



SuccessFactors Self Service for non-salaried employees



Getting Started Guide

SuccessFactors is now your one-stop shop for pay and personal information, including your pay slip. Together with the WOW People Portal, you now have much greater access to information about your employment at Woolworths.



www.woolworthslimited.com.au/successfactors

SuccessFactors at your fingertips



Personal Details

View and manage personal information including email address and emergency contact details



Payslips and Pay Details

View payslips and payment summaries, manage bank details, change to tax details and super contributions



Expenses & Deductions

Manage work-related expense reimbursements (such as uniform purchase and general travel expenses).



Leave Requirements

View and manage all your leave requirements including leave balances and planned leave requests.



Contract Hours

View and manage your contract hours (your standard days and hours)



Things you need to know



Keep your login details secure!

Don't forget that SuccessFactors holds all your personal and employment information. Treat your login details like your internet banking details and don't give them to anyone else!

If you're on a shared computer, always **log out fully** by choosing "Log out" from the drop down next to your name at the top of the screen.



Getting Mobile with SuccessFactors

You can access your leave balances on your smartphone with the WOW SF Leave app. You can download this app and the standard SF app from the SuccessFactors login page. Use this for more info:

wowpeople.woolworths.com.au/sfgetmobile



Getting Help

If you're stuck on a screen in SuccessFactors, look for the "?" symbol. You can also access a range of support materials or get help from the People Advisory team at: wowpeople.woolworths.com.au



Have you activated Google+?

You'll need to activate Google+ to access the support materials within the WOW People Portal. Do this via the WOW People Portal login page. Use this guide:

wowpeople.woolworths.com.au/navigate

How to login to SuccessFactors

1

Look for this symbol on a desktop PC

Or you can type

www.woolworthslimited.com.au/successfactors into your web browser.

2

Enter your Payroll ID.

Your username is your payroll number (which may include leading zeroes). **You can find your payroll number on your payslip.**

3

Enter your password.

If you are accessing the system for the first time, use the password reset link on the login screen of the system. This will send an email with reset instructions to the email address we have linked to your account. The link in the email to reset your password will expire after 30mins, after which time you will need to do another reset.

If you don't receive an email after triggering a password reset or you're not sure which email address is registered, you could ask your line manager to log in and check your email address. Your line manager can also edit this if you need to try a different email address. If all else fails - please call the IT Service Desk on 1800 008 584. Please have your Payroll ID on hand.

How secure is your data?



This infographic describes the measures we take to protect your personal information:

wowpeople.woolworths.com.au/sfsecurity

Having trouble?

First, discuss with your line manager or a colleague. For pay issues – discuss with your line manager to see whether the problem needs to be fixed locally.

System related issues including log in issues:

Ring 1800 008 584 (Store: Option 3) (Warehouses and support offices: Option 4)

For process and pay related issues People Advisory :

1800 008 584 (Option 5 and listen for the prompts)



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We've provided some instructions to get you started in four of the main areas that are relevant to you. You can access a full range of support materials at: wowpeople.woolworths.com.au/sfhelp

Explore your public profile



What is it?

Your public profile is the information that everyone can see about you. It includes your photo, your employment location and a brief summary of you.

Get Started by uploading a photo of yourself:

1. Log in to SuccessFactors
2. Locate the "My Info" tile on the home screen, and click on the cog symbol to turn the tile over
3. Click on "Public Profile" in the "Go To" section
4. Click on "Edit Profile"
5. You can manage your photo and a brief introduction about yourself here.

Note: If your photo is upside down or sideways, you need to take another one in landscape orientation.

More help?

This Quick Reference Card will help you navigate the system: wowpeople.wooloworths.com.au/sfnavigate

Manage your personal details



What is it?

Your personal information can only be seen by your manager and certain HR / payroll people. It includes your home address, emergency contact and your primary bank details.

Get Started by checking your personal details

1. Log in to SuccessFactors
2. Locate the "My Info" tile on the home screen, and click on the cog symbol to turn the tile over
3. Click on "Personal Information" in the "Go To" section
4. View each section.
5. If you need to update any of the information, use the "Click to Edit" link on that section.

Note: Your email address is the one that is used for password resets. If your biographical information is incorrect, you'll need to contact People Advisory to update this for you.

More help?

This Quick Reference Card will help you navigate the system: wowpeople.wooloworths.com.au/sfdetails

View your pay slip, tax & super



What is it?

Payslips for all pays made through SuccessFactors/SAP can be viewed and printed. You can also view and make changes to your voluntary Super contributions and if your tax circumstances change, lodge a tax declaration direct with the ATO.

Get Started by checking your payslip

1. After logging in to SuccessFactors, locate the "My Time/Pay Transactions" tile on the home screen and click on "Payslips and Super"
2. Click on "Payslip"
3. Your latest payslip will be displayed first. Use the < > to navigate through other payslips. To print, hover over the payslip and use the PDF controls that appear.

Note: If you are looking for payslips from the old pay system, you will need to access these in AllYours.

More help?

This Infographic will help you understand your payslip: wowpeople.wooloworths.com.au/sfpayslip

This Quick Reference Card will help you work out how to manage tax, super and your bank details: wowpeople.wooloworths.com.au/sfdetails

Leave requests and balances



What is it?

You can manage leave requests in SuccessFactors.

Unplanned absences (those that are requested in the current pay week) must be entered in Kronos not SF.

Get Started by checking your leave balances

1. After logging in to SuccessFactors, locate the "My Time/Pay Transactions" tile on the home screen and click on "Leave Management"
2. Click on "Leave Balances" to display your balances
3. Change the date in the calendar and click "Go" to check your forecast leave balance into the future

More help?

This Infographic will help you understand your leave balances, including how your balance might show as "negative":

wowpeople.wooloworths.com.au/sfleavebalances

This Quick Reference Card will help manage leave: wowpeople.wooloworths.com.au/sfleave

