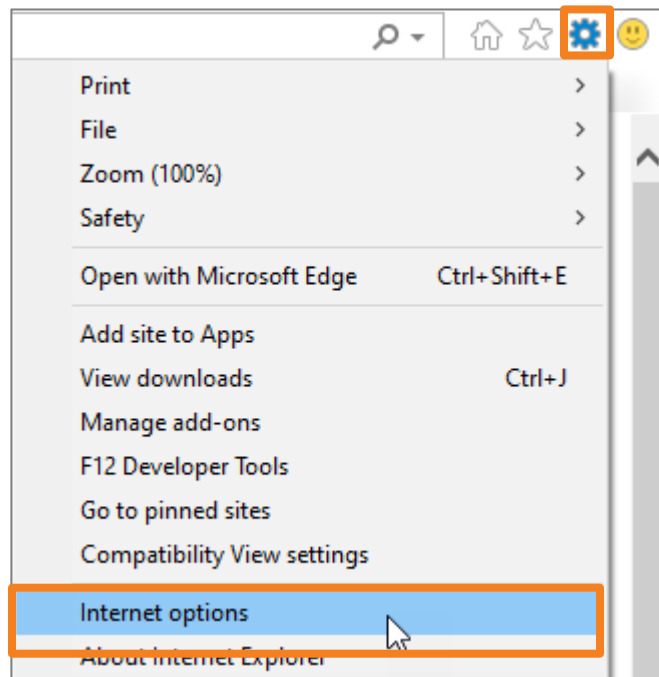


De-select (uncheck) **Display intranet sites in Compatibility View**, then click **Close**.



3 Turn off Pop-Up Blocker

Click the **Settings** icon, then click **Internet options**.

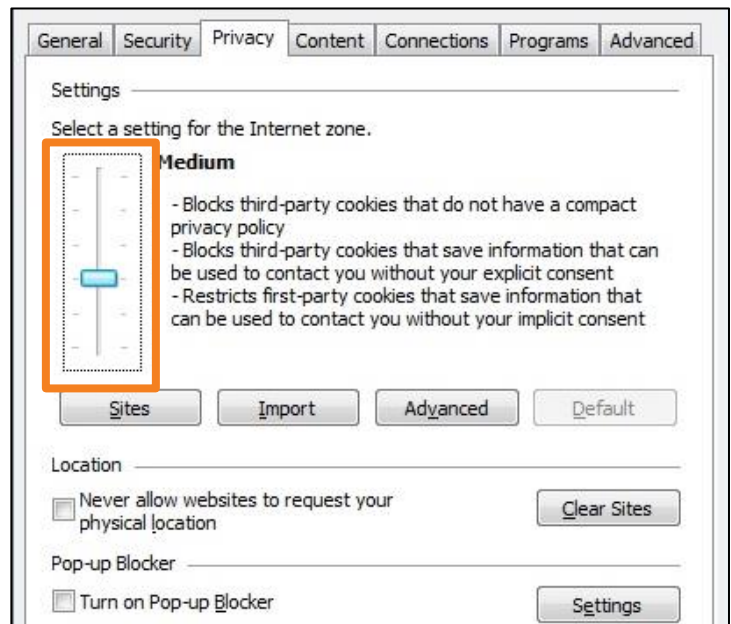
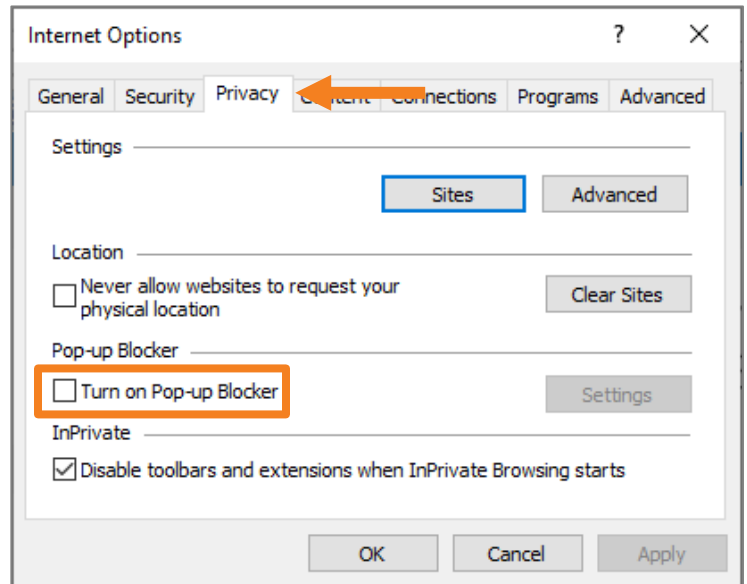


On the **Privacy tab**, make sure **Turn on Pop-up Blocker** is **not selected** (unchecked).

If a checkmark appears in this box, click within the box to deselect.

4 Set Cookies to Medium-High or Lower

On the **Privacy tab**, click and drag the **slider**, to set the cookie setting to **Medium-High or lower**.

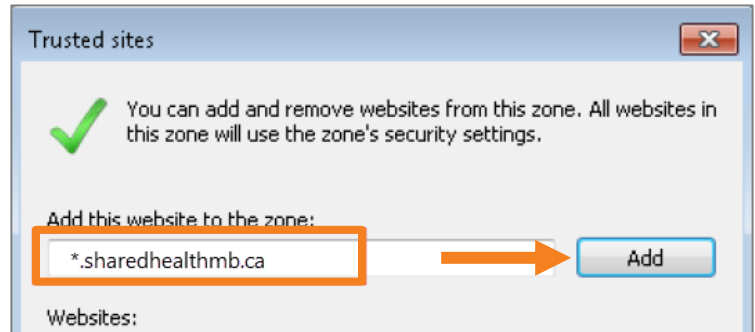
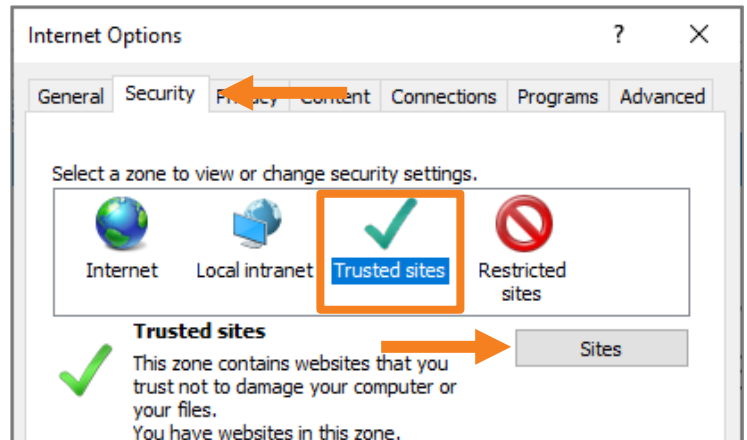


5 Add Shared Health sites to Trusted Sites

On the **Security** tab, click **Trusted sites**, then click **Sites**.

Type *.sharedhealthmb.ca into the **Add this website to the zone** field, then click **Add**.

Click **Close** at the bottom-right of the window.

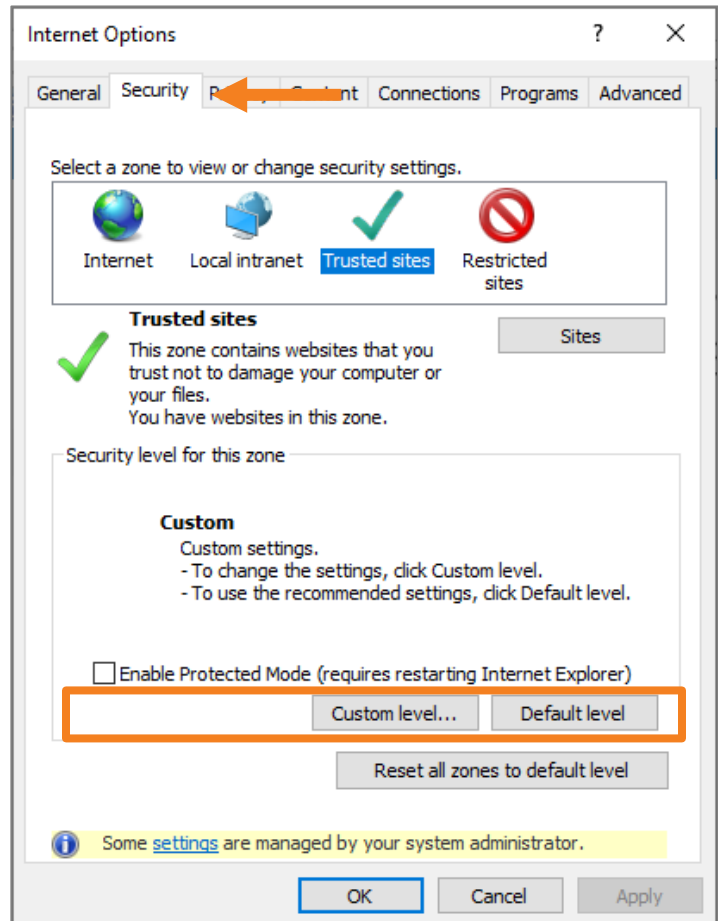


6 Turn off Protected Mode

On the **Security** tab, make sure **Enable Protected Mode** is **not selected** (unchecked).

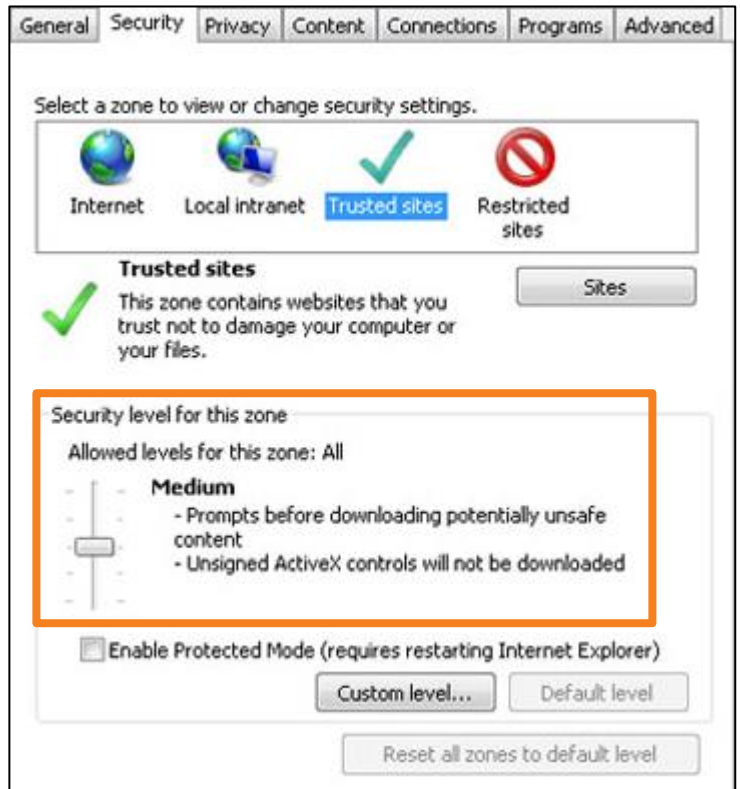
If a checkmark appears in this box, click within the box to deselect.

Click **OK**.



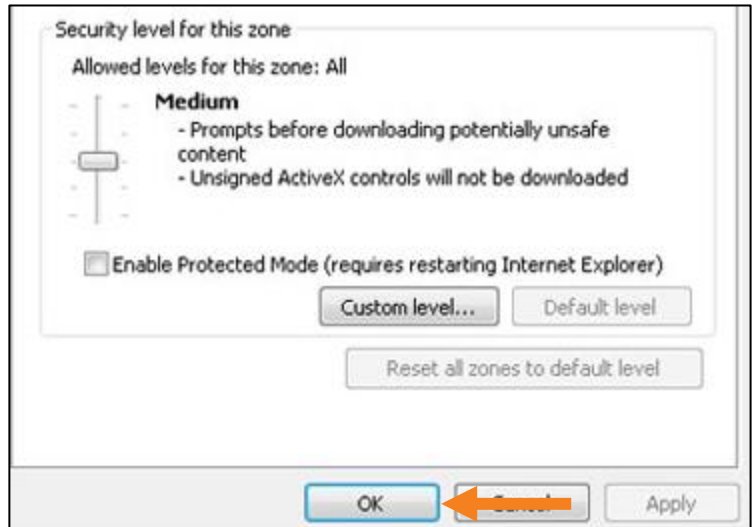
7 Set Security Level for this Zone to Medium-Low

On the **Security tab**, **click and drag the slider**, to set the security level for this zone to **Medium -Low**.



8 Save Your Settings

Click **OK**.



Contact the Shared Health Service Desk: 204-940-8500 or 1-866-999-9698, and select Option 3, if you need help with browser settings.

Access ESP Self Service and Sign In

If you have successfully established your login credentials, you should be able to access Self Service at work or from home.

Important Note: Do not create a shortcut key or bookmark the Self Service link. The address changes when made a shortcut or bookmarked and does not work.

1. **Enter this** in your browser's address bar, to access ESP Self Service: <https://espservice.sharedhealthmb.ca>
2. **Sign in** to ESP Self Service with your **NTDWRHA network username and permanent password:**

Sign in From Work

When you are using a workplace computer, the only way to access Workforce ESP Self Service is to log into the Citrix Receiver found in the Start Menu of your workstation or by directly entering in the Storefront link:

<https://storefront.manitoba-ehealth.ca/Citrix/StoreWeb/> and using your network user ID and password.

- 1 Do one of the following to access Workforce ESP Self Service:

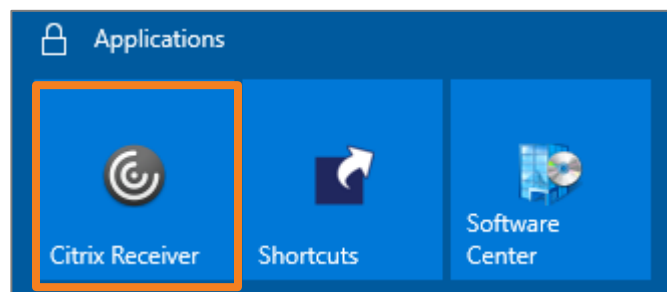
If you are accessing ESP Self Service from your site:

- a. Click the Windows Start menu



- b. Click the Citrix Receiver tile

Note: You must complete this step even if you are already logged in to the NTDWRHA network on a work computer.



If you are accessing ESP Self Service from any other location or through Extended Office:

- a. Go to the Citrix Web Store by clicking the link provided or typing it into your browser's address bar



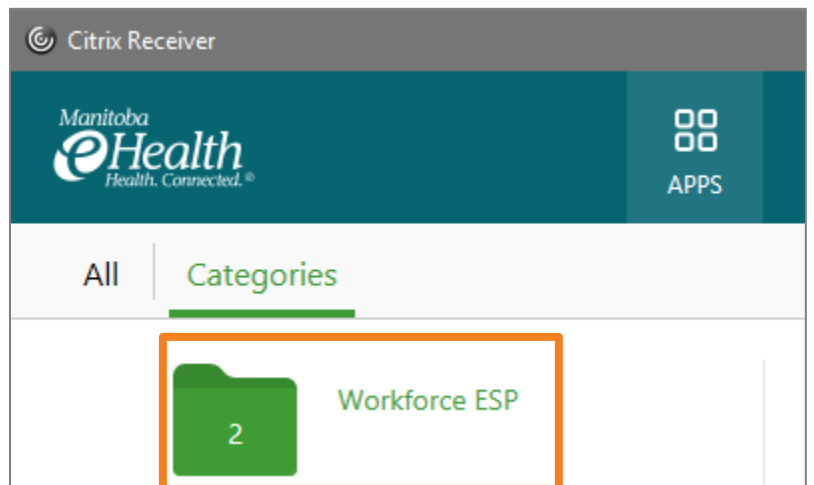
<https://storefront.manitoba-ehealth.ca/Citrix/StoreWeb/>

- b. Log in to Citrix with your NTDWRHA network username and password.

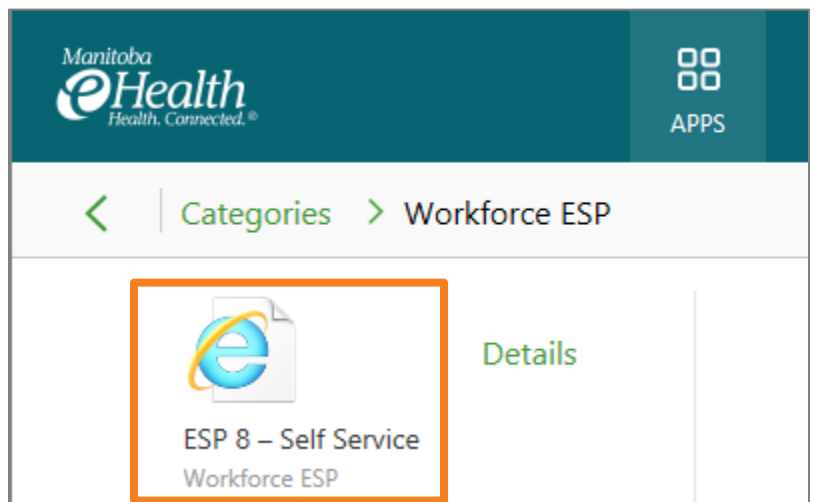
Note: You must complete this step even if you are already logged in to the NTDWRHA network on a work computer.



- 2 Click the Workforce ESP folder



- 3 Click the ESP 8 – Self Service icon

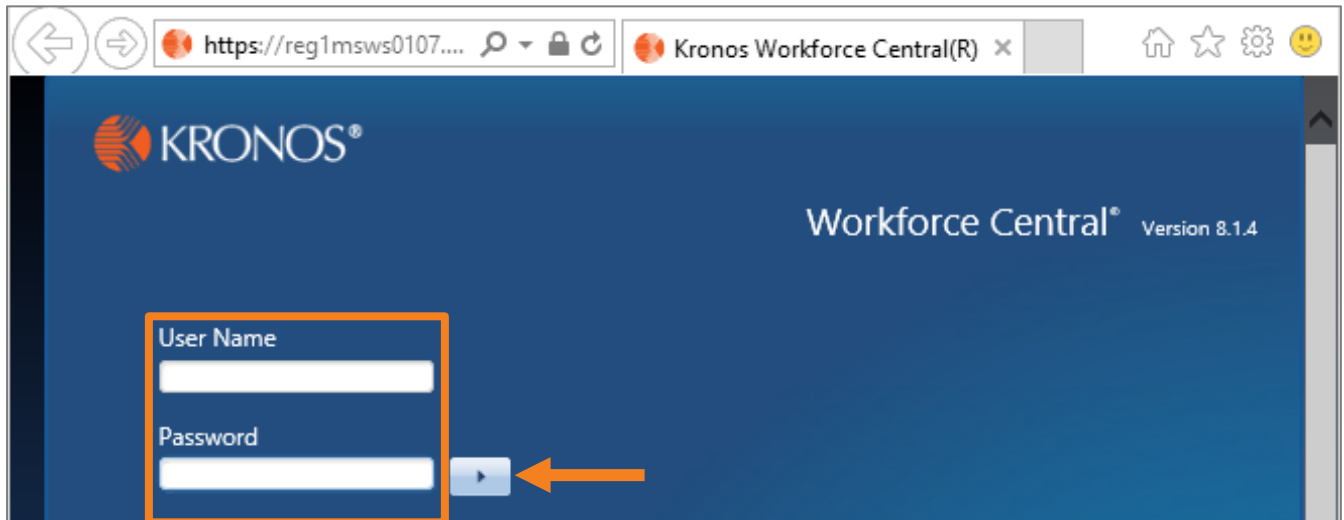


If the Citrix Receiver tile, Workforce ESP folder, or ESP 8 – Self Service icon are not displayed, and for any login or system access issues:

Please contact the Shared Health Service Desk: 204-940-8500 or 1-866-999-9698.

4 Sign in to Workforce ESP

Enter your NTDWRHA network User Name and Password and then click the  button.



5 Workforce ESP Self Service

After you sign in, your Workforce ESP Self Service Home Page displays. The *Employee Home Page* displays the schedule for the current month. The *Manager Home Page* displays a unit selection menu.

When you are finished using Self Service, always sign out using the Sign Out function at the top right corner of the screen.

Amanda Cuesta
Sign Out

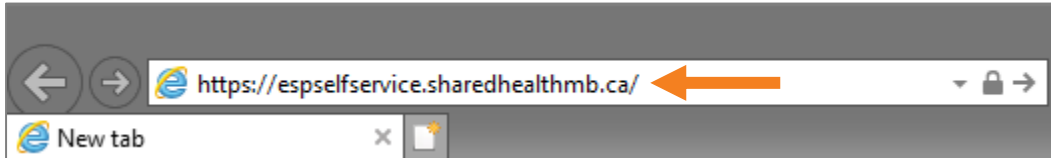
Feb	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Apr		
23	07:30 - 15:45 D0 30 SBH - A7S SURC	24	25	26	27	15:30 - 23:45 E0 23 SBH - A7S SURC	28	15:30 - 23:45 E0 23 SBH - A7S SURC	29	
1		2	3	4	5	15:30 - 23:45 E0 23 SBH - A7S SURC	6	15:30 - 23:45 E0 23 SBH - A7S SURC	7	15:30 - 23:45 E0 23 SBH - A7S SURC
8	15:30 - 23:45 E0 23 SBH - A7S SURC	9	10	11	12	07:30 - 15:45 D0 30 SBH - A7S SURC	13	07:30 - 15:45 D0 30 SBH - A7S SURC	14	

Sign in From Home

1 Access Workforce ESP Self Service

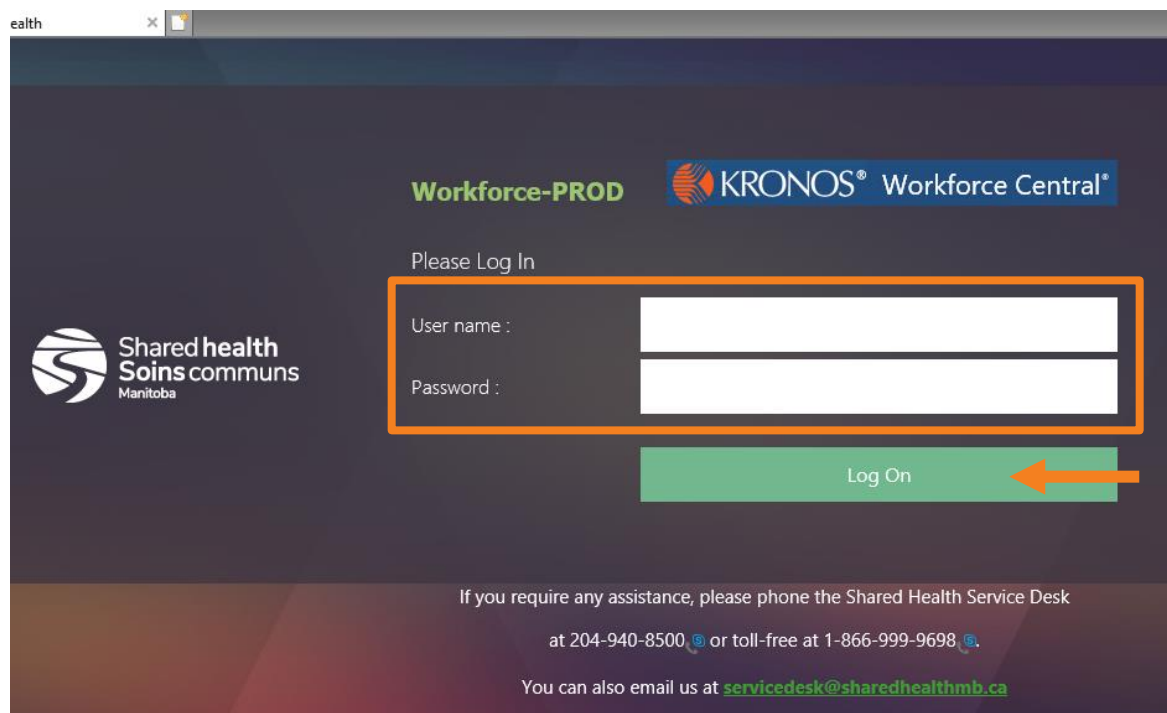
Enter the following address into your browser's address bar: <https://espselfservice.sharedhealthmb.ca>

Note: The best way to launch Self Service is by entering the URL directly into your browser each time, or by using the direct link to the application. Do not bookmark or save this address as a Favorite. Some users have encountered issues opening the application when saved as a browser Favorite.



2 Sign in to Workforce ESP

Enter your NTDWRHA network username and permanent password and then click the Log On button.



For login or system access issues, contact the Shared Health Service Desk: 204-940-8500 or 1-866-999-9698.

3 Workforce ESP Self Service

After you sign in, your Workforce ESP Self Service Home Page displays and shows your schedule for the current month.

The Employee Home Page displays the schedule for the current month. The Manager Home Page displays a unit selection menu.

The screenshot shows the Kronos Workforce ESP Self-Service interface. The user is logged in as Amanda Cuesta. The main area displays a calendar for February and the beginning of March 2020. The calendar shows various shifts and times, such as 07:30 - 15:45 and 15:30 - 23:45. On the right side, there is a user profile card for Amanda Cuesta with a 'Sign Out' button. A callout box with an orange border points to this button, containing the text: 'When you are finished using Self Service, always sign out using the Sign Out function at the top right corner of the screen.' Below the text in the callout box is a black button with the text 'Amanda Cuesta Sign Out' and a mouse cursor icon pointing to it.



Self Service can be accessed on PC and Mac computers. However, only PC access is supported by the Shared Health Service Desk and the Workforce ESP vendor. Self Service cannot be accessed through a clinical device.

Supports

A variety of supports are available to help you when you start using Workforce ESP Self Service.

Online Support

Step-by-step instructions for completing tasks in Self Service can be found on the following Shared Health site:

Shared Health - Health Providers Internet (for access outside the workplace):

Health Providers > Digital Health > [Workforce ESP Self Service](#) > [Training and Support](#).

- <https://sharedhealthmb.ca/health-providers/digital-health/workforce-esp/>
- <https://sharedhealthmb.ca/health-providers/digital-health/workforce-esp/training-and-support/>

A direct link to the Training and Support page is also available from within Self Service so you can access online support while you are using the system.

Answers to frequently asked questions can be found in [FAQ: Employee Self Service](#).

- <https://sharedhealthmb.ca/files/wess-faq.pdf>

Site-related Support

Your Manager or Scheduler/Timekeeper will be able to answer questions related to your work area, including unit and department processes, access to computers, and your schedule.

Technical Support/Advanced ESS Support

For technical and system access issues, and “how-to” questions that cannot be resolved using the online support materials, contact the Shared Health Service Desk: 204-940-8500 or 1-866-999-9698, or email at servicedesk@sharedhealthmb.ca. Make sure you include ‘ESP’ in the subject line.

Service Desk requests are triaged according to urgency and will be answered in priority using the following process:

- You will be assigned an Incident Number for tracking purposes.
- The Service Desk representative will resolve your request at first point of contact if possible.
- If the request cannot be resolved at first point of contact, information about your incident will be recorded and placed in a queue for follow-up, which may include support at the site level or from members of the Digital Health Staff Scheduling Team.



The Incident Number assigned to your request is unique. You must reference the Incident Number when following up with the Service Desk about your request.
