



OFFICE OF HUMAN RESOURCES
HR TRANSFORMATION

BEACON

*The City of Boston's new
HR service center*



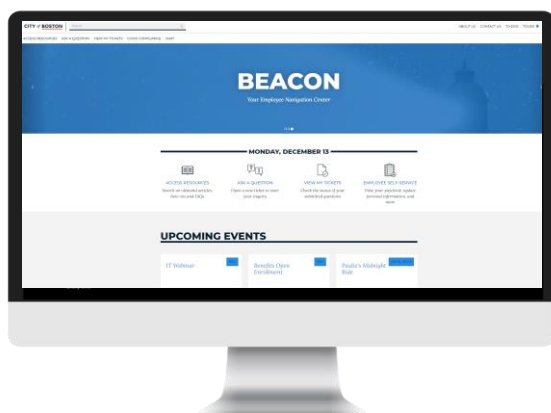
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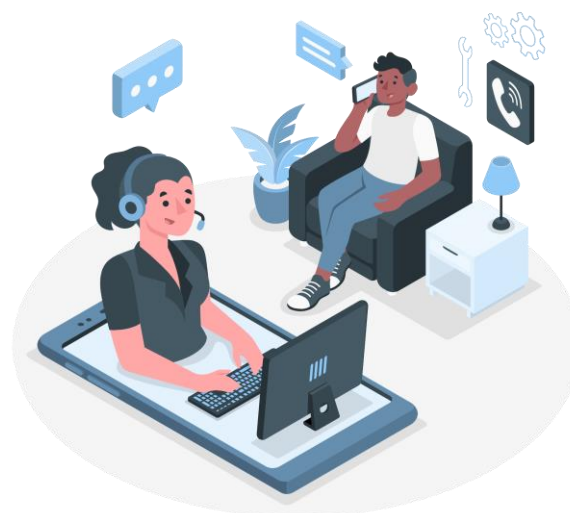
Meet Beacon

Beacon is the City of Boston's **new HR service center**. It offers two channels for employees to find information:

1 Online HR Portal



2 City-wide HR Contact Center



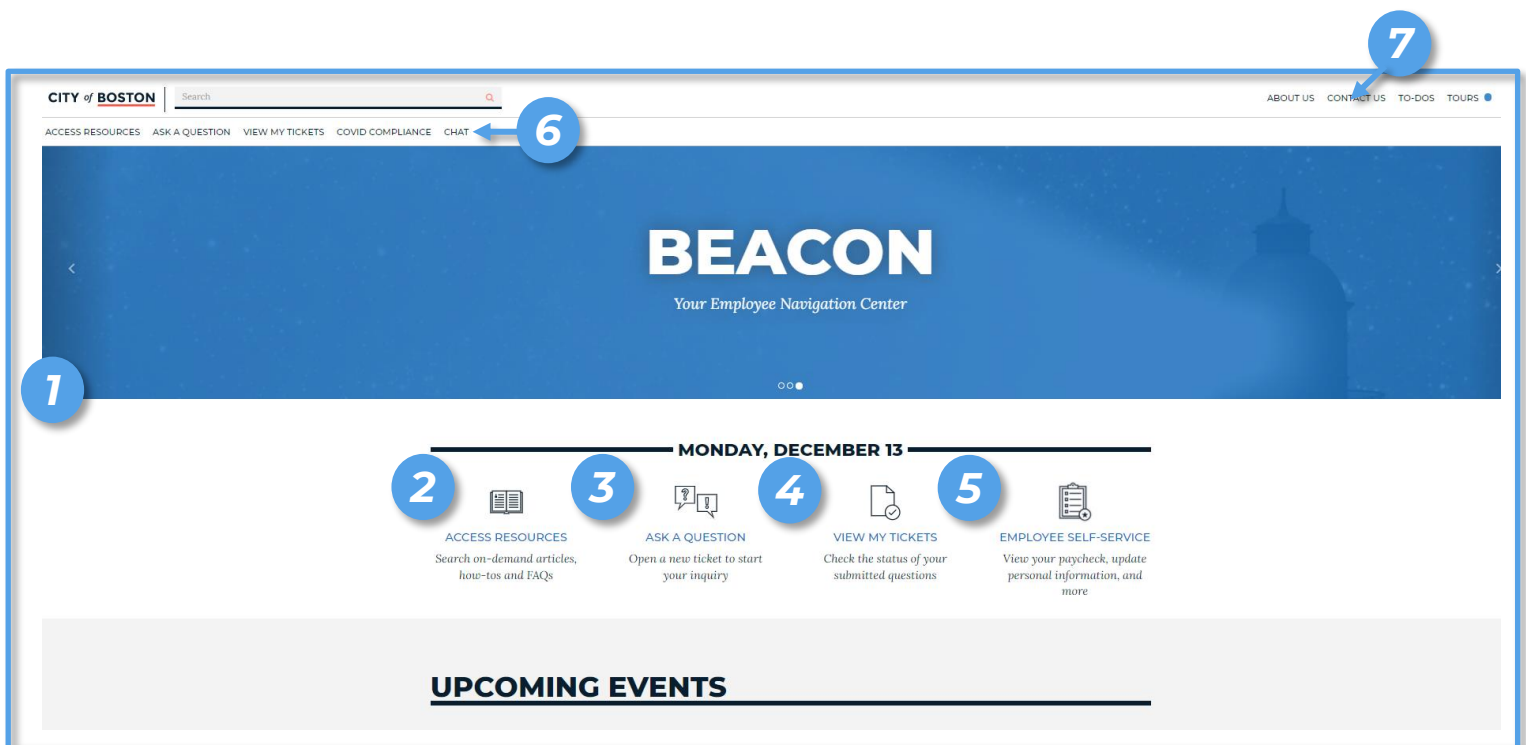
- 1 Online HR Portal:** A single place for you to find all your HR information, complete required tasks, and contact the Human Resources team — anywhere, anytime, on any device
- 2 City-wide HR Contact Center:** A dedicated number you can call to speak with an HR customer service representative. The HR Contact Center is open **8 a.m. – 5 p.m. EST, Monday – Friday**. You can reach an HR customer service rep at **(617) 635-3370**.

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Tour the Beacon HR Portal

The **homepage** is your first stop when exploring Beacon. Check here for the latest announcements, news and updates.



- 1 Rotating Banner:** Check here for important announcements
- 2 Access Resources:** Explore a library of HR knowledge articles, how-tos, and FAQs
- 3 Ask a Question:** Submit any HR-related question to the HR Service Center. You can choose from a list of HR topics and sub-topics to direct your question to the right HR expert
- 4 View My Tickets:** See the status of your submitted questions, and view closed cases

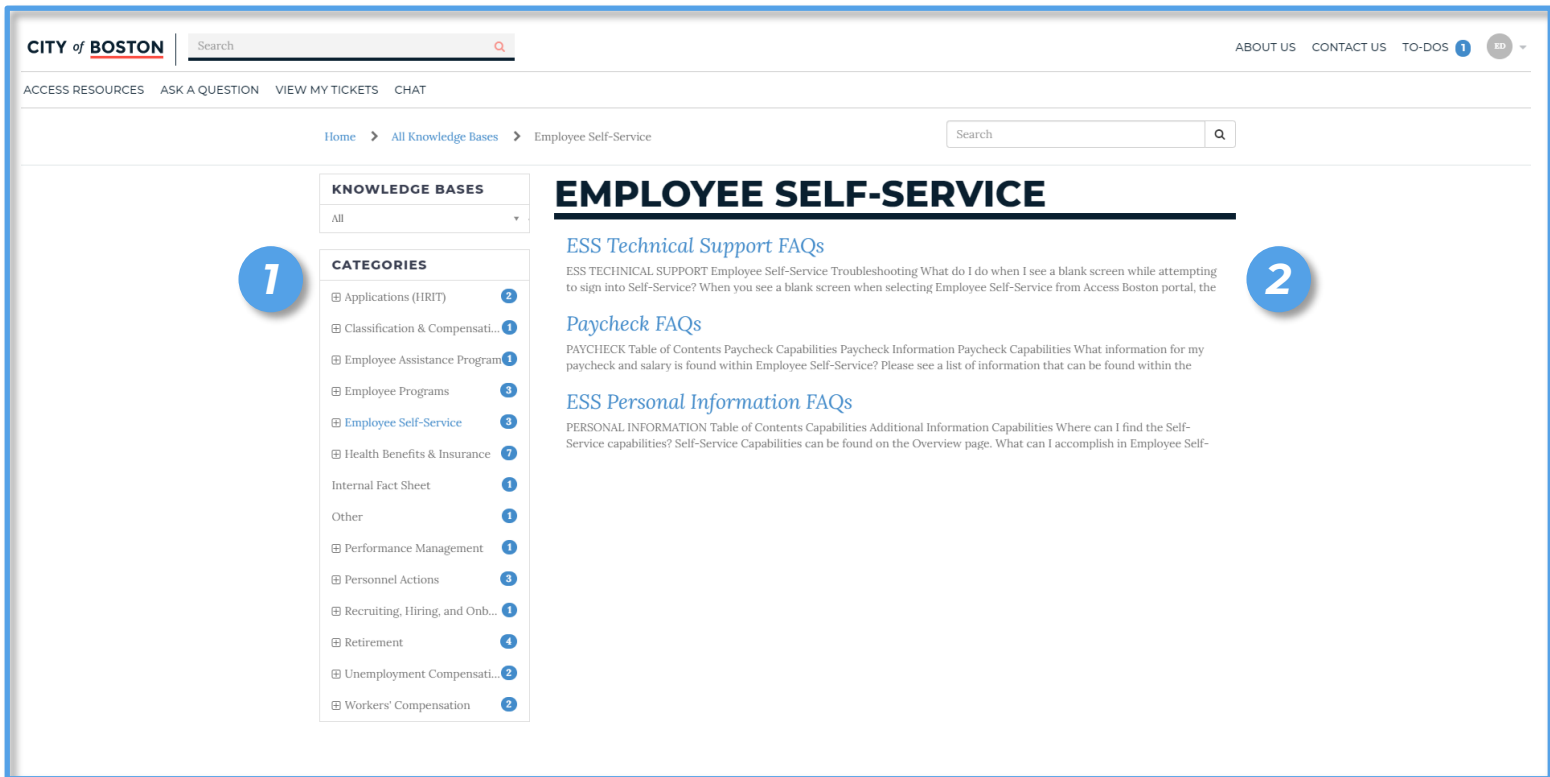
- 5 Employee Self-Service:** Access the Employee Self-Service portal to view your paycheck, update your personal information, and more
- 6 Chat:** Need help finding information? Ask Paulie, your virtual agent! Paulie can point you to the right knowledge article or submit a question on your behalf
- 7 To-Dos:** You'll see a small number next to this link if you have tasks that require your attention

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Tour the Beacon HR Portal

Access the **HR Resource Library**, where you'll find hundreds of knowledge articles, how-tos, and FAQs that cover every HR topic.



1 HR Knowledge Categories: Expandable list of all City of Boston HR information

2 Articles to View: Click on the title of an article, to-do, or FAQ for more details. Once in the article, you can subscribe for updates on that topic (top of the page), pin the article for quick access (bottom of the page), and leave a rating on the completeness of the article (bottom of the page)

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Tour the Beacon HR Portal

Do you have an HR question and can't find the information in the HR Resource Library? **Submit your inquiry** to our team of HR experts and we will get you an answer.

The screenshot shows the 'CREATE AN INQUIRY' form on the Beacon HR Portal. The form is titled 'CREATE AN INQUIRY' and includes a sub-header: 'Complete the form below to submit a request to the City of Boston HR Department.' A warning message states: 'Please do NOT include sensitive information including personal identifiable information (i.e., social security number, bank account information) personal health information (i.e., medical test results or condition status), or other confidential details in your general request below.' The form fields are numbered 1 through 8:

- 1** Employee ID, Department, and Title (gray boxes)
- 2** Priority Level (dropdown menu)
- 3** Inquiry Category (dropdown menu)
- 4** Inquiry Subcategory (dropdown menu)
- 5** Subject (text field)
- 6** Description (text field)
- 7** Add Attachments (button)
- 8** Open on Behalf of Someone Else (checkbox)

Additional form elements include a 'SUBMIT' button, an 'INQUIRY HISTORY' dropdown with 'New' selected, and a 'Required information' section with links for 'Inquiry Category', 'Inquiry Subcategory', and 'Subject'.

- 1 Employee Information:** Your employee ID, department, and name will populate in the gray boxes
- 2 Inquiry Category:** Select the appropriate category for your HR question using this drop-down menu
- 3 Inquiry Sub-category:** Select the appropriate sub-category to indicate more details about your question
- 4 Inquiry History:** Indicate if your question is a new submission, resubmission, or a follow-up to an open case
- 5 Subject:** Enter a short summary of your question topic. This of this like an email subject line
- 6 Description:** Enter your HR question and any supporting details
- 7 Attachments:** Upload any supporting documentation relevant to your question
- 8 Open on Behalf of:** Only HR representatives can submit a question on behalf of an employee in their department

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Tour the Beacon HR Portal

You can check the **status** of your open inquiries anytime.

The screenshot shows the 'MY TICKETS' page in the Beacon HR Portal. At the top, there is a search bar and navigation links. Below the header, there is a section titled 'MY TICKETS' with a subtitle 'View your open tickets, status updates, and next steps in the list below'. The main content area displays a list of tickets. The first ticket is 'FMLA QUESTION' with ID 'HRC0001243', assigned to 'Emily Dydo', and assigned to 'Tammy Pust'. The second ticket is 'Parental Leave Question' with ID 'HRC0001210', assigned to 'Emily Dydo', and assigned to 'Miriam Kindell-Raye'. The tickets are displayed in a table format with columns for 'State', 'Updated', and 'Opened by'. A 'View' dropdown menu is set to 'Open'. A search bar is located at the top right of the ticket list.

View	Open	Search open requests
1	FMLA QUESTION	State: Ready
	HRC0001243 Emily Dydo Assigned to: Tammy Pust	Updated: 7d ago
		Opened by: Emily Dydo
	Parental Leave Question	State: Ready
	HRC0001210 Emily Dydo Assigned to: Miriam Kindell-Raye	Updated: 13d ago
		Opened by: Emily Dydo

1 Inquiry Subject and Details: Click the subject of the inquiry to view the case details and any updates. You'll find your case number and the agent who's working on your case listed here, too

2 Inquiry Status: View the status of your inquiry, when it was last updated, and who opened the case (this will almost always be your name)

3 Filter inquiries: Filter your inquiry list to see all open inquiries or all closed inquiries

4 Search: Use the search bar to locate a specific inquiry

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Beacon FAQs

What is Beacon?

Beacon is a new way to experience your City of Boston HR information through two new channels. The first is an **online HR self-service portal** that provides a single place for you to find information, complete required tasks, and contact the Human Resources team – anywhere, anytime, on any device.

The second is the **HR Contact Center**, a dedicated number you can call to speak with a customer service representative in our new Citywide HR contact center. The HR Contact Center is open **8 a.m. – 5 p.m. EST, Monday – Friday**. You can reach an HR customer service rep at **(617) 635-3370**.

Who can use the Beacon HR service center?

All City of Boston part-time and full-time employees, including Boston Public Schools employees, can access the Beacon HR Portal and Contact Center.

Non-City of Boston employees, including prospective candidates, spouses and/or dependents of current employees can call the HR Contact Center during operating hours.

How do I access the Beacon HR Portal?

Current employees can log into **Access Boston** and click **the Beacon 'lighthouse' icon on the homepage**. You'll be automatically logged into the Beacon HR Portal. When you are ready to end your session, you can log out manually or your session will end after 15 minutes of inactivity.

When should I log into the Beacon HR Portal?

You can log into the Beacon HR portal anytime to access the Employee Self-Service portal, look up information on a specific HR topic, or submit an inquiry for our team of HR experts to review. We recommend logging in at least **weekly** to view the latest City-wide announcements and events.

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Beacon FAQs

If I have an HR-related question, should I contact my HR representative or the HR Contact Center.

The HR Contact Center is designed to provide consistent HR information. If you have an HR-related question, first explore the HR Resource Library on the Beacon HR Portal to find an answer. If you still need help, please submit an inquiry through the HR Portal or call the HR Contact Center to speak with an HR customer service representative.

Can I still ask my HR representative my HR-related questions?

Yes, however, we encourage you to explore the Beacon HR Portal and review the HR Resource Library to find . Your HR representative can help you navigate the Beacon HR Portal, review the HR Resource Library, and/or submit your question to our HR customer representatives.

Can my HR representative open an inquiry for me?

Yes! Your HR representative can easily open an inquiry for you. You and your HR representative will receive email notifications about the status of your case and can view updates on the View My Tickets page in Beacon.

Why is the Employee Self-Service (ESS) tile on the HR Portal?

The Office of Human Resources is working to create a more consistent HR experience for employees. We've moved the ESS tile to the HR Portal homepage to reinforce the behavior of logging into the HR Portal for all your employee-related needs, including updating your personal information, reviewing your paycheck, and more.

The ESS portal experience and features did not change.

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Beacon FAQs

Is Beacon replacing the Employee Self-Service (ESS) Portal?

No. Beacon is not replacing the ESS portal. You will continue to have full access to the ESS portal to review your paycheck, update your personal information (including your preferred email address) and more.

How long will it take for a customer service representative to respond to my question?

You can expect a response within 72 hours or less of submitting your case. If you do not get a response within 72 hours, you can send a follow-up message from the View My Tickets page or call the HR Contact Center at **(617) 635-3370**, 8 AM – 5 PM EST, Monday – Friday.

How will I know when an HR Customer Service Representative responds to my case?

You will receive an email notification when your case is updated with new information. You can also check the status of your open inquiries on the View My Tickets page in Beacon.

Can I update my email address listed in Beacon to ensure I receive notifications related to my inquiries?

Yes. Log into the Employee Self-Service (ESS) portal by clicking the ESS icon on the Beacon homepage to update your preferred email address and any other personal information.

How do I change my notification preferences?

In the upper right corner of the homepage, hover over your initials and select My Profile from the dropdown menu. Scroll down to the box titled User Preferences to adjust your notification settings. Don't forget to log back into Beacon to check the status of your cases!



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