

FAQS ABOUT THE NEW EMPLOYEE PORTAL (INTRANET) LANDING PAGE

WHAT IS AN EMPLOYEE PORTAL?

An employee portal, or intranet, is a private network used by an organization to share resources among employees.

WHEN WILL THE NEW EMPLOYEE PORTAL LANDING PAGE GO LIVE?

Look for the new employee portal landing page on Friday, April 7, 2023.

IS THE URL TO THE NEW PORTAL LANDING PAGE CHANGING?

No, the new landing page can be accessed using the same URL: <https://portal/>

WHY IS THE EMPLOYEE PORTAL LANDING PAGE CHANGING?

The last major update to the intranet prior to Phelps Health moving to SharePoint in 2020 was 10 years ago, around 2013.

Goals of updating the employee portal landing page include the following:

- *Improve internal communications*
- *Update overall look and ease of use*
- *Help employees feel more connected*
- *Better navigation to find information on the employee portal*
- *Manage and promote organizational knowledge and content, such as events, news, memos, etc.*
- *Engage in an online community to celebrate employees (birthdays, work anniversaries, awards and more)*

ARE OTHER PAGES ON THE EMPLOYEE PORTAL CHANGING?

Only the employee portal landing page is being updated. No other pages have been changed or lost. You will still be able to access all existing documents and pages on the employee portal.

HOW WAS THE NEW LAYOUT CHOSEN?

A data report, compiled by our vendor for this project, was used to determine the top visited and most interacted with pages on the employee portal. On the new landing page, you will see links to the following commonly visited pages and resources:

- Company News
- Employee Directory
- Policies/Forms
- Time and Attendance (API)
- Cafeteria Menu
- Requests/Service Tickets: Submit a work request to Clinical Engineering, Marketing, Plant Operations, Project Management Office, RL Datix, Service Hub (IT) or the Contract Information Form
- Call Schedule
- Education (Symplr Learning)

WHAT NEW FEATURES HAVE BEEN ADDED TO THE EMPLOYEE PORTAL LANDING PAGE?

- New scrolling ticker at the top of the page for announcements (e.g., closures, parking changes, etc.)
 - This ticker will only be visible when announcements are being shared.
- Employee birthdays and work anniversaries (Only your birth month and day will be posted, not your birth year.)
 - If you want your birthday and work anniversary listed, you do not have to do anything. If you prefer to NOT have your birthday and work anniversary listed, please complete [this form](#). Only employees will be able to see these dates.
- DAISY and CARES Award winners
- Upcoming events
- Latest news, including Town Hall information, Employee Advisory Council (EAC) notes, internal memos, Leadership Team (LT) notes and Everybody Emails
- Leadership Spotlight: Learn about members of our Executive Team.
- Footer: Quick links and resources can be found at the bottom of the new landing page.

HOW DO I FIND MY EXISTING LINKS, PAGES AND DOCUMENTS ON THE NEW EMPLOYEE PORTAL?

If you are having trouble finding your existing information, you can use the Legacy Links at the bottom of the new landing page. These drop-down menus have a similar look to the existing portal landing page.

WILL OTHER CHANGES BE MADE TO THE EMPLOYEE PORTAL?

The landing page change is the beginning of a larger project regarding employee portal updates. We appreciate everyone's patience as we build out the new employee portal in a phased approach.

WHO SHOULD I CONTACT IF I HAVE QUESTIONS AFTER GO-LIVE?

Contact the Help Desk at x4357 or [submit a ticket](#).

On the new landing page, look for Requests/Service Tickets and then click on "Work Requests." Then, select "Service Hub" to submit a ticket for IT.