

Empower desktop and WFM Mobile app

GUIDE.SUMMARY What Teammates can use Empower Desktop or Alvaria Mobile to:

- Check for personal and group allowances
- Request OT or VTO
- Request shift trades and more

Note: You must set up PingID in order to access WFM Mobile from outside of the eBay network. For more, see the [Self Service Portal](https://tokenaccess.corp.ebay.com/) for Token Access. When we introduced the Alvaria Mobile app for browsers, Android, and iOS on September 23, 2022. We introduced Empower Desktop effective February 23, 2022. Who This impacts all teammates who use Empower or the Alvaria Mobile app.

GUIDE.RELATED_LINKS

Token Access Portal	Alvaria Workforce Mobile registration web address
Alvaria Mobile registration web address	(from the app)
PingID Downloads	PingID Downloads

GUIDE.DETAILED_INFORMATION

Internal Information

Quick installation This section provides you with detailed information about quick installation of PingID and the Alvaria Mobile app. Refer to the Instructions / Steps to Resolve for more information, including screenshots, about installation and registration of Empower Desktop, Mobile, Android, and iOS.

Ping ID Follow these steps for a quick installation of the PingID app on your mobile device. Note: You'll need access to your computer, mobile device, and eBay badge to complete these steps.

- On your mobile device, go to the App Store or Google Play to find PingID and install the app.
- Accept the user agreement and allow the app the necessary

permissions. The app will open a window to scan a QR code) On your computer, navigate to the following web address:
 https://tokenaccess.corp.ebay.com/ Select PingID. You may be required to enter your eBay badge number in the space provided. Select PingID App (Android and iOS). A QR Code and Pairing Key are displayed. Using the PingID app on your mobile device, scan the QR code. Enter a "nick name" for the app. On your computer, click OK to complete the pairing.

Alvaria Workforce Mobile Follow these steps for a quick installation of Alvaria Workforce Mobile app on your mobile device. Note: You'll need access to your mobile device with the PingID app previously installed. On your mobile device, go to the App Store or Google Play to search for "Alvaria Workforce Mobile". Install and open the Alvaria Workforce app, accepting any necessary permissions. In the app, click Get Started. On the Registration page, enter the following web address: https://ebay.hosted.aspect-cloud.net/WFO/wfmdata_prod/ Click Register Device. Log in with your NT credentials provided by eBay. Complete PingID authentication. Go back to the Mobile app to verify you are logged in. </p>

<h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Internal

Information Select one to see instructions you need:

Empower Desktop

WFM Mobile

<a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=

en_US#SS-tabs-3">Installing Android
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#SS-tabs-4">Installing iOS
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#SS-tabs-5">RTA in Empower 21.1 Desktop To complete tasks in Alvaria Empower for desktop (and laptop) devices, refer to the appropriate section below:

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#Personal_allowance">Check Personal Allowance
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#Group_allowance">Check Group Allowance
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#OT_VTO_allowances">Check OT/VTO Allowances
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#Pending_requests">Edit Pending Requests
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#PTO_vto">Request PTO/VTO
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#Request_ot">Request OT
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#Cancel_pto">Cancel PTO
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#Shift_trade">Request a Shift Trade
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#Accepting_shift">Accepting a Shift Trade
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#Accepting_shift">Accepting a Shift Trade

en_US#Shift_bids">Shift Bids Check Personal Allowance Click to open the menu. Under Balances, click Personal Account. Select the date and the Personal Account balance that you'd like to check, then click OK. The balance will be listed in the upper right section of the screen.

 Check Group Allowance Click to open the menu. Under Balances, click Group Allowance. Select the date and the Group Allowance Account balance that you'd like to check
 Click Details, then click OK. If there is time off available for your group, it will be displayed on this screen. You have the ability to sort each column, update the dates, view and refresh from this screen Column headers include: Allowance: The total time off allocated to your group for that day. Balance: The remaining time off allocated to your group for that day. Official Hours: How much time is currently scheduled off for your group on that day. Official Count: The number of people currently requested off in your group for that day. Open Hours: The total number of hours already requested by people on the wait list. Open Count: The number of requests currently on the wait list. Since Update: Informs you how long it's been since the number was updated. Calculator: Refreshes the totals. Be sure to click the calculator before making a new request since the numbers are always changing. Check OT/VTO Allowances Click to open the menu. Under Balances, click

Intra-Day Staffing. Select the Date and the Staff Group that you'd like to check, then click OK. Positive Values in the Allowable Increase in Staff means there is overtime available at that time of the day. Positive Values in the Allowable Decrease in Staff means there is VTO available at that time of the day.
 Note: You should always verify that OT or VTO is available before you make a request.

 Edit Pending Requests Click on Request Viewer. You can view the details of the open requests and their current status. Click the buttons on the right if you need to resubmit failed requests or cancel open requests.
 Note: You should verify hours are available, by checking the Group Allowances and refreshing the balance if needed before resubmitting a failed request. Request PTO/VTO Click to open the menu. Click Schedule Schedule Editor. Click the + Segment button.

Enter the appropriate segment code in the Code box and press Enter. Select the appropriate time off code from the list and click OK. Select the date range.
 Note: It's recommended to submit separate requests for each day. This is to prevent the entire request from being held up by a single day. Click the All Day check box to make the request for a full day.

You may enter a note in the Memo: field, but it's not required. Click Add, then click Submit. Once the request has been successfully submitted, click OK. Request OT

 Click to open the menu. Click Schedule Schedule Editor. Click the + Package button. You will be notified the search may return a large number of items, click Yes.

 <ol start="5"> Click the package you wish to sign up for.
 Select the day you would like to add OT. Select the start time from the list. Click Add when finished. You may go back and add additional packages by repeating steps 3-8 if desired. When all the packages you wish to add are ready, click Submit. You will be notified if the packages have been successfully submitted. Click OK. Cancel PTO Click Schedule Schedule Editor. Locate the PTO segment you'd like to cancel. Click the edit icon on the right side of the segment. In the pop-up, click Remove. You can also edit your request by clicking Edit, if you want to make changes instead of canceling your request.

 Click Submit. Click OK. Request a Shift Trade Click on Schedule Schedule Trades. Ensure the drop-down at the top left indicates Open Trades. Click Participant Status to view current trades. The request in the example says pending because Dave hasn't accepted the trade in the tool yet.

 To initiate a new trade, click the + symbol.

On the Create Trade screen, click the + symbol again. Here you may choose to give, take or exchange shifts for one or more days. Be sure to have an agreement with your teammates first before entering shift trades.

To exchange one day, click Exchange One Day. To exchange two days, click Exchange Two Days.

In the pop-up window, enter the name of the other employee and the date you want to swap. Click Add. There will be 2 trade lines displayed. One is the shift going to the other person and the other is the shift coming from the other person. The other person will have to accept the trade from the Schedule Trades page before it will become official. Click the disk icon to submit the request and return to the main menu. Accepting a Shift Trade Click on Schedule Trades. Ensure the drop-down at the top left indicates Open Trades. Click Participant Status to view current trades. If there are open trades, they will be listed here. Click on the gear icon to see options when responding to a trade request. Click Accept Trade to complete the trade and return to the main menu. Click Decline Trade to reject the trade and return to the main menu. Click Preview Trade to view the details of the trade before making a decision. Shift Bids Click to open the menu. Click Bids Shift Bids. Select your shift bid using the drop-down and click OK. Rank your choices by entering a number in each box, then click the disk icon to save your selections.

WFM Mobile To complete tasks in the WFM Mobile app for mobile devices and browsers, refer to the appropriate section below:

- https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#Login WFM Mobile login
- https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#My_sched My Schedule
- https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#Request_viewer Request Viewer
- https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#Personal_accounts Personal Accounts
- https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#Group_balances Group Allowance Balances
- https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#Intra-day Intra-Day Staffing Balances
- https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#Performance Performance (can be removed)
- https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#Schedule_trades Schedule Trades
- https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1561&ViewLocale=en_US#Trades_bulletin Trades Bulletin Board (can be removed)

WFM Mobile login Open the WFM Mobile app or open the browser on your mobile device and navigate to the following short web address:

https://ebay.hosted.aspect-cloud.net/WFO/wfmdata_prod/

Enter your NT user name and password. After you are authenticated, the Agent Menu displays.

"Webpage is not available" error message For Android only, you will see a Webpage is not available error message when you have entered an incorrect registration web address. Here's the correct address:
 https://ebay.hosted.aspect-cloud.net/WFO

 Also, before you enter the correct address, you must clear the data and cache for the WFM Mobile app.

 Heres how: Go to Settings and select Storage. Select Apps and scroll to WFM Mobile. After you have selected the app, tap both of the following: CLEAR DATA CLEAR CACHE Attempt to log in again being careful to enter the correct web address. My Schedule Tapping the My Schedule menu item automatically displays your Schedule Detail for the current date, but you can choose a different date from the date selection field. Schedule Editor You can also adjust your schedule on the Schedule Editor page. Clicking the + allows you to add a segment request to a particular date. Once you've made all the changes, select "View Changes". From here you can either "Submit" changes or "Cancel All".

 Request Viewer Tapping the "Request Viewer" menu item displays the Request Viewer page. It shows you all requests by affected date for the date range selected by your employer. Additional details can be seen by tapping on each section, or the

request can be cancelled.

 Personal Accounts Tapping the "Personal Accounts" menu item displays the Personal Accounts Balances page.Selecting a personal account from the list displays the balance of time available for that account.
 Group Allowance Balances Tapping the Group Allowance Balances menu item loads the Group Allowance Balances page with the current months and alphabetically-first group allowance accounts data loaded. Changing either the Group Allowance account or month forces an immediate update.

 Intra-Day Staffing Balances Tapping the "Intra-Day Staffing Balances" menu item loads the "Intra-Day Staffing Balances" with the current days and alphabetically-first staff groups data displayed.
 Schedule Trades Tapping the Schedule Trades menu item opens the Schedule Trades page defaulting to the Select Schedule Trades Filter. You can see different kinds of trades, to create a new trade, "Open Trades" should be selected

 Tapping + from the Open Trades page will bring you to the create trade page,

where tapping + again lets you add a trade line If receiving a trade, outstanding

requests from others will be orange

 Open trades can be accepted, declined, or previewed:

Installing Android Refer to the following instructions to

install the WFM Mobile app for Android: Start by copying the shortened

registration address that follows to your device.
 Shortened registration address: https://ebay.hosted.aspect-clou

d.net/WFO/wfmdata_prod Unlock your mobile device and open the

message (email or text) you used to get the registration information to the device. Copy the

information to the clipboard. Open the Google Play on your device by tapping the

icon circled in red in this image.

Once Google Play opens, click into the search area at the top of the window. Circled in red

in the image below.

In the search text input field enter the phrase "Alvaria Workforce Mobile" and then click the


Search button. Both are circled in red in the image below.

The first item (at the time of this documents creation) is the Alvaria Workforce Mobile

application. Click the entry to view the details. See image below.

 <img alt=""

Mobile to automatically redirect you to WFM Mobiles home page. The home page is dependent on the type of user you are set up as in WFM.

 https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/workforce%20engagement.png

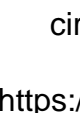
[Login](#) [Installing iOS](#)

Installing iOS Refer to the following instructions to install the WFM Mobile app for iOS:

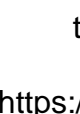
- Start by copying the shortened registration address that follows to your device.

Shortened registration address: https://ebay.hosted.aspect-cloud.net/WFO/wfmdata_prod

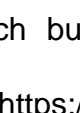
- Unlock your mobile device and open the message (email or text) you used to get the registration information to the device. Copy the information to the clipboard.
- Open the App Store on your device by tapping the icon circled in red in this image.

 https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/ACircled.jpg

Once the App Store applet opens, navigate to the search page by tapping the search icon "circled" in red in the image below.

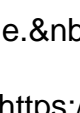
 https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/RingsofPower.jpg

- In the search text input field enter the phrase "Alvaria Workforce Mobile" and then click the Search button. Both are circled in red in the image below.

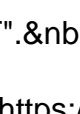
 https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/alvWorkforcered%20circle.jpg

The first item (at the time of this documents creation) is the Alvaria Workforce Mobile.

See image below.

 https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/redsquarebox.jpg

- Click the icon to install the application and allow it to complete installing. The icon is called "GET". It is circled in red in the image below.

 https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/circleGET.jpg

When the download completes the cloud icon changes to an Open button

(at the time of this documents creation), click it to open Alvaria Workforce Mobile. The button is circled in red in the image below.

 When Alvaria Workforce Mobile initially loads after an install it prompts you to allow it to send you notifications. If you want to receive Notification messages from CTP, you must click OK.

Once you respond to the prompt the first screen that loads welcomes you and lets you know that there are a few simple tasks to perform before you can use the application. It also invites you to enjoy the application and remember to rate it in the App Store. Tap the "Get Started" button when you are ready.

; The second screen loads and instructs you to use the information your Alvaria Workforce Management administrator provided. Enter the registration web address (https://ebay.hosted.aspect-cloud.net/WFO/wfmdata_prod) in the field provided and then tap the Register Device button. Once you have typed or pasted the registration information from step 1 into the field indicated below, tap the "Register Device" button, indicated by the red ellipse in the image below.

Alvaria Workforce Mobile automatically redirects to your sites single sign-on login page to authenticate your permission for accessing Alvaria Workforce Mobile. Enter your NT identification credentials (not ASAC) in the fields indicated by the red rectangle in the second image below then tap the "Sign in" button circled in red.
 Note: The user ID field defaults to uppercase for the first character as seen by the shift key being active in the first image below. Unless your user ID needs the first letter to be a capital letter, be sure to switch the on-screen

keyboard to lower case before beginning.

 RTA in Empower 21.1 Access Empower: From the menu, choose Workforce > Productivity > Real-Time Adherence

 Your first login will say you have no workspace.

 Click on the icon with four squares in the upper-left, and choose +Add Workspace

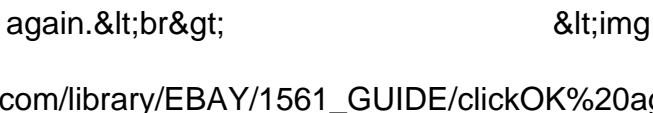
 Name your workspace, then click the Select button under Employees.

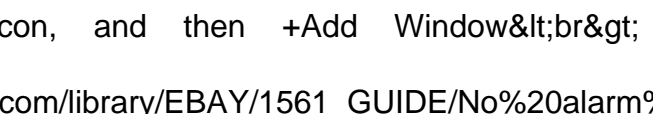
 Click on the third icon from the left that looks like a head and torso, just to the right of the folder icon.

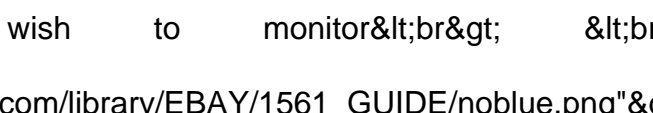
 Click the checkbox for Use in filter in the upper-right, and select the Site values in the Site tree for any teammates you may ever be interested in viewing and then click OK.

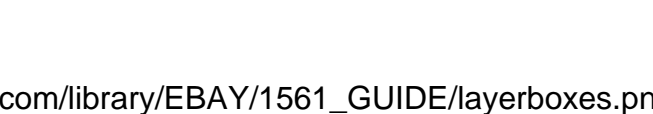
 You will see a large number of teammates now in the previous window. Click OK again.

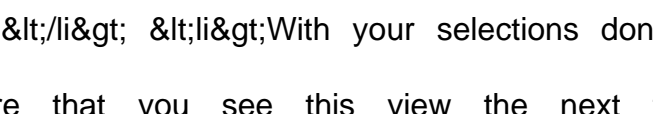
 Click

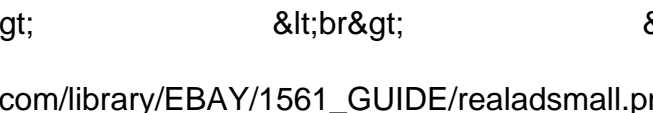
OK  alt="" src="https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/clickOK%20again.png" data-bbox="50 75 895 95"/>

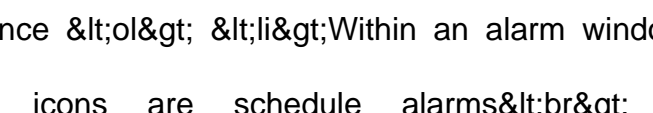
Your workspace will now say No Alarm Windows, Add a new Window using the toolbar. Click on the third icon, and then +Add Window  alt="" src="https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/No%20alarm%20windows.png" data-bbox="50 175 950 195"/>

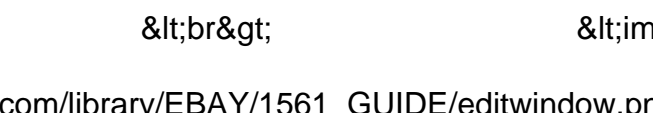
Name your window, uncheck Include All under Employees, and select the group or list of teammates you wish to monitor  alt="" src="https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/noblue.png" data-bbox="50 275 950 295"/>

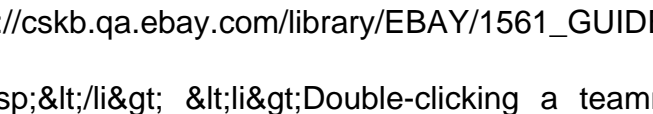
 alt="" src="https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/layerboxes.png" data-bbox="50 345 835 365"/>

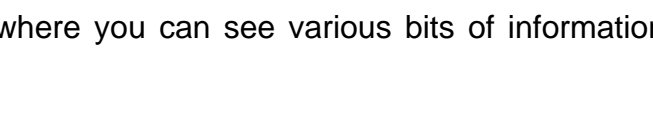
After clicking OK for each previous screen, you will have an alarm window for the group you selected that will show both Activity and Schedule alarms. If you want to see only Activity or only Schedule alarms, deselect the other option when creating the alarm window.  alt="" src="https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/realadsmall.png" data-bbox="50 510 950 530"/>

This will ensure that you see this view the next time you open RTA in empower  alt="" src="https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/realadsmall.png" data-bbox="50 580 950 600"/>

Using Real-Time Adherence  alt="" src="https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/yellowmaxwell.png" data-bbox="50 645 865 665"/>

You can select View Summary rather than View Alarms to get a pie chart view.  alt="" src="https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/editwindow.png" data-bbox="50 780 950 800"/>

 alt="" src="https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/piechart.png" data-bbox="50 800 950 820"/>

Double-clicking a teammates alarm will open an employee detail window where you can see various bits of information  alt="" src="https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/employee.png" data-bbox="50 915 950 935"/>

alt="" src="https://cskb.qa.ebay.com/library/EBAY/1561_GUIDE/employeedetail.png">

 From the employee detail window, you can link directly to Schedule Editor
where you can add various segments (Absent, Tech Issues, etc)

 RTA has an infinitely scrolling canvas, you can drag windows down and/or
to the right, and scroll to any portion you wish if you would like to keep different sub-workspaces
arranged in your main workspace, and scroll to them as needed.

</h2>