

## Instruction Card Install H.appy

Why do you have to install H.appy?	Before you start...
<p>In H.appy you'll find a tile called MijnEW on the home screen. This is the access road to (your) MijnEW. It is therefore crucial that you install H.appy on your phone.</p> <p>With our app H.appy, you can stay up to date with the latest news about your work anytime, anywhere. You can view your current work schedule, see great news about your colleagues, read the latest news about EW Facility Services and give your opinion via polls and surveys.</p>	<p>Apple user: before you start, make sure you have the <b>iTunes Store</b> installed on your phone. You can find it in the Apple App Store.</p>
	What do you need?
	<ul style="list-style-type: none"> <li>• Phone</li> <li>• Internet access</li> </ul>

### Workflow

Actionholder

Employee

Tasks



Install H.appy

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### Step-by-step plan Install Happy

1	Apple user: Before you start, make sure you have the <b>iTunes Store</b> installed on your phone. You can find it in the <b>Apple App Store</b> .
2	Go to <b>www.ew.nl/happy</b> .
3	Do you have an Apple phone? Then click the ' <b>Apple App Store</b> ' button. Do you have an Android phone? Click on the ' <b>Google Play Store</b> ' button.
4	Download the app: a. For Android users, this is done in the usual way. You download the app and it will appear automatically on your home screen.

→ Find the follow-up on the next page!

b. For Apple users, it's a little different than usual. You don't go to the public store, but the button takes you to a special environment where you can download H.appy by pressing the 'Redeem' or 'Omwisselen' button. Then scan your fingerprint or enter your Apple ID. The app will then be downloaded and automatically appears on your phone's home screen.

**Beware!** Is your phone jammed when redeeming the code and are you on a wifi network? Then switch to 3G/4G and try again.

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You can recognize H.appy by the orange icon on your home screen.



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### Login

Open H.appy. Click on the blue button 'Inlog voor MEDEWERKERS'.

You will then be given two choices.

- a. I am working on location.
- b. I work at the Service Centre.

The button you use to log in depends on whether you work on location or at one of our offices in Amsterdam and Arnhem.

#### **a. I work on location**

This is the login for Cleaning Employees, Room Attendants, Front Workers, Supervisors, Housekeepers, Object Leaders, Rayon Managers and Transition Manager(s).

Your login consists of:

- 1. Your employee number - *For example. 1234567*
- 2. Happy + your year of birth - *For example. Happy1985*

#### **b. I work at the Service Centre**

This is the login for HR Advisors, District office Amsterdam, District office East, Employees office Arnhem, Sales managers and consultants, Recruiters, Case managers, Management. Your login consists of your Cloud account. Enter your username and password for the Cloud.

**Beware:** for your username you must always enter tbo\ ( small letters).

Example: tbo\username. Because you have to change your password from time to time in the cloud, you will be logged out of H.appy after changing your password in the cloud and will be asked to log in again with your new Cloud password.

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Would you rather not install H.appy on your phone? Then you can also view H.appy from your computer or laptop. Go to <https://happy.ew.nl> and log in using the blue button, with the details as described in step 6. In the menu 'Kanalen / Channels' you will find the access to MijnEW.