



mySuccess Mobile App

How to use mySuccess Mobile - IOS



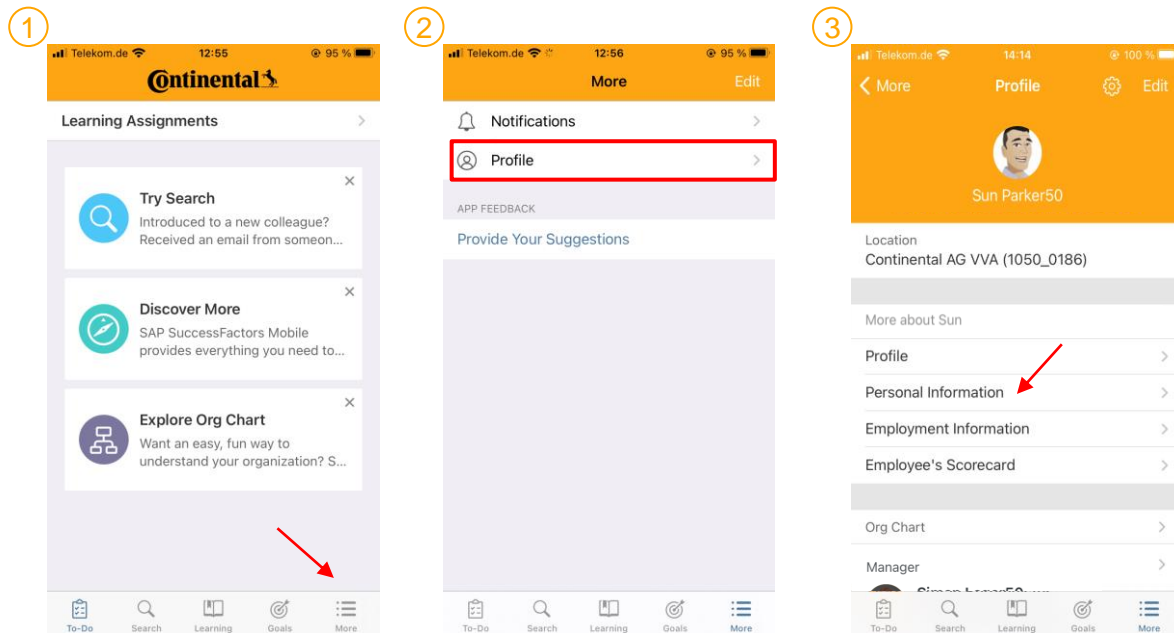
CyberSecurity Requirements

- › Cybersecurity covers the whole complex of measures that are designed to meet the goals of confidentiality (information is only accessible to authorized persons), integrity (information and systems are protected from unauthorized changes) and availability (information and systems are available to authorized persons when they are required).
- › Here are some examples for important security measures that you need to follow:
 - › Always connect from a device that has an up-to-date operating system. Make sure that you have installed all the security updates available for all software installed on your device.
 - › You must not use jailbroken/ rooted devices to access Continental data.
 - › Always use a strong password or better fingerprint.
 - › Do not share Continental data with any 3rd-parties without having consent from Continental.
 - › Do not share the credentials used to access Continental data with anyone.
 - › Avoid using public networks with low security.
- › You must always notify Continental if there is a breach of Continental data.
- › Please bare that in mind and help to keep our company compliant and safe.

mySuccess Mobile App - Guidance

- › Thank you for downloading the mySuccess Mobile App
- › If you have a company managed device, please make sure to download and use the mySuccess Mobile app on this device and not on your private device.
- › Please note that depending on your country and/or employee subgroup (White Collar / Blue Collar) you may not have access to all the functionalities mentioned in this file.

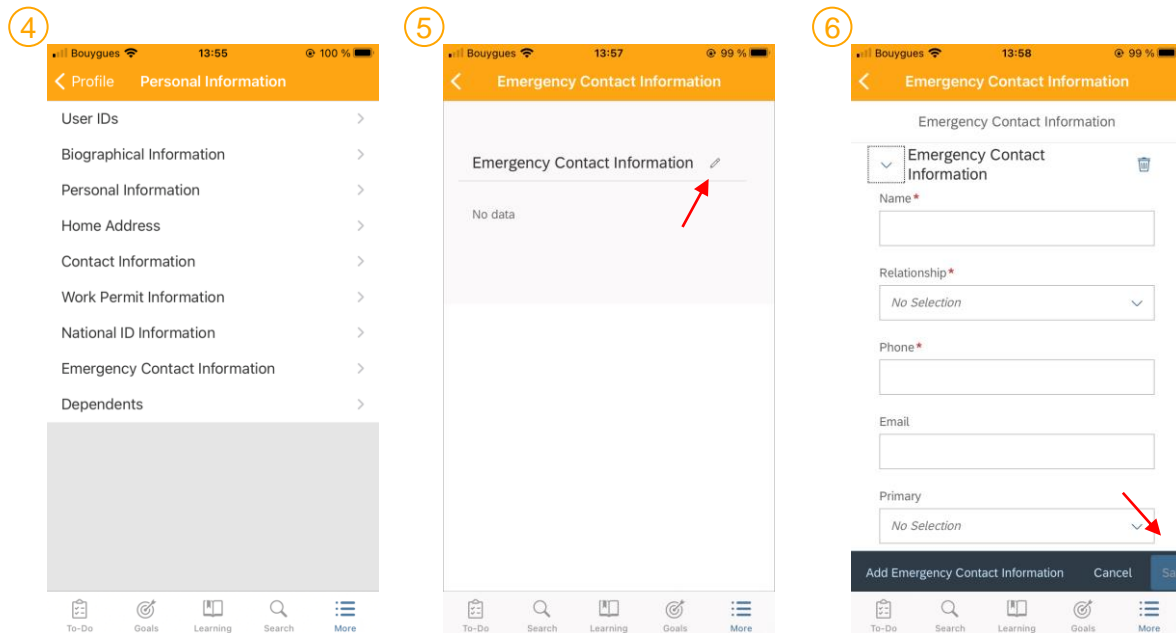
Employee Central – Personal Information (1/2)




To access the Employee Central Profile:

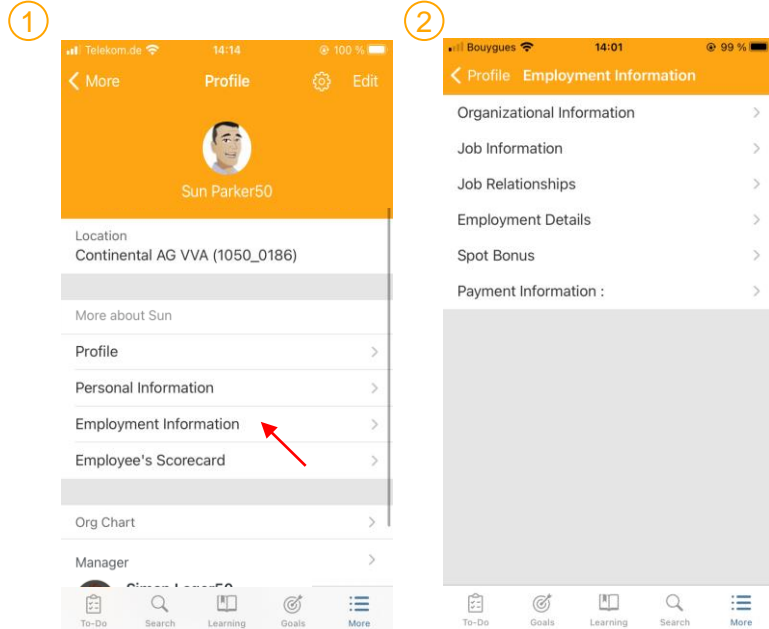
- 1 In the tool bar click the “More” icon
- 2 Select “Profile”
- 3 By clicking on “Personal Information” you can see all the categories available in your Employee Personal Data

Employee Central – Personal Information (2/2)



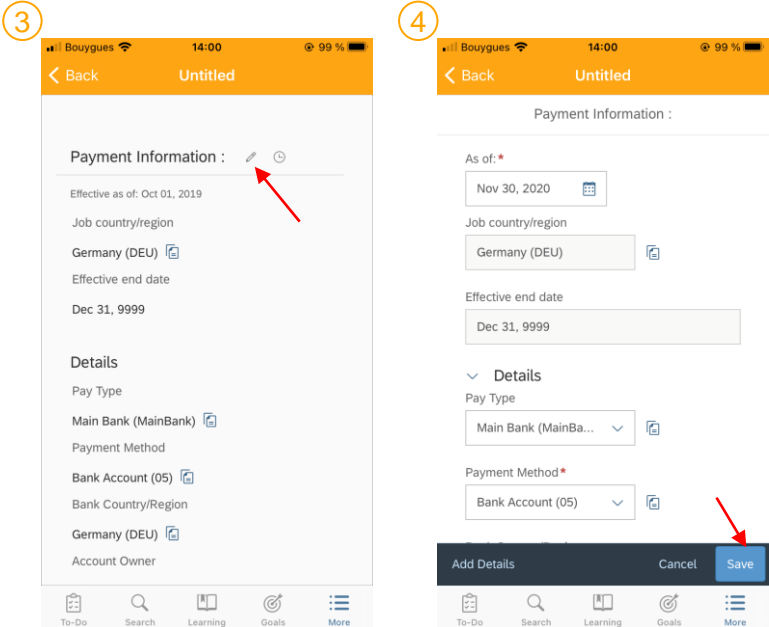
- 4 You can select any of the available section and view your data
- 5 For sections such as “Personal Information”, “Home Address”, “Contact Information”, “Work Permit Information”, “Emergency Contact Information” and “Dependents” you can edit the existing data by clicking the  button
- 6 You can then fill out the needed fields and finalize your entry by clicking on “save”

Employee Central – Employment Information (1/2)



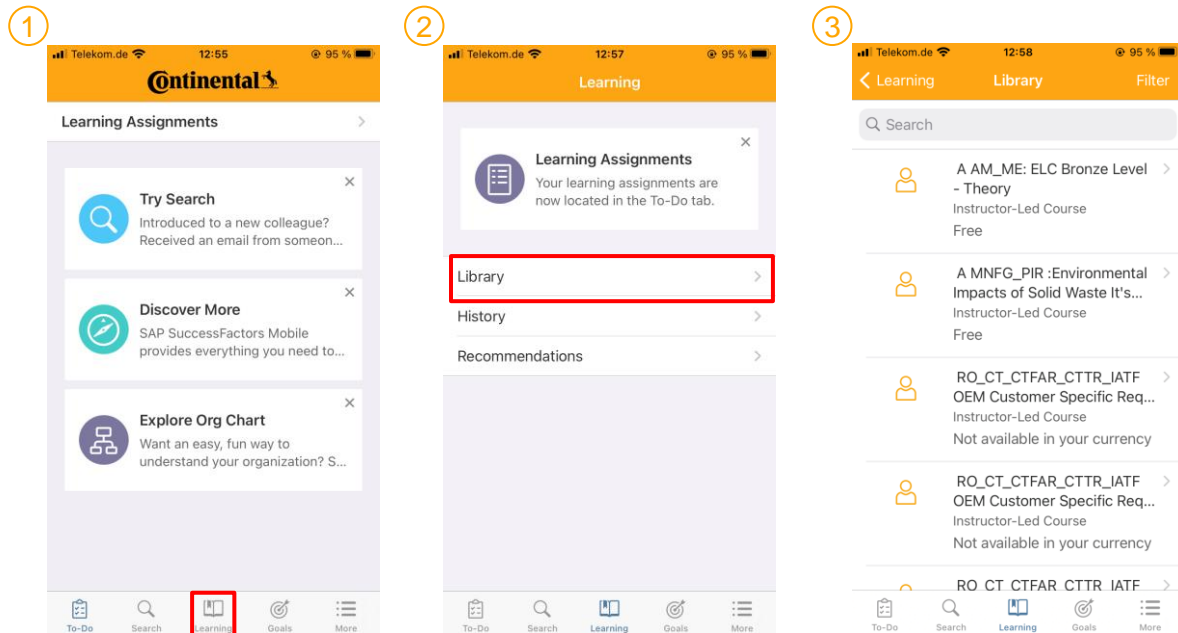
- ① By clicking on “Employment Information” you can see all the categories available related to your position
- ② You can select any of the available section and view your data

Employee Central – Employment Information (2/2)



- 3 You can edit your “Payment Information by clicking the ✎ button
- 4 You can then fill out the needed fields and finalize your entry by clicking on “save”

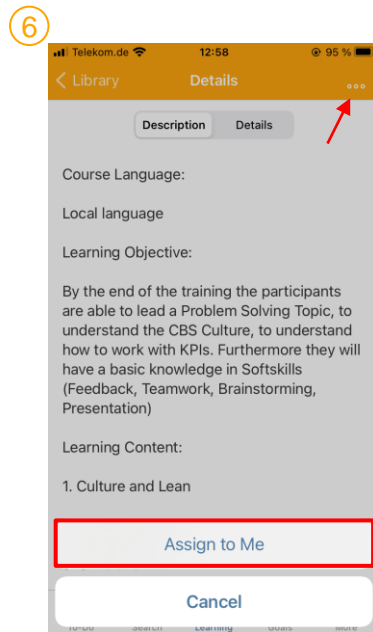
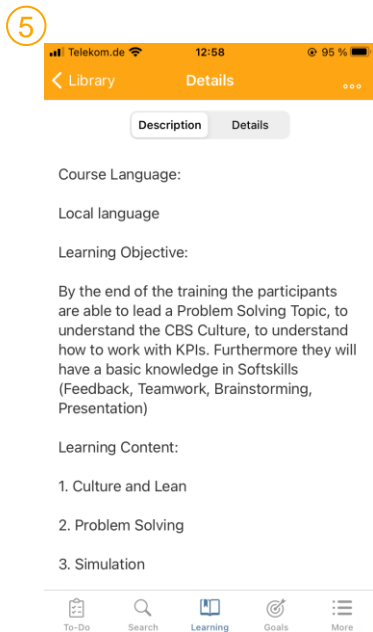
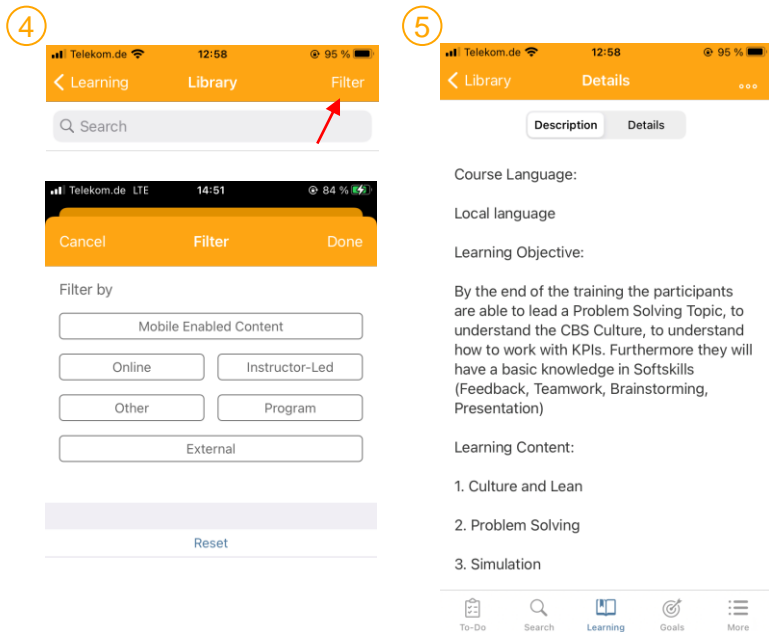
Learning Management – Library 1/2




You can access the Learning Library as following

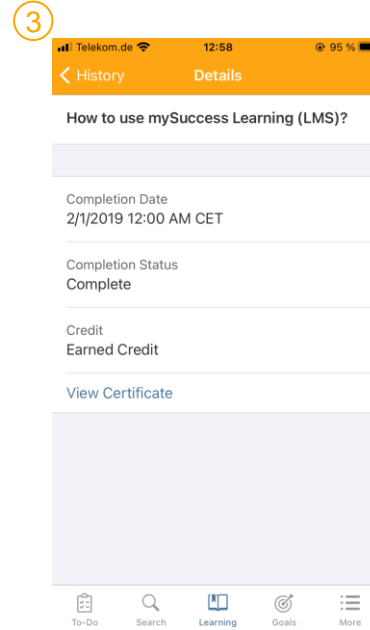
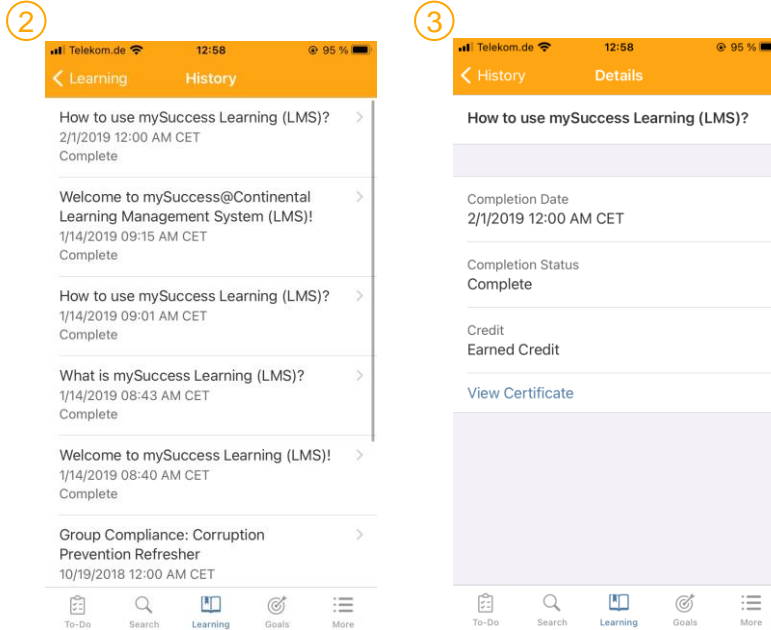
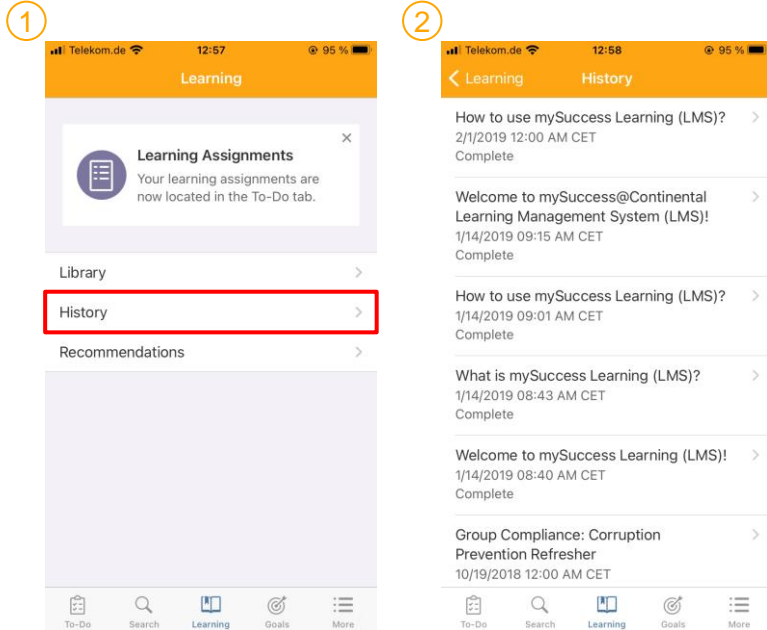
- 1 In the tool bar select the “Learning” icon
- 2 Click on “Library”
- 3 You can explore the library and all the available trainings

Learning Management – Library 2/2



- 4 You can filter your search to view only the trainings you are interested by
- 5 When you found your wished Learning item you can click on it to open more details on the content
- 6 You can then assign it to yourself by clicking on  top right corner and click "Assign to me"

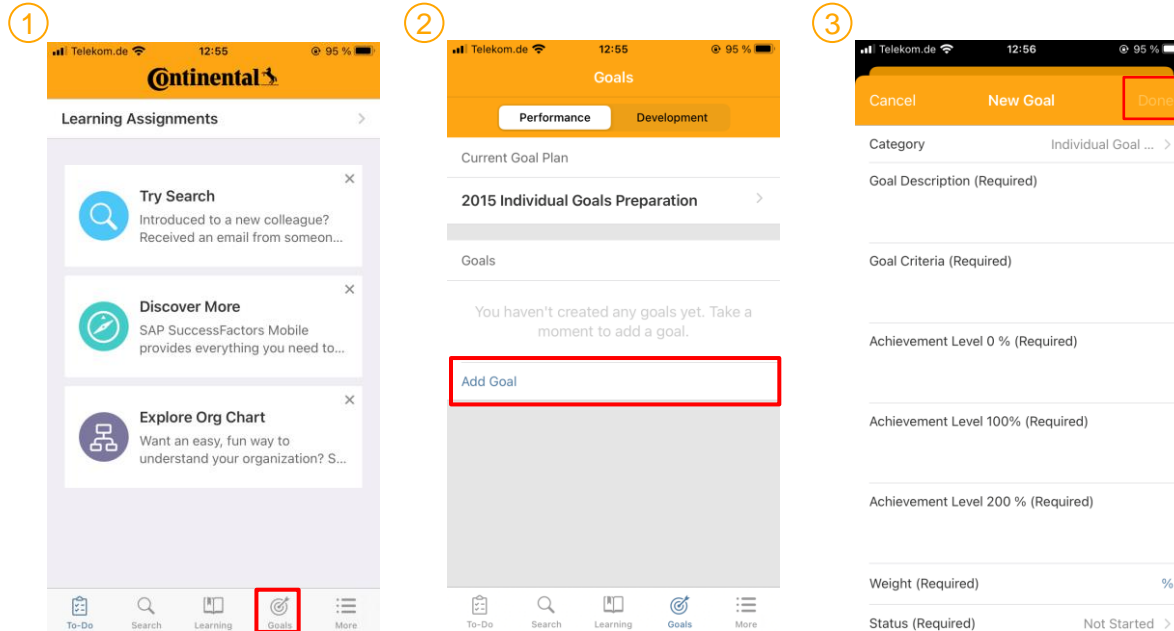
Learning Management - History



You can check your Learning History as following

- 1 Click on "History"
- 2 Check your Learning History"
- 3 Check the completion date and status of your learning items

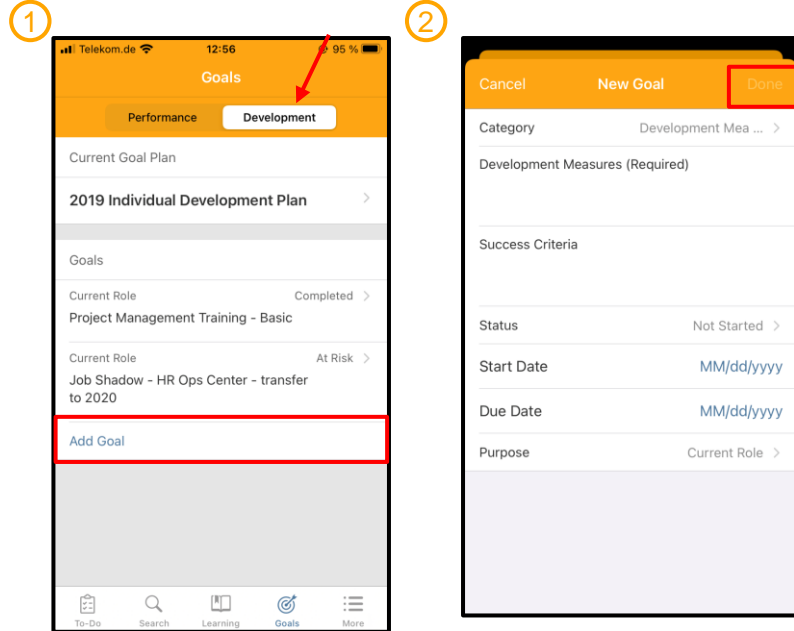
Talent Management – Individual Goals



You can add new Individual goals by following the described steps:

- 1 In the tool bar select the Goals icon
- 2 Click on “Add Goal”
- 3 Fill out all necessary fields and finish by clicking on “Done” at the top right corner to save your changes

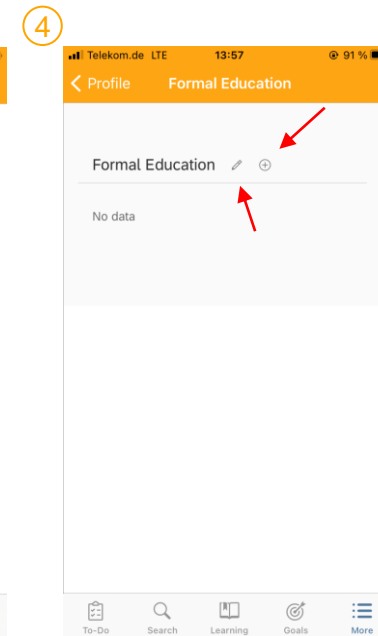
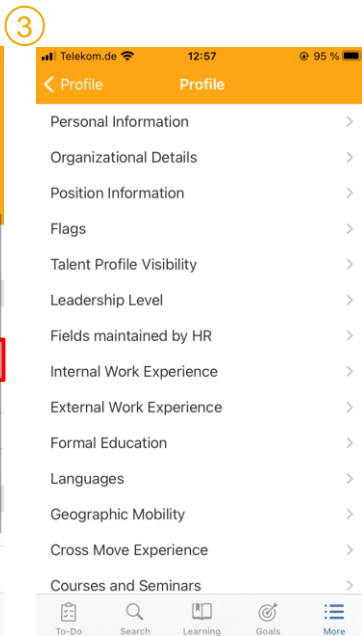
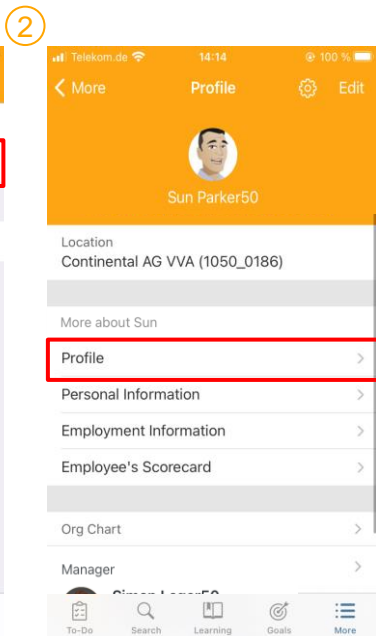
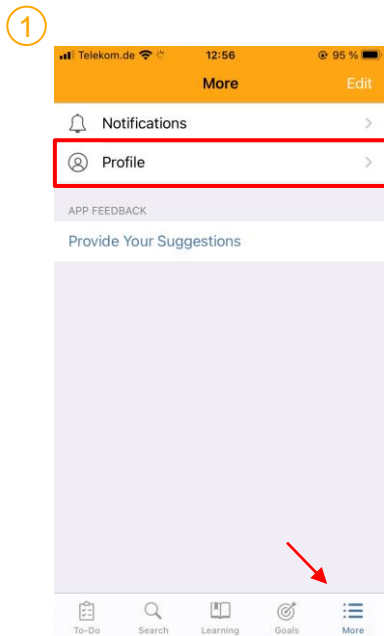
Talent Management – Development Measures





You can add new Development Measures by following the described steps:

- 1 Select the “Development” tab and click on “Add Goal”
- 2 Fill out all necessary fields and finish by clicking on “Done” at the top right corner to save your changes

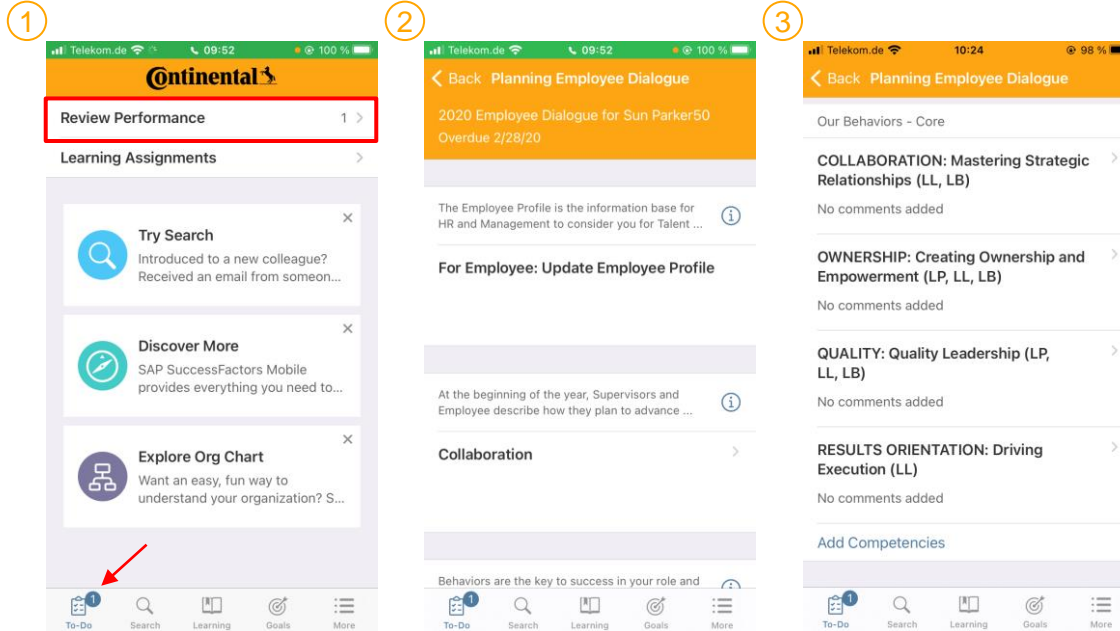
Talent Management - Profile



You can access and edit your profile as following:

- 1 In the tool bar select the “More” icon and click on “Profile”
- 3 You can select any category you wish to view and/or edit
- 4 You can edit your existing entry by clicking  or add a new one by clicking 

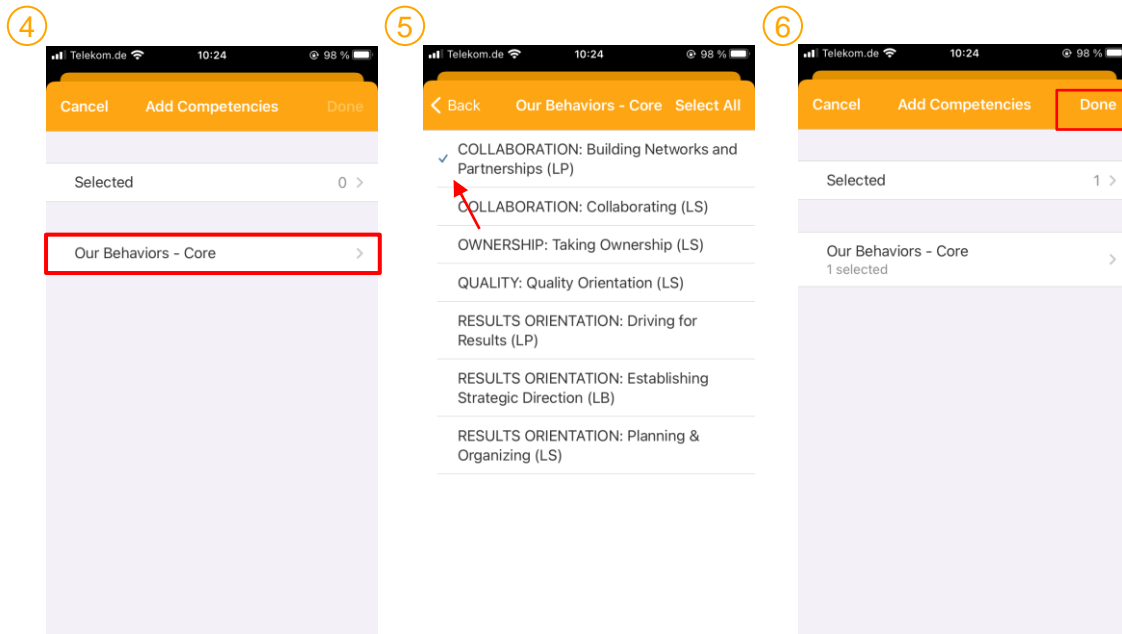
Talent Management – Forms 1/2



During the phases of the Talent Management cycle you can access your forms as following:

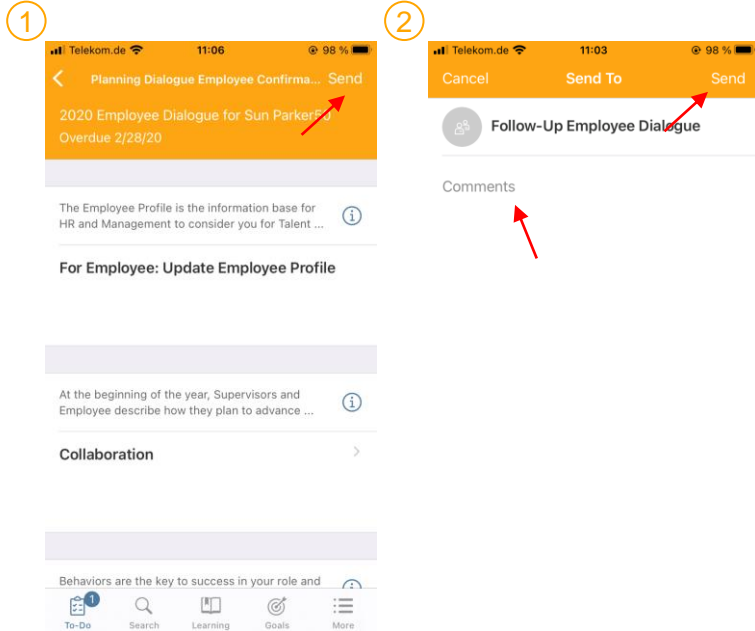
- 1 In your “To-Do” you’ll see a notification. By Clicking “Review Performance” you’ll be re-directed to your form
- 2 You can scroll down your form click on each section to have more details on what is to be done or to add more to the section
- 3 You can edit the selected behaviors by clicking “Add Competencies”

Talent Management – Forms 2/2



- 4 Click on “Our Behaviors – Core” to see all the available behaviors
- 5 Select the one(s) needed for your current position
- 6 When you are finished click on “Done” to save your changes

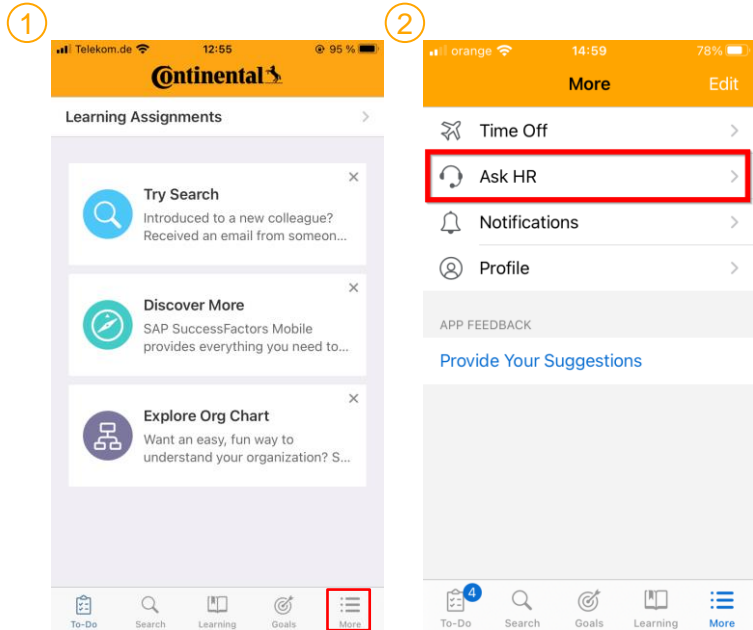
Talent Management – Forms Sign Off



To sign off the form and send it to the next step you have to:

- 1 Click on “send” in the top right corner
- 2 Write a comment and click on “Send”

AskHR – access AskHR



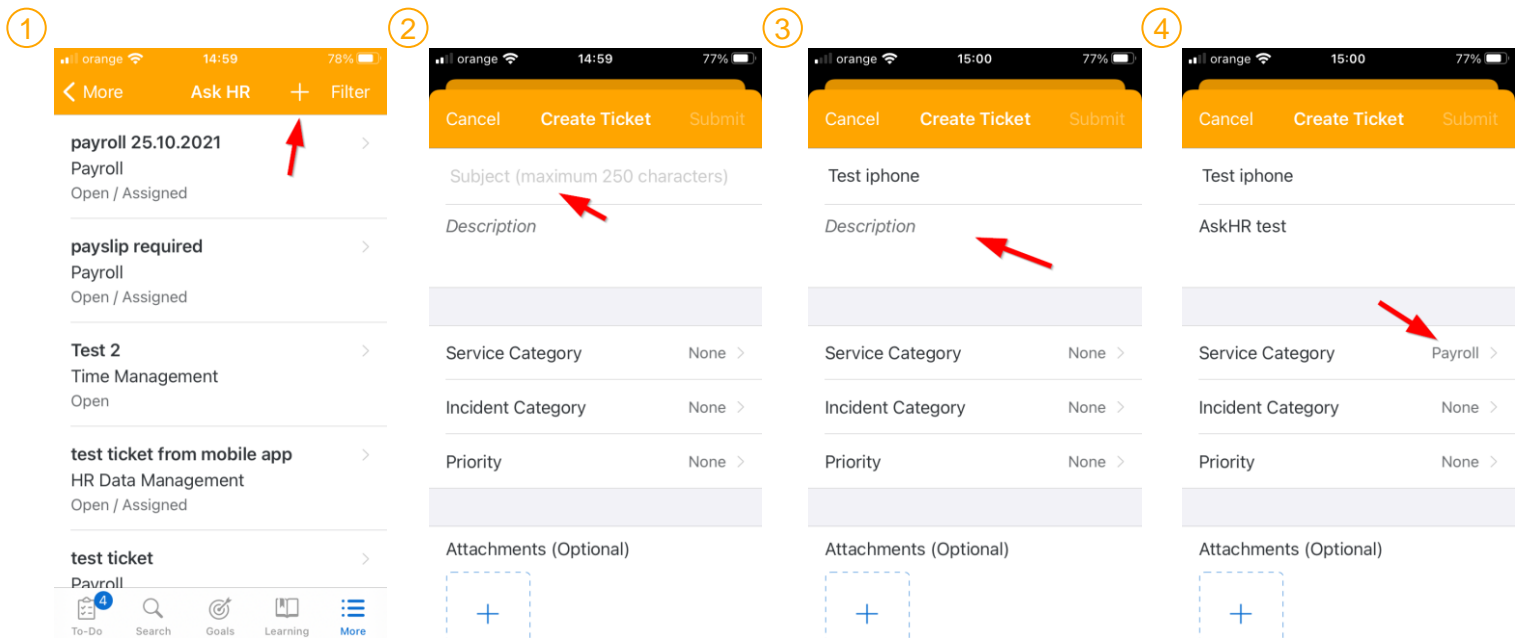
You can access AskHR as following

① In the tool bar select the “More” icon

② Click on “Ask HR”

You can explore the view your open tickets and create a new ticket as needed

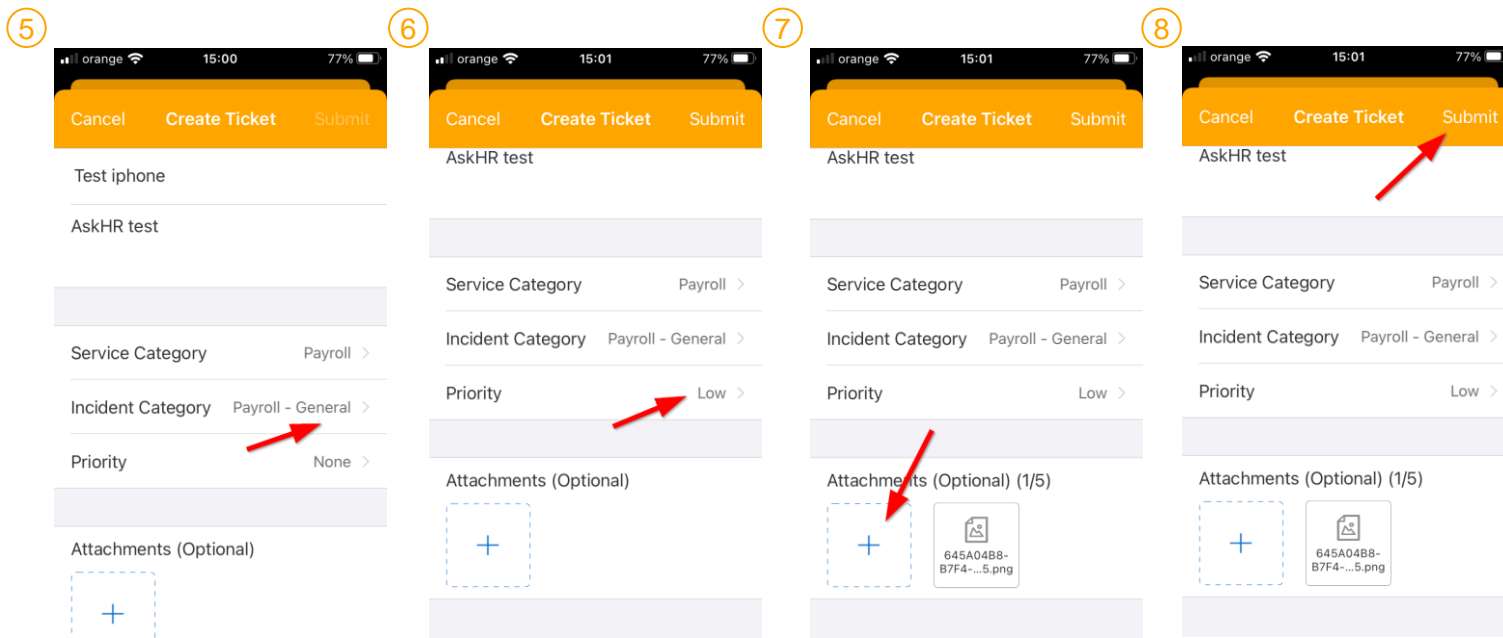
AskHR – Open a ticket 1/2



After opening AskHR you can open a ticket as described below :

- 1 Click on the “+” on the top right corner
- 2 Fill out the reason for opening your ticket
- 3 Describe the issue in detail to the Operator
- 4 Select a Service Category for your ticket (e.g.: Payroll, from HR to HR, Data and Pay, etc.)

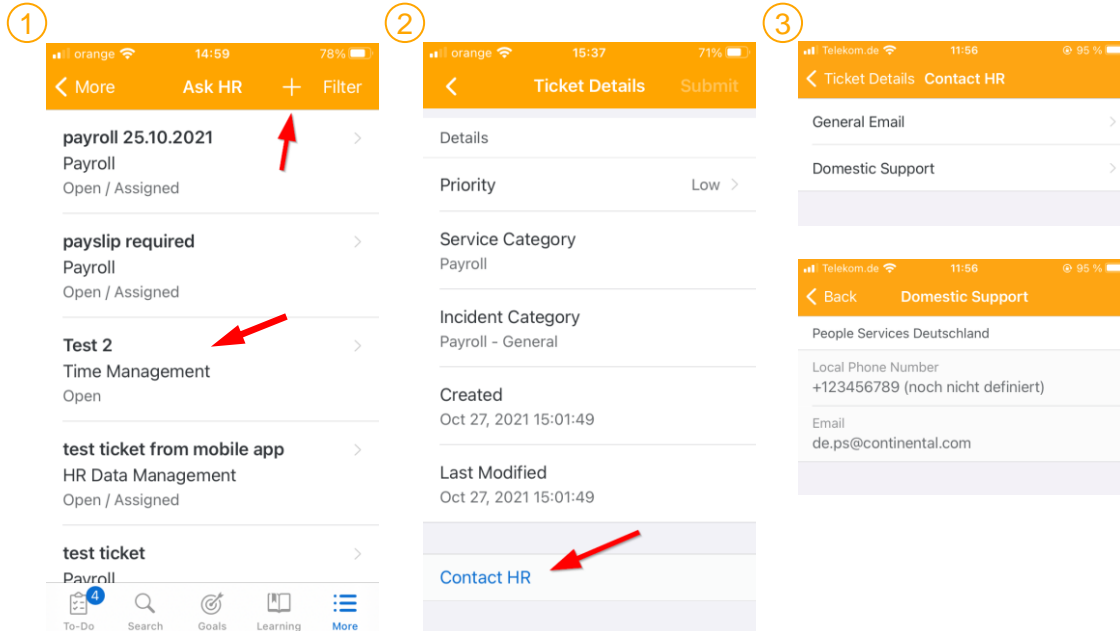
AskHR – Open a ticket 2/2



You can open a ticket as described below :

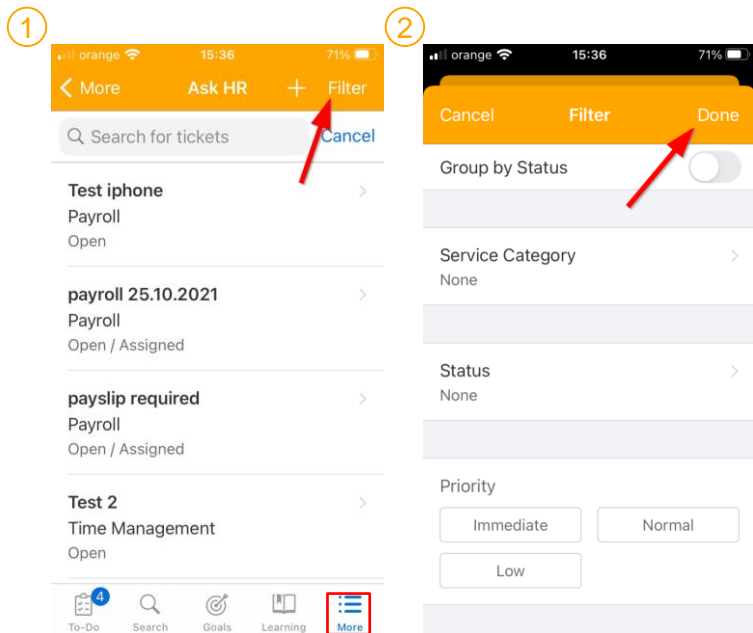
- 5 Select an Incident Category for your ticket (e.g.: Personnel Data Change, Change in Employments, etc.)
- 6 Select a Priority for your ticket, generally “Normal”
- 7 Add attachments as needed
- 8 When you are finished click on “Submit” to save your changes

AskHR – Contact HR



- ① By selecting one of your existing ticket or opening a new one you can find how to contact HR
- ② Scroll down to the bottom and click on Contact HR
- ③ You can choose if you want to send a General Email or if you would prefer Domestic Support. If you click on Domestic Support you'll be provided with an email address and a phone number

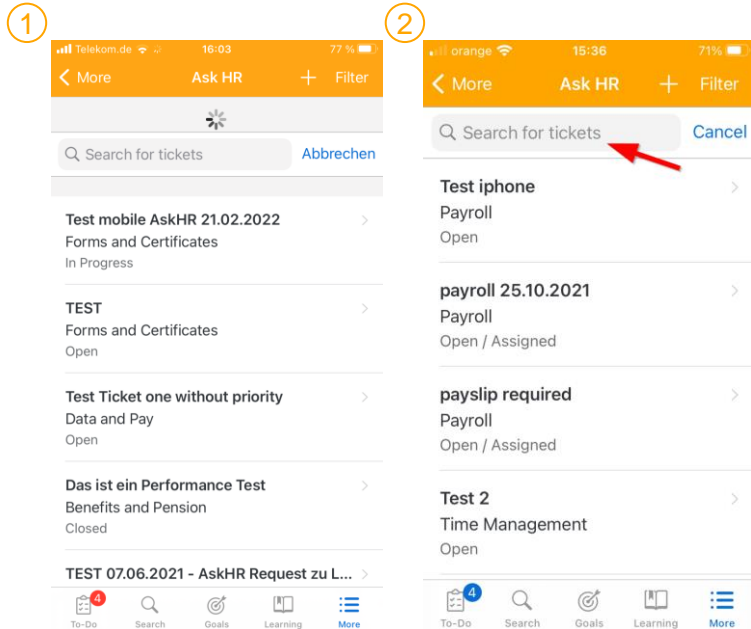
AskHR – Filters




In your Ticket overview you have the possibility to use filters to find more easily the tickets you are looking for:

- 1 Click on “filter” in the top right corner
- 2 Select a Service Category, a Status or a Priority and click on “Done” to see it implemented in your overview

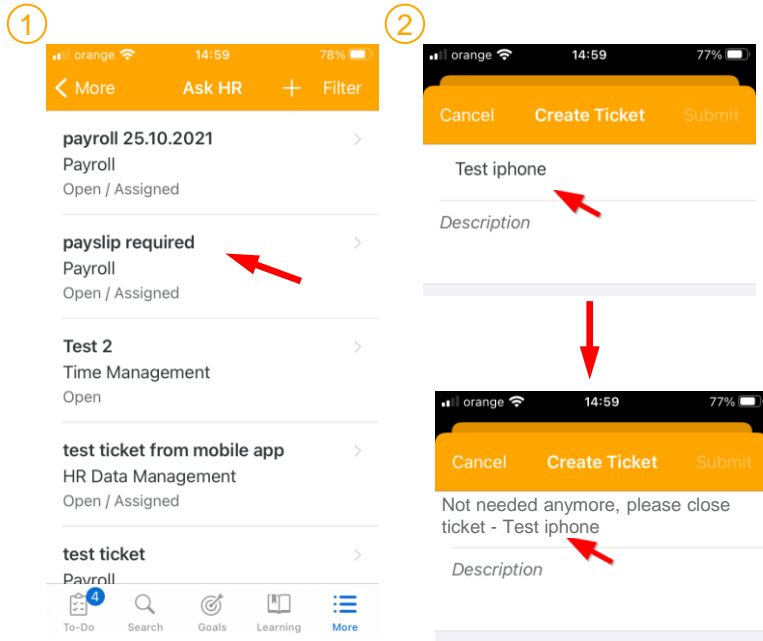
AskHR – Search for a ticket



In your Ticket overview do as following:

- 1 Drag down to refresh the overview. An  icon should appear at the top
- 2 You can now see the “Search for Tickets” search bar at the top

AskHR – Close a Ticket



If one of your ticket is not needed anymore or the issue already solved please follow those steps:

- 1 Open the ticket you wish to close
- 2 Edit the Subject of the Ticket to add “Not needed anymore, please close ticket” so the Operator knows to close the ticket