



Onboarding Communication
Getting Started

Welcome to AMR/McCormick

McCormick is upgrading its HRIS systems to help us integrate and take advantage of **AMR's Shared Service Model**. This model provides a centralized platform for employee support in areas such as Payroll, IT and Human Resources.

We know it takes a special person to work in emergency medical services and we are committed to providing you with the resources, tools and support you need to serve our patients and customers in the best way possible. Access to this new system is a great enhancement for us!

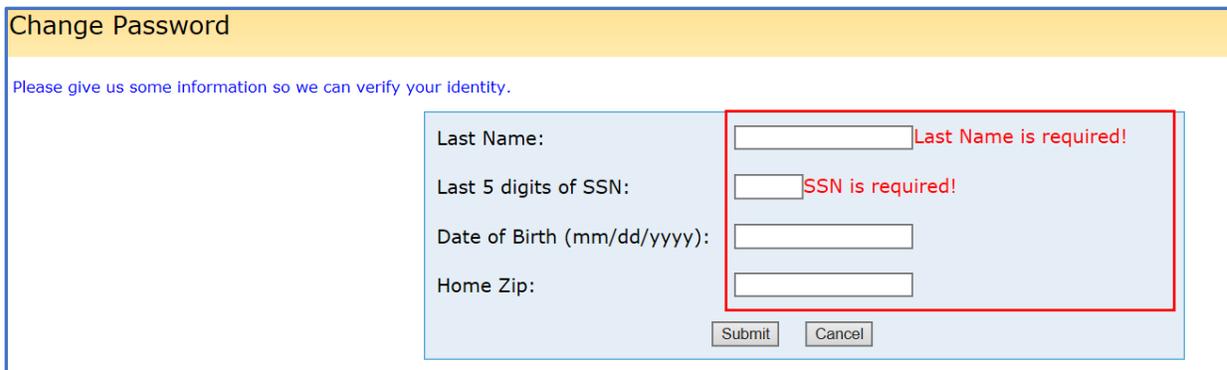
This **Onboarding Communication** provides instructions on how to access the AMR network and applications. It is important to complete these tasks in the order in which they are listed.

Getting Started Steps

- Step 1:** Accessing AMR's Shared Service Model
- Step 2:** Log into the AMR Employee Portal
- Step 3:** Locate your Employee ID Number (A new number will only be issued if your existing McCormick badge number (your "legacy" number) conflicts with existing users on the AMR network)

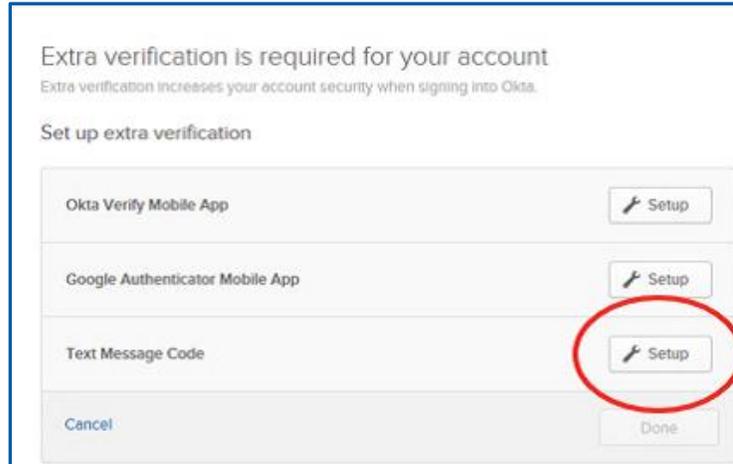
Accessing AMR's Shared Service Model

1. Obtain your AMR user name and set your password, by accessing the following link:
<http://passwordreset.emsc.net>.
2. After accessing the link, you will be brought to the "change password" web page as viewed below. Please verify your identity by completing all fields correctly and hitting "submit."

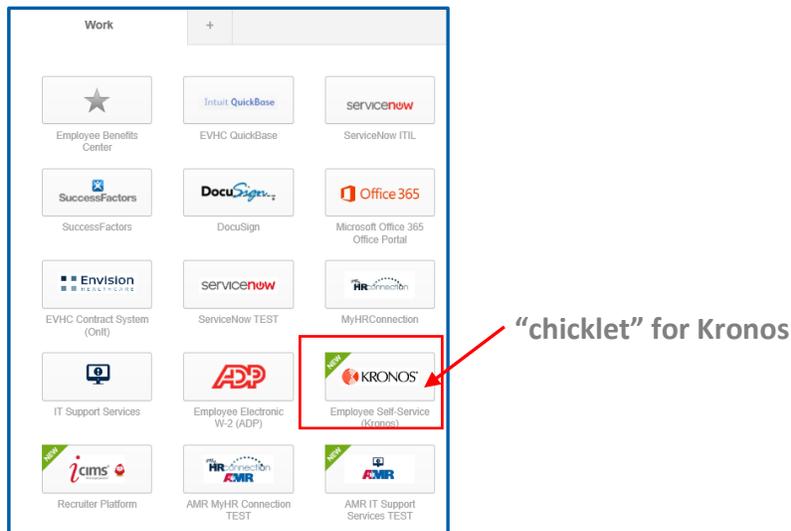


3. After hitting submit, you will be brought to a new webpage, where your username information will be presented. You will also be prompted to "reset your password."
4. After obtaining your username and password, please go to **Okta**, by accessing the following link:
<https://evhc.okta.com>.

5. Once you have reached the Okta login page, please enter your AMR user name and password that you recently retrieved.
6. After successfully logging in, you will then begin the Okta registration, which includes a **two-step verification process**. As shown below, click the "Setup" button next to "Text Message Code" and then complete the verification process



7. Once you have finished the verification process, you will be directed to your **Okta home page**, which includes your chicklet/application buttons (see below).



8. You will use your **Okta home page** to access applications such as:
 1. **LMS SuccessFactors:** used for Kronos timekeeping training
 2. **Kronos:** used for timekeeping
 3. **AMR MyHRConnection:** used to update your personal information, setup/change direct deposit, submit a W-4, etc.

Quick Links Reference Guide

Password Reset: <http://passwordreset.emsc.net>

AMR Portal: <http://portal.emsc.net>

Okta: <https://evhc.okta.com>

Kronos Timecard: <https://kaccess2.emsc.net>

Telestaff Scheduling: <https://amrwfts.kronos.net>

Log into the AMR Employee Portal

Now that you have registered for Okta, you can access the **AMR Employee Portal** at any time. The portal is a private, secure website that provides access to important resources and information.

To log into the portal:

1. Go to the AMR Portal by visiting the following link: <http://portal.emsc.net>
2. Click the "Log in" tab in the upper left-hand corner of the page
3. Enter your AMR user name, preceded by **emsc**
 - o For example, if your user name is jdoe, enter **emsc\jdoe**
4. Enter your password
5. If you have trouble accessing the portal, contact the IT Help Desk at 866-267-9111.

Your Employee ID Number

Every AMR employee is assigned an **Employee ID number**, called an “EE ID.”

To find your “EE ID:”

4. Go to the employee portal accessing this link: <http://portal.emsc.net>
 5. Click the “My Portal” tab at the top of the page
 6. Click “My Info.”
- Your “EE ID,” is listed in the “My Personal Info” section. You will not need your “EE ID” to complete the onboarding process, but you will need it in the future. (A new number will only be issued if your existing McCormick badge number (your “legacy” number) conflicts with existing users on the AMR network)

****Please Note:** You may not be able to access all the applications shown on your Okta home page. Access will be provided at a later date, based on job function.

Thank You

Transitioning to AMR’s IT resources is part of our ongoing effort to integrate our companies and strengthen our leadership position in an evolving marketplace. The **AMR IT Platform** provides processes to meet the business challenges of today's rapidly changing healthcare environment.

Thank you for your assistance and for everything you do for the patients we serve every day.

Who to Contact

The IT Support Help Desk is available Monday through Friday with urgent support on the weekends.

- **Phone:** 1-866-267-9111 (866-AMR-9111) – select **option 3**, then **stay on the line**
- **Email:** IT.SupportServices@amr.net
- **AMR Employee Portal:** <https://portal.emsc.net/home/ITsupport>



Kronos

Electronic Punch Approval Process

Electronic Punch Approval

Procedure:

Employees shall submit their **correction requests** with the **required detailed data elements** as outlined below. Incomplete requests will be returned to the employee for correction before they are approved by a supervisor.

- Name as it appears on paycheck
- Employee ID
- Date of the missing hours (date shift started on)
- Punch in time and Punch out time
- Shift type, (0840, 1242, 2456, etc.) if applicable
- Differential type, if applicable
- Total hours missing
- Explanation of error (missed punch, worked offsite, etc.)

Responsibility:

The employee's immediate supervisor shall be responsible for promptly reviewing and approving or denying all payroll correction request emails and for forwarding the corrections to the timekeeper by the end of the supervisor's shift. In the event a supervisor denies a payroll correction request in part or in whole, the supervisor shall document the reason for the denial.

Timekeeping staff shall be responsible for promptly researching each payroll correction request and providing a resolution to the employee and supervisor. All corrections will be processed per company policy and in accordance with applicable state and federal laws. Timekeeping staff are required to retain all correction emails and all documents related to the correction for a period of seven (7) years.