





DOWNLOAD PAYSIP, EA FORM
Muat turun slip gaji, Borang EA

A GUIDE TO USE THIS USER MANUAL

PANDUAN MANUAL PENGGUNA

- Each slide include 2 languages— English and Bahasa Melayu.
 - Our platform is only available in English, hence all buttons or links are indicated in **bold**.
 -  This icon indicates any additional tips.
- Terdapat 2 bahasa pada setiap slaid - Bahasa Inggeris dan Bahasa Melayu.
 - Platform kita hanya boleh didapati dalam Bahasa Inggeris, maka panduan semua butang atau pautan ditunjukkan dalam bentuk '**bold**'.
 -  Ikon ini menunjukkan tip tambahan.

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Introduction

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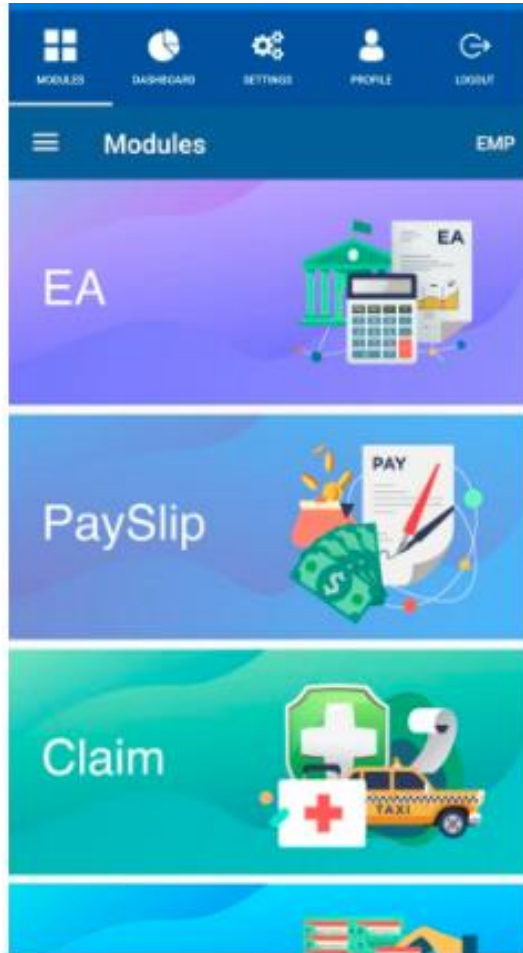
Introduction to

ESS Platform for Heineken Malaysia

Mobile App To Enable Workforce Agility In The Digital Era

ESS Platform for Heineken Malaysia

Mobile App To Enable Workforce Agility In The Digital Era



What can you do with Mobile App

1. View basic employee details.
2. View / download **monthly payslip**
3. **EA form** (available from 2021 onwards for your EA 2020)
4. **eClaim** (available from July 2020 onwards).
 - Submit your claim & view claim status
 - eApprove of claim (for Line managers only)

ESS Platform for Heineken Malaysia

Mobile App To Enable Workforce Agility In The Digital Era

For first time user

Step 1
Request for LOGIN PASSWORD



CXL SOLUTIONS

Login to TimeSolution

Emp No:

Password:

Company: Heineken

Period: 2020 ▾ 05 ▾

First time login / forgot password

Powered By: **TIMES SOFTWARE**

Forgot Password - Google Chrome

eh2u.cxlsolutions.com/TimeSolution/ForgotP...

TIMES SOFTWARE

Resend Password

Please enter your Emp No and NRIC/FIN No: then follow by Submit button.

Company: HEINEKEN

Emp No: 1234567

NRIC/FIN No: 901201234567

Password Type: **Login Password ▾**

PaySlip >> Employee >> Change Password

This function allows you to change your existing password.
For first time login, you MUST change your password.

The password must contain at least one lowercase, uppercase and numeric.

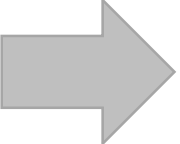
Employee: NAME OF EMPLOYEE [1234567]

New Password:

Confirm Password:

Password Type: **Login Password ▾**

Step 2
Mobile App



TIMES Mobile Apps MY
Times Software Sdn Bhd

Business



HOW TO
GUIDES

Step by Step Guides

1.0 LOGGING INTO THE SELF SERVICE PLATFORM

LOG MASUK KE PLATFORM PERKHIDMATAN DIRI PEKERJA

STEP #1

Please log in to Onestop HR <https://employee.heinekenmalaysia.com/>

Click on CXL Solution to sign in

Click on **"FIRST TIME LOGIN/FORGOT PASSWORD"**

Sila layani Onestop HR <https://employee.heinekenmalaysia.com/>

Klik CXL Solution untuk masuk

Tekan **"FIRST TIME LOGIN/FORGOT PASSWORD"**



1.0 LOGGING INTO THE SELF SERVICE PLATFORM (cont.)

LOG MASUK KE PLATFORM PERKHIDMATAN DIRI PEKERJA

STEP #2

Enter your Employee Number (please refer to your payslip or Human Resources Department if you did not have this information) and NRIC Number or passport number accordingly. Click **'SUBMIT'**.

Masukkan Nombor Pekerja anda (sila rujuk pada penyata gaji anda atau Jabatan Sumber Manusia jikalau anda tidak mempunyai maklumat ini) dan Nombor Kad Pengenalan atau nombor passport. Tekan **'SUBMIT'**.



Please ensure your **"Password Type"** is **"Login Password"**.



Sila pastikan **"Password Type"** adalah **"Login Password"**.

Forgot Password - Google Chro...
eh2u.cxlsolutions.com/TimeSolution/Forgot...

TIMES SOFTWARE

Resend Password

Please enter your Emp No and NRIC/FIN No: then follow by Submit button.

Company:

Emp No:

NRIC/FIN No:

Password Type:

1.0 LOGGING INTO THE SELF SERVICE PLATFORM (cont.)

LOG MASUK KE PLATFORM PERKHIDMATAN DIRI PEKERJA

STEP #3

Check your registered email address as you will receive an email from cxls.support@theiagroup.com which contains your first time login password.

Kemudian, sila periksa alamat emel berdaftar anda. Anda akan menerima emel daripada cxls.support@theiagroup.com. Emel ini mengandungi kata laluan untuk log masuk buat kali pertama.

EMAIL SAMPLE:



Thu 25/04/2019 12:21 PM

CXL Solutions Support Team

Credential Info

To Mardiana Wati Samsuri



If there are problems with how this message is displayed, [click here to view it in a web browser.](#)

[Click here to download pictures.](#) To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

The Login Password is as below -
Employee: TEST [9999]
Password: b_X374D@4Rry+5nh

Please note that the temporary password will be valid for 24 hours and expire on 26/04/2019 12:21:18 PM

1.0 LOGGING INTO THE SELF SERVICE PLATFORM (cont.)

LOG MASUK KE PLATFORM PERKHIDMATAN DIRI PEKERJA

STEP #4

Return to the ESS login page and type in your Employee Number along with the Password provided in the email. Click **'Login'** to access the platform.



If you copy the password, please ensure you did not copy with extra space before or after the password.



Selepas itu, kembali semula ke laman masuk ESS dan masukkan Nombor Pekerja bersama-sama dengan kata laluan yang dihantar melalui emel. Tekan **"Login"** untuk log masuk ke pelantar.

Jikalau anda menyalin kata laluan, sila pastikan anda tidak menyalin ruang lebih sebelum atau selepas kata laluan.



1.0 LOGGING INTO THE SELF SERVICE PLATFORM (cont.)

LOG MASUK KE PLATFORM PERKHIDMATAN DIRI PEKERJA

STEP #5

For security reasons, you will be prompted to change your password.



Please ensure your “**Password Type**” is “**Login Password**”.

Untuk tujuan keselamatan, sistem akan meminta anda untuk menukar kata laluan.



Sila pastikan “**Password Type**” adalah “**Login Password**”.

PaySlip >> Employee >> Change Password

This function allows you to change your existing password.
For first time login, you MUST change your password.

The password must contain at least one lowercase, uppercase and numeric.

Employee: Test User [9998] ⓘ

New Password: [.....]

Confirm Password: [.....]

Password Type: Login Password ▼

Submit

1.0 LOGGING INTO THE SELF SERVICE PLATFORM (cont.)

LOG MASUK KE PLATFORM PERKHIDMATAN DIRI PEKERJA

STEP #6

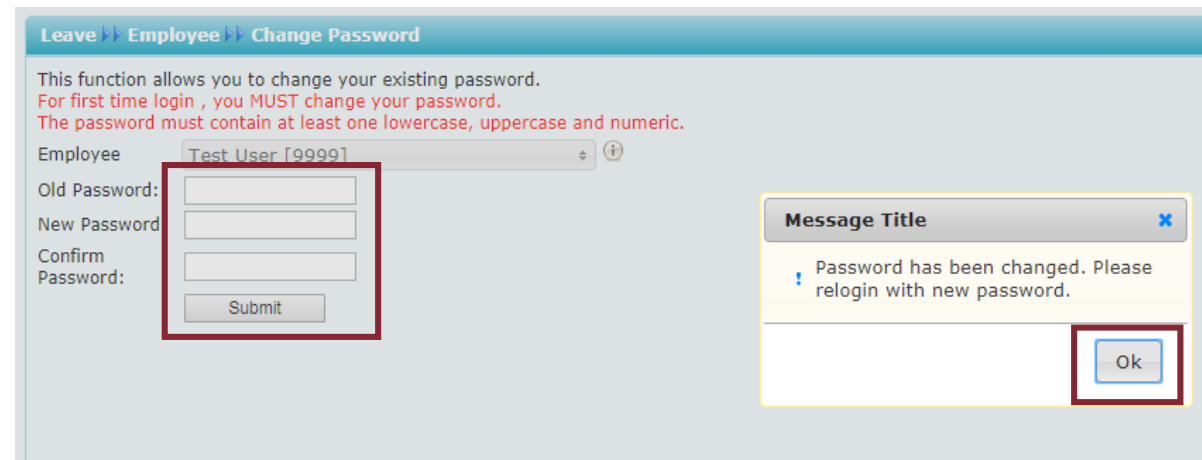
Once you have filled in your old and new password. Click **'SUBMIT'**.

Then click **'OK'**.

You can now log in with your new password.

Setelah anda mengisi kata laluan yang lama dan baru, tekan **'SUBMIT'** dan **'OK'**

Anda boleh log masuk menggunakan kata laluan yang baru.



Leave >> Employee >> Change Password

This function allows you to change your existing password.
For first time login , you MUST change your password.
The password must contain at least one lowercase, uppercase and numeric.

Employee: Test User [9999]

Old Password:

New Password:

Confirm Password:

Submit

Message Title

! Password has been changed. Please relogin with new password.


Ok

1.0 LOGGING INTO THE SELF SERVICE PLATFORM (cont.)


LOG MASUK KE PLATFORM PERKHIDMATAN DIRI PEKERJA

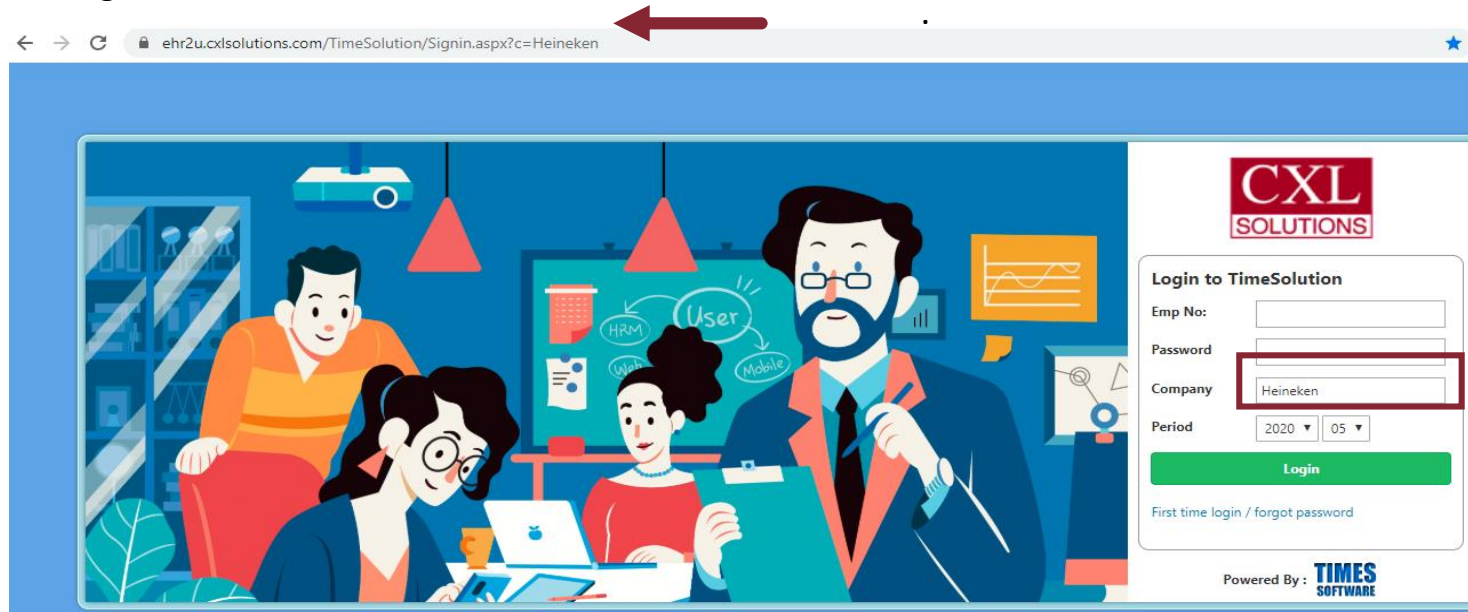
STEP #7

Once click 'OK' the system will direct you back to the main screen of the web Portal . Enter your Employee ID and new changed Password. Then, click "Login".

 Please ensure the URL link end with the company name "HEINEKEN" and the company code is not blank. Otherwise, please return to Onestop HR <https://employee.heinekenmalaysia.com/> and Click on CXL Solution sign in

Selepas anda klik "OK", sistem akan membawa anda kembali ke laman utama. Masukkan ID Pekerja dan Kata Laluan baru anda. Kemudian, klik "Login".

 Sila pastikan alamat URL berakhir dengan nama syarikat "HEINEKEN" dan kod company tidak kosong. Jika sebaliknya, anda kembali kepada Onestop HR <https://employee.heinekenmalaysia.com/> dan klik CXL Solution untuk masuk



← <https://employee.heinekenmalaysia.com/>

eh2u.cxlsolutions.com/TimeSolution/Signin.aspx?c=Heineken

CXL SOLUTIONS

Login to TimeSolution

Emp No:

Password:

Company:

Period: 2020 05

Login

[First time login / forgot password](#)

Powered By: **TIMES SOFTWARE**

2.0 DASHBOARD

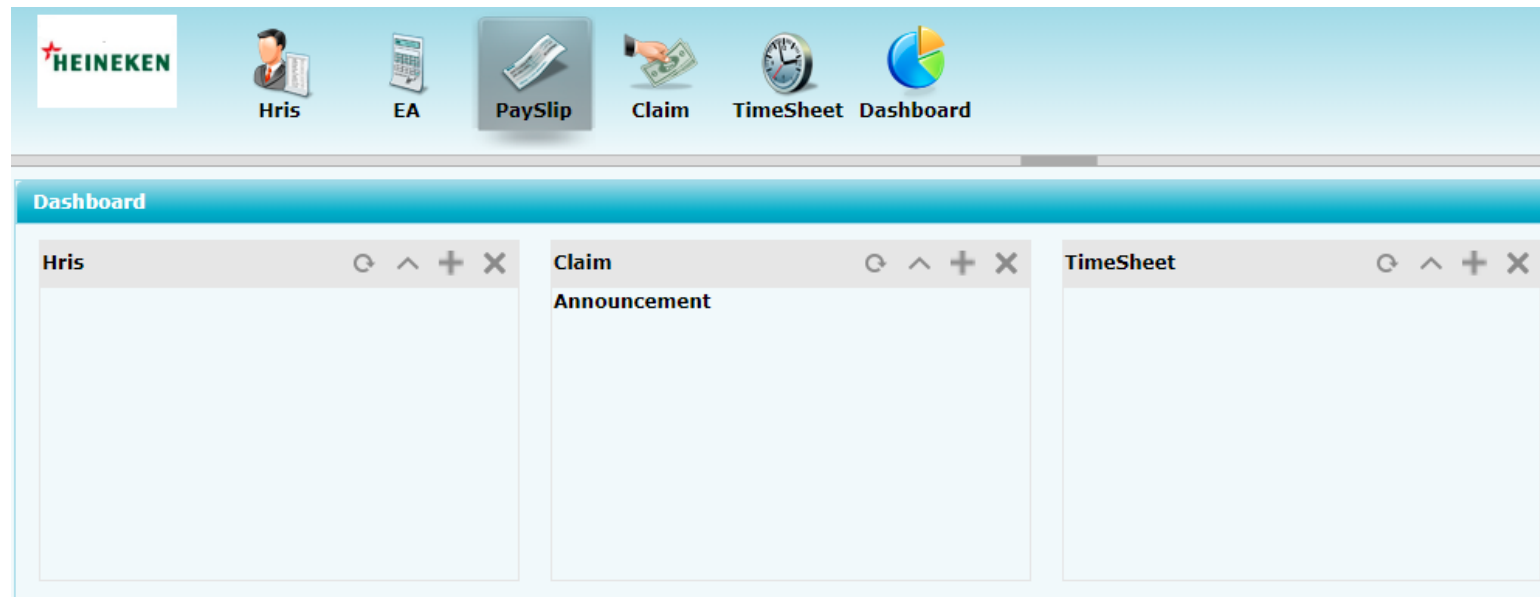
PAPAN PEMUKA

Upon logging in, you will be able to view your dashboard. Items that require your attention will be shown here.

Click on these items to access it.

Selepas log masuk, anda akan dapat melihat papan pemuka anda. Item yang memerlukan perhatian anda akan ditunjukkan di sini.

Tekan pada item untuk mengaksesnya.



3.0 PAYS LIP

PENYATA GAJI

3.1 VIEW YOUR PAYS LIP/ LIHAT PENYATA GAJI

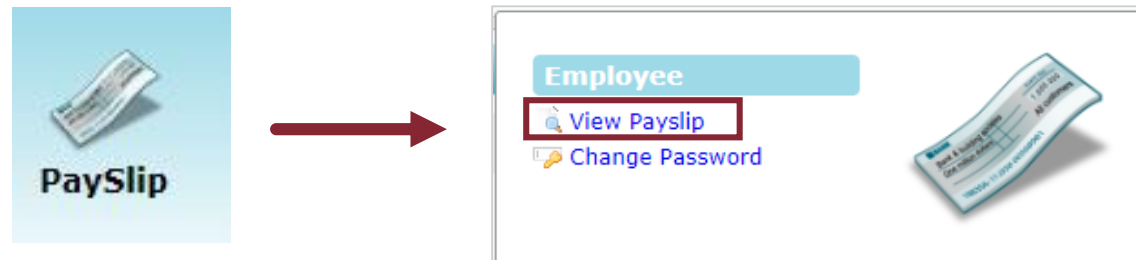
STEP #1

Click on the **'PAYS LIP'** button below to view, print and download your monthly payslip.

Click on **'VIEW PAYS LIPS'** to view your payslips.

Tekan butang **'PAYS LIP'** di bawah untuk melihat, mencetak dan memuat turun penyata gaji bulanan anda.

Tekan **'VIEW PAYS LIPS'** untuk melihat penyata gaji anda.



3.0 PAYSLIP (cont.)


PENYATA GAJI

3.1 VIEW YOUR PAYSALIP/ LIHAT PENYATA GAJI

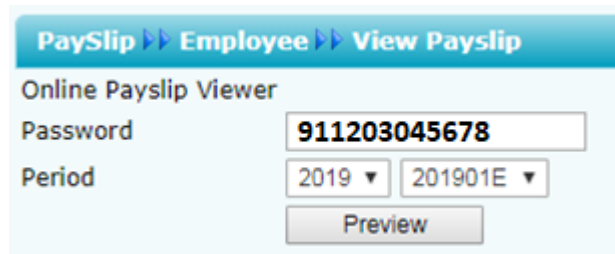
STEP #2

Enter your payslip password (by default, the password is your NRIC number without dash “-” or passport number), select your desired period of which you would required your payslip.

Click **‘PREVIEW’** to generate the payslip/s.


 Your payslip password can be changed by clicking on **‘CHANGE PASSWORD’**. Please follow step on how to change password at slide 22.

Please take note payslip password is shared with EA password.

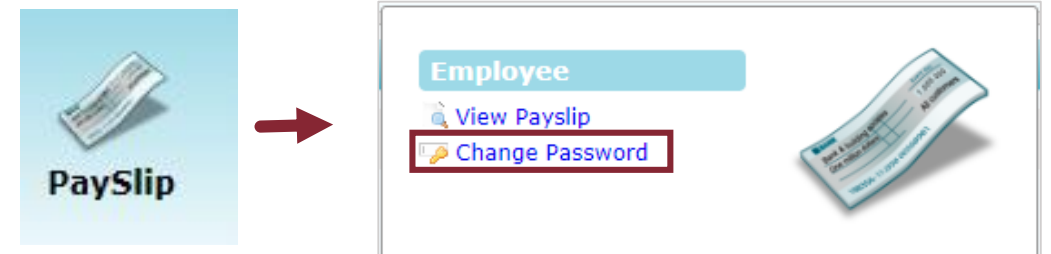


Masukkan kata laluan penyata gaji anda (kata laluan adalah nombor kad pengenalan anda tanpa Sengkang “-” atau nombor passport), pilih tempoh penyata gaji yang diperlukan.

Tekan **‘PREVIEW’** untuk menjana penyata gaji anda.

 Anda boleh menukar kata laluan untuk penyata gaji anda dengan menekan pada **‘CHANGE PASSWORD’**. Sila ikuti langkah menukar kata laluan di slaid 22.


Sila ambil perhatian kata laluan penyata gaji adalah sama dengan kata laluan EA.



3.0 PAYSALIP (cont.)


PENYATA GAJI

3.2 PRINT OR DOWNLOAD YOUR PAYSALIP/ CETAK ATAU MUAT TURUN PENYATA GAJI

You may print or download your payslips in PDF format by clicking on the print button. 



Please ensure that you have disabled your pop-up blocker.

Anda boleh mencetak atau memuat turun penyata gaji dalam format PDF dengan menekan pada butang cetak. 



Sila pastikan anda telah menyahdayakan penyekat “pop-up” anda.

PAYSALIP SAMPLE/ CONTOH PENYATA GAJI:

Description		Hours / Days	Rate	Earnings	Hours / Days	Deductions	
BASIC SALARY (1.00)				1.00		Employee EPF -5.00	
Claims-Business Entertainment				10.00		Employee SOCSO -0.10	
Claims-Car Wash				10.00		Employee EIS -0.05	
Claims-Driving License Fees				10.00			
Claims-Ent & Gift Etc-Dom				10.00			
Claims-Sundry				10.00			
Shift Allowance				10.00			
Standby Allowance				10.00			
Total Earnings			RM	71.00	Total Deductions	RM	-5.15
Bank : OCBC A/C# : 909090990				55.85	Nett Salary		65.85
					Current	YTD	68.40
					Nett Salary		68.40
					Gross Salary		74.00
					Income Tax		0.00
					CPF		0.00
					Employee EPF		7.00
					Employee EPF		-5.00
					Employee SOCSO		1.60
					Employee SOCSO		-0.40
					Employee EIS		0.20
					Employee EIS		-0.20
					Employee Vol EPF		0.00
					Employee Vol EPF		0.00

This is a computer generated document and no signature is required.

4.0 EA FORM

LIHAT BORANG EA

4.1 VIEW YOUR EA FORM/ LIHAT BORANG EA

STEP #1

To access your EA Form, click on the EA Form button below.

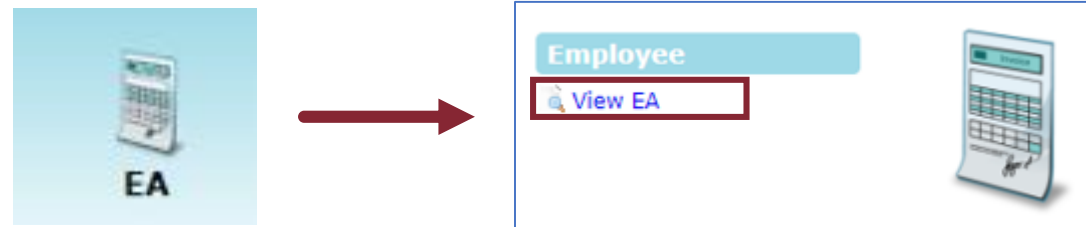
Click on '**VIEW EA**' to view your EA Form.

Important: EA form will be displayed starting from 2020 Remuneration and only made available for your viewing on 28th February 2021 and on every 28th February of each year.

Untuk mengakses Borang EA, tekan butang di bawah.

Tekan '**VIEW EA**' untuk melihat Borang EA anda.

Penting: Borang EA akan dijana bermula tahun Penggajian 2020 dimana ianya hanya akan tersedia untuk anda pada 28hb Februari 2021 and pada setiap 28hb Februari setiap tahun.



4.0 EA FORM (cont.)

LIHAT BORANG EA

4.1 VIEW YOUR EA FORM/ LIHAT BORANG EA

STEP #2

Select your desired period of which you would required your EA Form, and enter your password (by default, the password is your NRIC number without dash “-” or passport number).

Click **‘PREVIEW’** to generate the EA Form.

Please ensure the Period is December (i.e 202012)

Pilih tempoh Borang EA yang diperlukan dan masukkan kata laluan anda (kata laluan adalah nombor kad pengenalan anda tanpa Sengkang “-” atau nombor passport).

Tekan **‘PREVIEW’** untuk menjana Borang EA anda.

Sila pastikan tempoh adalah Disember (i.e 202012).



EEA >> Employee >> View EA

Online EA Viewer


Period

Password


4.0 EA FORM (cont.)

LIHAT BORANG EA

4.2 PRINT OR DOWNLOAD YOUR EA FORM/ CETAK ATAU MUAT TURUN BORANG EA

You may print or download your payslips in PDF format by clicking on print button. 

EA form only made available for you every year before/on 28th February of each year.

Anda boleh mencetak atau memuat turun Borang EA dalam format PDF dengan menekan pada butang cetak. 

Borang EA hanya dimuat naik untuk anda sebelum atau pada 28hb Februari setiap tahun.

EA FORM SAMPLE/ CONTOH BORANG EA:

(C.P.SA-Pin 2018) MALAYSIA **Perjeta Gaji Pekerja SWASTA EA**

CUKAI PENDAPATAN
PENYATA SAHAJAN DARIFADA PENGGAJIAN
BAGI TAHUN BERKARIR 31 DESEMBER 2019
No. Sijil: 80001 No. Cukai Pendapatan Pekerja: _____
No. Majikan E: EP9113720000 Cawangan LHDNM: _____

BORANG EA INI PERLU DIBEDIKAN UNTUK DIBERIKAN KEPADA PEKERJA BAGI TUJUAN CUKAI PENDAPATAN

A BUTIRAN PEKERJA

1. Nama Penuh Pekerja/Pesara (En,Cik/Puan) TESTUSER	3. No. KadKangan/No Gaji 000000
2. Jawatan JRS GA ANALYST	5. No. Pasport
4. No. K.P. Baru 786400142190	7. No. PERKESO
6. No. KWSP	9. Jika bealaja tidak kerap melahut, nyatakan: (a) Tarikh mula bealaja 23/03/2019
8. Bilangan Anak Yang Layak Untuk Pelepasan Cukai	(b) Tarikh berterti karja

B. PENDAPATAN PENGGAJIAN, MANFAAT DAN TEMPAT KEDWAMAN
Tidak termasuk Ewas/Perkasa/Persekitan/Manfaat Yang Dibebaskan Cukai

1. (a) Gaji kasar, upah atau gaji out (termasuk gaji lebih masa)	1.00
(b) Pi (termasuk pi pengajaran), kumatan atau bonus	0.00
(c) Tip kasar, perkhidmatan, pemertmaan sepuh hari atau alaiun-alaiun lain (jika terhad pembayaran)	0.00
(d) Cukai Pendapatan yang dibayar oleh Majikan bagi pihak Pekerja	0.00
(e) Manfaat Sijil Opeyan Setera Pekerja (ESOS)	0.00
(f) Gajeran bagi kempoh dari	0.00
(g) hingga	

2. Butiran bayaran tunggakan dan lain-lain bagi tahun-tahun terdahulu dalam tahun semasa

Jenis pendapatan	(a) _____	0.00
	(b) _____	0.00

3. Manfaat berupa barangan (Nyata/alm)

	_____	0.00
--	-------	------

4. Nilai tempat kediaman (Alamat)

	_____	0.00
--	-------	------

5. Bayaran balik kepada Kumpulan Wang Simpanan/Pencen yang tidak diluluskan

	_____	0.00
--	-------	------

6. Pampasan kerana kehilangan pekerjaan

	_____	0.00
--	-------	------

C. PENCEN DAN LAIN-LAIN

1. Pencen	0.00
2. Anai atau Bayaran Berkala yang lain	0.00
JUMLAH	1.00

D. JUMLAH POTONGAN

1. Potongan Cukai Bularan (PCB) yang dibayar kepada LHDNM	0.00	
2. Aduan Potongan CP 30	0.00	
3. Zakat yang dibayar melalui potongan gaji	0.00	
4. Jumlah kumatan potongan oleh Majikan melalui Borang TP1 berkaitan:		
(a) Pelepasan	RM _____	
(b) Zakat selain yang dibayar melalui potongan gaji bularan	RM _____	
5. Jumlah pelepasan bagi anak yang layak		0.00

E. CARUMAN YANG DIBAYAR OLEH PEKERJA KEPADA KUMPULAN WANG SIMPANAN/PENCEN YANG DILULUSKAN DAN PERKESO

1. Nama Kumpulan Wang KWSP		
Amoun acuanan yang wajib dibayar (nyatakan bahagian pekerja sahaja)	RM	0.00
2. PERKESO - Amoun acuanan yang wajib dibayar (nyatakan bahagian pekerja sahaja)	RM	0.00

F. JUMLAH ELAIN / PERKURBIT / PEMBERIAN / MANFAAT YANG DIKECUALIKAN CUKAI

	RM	0.00
--	----	------

Tarikh: 02/02/2019

Nama Pegawai	MARDIANA WATI BINTI SAMBURI
Jawatan	MANAGER
Nama dan Alamat Majikan	CXL EXECUTIVE SDN BHD LEVEL 15-7, Q SENTRAL 2A, JLN STESEN SENTRAL 2, KUALA LUMPUR SENTRAL, KUALA LUMPUR PO BOX 35470
No. Telefon Majikan	03-2776 7338


Tarikh: 02/02/2019

This is a computer-generated document

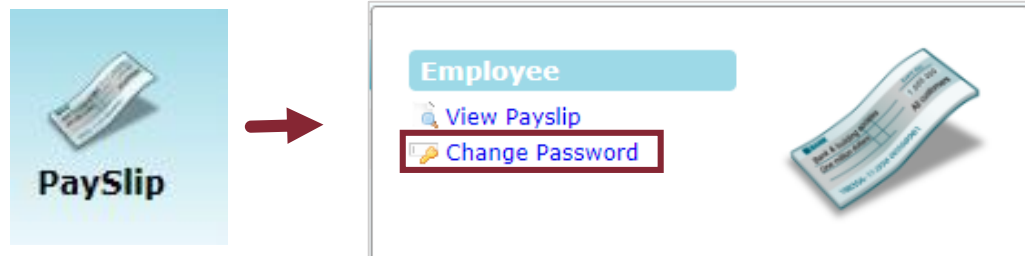
5.0 CHANGE PAYSLIP PASSWORD

MENUKAR KATA LALUAN PENYATA GAJI


Click on the “**Payslip**” and “**Change Password**” button to change your Payslip & EA password.

 Please ensure the Password Type is “**E-Password**”.

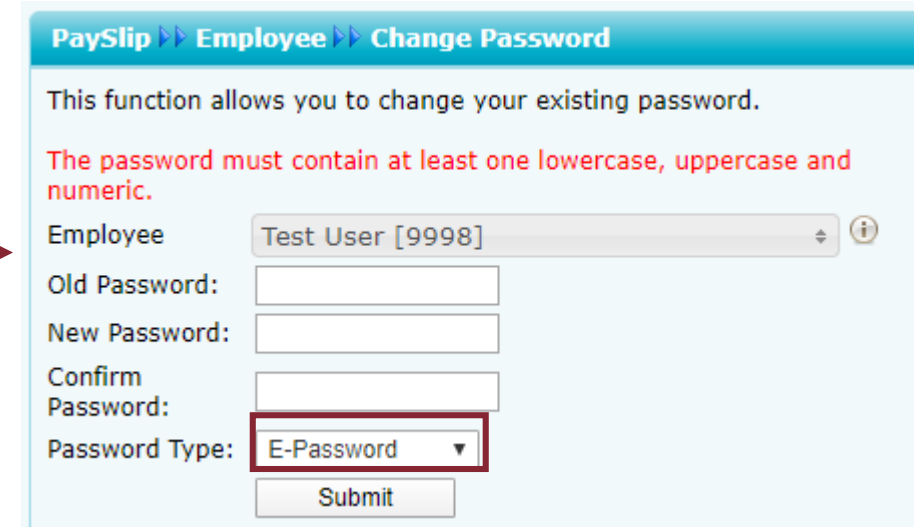
Enter your Old Password & New Password and confirm your new password. Then, click “**Submit**” button.



Klik butang “**Payslip**” dan “**Change Password**” untuk menukar kata laluan Penyata Gaji & Borang EA anda.

 Sila pastikan jenis kata laluan ialah “**E- Password**”.

Masukkan kata laluan lama & baru dan sahkan kata laluan baru. Kemudian, klik butang “**Submit**”.



The screenshot shows the 'Change Password' form within the 'PaySlip >> Employee >> Change Password' section. The form includes the following elements:

- A header bar with the text 'PaySlip >> Employee >> Change Password'.
- A descriptive text: 'This function allows you to change your existing password.'
- A red warning message: 'The password must contain at least one lowercase, uppercase and numeric.'
- A dropdown menu for 'Employee' with the value 'Test User [9998]' and an information icon.
- Input fields for 'Old Password:', 'New Password:', and 'Confirm Password:'.
- A dropdown menu for 'Password Type:' with 'E-Password' selected and highlighted by a red box.
- A 'Submit' button at the bottom.

5.0 CHANGE LOGIN PASSWORD

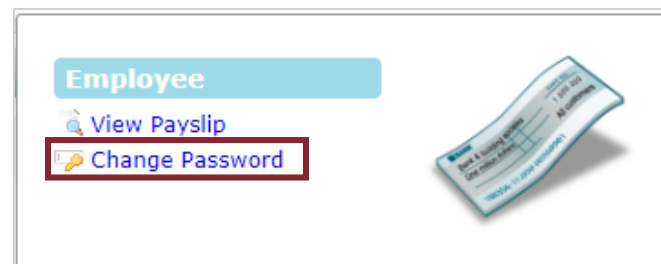
MENUKAR KATA LALUAN PENYATA GAJI

Click on the **“Payslip”** button and **“Change Password”** to change your Login Password.



Please ensure the Password Type is **“Login Password”**.

Enter your Old Password & New Password and confirm your new password. Then, click **“Submit”** button.



Klik butang **“Payslip”** dan **“Change Password”** untuk menukar kata laluan log masuk anda.



Sila pastikan jenis kata laluan ialah **“Login Password”**.

Masukkan kata laluan lama & baru dan sahkan kata laluan baru. Kemudian, klik butang **“Submit”**.

PaySlip >> Employee >> Change Password

This function allows you to change your existing password.

The password must contain at least one lowercase, uppercase and numeric.

Employee: Test User [9998]

Old Password:

New Password:

Confirm Password:

Password Type: Login Password

Submit

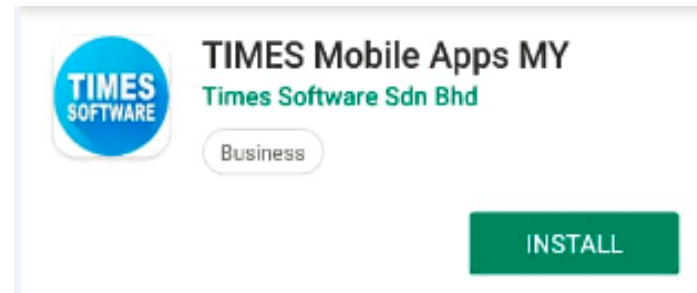
6.0 INSTALLING THE TIMES MOBILE APP: ANDROID

MUAT NAIK APLIKASI 'TIMES MOBILE APP': ANDROID

STEP #1

Find and install the 'Times Mobile App-MY' found in Google Play Store.

Cari dan muat naik aplikasi 'Times Mobile App-MY'. Aplikasi ini boleh dijumpai di Google Play Store.



6.0 INSTALLING THE TIMES MOBILE APP: ANDROID (cont.)

MUAT NAIK APLIKASI 'TIMES MOBILE APP': ANDROID

STEP #2

Open the app and enter the the URL server

<https://ehr2u.cxlsolutions.com/app/api> or click the QR code button in the box of and scan the QR Code below.

Click 'NEXT'.

Enter the Company Code: HEINEKEN, Employee ID and Password (please use your new password that you have changed earlier at web portal service).



This step is for First Time Login Only.

1. Enter URL

The screenshot shows the 'TIMES SOFTWARE' app interface. At the top, it says 'TIMES SOFTWARE'. Below that, there is a text input field labeled 'Please input server URL.' with a QR code icon to its right. The URL 'https://ehr2u.cxlsolutions.com/app/api' is entered into the field. At the bottom, there is a green button labeled 'NEXT'.

or

2. Scan QR Code

The screenshot shows the 'TIMES SOFTWARE' app interface. At the top, it says 'TIMES SOFTWARE'. Below that, there is a text input field labeled 'Please input server URL.' with a QR code icon to its right. The word 'Server' is entered into the field. At the bottom, there is a green button labeled 'NEXT'.



Nota: Langkah ini hanya diperlukan untuk kali pertama log masuk sahaja.

Click here!



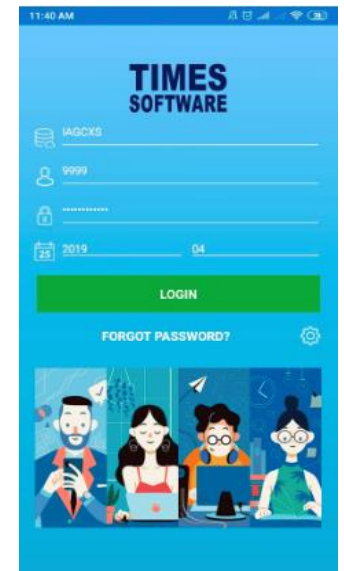
And Scan this QR Code

Buka aplikasi tersebut dan masukkan URL

<https://ehr2u.cxlsolutions.com/app/api> atau klik butang imbas Kod QR di dalam kotak dan imbas Kod QR di bawah.

Tekan 'NEXT'.

Masukkan Kod Syarikat: HEINEKEN, ID Pekerja dan Kata Laluan (sila guna kata laluan baru anda yang ada telah tukarkan melalui laman sesawang).



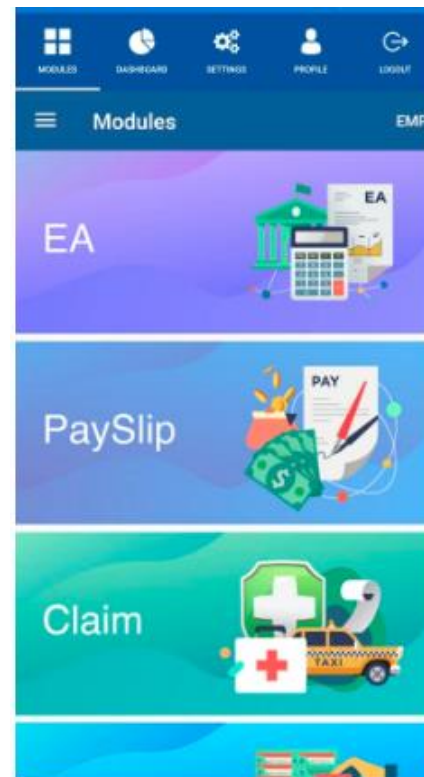
6.0 INSTALLING THE TIMES MOBILE APP: ANDROID (cont.)

MUAT NAIK APLIKASI 'TIMES MOBILE APP': ANDROID

STEP #3

You may now view your payslip and EA form.

Kini, anda boleh melihat penyata gaji dan borang EA.



6.0 INSTALLING THE TIMES MOBILE APP: ANDROID (cont.)

MUAT NAIK APLIKASI 'TIMES MOBILE APP': ANDROID

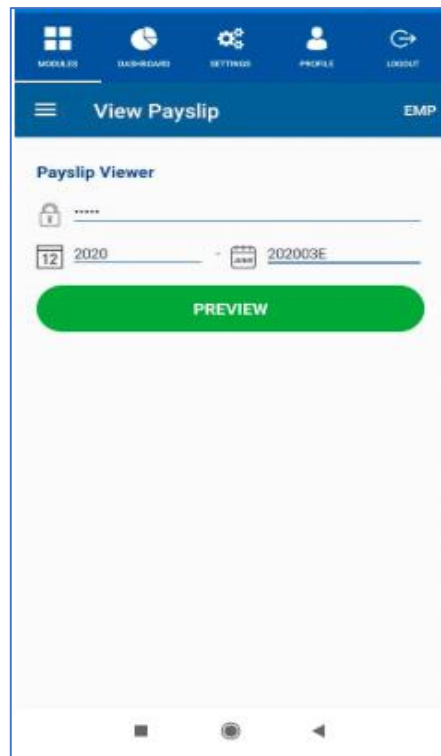
STEP #4

Select “**Payslip**” to view your monthly payslip.

Enter your Pasylip Password, select Year and Month. Then, click Preview button.

Pilih “**Payslip**” untuk melihat penyata gaji bulanan anda.

Masukkan kata laluan penyata gaji, pilih tahun dan bulan. Kemudian, klik butang “Preview”.



6.0 INSTALLING THE TIMES MOBILE APP: ANDROID (cont.)

MUAT NAIK APLIKASI 'TIMES MOBILE APP': ANDROID

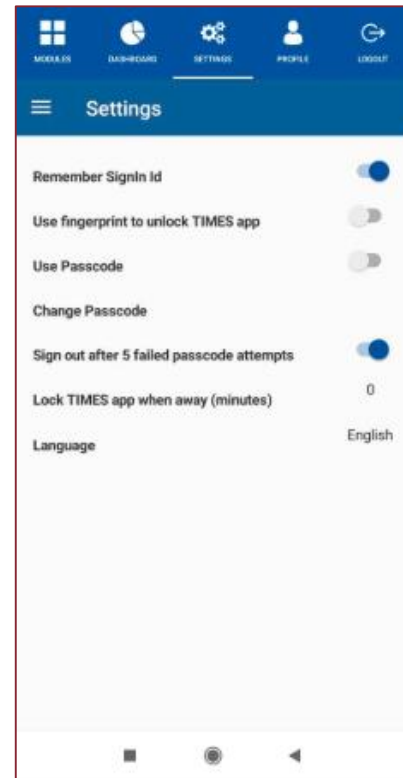
STEP #5

You may also change your Mobile Apps Setting under the Settings menu.

This menu allow you to Remember SignIn Id, Use Fingerprint to unlock dan set Lock out when away (idle time).

Anda juga boleh mengubah tetapan “**Mobile Apps**” melalui menu “**Settings**”.

Perubahan yang boleh dibuat seperti “**Remember SignIn Id**”, “**Use Fingerprint to unlock**” dan tetapkan “**Lock Out when away(idle time)**”.



6.0 INSTALLING THE TIMES MOBILE APP: iOS

MUAT NAIK APLIKASI 'TIMES MOBILE APP': iOS

STEP #1

Find and install the Times Mobile App-MY found in Apple App Store.

Cari dan muat naik aplikasi 'Times Mobile App-MY'. Aplikasi ini boleh dijumpai di Apple App Store.



6.0 INSTALLING THE TIMES MOBILE APP: iOS (cont.)

MUAT NAIK APLIKASI 'TIMES MOBILE APP': iOS

STEP #2

Open the app and enter the the URL server

<https://ehr2u.cxlsolutions.com/app/api> or click the QR code button in the box of and scan the QR Code below.

Click 'NEXT'.

Enter the Company Code: HEINEKEN, Employee ID and Password (please use your new password that you have changed earlier at web portal service).



This step is for First Time Login Only.

1. Enter URL

The screenshot shows the 'TIMES SOFTWARE' app interface. At the top, it says 'TIMES SOFTWARE'. Below that, there is a text input field labeled 'Please input server URL.' with a QR code icon to its right. The URL 'https://ehr2u.cxlsolutions.com/app/api' is entered in the field. At the bottom, there is a green button labeled 'NEXT'.

or

2. Scan QR Code

The screenshot shows the 'TIMES SOFTWARE' app interface. At the top, it says 'TIMES SOFTWARE'. Below that, there is a text input field labeled 'Please input server URL.' with a QR code icon to its right. The word 'Server' is entered in the field. At the bottom, there is a green button labeled 'NEXT'.

Click here!



And Scan this QR Code

Buka aplikasi tersebut dan masukkan URL

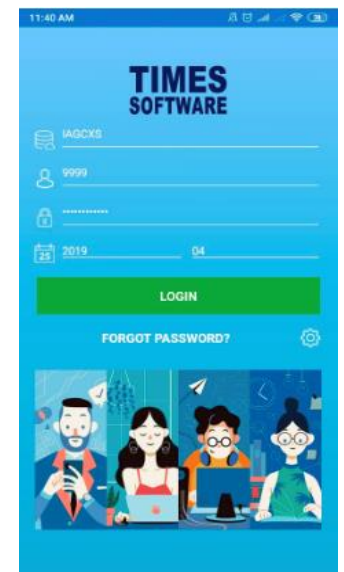
<https://ehr2u.cxlsolutions.com/app/api> atau klik butang imbas Kod QR di dalam kotak dan imbas Kod QR di bawah.

Tekan 'NEXT'.

Masukkan Kod Syarikat: HEINEKEN, ID Pekerja dan Kata Laluan (sila guna kata laluan baru anda yang ada telah tukarkan melalui laman sesawang).



Nota: Langkah ini hanya diperlukan untuk kali pertama log masuk sahaja.



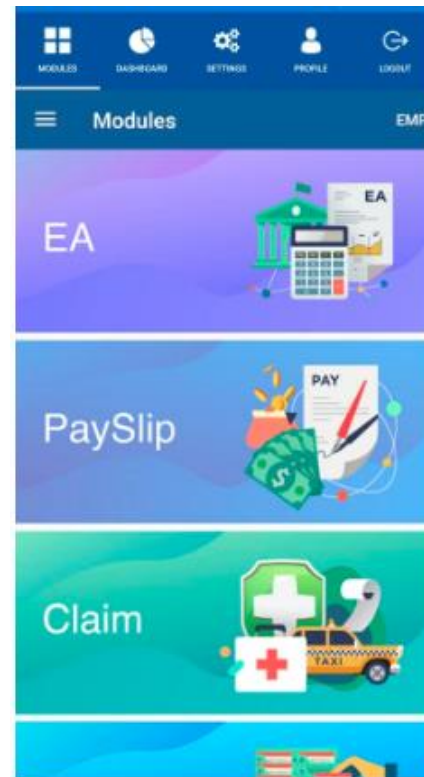
6.0 INSTALLING THE TIMES MOBILE APP: iOS (cont.)

MUAT NAIK APLIKASI 'TIMES MOBILE APP': iOS

STEP #3

You may now view your payslip and EA form.

Kini, anda boleh melihat penyata gaji dan borang EA



6.0 INSTALLING THE TIMES MOBILE APP: iOS (cont.)

MUAT NAIK APLIKASI 'TIMES MOBILE APP': iOS

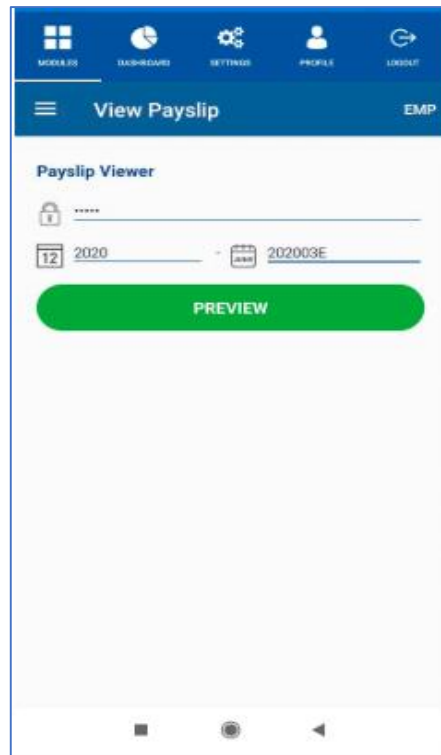
STEP #4

Select **"Payslip"** to view your monthly payslip.

Enter your Pasylip Password, select Year and Month. Then, click Preview button.

Pilih **"Payslip"** untuk melihat penyata gaji bulanan anda.

Masukkan kata laluan penyata gaji, pilih tahun dan bulan. Kemudian, klik butang "Preview".



6.0 INSTALLING THE TIMES MOBILE APP: iOS (cont.)

MUAT NAIK APLIKASI 'TIMES MOBILE APP': iOS

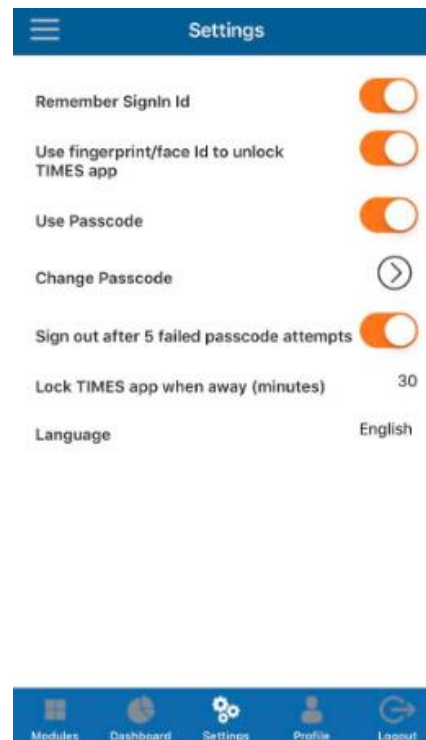
STEP #5

You may also change your Mobile Apps Setting under the Settings menu.

This menu allow you to Remember SignIn Id, Use Fingerprint to unlock dan set Lock out when away (idle time).

Anda juga boleh mengubah tetapan “**Mobile Apps**” melalui menu “**Settings**”.

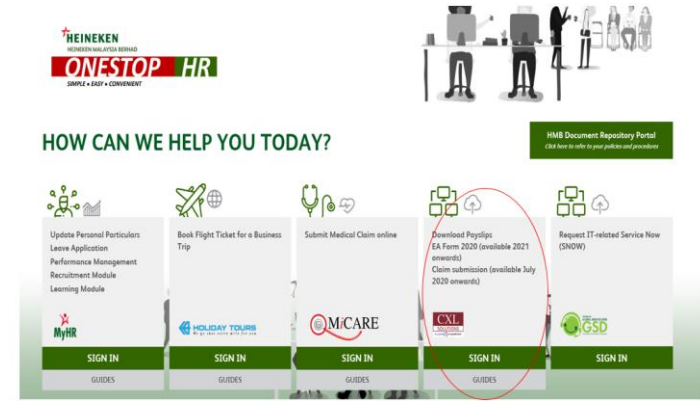
Perubahan yang boleh dibuat seperti “**Remember SignIn Id**”, “**Use Fingerprint to unlock**” dan tetapkan “**Lock Out when away(idle time)**”.



ESS Platform for Heineken Malaysia

Mobile App To Enable Workforce Agility In The Digital Era

Summary on steps for first time users



Step 1

Request for Password

Request for new password

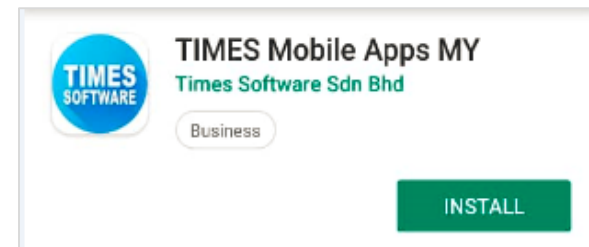
1. Login to Onestop HR <https://employee.heinekenmalaysia.com/>
2. Click on CXL Solution sign in
3. Click on **FIRST TIME LOGIN/FORGOT PASSWORD**
4. **Enter** your Employee No and NRIC/Passport number. Ensure password type is **“Login Password”**.
2. New password is sent to your email. Check email to get new password.
3. Click on link above to login with new password. You are required to change to your own new password for security reason. This password will be used for your ESS Mobile App login.

Step 2

Mobile App

Download ESS Mobile App “TIMES MOBILE Apps MY”

1. Find in Google Play Store and install Times Mobile App MY .
2. Open Mobile App, click on the QR code button to scan or enter URL <https://ehr2u.cxlsolutions.com/app/api> (First time only)
3. Enter Heineken, user ID (employee ID), your new password.
4. Login.



7.0 FREQUENTLY ASK QUESTIONS

	Question	Answer
	General	
1.	Do I need to be in office to log in to ESS?	No, ESS is a web-based portal that you can access through internet from any location.
2.	Do I need to log in to a VPN before I can log in to ESS?	No, you can access the ESS through internet.
3.	Whom should I contact if I have a problem in logging in to ESS?	Please contact your HR admin at Ext 4417 / 4665 or MY1-Payroll@heineken.com
4.	Can I use my fingerprint to log in to mobile app?	Yes, you can set this option in the mobile app (under 'Setting')
5.	Can I log in to ESS after office hours? Is there a downtime during which the portal is inaccessible?	You can log in to ESS at any time. Yes, there is downtime and the ESS administrator will inform you one (1) week before the downtime.
6.	Should I log out from ESS after each use?	Yes, for security reasons, please log out from the ESS website or mobile app after each use.
7.	Is there an automatic logout or screen timeout if I forget to log out manually?	Automatic logout Mobile app: you may set the duration of idle time before you will automatically be logged out of ESS. Website: system defaulted to 30 minutes idle and automatically be logged out of ESS. Automatic screen timeout As per the default settings of your device.
8.	After changed the first time login password, system directed me to the main login page. Unfortunately, I'm still unable to login after entered my Employee ID and new password.	Please check your URL address : https://ehr2u.cxlsolutions.com/TimeSolution/Signin.aspx?c=Heineken and kindly ensure that the company code is not blank.

7.0 FREQUENTLY ASK QUESTIONS

	Question	Answer
	User ID– and password-related	
1.	What should I do if my user ID is locked?	Please contact your HR admin at Ext 4417 / 4665 or MY1-Payroll@heineken.com
2.	How many login attempts are allowed before my password is locked?	Web Site 3 attempts, Mobile Apps 5 attempts Please request a new password following two failed attempts – please follow the steps in the question on resetting your password below.
3.	How can I reset my login password in the event I forgot my password ?	<ol style="list-style-type: none"> 1. Login to Onestop HR https://employee.heinekenmalaysia.com/ 2. Click on CXL Solution sign in 3. Click on 'First time login/forgot password' to request a new password. Please ensure you select Login Password. 4. The new password will be sent to your registered email address. 5. Log in with your new password. You are required to change it upon logging in.
4.	How can I reset my payslip/EA password in the event I forgot my password ?	<ol style="list-style-type: none"> 1. Login to Onestop HR https://employee.heinekenmalaysia.com/ 2. Click on CXL Solution sign in 3. Click on 'First time login/forgot password' to request a new password. Please ensure you select E-Password. 4. The new password will be sent to your registered email address. 5. Log in with your new password. You are required to change it upon logging in.
5.	When changing my password, there are options for setting a Login Password or an E-Password. Which option should I choose?	<ul style="list-style-type: none"> • The Login Password is used to log in to the ESS platform. • The E-Password is used to view your payslip and EA form. <p>Select the option according to the password that you would like to change.</p>
6.	How long does it take to reset my password?	It is fast, as it is a self-service process.

7.0 FREQUENTLY ASK QUESTIONS

	Question	Answer
	Payslip-related	
1.	Why is nothing displayed after entering my password to view my payslip?	Check whether the site is blocked; select the option to allow display of the site.
2.	Why am I unable to download my payslip on the mobile app?	The mobile app only allows users to view payslips. 1. Please go to Onestop HR https://employee.heinekenmalaysia.com/ 2. Click on CXL Solution sign in 3. Select payslip to download.
3.	How many months' payslips will I be able to view or download? What about EA form?	All payslip from January 2020 onwards will be available to download. All EA forms from 2020 will be available when released.
4.	How long will the EA & payslip be kept in the system?	It will be kept for a maximums of 7 years.
5.	Will I be able to download the previous year EA form/ payslip?	No, payslip is only from Jan 2020 onward and EA will be from year 2020 (release in Feb 2021).
6.	What should I do if my personal details shown in ESS are incorrect?	Please check and update your personal employee details at the myHR webpage. Users are unable to update your personal details in the ESS website or mobile app. For those who has no access to MyHR, you can email MY1-Payroll@heineken.com to update your details.
7.	When will the month's payslip be available for view or download?	On Payday.

- END OF DOCUMENT -

THANK YOU



HEINEKEN