# Register for NICE Employee Engagement Manager (EEM)

[What is NICE Employee Engagement Manager (EEM)?](#_Toc148353373)

[Register EEM Profile](#_Toc148353374)

[Download and Install EEM on Mobile Device](#_Toc148353375)

[Related Documents](#_Toc148353376)

**Description:** Provides instructions for registering for NICE Employee Engagement Manager (EEM) on the web and downloading the mobile app for Android and Apple devices.

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| What is NICE Employee Engagement Manager (EEM)? |

EEM provides colleague access to schedule customization features. These features ensure intraday availability optimally aligns with member demand by intelligently identifying solutions to address staffing gaps. EEM also provides an easy and intuitive way to view and modify your schedule on a mobile device.

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| Register EEM Profile |

**Note:** Colleagues who work on-site without a smart phone or home internet access, refer to [Using NICE Employee Engagement Manager (EEM) on the Web (057039)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a51d3-5432-4398-b3bc-4dba4ae7dda8).

* If this does not apply, proceed to [Download and Install EEM on Mobile Device](#_Download_and_Install) once you complete the steps below to register.

Complete the steps below:

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| **Step** | **Action** |
| **1** | In **Chrome**, access the [EEM Web Browser](https://cvs-eem.nicecloudsvc.com). |
| **2** | Enter your network login credentials and click **Login**. |
| **3** | Click **Allow** on the Show Notifications pop-up. |
| **4** | Select the arrow underneath username and click **My Profile**. |
| **5** | Update contact information and click **Save**.  **Notes:**   * If you select SMS for contact preference, you will receive a SMS message with a six-digit verification code you must enter. * Ensure the **I wish to participate in the NICE EEM program** radio button is selected to take advantage of your new schedule change opportunities. |

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| Download and Install EEM on Mobile Device |

Complete the Steps below:

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| --- | --- | --- | --- | --- | --- |
| **Step** | **Action** | | | | |
| **1** | Select the arrow underneath username and click **Download Apps**.    **Result:** The Download EEM Agent Mobile App page displays.  **Note:** The Activation Key/Customer ID for CVS is **cvs0320P** and is needed to complete the steps below. | | | | |
| **2** | Install the mobile application. | | | | |
| **If installing by…** | **Then…** | | | |
| Scanning QR Code | **Step** | **Action** | | |
| **1** | Use the camera to scan the appropriate QR code that correlates to mobile device’s operating system. | | |
| **2** | Tap the link on the screen.  **Result:** Your device’s App store with the EEM Application will display. | | |
| **3** | Select **Employee Engagement Manager** with the NICE calendar icon. | | |
| **4** | Click **Install** for Android device or **Get** for Apple Device. | | |
| **5** | Proceed to Step 3. | | |
| Searching for the application | **If using an…** | | **Then…** | |
| Android device | | **Step** | **Action** |
| **1** | Access the Play Store. |
| **2** | Type **Employee Engagement Manager** in the search bar. |
| **3** | Select **Employee Engagement Manager** with the NICE calendar icon. |
| **4** | Click **Install**. |
| **5** | Proceed to Step 3. |
| Apple Device | | **Step** | **Action** |
| **1** | Access the App Store. |
| **2** | Type **Employee Engagement Manager** in the search bar. |
| **3** | Select **Employee Engagement Manager** with the NICE calendar icon. |
| **4** | Click **Get**.  **Note:** Enter Apple credentials if prompted. |
| **5** | Proceed to Step 3. |
| **3** | Once installation is complete, click **Open**. | | | | |
| **4** | Enter the Activation Key from the QR Code screen on web browser (cvs0320P) and click **Activate**. | | | | |
| **5** | Enter your single sign-on network credentials and select **Sign In**. | | | | |

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| Related Documents |

[NICE Webstation Agent Index (043220)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9e0ef0c0-7b81-4b4a-821f-e712c3eca532)

[Using NICE Employee Engagement Manager (EEM) on the Web (057039)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a51d3-5432-4398-b3bc-4dba4ae7dda8)

[Using NICE Employee Engagement Manager (EEM) on Mobile Device (057038)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=911636f3-3425-4cad-89d1-f681eea7acb7)

**Parent Documents:**[CVS Health Attendance Policy (DOC 51628)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-051628); [Meal Breaks and Rest Periods Policy (DOC-012006)](https://policy.corp.cvscaremark.com/cs/groups/public/@pnp/@nu/@all/@all/@4000/documents/sop/b2mt/mdey/~edisp/doc-012006.pdf)

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