PEOPLE SEARCH USER GUIDE

TABLE OF CONTENT

WHAT PROFILES SHOULD BE MANAGED VIA REZPORTAL OR WORKDAY?

All **leased properties** should have all their employees in Workday, regardless of their job level. The above rule excludes interns and/or trainees, who should be managed in People Search.

All **offices and shared service centers** should have all their employees in Workday, regardless of their job level. This excludes interns and/or trainees, who should be managed in People Search.

All **managed properties** should have the General Manager, all Head's of Department and any other MIC eligible team members (e.g. Sales teams) in Workday. There might be some exceptions for managed hotels, as some have chosen to include all employees in Workday.

Franchise properties should have not have any employees in Workday and should be managed through People Search.

RADISSON ACADEMY ONLINE

WORKDAY POPULATION

As they have already Workday access, they can login either clicking on the Pineapple or on the Workday icon in Rezportal.

NON-WORKDAY POPULATION

All employees not in Workday (see above) need a People Search profile and an assignment in the HR tab to access the Radisson Academy Online clicking on the Pineapple icon. A troubleshooting guide is included at the end of this document.

WORKDAY POPULATION - HOW TO OBTAIN THE LOGIN DETAILS

WORKDAY POPULATION

As soon as an employee gets hired in Workday through our Talent Center powered by harri a profile for the new hire will be created in People Search. There is a 1-hour delay between the successful hire and the creation of the profile in People Search.

Workday will send all information gathered in the hiring process to People Search.

Requesting an **email license** for a corporate email will still happen in People Search.

People Search will send back a unique employee ID to Workday in order for Single Sign On to the system to work for the employees.

It is important to understand that Workday is now the 'source of truth' for all employee related information. In the next topic we will explain which fields should be managed in

Workday and which fields should be managed in People Search.

This can only be actioned by the property/location People Search Administrators
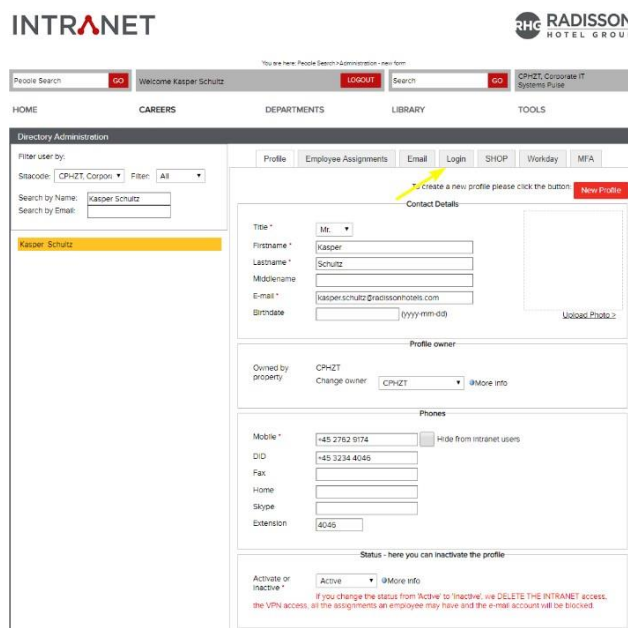
1. Log in to Rezportal

2. Once successfully logged in, click on People Search administration on the home page. A screen will pop up in which you need to authenticate yourself by accepting an SMS on your phone.

You will now have access to administer the new people search profiles which were created as part of the Workday – People Search integration.

By default, the relevant SITA code of your hotel should be chosen in the top left of the administration tool.

3. Find the employee by typing her/his name, once found, click on her/his name to find the profile details.

4. In case a private email address has been sent from Workday to People Search change it to a RHG one or "hide" the private one for GDPR reasons. Ensure that a mobile phone number is added.

5. We will now be looking at the Workday and Rezportal login credentials for this team member. Click on the "Login" tab from the team member's profile.

6. On this page we will be able to find the Username of this team member, and we will be able to retrieve the password.

   The user name that can be used for logging into Rezportal (hence Workday and the Radisson Academy Online) can either be the profile email address (see below in yellow) or the Intranet Account name (also highlighted in yellow). This typically consist out of some letters and/or some digits.
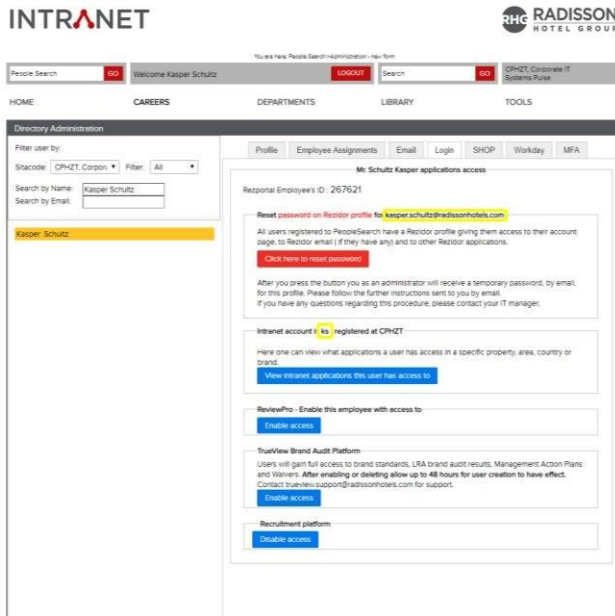
7. Click on the 'Click here to reset password' to receive a new temporary password for this team member.
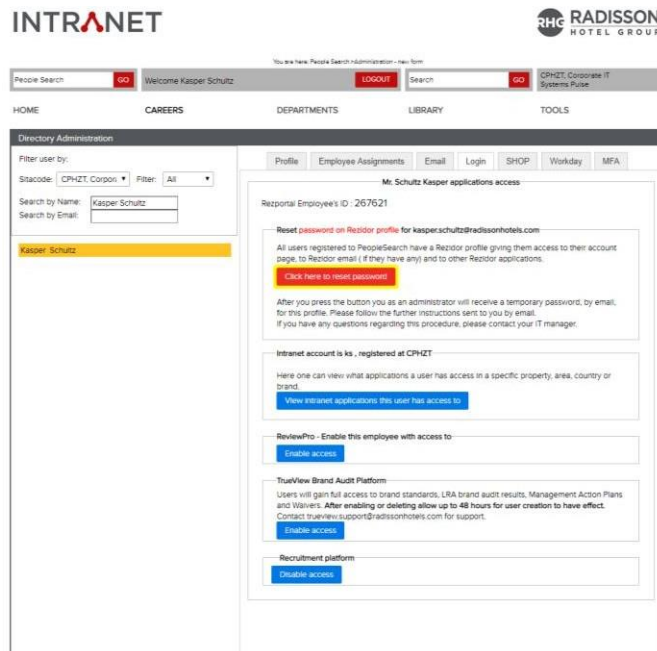
8. You (the PSA administrator) should now receive an email with the new temporary password for this team member.

The team member can now login to Rezportal, Workday and the Workday app with the email address or username and the temporary password. For security reasons, it is **mandatory** that theteam member resets their password to a more secure and personal password after their first login.

What fields should be managed in Rezportal vs Workday

1. 'Profile' page will allow you to change the email address of all profiles. It is important to know that any changes to work email addresses **cannot** be changedin Workday and can **only** be managed in Rezportal.

2. The possibility to update a photo will remain unchanged as there is no integration with the image a user has in Workday.

3. The possibility to hide private email address & mobile phone from other intranet users

All the other changes including the inactivation of a profile should be addressed via Workday using the termination process. This is how the Profile page looks like when managed by Workday:

4. You will have the possibility to hide the personal email from other intranet users, when the profile registered with a personal email.

   This option is only valid when a profile has a Workday profile and the email domain is not one of our corporate domains.

NON-WORKDAY POPULATION - HOW TO ADD AN ASSIGNMENT

All employees not in Workday need a People Search profile and an assignment in the HR tab to access the Radisson Academy Online. They as well log in by clicking on the Pineapple icon.

It is important that the PS profile is complete and fully up to date.

Click on "New Profile" to create one:

Click on the **HR** tab to add an assignment.

CREATE ASSIGNMENT

1. The Business unit contains the list of properties the administrator has access to. If you have access to multiple properties, you will see all of them and you are able to create assignments to all.

2. The department list displays various values based on a property type.

Business Unit	Business Unit
BRUZT , RZ CSO	BIQZH , RB Biarritz

Department

Select a value	Select a value
Select a value	Select a value
Brand Experience & Quality	Building & Engineering
Building & Engineering	Finance
Business Development	Food & Beverage
Contact Center	Hotel Management
Corporate Operations	Human Resources
Finance	Information Technology
Hotel Management	Kitchen
Human Resources	Marketing & Digital
Information Technology	Meeting & Events
Legal	Procurement & Sourcing
Marketing & Digital	Reservations
PR & Communications	Responsible Business
Procurement & Sourcing	Rooms
Responsible Business	Sales
Revenue Management	Spa & Recreation
Sales	

3. The sub-department list has various values based on the property type and is dynamically generated each time you change either business unit or department.

   Below you can see that are the options for a property hotel in the 'Finance' department:

   Business Unit
   BIQZH , RB Biarritz

   Department
   Finance

   Subdepartment

Select a value
Select a value
Accounting
Audit
General Finance

   Below are the options for an office property in the same 'Finance' department:

4. The Job title contains a predefined list of approved titles for our organization. You are supposed to choose an existing value.

The job title includes the position level of the assignments, therefore when you decide for on a job title please look at the position level as well.

There might be jobs title with the same value having various position levels. One example you can find below:

5. For customized job title – you can copy the same title as in the job title or write your own value.
For example, we have two job codes for 'General Manager' (both same position with hotel size indication). You can find them under 'Hotel Management', chose the one that apply to your property and write your own title that should be 'General Manager' in both cases:

Job Title (+ position level)

- General Manager SS - (Senior Director)
- Regional General Manager I - (Senior Director)
- Regional General Manager II - (Senior Director)
- General Manager FS - (Senior Director)
- Asst General Manager SS - (Manager)
- Hotel Manager FS - (Manager)
- Assistant General Manager SS - (Supervisor)

6. As manager you can pick up a name from the same property as the employee or select any person in our organization that has an assignment.

IN SCOPE

This new 'HR' section will soon replace the existing 'Employee assignment' page. For you that means you will need to use this HR tab to create intranet assignments.

TROUBLESHOOTING GUIDE FOR USERS WHO ARE NOT IN WORKDAY (EXTENDED ENTERPRISE USERS)