



NAVIGATING GOODWILL SYSTEMS GUIDE



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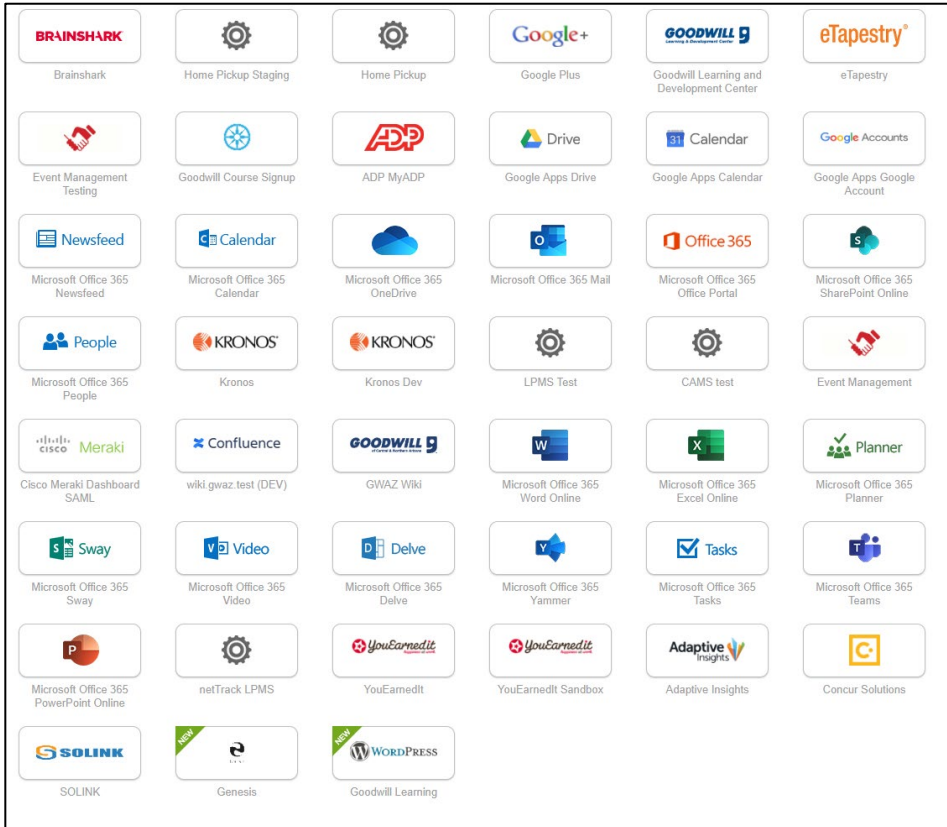
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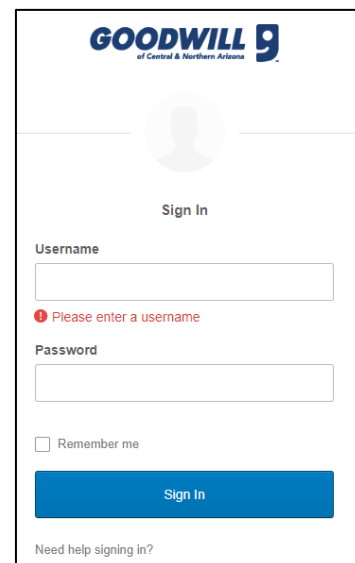
PURPOSE

This document covers the more common tasks, tools, and systems available on the Goodwill Gazette, Employee Portal, and Learning Portal.

GENERAL ACCESS



Most Goodwill applications and systems use Okta to verify login credentials. To see which systems and applications use Okta, navigate to www.goodwillaz.okta.com. A screenshot example is shown above. Access is granted based on role. For access to other Goodwill applications or systems, you may need to type your email address as your username.



GAZETTE INTRODUCTION



The Goodwill Gazette is the Intranet for Goodwill team members. An Intranet is a website that is only visible to employees.

The Gazette has important information such as company news, contacts, forms, departments, policies, procedures and more with new information being added daily. The Goodwill Gazette is more commonly called just the Gazette.

To access, open a Web browser such as Internet Explorer or Google Chrome and type gazette.gwaz.org. This may already be the default homepage on some computers.

- A. There are two navigation bars, one above the logo and one below the logo. Both navigation bars have links to commonly used sections of the Gazette.
- B. On the left side, the Goodwill Menu has links to areas such as Directories, Support, Web Applications, HR Depot, and Policies and Procedures. Some of these areas have a drop-down menu when you rollover them.
- C. The main part of the page has featured articles (most recent shows on top). Featured stories scroll in the main window.
- D. On the right side, the Goodwill Dashboard shows important company information related to our Employment Services (Mission Services) division, Retail Sales, and Completed Work Orders from IT, Facilities, and HR.

GAZETTE INTRODUCTION, CONTINUED



Here are some common areas of the Goodwill Menu:

- **Directories** – Employee, Goodwill locations, and department contacts
- **Support** – Common requested items and services
- **Web Applications** – Direct links to common application login pages
- **HR Depot** – Direct links to HR information including benefits
- **Policies and Procedures** – Directs the user to the policies and procedures area of the Intranet
- **Safety Calendar** – An at a glance monthly calendar view of safety information



Here are some common areas of the top navigation menu:

- **My Goodwill** – Opens up the Employee Portal
- **Webmail** – A web-based version of Outlook available for team members to use when they are not working from their own workstation; this is also available under the **Goodwill Menu > Web Applications** menu
- **Retail One-Stop** – Used by retail management for daily retail operations
- **Learning & Development** – Opens up the Learning Portal
- **GWDocs** – A repository of other company information
- **Reports** – Directs user to the Reports home page; the link is also under the Goodwill Menu

Reference this guide for more information on these sections.

Note: Access to these sections and other areas is granted based on a user’s role.

GAZETTE INTRODUCTION, CONTINUED

Goodwill Web Sites

- Goodwill Industries International
- Goodwill of Central Arizona

Benefits

- Benefit Forms and Provider Information
- News & Info

Hotline

- Report an ethical violation

Newest Jobs

Position

- Sr Financial Analyst
- Learning Technology Specialist
- Customer Service Manager (Phoenix)
- Product Manager, My Career Advisor
- Security Guard (Phoenix)
- See All Goodwill Jobs

Open Enrollment Starts November 4
Submitted by ereed on Fri, 10/18/2019 - 12:02pm
Open Enrollment is November 4 – November 22. All full-time active team members hired on or before November 2, 2019 must complete Open Enrollment and make new benefit elections. If you do not make any changes, your current coverages will be waived as of January 1, 2020. The Benefits team will be reaching out to you or your leader with instructions on how to enroll, so be on the lookout for more information later this month!
[Add new comment](#) [Read more](#)

The Great Goodwill Costume Contest
Submitted by ereed on Fri, 10/18/2019 - 11:59am
Celebrate Halloween with our 4th Annual Team Goodwill costume contest! Get a group together or dress up on your own and compete for the prize of "Best Individual Costume" or "Best Group Costume." Entries will be judged based on overall creativity and in order to win, **every individual or member of the group must include an item from Goodwill in your costume!** Here's how to enter:
[Add new comment](#) [Read more](#)

The Team Member Engagement Survey is Now Live!
Submitted by ereed on Tue, 09/10/2019 - 2:25pm
What do you like about working for Goodwill? What would you like to see change for the future? [Take the Team Member Survey](#) now through September 30 and tell us what you think! All full and part-time team members are encouraged to participate! Your response will be totally anonymous because an outside research company is conducting the research and collecting the results on behalf of GCNA. To take the survey, visit gwl-az.org/teamgoodwillsurvey.
5 comments [Read more](#) 1 attachment

2	731
Today	Month to Date
16,019	
Year to Date	
Facilities	
0	140
Today	Month to Date
7,505	
Year to Date	
HR	
1	854
Today	Month to Date
28,299	
Year to Date	
Employees	
Total	
3,973	

Suggestion Box
Send Us Your Anonymous Suggestions

YouEarnedIt
Recognize your colleagues' work at YouEarnedIt

As you continue to scroll, on the left (*E shown above*) are links to Goodwill Web Sites, Benefits, Hotline, Newest Jobs, and Holidays. In addition, on the right (*F shown above*) is a link to the Suggestion Box and the latest activity recognition feed from YouEarnedIt which our internal rewards and recognition program available to all team members.

Let's cover some areas under the Goodwill Support Menu first, then the top navigation.

GAZETTE DIRECTORIES DROP-DOWN MENU

Goodwill Menu

Directories

- Sup
- Wel
 - Employees
 - Goodwill Locations
- Rep
 - Departments
- HR

Other resources

- LPMS & CAMS
- ERMS
- Policies and Procedures
- Safety Calendar

Itardo

- Company Directory
- My account
- Stores
- Create content
- Log out

Wellness Awards

GCNA was recognized with two **WELLNESS Awards**

Goodwill Dashboard
Last Updated: 01/28/19 9:00am

Employment Services

People Served

3,656	3,656	0
Month to Date	Year to Date	Goal

People Placed

437	437	0
Month to Date	Year to Date	Goal

Total Placements

437	437
Month to Date	Year to Date

Retail Sales

Total	
902	249,792
Today	Period to Date

The Directories section is where you can find information for the following:

- **Employees** – Contact and location information of employees
- **Goodwill Locations** – Address, phone number, hours, etc. of locations
- **Departments** – Contacts and links for most Goodwill departments

EMPLOYEES

To find an employee:

1. Click the **Employees** link.
2. Search by any or all of the following criteria:
 - The first and/or last name
 - Location
 - Department
3. Click **Submit**.
4. When search results display, click an employee’s name to open a new window with their basic contact information.

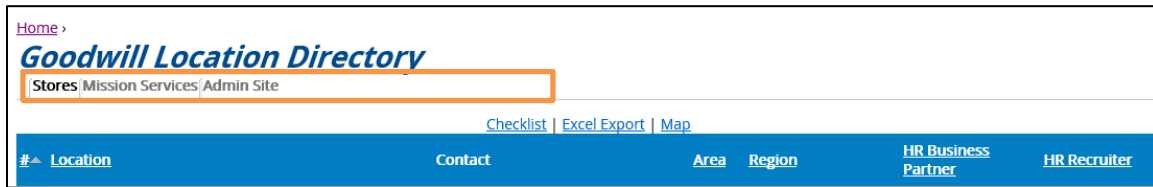
Update Contact Information

Employees can update their own contact information and should check periodically to ensure the information is correct.

Title	Lead L&D Consultant
Department	Learning and Development
Location	Corporate Center
Office	(602) 535-4244
Email	Lara.Tardo@goodwillaz.org
Edit contact information by visiting Kronos Self-Service . May take up to 24 hours to update.	

Click the **Kronos Self-Service** link to make changes.

GOODWILL LOCATIONS



To find a Goodwill location:

1. Click the **Goodwill Locations** location.
2. Click the desired location type tab:
 - **Stores** – Retail stores
 - **Mission Services** – Career Centers
3. The following information displays, when applicable:
 - **#** – Identifies location by number
 - **Location** – Address, Phone, Fax, Crossroads, and Hours
 - **Contact** – Managers for Retail or Lead Donation Attendants for RDC; click the **Contact List** link to see Mission Services information
 - **Area Region** – Only applicable to Stores tab
 - **HR Business Partner** – Assigned to location
 - **HR Recruiter** – Assigned to location

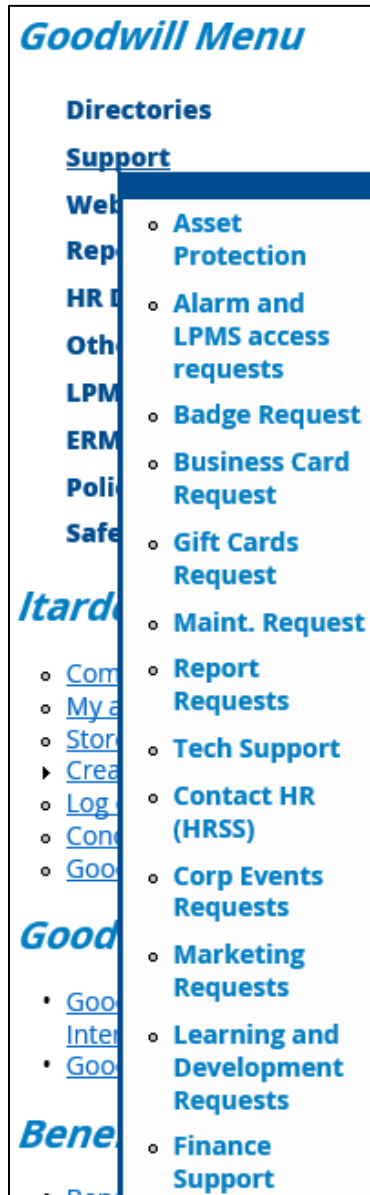
DEPARTMENTS



This page has contact information and links for most of Goodwill’s departments. The Goodwill Departments section has two main links:

- **Contacts** – Displays phone numbers for each main department at Goodwill
- **Links** – Has hyperlinks to department webpages (some pages may be outdated)

GAZETTE SUPPORT DROP-DOWN MENU



This menu includes links to commonly requested items and services. Here are some brief descriptions of common areas of the Goodwill menu:

- **Directories** – Employee, Goodwill locations, and department contacts
- **Support** – Common requested items and services
- **Web Applications** – Direct links to common application login pages
- **HR Depot** – Direct links to HR information including benefits
- **Policies and Procedures** – Directs the user to the policies and procedures area of the Intranet
- **Safety Calendar** – An at a glance monthly calendar view of safety information

BADGE REQUEST

Required Information

Requestor Name: Test User
 Requestor E-Mail: Test.User@goodwillaz.org
 Name on New Badge:
 Job Title on Badge:
 Badge Number: [Look Up Number](#)
 Location of Badge Holder:

To order a new badge, simply click the **Badge Request** link. Type in the requested changes and click **Submit**. Some reasons to order a badge might include a name change, job title change, lost ID, etc.

If the badge number is unknown, follow the steps below to look up the badge number.

The image shows a 'Goodwill Menu' on the left with 'Support' highlighted (callout 1). An arrow points to 'Badge Request' in the sub-menu. Another arrow points to the 'Look Up Number' link in the 'Required Information' form (callout 2).

BADGE NUMBER LOOKUP

Please enter the employee's first and/or last name, then hit submit.

Employee First Name:
 Employee Last Name:
 Location: 3

Employee ID	Source	First Name	Middle Name	Last Name	Kronos Username	Badge
123456	Kronos	Test	L	User	Test.User	98765

1. Open the Gazette and navigate to the **Goodwill Menu**. Rollover the **Support** option and click **Badge Request**.
2. Click the **Look Up Number** link.
3. A pop-up window displays. Type the Employee First Name and Employee Last Name, then select a location from the drop-down menu and click **Submit**. The Badge Number and other user info displays.

BUSINESS CARD REQUEST

To order business cards:

1. Rollover **Support** to access the drop-down menu and click the **Business Card Request** link.
2. Click the link on the page.
3. Type the **Username** and **Password** provided.

MAINTENANCE REQUEST

The Facility Maintenance department is responsible for a variety of services at our retail stores and other locations. Goodwill facilities and maintenance staff perform some of these services, while subcontractors or property owners perform others.

TECH SUPPORT

The Information Technology department can be utilized for computer support, hardware/software requests, or any necessary computer repair; however, an IT request is required before any support can be provided. A submitted request goes directly into the IT Service Desk work queue and the system sends an auto generated email with the ticket number and additional information to the requestor. For additional instructions on how to request IT services, go to the **Learning Portal > Training Resources > Orientation** and locate the **Requesting IT Services** guide.

CONTACT HR

The HR Service System is a website where, in just a couple of clicks, Goodwill team members can submit questions or requests to Human Resources. For instructions about what selections are available to choose from or to submit a request or question, go to the **Learning Portal > Training Resources > Orientation**.

MARKETING REQUESTS

MARCOM - Requests

- ▶ [Update to Existing Materials](#)
- ▶ [Social Media/Website/Email](#)
- ▶ [Marketing Request](#)
- ▶ [Event Support](#)
- ▶ [Printing/Promotional Item Support](#)
- ▶ [Suggest a Marketing Idea](#)
- ▶ [Request a New Project](#)

To request assistance from Marketing and Communications, click one of the link options. A form with text fields and/or drop-down menu displays. Enter information in all required fields notated with a red asterisk and click **Submit**.

GAZETTE – WEB APPLICATIONS DROP-DOWN MENU



The Web Applications menu has direct links to access certain applications or calendars. The options available depend on your department and position.

A few of the most common are My Career Advisor, Goodwill Webmail, GWDocs, Kronos, and Retail One-Stop. Some of these applications are also accessible via the top navigation or Employee Portal.

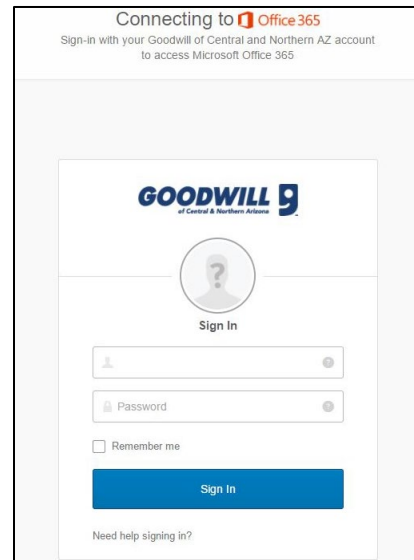
WEBMAIL

Webmail is a web-based version of Outlook available for team members to use when they are not working from their own workstation. Webmail is not accessible from the Goodwill career center public computers or classrooms due to security reasons. There are two ways to access Webmail, use one of the following options: go to the Web Applications drop-down menu and select **Goodwill Webmail** or go to the top navigation and click the **Webmail** link.

Log in

Team members must manually login to Webmail using their network user name and password. "GWAZ\" must precede the user name in order to identify the correct domain. For example, Kelly Employee would login as gwaz\kemployee.

Note: Webmail automatically logs out a user after ten minutes of inactivity.



Email Signature

In order to maintain the strength and integrity of Goodwill's brand, it is important that every team member's email communication looks consistent. Create a Webmail and Outlook signature according to the guidelines set by Marketing. Please refrain from including any logos, images, or unauthorized links in your signature.

Name and title can be bold, but do not use other colors or fonts other than what is listed below:

- **Font:** Calibri or Arial
- **Font Size:** 11 – 14
- **Font Color:** Black

Email Signature Example:

Courtney (Steuck) Nelson

Vice President of Marketing and Communications

Goodwill of Central and Northern Arizona

2626 W. Beryl Ave.

Phoenix, AZ 85021

602.535.xxxx direct line

480.xxx.xxxx cell phone

602.535.xxxx fax

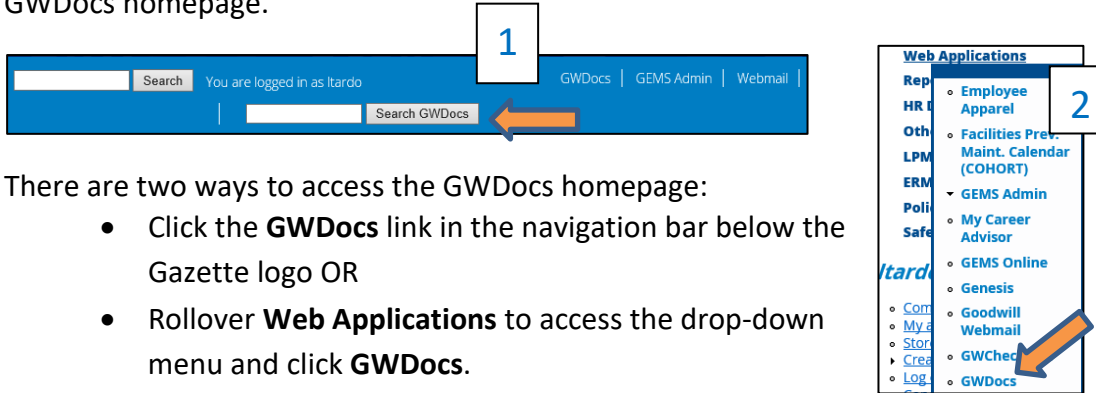
Courtney.Nelson@goodwillaz.org

External emails has mission verbiage automatically attached.

For instructions on how to set up your Webmail signature, click [here](#).

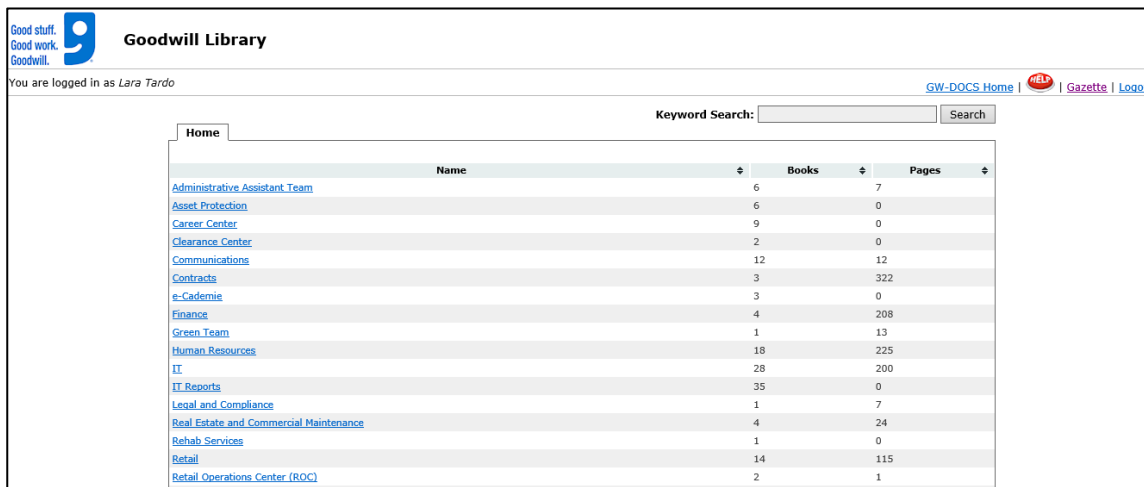
GWDOCS

GWDocs is a repository of other company documents such as some department forms or training materials. Any department that has documents available displays on the GWDocs homepage.

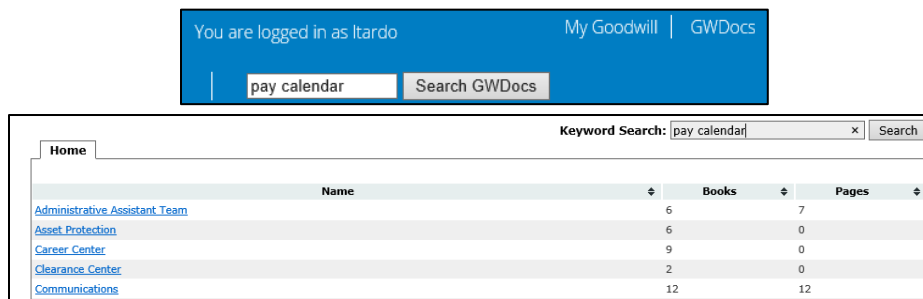


There are two ways to access the GWDocs homepage:

- Click the **GWDocs** link in the navigation bar below the Gazette logo OR
- Rollover **Web Applications** to access the drop-down menu and click **GWDocs**.



After choosing one of these options, the GWDocs homepage displays.



There are also two ways to directly search for a document in GWDocs:

- On the Gazette homepage, type keyword(s) in the text field can click the **Search GWDocs** button OR
- On the GWDocs homepage, type keyword(s) in the **Keyword Search** field and click the **Search** button

GWDOCS, CONTINUED

Home > Search >

Search

Links | **GWDocs** | Content

Enter your keywords:

– ▶ [Advanced Search](#)

Search results

[Pay Calendar 2017](#)
Pay Calendar 2017 ...
 Finance GG - FORMS - Melissa Williamson - 12/07/2016 - 9:40am

[Pay Calendar 2018](#)
Pay Calendar 2018 ...
 Finance GG - FORMS - Melissa Williamson - 10/23/2017 - 10:03am

[Pay Calendar 2019](#)
Pay Calendar 2019 ...
 Finance GG - FORMS - Tania Miaoulis - 10/19/2018 - 4:13pm

Search results that matches the keyword(s) entered displays. Click the appropriate link to view more information.

Home / [Finance Books](#) / [FORMS](#) / Pay Calendar 2019

Procedure

Reference Number:	7939	Document Id:	FORMS-70
File Name:	Pay Calendar 2019	Last Updated:	10-19-2018
Department:	Finance GG	Author:	Tania Miaoulis

Description

Pay Calendar 2019

Attachments

- [Pay Calendar 2019](#) (43 KB)

Some GWDocs pages have body text and attachment(s) and others GWDocs pages, may just have an attachment. To open a document, click the link under the **Attachments** section.

HR DEPOT



The HR Depot menu provides quick access to commonly used Human Resources pages or online forms. Here is a brief description of some of the links:

- **Applicant S&H** – Used by hiring managers to access the Applicant Search and Hire system
- **Benefits** – Shows websites and/or phone numbers for our benefits vendors
- **Benefits News & Info** – Displays links to common HR benefits forms
- **Job Requisition** – Used by hiring managers to submit a new job requisition or manage their job requisitions

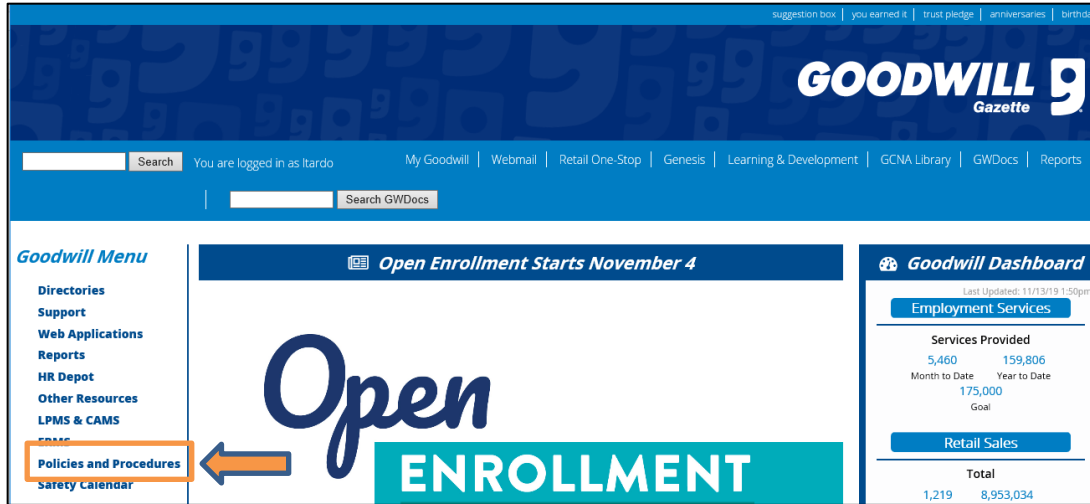
Some of these links provide direct access to the application home page with attachments, when relevant.

Now that we’ve covered the Gazette navigation, let’s introduce a couple other portals that team members may access on a daily basis.

POLICIES AND PROCEDURES

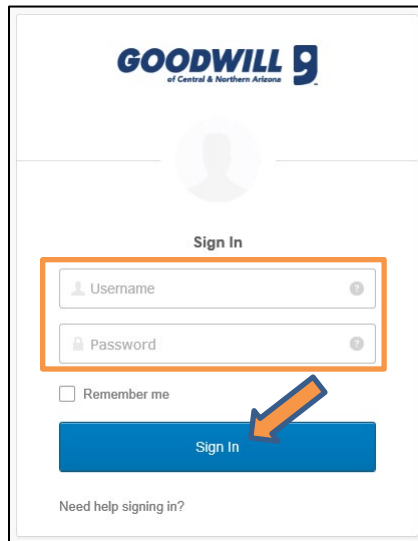
The company policies and procedures repository is accessible from the **Policies and Procedures** link on the Gazette. There are also some department forms and training guides located within this area as well.

Note: All company policies and procedures are in the process of being moved to this part of the Intranet.



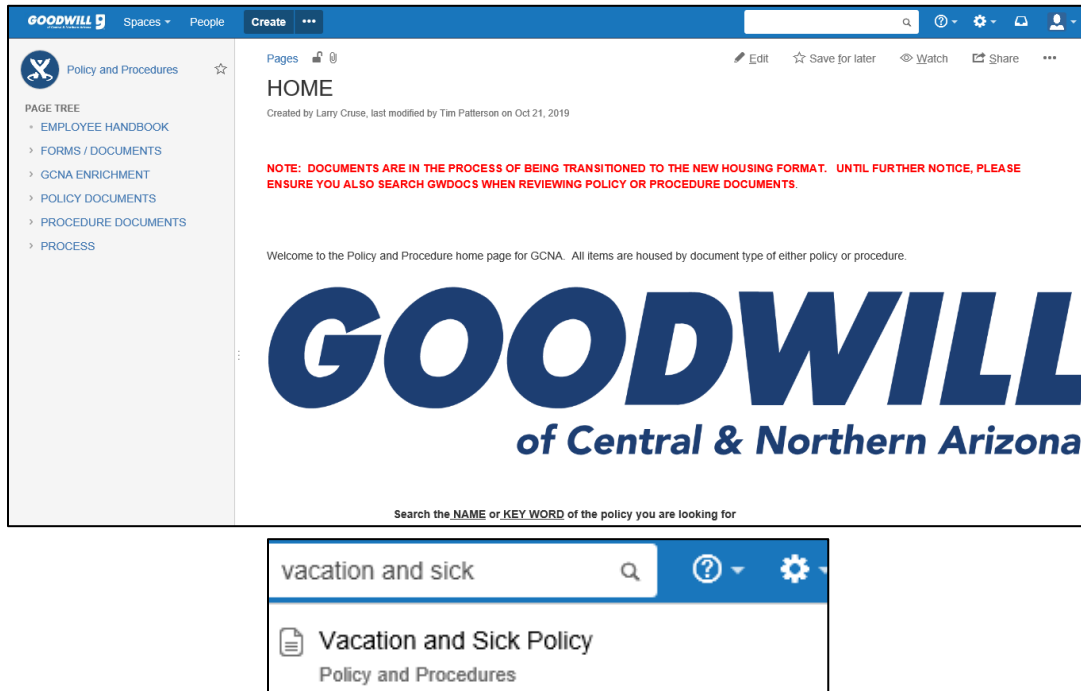
To access a policy or procedure:

1. Navigate to the Goodwill Menu and click the **Policies and Procedures** link.



2. A login screen may appear. Type the same username and password you use for other Goodwill systems and click **Sign In**.

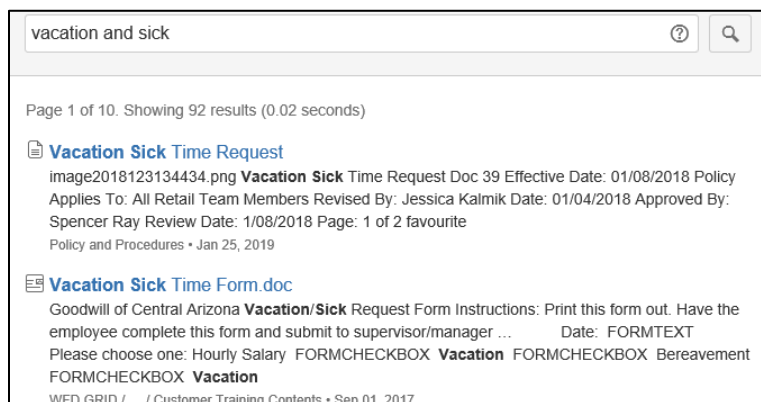
POLICIES AND PROCEDURES, CONTINUED



The home page displays. This portion of the Intranet is also called Confluence or a wiki.

There are two ways to search for a policy or procedure:

- Click a link under the **Page Tree** navigation below the **Policies and Procedures** header OR
- Type keyword(s) in the Search field and click the magnifying glass or click **Enter** on your keyboard.

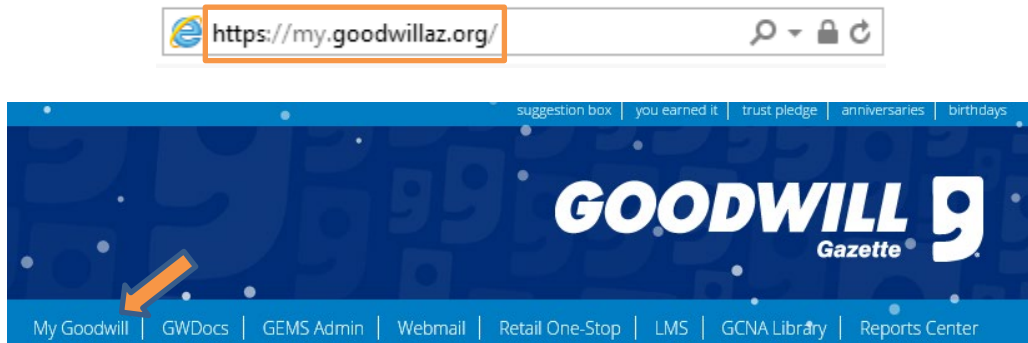


Search results that matches the keyword(s) entered displays. Click the appropriate link to view more information. Some pages open up an attachment automatically and others have text and attachment(s). To open an attachment, click the link under the **Attachments** section.

MY GOODWILL (EMPLOYEE PORTAL)

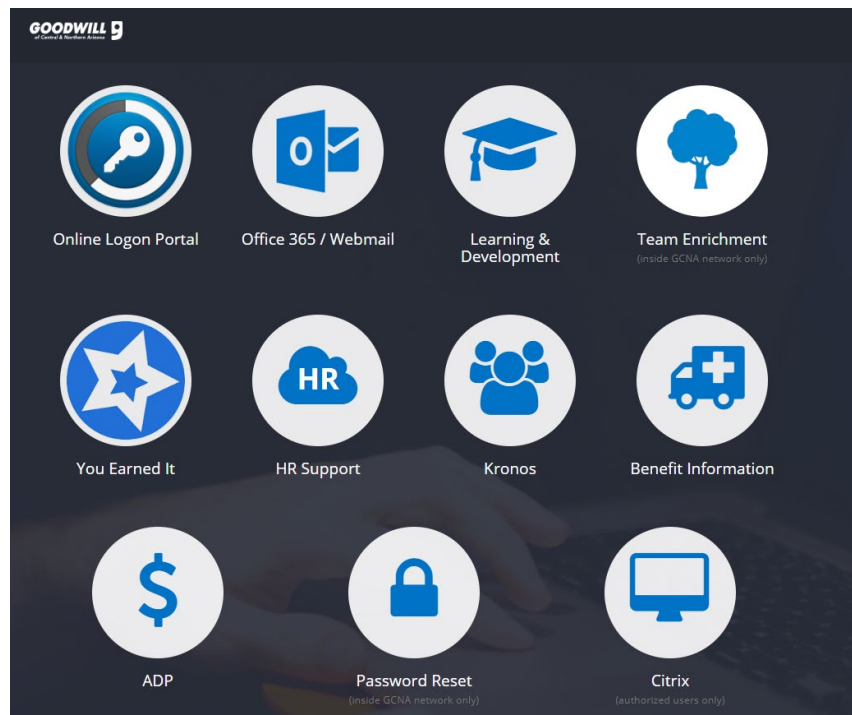
The employee portal offers team members the ability to access important information from any device, anywhere.

Some key reasons team members use the portal are to access email, take online learning, view paycheck information, complete new hire forms, locate benefit information, and open YouEarnedIt. Some roles can also reset their password.



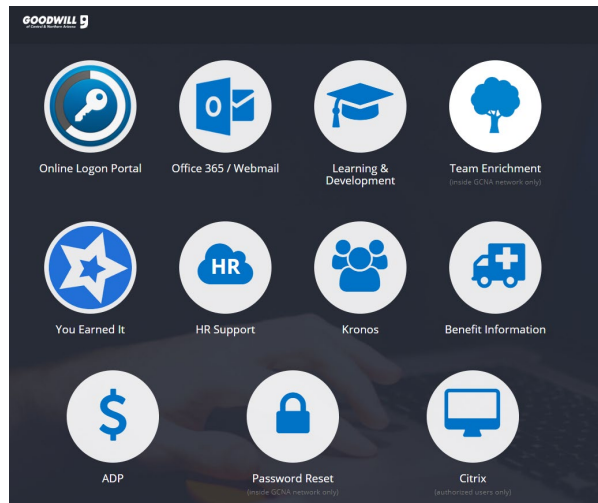
There are also two ways to access the employee portal:

- Open an Internet browser and type **https://my.goodwillaz.org** in the search bar
- Click the **My Goodwill** link from the top navigation bar



After choosing one of these options, the employee portal homepage displays. Click a link to access the different topic areas.

MY GOODWILL (EMPLOYEE PORTAL), CONTINUED



Here is a brief description of each section:

Online Logon Portal – Access common applications and systems used across the company; what you can view depends on job role.

Office 365/Webmail – Opens Webmail and Office 365 from any device; to login, use your Goodwill login and password.

Learning & Development – Launches the Learning Portal.

Team Enrichment – View up-to-date information on opportunities, perks, and programs available to enrich your lives and your career.

You Earned It – A social platform where we can recognize great work using posts like on other social platforms. You can recognize anyone at Goodwill of Central and Northern Arizona for the great work they do every day.

HR – Submit questions or requests to Human Resources.

Kronos – Team members can update personal information such as their address, phone number, and emergency contacts, and managers use it to build weekly schedules and approve timecards.

Benefit Information – Links to our Goodwill benefits website; information is applicable for full-time team members.

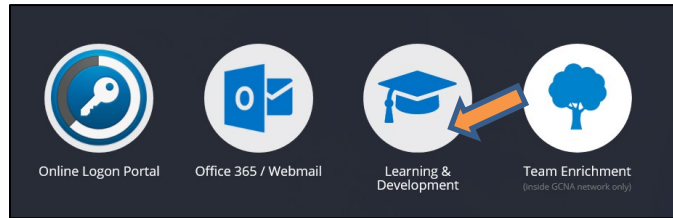
ADP – Click to view your paycheck stub or W-2 tax information.

Password Reset – Most team members can reset their password by clicking this icon. However, this only works when you are in the GCNA network.

Citrix – Access to our virtual platform; limited to authorized users only.

LEARNING AND DEVELOPMENT PORTAL OVERVIEW

The Learning Portal is an online, innovative platform that has access to everything you need related to learning – for your role, for your team, and for your own personal development. The portal features an assortment of choices such as access to the Learning Management System (LMS) and information on Learning and Development programs and services available to you. There are also links to outside sources selected for YOUR development.



1. To access the portal, use one of the following options:
 - Go to the Employee Portal (<https://my.goodwillaz.org>) or
 - Go to the Goodwill Gazette (<http://gazette.gwaz.org/>)
2. Click the **Learning & Development** link. Both options direct you to the Learning Portal home page.

LEARNING AND DEVELOPMENT PORTAL OVERVIEW, CONTINUED



Here are some brief descriptions of each Learning Portal section:

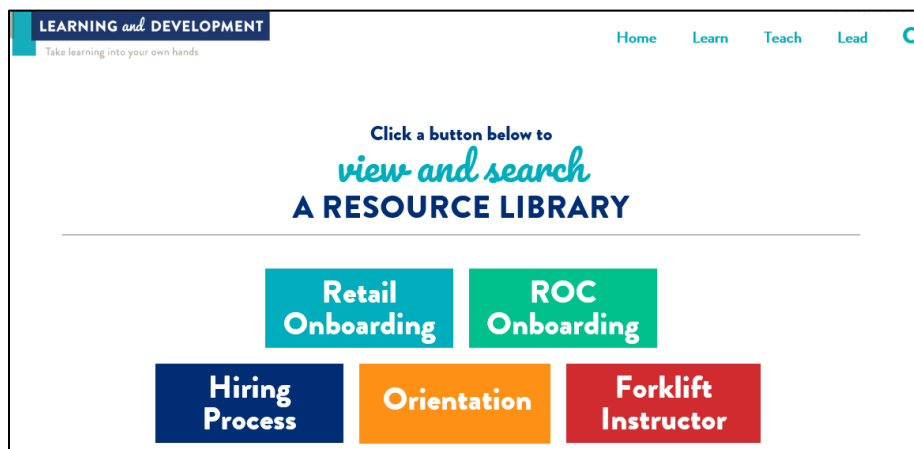
- **Learning Highlights** – Featured Goodwill initiatives related to learning
- **LMS** – Direct access to the Learning Management System (LMS) where users can take required and elective computer-based training
- **Support Request** – Opens up a support request where a user can request training or consultation support from the L&D department
- **A Week In Learning** – Articles that highlight topics on learning concepts and organization trends that are applicable to your everyday professional and personal life
- **Training Resources** – Opens the Resource library homepage for Retail, ROC, Hiring Process, Orientation, and Forklift content libraries (*more libraries may be added in future*)
- **L & D Calendar** – Links to L&D in person training offerings
- **Meet the Team**– Get to know L&D team members
- **Goodwill Culture** – At a glance information on Goodwill culture

HOW TO ACCESS TRAINING RESOURCES LIBRARIES

One of the most common areas team members access is the Training Resources section. This section is updated and content is updated frequently.

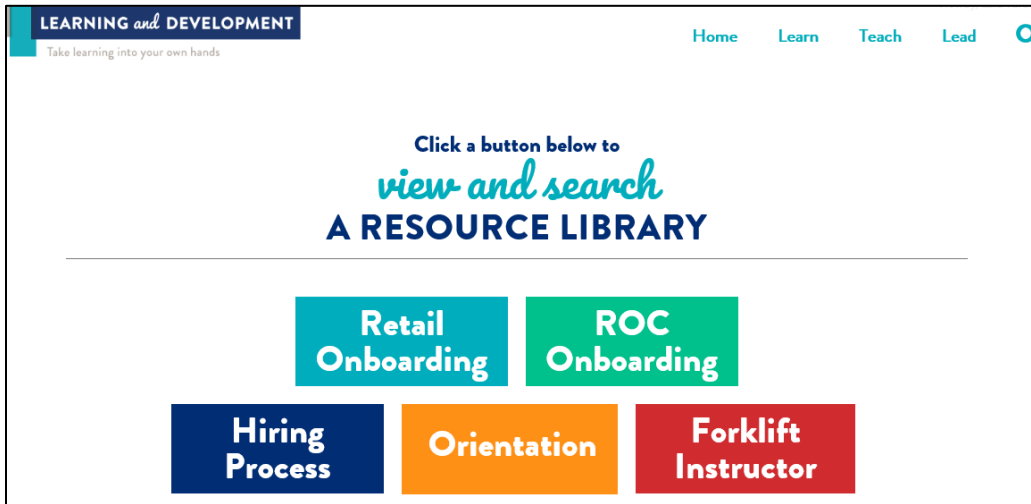


1. To access training resources, click the **Training Resources** icon.



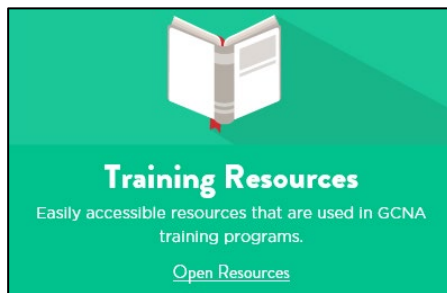
2. The **Resource Library** homepage displays. Click an icon to access a specific resource library.

HOW TO ACCESS TRAINING RESOURCES LIBRARIES, CONTINUED



Here is a brief description of each section. *The Hiring Process and Orientation resource libraries have some information applicable to all hiring managers.*

- **Retail Onboarding** – Houses all the on the job training (OJT) documents and packets. To locate Frontline OJT, use the Frontline filter. For other OJT documents, select the appropriate filter option to narrow your search results.
- **ROC Onboarding** – Houses all the on the job training (OJT) for the Retail Operations Center (ROC).
- **Hiring Process** – All training materials related to hiring a team member.
- **Orientation** – Guides and instructions on how to onboard your team member the first day or week.
- **Forklift Instructor** – Provides instructions on how what is required for forklift certifying a team member.



Let's use the Hiring Process library for our first example. To access the Hiring Process resource library:

1. Click the **Training Resources** icon.
2. Click the **Hiring Process** button.

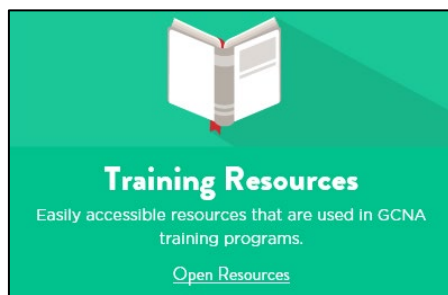
HOW TO ACCESS TRAINING RESOURCES LIBRARIES, CONTINUED



3. All the documents for this category display. Click **View** to open a document.

Note: Most resource libraries have one page with all the document links. One exception currently is **Retail Onboarding**. This library has several sub-sections. How to navigate within this section is covered next.

Retail Onboarding Library Example



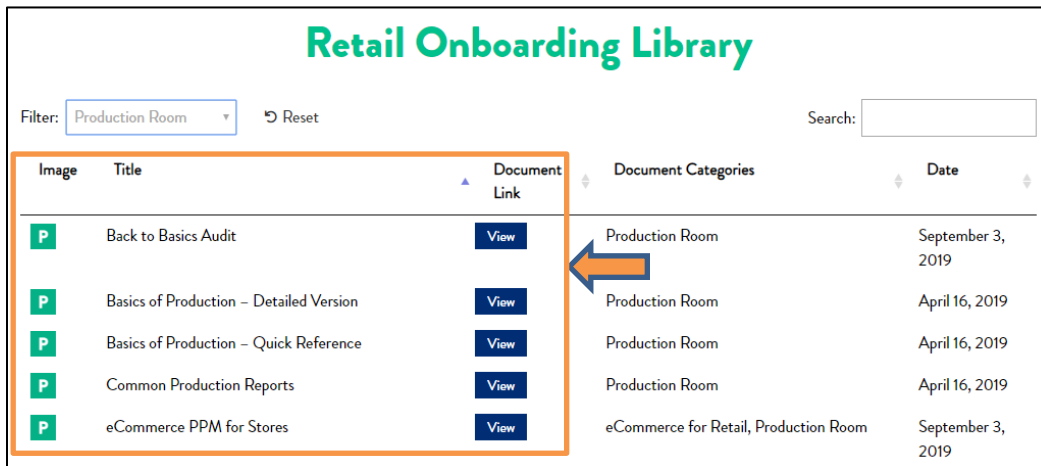
To access the Retail Onboarding section:

1. Click the **Training Resources** icon.
2. Click the **Retail Onboarding** button.

HOW TO ACCESS TRAINING RESOURCES LIBRARIES, CONTINUED



3. The Retail Onboarding library home page displays. To narrow the search results, use a topic filter. For example, to locate Production training documents, select **Production Room** from the **Filter** drop-down menu.



4. All the documents for this category display. Click **View** to open a document.

Important: Do not download or save the file on your desktop since the version may become out of date.

If you have any questions, contact the Learning and Development team at LearningandDevelopment@goodwillaz.org or 602-535-4268.