MyHR Employee Self-Service (ESS) and Manager Self-Service (MSS) Security and Access FAQ

What is MyHR ESS and MSS?

MyHR ESS and MSS are employee and manager self-service portals that can be accessed 24/7. You can view (and in some cases update) personal information such as bank details, address, emergency contact, personal email, tax withholdings, W-2 election, upload a photo, view dependents, benefit participation and information, view pay statements, etc. Managers can access organizational data for their employees and run reports.

How can I access MyHR ESS and MSS?

Look for the **Employee Self-Service** or **Manager Self-Service** links on the MyHR portal or visit http://myhr.ssmhc.com.

NOTE: The recommended browser for ESS and MSS is Internet Explorer 9. IE10 and higher can only be used in compatibility mode. While you may be able to use Mozilla Firefox or Google Chrome, those browsers are not supported. MyHR is not compatible with Apple IOS Safari (i.e. access from an iPhone or iPad). *Please see last page of document to learn how to enable compatibility mode.*

What is the login for MyHR ESS and MSS?

You will use your Active Directory (Network) ID and password to access this system, just as you would to access your workstation each day. This is also the same log-in you would use for the Learning Management System (LMS) or EPIC.

I don't know my Active Directory ID and password. Who should I contact?

Your manager has access to your Active Directory ID in the ECAP system. Please ask your manager first. If they are unable to assist, please contact Human Resources or call the Technology Service Center at 314-644-7345 or 866-776-4357.

How do I know my information is secure?

Your information is protected in MyHR through encryption and firewalls. There are additional ways you can help safeguard your information:

- Follow the complex password criteria for your Active Directory password. These rules were made policy on 10/7/2013:
    - Minimum password length of eight (8) characters.
    - Passwords must contain characters from three of the following four categories.
    - Uppercase characters (A, B, C…)
    - Lowercase characters (d, e, f…)
    - A number (0 through 9)
    - A special character: ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/
    - The password cannot contain three or more characters from the user's account name.

- Lock your computer when you leave your workstation
- Log off from shared/public workstations
- Only print to a secure printer
- Don't share your log in information

Can my manager see my personal information?

In manager self service, managers only have access to organizational data and employee contact information. Your personal information is only available to you and Human Resources.

Where do I go for help?

You should first take the online training available in LMS. The training includes simulations that walk you through how to make changes in the system:

MyHR Employee Training: 000SAP103
MyHR Manager Training: 000SAP104

There are also several quick reference cards on how to use MyHR. You can access these materials in MyHR by clicking the **?** in the right corner of the screen to open the Help Center. You can also call the Technology Service Center at 866-776-4357. In St. Louis, you can call 314-664-7345.

How do I enable 'compatibility mode' to use MyHR?

Step 1: Press the "ALT" key on your keyboard while Internet Explorer is loaded. You will notice some new clickable options just under the address bar.

Step 2: Click on "Tools" to open a sub menu then click on "Compatibility view settings"
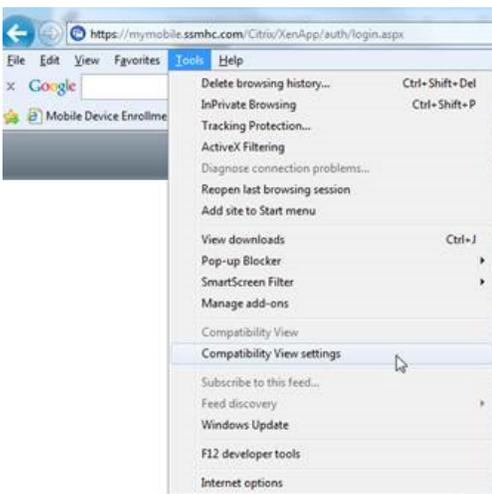
Step 3: If it is not there type ssmhc.com into the top box and then click the "add" button. Screen will refresh and you will then be able to see content in MyHR: