Workforce ESP Self Service

Guide to Getting Started



Table of Contents

Welcome to Workforce ESP Self Service!	3
Training	4
Your ESP Username and Password	5
Network Username and Permanent Password	6
Set Up Your Username and Password	6
System Access	7
Optimize Browser Settings	7
Access ESP Self Service and Sign In	12
Sign in From Work	12
Sign in From Home	15
Supports	17

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 <u>Shared Health Learning Management System (LMS)</u>. 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**.

	، م	6	*		
Print			>		
File			>		
Zoom (100%)			>	Ľ	
Safety			>	Н	
Open with Microsoft Edge	(Ctrl+Shift+	E	Η	
Add site to Apps				Н	
View downloads		Ctrl+	J	Н	
Manage add-ons				Н	
F12 Developer Tools				Н	
Go to pinned sites					
Compatibility View settings	5	\triangleright			
Internet options					
About Internet Explorer					

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

Compatibility View Settings	— ×-
Change Compatibility View Settings	
Add this website:	
	Add
Websites you've added to Compatibility View:	Remove
Display intranet sites in Compatibility View	
Use Microsoft compatibility lists	
Learn more by reading the Internet Explorer privacy s	tatement
	Close

3 Turn off Pop-Up Blocker

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

	+ م	6 6	*	<u></u>
Print			>	
File			>	
Zoom (100%)			>	
Safety			>	
Open with Microsoft Edge	(Ctrl+Shift+I	E	
Add site to Apps				
View downloads		Ctrl+	J	
Manage add-ons				
F12 Developer Tools				
Go to pinned sites				
Compatibility View setting	s			
Internet options				
About Internet Explorer	μr	_		

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.

Internet Options	?	×
General Security Privacy	grams Advan	ced
Settings		- 1
Sites	Advanced	
Location		-
Never allow websites to request your physical location	Clear Sites	
Pop-up Blocker		- 1
Turn on Pop-up Blocker	Settings	
InPrivate		- 1
Disable toolbars and extensions when InPrivate Brows	ing starts	
OK Cancel	App	ly -

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**.

General	Security	Privacy	Content	Connections	Programs	Advanced
Setting Select a	s a setting fo - Bl priv - Bl be - Re can	or the Inte ium ocks third- acy policy ocks third- used to co estricts firs be used t	party cook party cook party cook ntact you st-party co contact you	ies that do not ies that save ir without your e: okies that save you without yo	have a com nformation t xplicit conse informatior ur implicit co	npact hat can nt n that nsent
	Sites	<u>I</u> m	port	Ad <u>v</u> anced		fault
I Nev phy	n er allow w sical <u>l</u> ocatio	ebsites to on	request yo	our	<u>C</u> lea	r Sites
Pop-up	Blocker -	p <u>B</u> locker			Se	ttings

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.

Internet Opt	ions			? ×
General Se	curity Finacy C	ontent Conn	ections Progra	ms Advanced
Select a zo	ne to view or chang	e security set	ings.	
Interne	et Local intranet	Trusted site	s Restricted sites	
	rusted sites his zone contains we rust not to damage our files. ou have websites in	ebsites that yo your computer this zone,	u or	Sites
Trusted site	s			×
Ve th	ou can add and ren is zone will use the	nove website: 2 zone's secur	; from this zone ity settings.	. All websites in
Add this w *.shared	ebsite to the zone: lhealthmb.ca	-		Add
Websites:				
Internet Onti	0.05			2 X
Internet Opti				
Select a zoo	ne to view or change	e security settin	gs. Restricted sites	s Advanced
Т	rusted sites			tee
Th tri yo Yo	is zone contains wel ust not to damage yo our files. ou have websites in t	bsites that you our computer o this zone.	r	ites
Security	evel for this zone			
	Custom Custom settings - To change the - To use the rec	: settings, click (ommended set)	Custom level. ings, click Defaul	it level.
En:	able Protected Mode	(requires resta	rting Internet Ex	(plorer)
		Custom level	Defau	t level
		Reset a	ll zones to defau	lt level
Some	<u>settings</u> are manag	ed by your sys	tem administrato	r.
		ОК	Cancel	Apply

7	Set Security Level for this Zone to Medium-Low	General Security Privacy Content Connections Programs Advanced
	On the Security tab , click and drag the slider , to set the security level for this zone to Medium -Low .	Select a zone to view or change security settings.
		Trusted sites This zone contains websites that you trust not to damage your computer or your files.
		Security level for this zone Allowed levels for this zone: All - Medium - Prompts before downloading potentially unsafe content - Unsigned ActiveX controls will not be downloaded
		Enable Protected Mode (requires restarting Internet Explorer) Custom level Default level
8	Save Your Settings Click OK .	Security level for this zone Allowed levels for this zone: All - Medium - Prompts before downloading potentially unsafe content - Unsigned ActiveX controls will not be downloaded - Enable Protected Mode (requires restarting Internet Explorer)
		Custom level Default level Reset all zones to default level
		OK Apply

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

Ω

[]]

0

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
- 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

Citrix Receiver

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

	User name:	jhamilton3
Shared health Soins communs Manitoba	Password:	•••••
		Log On

Citrix Receiver						
Manitoba OHE Health.	APPS					
All						
	Workforce ESP					

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.

🕞 😔 🚺 https://reg1msws0107.	D → 🔒 🖒 🚯 Kronos Workforce Central(R) 🗡	슈 슜 ঞ 🙂	
KRONOS*			^
	Workforce Central*	Version 8.1.4	
User Name			
Password			

Workforce ESP Self Service

5

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.

Workforce ESP Self Self Self Self Self Self Self Self	DS s Q P Self-Service MY INFORMAT	TION REPO	RTS	_	When Self Se using t the top screen	you are fi ervice, alv he Sign C right cor).	nished usi vays sign Out functio ner of the	ng out n at	Amanda Cuesta Sign out
SCHEDULES Loaded: 9:36 AM Credentials	Actions - Requi	ests▼ View▼				Amanda Sign Out	Cuesta		Homore car ach achte
Warnings: 0 Expired: 0	Feb Sun	Mon	Tue	2020 March	Thu	Fri	Apr Sat		
Messages Urgent: 0 New: 0 Requests Pending: 5 Expired: 2	23 07:30 - 15:45 D0 30 SBH - A7S SURC 1 8 15:30 - 23:45 E0 23 SDU 475 SURC	24 2 9	25 3 10	4	27 15:30 - 23:45 E0 23 SBH - A7S SURC 5 15:30 - 23:45 E0 23 SBH - A7S SURC 12 07:30 - 15:45 D0 30	28 15:30 - 23:45 E0 23 SBH - A7S SUR(6 15:30 - 23:45 E0 23 SBH - A7S SUR(13 07:30 - 15:45 D0 30	29 7 15:30 - 23:45 E0 23 SBH - A7S SURC 14		

Sign in From Home

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.

(←)→]@!	https://espselfservice.sharedhealthmb.ca/	- ≙ →
<i>e</i> New tab	× 📑	

Sign in to Workforce ESP

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

aith × 🖸				
	Workforce-PROD	KRONOS [®] Workforce Central [®]		
	Please Log In			
Shared health	User name :			
Soins communs	Password :			
		Log On		
If you require any assistance, please phone the Shared Health Service Desk				
at 204-940-8500, © or toll-free at 1-866-999-9698 . You can also email us at <u>servicedesk@sharedhealthmb.ca</u>				

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

Q 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.

Workforce ESP Self Service Workforce ESP Self-Service Back to Workforce ESP Self-Service MY INFORMATION REPORTS SCHEDULES					When you are finished using Self Service, always sign out using the Sign Out function at the top right corner of the screen.
Credentials	AM Actions * Requests * View *				Amanda Cuesta
Expired: 0	Feb	Mar	Tur	2020 March	Sign Out L
Messages	23 07:30 - 15:45	24	25	26	
New: 0	0011 170 0115	-			
Requests	SBH - A/S SUR	2	3	4	5 15:30 - 23:45 6 15:30 - 23:45 7 15:30 - 23:45
Pending: 5 Expired: 2					E0 23 E0 23 E0 23
					SBH - A7S SURC SBH - A7S SURC SBH - A7S SURC
	8 15:30 - 23:45	9	10	11	12 07:30 - 15:45 13 07:30 - 15:45 14
	E0 23				D0 30 D0 30
	SBH - A7S SUR	C			SBH - A7S SURC SBH - A7S SURC
	15	16	1/	18	19 07:30 - 15:45 20 07:30 - 15:45 21 07:30 - 15:45
					D0 30 D0 30 D0 30
	00.0720.15.45	00		0.5	SBH - A7S SURC SBH - A7S SURC SBH - A7S SURC
	22 07:30 - 15:45	23	24	25	26 10:30 - 23:40 27 10:30 - 23:45 28



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 <u>servicedesk@sharedhealthmb.ca</u>. 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.