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Logging on to Success Factors

Logon Information

Navigation:

The link to Success Factors is available on the Home Page of the Pinnacle Intranet (below the PeopleSoft Self Service Instructions) and also on the “For Employees” Portal on www.PinnacleHealth.org.

The initial User ID and password is your Employee ID Number. Once you login, you will be asked to change your password. The password requirements are as follows:

- Must be at least 8 characters in length
- Must contain at least one letter
- Must contain at least one number
- Must contain at least one special character (ex: ! @ # $ %)

Example password: 1pa$$word

Account Login

⚠️ You have successfully logged out. Please close your browser or re-login.

Username: 
Password: 

Login

Forgot Your Password?
Home Tab

After you logon, you will be directed to the Home Tab of SuccessFactors. To navigate within SuccessFactors, utilize the tabs at the top of the screen. Clicking the back button on the Web browser will log you out of SuccessFactors.

The Home Page contains a Welcome box with helpful links and contact information for additional assistance.

Also, there is a “My Goals” section listing your Goals for a particular fiscal year. To change the fiscal year, click the drop down box in the “My Goals” section to select the appropriate year.
Employee Information

Employee Files Tab

Navigation

Click on the Employee Files Tab located at the top of the page.

The Employee Profile provides data regarding your position such as name, title, email address and Job Family.
Goal Management

Goals Tab

Navigation

Click on the Goals Tab at the Top of the page.

Once you have navigated to the Goals Tab, the Goals that your supervisor assigned to you will be listed. Each Goal has its own Goal Statement (what the Goal is), Metric (how the Goal is measured), Weight, Status and Rating. Additionally, your supervisor may have created a 90-day action plan for a specific Goal and it will appear as indicated below (more information regarding 90-day action plans is detailed in a later section of this manual).
90-Day Action Plan

Creating A 90-Day Action Plan

Navigation

Your Supervisor or Manager may ask you to create a 90-day action plan for your Goals. To create a 90-day action plan, click the Goal Statement next to the appropriate Group Goal to edit the Goal.

<table>
<thead>
<tr>
<th>Goal Statement</th>
<th>Type</th>
<th>Metric</th>
<th>Goal Type</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase Customer Satisfaction Scores by 2%</td>
<td>Group (Version 2.0)</td>
<td>Increase Customer Satisfaction Scores by 2%</td>
<td>Custom</td>
<td>20.0%</td>
</tr>
</tbody>
</table>

FYI - Base = 4%

In the Edit Goal Pop-Up Box, Click Add 90 Day Action Plan. You will see a row appear where you can add an Action Plan Description. To add another row, click the green plus sign. The Quarter description will default to 1st Quarter. This can be edited by typing 2nd Quarter in the description space. Type a description of the Action Plan in the Action Step Column. If applicable, the Action Step Text can be copied and pasted into the next Quarter Action Step Description. Once results are obtained, they can be entered in the applicable box.

After you have completed entering your 90-day Action Plan, click Save Changes. You can edit a 90-day Action Plan by following the steps detailed above.