



MyHR Portal
IKEA Group HR Services

MyHR Service Request Solution

User Guide





Introduction

Aim of the User Guide

This user guide is to offer you a step by step guide on how to navigate *MyHR* and the service request options.

Each section of the end user guide contains information, including screenshots that will assist you.

You can either go through the sections one by one or go directly to the section that is of the greatest interest to you.

Enjoy the training! 😊



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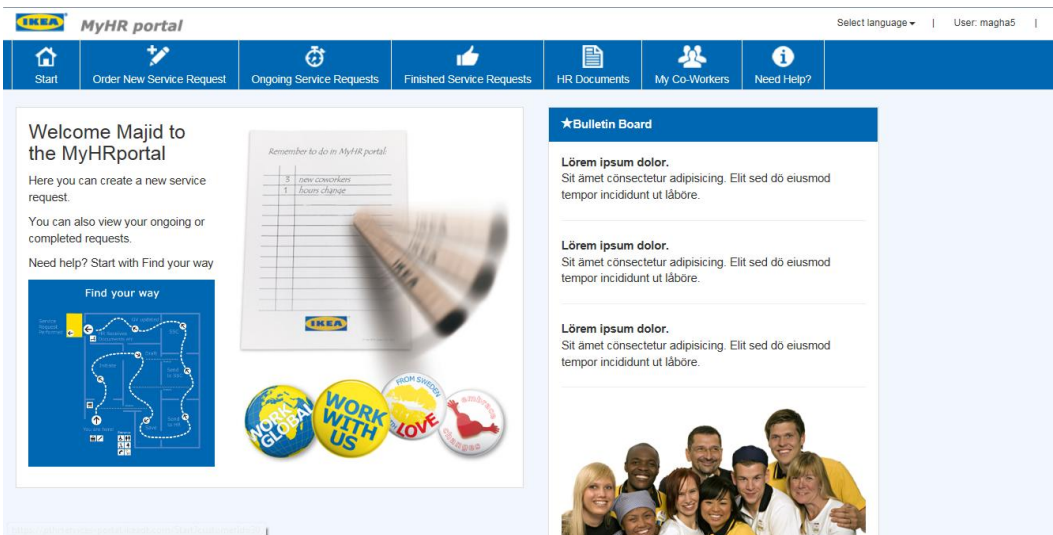
1. Login

Launch the **MyHR** portal.

If you are logged on to the IKEA network your user name will be recognized automatically.

2. Overview

When you are logged in to **MyHR** portal, you see the following overview by default.

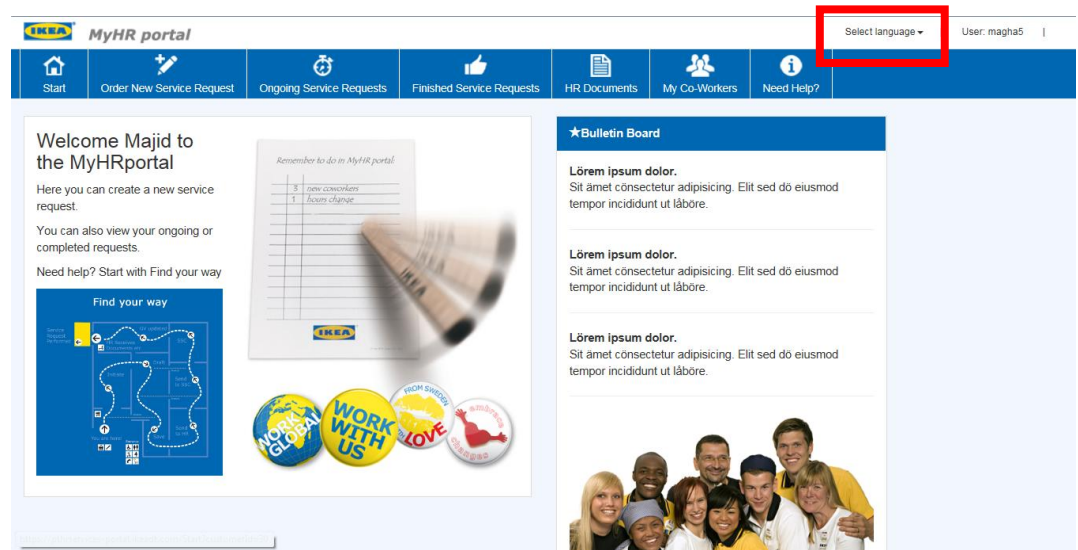




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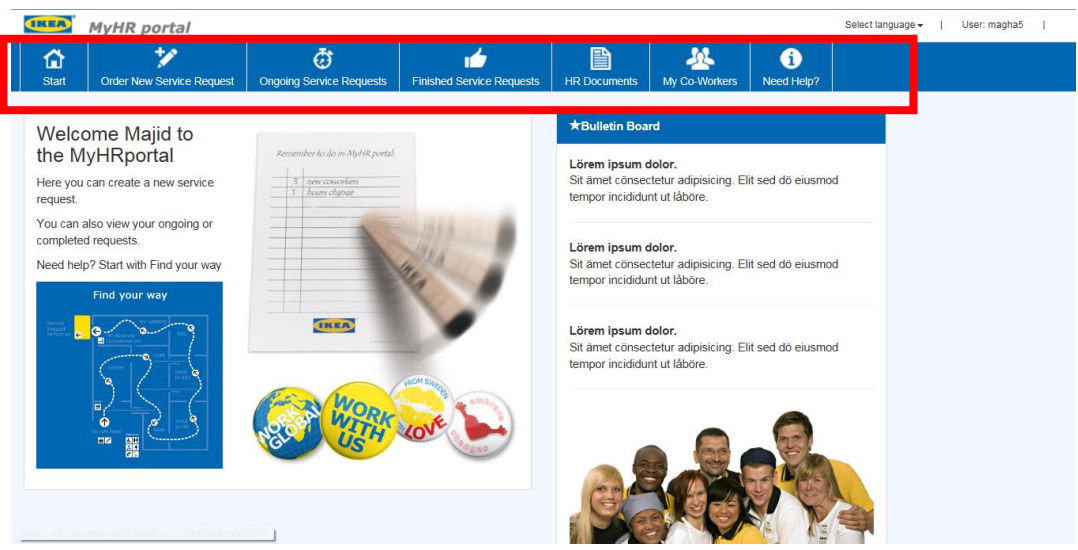
2.1 Language Selection

If you want to change language settings, you can select your preferred language in drop down menu at the top right of the page.



2.2 Main Menu buttons

The Main Menu will help you to navigate within the **MyHR** portal.

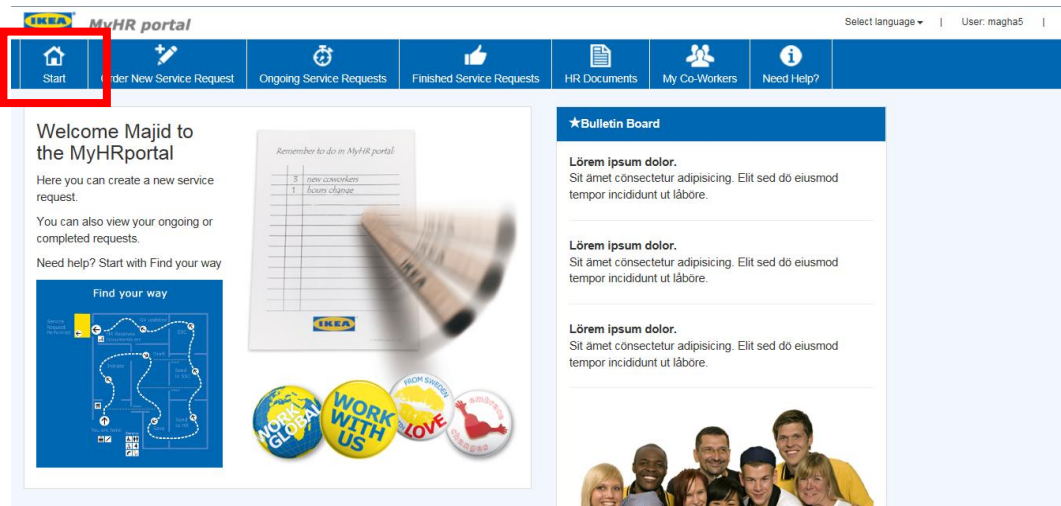




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2.2.1 Start

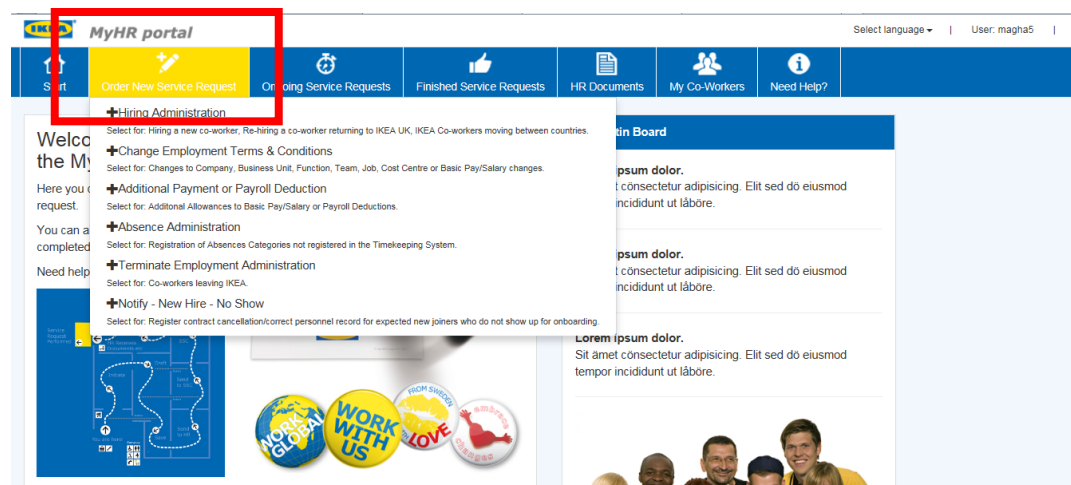
You can go back to launch page by selecting this button.



2.2.2 Order New Service Request

You can order New Service Request by selecting this button.

In a drop down menu you will see a list of all the Service Request with a short description for each one of them.





2.2.3 Ongoing Service Request

Under Ongoing Service Requests you find a list of all your Ongoing Service Requests for the Co-workers that you are responsible for.

In the list of Ongoing Service Request you will find:

- Service Request no.
- Co-worker ID
- Co-worker First Name
- Co-worker Last Name

In the Overview table you can also find information about the initiator and the date when you can expect your request will be finalized.

You can also find information about type of the Service Request and the current status of your Service Request.

Service Requests with a "In progress Line Manager" status are waiting for further actions from your side.



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You can view all Service Requests regardless the status.

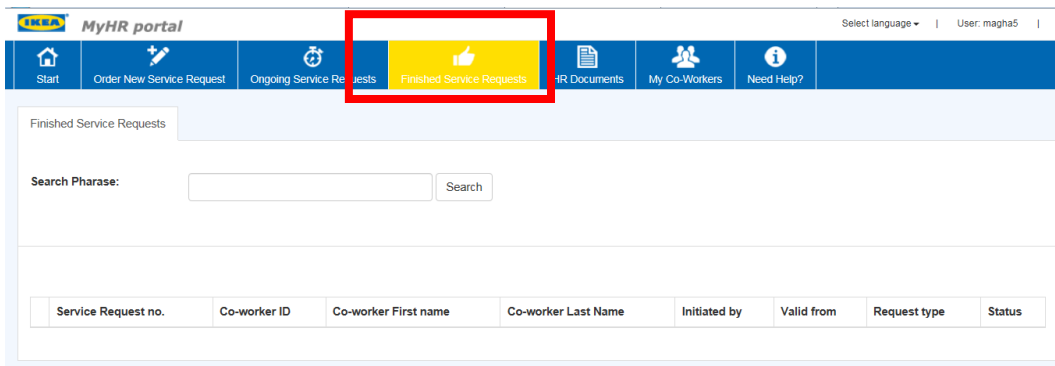
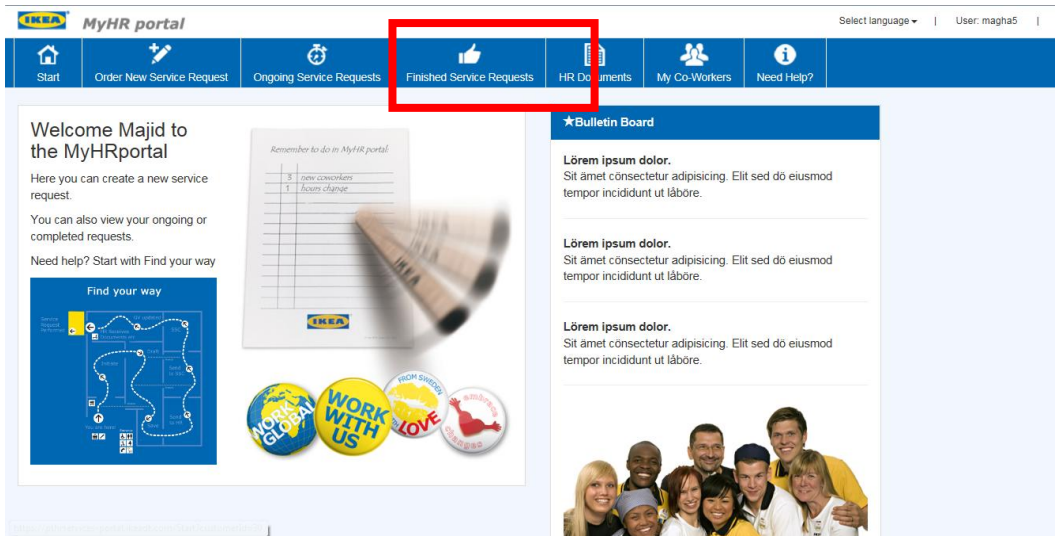
| Service Request no. | Co-worker ID | Co-worker First name | Co-worker Last Name | Initiated by | Valid from | Request type | Status |
|---------------------|--------------|----------------------|---------------------|--------------|------------|--------------------------------------|--------------------------|
| 2389 | 08777777 | | | | | Change Employment Terms & Conditions | In progress Line Manager |
| 2386 | 08182491 | Dimitri | Wens | | | Termination of Employment | In progress Unit HR |
| 2385 | 08180536 | Victoria | Lawton | | | Change Employment Terms & Conditions | In progress Unit HR |



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2.2.4 Finished Service Requests

In the Finished Service Request section, you will find all Service Requests that have been finalized within past 3 months for the Co-workers that you are responsible for.





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2.2.5 HR Documents

In Documents section, you will find End User Guides related to this application.

MyHR portal

Select language | User: magha5

Start | Order New Service Request | Ongoing Service Requests | Finished Service Requests | **HR Documents** | Co-Workers | Need Help?

Welcome Majid to the MyHRportal

Here you can create a new service request.

You can also view your ongoing or completed requests.

Need help? Start with Find your way

Find your way

Remember to do in MyHR portal

- 3 new coworkers
- 1 hours change

Bulletin Board

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MyHR portal

Select language | User: magha5

Start | Order New Service Request | Ongoing Service Requests | Finished Service Requests | **HR Documents** | Co-Workers | Need Help?

HR Documents


| Name | Description |
|---------------------------------------|---|
| Manual for New Hiring | Read manual to understand how to fill in the New Hiring form..... |
| Manual for Administration Changes | Read manual to understand how to fill in the Administration Changes form..... |
| Manual for Termination Administration | Read manual to understand how to fill in the Termination Administration form..... |

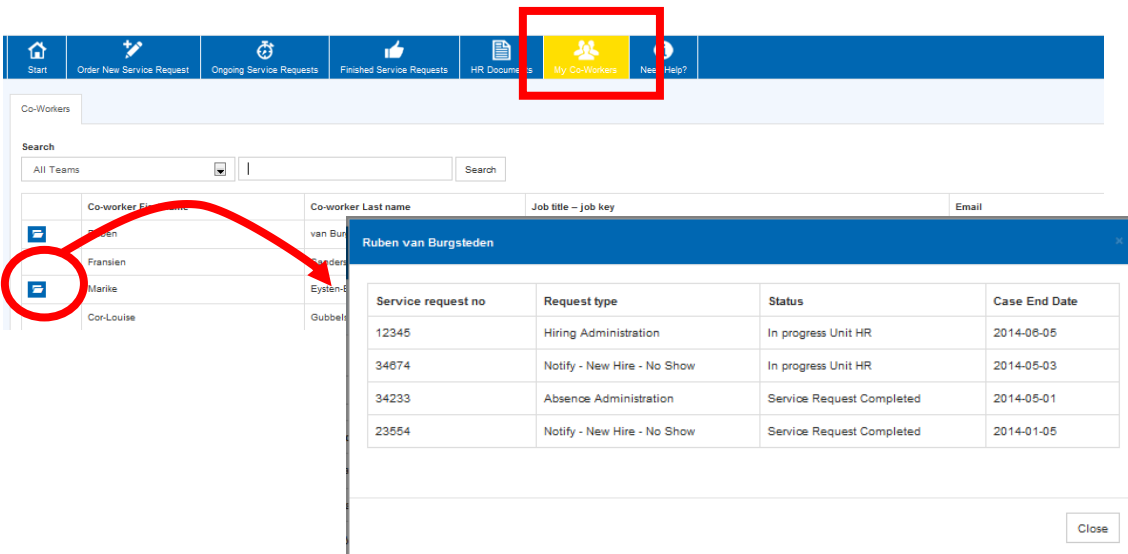
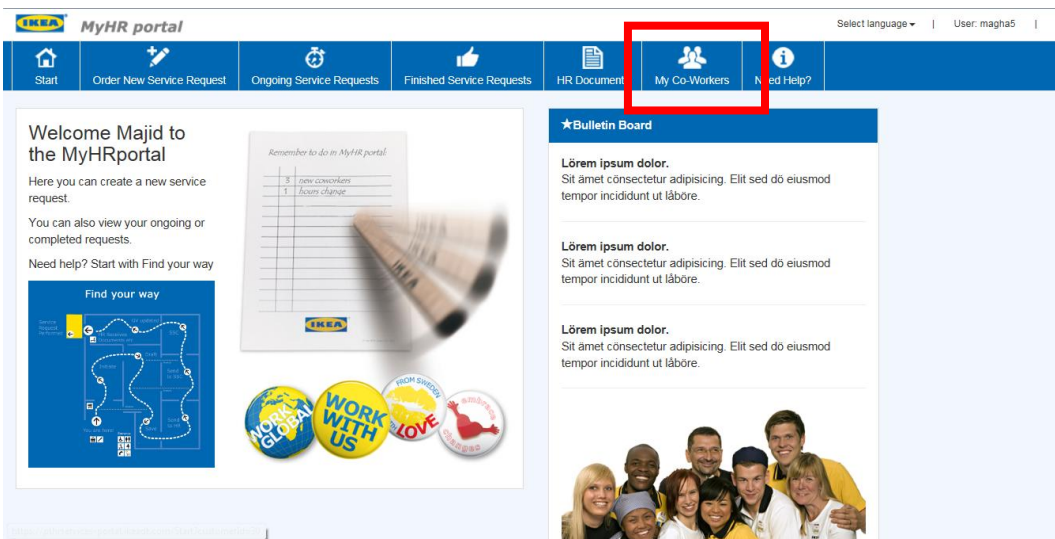


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2.2.6 My Co-workers

In My Co-workers you will find a list of Co-workers that are part of your team, or you are currently responsible for.

You can also see the previous Service requests for your Co-workers by selecting the folder symbol placed next to the names of your Co-workers ().





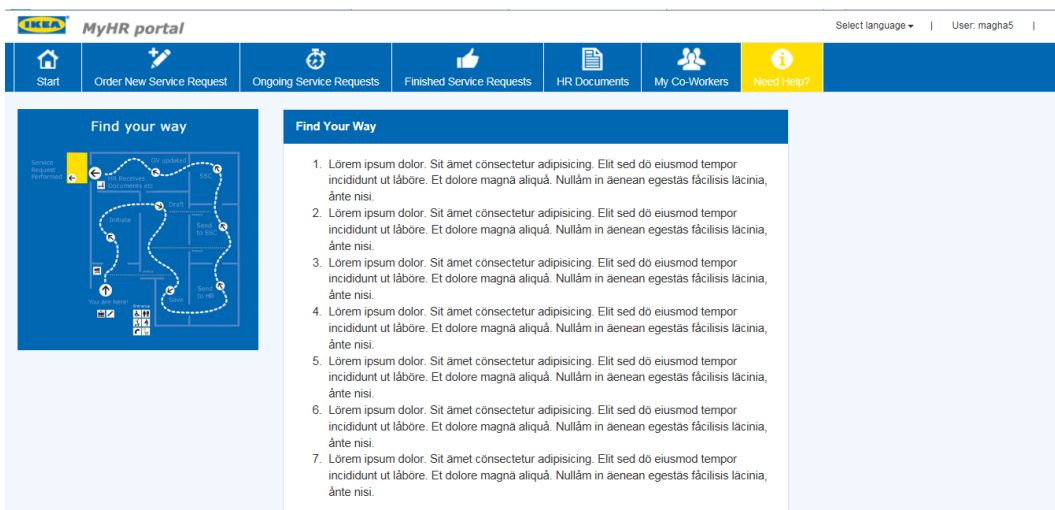
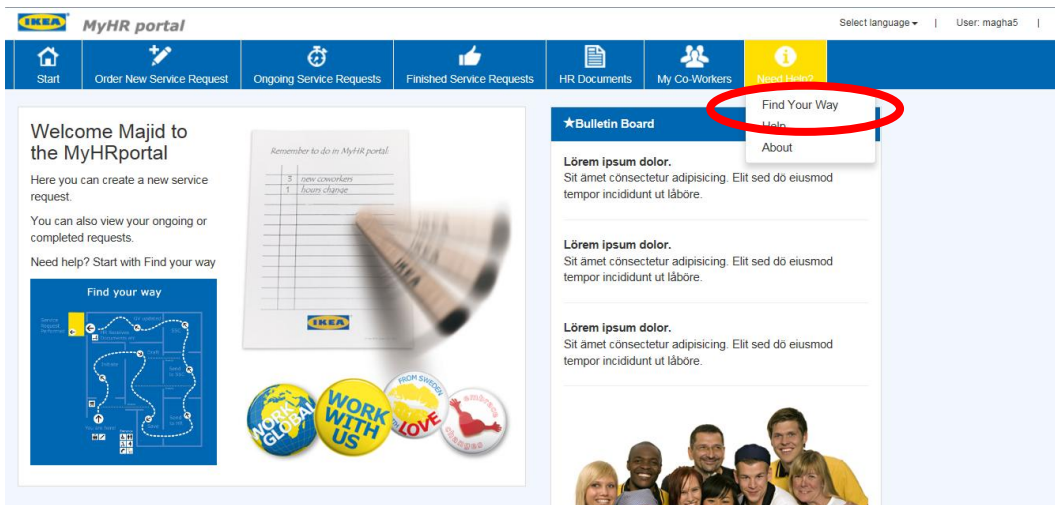
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2.2.7 Need Help

When you need further assistance select Need Help button.

2.2.7.1 Find your way

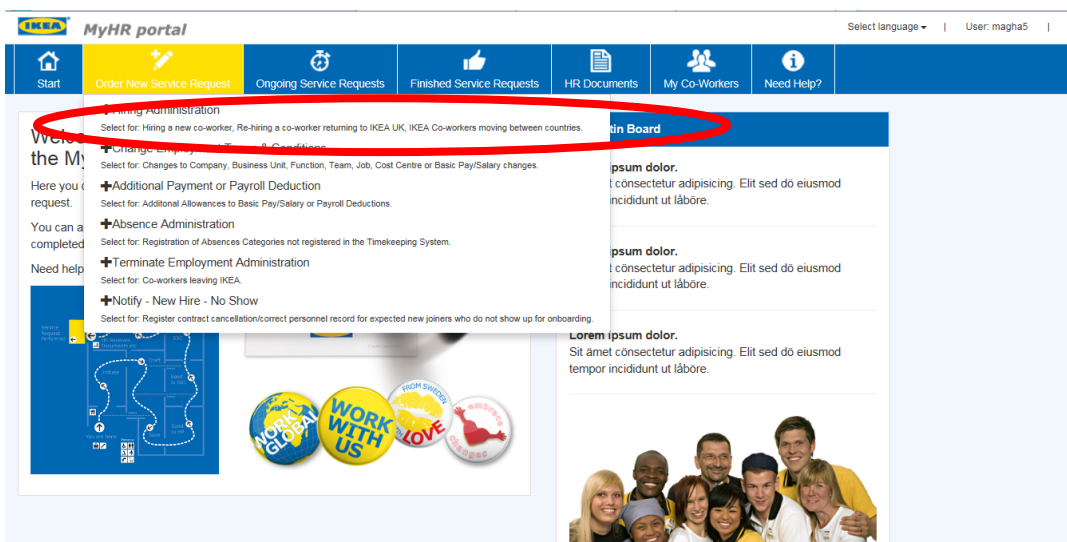
In Find your way screen, you will see the map with the way your Service Request will be handled by your HR Department and IKEA Service Center.



3. Ordering NEW Service Request

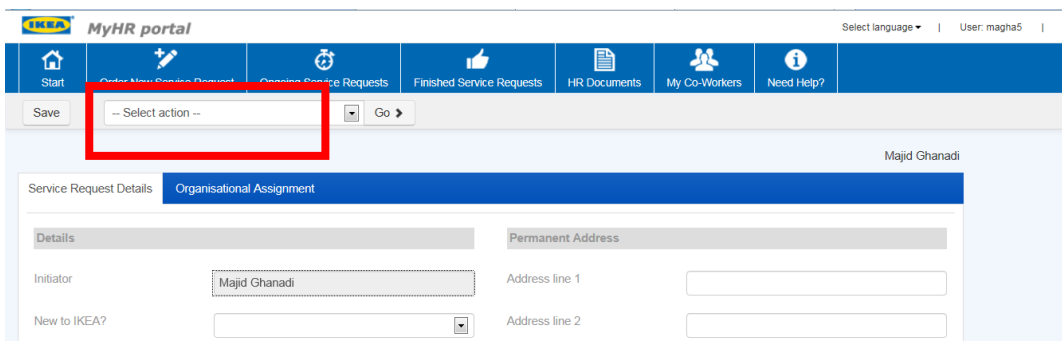
You can order New Service Request by selecting the Order New Service Request button in the Main Menu.

Please select the category from the list of the Service Requests.



3.1. Service Request E-form

In the E-form you need to provide basic information set to your HR Department for their approval.





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3.1.1 Service Request Tabs

You can find several numbers of Tabs in each individual E-form. The number of Tabs can differ between the Service Requests Types.

The screenshot shows the MyHR portal interface. The top navigation bar includes links for Start, Order New Service Request, Ongoing Service Requests, Finished Service Requests, HR Documents, My Co-Workers, and Need Help?. Below this is a secondary bar with Save, Submit to HR Unit, and Go buttons. The main content area is titled 'Majid Ghanadi' and features two tabs: 'Service Request Details' (highlighted with a red box) and 'Organisational Assignment'. The 'Service Request Details' tab contains two sections: 'Details' and 'Permanent Address'. The 'Details' section includes fields for Initiator (Majid Ghanadi), New to IKEA? (dropdown), Contract Start Date (calendar), Induction Date (calendar), and Induction Start Time - Day 1. The 'Permanent Address' section includes fields for Address line 1, Address line 2, Postal code, City, and Country (United Kingdom).

3.1.2 Service Request Mandatory Information

Based on the selected Service Request Type the system will indicate which fields are mandatory in order to initiate Service Request (*).

This screenshot shows the same MyHR portal interface as the previous one, but with red circles highlighting the mandatory fields in the 'Details' section. The fields marked as mandatory are: 'New to IKEA?' (dropdown), 'Contract Start Date' (calendar), 'Induction Date' (calendar), 'Induction Start Time - Day 1' (text), and 'Induction End Time - Day 1' (text). The 'Induction Start Time - Day 2' field is also visible but not highlighted. The 'Permanent Address' section remains unchanged.



3.1.3 Saving your Service Request

You can save a draft version of your Service Request in case you cannot complete all mandatory information.

Simply select Save option at the top left corner on the Service Request screen.

The screenshot shows the MyHR portal interface. At the top, there is a navigation bar with the IKEA logo and the text 'MyHR portal'. To the right of the logo, there are links for 'Select language' and 'User: magha5'. Below the navigation bar, there is a row of buttons: 'Home', 'Order New Service Request', 'Ongoing Service Requests', 'Finished Service Requests', 'HR Documents', 'My Co-Workers', and 'Need Help?'. The 'Save' button is highlighted with a red box. Below the navigation bar, there is a 'Submit to HR Unit' button and a 'Go' button. The main content area is titled 'Service Request Details' and 'Organisational Assignment'. It contains two tabs: 'Details' and 'Permanent Address'. The 'Details' tab is active and shows fields for 'Initiator' (Majid Ghanadi), 'New to IKEA?' (a dropdown menu), 'Contract Start Date' (a date picker), 'Induction Date' (a date picker), 'Induction Start Time - Day 1' (a time picker), 'Induction End Time - Day 1' (a time picker), and 'Induction Start Time - Day 2' (a time picker). The 'Permanent Address' tab shows fields for 'Address line 1', 'Address line 2', 'Postal code', 'City', and 'Country' (a dropdown menu with 'United Kingdom' selected).



3.1.4 Initiating your Service Request

Please select Submit to HR action from the list at the top left corner of the e-form.

Once you completed the Service Request E-form select option Go.

The screenshot shows the MyHR portal interface. At the top, there is a navigation bar with icons for Start, MyHR portal, Finished Service Requests, HR Documents, My Co-Workers, and Need Help?. Below this, there is a 'Save' button and a 'Submit to HR Unit' button, which is highlighted with a red box. To the right of the 'Submit to HR Unit' button is a 'Go' button. The main content area is titled 'Service Request Details' and 'Organisational Assignment'. It contains two sections: 'Details' and 'Permanent Address'. The 'Details' section includes fields for Initiator (Majid Ghanadi), New to IKEA? (dropdown), Contract Start Date, Induction Date, Induction Start Time - Day 1, Induction End Time - Day 1, and Induction Start Time - Day 2. The 'Permanent Address' section includes fields for Address line 1, Address line 2, Postal code, City, and Country (United Kingdom).

3.1.5 Changing or Cancelling your Service Request

Please be aware that you cannot add, change the information or cancel Service Request that you have submitted to your HR Department.

If you need to adjust or change the information or cancel your Service Request, please contact your HR Department directly.