Workforce ESP Self Service

Guide to Getting Started

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Welcome to Workforce ESP Self Service!

The Workforce ESP staff scheduling system includes a self-service tool for employees and managers that is used for a variety of scheduling-related activities. What you use it for depends on your role.

Employee

As an Employee who is scheduled in Workforce ESP, you will use Self Service to:

- Display your schedule
- Display unit schedules
- Set your availability
- Request time off
- Request shift swaps

Manager

As a manager who is responsible for employees scheduled in Workforce ESP, you will use Self Service to:

- Display employee and unit schedules
- Display employee availability
- Respond to
- Request time off
- Request shift swaps

Training

To learn how to use Workforce ESP Self Service, complete the online training course for your role:

- Workforce ESP: Employee Self Service
- Workforce ESP: Manager Self Service

Courses are available through the [Shared Health Learning Management System](#) (LMS). You can re-take courses as many times as you like.

You can use the LMS search function to locate the course or look it up in the Course Catalogue under Business Software > Workforce ESP.

> For information on scheduling and timekeeping processes specific to your work area, talk to your manager or timekeeper.

Your User ID and Password

Your Workforce ESP Self Service user ID and password are the same as the ones you use to access the network. If you are a new employee, your manager will provide you with your network user ID and a temporary password.

You are periodically required to update your network password. When you do this, your Workforce ESP Self Service password will be updated automatically.

> ⚠️ If you already have network access but have forgotten your password, phone the Shared Health Service Desk: 204-940-8500 or 1-866-999-9698.

System Access

Workforce ESP Self Service can be accessed on a work computer that is connected to the network, or from a non-work computer or device with an internet connection (e.g. at home).

We recommend you use Internet Explorer 11 as your browser for accessing ESP Self Service because it is supported by Digital Health and the ESP vendor. However, you can also access the system by using other common browsers such as Google Chrome, Firefox, and Safari. Certain common browser settings are required.

If you have issues opening ESP Self Service in your browser, contact the Shared Health Service Desk for support by calling 204-940-8500 or 1-866-999-9698 and selecting option 2.

To access from work

The only way to access Workforce ESP Self Service is to log into the Citrix Receiver found in the Start Menu of your workstation or by directly entering in the Storefront link: https://storefront.manitoba-ehealth.ca/Citrix/StoreWeb/ and using your Shared Health network user ID and password.

To access from home

The best way to launch Self Service is by entering the URL directly into your browser each time, or by using the direct link to the application: https://espselfservice.sharedhealthmb.ca. Some users have encountered issues opening the application when saved as a browser Favorite.

> ⚠️ Self Service can be accessed on PC and Mac computers, and Apple and Android mobile devices. However, only PC access is supported by the Shared Health Service Desk and the Workforce ESP vendor.
>
> Self Service cannot be accessed through a clinical device.

Signing In and Out

You will notice a difference between signing in from a work computer connected to the network vs. signing in from a non-work computer or device.

Click the applicable link below for detailed step-by-step instructions, including how to sign out:

- Sign In using Work Computer
- Sign In using Non-Work Computer/Device

Supports

A variety of supports are available to help you when you start using Workforce ESP Self Service.

Online Support

Step-by-step instructions for completing tasks in Self Service can be found on the following Shared Health sites:

Shared Health Intranet:

Services > Digital Health > Services Catalogue > [Workforce ESP](#) and [Self Service](#)

Shared Health Internet:

Health Providers > Digital Health > [Workforce ESP Self Service](#) > [Training and Support](#).

A direct link to the Training and Support page is also available from within Self Service so you can access online support while you are using the system.

Answers to frequently asked questions can be found in [FAQ: Employee Self Service](#).

Site-related Support

Your Manager or Scheduler/Timekeeper will be able to answer questions related to your work area, including unit and department processes, access to computers, and scheduling.

Technical Support

For technical and system access issues, and "how-to" questions that cannot be resolved using the online support materials, contact the Shared Health Service Desk: 204-940-8500 or 1-866-999-9698.

Service Desk requests are triaged according to urgency and will be answered in priority using the following process:

- You will be assigned an Incident Number for tracking purposes.

- The Service Desk representative will resolve your request at first point of contact if possible.

- If the request cannot be resolved at first point of contact, information about your incident will be recorded and placed in a queue for follow-up. You will be contacted when the representative assigned to your incident becomes available.

> ⚠ The Incident Number assigned to your request is unique. You must reference the Incident Number when following up with the Service Desk about your request.