



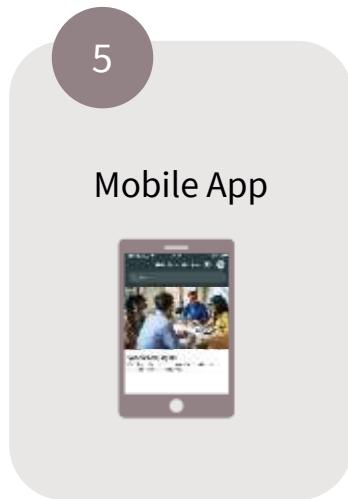
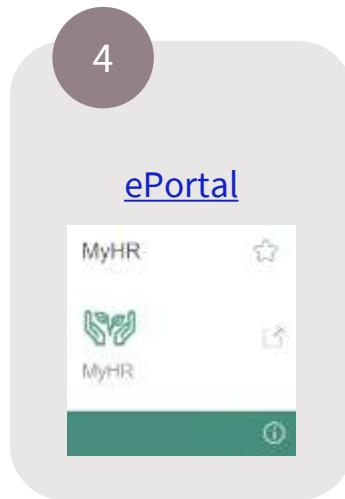
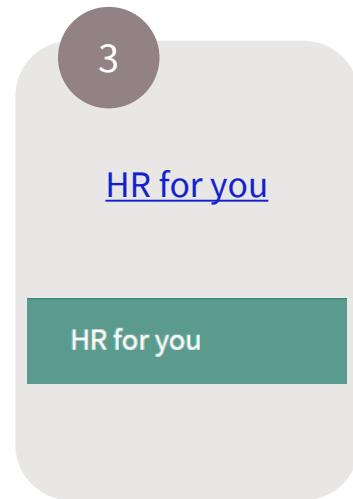
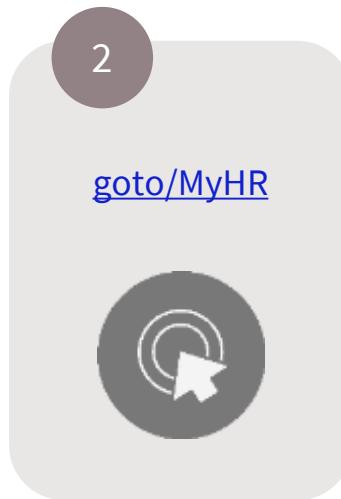
MyHR Quick Guide for End Users



People create value.
HR fosters people engagement.

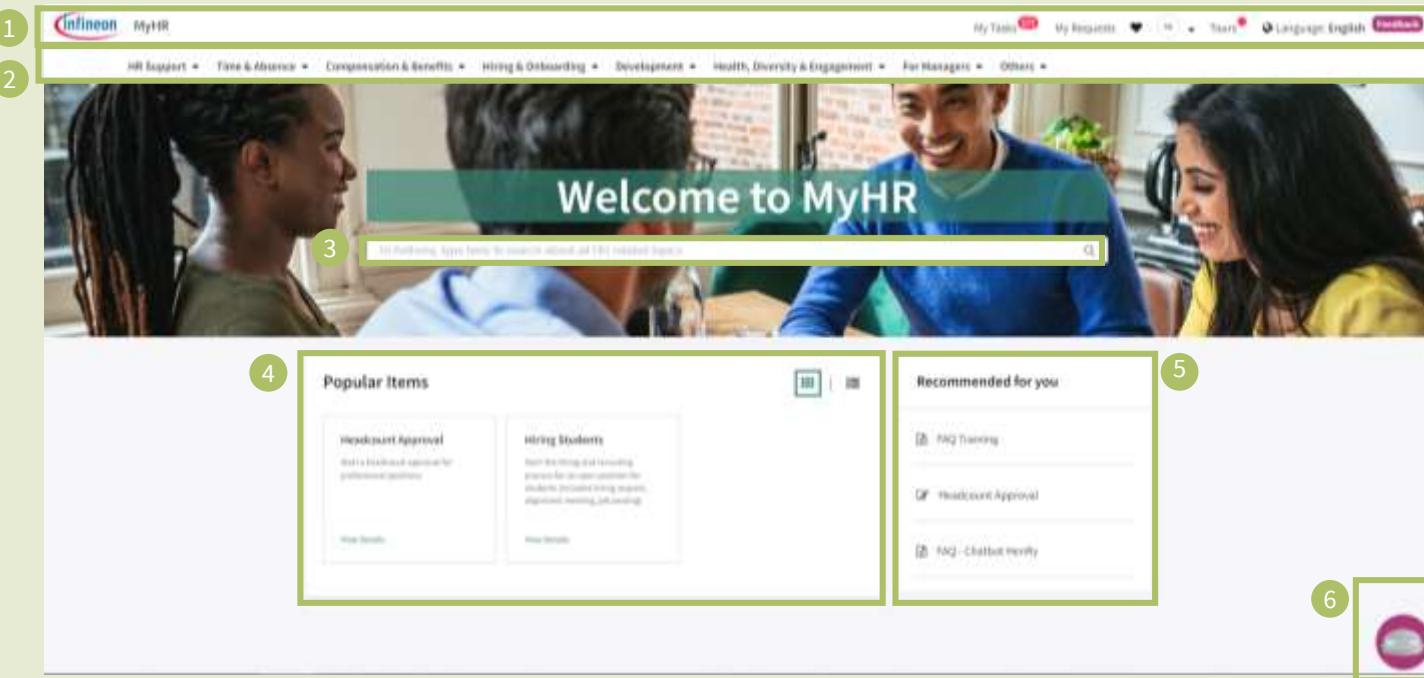


5 ways to access MyHR





Overview MyHR Portal



- 1 **Header:** In the upper part of the header, you will find My Tasks and My Requests, Favorites, My Profile, Guided Tours, the preferred Language and the possibility to provide feedback
- 2 **Navigation Bar:** In the lower part of the Header, you can find all services which you can request with related knowledge articles as well as HR applications formerly available in the ePortal HR

- 3 **Search Bar:** Enter the keywords to search for it in MyHR database
- 4 **Popular Items:** Overview over often clicked Items and Knowledge Articles
- 5 **Recommended for you:** Overview of topics that may interest you
- 6 **Chatbot HenRY**

1. Find HR Services and Knowledge Articles

- 1.1. The easiest way to find what you are looking for, is to just type it into the **search box**. If you want to search for parts of a key word, you can use the wildcard “*” before your search term.



- 1.2. Browse in the header section for all **Requests**, **Services** and related **Knowledge Articles** as well as **HR applications** formerly available in the ePortal, by selecting the **Category** of your interest.



- 1.3. In some requests you will find a **Go to link** button. Click to access the related **HR application**.

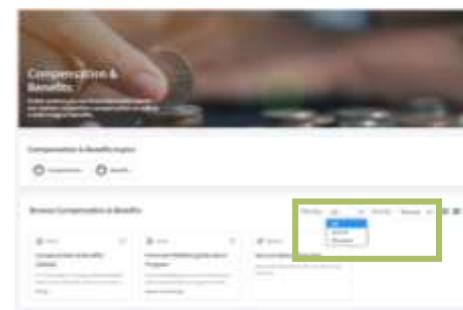


- 1.4. The topic **Categories** are divided into **Subcategories**:

- >Select a **Subcategory** or browse all items within the **Category**.



- 1.5. Within a **Category** you can filter and sort the **Knowledge Articles** and Services for **Requests**. If you have selected **Browse all** you can switch into **Subcategories**. Furthermore, you can sort by **Popular** or by **Alphabetical** order.

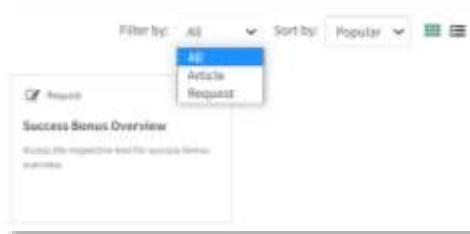


2. Create a Request

- 2.1. Find the **Service** you need as shown in the section above.



- 2.2. Navigate through the Catalog filters and choose the Item you need to request.



- 2.3. Fill out the form, fields marked with * are mandatory.

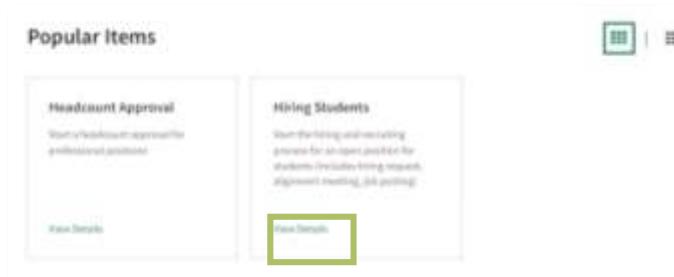
- 2.4. If you want to add any attachments, click **Add Attachments** at the bottom of the form.



- 2.5. Then you are finished, click **Submit**.



If you see the item, you need among the **Popular Items**, you can take a shortcut and click it right away to open the request form.



3. Find & Edit your Request

- 3.1.** On the Homepage, go to **My Requests** and select the request you need from the list. You can filter the list or search directly for a request.



- 3.2.** To cancel the request, click **Actions** and select **Cancel Request**.



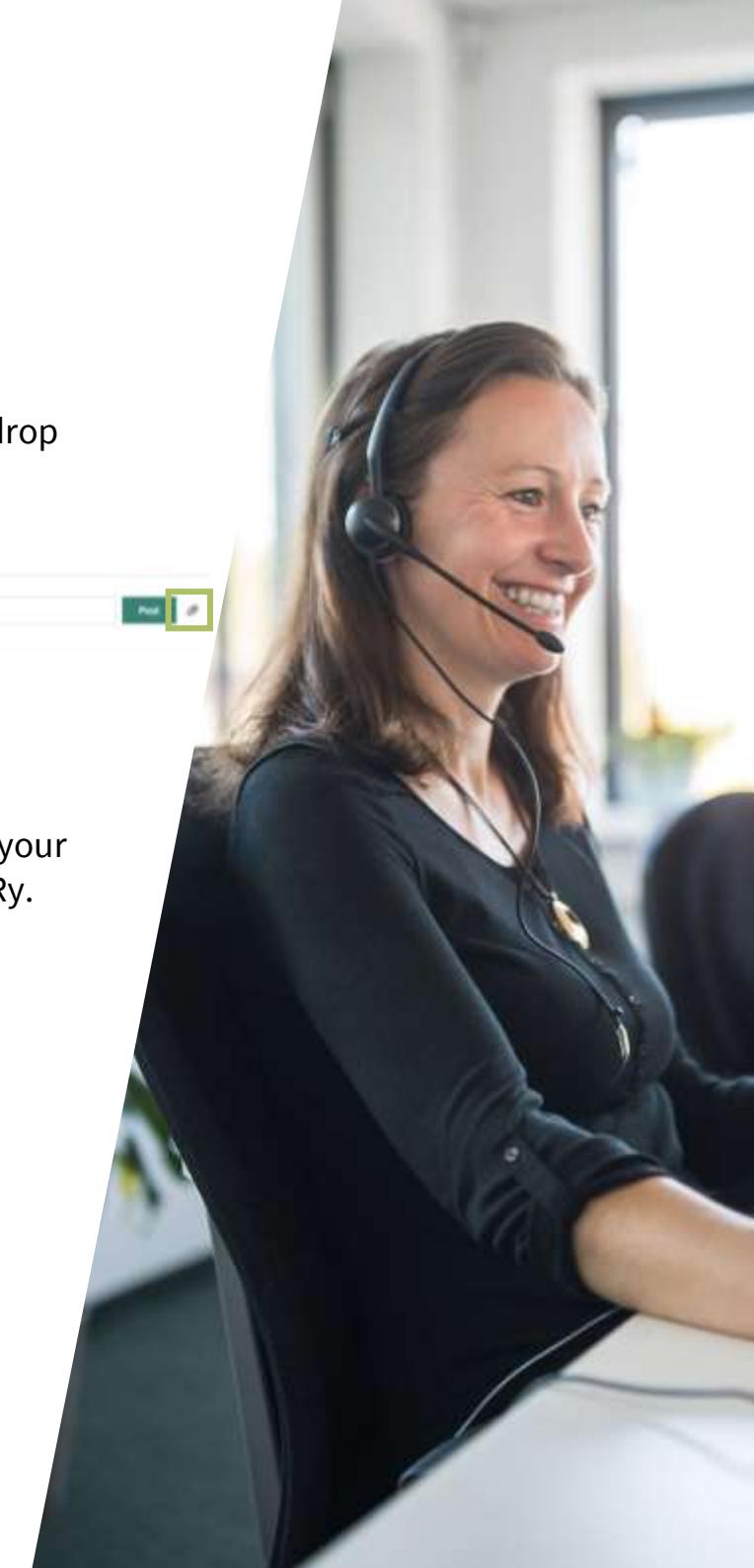
- 3.3.** To add a comment for the Agent to see, type it into the text field and click **Post**.



- 3.4.** To add an attachment, click the paper-clip symbol OR drag and drop a file, under **Attachments**.



- 3.5.** You can also check the status of your request by interacting with HenRy.



4. Doing Task

If you have some tasks assigned, you will see a red circle with the number of open tasks in the header of the Homepage.

4.1. Click My Tasks



4.2. You entered the My To-dos page, which shows a list of your tasks. Here you can view and fulfill your tasks.

The screenshot shows the 'My To-dos' page. At the top, there are tabs for 'Open' (selected) and 'Completed'. Below the tabs is a list of tasks:

Task Type	Description	Status
Accept Resolution	Questions on payroll - Anthony Guide	No due date
Accept Resolution	Questions on payroll - Anthony Guide	No due date
Accept Resolution	Questions on payroll - Anthony Guide	No due date

To the right of the list, a detailed view of the first task is shown:

Accept Resolution
Questions on payroll - Anthony Guide
HRC0005073 No due date

Thank you for contacting us regarding your Questions on payroll.
Was your request resolved?
If you need further assistance, provide the reason here.

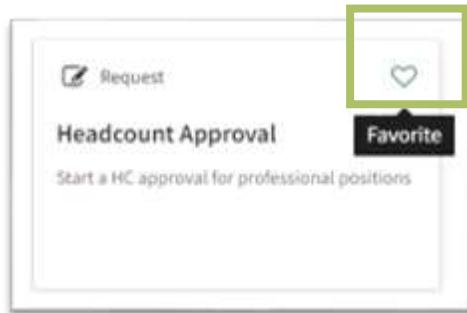
Show Details No Yes

4.3. In the **My To-dos** list you can select between **Open** and **Completed** tasks.



5. Set Favorites

- 5.1. You can also set favorites for requests and articles that you need frequently just by clicking on the heart icon.



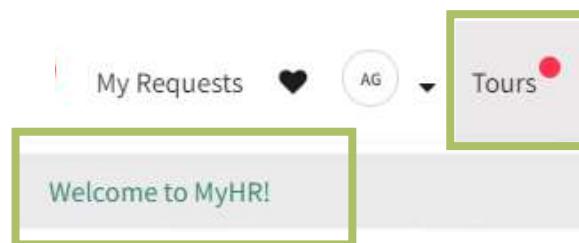
- 5.2. To quickly access them click **My Favorites**.

The image contains two screenshots of a software application. The top screenshot shows the application's header with various navigation links: "My Tasks" (with a red notification badge), "My Requests" (highlighted with a green box), "Tours", "Language: English", "Feedback", "For Managers", "My favorites" (highlighted with a green box), and "MyTeam". The bottom screenshot shows a "My favorites" page with a title "My favorites". It features a "Browse favorites" section with three categories: "Articles" (highlighted with a green box), "Requests", and "Tours". Below this are three detailed cards: "FAQ - Recruitment" (with a green heart icon), "Cancellation of Cases (Global)" (with a green heart icon), and "Headcount Approval" (with a green heart icon). The "FAQ - Recruitment" card includes a note about reporting processes and linking to specific articles. The "Cancellation of Cases" card includes a note about canceling user-submitted cases and linking to specific articles. The "Headcount Approval" card includes a note about starting a HC approval for professional positions.

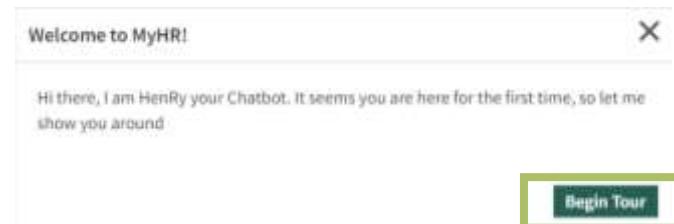
6. Guided Tours

6.1. You can find the Guided Tours in the right upper corner, under **Tours**. A red dot indicates that there are Tours available.

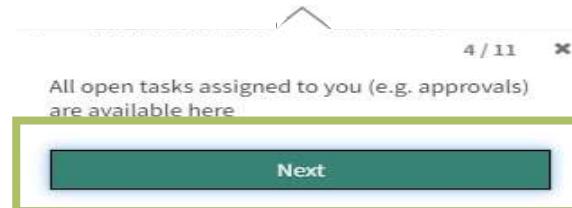
6.2. Click on the Tour of your choice to start.



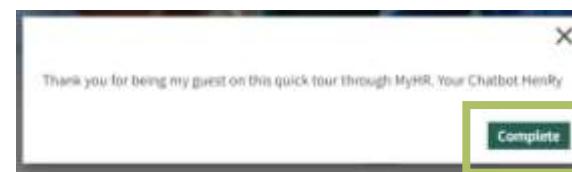
6.3. Click on **Begin Tour**.



6.4. Follow the steps by clicking **Next** until the Tour has finished.



6.5. Click **Complete** to finish the Tour.





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