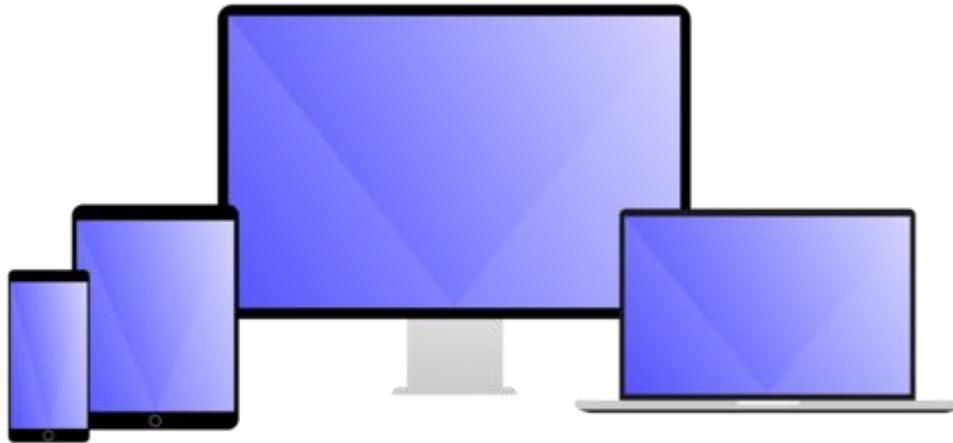




RETAIL SELLING SPECIALIST



User Guide

Logging in to Workforce

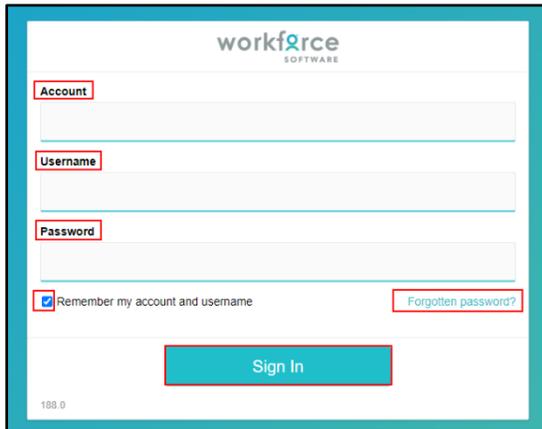
Navigate to the link provided to you in your welcome email where you will be presented with the screen below. The following logon details are set as default.

We highly suggest that you bookmark or save this link to your favorites

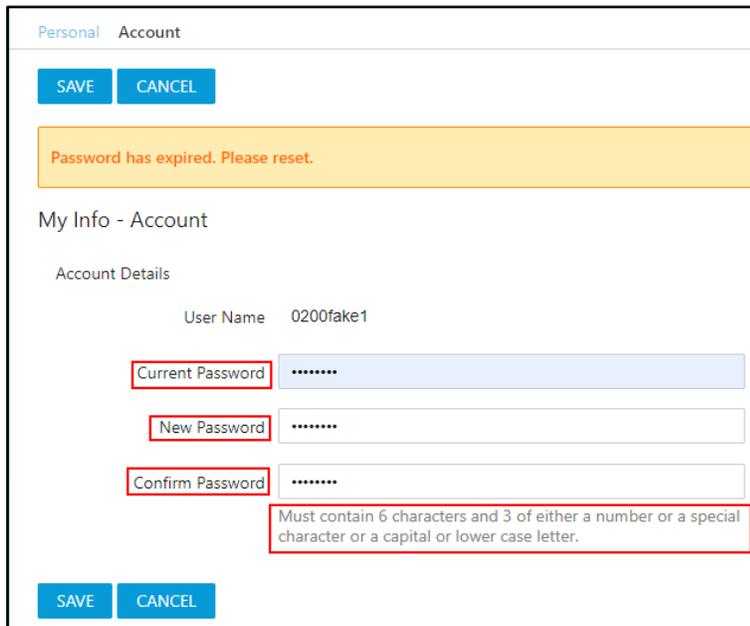
Account: (refer to your welcome email)

Username: **Your email address**

Password: **CoWorx1** (this is the initial password for new users)



1. Upon initial login, you must change your password. Enter your current password (CoWorx1) and then your new password twice, click **SAVE**



Password Requirements found here

The system will require you to change your password every 90 days.

Please keep your Workplace Online username and password secure at all times

Today Page

When you have successfully logged on, you will be taken to your **Today** page. This will present you with details specific to you and the menu options to navigate to other parts of the system.

The screenshot shows the 'Today' page interface. At the top is a blue 'Menu Bar' with options: TODAY, MESSAGES, SCHEDULE, AVAILABILITY, TIMESHEET, REPORTS, MY INFO. Below the menu bar is a 'Banner Message' area with a red warning: 'Payroll for W/E 07/15/2023 has been processed. Please pay close attention when entering your actual hours worked and retail sales. Any errors on your timesheets will cause a delay in pay.' Below the banner are four widgets: 'CALENDAR' (showing a calendar for September 2024), 'QUICK LINKS' (with links for View Availability, View Schedule, and Manage Recurring Availability), 'MY UNREAD MESSAGES (3)' (listing three published schedules), and 'MY SHIFTS' (a table of shifts for 09/29, 10/01, and 10/04). A blue callout box at the bottom points to these widgets with the text: 'Widgets: Calendar, My Messages, Quick Links, My Shifts'.

- The Menu bar is the blue bar that is across the top of the screen and is available on all pages
- The Banner Message is important information posted by CoWorx
- The Widgets include a calendar, a shortcut to messages that shows a count of how many unread messages you have, Quick links, a quick view to all of your scheduled shifts in the next two weeks

View Personal Details

1. Clicking on the **My info** option on the blue menu bar will take you to your personal details. From this screen, you can view your details and edit your password.
2. To change your account password, click on **Account** in the sub menu and follow the same steps you took when you initially logged in. See page 2

The screenshot shows the 'My Info' sub-menu. The top blue bar contains the 'Luxury Method' logo and the menu items: TODAY, MESSAGES, SCHEDULE, AVAILABILITY, TIMESHEET, REPORTS, and MY INFO (highlighted with a red box). Below this, the 'Personal' sub-menu is visible, with 'Account' highlighted by a red box.

Please contact the Luxury Method Team if you need to update any of your contact information, including address, phone numbers or email address

View Messages

Clicking on the **Messages** option on the menu bar will take you to a summary of all messages relevant to you.



1. Unread messages will be in bold.

Messages			
<input type="checkbox"/>	From	Subject	Sent ▾
<input type="checkbox"/>	coworx1	Schedule published for Sun, Sep 29th, 2024 - Fri, Oct 4th, 2024	Sun, Sep 22nd, 2024 16:56
<input type="checkbox"/>	coworx1	Schedule published for Sat, Mar 30th, 2024 - Sat, Mar 30th, 2024	Thu, Mar 21st, 2024 15:19
<input type="checkbox"/>	coworx1	Schedule published for Sun, Mar 24th, 2024 - Sun, Mar 24th, 2024	Thu, Mar 21st, 2024 15:19

To read a message click on the name in the **From** column.

2. To delete a message, check the box next to it and click on the **Delete** button. All boxes can be checked by using the box at the very top.
3. Once a message is opened you will see the option to return to the message summary page or delete the message.
4. Some messages will contain a link that will automatically take you to the relevant area in the system.

[BACK TO MESSAGES](#) [DELETE](#)

From: [REDACTED]
Subject: **Schedule published for Sun, Sep 29th, 2024 - Fri, Oct 4th, 2024**
date: Sun, Sep 22nd, 2024 16:56
To: Alexis Nexus

Hi Alexis,

A schedule has been published starting on Sun, Sep 29th, 2024 and finishing on Fri, Oct 4th, 2024.

These are your shifts:

Sun, Sep 29 - Macy's #001: TEST 12:00PM-5:00PM; Overlay No Counter

Tue, Oct 1 - Macy's #001: TEST 12:00PM-5:00PM; Overlay No Counter

Fri, Oct 4 - Macy's #001: TEST 12:00PM-5:00PM; Overlay No Counter

To confirm these shifts click [here](#).

View and Edit Schedule Availability

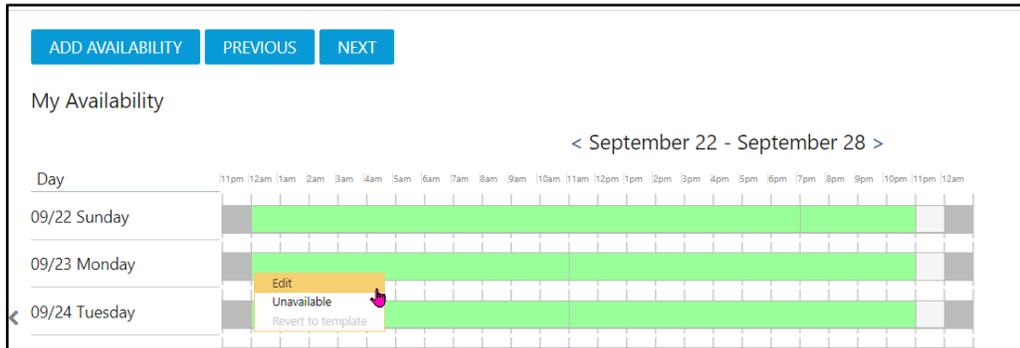
Every **RSS** is expected to set their availability and update as necessary.

1. Select the **Availability** menu option from the blue menu bar to take you to an area where you can view and edit the times and dates that you are available to work.



2. The **Home** screen will display current availability for the current week. You can navigate to any day by using the arrows on either side of the date.

3. To edit your availability, click on the green bar and select **Edit or Unavailable**



- a. Unavailable would make you unavailable to work for the entire day
- b. Edit will open the **Add Availability** screen below

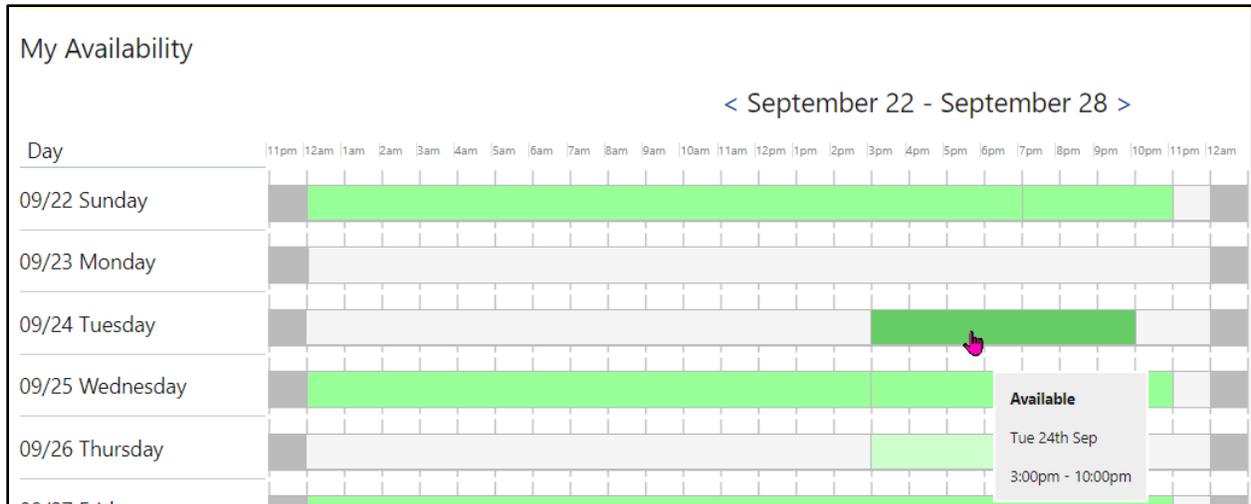
- i. Select the times **you are available to work** in the edit screen and click **Save**.

1. To select multiple days, hold down the Ctrl key

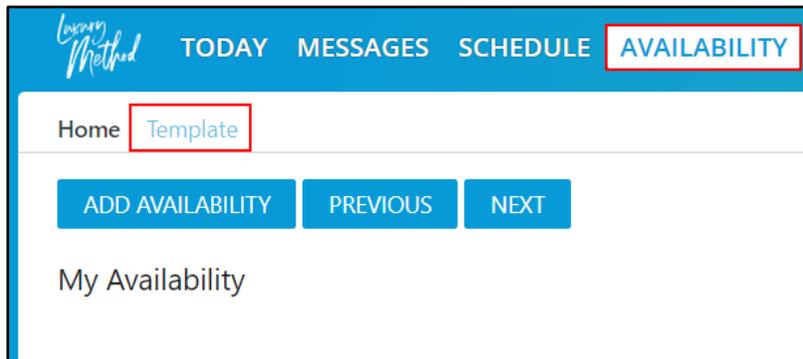
2. To make yourself unavailable for specific days, check the box next to "I am not available to work on this day"

A screenshot of the 'Add Availability' form. It has a yellow header bar with the word 'time'. Below is a 'Select dates' section with a list of dates from 09/22/2024 to 09/28/2024. A red box highlights the text '(Hold down Ctrl key to select multiple days)'. Below the dates are 'Start Time' and 'End Time' fields, each with a dropdown menu and a time selection. At the bottom, there is a checkbox labeled 'I am not available to work on this day' which is currently unchecked. At the very bottom are 'Save' and 'Cancel' buttons.

4. You will see the Availability bar change accordingly



5. To edit on-going availability for a particular day of the week select the **Template** option in the submenu bar



6. This can be edited in the same way as above; however, you edit by day not specific dates. For example, you can set that you are only available on Mondays from 3pm-10pm or that you are not available at all on Wednesdays.

The screenshot shows the "My Availability: Template" form. The title is "My Availability: Template". Below the title is the text "Add Availability". There is a yellow bar with the text "Available times". Below this bar, there is a section for "Available Days" with a dropdown menu. The dropdown menu is open and shows the following options: Sunday, Monday (selected), Tuesday, Wednesday, Thursday, Friday, and Saturday. Below the dropdown menu, there is a note: "(Hold down Ctrl key to select multiple days)". At the bottom of the form, there are two input fields for "Start Time" and "End Time". The "Start Time" field is set to "3pm : 00" and the "End Time" field is set to "10pm : 00".

View & Confirm Scheduled Shifts

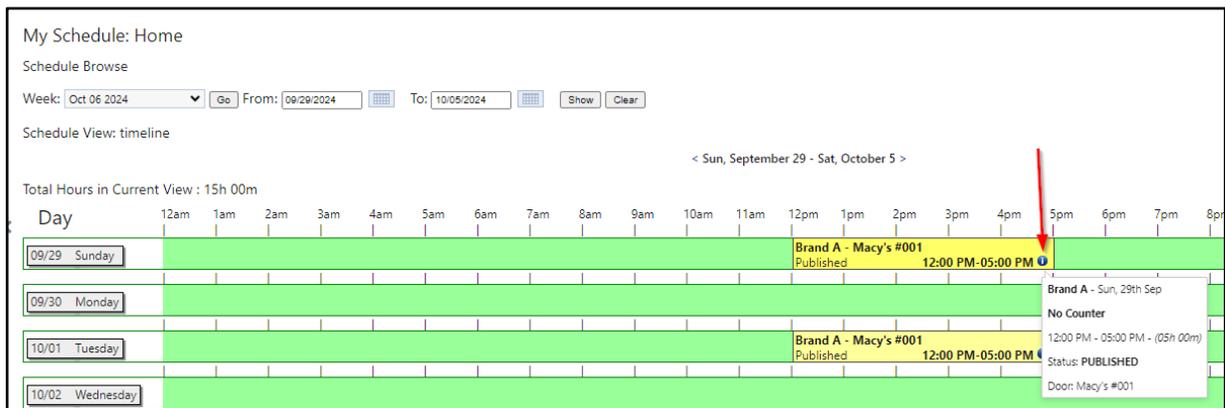
Every **RSS** is required to check their **Schedule** and **Confirm** or **Reject** their shifts in the technology. It is important to confirm your shifts, so your AE knows you are accepting to work the shift.

When a schedule with shifts assigned to you is published, a message will be sent to you. You will see this message when logging into the system and you will also receive it as an email.

1. Click on **Schedule** on the blue menu bar.



2. This will show all your shifts within the displayed date range. The shift will show the Focus/Budget, Door, and the Shift Start and End Time. Clicking on the **i** in the corner of the shift will display more information regarding the shift

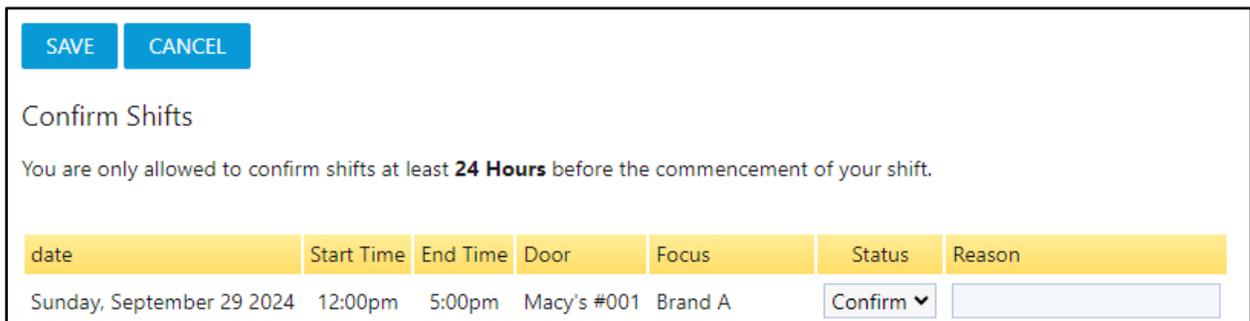


The screenshot shows the 'My Schedule: Home' interface. At the top, there's a 'Schedule Browse' section with a date range from 09/29/2024 to 10/05/2024. Below this is a 'Schedule View: timeline' section. A horizontal timeline shows days from 09/29 to 10/02. A shift is highlighted for Sunday, 09/29, from 12:00 PM to 05:00 PM. The shift details are: 'Brand A - Macy's #001', 'Published', and '12:00 PM-05:00 PM'. An information icon (i) is in the top right corner of the shift bar. A red arrow points to this icon. A tooltip is visible over the icon, showing: 'Brand A - Sun, 29th Sep', 'No Counter', '12:00 PM - 05:00 PM - (05h 00m)', 'Status: PUBLISHED', and 'Door: Macy's #001'.

3. To Confirm or Reject shifts, click on CONFIRM SHIFTS at the top of the page



4. You will be brought to this page. All your shifts will default to Confirm. If you are confirming all your scheduled shifts, you just need to click Save



The image shows the 'Confirm Shifts' page. At the top, there are two buttons: 'SAVE' and 'CANCEL'. Below them is the heading 'Confirm Shifts' and a message: 'You are only allowed to confirm shifts at least **24 Hours** before the commencement of your shift.' Below this is a table with the following data:

date	Start Time	End Time	Door	Focus	Status	Reason
Sunday, September 29 2024	12:00pm	5:00pm	Macy's #001	Brand A	Confirm	

5. If you need to reject a shift because you are unable to work it, change the status of the shift to Reject and type the reason in the box and click Save. You will not be able to save until you provide a reason. Once you reject the shift, it will be removed from your scheduled and the relevant AE will be notified

Confirm Shifts

You are only allowed to confirm shifts at least **24 Hours** before the commencement of your shift.

date	Start Time	End Time	Door	Focus	Status	Reason
Sunday, September 29 2024	12:00pm	5:00pm	Macy's #001	Brand A	Confirm ▼	<input type="text"/>
Tuesday, October 1 2024	12:00pm	5:00pm	Macy's #001	Brand A	Reject ▼	prior appointment
Friday, October 4 2024	12:00pm	5:00pm	Macy's #001	Brand A	Confirm ▼	<input type="text"/>

6. You can manage all your shifts for a specified period of time by changing the date range on the Schedule Home screen and then clicking Confirm Shifts.
 - a. Select the start date of the shifts in the FROM: Field
 - b. Select the End date of the shifts in the TO: Field
 - c. Click the SHOW button
 - i. Make sure to click the SHOW button and not hit the enter key
 - d. You will see the date displayed on the screen
 - i. Click Confirm shifts to see all shifts assigned to you during this period. You can confirm or reject the shifts for this period from here

CONFIRM SHIFTS
PREVIOUS
NEXT

My Schedule: Home

Schedule Browse

Week: ▼ From: To:

Schedule View: timeline

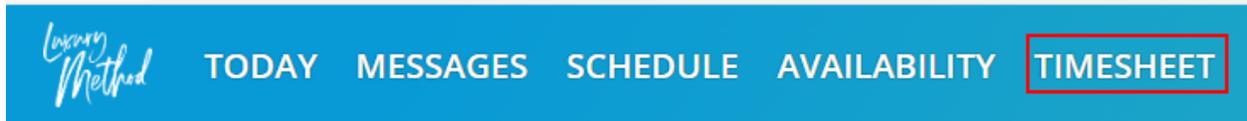
< Sun, September 22 - Sat, October 5 >

The system will only allow you to confirm or reject shifts that are at least 24 hours prior to the start of the shift. Contact your AE immediately, if you are unable to work a shift within 24 hours of the scheduled shift.

Timesheets

Every **RSS** is expected complete their **timesheet** for the previous week by end of day **Sunday**.

1. Select the **Timesheet** menu option from the main menu bar.



2. The Timesheet will be populated with your scheduled days for the current week.
3. Click the upside-down triangle next to Select division to edit to see the list of doors that have been assigned to you

My Timesheet

< Sun, February 19 - Sat, February 25 >

Door: Select division to edit ▼

Door	Focus	Actual Start	Actual End	Pay Start	Pay End	Pay Type	Total Hours	Break	Total Pay	Click Show to Enter Retail Sales
Total Hours										

4. To enter the Actual Start time and Actual end time that you worked, select the Door you from the dropdown list. Click in the **Actual Start** and **Actual End** fields
 - a. Type the time in the same format as the scheduled time displays. For example, if you worked 12pm-5pm, type 12:00pm in the Actual Start field and 5:00pm in the Actual End field.

i. Please note am and pm should be lowercase

My Timesheet

< Sun, February 22 - Sat, February 28 >

Door: select division to edit ▼

Door	Focus Brand	Schedule Start	Schedule End	Actual Start	Actual End	Pay Start	Pay End
Friday, 27th February	CWX Door 1	Brand C	12:00pm	5:00pm			
Saturday, 28th February	CWX Door 1	Brand A	12:00pm	5:00pm			
Total Hours			10:00				

- b. To avoid a delay in pay, please ensure the time submitted is accurate and the correct am/pm designation is used

Door: sephora #001 ▼

Delete	date	Focus	Actual Start	Actual End
+ <input type="checkbox"/>	Sunday, 19th February ▼	Brand C ▼	10:00am	7:00pm
Total Hours				

5. If you took an unpaid break, select the number of minutes from the Break drop down
6. If you did not take a break – choose the No Break option
 - a. *Important ****California employees**** Per CA Labor Code Section 512, you must take a 30 min unpaid meal period for shifts 5 or more hours*
 - i. **If you are scheduled for over 6 hours you will have a split shift that includes your 30-minute meal break.**

1. **Ex.**

Sunday, September 22 Macys - #326 Fairfield Brand A 12:00pm 4:00pm
 Sunday, September 22 Macys - #326 Fairfield Brand A 4:30pm 8:00pm

< Sun, October 24 - Sat, October 30 >

Door: Dillard's #001

Delete	date	Focus	Schedule Start	Schedule End	Actual Start	Actual End	Pay Start	Pay End	Break	Pay Type	Total Hours	Total Pay	Click Show to Enter Retail Sales	Created By
1 +	Wednesday, 27th October	013-Budgeted RSS	10:00am	3:30pm	10:00am	4:00pm			No Break		06:00	06:00	Show	ROS
			Total Hours		05:00						06:00	06:00		

Submit Cancel

7. To enter retail sales, click on the Show link located in the column labeled Click on Show to Enter Retail Sales

8. Scroll to the left and use the Sales by Brands drop down to select the brand you need to report sales for. **DO NOT** enter the retail sales in the Notes section on the right.

9. Enter the whole dollar amount in the text box that appears next to the brand
 - a. Do not use decimal points or dollar signs (\$), whole numbers only

10. Click Submit to save your timesheet



11. Timesheets can be edited until approved. Once the timesheet has been approved, it will change from yellow to green

- a. Please note - **all** timecards (each shift worked) for the week must be approved for CoWorx to process payment

My Timesheet

< Sun, February 19 - Sat, February 25 >

Door:

	Door	Focus	Actual Start	Actual End	Pay Start	Pay End	Pay Type	Total Hours	Break	Total Pay	Click Show to Enter Retail Sales
Sunday, 19th February	Sephora #001	Brand C	10:00am	7:00pm	10:00am	7:00pm		09:00	<input type="text" value="▼"/>	09:00	Show S
Monday, 20th February	Sephora #003	Brand B	12:00pm	5:00pm	12:00pm	5:00pm		05:00	<input type="text" value="▼"/>	05:00	Show S
Tuesday, 21st February	Sephora #003	Brand C	3:00pm	8:00pm	3:00pm	8:00pm		05:00	<input type="text" value="▼"/>	05:00	
Total Hours				19:00				19:00		19:00	

If you did not work part of your schedule for the week, please contact the Luxury Method team to let us know so we can remove your timecard to avoid any delays in pay