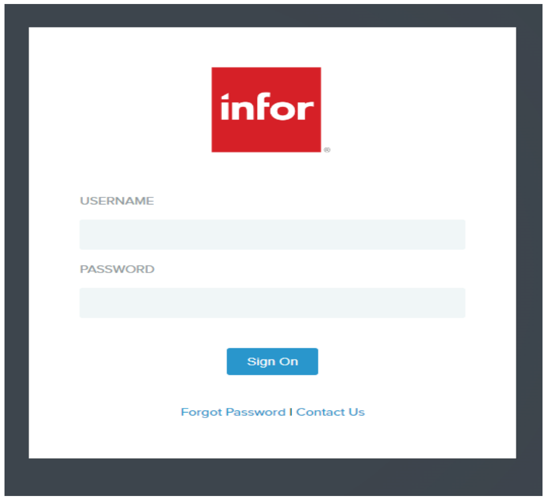
Infor Employee Resource Guide

Contents

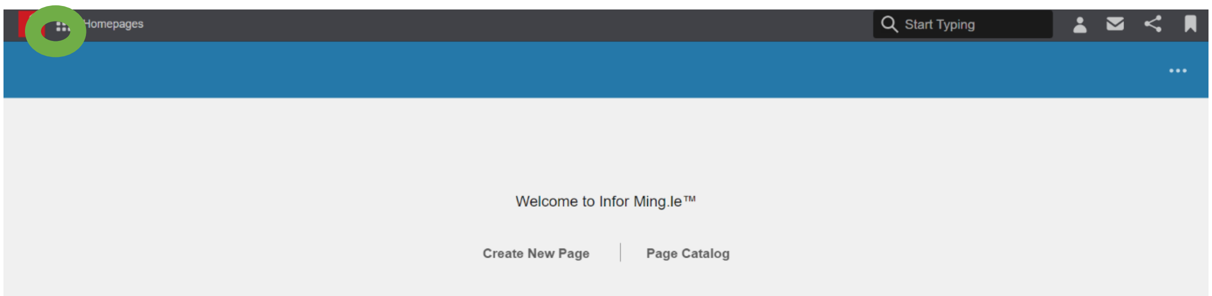
Getting Started

Logging into Infor

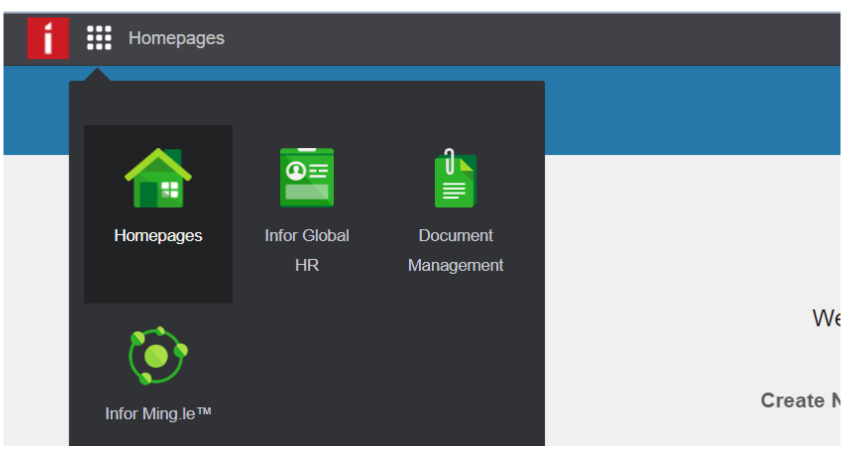
Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD using your Chrome browser. Enter your Infor credentials provided to you in the "USERNAME" and PASSWORD" fields.



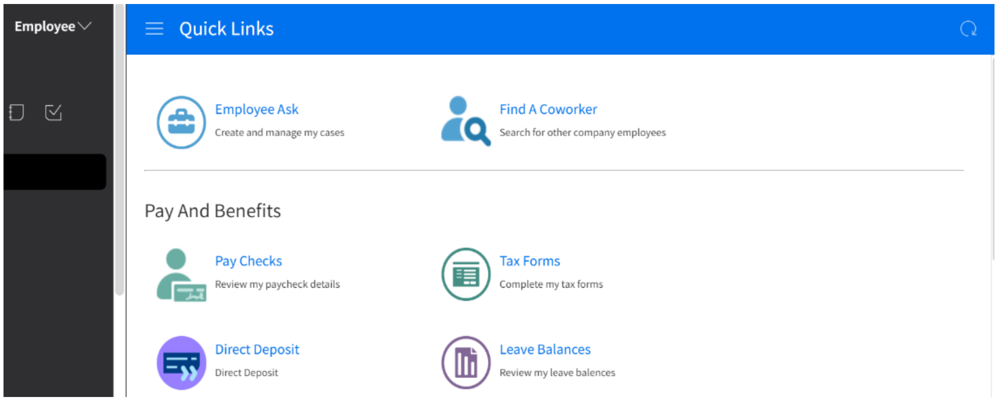
The first thing you will see is the home page. To get to Infor GHR, click the **Homepages** icon.



The **Homepages** menu will open up and select **Infor Global HR.**

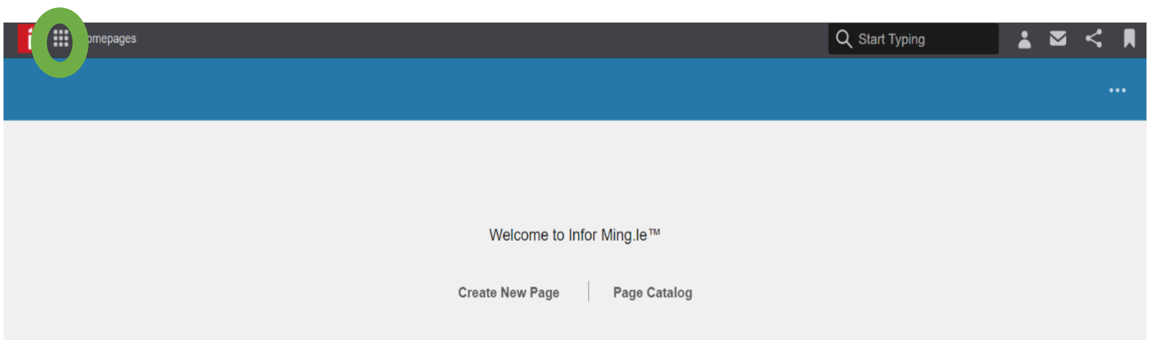


Then the **Employee Space** will appear

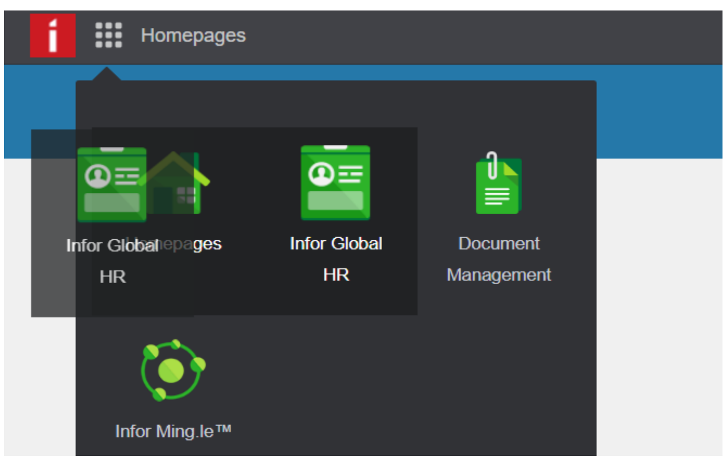


Rearrange Homepages Icons

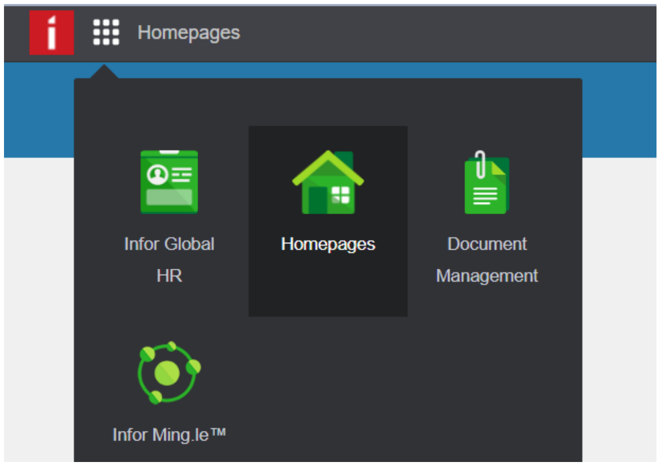
1. Click on Homepages icon



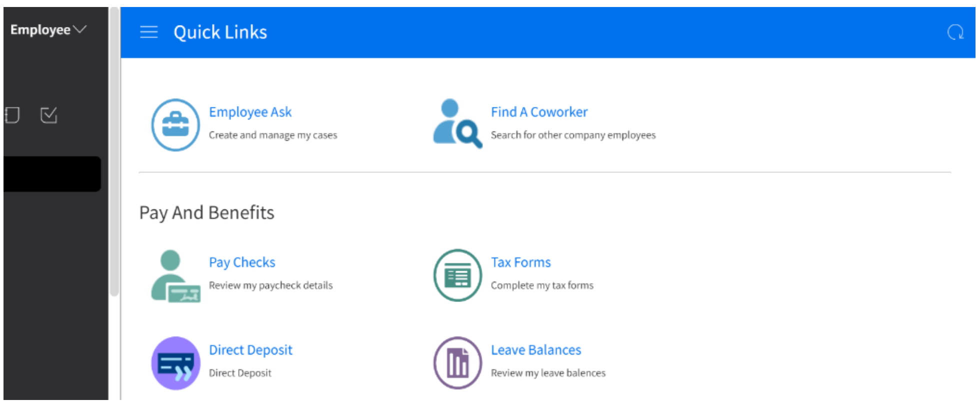
2. **Homepages** menu will open up. Place the mouse cursor over the **Infor Global HR** icon**,** press and hold down the left mouse button, then move the mouse to the left while still holding down the left mouse button. When you have “dragged” the object in front of the **Homepages** icon, let go of the left mouse button



3. The **Infor Global HR** icon has now taken the **Homepages** icon place



Now when you log into Infor, you will be taken directly to Infor Global HR



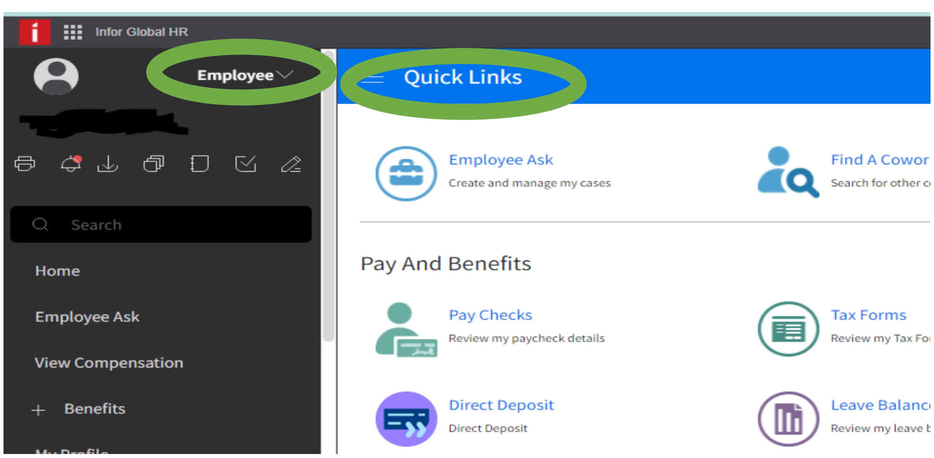
Employee Self Service

What is Employee Self Service? Infor directly connects employees to their own data; you can now view, change, update, and add to your own information, on your own and on your own time! No more completing a form and waiting for that form to be processed by someone else. You hold the keys!

Accessing your Employee Space

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

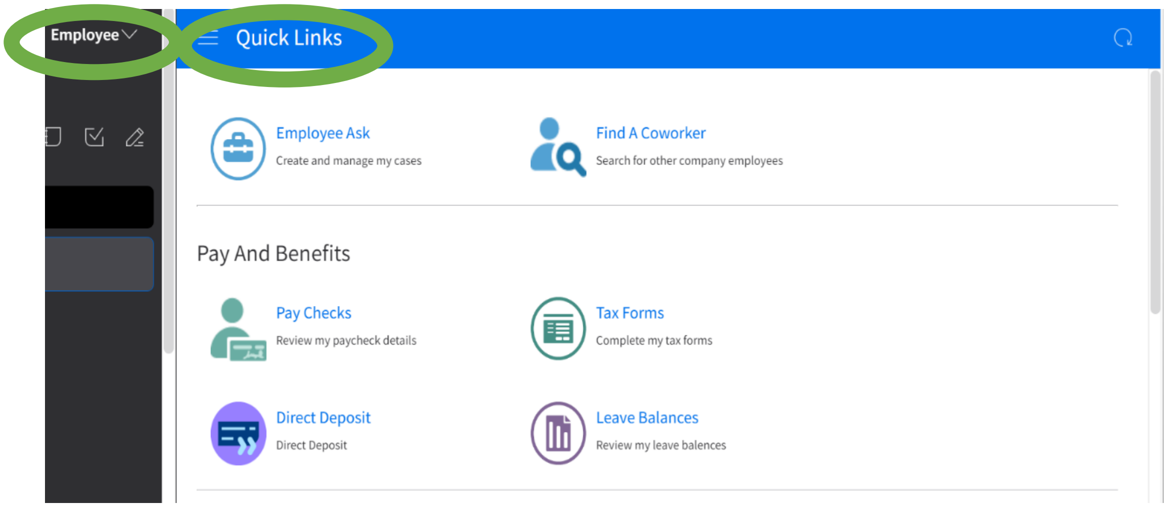
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**.



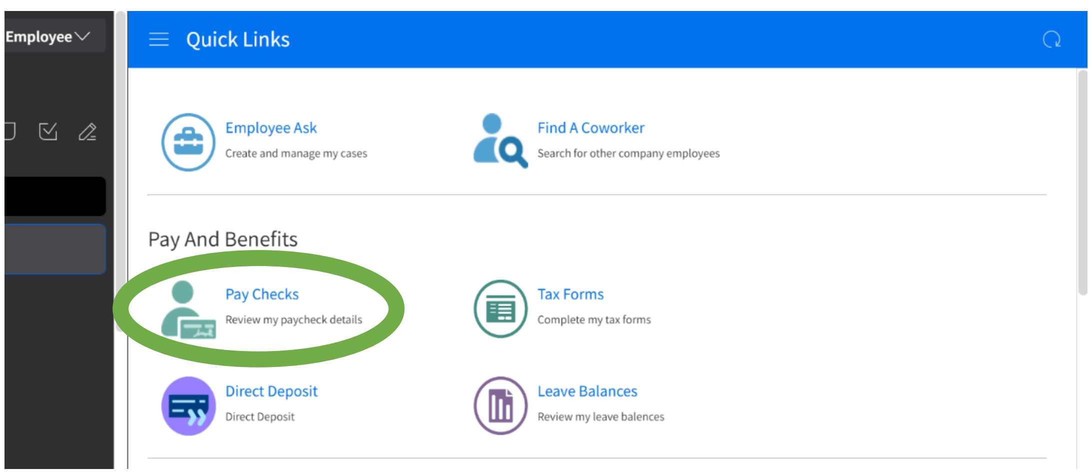
View your Pay Checks & Compensation

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

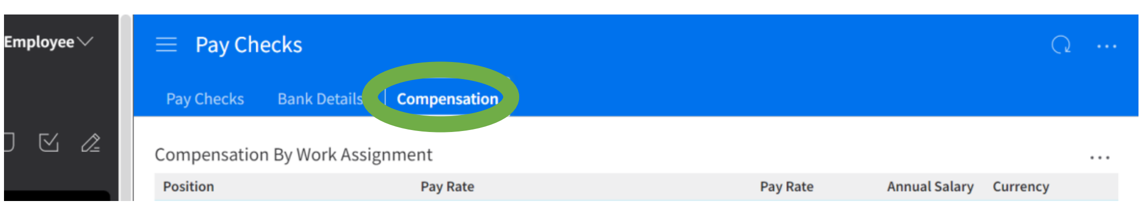
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**



3. Select **Pay Checks** from the **Quick Links** in your Employee Space



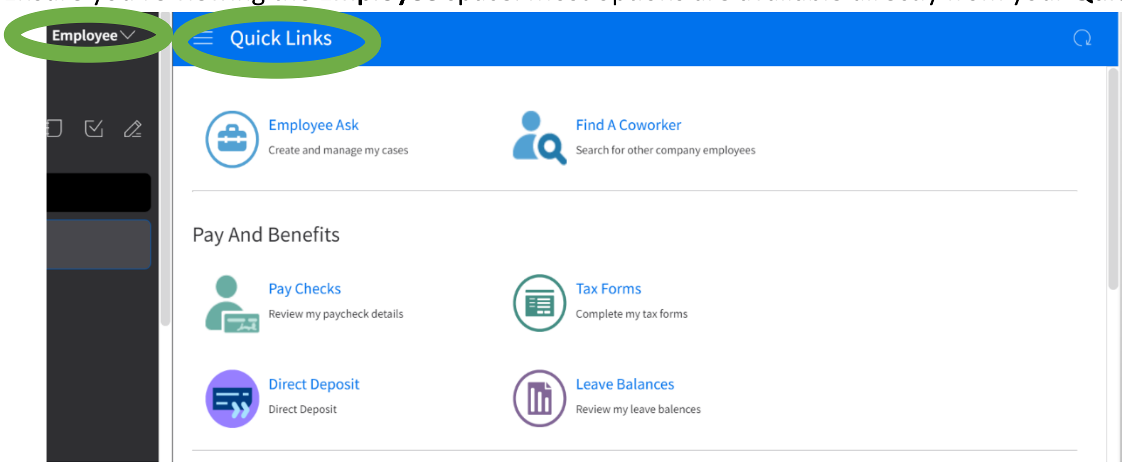
4. Select the **Compensation** tab to view your Compensation by each Work Assignment and any Pay Rate History



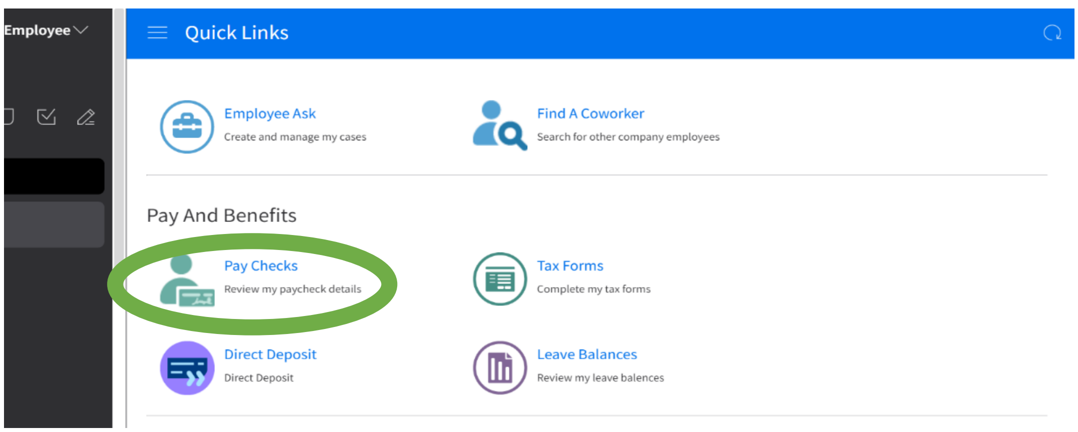
Add your Direct Deposit Information

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

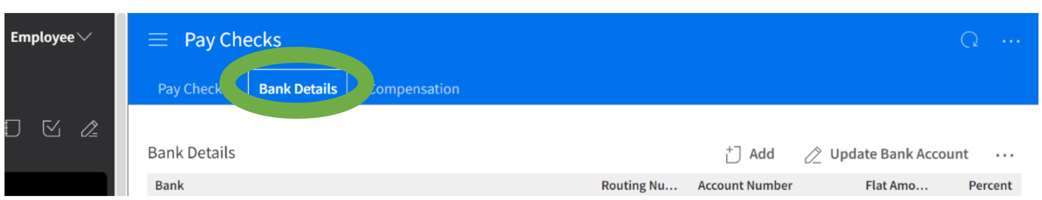
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**.



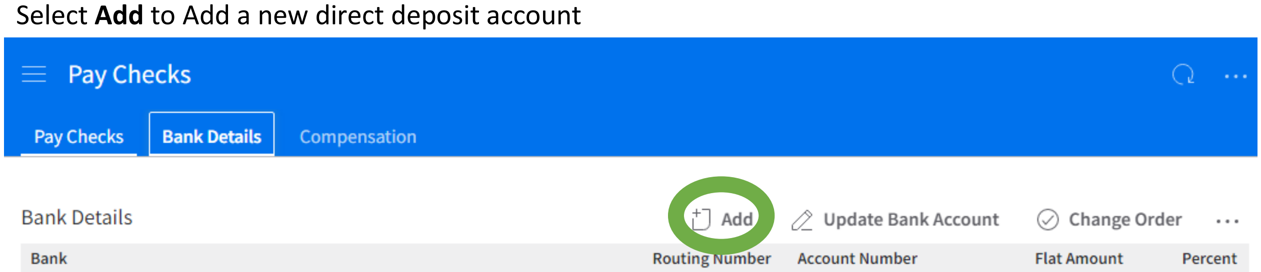
3. Select **Pay Checks** from the **Quick Links** in your Employee Space. Your banking information can also be found and or updated from selecting **Direct Deposit**



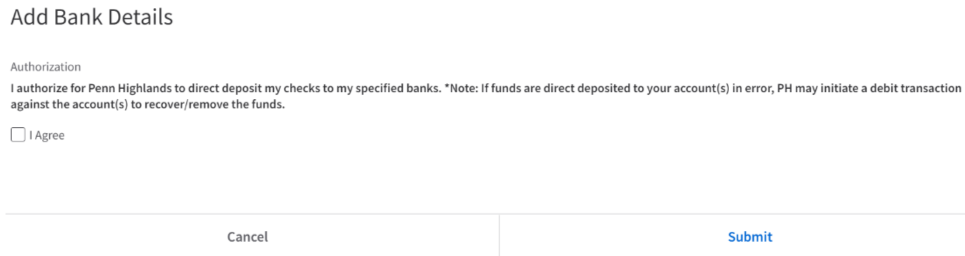
4. Select the **Bank Details** tab



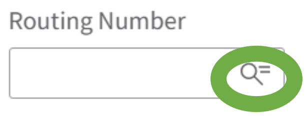
5. Select **Add** to Add a new direct deposit account



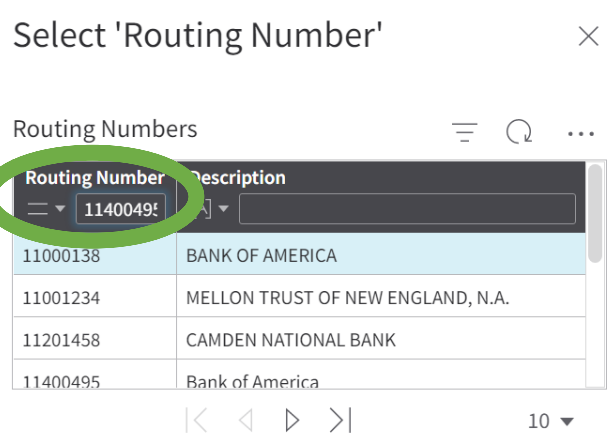
6. The Authorization Statement will appear. If you agree, check the box and select **Submit**



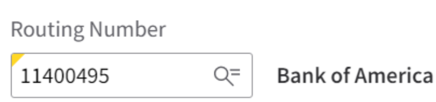
7. Enter the routing number of your account or use the magnifying glass to select a routing number from the list of banks



There is a header (in black) that has a search option; type in your routing number there and hit enter. ***NOTE* - All routing numbers are 9-digit, but if any contain a leading "0", that 0 will not be displayed**. Example, actual routing number is 031310552, but when you search for that number, you will see it as 31310552 (missing the leading 0).



8. Select the correct routing number and it will populate in the routing number field



*****If your Routing Number or your bank name doesn't appear, please click **Cancel** and notify payroll.

9. Enter your **Account Number** – please be **very diligent** when entering banking numbers.

   Select the **Account Type**

   Select if it's an **Amount and enter the Flat Amount, or a Percent** and enter the percentage

Enter a **Begin Date** (Use today's date or a future date) or use the calendar icon to select a date

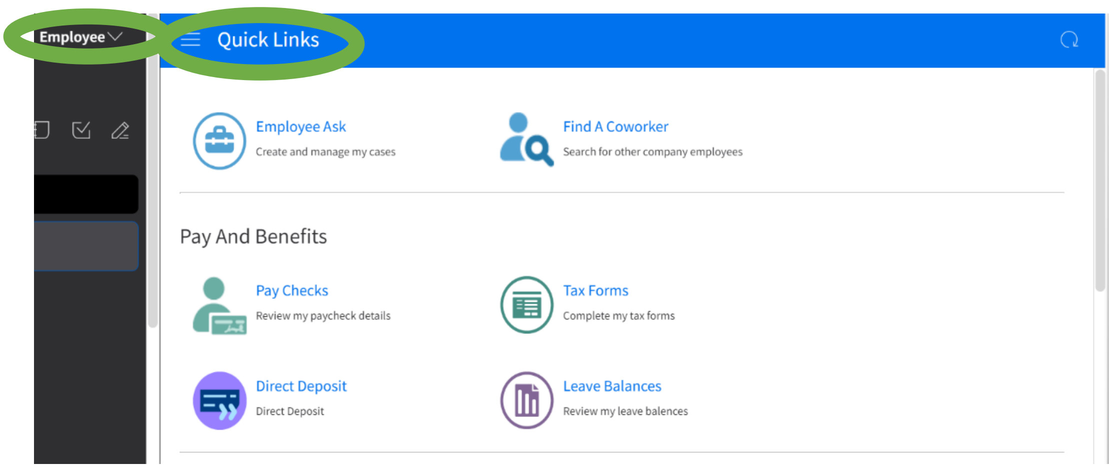
All other fields are optional

10. Select **Submit**

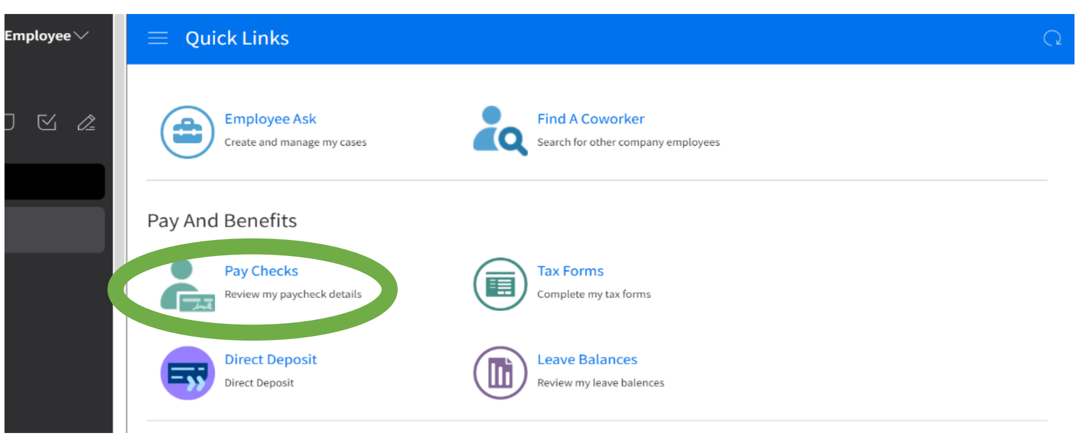
Update Direct Deposit information

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

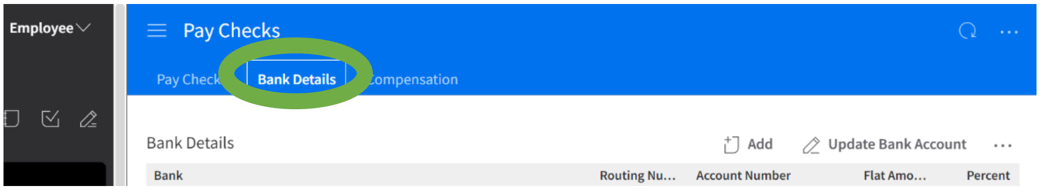
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**.



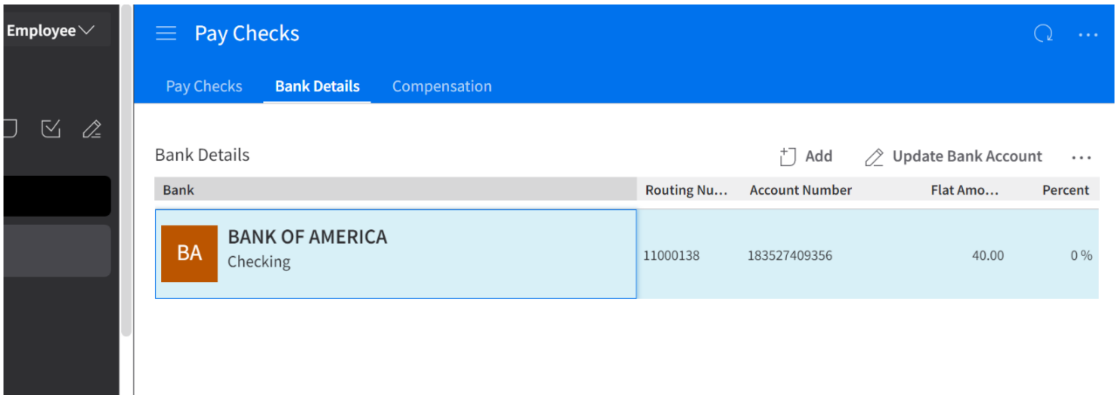
3. Select **Pay Checks** from the **Quick Links** in your Employee Space. Your banking information can also be found and or updated from selecting **Direct Deposit**



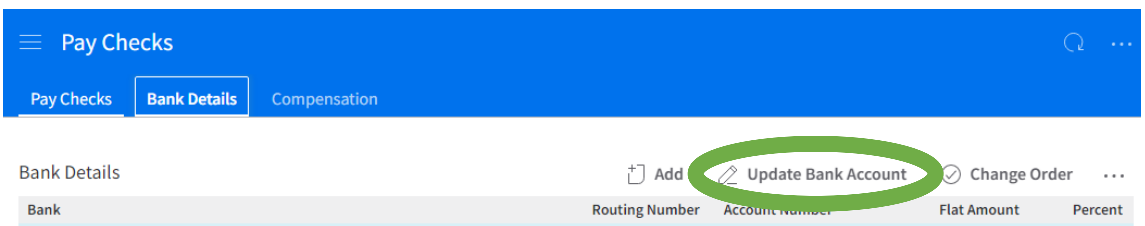
4. Select the **Bank Details** tab



5. Click on the Account you wish to update and it will highlight blue



6. Select **Update Bank Account**



7. The **Change Bank Details** form will display

   Update the banking information as desired (Routing Number, Account Number, and Account Type etc.)
   Update **Begin Date** (Use today's date or a future date)

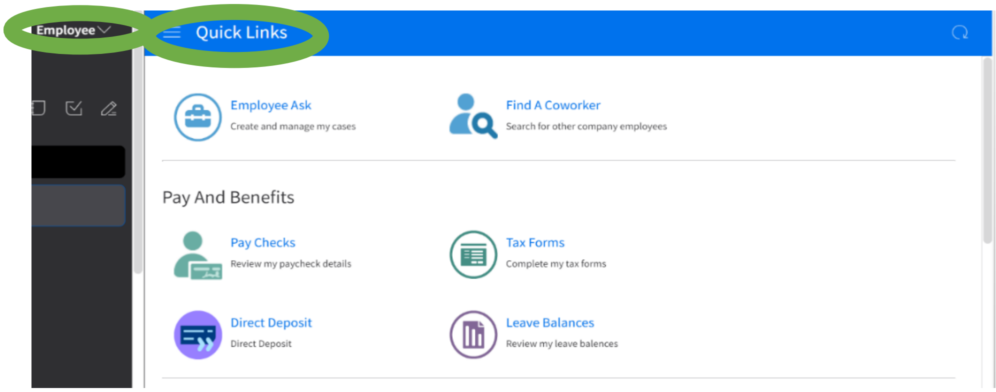
***If you want to completely remove this account from your current distribution, please complete the **end date** section under **other information.**

8. Select **Submit**

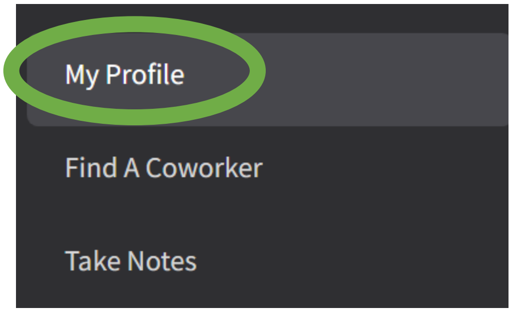
Add your Emergency Contact(s)

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

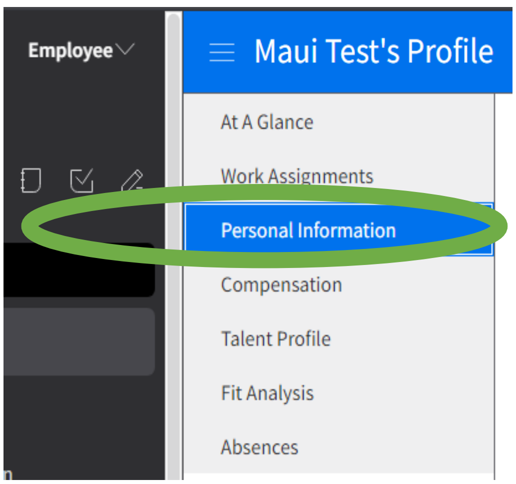
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**



3. Select **My Profile** from the black menu on the left



4. Select **Personal Information** from your left menu



5. Scroll down to the **Emergency Contacts** section

6. Select **Add Contact**

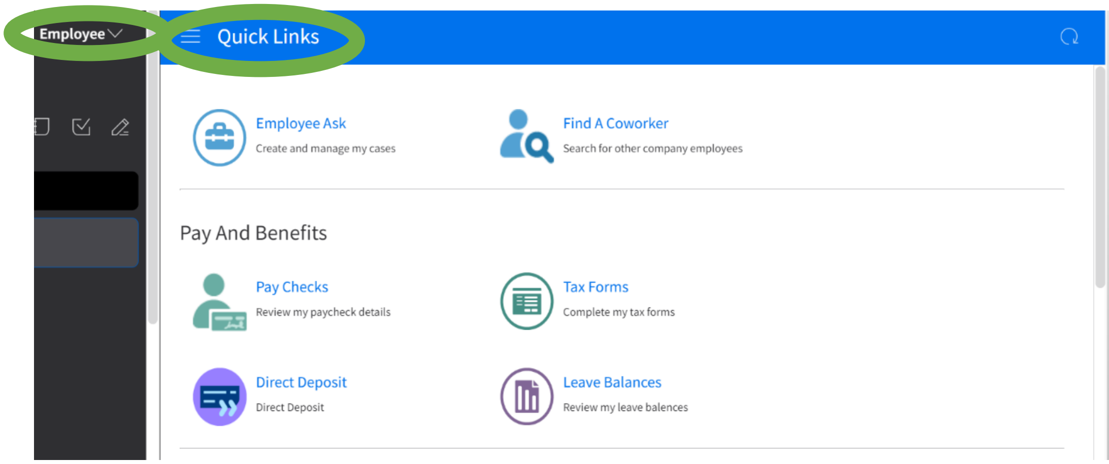
7. Enter today's date as the **Effective Date,** enter your contact's information. Ensure that the **Preferred Contact Method** matches the information fields you've completed. (Phone Country Code always = 1 in the US)

8. Select **Submit**

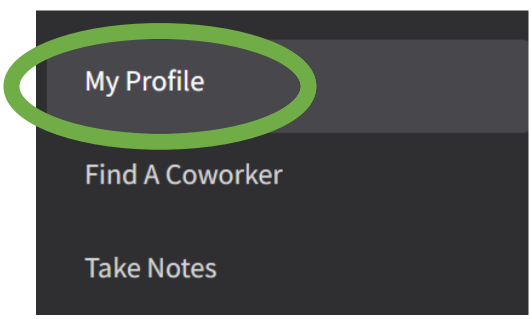
Update your Emergency Contact Information

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

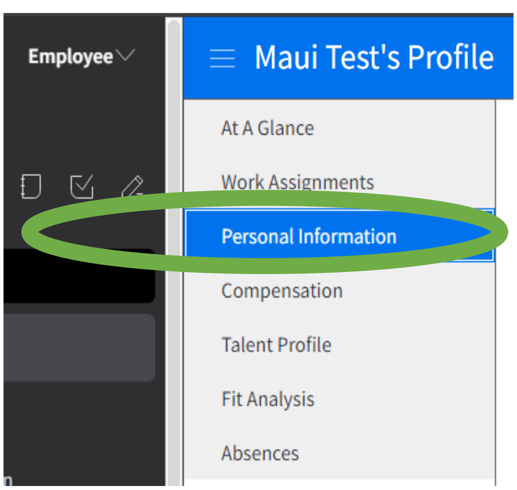
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**



3. Select **My Profile** from the black menu on the left

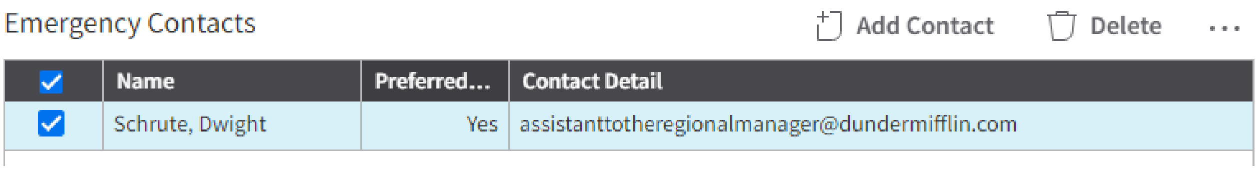


4. Select **Personal Information** from your left menu



5. Scroll down to the **Emergency Contacts** section

6. Double click on the emergency contact information you want to update



7. The **Change Emergency Contact** form will appear

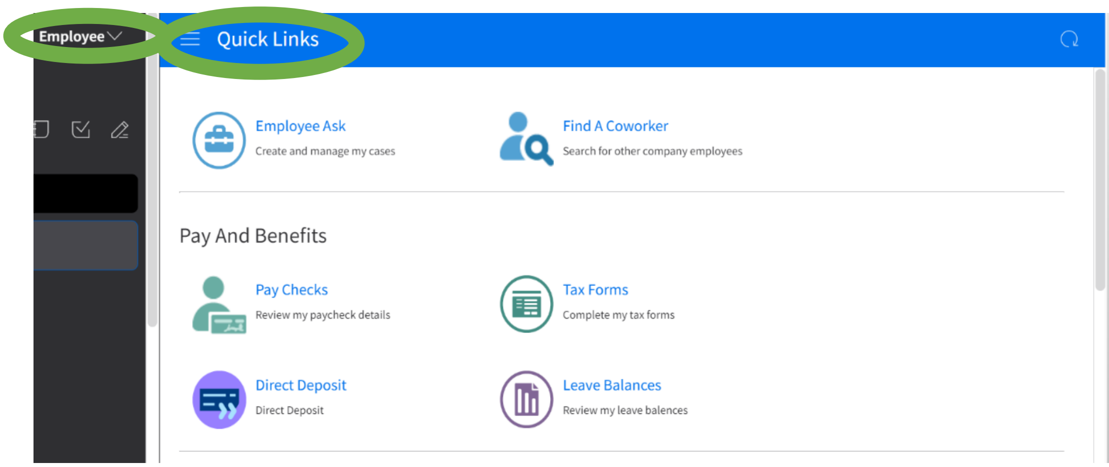
8. Enter today's date as the **Effective Date**

9. Enter the updated contact information and click **Submit**

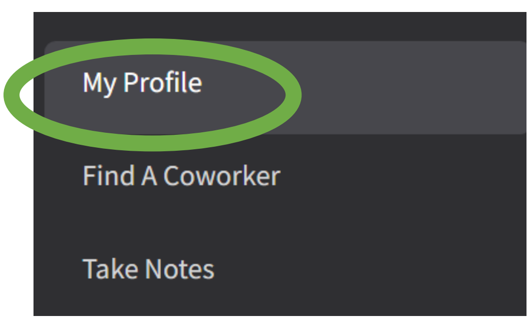
Delete Emergency Contact Information

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

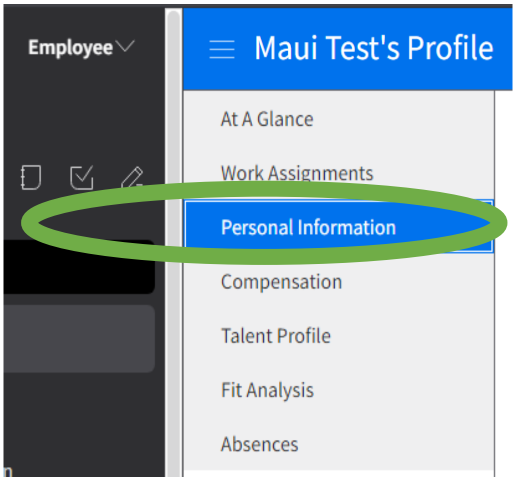
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**



3. Select **Edit My Profile** from the **Quick Links** in your Employee Space

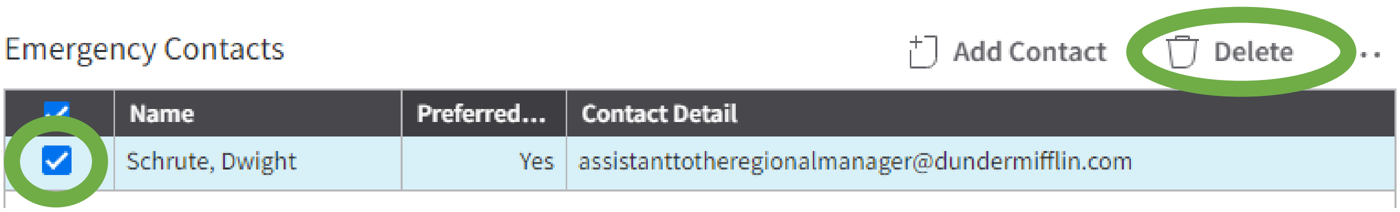


4. Select **Personal Information** from your left menu



5. Scroll down to the **Emergency Contacts** section

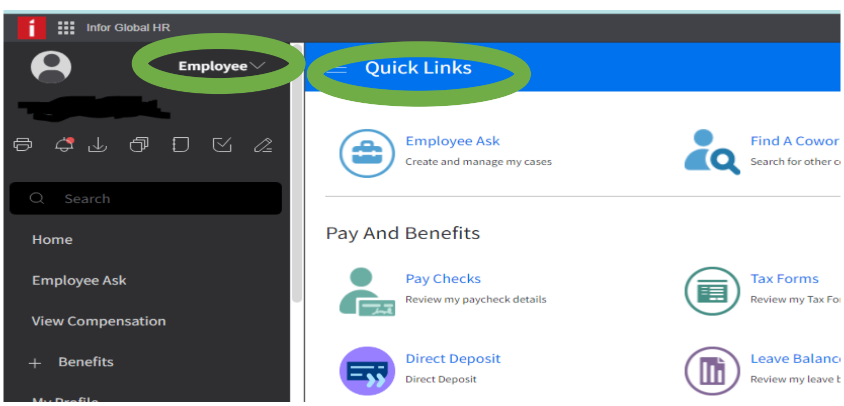
6. Check the box beside that contact, click on their name to highlight them blue and then select **Delete**.



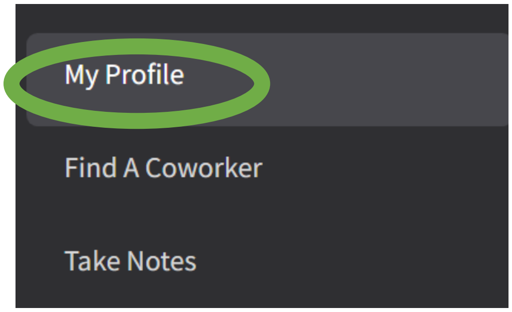
Add Your Contact Information (Work Phone, Personal Phone, etc.)

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

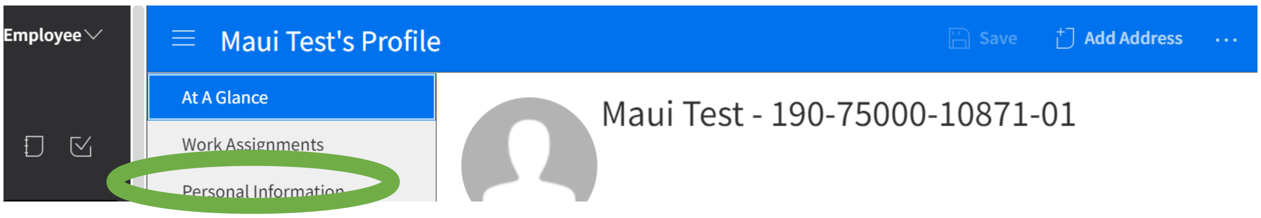
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**.



3. Select **My Profile** from black menu on the left



4. Select **Personal Information** from the left menu



5. Select **Add Phone** or **Add Email** in the **Contact** information section to add a new contact

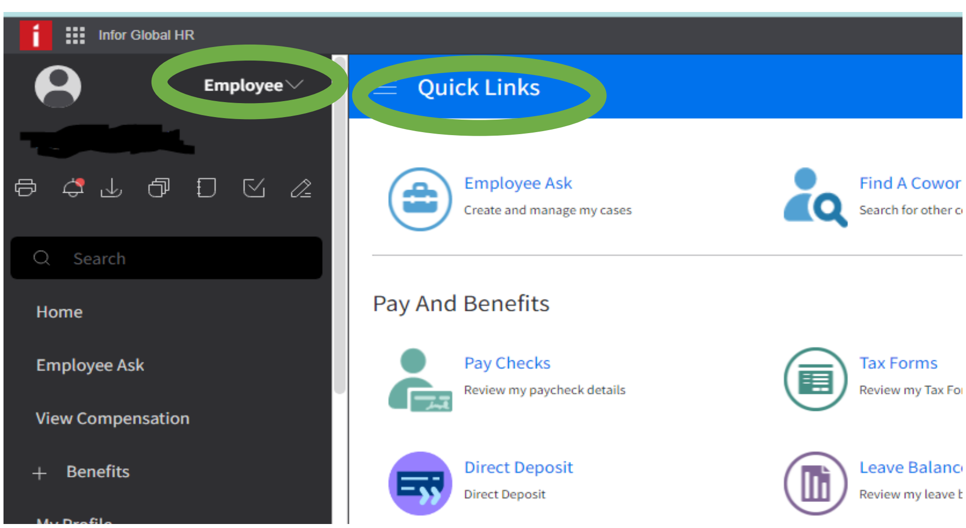
6. Enter today's date as the **Effective Date,** enter your new contact information. Ensure that if entering a **Telephone Type** it matches the information fields you've completed. (Phone Country Code always = 1 in the US)

7. Click **Submit**

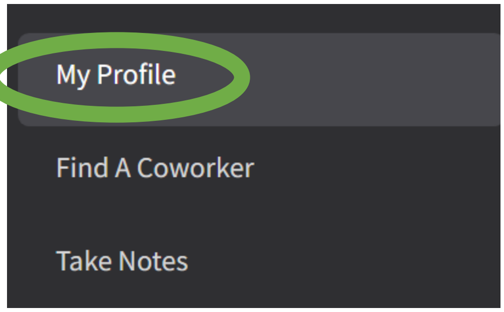
Change Your Contact Information

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

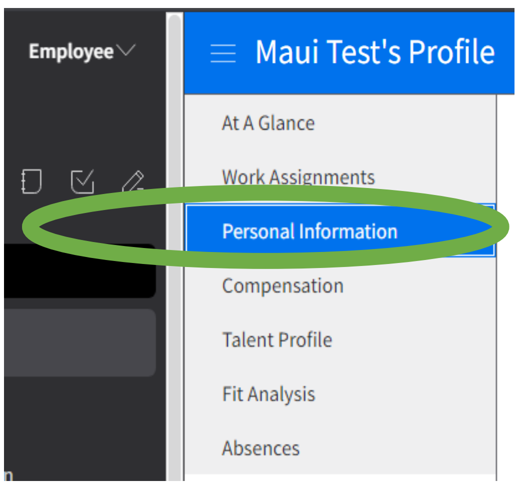
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**



3. Select **My Profile** from black menu on the left

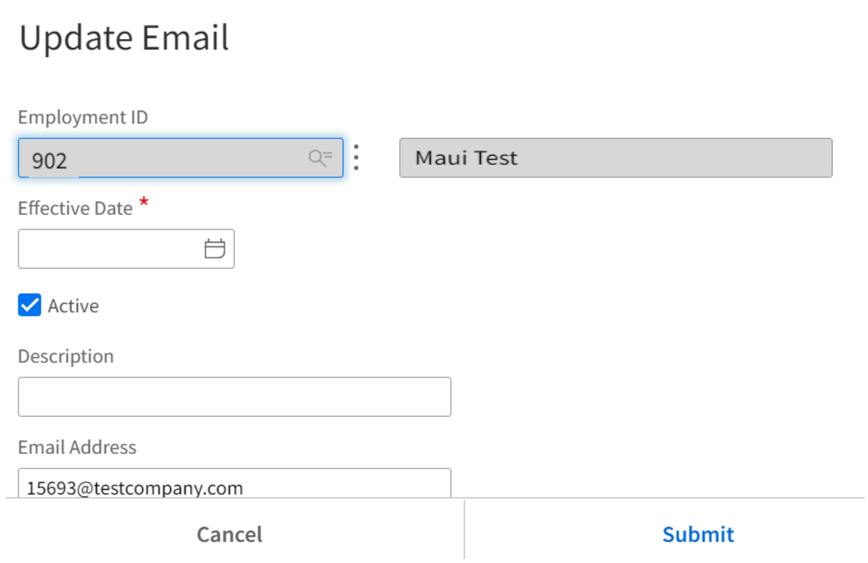


4. Select **Personal Information** from your left menu



5. Double click on the contact information you want to update

6. The **Update Email** or **Update Phone** form will appear



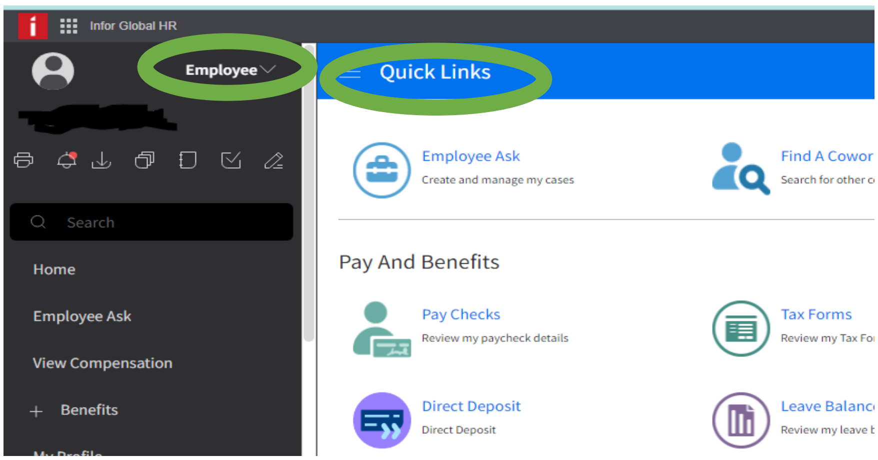
7. Enter today’s date as the **Effective Date**

8. Enter your updated contact information and click **Submit**

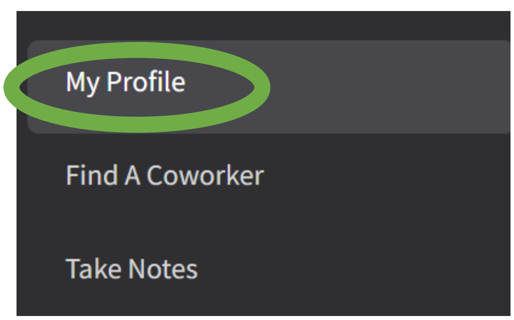
Add Your Address

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

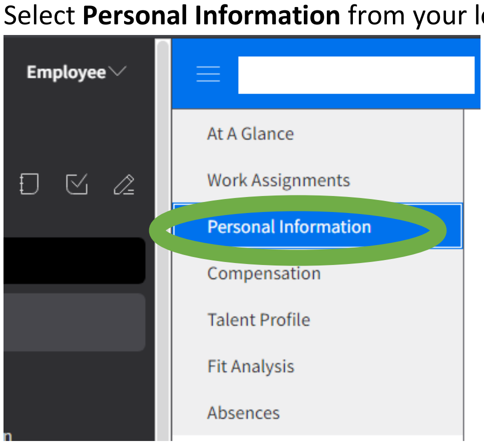
2. Ensure you’re viewing the **Employee** space. Most options are available directly from your **Quick Links**



3. Select **Edit My Profile** from the **Quick Links** in your Employee Space



4. Select **Personal Information** from your left menu



5. Scroll down to the **Addresses** section

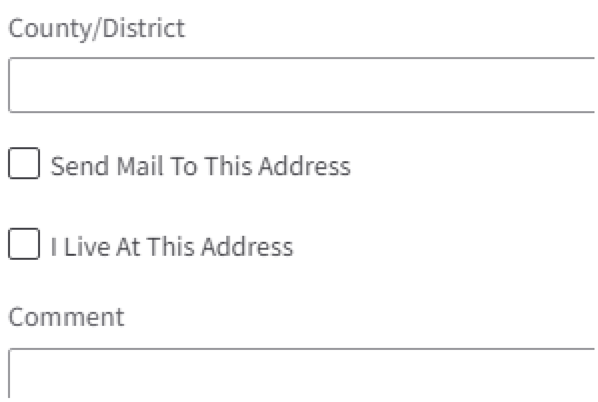
6. Select **Add Address** to add a new or additional address

7. You will need to specify the following information on the Details tab:

   Effective Date: Enter today's date
   Reason: Use the magnifying glass to select a reason
   County/District: Enter **"**US" or use the magnifying class to select

8. After entering "US" the Street Address fields will populate. Please enter street address, city, state, and zip code

9. Check at least 1 of these boxes

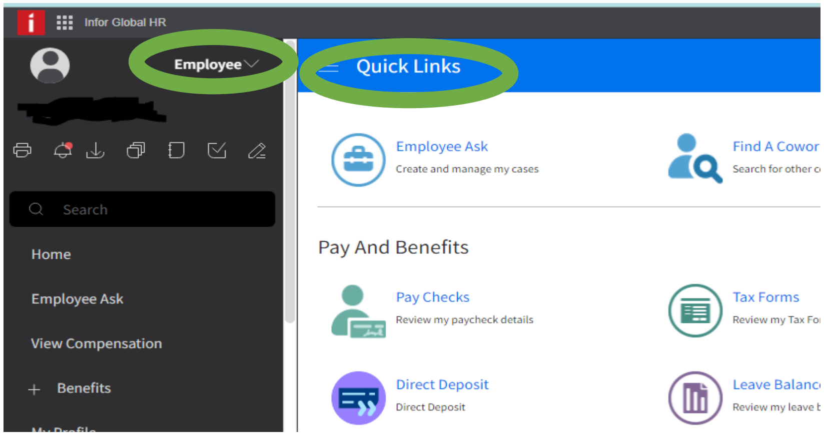


10. Click **Submit**

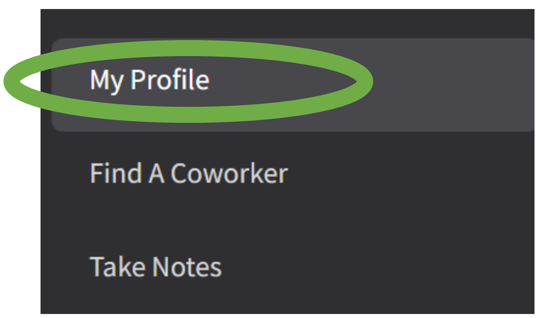
Change Your Name Request

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

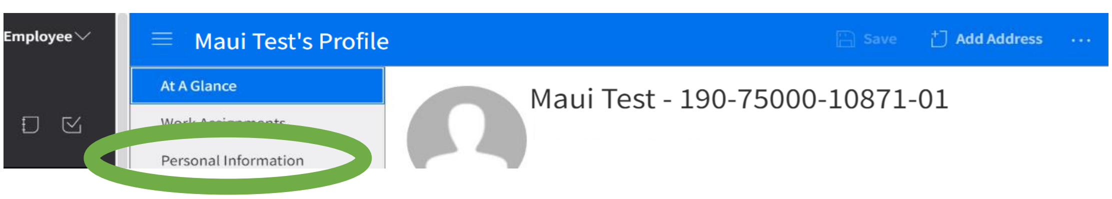
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**



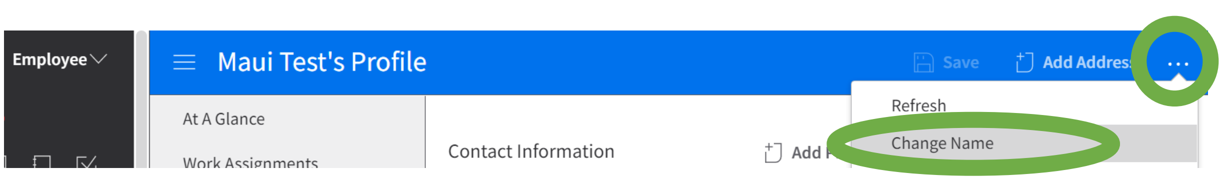
3. Select **MyProfile** from the black menu on the left



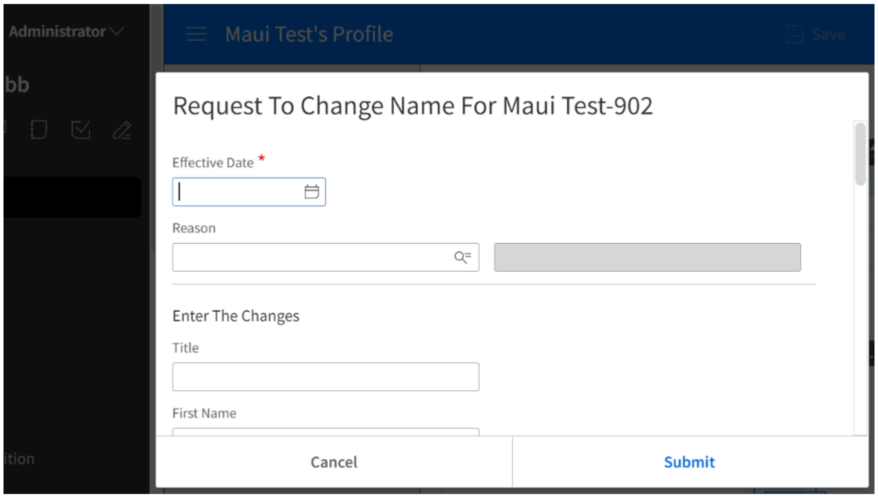
4. Select **Personal Information** from the left menu



5. Select the **All Actions** menu and click on **Change Name**

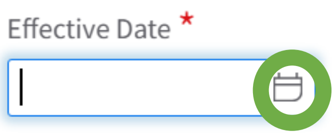


6. The **Request To Change Name** form will appear



7. Enter and update your name change info into the fields

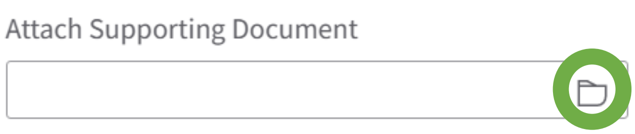
Effective Date: Enter date of name change goes into effect or use the calendar icon to select a date
If the change is a result of a court order, used the date of the document



Reason: Use the magnifying glass to select a Reason for submitting a name change request

Former Last Name: Enter your former last name in this field

Attach Supporting Document: Use the folder icon to select a file from your computer



At least one of these legal documents to verify your new legal name change:

Marriage Certificate
Divorce Decree
Updated Driver's License
Updated Professional License
Updated US Passport

Updated Birth Certificate

Updated Social Security Card

Remember, this is a **required** action above – if not attached to this form, it will not be approved and it will be returned to the employee for completion.

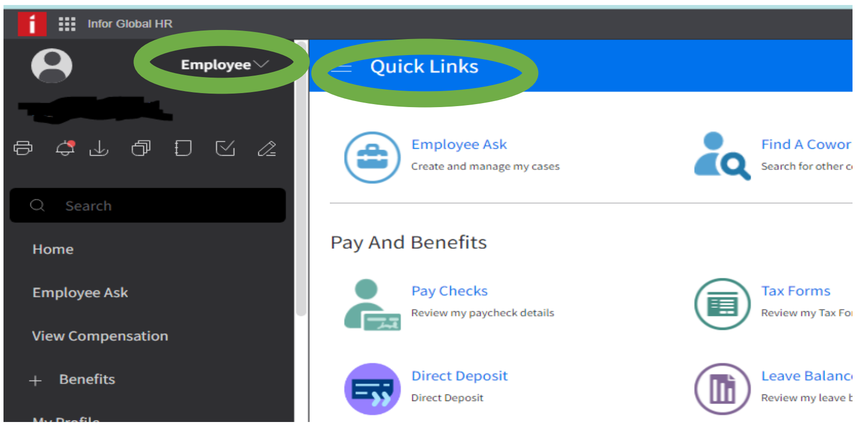
8. **Submit**

Revise a Pending Name-Change Request

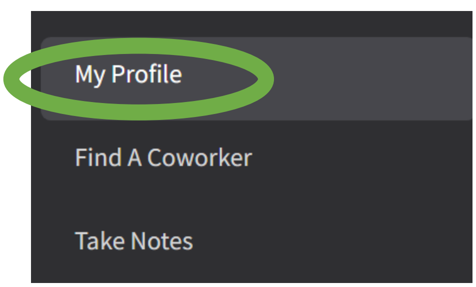
You have submitted a Name Change Request but now need to make some updates.

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

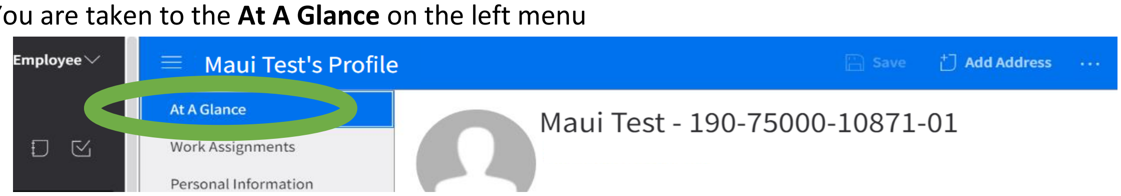
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**



3. Select **MyProfile** from the black menu on the left

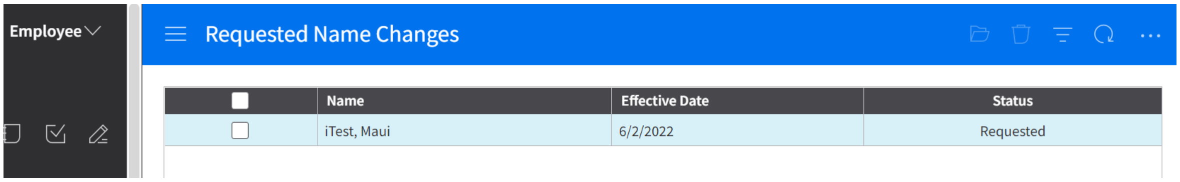


4. You are taken to the **At A Glance** on the left menu

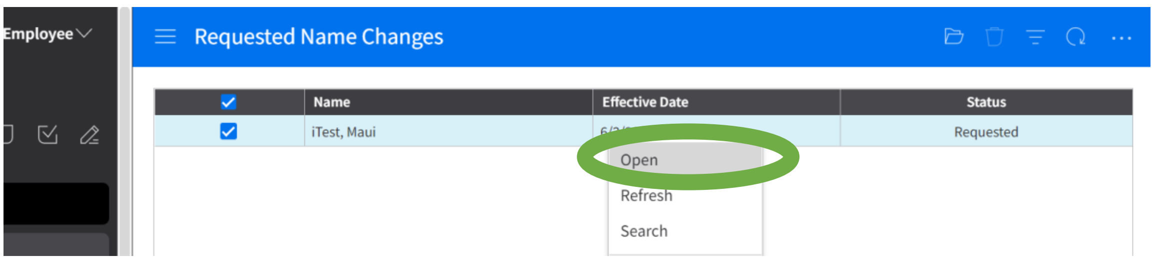


5. Click on **Pending Name Changes**

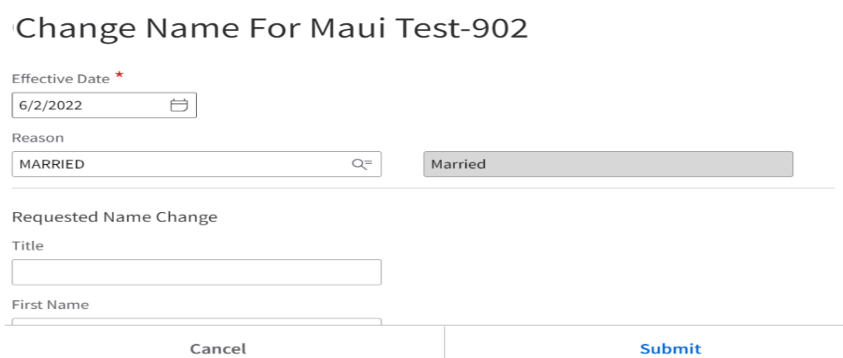
6. The **Requested Name Changes** page will appear



7. Right click on the displayed name change request and select **Open**



8. The **Change Name** form will appear



9. You will need to specify the following information:

Effective Date: Adjust the effective date from initial request, if needed

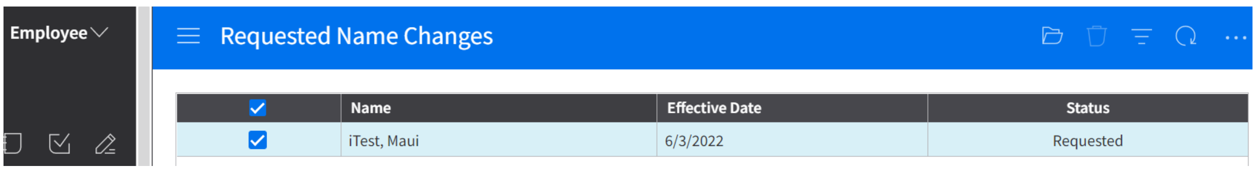
Reason: Update the reason from the initial request, if needed

Requested Name Change: Update name information from the initial request, if needed
Marital Status: Specify your new marital status, if this has changed

Former Name: Will appear from the initial request
Attachment: Will appear from the initial request. You may delete and upload an updated legal document, if needed

10. Click **Submit**

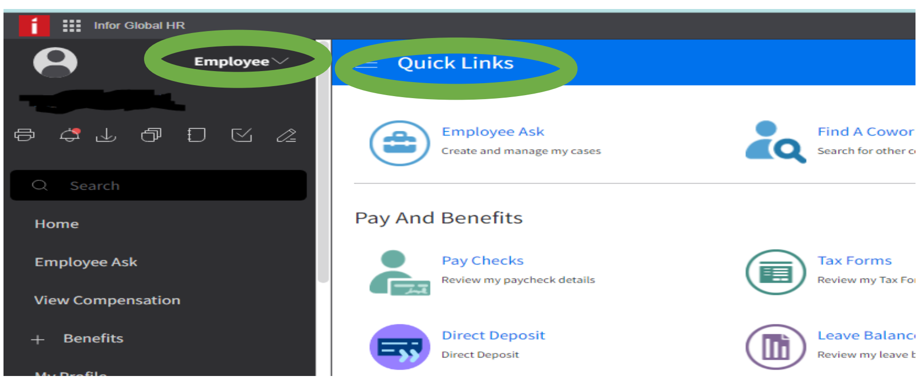
The revised Requested Name Changes will now be displayed



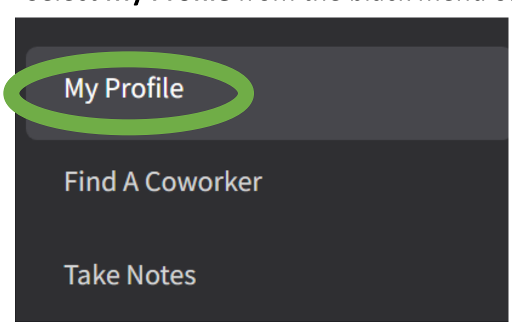
View Your Work Assignment History

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

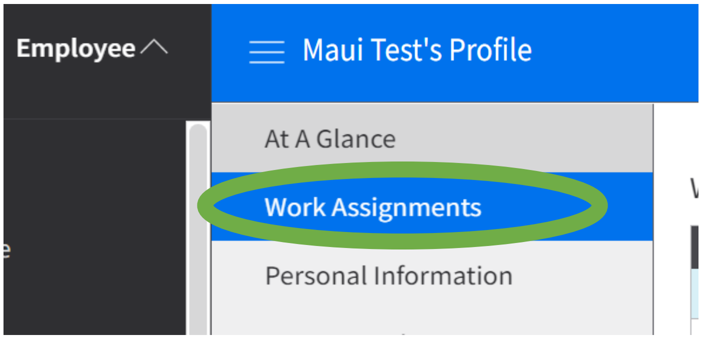
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**



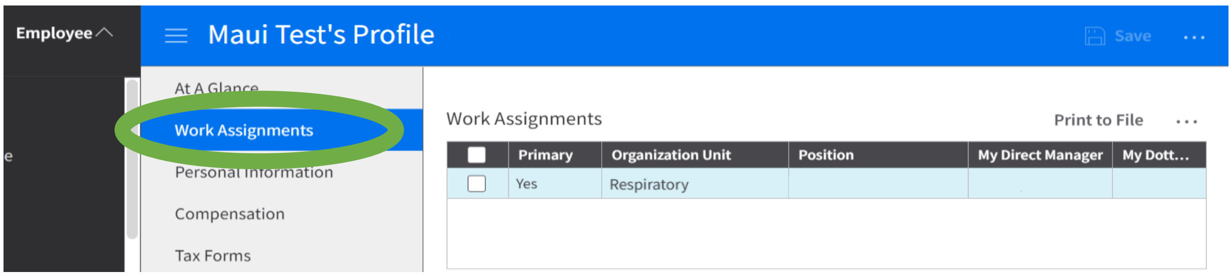
3. Select **My Profile** from the black menu on the left



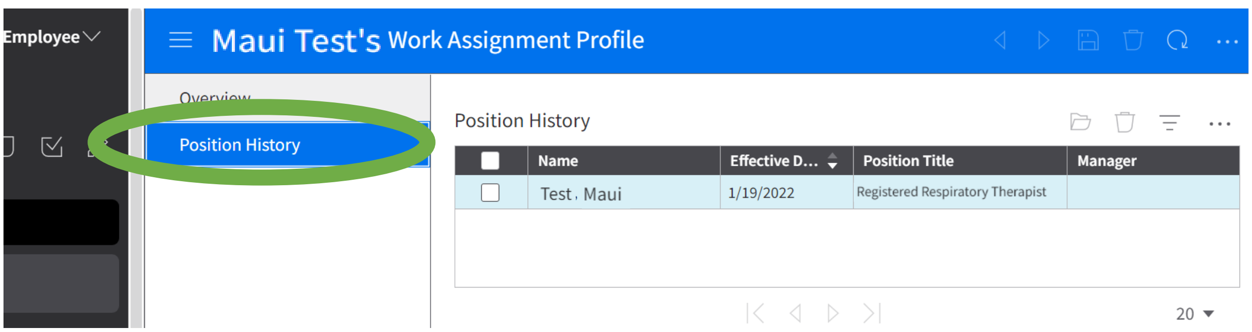
4. Select **Work Assignments** from your left menu



5. In the **Work Assignments** section, double click on the Work Assignment you wish to see



6. The **Work Assignment Profile** window will appear. Click on **Position History** from the left menu

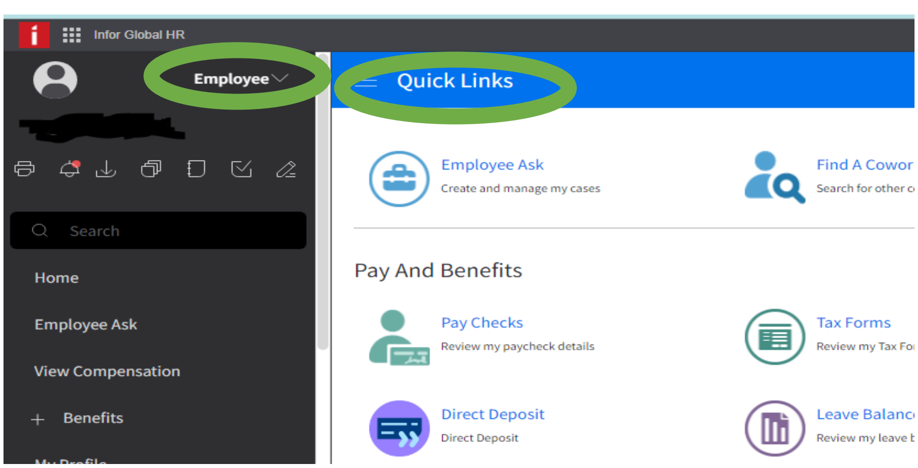


This will present you with a window listing the Work Assignment history in chronological order, with the current Work Assignment at the top of the list. To view any Work Assignment history record in more detail, double click that record.

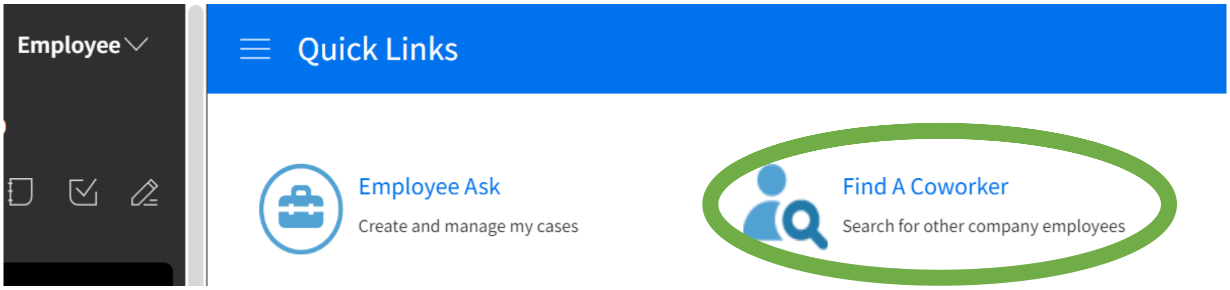
Find a Coworker (Employee Directory)

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

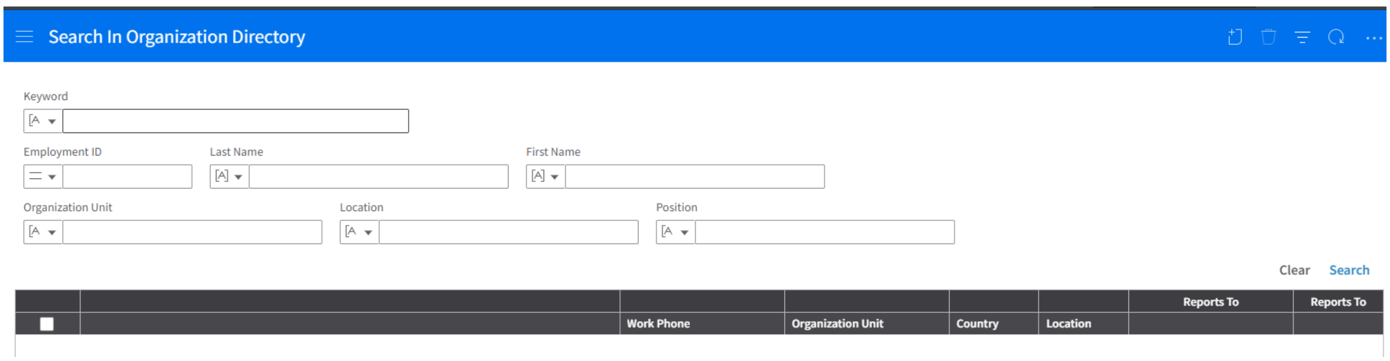
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**



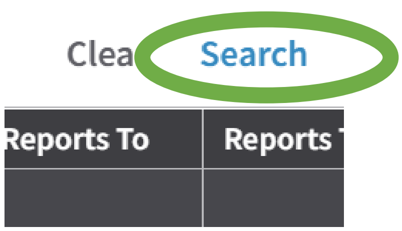
3. Select **Find A Coworker** under **Quick Links**



4. The **Search in Organization Directory** page will display



5. To display a list of all employees in your organization Click **Search**



Available information might include the employees' work phone, Organization unit, Country, Location, and Supervisor's name and position.

Optionally, filter the list to a specific coworker or group of coworkers by specifying criteria in one or more fields, the click **Search** again.

Optionally, click the link (if any) in the **Organization** column to view the **Organization Structure** page for that employee's business unit.

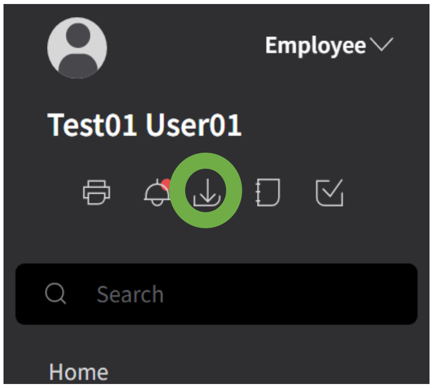
This page displays an alphabetical list of all employees in the organization, on which you can filter.

Viewing My Inbasket

As an employee you can check your Inbasket for any pending tasks

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

2. Click on **MyInbasket**



From the left to the right:

My Print Files icon

My Notifications

My Inbasket

My Reports

My Actions

Click to check if you have any pending Tasks assigned to you.

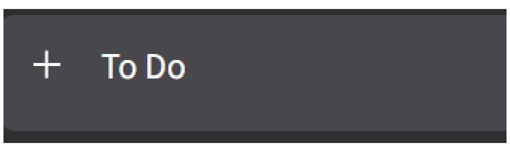
If you do have any pending Tasks listed, double click on the line to open and review.

Viewing My Action Requests

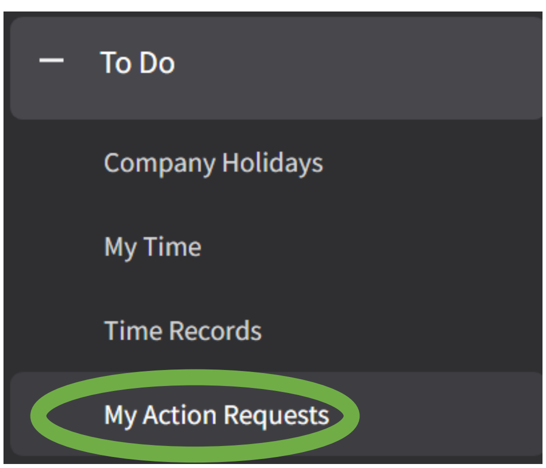
Employee can track their action requests that are pending and completed

1. Log into Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

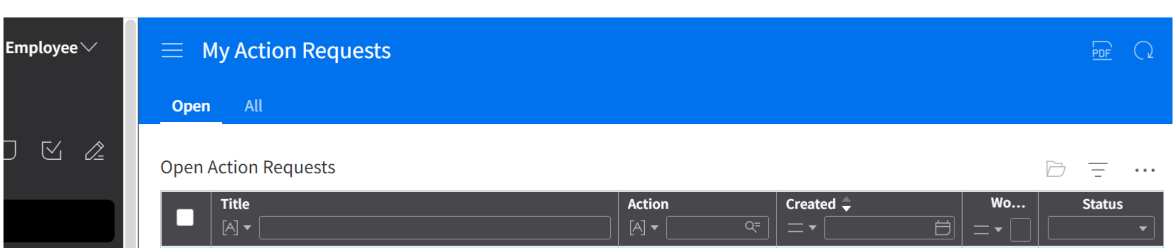
2. Scroll Down and select **To Do** from the black menu



3. Click the **+** sign to expand the menu and select My Action Requests



4. The **My Action Requests** page will appear

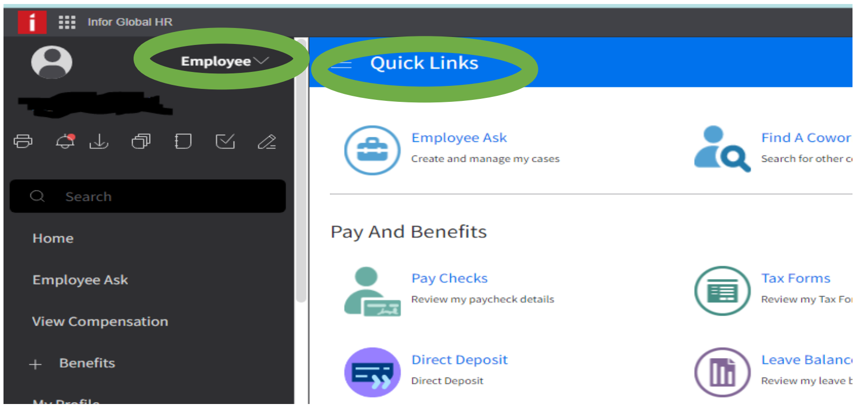


Open tab: Pending actions

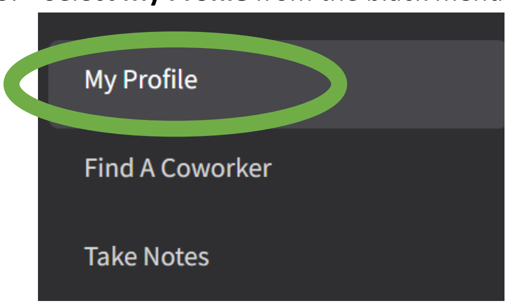
All tab: All actions including pending and completed

Adding your Credential

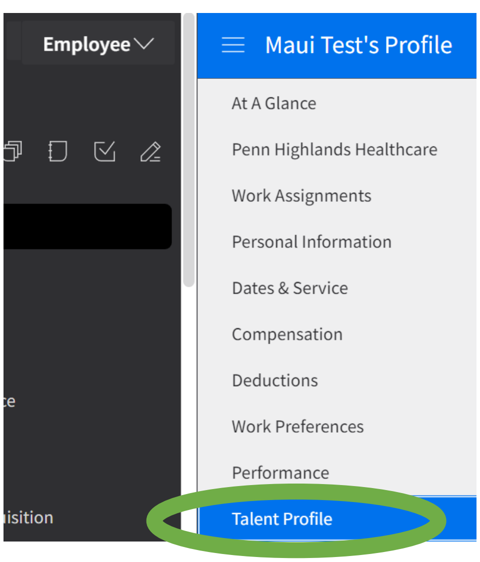
1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**



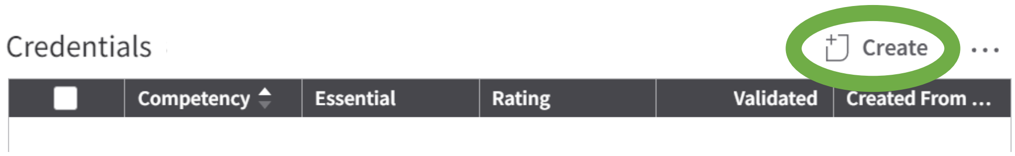
3. Select **My Profile** from the black menu on the left



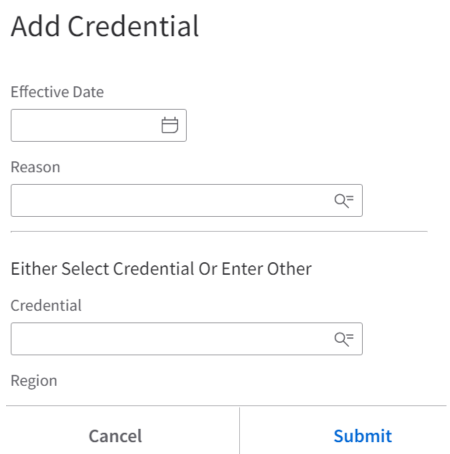
4. Select **Talent Profile** from the left menu



5. Click the **Create** on the **Credential** Panel



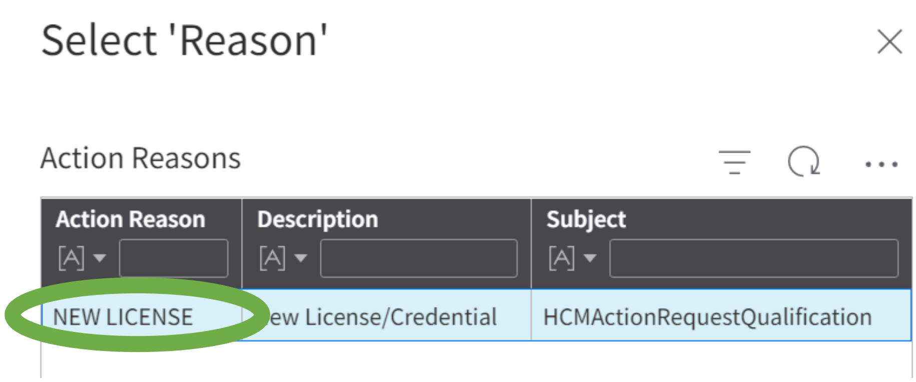
6. The **Add Credential** form will appear



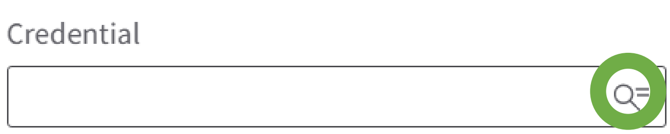
7. You will need to specify the following information

Effective Date: Enter today's date or use the calendar icon to select a date

Reason: Use the magnifying glass to select a reason



Credential: Use the magnifying glass to select the applicable credential name



Credential Number: Add a Credential number

Original Credential Date: Enter the first Credential date

Expiration Date: Add an expiration date for credential
Attachment: Use the folder icon to select a file for your computer
* Description will populate with the file name*

8. Click the **Submit**

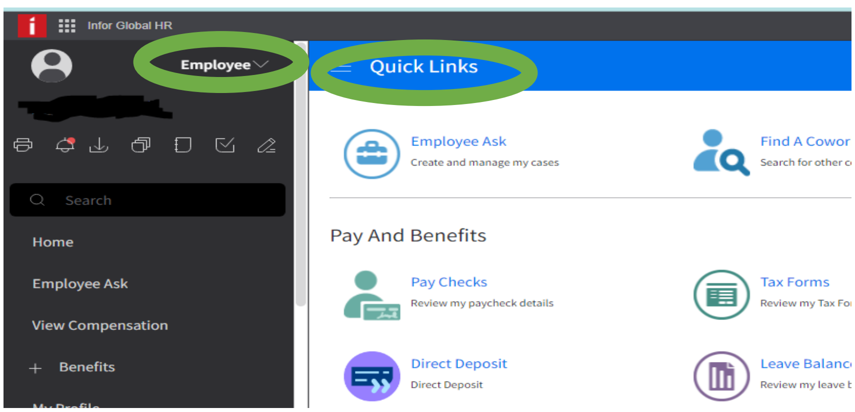
The credential is added, and not validated. It is now available to the Manager and HR for validation.

Updating your Credential

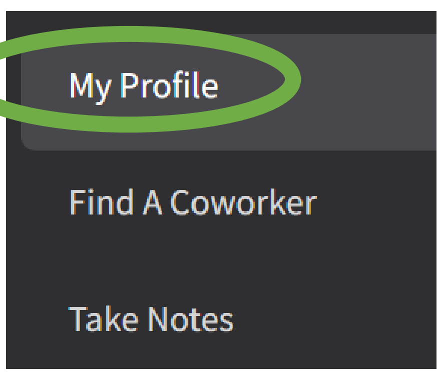
Changes can be made to Credentials that have not been validated by HR yet. This option can be used if you notice any incorrect information you may have submitted when adding your credential.

1. Log in to GHR: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

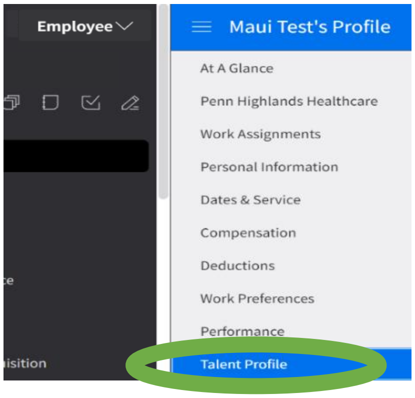
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**



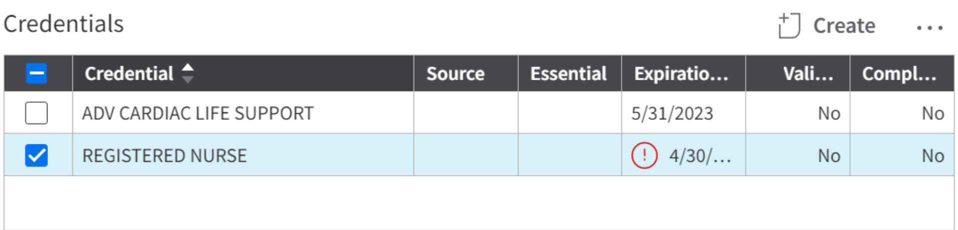
3. Scroll down the left-side menu and select **My Profile**



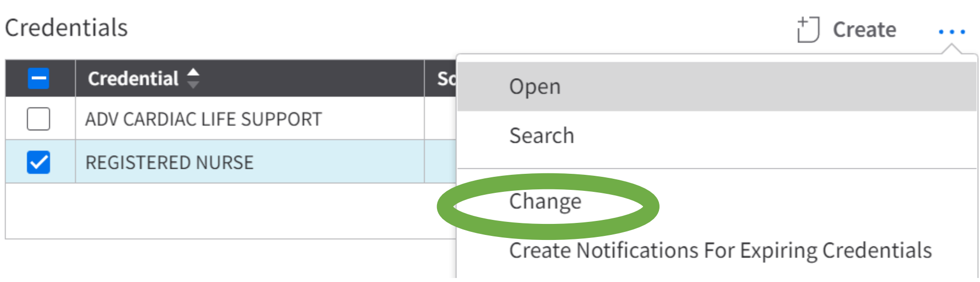
4. Select **Talent Profile** from the black menu



5. Check the box beside the **Credential** you wish to update and click on it to highlight blue



6. Select the **All actions** menu and click **Change**



7. You will need to specify the following information

   Effective Date: Update effective date, if needed
   Credential Number: Update Credential number, if needed
   Most Recent Renewal: Update date, if needed
   Expiration Date: Update the expiration date, if needed
   File Name: Update, if need

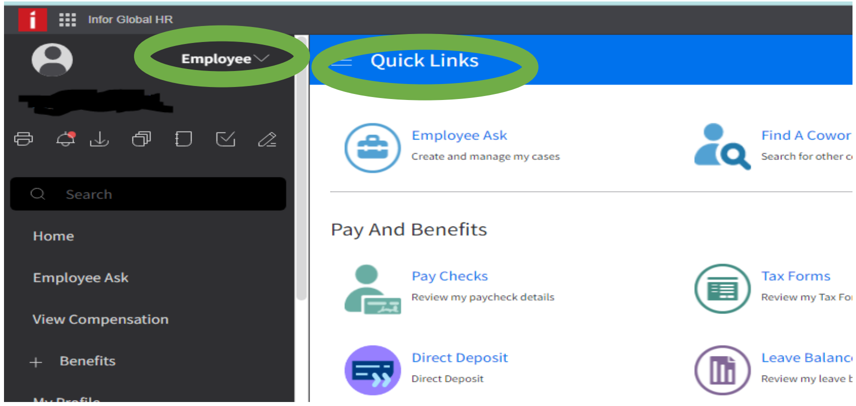
8. Click the **Submit**.

Renewing Credentials

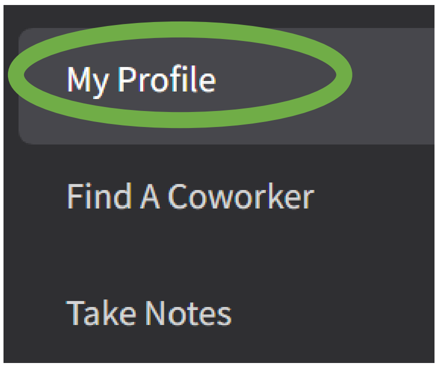
Only Credentials that have been validated by HR can be requested for renewel.

1. Log in to GHR

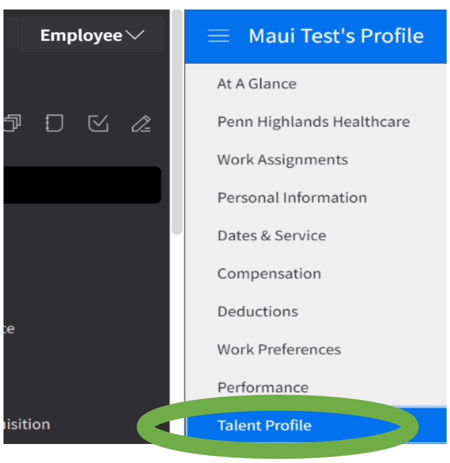
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**



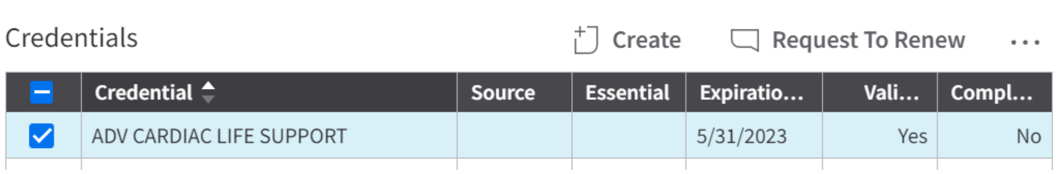
3. Scroll down the left-side menu and select **My Profile**



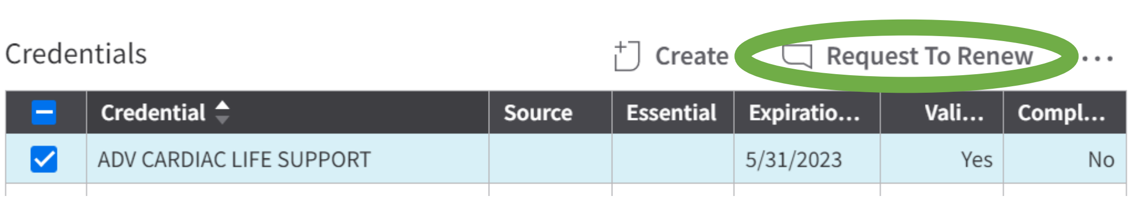
4. Select **Talent Profile** from the black menu



5. Check the box beside the **Credential** you wish to renew and click on it to highlight blue



6. Select **Request to Renew**



7. The **Credental Request** from will appear

8. You will need to specify the following information:

   Request Next Renewal Date: Enter the new renewal date
   Requested Next Expiration Date: Enter the new expiration date

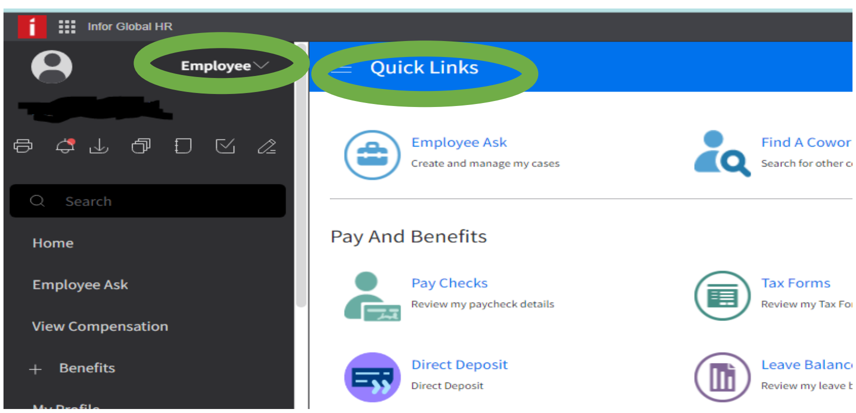
9. Click **Submit**

   Note: As your Credential renewal is pending, a symbol will appear by that requested credential

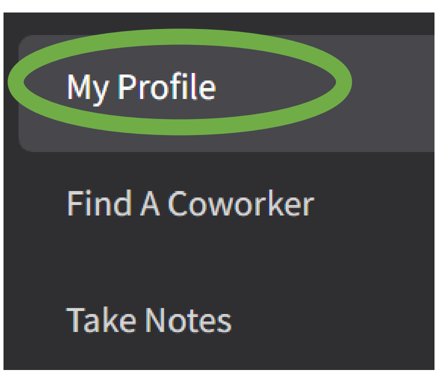
Cancel Request to Renew

1. Log in to GHR: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

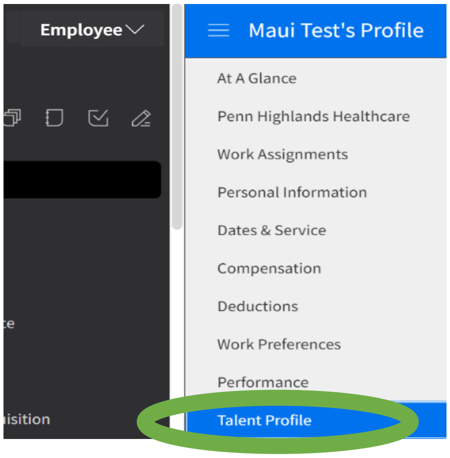
2. Ensure you're viewing the **Employee** space. Most options are available directly from your **Quick Links**



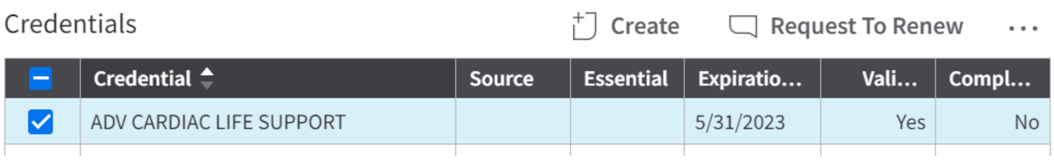
3. Scroll down the left-side menu and select **My Profile**



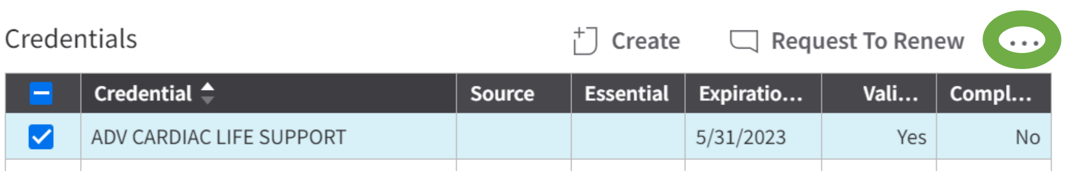
4. Select **Talent Profile** from the black menu



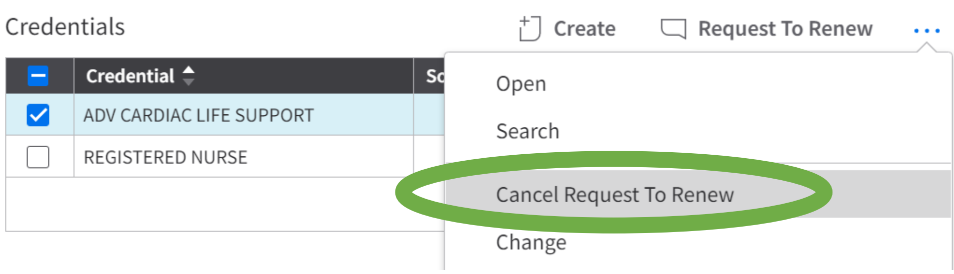
5. Check the box beside the **Credential** you wish to cancel request for and click on it to highlight blue



6. Select the **All Actions** menu



7. Select **Cancel Request To Renew**



8. The **Cancel Request** form will appear

9. Enter the **effective date** and click **Submit**

Case Management

What is Case Management?

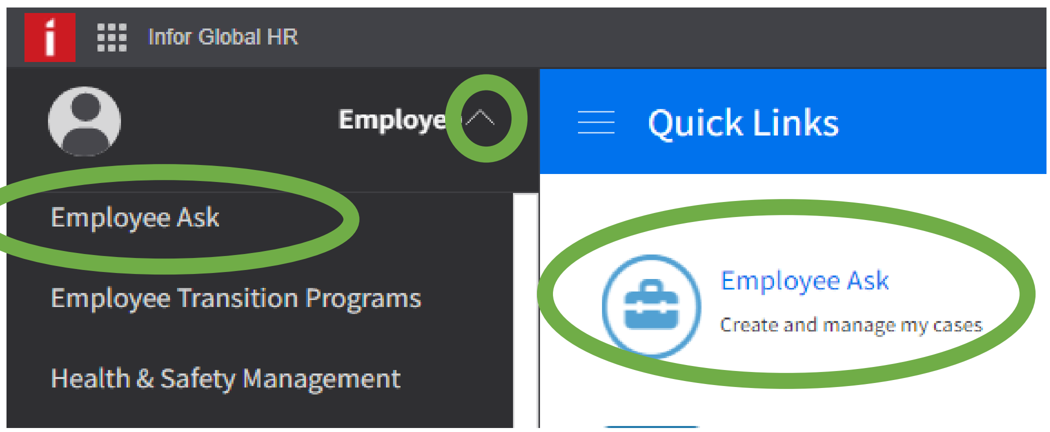
Infor **Case Management** helps efficiently manage and track your inquiries, provides you with a self-service portal, and helps answer some of those frequently asked questions, *quickly!* Using the **Quick Case** feature. Topics include HR-related questions, Benefits questions, Payroll questions, and more, without needing to log in to your email!

We recommend an employee log in to Infor on their own, and submit an **Employee Ask**; utilizing the self-service tools available and to allow for a prompter response to be available directly to you. As well as a history of your cases, or "Asks" and their resolution and responses.

Employee Ask

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

2. Select "Employee Ask" from your left, black bar menu or use the **Employee Ask** on your Quick Links



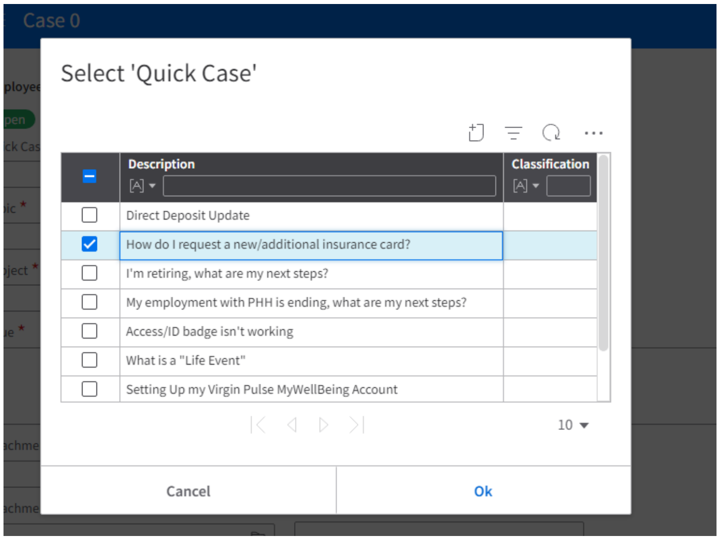
3. Select **Create**
   Specify the following information on the **Details** tab:
   Topic: Select a topic
   Subject: Type the subject of the case
   Issue: Explain, in detail, the issue

4. Click **Submit**

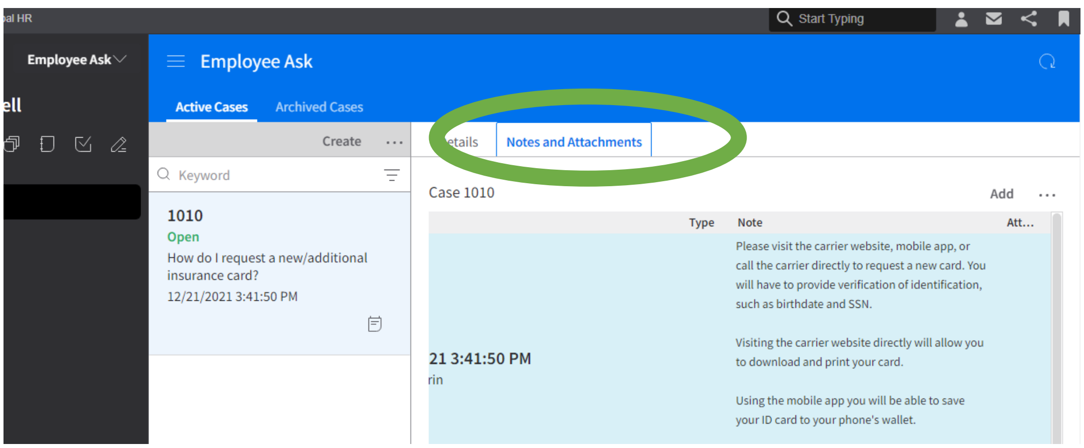
Quick Case Feature

You also have the option of using the Quick Case feature by selecting a Quick Case from the options available to you in the Quick Case field. To use, select the Quick Case field instead of completing Step 4, above. This has a list of some frequently asked questions and their responses, available immediately to you upon submission.

Example of Quick Case questions:

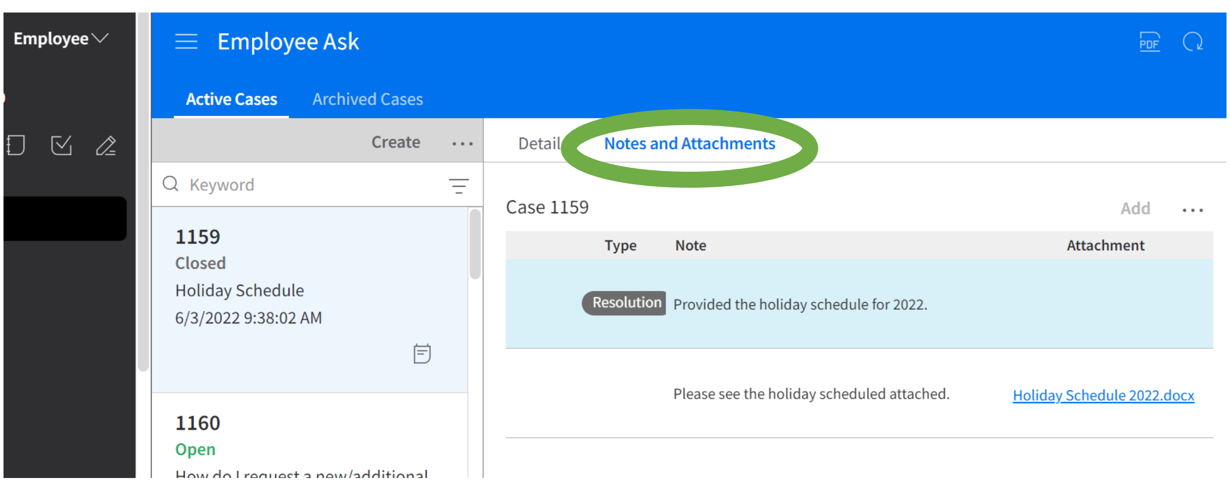


Quick Cases will have a response, available once you have submitted it. You will need to view the Notes and Attachments of that case.



What to expect next?

When you submit an **Employee Ask** you will find any notes and attachments that you provided or that the Case Agent (person providing response) under the **Notes and Attachments** tab of your active case – see example below.



You will also be notified once your case is resolved – meaning that response is provided and the case is marked "Closed." You will also receive email notifications that correspond with the Infor notifications throughout this process, for your convenience.

The **Notes and Attachments** tab updates to reflect any notes, responses, attachments, status updates, and any closing and resolution information and reason.

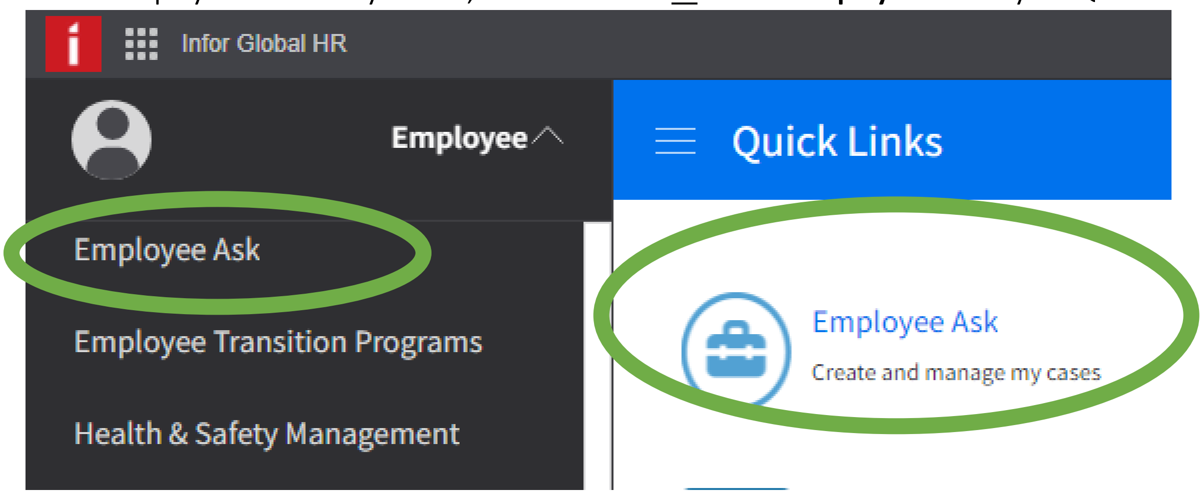
Case Management FAQ

What if I found my answer before I actually received response and resolution?

Then please simply **Close** the case (**Employee Ask)**

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

2. Select "Employee Ask" from your left, black bar menu or use the **Employee Ask** on your Quick Links



3. Select **Active Cases**

4. Select the desired case by double-clicking > click **Close Case** and you will be prompted to then enter the Resolution (notes as to why you're closing this case, i.e. "found my answer" or "no longer necessary")

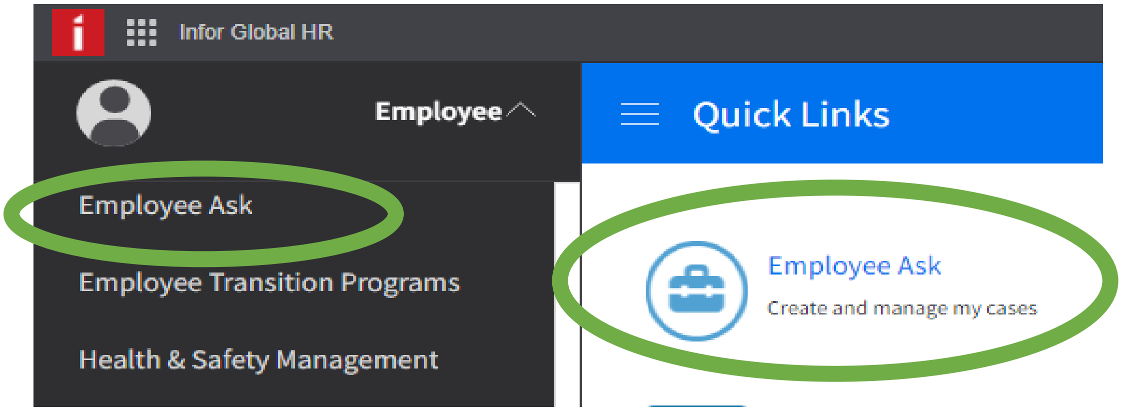
5. Click **Submit**

What if I need to Reopen* a Case that's been closed?

**The Reopen action can only be completed within 14 days of a case being closed. After 14 days, please create a new case.*

1. Login to Infor: https://mingle-portal.inforcloudsuite.com/PHHEALTHCARE_PRD

2. Select "**Employee Ask**" from your left, black bar menu or use the **Employee Ask** on your Quick Links



3. Select **Active Cases**

4. Select the desired case by double-clicking > click **Reopen Case** and you will be prompted to then enter the Reopen **Reason** (notes as to why you're reopening this case)

5. Click **Submit**

*The **Notes and Attachments** tab updates to reflect the reopening reason and the status updates to pending review.*