

Your Self-Service Pre-Launch Workbook Answer Key: Scenario A

You run into Kris in the breakroom. You tell her your news that your family is planning a move in a few months and you are wondering about Ashley opportunities at other locations. She says she thinks there are some openings that you might like but that you should check Your Self-Service to find out more.

Log into Your Self-Service. As an employee, where can you find open positions?

What are some positions that are open at other locations? List some position numbers for jobs in your role.

[Browse or Apply for a Job on the Internal Careers Portal](#)

You find a job you are interested in pursuing and want to send Kris an email to thank and update her. But you can't remember how to spell her last name. You know how to spell her first name and that she works in HR.

Where would you look in Your Self-Service to check another employee's name?

[Find a Coworker](#)

You decide to take some time off to deal with details of your family's move. Where can you find your vacation balance? Practice submitting a PTM while you're there.

[Submit a Time Off Request](#)

Your family finds a house to rent, and you find a bank. Lately you are feeling quite overwhelmed with all the details surrounding this move, but thankfully you can make all of these updates in Your Self-Service!

Where can you update your address? What button do you have to click?

[Change Address](#)

Where can you find your Benefits, and update your address with them?

[Mercer Marketplace \(Quick Links\)](#)

Where can you add a new bank for your direct deposit? What button do you have to click? Practice adding a bank.

[Manage Bank Accounts](#)

You need to double-check how much you were paid on your last paycheck. Where can you find it?

[Hourly and Salary Paychecks \(Quick Links\)](#)

You are still in the interview process for your new job, but your move date is rapidly approaching. Because you don't know for sure if you'll get the position, you decide to put in a tentative resignation so that you can give the appropriate notice. Remember, you can always remove the resignation notice.

On which page would you submit a resignation notice?

[Resignation](#)

[Bonus round] You wish you had a personal assistant who could help you with several life stressors (such as selling your house, finding a new massage therapist, and researching elder care for your mother). Are there any resources on Your Self-Service that can help?

[Employee Assistance Program \(Quick Links\)](#)

Your Self-Service Pre-Launch Workbook Answer Key: Scenario B

You think a staff member is coming up on a work anniversary. He is a superstar on the team and you've been considering how to further develop him and let him know he is valued and appreciated.

On which page would you find the list of your employees?

[View My Staff](#)

Pick a staff member and look up his anniversary date. List the date here.

[View My Staff](#)

Check for upcoming staff birthdays too. Which employee will have a birthday next?

[View My Staff](#)

You think of some areas where this employee could benefit from more training. What link would you click to find training and learning opportunities?

[My Learning \(Quick Links\)](#)

You set up a meeting with this employee and express your appreciation for his work. You let him know that you'd like to give him some new opportunities as well as ask him about his areas of interests. Suggest some available learning resources and set a time to follow up with him again about this.

Where would you document this meeting, or a quick note to remind yourself of the highlights and his positive response?

[Add a Note to Coaching](#)

Your Self-Service Pre-Launch Workbook Answer Key: Scenario C

In your superhero role in HR, you help a lot of people. Today is no different. The requests are coming from everywhere!

A manager isn't sure if a situation requires a PIP or termination and asks for your help. After listening to the situation, you realize the employee has committed a policy violation. Show the manager:

On which page would they document the disciplinary action?

[Discipline](#)

What button would they click to begin the termination process?

[Termination](#)

Remind the manager the process to open the position for new hire. Where would they look to start this Process?

[Submit a Requisition](#)

An employee wants her name changed in the system and has brought in her new social security card. Oh, and she has a new address too.

What button would she click to update her last name?

[Name Change](#)

On which page would she change her address?

[Change Address](#)

What should you remind/coach her how to do next?

[Review the information in the email they receive: tax form changes, updating address on other sites.](#)

An employee called and followed up with an email about her jury duty. She notified her supervisor ahead of time, but no one notified the Leave Coordinator. Now she's about to start week 2 of jury duty and is frantic about her paycheck.

Walk this supervisor through Leave of Absence process:

[Submit a Leave of Absence Request](#)

A manager doesn't know how to approve Time Off Requests or use the calendar features to check for coverage in his department.

Show the manager how to check Notifications. Which icon takes them to the Notification page?

[Notifications, Inbasket, and Actions video](#)

Where can he find his My Staff to check for all staff with time off on a specific day?

[Absence Chart](#)

Verify which staff members have their own direct reports and confirm resource levels for them as well. Which color on the Org Chart denotes that a person has direct reports?

[Find a Coworker](#)

How does a Manager approve a time off request? Explain the process:

[Manage Absences](#)

Your Self-Service Pre-Launch Workbook Answer Key: Scenario D

Your super-star employee has continued to progress. It's time for you to follow up with your plans for him.

Which page would you go to to increase his pay rate? Which button do you click to get started?

[Initiate a Change Pay Rate](#)

Consider positions he might be ready for. Identify at least 2 position numbers for future opportunities.

[View Open Positions](#)

Reread (find) the note you created to document your meeting in Scenario B. Where can you find it?

[Add a Note to Coaching](#)

[Bonus round] Find a list of all your reports with birthday, hire date, position descriptions, pay rate, and wage grade. On which page can all of this information be found in one list?

*Hint: It's a tab in My Staff area.

Your Self-Service Pre-Launch Workbook Answer Key: Scenario E

It's been such a hectic week, but you must set aside some time to get to tasks important to your team.

Check for new notifications. Address any outstanding requests (time off, approve change pay rate, etc.). On which page would you find outstanding requests?

[Notifications, Inbasket, and Actions video](#)

Document a Performance Improvement Plan for an under-performing employee. On which page can you start this document?

[Coaching Details](#)

How would a manager make sure you, as their HR Rep, has the Performance Improvement plan?

[Schedule a Coaching Meeting](#)

How would the manager set the meeting with employee, HR rep, and themselves?

[Schedule a Coaching Meeting](#)

Where would you document when this meeting was completed?

[Update the Coaching Instance](#)

On which page would you identify resources for an open position?

As an HR Rep, click the Resources option.

Review internal resource's viability (check for documentation of coaching, discipline, notes, and job history).

On which pages would you find this information?

[View the Employee's Profile](#)