

Employee Wellness Hub (EWH) - User & Admin Guide

1. Introduction

Welcome to the **Employee Wellness Hub (EWH)**, a dedicated platform designed to support and enhance the well-being of our employees.

The EWH is a centralized system where employees can access company-provided health and wellness services, register for health events, and provide valuable feedback. For administrators, it offers a powerful and intuitive dashboard to manage all aspects of the company's wellness program, ensuring a smooth, efficient, and impactful experience for everyone.

This guide will walk you through the features available to both employees and administrators.

Seamless Integration with Payroll: A key feature of the EWH is its direct and automatic connection with our main Payroll system. When a new employee is added to Payroll, an account is instantly and securely created for them in the Wellness Hub. This ensures that all employee data is always synchronized and up-to-date, eliminating the need for manual data entry and reducing administrative workload.

2. The Employee Experience

As an employee, the EWH is your personal gateway to all the wellness benefits offered by the company. Access is simple and secure, using your standard company login credentials.

Key Features for Employees:

Dashboard

Upon logging in, you are greeted by your personal dashboard. This is your home base for viewing available services, checking the status of your requests, and getting updates on upcoming wellness events.

Browse Health Services

- **What it is:** A comprehensive catalog of all wellness services you are eligible for. This can include benefits like Health Insurance plans, mental health support programs, gym membership subsidies, and more.

- **How to use it:** Navigate to the "Services" section to view detailed descriptions of each benefit, helping you make informed decisions about your health and well-being.

Requesting a Service

- **What it is:** A simple, one-click process to enroll in or request a wellness service.
- **How to use it:** When you find a service you're interested in, simply click the "Request" or "Enroll" button. Your request is then sent to the system administrators for review.

Track Your Requests

- **What it is:** A personal tracking page where you can monitor the real-time status of all your service requests.
- **How to use it:** After submitting a request, you can check its status at any time. The status will be clearly marked as:
 - **Pending:** Your request has been submitted and is awaiting review.
 - **Approved:** Your request has been approved, and you are now enrolled in the service.
 - **Rejected:** Your request could not be processed at this time.

Discover Health Camps

- **What it is:** The company organizes periodic health camps and wellness events, such as vaccination drives, health check-up sessions, or wellness workshops.
- **How to use it:** The "Health Camps" section provides all the information you need about upcoming events, including the name of the camp, date, location, and what to expect.

Provide Feedback

- **What it is:** Your feedback is essential for us to improve our wellness programs. After attending a health camp, you have the opportunity to share your experience.
- **How to use it:** Visit the feedback section to submit your comments and suggestions. This helps the company understand what works well and where improvements can be made.

3. The Administrator Experience

For HR and administrative staff, the EWH provides a powerful set of tools to manage the entire wellness program efficiently and effectively.

Key Features for Administrators:

Admin Dashboard

The Admin Dashboard gives you a complete, at-a-glance overview of the wellness program. You can quickly see key metrics, such as the number of active employees, pending service requests that need your attention, and a summary of upcoming health camps.

Employee Management

- **What it is:** A centralized view of all employees who have access to the EWH.
- **How to use it:** You can view a complete list of employees in the system. Thanks to the automatic sync with Payroll, this list is always current without any manual effort required from you.

Service Management

- **What it is:** Full control over the wellness services offered to employees.
- **How to use it:** From the "Health Services" menu, you can easily:
 - **Add** new services to the catalog.
 - **Edit** the descriptions and details of existing services.
 - **Remove** services that are no longer offered.

Health Camp Management

- **What it is:** A scheduling and management tool for all company wellness events.
- **How to use it:** Administrators can create new health camps, provide details such as the date and location, and publish them for all employees to see. You can also update or cancel events as needed.

Request Approval Workflow

- **What it is:** This is the heart of the administrative process. All employee requests for services are collected here for your review.
- **How to use it:** In the "Employee Requests" section, you will see a list of all pending requests. You can review each one and, with a single click, either **Approve** or **Reject** the request. The employee is then automatically notified of the status change.

Review Feedback

- **What it is:** A repository of all feedback submitted by employees regarding health camps.
- **How to use it:** Access the "Feedback" section to read valuable insights from your team. This data is crucial for measuring the success of your wellness initiatives and planning for the future.