



WELCOME GUIDE

BEGINNING YOUR LIFE-CHANGING CAREER

Introductions / Icebreaker



RESPECT

Leadership Welcome
Mission/Vision/Values/Strategic Plan/Three Shields/Mayo Model of Care/Site Initiatives

▶ *History of Mayo Clinic*
Being part of a legacy

INTEGRITY

▶ Take a Break
Video

COMPASSION



Mayo Clinic's Values

HEALING

Diversity and Inclusion

▶ Take a Break
Video

INNOVATION

TEAMWORK

Patient Experience

EXCELLENCE

Integrity and Compliance

Total Rewards and Well-Being

STEWARDSHIP

Next Steps



▶ *Your colleagues welcome you!*

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MAYO BINGO


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Mayo Clinic Values Council

Privacy

Physician & Administrative Partnership

Mission

Tornado

Mayo Clinic Health System

Needs of the patient come first

Dr. Henry Plummer

Sisters of St. Francis

Dr. Gianrico Farrugia

RICH TIES

Dr. Charles Mayo

Code of Conduct

Integrated Clinical Practice

Vision

Patient Experience

Education

Strategic Plan

Benefits

Office of Diversity & Inclusion

Physician Lead

Well-Being Champions

Dr. William Mayo

Group practice

Saint Marys Hospital

Unparalleled patient experience

Research

Primary Value

Mayo Model of Care

Total Rewards

Mother Alfred Moes

Next Steps

ACRONYMS

Oh, we have plenty of those

ACRONYM COMPLETE TERM

| | |
|--------|--|
| AHS | Allied Health Staff |
| AIDET | Acknowledge, Introduce, Duration, Explanation, Thank You |
| AHCA | Agency for Health Care Administration |
| ARZ | Arizona |
| AV | Audiovisual |
| BOG | Board of Governors |
| BOT | Board of Trustees |
| CTS | Commitment to Safety |
| DLMP | Department of Laboratory Medicine and Pathology |
| DMC | Destination Medical Center |
| EAP | Employee Assistance Program |
| ECH | Employee and Community Health |
| EHR | Electronic Health Record |
| FLA | Florida |
| FMLA | Family Medical Leave Act |
| FSA | Flexible Spending Account |
| FTE | Full-Time Equivalent |
| HIPAA | Health Insurance Portability and Accountability Act |
| HR | Human Resources |
| HSA | Health Savings Accounts |
| IT | Information Technology |
| LTD | Long-Term Disability |
| MCHS | Mayo Clinic Health Solutions |
| MICS | Mayo Integrated Clinical Systems (electronic health record) |
| NIH | National Institute of Health |
| NOI | Net Operating Income |
| OHS | Occupational Health Service |
| PEARLS | Partnership, Empathy, Apology/ Appreciation, Respect, Legitimization and Support |
| OSHA | Occupational Safety and Health Administration |
| PIN | Personal Identification Number |
| PTO | Paid Time Off |
| QR | Quick Reference Guide |

| | |
|-----------|---|
| SBAR | Situation, Background, Assessment, Recommendation |
| SS | Self Service |
| RICH TIES | A way to remember Mayo's eight core values: respect, integrity, compassion, healing, teamwork, innovation, excellence and stewardship |
| RST | Rochester |
| STD | Short-Term Disability |
| TJC | The Joint Commission, an organization which provides certification and accreditation to 20,000+ health care providers in the U.S. |
| TWAMC | This Week at Mayo Clinic |

ROCHESTER SPECIFIC

| | |
|---------|--|
| DAHLC | Dan Abraham Healthy Living Center |
| MCH-RMH | Mayo Clinic Hospital, Methodist Campus |
| MCH-SMH | Mayo Clinic Hospital, Saint Marys Hospital |
| MSC | Mayo Support Center |
| OSS | Office of Support Services |
| SDSC | Superior Drive Support Center |

ARIZONA SPECIFIC

| | |
|---------|---|
| ASB | Administrative Support Building |
| JRB | Johnson Research Building |
| MCCRB | Mayo Clinic Collaborative Research Building |
| MCH | Mayo Clinic Hospital |
| MCB-PHX | Mayo Clinic Building, Phoenix Campus |
| MCB-SCT | Mayo Clinic Building, Scottsdale Campus |
| MCSB | Mayo Clinic Specialty Building |
| SSB | Support Services Building |

FLORIDA SPECIFIC

| | |
|------|--|
| MJAC | Mayo Jacksonville Administrative Committee |
|------|--|

MAYO CLINIC HEALTH SYSTEM SPECIFIC

| | |
|------|---------------------------|
| MCHS | Mayo Clinic Health System |
|------|---------------------------|

CREATING A BETTER FUTURE

In 2030, every interaction with Mayo Clinic – physical and virtual – will be seamless and markedly different than any other health care experience. While fragmentation will evolve into an ever-more disruptive force, Mayo Clinic, and our coordinated delivery model, remain exceptional and accessible, compassionate and personal.

We will rapidly expand our connections worldwide, simplifying the delivery of serious or complex care by harnessing knowledge, data and information through unique digital experiences and innovation health care platforms.

Through our discovery efforts in research and education, we will offer the next generation new hope and answers by developing pioneering treatments, procedures and cures.

This is our future. This is how our union of forces will succeed in 2030 and beyond.

TRUE TO OUR VALUES

Primary Value

The needs of the patient come first.

Values

Respect, Integrity, Compassion, Healing, Teamwork, Innovation, Excellence, Stewardship. Our values have been foundational to our global leadership. We will remain in a category of one for serious or complex care, and will be guided by our values to connect people around the globe with trusted health care knowledge.

Mission

Inspiring hope and promoting health through integrated clinical practice, education and research. We will provide the best care, backed by our expertise and supported by innovation in education, research and practice, to bring hope and healing in times of need.

Vision

Transforming medicine to connect and cure as the global authority in the care of serious or complex disease. The new vision solidifies our aspiration of being a global authority for serious or complex medicine, while broadening our influence beyond traditional health care delivery.

Identity

Delivering on unparalleled experience with the most trusted clinical expertise and knowledge. Though Mayo Clinic has never had an identity statement before, it's important in light of disruptive changes expected over the next 10 to 20 years.

MAYO CLINIC VALUES AND BEHAVIORS

Our primary value, “The needs of the patient come first,” has been steeped in Mayo’s culture for over 150 years and is just as relevant today as it was then.

To truly live and practice that important core value, we must also pledge to embrace a number of other values – values that guide us as we support and care for our patients. Only then do we truly put the patient at the center of all we do.

For your assigned value, please list the behaviors you would expect staff to exhibit. Consider:

- What does it look like when people live a particular value?
- What actions or behaviors do you see?
- What words do you hear?

RESPECT

Treat everyone in our diverse community including patients, their families and colleagues with dignity.

Behaviors:

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INTEGRITY

Adhere to the highest standards of professionalism, ethics and personal responsibility, worthy of the trust our patients place in us.

Behaviors:

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-

COMPASSION

Provide the best care, treating patients and family members with sensitivity and empathy.

Behaviors:

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-

HEALING

Inspire hope and nurture the well-being of the whole person, respecting physical, emotional and spiritual needs.

Behaviors:

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-

TEAMWORK

Value the contributions of all, blending the skills of individual staff members in unsurpassed collaboration.

Behaviors:

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-

INNOVATION

Infuse and energize the organization, enhancing the lives of those we serve, through the creative ideas and unique talents of each employee.

Behaviors:

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-
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-

EXCELLENCE

Deliver the best outcomes and highest quality service through the dedicated effort of every team member.

Behaviors:

-
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-
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-
-

STEWARDSHIP

Sustain and re-invest in our mission and extended communities by wisely managing our human, natural and material resources.

Behaviors:

-
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-

Mayo Clinic's Commitment to Safety – Five Safe Behaviors: Pay Attention to Detail, Communicate Clearly, Have a Questioning and Receptive Attitude, Handoff Effectively and Support Each Other.

Respect — treat everyone in our diverse community, including patients, their families and colleagues with dignity — is the first value listed in Mayo Clinic value statements. Being professional and respectful in interactions with others is important and an expectation. This includes words and actions.

Mayo's Mutual Respect and Sexual and Other Harassment policies detail individual responsibilities to create and protect a safe and respectful work environment. All employees are expected to be familiar with and adhere to these policies.

ALIGNING OUR WORK WITH THE MAYO CLINIC VALUES AND BEHAVIORS

How will you align the work that you do with Mayo Clinic Values? Please take 5 minutes to reflect on one or more of these values.

Respect: In our diverse community, how will I treat everyone with dignity and show respect?

Integrity: How will I adhere to the highest standards of professionalism, ethics and personal responsibility?

Compassion: How will I provide the best care, treating patients, family members, team members and those others that I serve with sensitivity and empathy?

Healing: How will I inspire hope and nurture the well-being of the whole person, respecting the physical, emotional and spiritual needs of patients, their family members and those with who (team members and other departments) I interact on a daily basis?

Teamwork: How will I value the contributions of all, blending the skills of individual staff members in unsurpassed collaboration?

Innovation: How will I contribute through my creative ideas and unique talents?

Excellence: How will I deliver the best outcomes and highest quality service?

Stewardship: How will I sustain and re-invest in the mission and extended communities by wisely managing human, natural and material resources?

CORE VALUES

Apply to every position and support Mayo's primary value

Performance Levels: *AE Achieves Expectations* *NFD Needs Further Development* *UTA Unable To Assess*

NOTE: The performance expectations/accountabilities are listed under each core principle.
Supporting comments are required for each principle that needs further development.

| 1. Respect: Treat everyone in our diverse community including patients, their families and colleagues with dignity. | |
|---|--------------------------|
| <i>Performance Expectations/Accountabilities</i> | <i>Performance Level</i> |
| a) Supports an inclusive work environment by actively discouraging negative stereotypes that reflect differences in people including but not limited to culture, race, religion, age, disability, socioeconomic status, education, sexual orientation, veteran status, marital status, or gender. | AE |
| b) Contributes to a work place that supports diversity and is free from harassment by treating others with dignity in all interactions and respecting individual differences. | AE |
| c) Performs job specific competencies in a culturally sensitive manner. | AE |
| d) Actively listens to others, seeking to understand different perspectives, ideas and beliefs. | AE |
| 2. Integrity: Adhere to the highest standards of professionalism, ethics and personal responsibility, worthy of the trust our patients place in us. | |
| <i>Performance Expectations/Accountabilities</i> | <i>Performance Level</i> |
| a) Adheres to patient confidentiality and conducts discussions of confidential information in appropriate settings to avoid unintentional disclosure. | AE |
| b) Understands the necessity for maintaining confidentiality of all sensitive oral, paper-based and electronic information and restricts the flow of such information to those who have a legitimate "need to know." | AE |
| c) Conducts work-related activities in accordance with the Mayo Clinic Code of Conduct and Integrity Program. | AE |
| d) Complies with all Mayo policies, procedures, department guidelines, and applicable laws in the conduct of routine activities and the solution of problems. | AE |
| e) Complies with Mayo's absence policy (excludes absences related to Family Medical Leave). | AE |
| f) Effectively manages emotions, including anger and frustration. | AE |
| 3. Compassion: Provide the best care, treating patients and family members [and colleagues] with sensitivity and empathy. | |
| <i>Performance Expectations/Accountabilities</i> | <i>Performance Level</i> |
| a) Treats others with sensitivity and empathy, recognizing people are dealing with multiple challenges both professionally and personally. | AE |
| b) Seeks to understand emotions of others and recognizes that individuals meet and overcome challenges in different ways. | AE |
| c) Supports a caring work environment that is positive and reassuring to patients, family members and colleagues. | AE |

| 4. Healing: Inspire hope and nurture the well-being of the whole person, respecting physical, emotional and spiritual needs. | |
|--|--------------------------|
| <i>Performance Expectations/Accountabilities</i> | <i>Performance Level</i> |
| a) Listens attentively to patients, visitors and colleagues to ensure understanding of their needs and asks questions if something is not clear. | AE |
| b) Delivers personalized service to others based on their physical, emotional or spiritual needs. | AE |
| c) Performs activities in a manner that ensures a safe environment for patients, employees, and the public by practicing 5 safe behaviors (pay attention to detail, communicate clearly, have a questioning and receptive attitude, hand off effectively, support each other). | AE |
| d) Seeks out resources for and practices good self-care. | AE |
| 5. Teamwork: Value the contributions of all, blending the skills of individual staff members in unsurpassed collaboration. | |
| <i>Performance Expectations/Accountabilities</i> | <i>Performance Level</i> |
| a) Exhibits an understanding of the roles and responsibilities of team members and recognizes individuals for their contributions. | AE |
| b) Contributes to the enhancement of group effectiveness by exchanging information, collaborating with other team members, and providing constructive feedback. | AE |
| c) Helps develop team cohesiveness by offering assistance to team members and aligns individual work efforts to meet work unit and organizational goals for service excellence. | AE |
| d) Maintains a patient-centered, positive, and helpful orientation when working with individuals within and outside of the work unit. | AE |
| 6. Innovation: Infuse and energize the organization, enhancing the lives of those we serve, through the creative ideas and unique talents of each employee. | |
| <i>Performance Expectations/Accountabilities</i> | <i>Performance Level</i> |
| a) Supports an environment that encourages open exchange of ideas and dialogue for improvement. | AE |
| b) Contributes ideas and suggestions and participates in activities that improve systems, processes, and service for patients, visitors and colleagues. | AE |
| c) Engages in monitoring and evaluating (formal and informal) feedback and data from patients, visitors and colleagues to improve service and work unit's performance. | AE |
| d) Adjusts to change in a positive and supportive manner. | AE |
| 7. Excellence: Deliver the best outcomes and highest quality service through the dedicated effort of every team member. | |
| <i>Performance Expectations/Accountabilities</i> | <i>Performance Level</i> |
| a) Demonstrates patient-centered and customer focus by treating patients, visitors and colleagues as top priority to meet or exceed needs and expectations. | AE |
| b) Completes assignments on time, contributing extra effort to meet patients', visitors', and colleagues' needs. | AE |
| c) Attends and participates in classes, seminars, workshops, and other continuing education as appropriate to maintain and enhance professional knowledge and/or job skills. | AE |
| d) If applicable, maintains competence in the provision of care and services to patients of various ages, populations, and abilities. | AE |
| e) Freely shares knowledge and information to assist in educating and training allied health staff and physicians. | AE |
| 8. Stewardship: Sustain and re-invest in our mission and extended communities by wisely managing our human, natural and material resources. | |
| <i>Performance Expectations/Accountabilities</i> | <i>Performance Level</i> |
| a) Uses Mayo resources appropriately and for conducting Mayo business. | AE |
| b) Participates in Mayo Clinic recycling/energy reduction programs (e.g. shuts off lights/computers/equipment when not in use; recycles paper, cans, bottles; etc.). | AE |
| c) Offers suggestions if resources could be used more efficiently. | AE |

DIVERSITY AND INCLUSION

Important for everybody

Mayo Clinic values diversity. Our organization's goal is to ensure inclusiveness and participation of diverse employees at all levels of the organization while providing high quality, culturally appropriate care in a welcoming environment for all patients. Embracing this goal will allow us to successfully achieve our Diversity & Inclusion vision:

Mayo Clinic will be recognized by patients, employees, peer institutions, and the community as the leading model for diversity and inclusion.

You are a part of this vision. The diversity of thought and opinions of all employees are needed to build our future. Our future Diversity and Inclusion priorities include:

1. Provide high quality, culturally appropriate care in a welcoming environment to all patients
2. Increase the diversity of Mayo Clinic patient
3. Improve inclusiveness and participation of diverse employees at all levels of the organization
4. Increase the proportion of women and minority students, faculty, administrators, and staff where under represented.
5. Increase the proportion of women and minorities in senior leadership
6. Identify and eliminate health disparities; become a national leader in the science and promotion of health equity
7. Develop an integrated and formal infrastructure for the Office of Diversity and Inclusion and for coordination and dissemination of diversity values, programs and scholarship activities.

You can help drive these priorities:

- Live our values
- Seek to understand first
- Be open and inclusive
- Speak up when you see exclusionary behavior
- Establish shared expectations – to create a safety net and prevent harm to patients or staff
- Join a Mayo Employee Resource Group (MERG)

“One of the signs of a truly educated people, and broadly educated nation, is lack of prejudice.”

– C. H. Mayo

DIVERSITY AND INCLUSION ACTIVITY

PATIENT EXPERIENCE



At Mayo Clinic, creating the best experience for patients is built into Mayo's primary value: The needs of the patient come first. It's also the focus of Mayo's strategic vision, "to provide an unparalleled experience as the most trusted partner in health care."

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

~Maya Angelou

Let Mayo's mission, vision, and core values inspire and guide you to consistently deliver an extraordinary human experience. You are the one to consistently demonstrate excellence, compassion and respect by partnering with patients, family and colleagues to continuously improve the healthcare service experience.



Mayo medical practice has had an unbroken chain of service since Dr. William Worrall Mayo opened his practice in Rochester in 1864. You are now a steward of Mayo's unique system of care that has been continuously refined for more than 150 years. You are Mayo Clinic to our patients, our visitors, and the communities we serve.



Mayo Clinic's emphasis on collaboration and teamwork allows us to bring the full spectrum of Mayo's knowledge and expertise together to focus on the individual needs of each patient. Whether your role involves direct patient care or you support those providing care to our patients, you are a part of the Mayo experience.



You will learn more about Mayo's Service Delivery and Service Recovery approaches when you view the Patient Experience online module as a part of your new employee orientation.

For more information, please visit Patient Experience on the Mayo Clinic intranet.

COMPLIANCE SCENARIOS

Scenario 1:

A colleague mentions to you that they want to start their own business and they are questioning if this is okay under Mayo Clinic policy.

Scenario 2:

You are asked to write an editorial opinion for the local newspaper on why you support a certain politician. The newspaper wants you to include your position at Mayo Clinic in the article to bring more weight to your knowledge and opinion.

Scenario 3:

A colleague is obviously interested in you personally. The colleague starts to send you email love messages at work and seeks you out in the cafeteria for lunch. The constant attention makes you uncomfortable and begins to interfere with your ability to do your job.

Scenario 4:

You are being asked to publish an article in a professional association journal and you want to use information from a project you are working on at Mayo Clinic. You are not sure if you can use the Mayo Clinic information in your article.

Scenario 5:

You see a story on a local news station's social media account about a patient who had a wonderful experience at Mayo Clinic. You were part of the patient's care team and want to post a comment about what a pleasure it was to care for them.

Scenario 6:

You are reviewing the surgery schedule as part of your job role and notice that your friend is on the schedule. You were not aware that she needed surgery and now you are worried about her. You want to make sure she is okay so you consider contacting her to ask about the surgery.

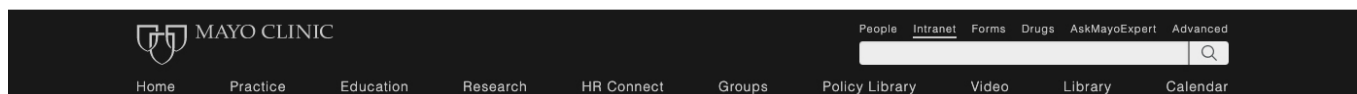
ONLINE RESOURCES

Where do you find that?

Navigating the Mayo Intranet

Mayo Clinic uses an extensive intranet to communicate with employees across the enterprise. On the Mayo intranet home page (<http://mayoweb.mayo.edu>), there are many important resources, including:

- » Clinical Tools
- » Computer Support / Help Desk
- » EHR Support
- » Emergency Preparedness
- » Safety (Patient and Employee Safety Programs)



At the top of any Mayo Clinic intranet page are links to important key areas such as HR Connect, the Groups page, the Policy Manual, and the Video archive. Use the search box in the upper right to search the Mayo Clinic intranet.

HR Connect

The HR Connect area is designed for easy, online access to find the HR answers you need.

- » **Self-Service** - Timekeeping, Paycheck, PTO (Paid Time Off), and tools for entering direct deposit and other important information
- » **Employment** - Performance appraisals, job postings, leave of absence, travel and expense information, and the Employee Talent Profile
- » **Benefits** - Medical / dental / life insurance, retirement planning, the pension estimator, and more
- » **Family** - Child care and other dependent care services, the Employee Assistance Program, the Employee Wellness program, activities and discounts
- » **Education** - My Learning delivers, tracks and records job-specific, institutional and regulatory training and education
- » **Employee Recognition** - The Mayo Clinic Service Recognition Program is intended to recognize and show appreciation to the many individuals' dedication and contributions to Mayo

Groups

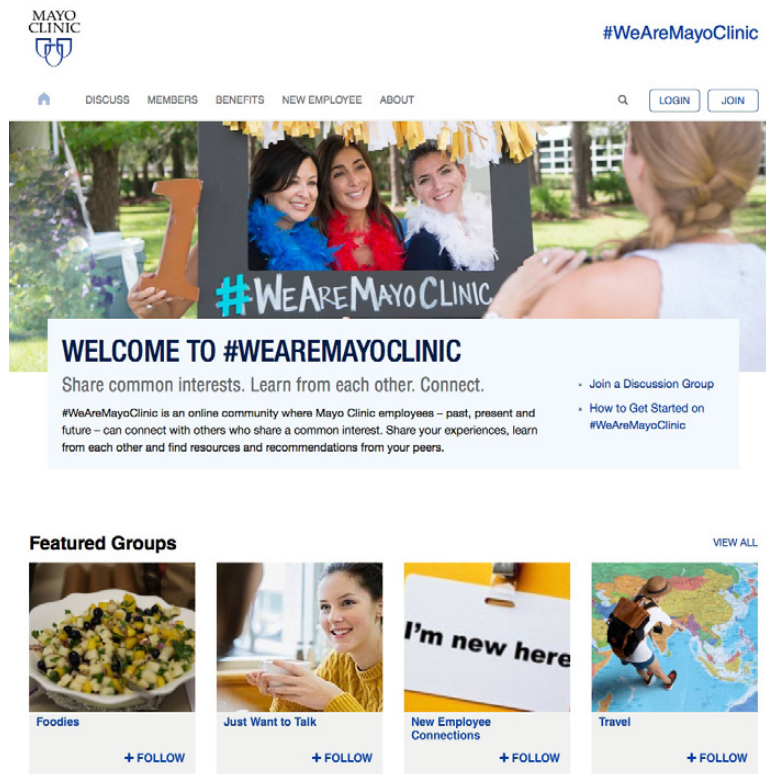
Use the Groups link at the top of any Mayo Clinic intranet page to access an alphabetical directory of internal web sites. Some key sites of interest for new employees are:

- » Center for Social Media
- » Integrity and Compliance Office
- » Diversity and Inclusion
- » Mayo Clinic Values Council
- » Dress & Decorum
- » Infection Prevention and Control
- » Security

JOIN THE CONVERSATION

#WeAreMayoClinic

Join our online community, **#WeAreMayoClinic**, to ask questions, share thoughts, get advice, and so much more! **#WeAreMayoClinic** is a great place to learn from one another. Even family members can join! For example, one of the interest groups is **New Employee Connections** where you can comment on existing discussion threads or ask questions by creating a new discussion. The **New Employee** page has resources that correspond with various timeframes you will navigate, as well as a Newsfeed of tips and opportunities that may be of interest. Beyond new employee resources, there are many other personal and professional groups you can follow and participate in. Get to know your Mayo Clinic colleagues with the help of this online community.



1. Go to <http://connect.employees.mayo.edu>
2. Click JOIN.
3. Create a Mayo Clinic social account using your email address. Any email address will do to sign up, so you can join the conversation as soon as possible. However, we recommend you change it to your Mayo email address once you have it, to get updates from your Mayo mailbox.
4. Create a USERNAME, PASSWORD and DISPLAY NAME. Please note: It is recommended that your username include your first and last name, or something similar – not any of your Mayo ID numbers, including local area network (LAN ID), RACF and employee IDs. Your LAN ID, RACF, and employee ID may be found on the Intranet in the Mayo Clinic Directory. The platform does not automatically use the single sign-on username and password that you use for logging in to your computer, timekeeping, etc.
5. Once in #WeAreMayoClinic, learn more about the online community by clicking on “How to Get Started.” Then, participate by follow a group, joining in a discussion, starting a new discussion, or reading a page.

PHONE SYSTEM

Sometimes it's just best to talk to someone

The Mayo Clinic Online Directory contains contact information for every employee and department across the Mayo Clinic enterprise. To locate an employee in the online directory, first click 'People' in the search box located in the upper-right corner of any Mayo intranet page. Type in a last name (or use the format Last, First) and press Enter (or click Search.) Visit quarterly.mayo.edu for more directory features.



Phoning Someone

| LOCATION | CALLING SAME SITE | CALLING FROM ANOTHER SITE |
|--|---|-----------------------------------|
| Calls within Arizona (to Scottsdale campus) | 1-XXXX | 791-XXXX |
| Calls within Arizona (to Phoenix campus) | 2-XXXX | 792-XXXX |
| Calls in Florida | 3-XXXX | 783 or 786-XXXX |
| Calls in Rochester | Last five digits of phone number | 773, 774, 775, 776, 777, 778-XXXX |
| Calls to Mayo Clinic Health System | Consult the specific Mayo Health System's intranet site | |

In the printed version of the Quarterly Directory, you will find general telephone information, instructions on how to send a page, how to make local and long distance phone calls, and how to find building addresses and abbreviations. PDFs of various sections of the printed version of the directory are located online at quarterly.mayo.edu.

Important Phone Numbers

| Emergency Number | HR Connect | Help Desk |
|------------------|--|---|
| 911 | 888-266-0440 or 507-266-0440 (all campuses) | ARZ 2-3900 |
| | | FLA 3-0369 |
| | | RST 4-5500 |
| | | MCHS |
| | | SWWI (608) 392-8000 NWWI (715) 838-6999 SEMNI (507) 446-5260 SWMN (507) 385-2947 (Internal 4-4357) |

TIMEKEEPING

Approve Timecards – It is REQUIRED!

For more information go to the 'HR Connect' page on the Mayo intranet and click on "Timekeeping Guides" in the "Information" section.

- See your Supervisor/Manager for specific timekeeping practices for your department.

Pay Period

A pay period at Mayo is a two-week long block (shown in blue area). For most employees pay periods begin on Wednesday. Employees are paid for this time on the following Tuesday, indicated (and on all Mayo calendars) by a box around the date. In this example the pay received on the 24th is for the pay period including the 4th through the 17th.

| SAMPLE | | | | | | |
|--------|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | | | | | |

Exempt (salaried) employees:

- Because of their positional duties and responsibilities, are exempt from the overtime provisions of the Fair Labor Standards Act (FLSA).
- Exempt employees are paid a salaried amount each pay period.
- Only need to record exceptions to normal work schedule via web timecard or phone IVR, by midnight on last Tuesday of the pay period.
- What to record? Absences, trips or transfers. Regular hours worked do not need to be entered – only exceptions.
- To approve a timecard, click **HR Connect** at the top of a Mayo intranet page, then click **Timekeeping**. You will be logged on to the timekeeping system. Exempt employees cannot approve a timecard at a timekeeping device.

(See page 20)

Non-exempt (hourly) employees:

- Because of the type of duties performed and the method of compensation, are subject to all Fair Labor Standards Act (FLSA) provisions including the payment of overtime.
- Non-exempt employees are normally required to account for hours and fractional hours worked and are paid by the hour.
- Use the timekeeping device and swipe your access card from the top down with your picture facing you.
- Starting your day? Just swipe. Going to lunch? Just swipe. Back from lunch? Just swipe. Done for the day? Just swipe.
- Don't forget to approve your timecard each pay period. You have multiple ways to approve timecards. The most common method is to use the timekeeping device.

(See pages 20-22)

Time Card – Web Method

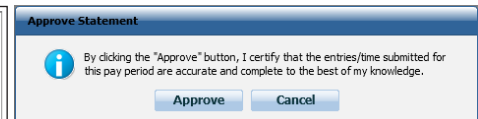
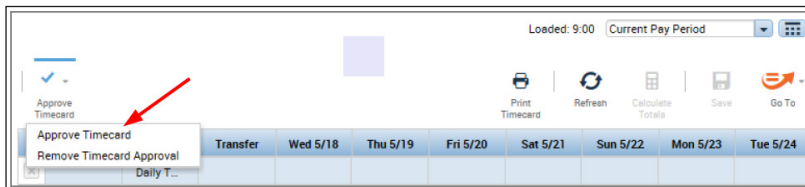
All Mayo employees must complete the 'Approve' time card action on their time card each pay period. It shows your manager that you are done with your entries and ready for their final approval.

Time Card Tips:

- Exempt staff are responsible to record exceptions in the pay period they are taken
- Exempt staff are **required to complete the time card 'Approve'** action each pay period – even if there are no exceptions to record during that time

To Enter Exceptions (e.g., PTO, Trip, STD, etc.):

1. Enter **Pay Code** and lump sum by day or lump sum for entire pay week
 - a. Tap Enter to create an additional row when entering more than one pay code in a week
 - b. Click **Save** to save changes
2. Click **Approve Timecard** icon, then **Approve Timecard**



3. Read the Approve Statement and click **Approve** to complete the process, or **Cancel** if changes are needed

If No Exceptions:

1. Click **Approve Timecard** icon, then **Approve Timecard**.

Sign-Offs & Approvals

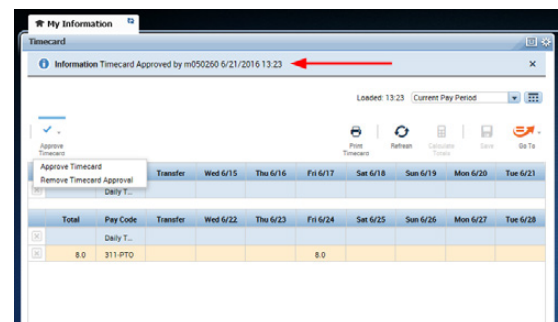
Once you have approved your time card:

- The **Totals and Accruals** tabs will display at the bottom of the screen by clicking on the double line/arrow.
- The message "Timecard Approved by [LAN ID, current date/ time]" will appear momentarily at the top of the timecard.

Remove Approval

Employees can remove the approval from the Web time card for additional entries up until the time the supervisor/emulator has completed their 'approve' task. After a supervisor/emulator approves the time card, the employee can no longer remove an approval to make changes.

1. Click **Approve Timecard**, then **Remove Timecard Approval** to open the timecard if changes are needed.
2. Make changes and click **Save**.
3. Click **Approve Timecard** again to let your supervisor/emulator know the card is ready for their approval and payroll processing.



Time Card – Swipe Device Method

Timekeeping Swipe Device (Electronic Timekeeping Device-ETD) for some nonexempt staff



| | | | |
|---|--|-------------------------|---|
| Time of Day | 15:12 | Mon Aug/03/12 | Today's Date |
| | Mayo Clinic | | |
| Transfer time to a PAU, Job Code, Activity, Tax Location | Transfer (PAU, Job Code, Activity, Tax Location) | View Hourly Time Card | See hourly time card for selected time frame |
| Enter PTO, STD, 030-OnCall Pager, 040-Charge, 210-Other Paid Absence, etc. as HH:MM | PTO, STD, Other Lump Sum... | View Salaried Time Card | See salaried time card for selected time frame |
| Cancel automatic meal/lunch deduction | Cancel Meal Deduction | View Leave Balances | See PTO and STD balances as of last pay period |
| Approve or Remove Approval as directed by the supervisor | Approve Time Card | More... | Enter pay codes: 004-OnCall Hours Worked, 104-Internal Education, 106-Orientation, 110-Misc. Productive, etc. |

PROCEDURES

IN and OUT

- Swipe** your Access ID Card from top down and with your picture facing you:
Starting your day? Just swipe
Going to lunch? Just swipe
Back from lunch? Just swipe
Done for the day? Just swipe

Attention: If you transfer at the start of the day:

- Stop!** Don't swipe yet
- Follow the Transfer or More... process

Cancel Meal Deduction

Can be entered any time after the first swipe of the day.

- Stop!** Don't swipe yet
- Press **Cancel Meal Deduction**
- Swipe** your Access ID card

Transfer to PAU, Job Code, Activity, Tax Location

- Stop!** Don't swipe yet
- Press **Transfer (PAU, Job Code, Activity, Tax Location)**
- Type** the 8-digit GLCompany-PAU number, or 6-digit Job Code, Activity number, or choose the state tax location
- Press **down arrow** as many times as needed to select Enter Badge ID
- Swipe** your Access ID card
- Attention:** Continue with next steps when done in that PAU, Job Code or Activity and back to home/primary

Transfer back to home/primary PAU, Job Code, Activity, Tax Location

- Repeat steps 1-5** above using your home or primary PAU, Job Code or Activity

PTO, STD, 030-OnCall Pager, 040-Charge, 210-Other Paid Absence, etc.

1. **Stop!** Don't swipe yet
2. **Press** PTO, STD, Other Lump Sum
3. Default is Today's Date. Press down arrow to accept this date or type right over the date to change it
4. Press **down arrow** to select Hours
5. Attention: Type amount as **Hours: Minute**
4 ½ hours is entered as 04:30 by simply typing 430 on the key pad

If error, press **CLR** and re-type

6. Press the **down arrow** to select Pay Code
7. **Type** the Pay Code Number or use List (blue button, bottom right). Use page down and arrow (one at a time) to select Pay Code, then ENTER
8. If transferring the time to another PAU, Job Code or Activity, follow these two steps
If not, go to # 9
 - Press **down arrow** to select GL Company-PAU and/or Job Code and/or Activity, as needed
 - Type 8-digit GLCompany-PAU and/or 6-digit Job Code and/or Activity, as needed
9. Press **down arrow** as many times as needed to select Enter Badge ID
10. **Swipe** your Access ID card

More... Enter Pay Codes: 004-OnCall, 104-Internal Educ, 106-Orientation, 110-Misc Productive, etc.

1. **Stop!** Don't swipe yet
2. Press **More...**
3. Press appropriate **Pay Code** button or press more ... for additional codes. Use the blue button to select a pay code
4. If transferring the time to another PAU, Job Code or Activity follow these two steps
If not, go to # 5
 - Press the **down arrow** to select GLCompany and/or Job Code and/or Activity as needed
 - **Type** the 8-digit GLCompany-PAU and/or 6-digit Job Code and/or Activity as needed
5. Press **down arrow** as many times as needed to select Enter Badge ID
6. **Swipe** your Access ID card
7. **Attention:** Continue with next steps when done in that pay code and back to 001-Regular

When Done in That Pay Code, Transfer Back to 001-Regular

1. **Stop!** Don't swipe yet
2. Press **More...**
3. Press **001-Regular, End Work Rule Transfer**
4. **Swipe** your Access ID card, in addition: If you had transferred to a different PAU, Job Code, Activity, you also need to Transfer back to your home information
 1. Press **Transfer (PAU, Job Code, Activity, Tax Location)**
 2. **Type** your 8-digit home GLCompany-PAU number, or 6-digit home Job Code, or home Activity number
 3. Press **down arrow** as many times as needed to select **Enter Badge ID**
 4. **Swipe** your Access ID card

Approve Time Card (REQUIRED)

1. Press **Approve Time Card**
2. **Swipe** your Access ID card
3. Press the desired **Time Period**
4. Use **arrow** to scroll through the time card as needed
5. Press **ENTER** to approve

Remove Approval

1. Press **Approve Time Card**
2. **Swipe** your Access ID card
3. Press the desired **Time Period**
4. Press **ENTER** to remove the approval

View Hourly Time Card

1. Press **View Hourly Time Card**
2. **Swipe** your Access ID card
3. Press the desired **Time Period**
4. Use **arrow** to scroll through the time card as needed
5. Press **ESC** to escape

View Leave Balances (PTO and STD)

1. Press **View Leave Balances**
2. **Swipe** your Access ID Card
3. Press **ENTER** twice to view balances
4. Press **ESC** to escape

SELF-SERVICE INSTRUCTIONS

Introduction

Self-Service is an electronic tool used to access, update, and manage personal data, employment records, benefits, and view your pay check. As a new employee there is a special New Hire link you will use to set up your benefits, direct deposit, personal data, and mail location.

The following pages provide assistance for you to complete the following information:

- Direct Deposit and Tax Withholding (**update immediately**)
- Voluntary Self-Identification of Disability Form
- Personal Data
- Mail & Work Location
- Enroll in Benefits (if eligible) within **31 days** of your employment

If you completed any of these tasks through the Onboard system prior to your first day of work, it is recommended that you review your previously provided information. Direct Deposit and Tax Withholding (update immediately, unless already provided in Onboard).

For Self-Service questions, call HR Connect

Before calling, have both your Employee ID number (located on the back of your access badge or in your Mayo Clinic Directory - Person Details) and your Personal Identification Number (PIN) ready. To get your PIN, go to the **HR Connect** web site and click on **Employee Self-Service**. Once logged in, click on **Need PIN** on left-hand navigation bar. You will be asked to enter these into the phone to protect your confidentiality.

- All Mayo Locations
888-266-0440 or 507-266-0440

Initial Logon

- Press **CTRL + ALT + DELETE** on the keyboard
- Type your LAN ID (m number) in the **User name** field (lowercase "m")
- Type your **default** password in the **Password** field. Your default password is:

First 2 letters of first name + First 2 letters of last name + year of birth

Note: the first letter and only first letter of each name is capitalized

Example: John Doe born in 1980 would have an initial password of "JoDo1980"

My LAN ID (m number) =

At the initial logon, you will be prompted to change your password.

Mayo Clinic Password Guidelines:

- Your new password must be exactly 8 characters in length.
- Start your new password with a letter.
- Use three letters out of the following four options:
1) Uppercase 2) Lowercase 3) Number 4) @, #, or \$
- Do not use a previous password.
- Never share your password with anyone.
- Never write your password down.

For assistance changing your password, please contact your local Help Desk.

Arizona: 2-3900

Jacksonville: 3-0369

Rochester: 4-5500

Mayo Clinic Health System:

SWWI (608) 392-8000

NWWI (715) 838-6999

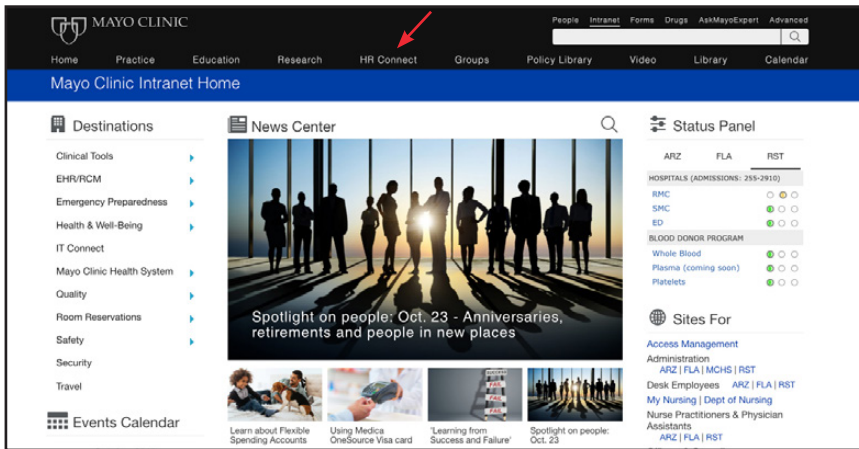
SEMNI (507) 446-5260

SWMN (507) 385-2947 (Internal 4-4357)

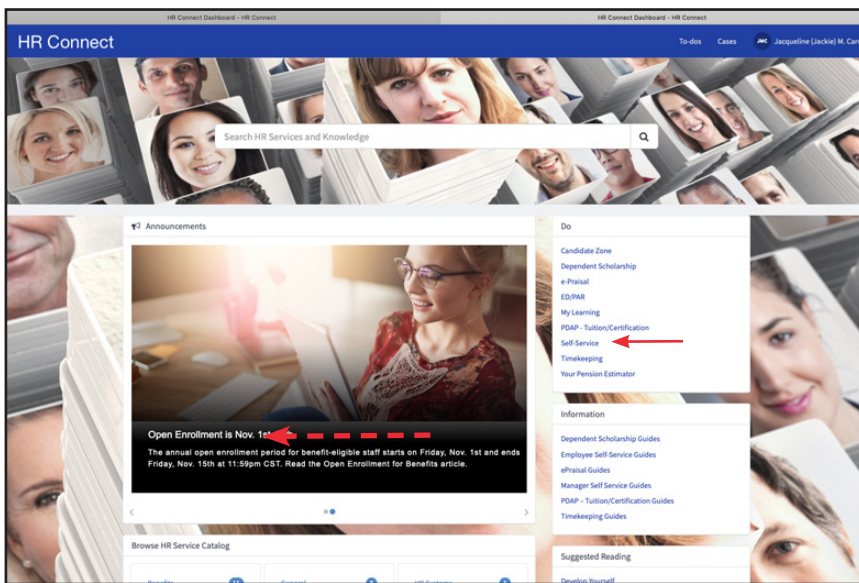
— LOG OFF —

Log off the computer and log back in again for the password change to take effect.

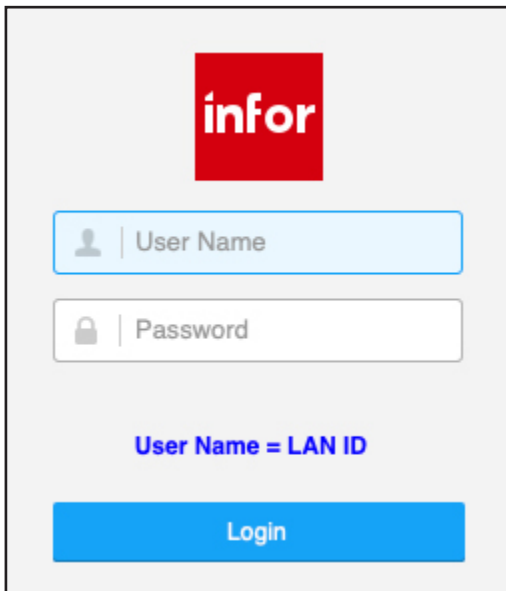
Accessing Self-Service



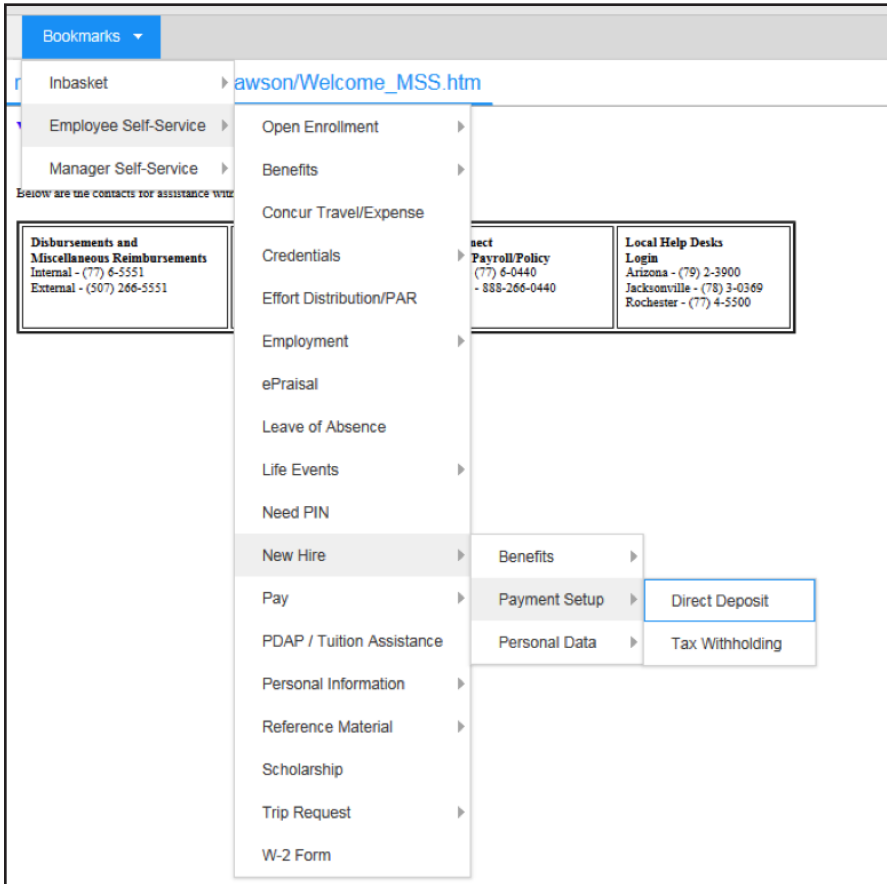
- Launch Internet Explorer and click **HR Connect** on the top of the Mayo intranet home page



- Click **Self-Service**



- User ID: Your LAN ID (m number)
- Password: Your new password
- Click **Login**



Direct Deposit

The first account created will default to receive net pay. If more than one account is desired, a flat dollar amount or percentage of net pay must be designated for each additional account. You may have up to nine accounts. Please follow the steps below to set up your direct deposit. If you completed Direct Deposit enrollment through the Onboard system prior to your first day of work, it is recommend that you review your previously provided information. You may make modifications and/or add additional accounts at this time.

1. Click **New Hire** or **Pay**.
2. Click **Payment Setup**.
3. Click **Direct Deposit**.
4. Review Direct Deposit Notification and click **Continue**.
5. Click **Add**.
6. Click radio button to **agree**.
7. Review the message “A passcode will be sent to your Mayo e-mail” and click **OK**.
8. Retrieve the code from your e-mail and copy/paste or enter it into the field in **Passcode Entry** and click **Continue**.
9. Type the number of accounts to open.
10. Click **Continue**.
 - a. If you open more than 1 account read default account information.
11. Type account information.
 - a. **Bank** – click the search icon and type in your bank name (it is best to use whole words such as ‘Mayo’ or ‘National’ using your bank’s name.) Then select your bank name and routing number from the list. If there is no match found, contact HR Connect at 507-266-0440 or 888-266-0440.
12. Be sure that the routing number selected matches the routing number specific to your bank and account.
13. Complete the remaining fields (Description, Account Type, Flat Amount or Percent of Net).
14. Click **Update**.
15. A confirmation e-mail will be sent to your Mayo e-mail address.

Completing Your Direct Deposit and W-4 (continued)

Tax Withholding (W-4)

This form allows you to add or update your Federal and State tax withholding. If you do not make an entry, the system will default your tax withholding to single marital status and zero allowances/exceptions. If you completed your Federal and State tax withholdings through the Onboard system prior to your first day of work, it is recommended that you review your elections.

| Tax Withholding | | | | | | | |
|-----------------|----------------------|-----------------|----------------|------------|--------|-----------------------|-------------------|
| Deductions | | | | | | | |
| | Description | Resident Status | Marital Status | Exemptions | Exempt | Additional Exemptions | Additional Amount |
| -3 | Federal Tax | Resident | Single | 1 | No | 0 | |
| -3 | AZ State Withholding | Resident | Single | 0 | No | 0 | |

Federal Withholding Setup

1. Click **New Hire**
2. Click **Payment Setup**
3. Click **Tax Withholding**
4. Click **Federal Tax**
5. Select **Marital Status**
6. Type number of **Allowances**
7. Type **Additional Amount** (if desired)
8. Scroll down and click **Continue**
9. Click **Continue**

NOTE: If you do not see the correct option for specific state withholding, make sure your address is listed correctly under Personal Information (see next section).

State Withholding Setup

State withholding should be based on the state that you are physically performing work. If that state is not reflected, call HR Connect at 507-266-0440 or 888-266-0440.

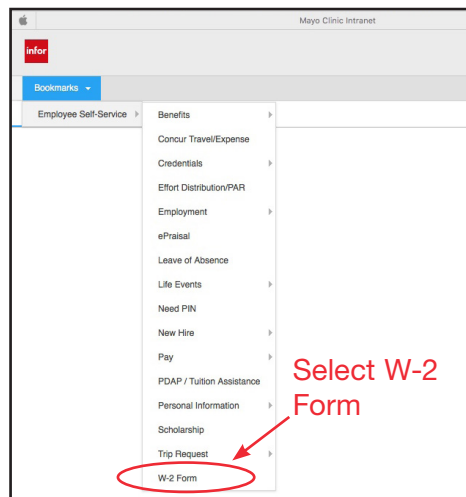
Note the following states do not have state withholding and will not be displayed: AK, FL, NV, NH, SD, TN, TX, WA, WY.

1. Click **New Hire**
2. Click **Payment Setup**
3. Click **Tax Withholding**
4. Click on the appropriate **State Withholding**
5. Select **Marital Status**
6. Type number of Exemptions or choose Rate for AZ
7. Type **Additional Amount** (if desired)
8. Click **Continue**

Opting in for Online W-2

This option provides you the opportunity to receive your W-2 form electronically. This will allow you to receive the W-2 form approximately 10 days faster than a mailed copy. To get started simply follow these instructions:

1. Log in to Self-Service from a Mayo Clinic computer
2. Click Bookmarks
3. Click Employee Self-Service
4. Click W-2 Form
5. Log in to W-2 form online tool using your LAN ID (m number) and password
6. Click W-2 under My Delivery Settings
7. Enter secondary email address
8. Select Yes (You should see a green checkmark next to the word Authorized.)
9. Click Submit



Opt-in by January 1 to receive online access to your W-2 form. Future W-2 forms will be online only. You will receive an e-mail in January when your form is available.

Completing Your Employment Information

Employment Information allows you to update your mail and work location.

Mail and Work Location

The Mail and Work Location form allows you to update where you receive your work mail and identifies where you physically work the majority of your day. Other Mayo Clinic systems use this information to send you communications. As a new employee it is important to ensure both your Mail and Work location is completed. Your supervisor may have already entered this information but you should verify to make sure it has been completed.

Identify your Work Mailbox

1. Click **New Hire**
2. Click **Personal Data**
3. Click **Mail and Work Location**
4. Designate the location by using the drop down menus (do not key in)
5. Select the **Campus**
6. Select the **Building**
7. Select the **Floor**
8. Select your **Room**
9. Click **Update/Validate** and ensure the Last Validation Date is populated (inquire if you don't see it right away)

Completing Your Personal Information

Personal Information allows you to update your education, competencies, home address, emergency contact and mail location. If you provided any of this information through the Onboard system prior to your first day of work, it is recommended that you review your previously provided information.

Voluntary Self-Identification of Disability

This form allows you to add your disability status. You must choose an option, even if that option is to not provide this information at this time.

1. Read the form in its entirety
2. You will notice that your **Name and Today's Date** have automatically populated
3. Select one of the three boxes
4. Click **Submit Selected Choice**

Veteran Status

Details

Veteran Status Not a Protected Veteran

Veteran Status

1. Select your veteran status from the options provided by clicking the magnifying glass next to the selection in the Veteran Status box.
2. Verify the correct status code is selected and click **Update**.
3. A Change Complete dialog will appear to indicate the change has been processed. Click **OK** to continue.

Veteran Status

Details

Veteran Status Not a Protected Veteran

| Veteran Status | Description |
|----------------|-------------------------|
| 1 | Protected Veteran |
| 7 | Other Eligible Veteran |
| N | Not a Protected Veteran |
| W | Choose Not To Disclose |

View Records 1 - 4

NOTE: More information about veteran statuses is available in form MC0424-17 located in the Mayo Clinic forms database on the intranet.

Detail

*Required fields are indicated.

Degree* Bachelor Degree

Subject Accounting

GPA

Institution U of California - Berkeley

Completion MM/DD/YYYY

In Process

Company Sponsor

Recruitment added your required education/certifications/competencies for the role you were currently hired into. If you wish to update or add additional credentials/degrees/certifications, the Education, Certifications, and Competencies forms allow you to update this information.

1. Log onto **Employee Self-Service**
2. Click **New Hire**
3. Click **Personal Data**
4. Click **Education, Certifications, or Competencies**
5. Click **Add**
6. Type the appropriate information in the Detail box
7. Click **Update**

Personal Profile

Personal Information

Employee Name Test Test

Preferred Name Test

Social Number 7859

Birth Date 01/03/1965

Gender Male

Ethnicity Asian

Disability No

Disability Type No

Marital Status Married

Veteran Status Not a Protected Veteran

Former Name

Maiden Name

Personal Profile

Personal Profile allows you to view the personal data Human Resources has on file. To have information updated, call HR Connect at 507-266-0440 or 888-266-0440.

1. Click **New Hire**
2. Click **Personal Data**
3. Click **Personal Profile**


Completing Your Personal Data (continued)

Home Address

Address

Home Supplemental

*Required fields are indicated.

Effective Date* 
MM/DD/YYYY

Address 1

Address 2

City

State or Province

Postal Code

County

Country

Phone

Phone Country Code

For updates to your supplemental address contact the Employee Service Center or your local Human Resources.

Home Address

This form allows you to update your Home Address online. The effective date cannot be pre-dated. The Supplemental address is only used for employees who receive mail at a foreign address. Otherwise, the default is the home address.

1. Log onto **Self-Service**
2. Click **New Hire**
3. Click **Personal Data**
4. Click **Home Address**
5. Type the **Effective Date**
6. Type new **Home Address information**
7. Click **Update**

Detail

*Required fields are indicated.

First Name*

Last Name*

Relationship

Cell Phone

Cell Phone Country Code

Home Phone

Home Phone Country Code

Work Phone

Extension

Work Phone Country Code

Address 1

Address 2

Address 3

Address 4

City or Address 5

State or Province

Postal Code

Country

Emergency Contacts

This form allows you to update your Emergency contact information.

1. Log onto **Self-Service**
2. Click **New Hire**
3. Click **Personal Data**
4. Click **Emergency**
5. Click **Add**
6. Click **Update**

Benefits Orientation Online

You will need to self-assign the Benefits Orientation Online course through My Learning as part of your onboarding coursework. The entire course takes approximately 60-90 minutes to complete. The course is designed to inform you about your Mayo Clinic Total Rewards, one section at a time, with entertaining videos and important plan details. The information is designed to complement the Orientation Guide to Benefits which will be available electronically at the beginning of the course. Upon completion of all the sections within the course, you'll have the knowledge to make informed benefits enrollment decisions.



How to Enroll

For new hires, you can complete your benefits enrollment online through the Self-Service portal, which is available via HR Connect inside the Mayo firewall only. This means you have to be on-site or connected securely to the Mayo network off-site to access the portal.

| Brand New Hires | Current employees becoming benefits-eligible, rehires, anyone enrolling in a flexible spending account |
|--|---|
| <ul style="list-style-type: none"> Employee Self-Service portal | <ul style="list-style-type: none"> Call HR Connect with your Employee ID & PIN numbers available |

Rehires and current employees transferring into a benefits-eligible position cannot enroll online and therefore must call HR Connect to complete their benefits enrollment. Also, any employee who'd like to enroll in a Flexible Spending Account for the current year, must do so by calling HR Connect. When you call, you will need your employee ID (for most located on the back of your badge) and your PIN (can be obtained through Employee Self-Service).

Benefits Information (continued)

You will have 31 days from your benefits eligibility date (hire or transfer date) to complete your benefits enrollment.

Before starting the enrollment process, make sure to have all dependent information available including full name, Social Security number and birth date.

Your online enrollment can be updated **ONE TIME ONLY**. If you need to make adjustments to your benefits within 31 days from your eligibility date, contact HR Connect at 507-266-0440 or 888-266-0440.

The screenshot shows the HR Connect navigation menu. The 'New Hire' option is selected, and the 'Benefits' sub-menu is open, with '1-Add Dependents' highlighted. Other options in the 'Benefits' sub-menu include '2-Benefits Enrollment', '3-Add Beneficiaries', 'Benefits Highlights', and 'Summary Plan Descriptions'. A contact information box is visible on the right side of the menu.

1. Add Dependents

You must enter eligible dependent(s) before electing your medical, dental/vision and life insurance options.

1. Click **New Hire**
2. Click **Benefits**
3. Click **1-Add Dependents**
4. Click **Add**
5. Type dependent information
6. Click **Update**
7. Click **Okay**

The screenshot shows the 'Dependents' page in the HR Connect system. The page title is 'Dependents' and the sub-section is 'Current Dependents'. Below the title, there is a message: 'To add a dependent, click on the Add button.' and an 'Add' button.

The screenshot shows the 'New Hire Enrollment' page. The page title is 'New Hire Enrollment' and the sub-section is 'Enrollment Order'. Below the title, there is a message: 'Benefits enrollment will be processed in the following order.' and a list of plan types:

| Plan Type |
|---------------------|
| MEDICAL PLAN |
| SPOUSAL SURCHARGE |
| HEALTH SAVINGS ACCT |
| DENTAL PLAN |
| VISION CARE PLAN |
| LEGAL INSURANCE |
| EMPLOYER PAID LIFE |
| VOLUNTARY LIFE |
| CASH ACCUM FUND |
| FAMILY LIFE-SPOUSE |
| FAMILY LIFE-CHILD |
| EMPLOYER PAID AD&D |
| VOLUNTARY AD&D |
| EMPLOYER PAID LTD |

At the bottom of the page, there are three buttons: 'Cancel', 'Previous', and 'Continue'.

2. Benefits Enrollment

Next you will enroll in the benefits available for you and any listed dependents you added in step 1-Add Dependents.

1. Click **2-Benefits Enrollment**
2. Click **Continue**
3. Complete the forms as necessary

You will open each of these benefit forms in the following order.

Note: Plan type may vary depending on position.

Benefit Elections - MEDICAL PLAN

Select the plan in which you would like to enroll.
If you do not wish to enroll in a Medical Plan select "Decline Medical".

| Select | Plan |
|-----------------------|-----------------|
| <input type="radio"/> | Mayo Basic HDHP |
| <input type="radio"/> | Mayo Premier |
| <input type="radio"/> | Mayo Select |
| <input type="radio"/> | Decline Medical |

Medical

1. Enroll or decline Medical Plan
2. Click **Continue**
3. Select **Coverage Type/Premium Tier**
4. Click **Continue**
5. Click **Continue** on the verification screen

Benefit Elections - DENTAL PLAN

Select the plan in which you would like to enroll.

| Select | Plan |
|-----------------------|-------------------------|
| <input type="radio"/> | Delta Dental - Standard |
| <input type="radio"/> | Delta Dental - Deluxe |
| <input type="radio"/> | Mayo Reimb Acct (MRA) |
| <input type="radio"/> | Decline Dental |

Dental

1. Enroll or decline Dental Plan
2. Click **Continue**
3. Select **Coverage Type/Premium Tier**
4. Click **Continue**
5. Click **Continue** on the verification screen

Benefit Elections - VISION PLAN

Select the plan in which you would like to enroll.

| Select | Plan |
|-----------------------|---------------------|
| <input type="radio"/> | Vision Care Plan |
| <input type="radio"/> | Decline Vision Plan |

Vision

1. Enroll or decline Vision
2. Click **Continue**
3. Click **Continue** on the verification screen

Benefit Elections - EMPLOYER PAID LIFE

Select the plan in which you would like to enroll.

| Select | Plan |
|-----------------------|-------------------------------|
| <input type="radio"/> | Mayo Paid Term Life Insurance |

Employer Paid Life Insurance

1. Enroll in Term Life Insurance
2. Click **Continue**
3. Select Coverage level
4. Click **Continue**
5. Click **Continue** on the verification screen

Benefit Elections - VOLUNTARY LIFE

Select the plan in which you would like to enroll.

| Select | Plan |
|-----------------------|--------------------------------|
| <input type="radio"/> | Voluntary Group Universal Life |
| <input type="radio"/> | Decline Group Universal Life |

Voluntary Life

1. Enroll or Decline Voluntary Universal Life Coverage
2. Click **Continue**
3. If you enrolled, select coverage level; if you declined go to step 5
4. Click **Continue**
5. Click **Continue** on the verification screen

| Benefit Elections - CASH ACCUM FUND | |
|--|--------------------------------|
| Select the plan in which you would like to enroll. | |
| Select | Plan |
| <input type="radio"/> | Cash Accumulation Fund |
| <input type="radio"/> | Decline Cash Accumulation Fund |

Cash Accumulation Fund

If you have enrolled in Universal Life you are eligible for the Cash Accumulation Fund

1. Enroll or Decline the Cash Accumulation Fund
2. Click **Continue**
3. If you enrolled, select coverage level; if you declined go to step 5
4. Click **Continue**
5. Click **Continue** on the verification screen

| Benefit Elections - FAMILY LIFE-SPOUSE | |
|--|-------------------------|
| Select the plan in which you would like to enroll. | |
| Select | Plan |
| <input type="radio"/> | Family Life Ins Spouse |
| <input type="radio"/> | Decline Spouse Life Ins |

Family Life – Spouse

1. Enroll or Decline Voluntary Universal Life Coverage
2. Click **Continue**
3. If you enrolled, select coverage level; if you declined go to step 5
4. Click **Continue**
5. Click **Continue** on the verification screen

| Benefit Elections - FAMILY LIFE-CHILD | |
|--|------------------------------|
| Select the plan in which you would like to enroll. | |
| Select | Plan |
| <input type="radio"/> | Family Life Ins Children |
| <input type="radio"/> | Decline Child Life Insurance |

Family Life –Child

1. Enroll or Decline Voluntary Family Life – Child Coverage
2. Click **Continue**
3. If you enrolled in Family Life – Child, click **Continue** on plan coverage page; if you declined go to step 6
4. Select the dependents you would like covered
5. Click **Continue**
6. Click **Continue** on the verification screen

| Benefit Elections - EMPLOYER PAID AD&D | |
|--|----------------|
| Select the plan in which you would like to enroll. | |
| Select | Plan |
| <input type="radio"/> | Mayo Paid AD&D |

Employer Paid AD&D

1. Enroll in Employer Paid AD&D
2. Click **Continue**
3. Select coverage level
4. Click **Continue**
5. Click **Continue** on the verification screen

| Benefit Elections - VOLUNTARY AD&D | |
|--|------------------------|
| Select the plan in which you would like to enroll. | |
| Select | Plan |
| <input type="radio"/> | Voluntary AD&D |
| <input type="radio"/> | Decline Voluntary AD&D |

Voluntary AD&D

1. Enroll or Decline Voluntary AD&D Coverage
2. Click **Continue**
3. If you enrolled in Voluntary AD&D coverage, select the coverage level; if you declined go to step 5
4. Click **Continue**
5. Click **Continue** on the verification screen

Benefits Information (continued)

Benefit Elections - LEGAL INSURANCE

Select the plan in which you would like to enroll.

Select Plan

Legal Insurance

Decline Legal Insurance

Cancel Start Over Continue

Benefit Elections - LEGAL INSURANCE

You have selected Legal Insurance. Your contribution will be aftertax.

| Your Cost |
|-----------|
| 212.88 |

Cancel Previous Continue

New Hire Enrollment

Benefit Elections As Of 09/11/2019

| Plan | Coverage | Start Date | Your Cost | Company Cost |
|--------------------------------|----------------------------|------------|-----------------|--------------|
| Mayo Select | Employee | 09/11/2019 | 720.00 Pretax | 6,000.00 |
| Spousal Surcharge | N/A spouse not covered | 09/11/2019 | | |
| Decline Health Savings Account | | 09/11/2019 | | |
| Mayo Reimb Acct (MRA) | Employee | 09/11/2019 | 48.00 Pretax | |
| Vision Care Plan | Employee | 09/11/2019 | 108.00 Pretax | |
| Legal Insurance | | 09/11/2019 | 212.88 Aftertax | |
| Mayo Paid Term Life Insurance | 237,000.00 | 09/11/2019 | | 221.83 |
| Decline Group Universal Life | | 09/11/2019 | | |
| Decline Cash Accumulation Fund | | 09/11/2019 | | |
| Decline Spouse Life Ins | | 09/11/2019 | | |
| Decline Child Life Insurance | | 09/11/2019 | | |
| Mayo Paid AD&D | 79,000.00 | 09/11/2019 | | 10.43 |
| Voluntary AD&D | 100,000.00 | 09/11/2019 | 18.00 Aftertax | |
| Long Term Disability 65% | 65% of salary 50,935.30 | 09/11/2019 | | 235.09 |
| Annual Summary | | | | Cost |
| Total pretax contributions | | | | 876.00 |
| Total aftertax contributions | | | | 230.88 |
| Total company contributions | | | | 6,467.35 |

Your deductions may differ slightly due to rounding.

Benefit Attestation

By checking the box below, I acknowledge that I have viewed and obtained a copy of the Summary Plan Description (SPD) in electronic format on the Mayo Intranet by visiting [HR Connect](#). I am aware that I may also request a paper copy of SPD and any electronically transmitted and/or disclosed document by contacting HR Connect at 507-266-0440 or 888-266-0440.

I acknowledge: (Submit button will appear after box is checked)

Cancel Edit Elections Submit Final Elections + Exit

Make Legal Insurance election.

1. Make selection and Click Continue.
2. Review premiums and Click Continue.
3. A confirmation screen will appear. Click Continue.

Review and Complete

- If summary is correct, click **Submit Final Election & Exit**. You will then have the choice to **Update and Print** or **Update without Printing**.
- To make corrections to elections, click **Edit Elections**.
- Click **Cancel**, to exit enrollment and not save choices.

Your online enrollment can be updated one time only. If you need to make adjustments to your benefits within the 31 days from your eligibility date, contact HR Connect:

507-266-0440

or

888-266-0440

(All locations)

Beneficiaries

Current Beneficiaries

To add a beneficiary for a plan, click on the Add Individual or Add Trust button for

| | |
|--|-------------------------------|
| Plan Type | Employee Life |
| Plan Name | Mayo Paid AD&D |
| <input type="button" value="Add Individual"/> <input type="button" value="Add Trust"/> | |
| Plan Type | Employee Life |
| Plan Name | Mayo Paid Term Life Insurance |
| <input type="button" value="Add Individual"/> <input type="button" value="Add Trust"/> | |

3. Add Beneficiaries

Each life insurance plan will need to have a beneficiary.

1. Click **3—Add Beneficiaries**
2. Click **Add Individual** or **Add Trust**
3. Type beneficiary information
4. Click **Update**
5. Add other beneficiaries to plans as necessary

Employee Online Services is a resource you can use 24/7. Staff may use the following web address to access certain Human Resource information outside the fire wall: www.mayoemployees.org

Employee Online Services

Paychecks

Mayo Clinic is committed to ensure our employees are paid correctly and timely in accordance with all state and federal laws.

[View your Paychecks](#)

Total Compensation Statement

Your total compensation statement offers customized reporting of your salary and benefits, along with a summary of other services Mayo provides in payment and recognition of your contributions and service.

[View your Total Compensation Statement](#)

[Download the Adobe PDF Reader](#)

Important Note: If you use a shared workstation, it is very important that you log off when you're done, because personalized Total Compensation Statements are accessible in just a couple clicks due to single sign-on features.

Useful Links

HR Connect

- Limited access to HR systems and resources
- Concur (Travel Services) - Only available inside Mayo network on-site or VPN

[Employee Job Search and Candidate Zone](#)

[Concur \(Travel Services\)](#)

[Retirement Savings through Fidelity](#)

[Your Pension Estimator](#)

[Leisure & Lifestyle Activity Calendar](#)

[Outlook Web Access \(OWA\)](#)

- [Internal Access](#)
- [External Access](#)

[2019 Consulting Staff Salary Adjustment Statement](#)

[2019 Chair Roll-Up and Information Incident Reporting & Leave Online Services](#)

- [Submit an Employee Incident Report](#)
- [Submit a Leave of Absence](#)

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[Terms and Conditions](#) | [Privacy Policy](#) | [Notice of Privacy Practices](#) |

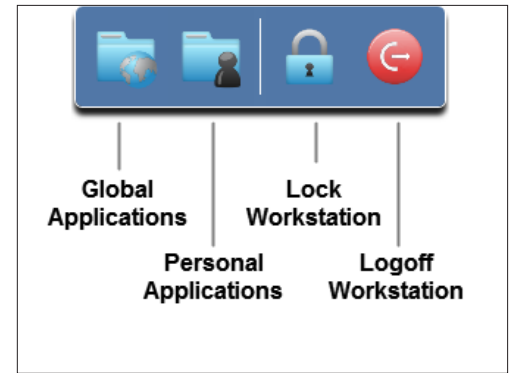
Computer Applications and the Mayo Dock

The Mayo Dock is a tool which provides consistent access to applications used across Mayo Clinic. Regardless of where you are logged on to a workstation, software is found and launched from the same location within the Mayo Dock.

The Mayo Dock also helps you remain efficient in your daily routine by managing auto start settings and providing a quick way to lock or log off your workstation.

Some basic uses of the Mayo Dock:

- Click >> **Applications** >> **Configure** to add the applications you use frequently, and to set specific applications to launch automatically at logon.
- Click >> **Global Applications** >> **Computer Settings** >> **Mayo File Servers** to locate department file shares.
- Click >> **Global Applications** >> **Computer Settings** >> **Mayo Computer and Printer Settings** or **Mayo Print Green** to install printers.



Online Training / My Learning

Required education for Mayo employees is found in **My Learning**. New employees are assigned initial required training and subsequent annual required learning is assigned based on Enterprise requirements, job role, and departmental requirements. Optional personal and professional development training courses and materials are also available via My Learning. For more information about My Learning, visit the **My Learning-Employee Toolkit** on HR Connect.

The screenshot shows the HR Connect interface. The breadcrumb trail is 'Home > Knowledge Base > Learning > My Learning - Employee Toolkit', with 'My Learning - Employee Toolkit' circled in red. The page title is 'My Learning - Employee Toolkit' with ID KB0103942. It is authored by System Administrator, has 405 views, and was updated 2 months ago. The main content area includes a 'Related Information' section for 'My Learning' and a table of 'Related Resources'. A sidebar on the right lists 'Also in Learning' items and 'KB Top Rated' and 'KB Top Viewed' sections.

| Topic | Related Resources | Description |
|--------------------------------|---|---|
| Basics of My Learning | Tutorial for End Users My Learning Navigation Demo Employee QR Assignments Tile vs My Curricula Tile | Resources to understand and navigate within My Learning |
| Access My Learning | Quickly Access Learning Launch My Learning | Quick tips to make it easy to get to Learning and a link to the webpage to launch My Learning |
| Assignments | Employee Learning Assignments | Tips to understand your learning assignments and instructions to remove any unwarranted assignments |
| Calendar Search | Scheduled Offering Calendar Search | Instructions to search the calendar view for available scheduled offerings |
| Certificate | Print a learning certificate QR | Instructions to print a learning certificate upon completion of a learning event |
| Curricula | Learning Assignments and Curricula | Details of the Learning Assignments tile, enrolling, launching online courses, and viewing the curricula tile |
| Curricula: Removal | Remove a Self-Assigned Curricula QR | Steps to remove a curricula that you self-assigned |
| Enroll, Withdraw, Assign to Me | Enroll/Withdraw in Class QR | Instructions to enroll and withdraw (cancel) and details to understand the difference between Assign |

YOUR NEXT STEPS

TB TEST READING

If you received a TB test on the day of orientation, remember to stop by Occupational Medicine or Employee Health on Wednesday or Thursday of this week for the results.



DIRECT DEPOSIT & TAX WITHHOLDING

Make sure you have your bank account and tax withholding information readily available to sign up for direct deposit your first week (*unless already completed in the Onboard system*).



THE NEEDS OF THE PATIENT COME FIRST

"There are no inferior jobs in any organization. No matter what the assigned task, if it is done well with dignity, it contributes to the function of everything around it and should be valued accordingly by all."

-Dr. Charles W. Mayo

BENEFITS ENROLLMENT

If you're eligible to participate in any of Mayo Clinic's benefit offerings, make sure to enroll within 31 days of your start date.



E-LEARNING

Use a Mayo computer to access and complete all required online learning modules within 30 days of your start date. Please note Infection Prevention and Control must be completed within 10 days of your start date.



PERSONAL DATA, VOLUNTARY SELF-IDENTIFICATION OF DISABILITY

Complete or review/update your personal data, mail and work location, disability and Veteran status information all online at your earliest convenience.



TIMEKEEPING

Familiarize yourself with the timekeeping devices for your work area. Let your supervisor know what hours need to be input in the system until you begin using the timekeeping devices.



