



ANTELOPE VALLEY
HOSPITAL
A facility of Antelope Valley Healthcare District



Self-Service Center

Manager Self-Service Frequently Asked Questions

Q1. What is Manager Self-Service?

A1. Manager Self-Service gives authorized individuals view-only online access to job, position, and compensation details for their direct reports. Manager Self-Service goes live at AV Hospital on June 5, 2014.

Q2. Does Manager Self-Service require training?

A2. No. Manager Self-Service does not require training. It is intuitive and easy to use.

Q3. Why should I use Manager Self-Service?

A3. First, Manager Self-Service is convenient. You can access it at work and home, or wherever you have a computer and internet access. Second, Manager Self-Service puts current direct report information in your hand, when you need it.

Q4. Does Manager Self-Service eliminate using the PAF (Personnel Action Form)?

A4. No. Manager Self-Service does not eliminate using the PAF (Personnel Action Form). You will continue to use the PAF as you use it today.

Q5. Are there any special requirements in order for me to use Manager Self-Service?

A5. Yes, you must be an active AVH manager, have an AVH Windows user ID and password, and an Employee Self-Service user ID and password. You will receive further information regarding your Employee Self-Service user ID and password in the *Getting Started in Employee Self-Service Guide*. This guide will be mailed to your home address prior to the June 5, 2014 Employee Self-Service go-live and be available on the AVH Portal and on the AVH public website, avhospital.org. Instructions on how to access Employee Self-Service remotely will be included in the guide.



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Q6. Who can use Manager Self-Service?

A6. Active AVH managers can use Manager Self-Service, including contract workers who have AVH employees reporting to them.

Q7. How do I gain access to Manager Self-Service?

A7. Your manager will need to fill out and submit the **Security Logon Form** requesting your access to Manager Self-Service. The Security Logon Form will be available via the AVH Portal beginning April 24, 2014, to request Manager Self-Service (MSS) access for the June 5, 2014 go-live.

Q8. I don't have an AVH Windows user ID and password. How can I get an AVH Windows user ID and password?

A8. Contact your manager to get an AVH Windows user ID and password. Your manager will need to fill out and submit the **Security Logon Form**.



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- Q9.** Starting June 5, 2014, where can I find forms such as the PAF form, TAAR form, etc.? I hear that these forms will no longer be on the AVH Portal in the AVH Forms folders.
- A9.** The following forms will be located on the **Manager Dashboard** in Manager Self-Service **and also on the AVH Portal** in AVH Forms: Personnel Action Form (PAF), Department Orientation Checklist, TAAR Form (renamed to the Timecard Correction Form (TCF)), Absenteeism Template, Disciplinary template, Employee Transfer Guide – Department Head Manager Checklist, Employee Transfer Guide – Head Manager receiving transfer employee, Hiring Process Checklist, Interview Evaluation Form, Involuntary Separation Review Template, Job Description Template, Lateness Template, Memo of Expectations, Pre-Interview Checklist. **These forms are designed to be accessed when you are on the AVH Intranet. Do not use these forms when you are accessing Self-Service remotely (i.e., outside of AV Hospital).**
- Q10.** I have a Mac computer at home. Can I use Manager Self-Service on a Mac computer?
- A10.** Yes, Manager Self-Service works on Mac computers.
- Q11.** Can I use Mozilla Firefox, Google Chrome, or Internet Explorer browsers to access Manager Self-Service?
- A11.** Yes, Manager Self-Service works with Mozilla Firefox, Google Chrome, and Internet Explorer browsers. You must use version 8 or higher of Internet Explorer.
- Q12.** When is Manager Self-Service available?
- A12.** Starting June 5, 2014, Manager Self-Service will generally be available 24 hours a day, 7 days a week. Periodic system maintenance may occur which may cause the system to be unavailable for a short period of time.



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Q13. What should I do if one of my direct reports is not showing in my Manager Self-Service? What could be the problem?

A13. In order to see the direct report in Manager Self-Service, the person logged on must be recorded as the employee's position supervisor in the PeopleSoft HR system. Please contact HR at hrselfservice@avhospital.org if you are unable to view one of your direct reports in Manager Self-Service.

Q14. Can I use the browser BACK and FORWARD arrows to navigate in Manager Self-Service?

A14. No. Please do not use the browser BACK and FORWARD arrows to navigate in Manager Self-Service. Instead, use the [links](#) at the bottom of the page to navigate.

Q15. If I have trouble viewing Manager Self-Service information outside of AV Hospital, what can I do?

A15. If you're having trouble viewing information in Manager Self-Service, make sure AV Hospital is a trusted site on your Internet browser. A trusted site is a site you can safely open on a computer. To add AV Hospital as a trusted site on your Internet Explorer session:

- Open "Tools" and then "Internet Options"
- Click on the "Security" tab, then on "Trusted Sites" and finally on the "Sites" button
- In the "Trusted Sites" window, click "Add" for the AV Hospital address that is shown.
- Then, click "Close."



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Q16. Starting June 5, 2014, who can I contact if I have Manager Self-Service questions?

A16. Contact payroll@avhospital.org with self-service questions related to Payroll.

Contact hrselfservice@avhospital.org with self-service questions related to HR.

Contact help.desk@avhospital.org with computer-related questions for AVH-owned equipment and Employee Self-Service user ID/password questions.

These mailboxes will be monitored so your questions can be answered as soon as possible.