

TULIP

Portal manual





Table of contents

TULIP	1
1 Introduction	3
2 Login & main settings	4
2.1 Login.....	4
2.2 Reset “forgotten” password	5
2.3 Change password / My profile	6
3 My Attendance	7
3.1 Create Attendance	7
3.2 Check status of attendance request	8
3.3 Approve/Reject attendance request	9
3.4 Reject approved attendance request –employee/manager	11
3.5 Employee – Attendance Approval	11
3.6 Manager Lounge – Attendance Approval	11
4 Help & Hotline	13
4.1 Hotline - Create a support request	13
5 Summary	15

1 Introduction

This manual describes **General features** of TULIP portal.

You will learn how to login and change your password. In “Payslips” section, you’ll find a possibility to check and download your payslips. We will also explain how to make an online support request and how to process your attendance.



2 Login & main settings

2.1 Login

When your TULIP account is created you will receive an email with step by step description of how to generate your password and how to login for the first time into TULIP portal.

Example of Initial email about your TULIP account (to generate your password follow the first login procedure):

Dear Kane Patrick,

we have just created your account on TULIP Customer Portal.

Portal web address: <https://portal.tulipize.com>

User name: T259-x001

First login procedure:

- 1) Go to password reset page: <https://portal.tulipize.com/LoginHelp.aspx>
- 2) Insert your email or user name:
EMAIL: patrick.kane@tulipize.com
USER NAME: T259-x001
- 3) Once you submit your request via the reset button, activation email will be sent to your email. Follow the instructions.

Do not hesitate to contact support@tulipize.com in case of any further questions.

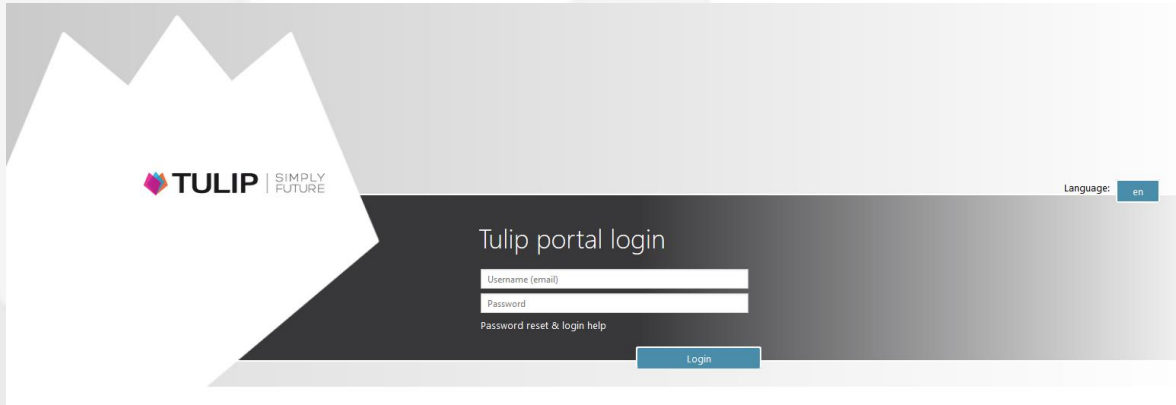
Best regards

Your TULIP Team

Email: support@tulipize.com

Web: www.tulipize.com

Once you obtain your password, you can log-in to the portal via URL address <https://portal.tulipize.com>, just open it in your favourite web browser. The following screen should appear:

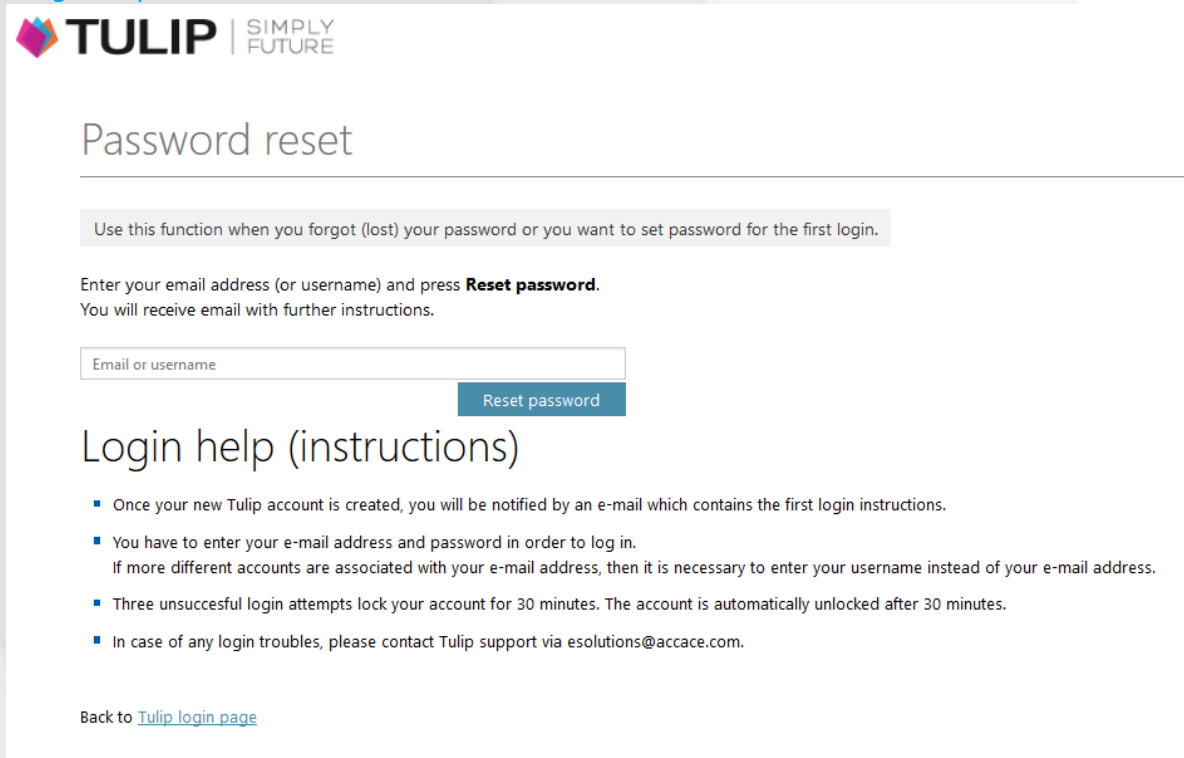


Log-in by entering your **user name** (consists only of the digits) or **your email address**, then enter your password.

2.2 Reset “forgotten” password

If you forget your password, click the '[Password reset & login help](#)' link on the login page. You can generate a new password using your numerical user name or e-mail address to which this account belongs.

Generating new password screen:

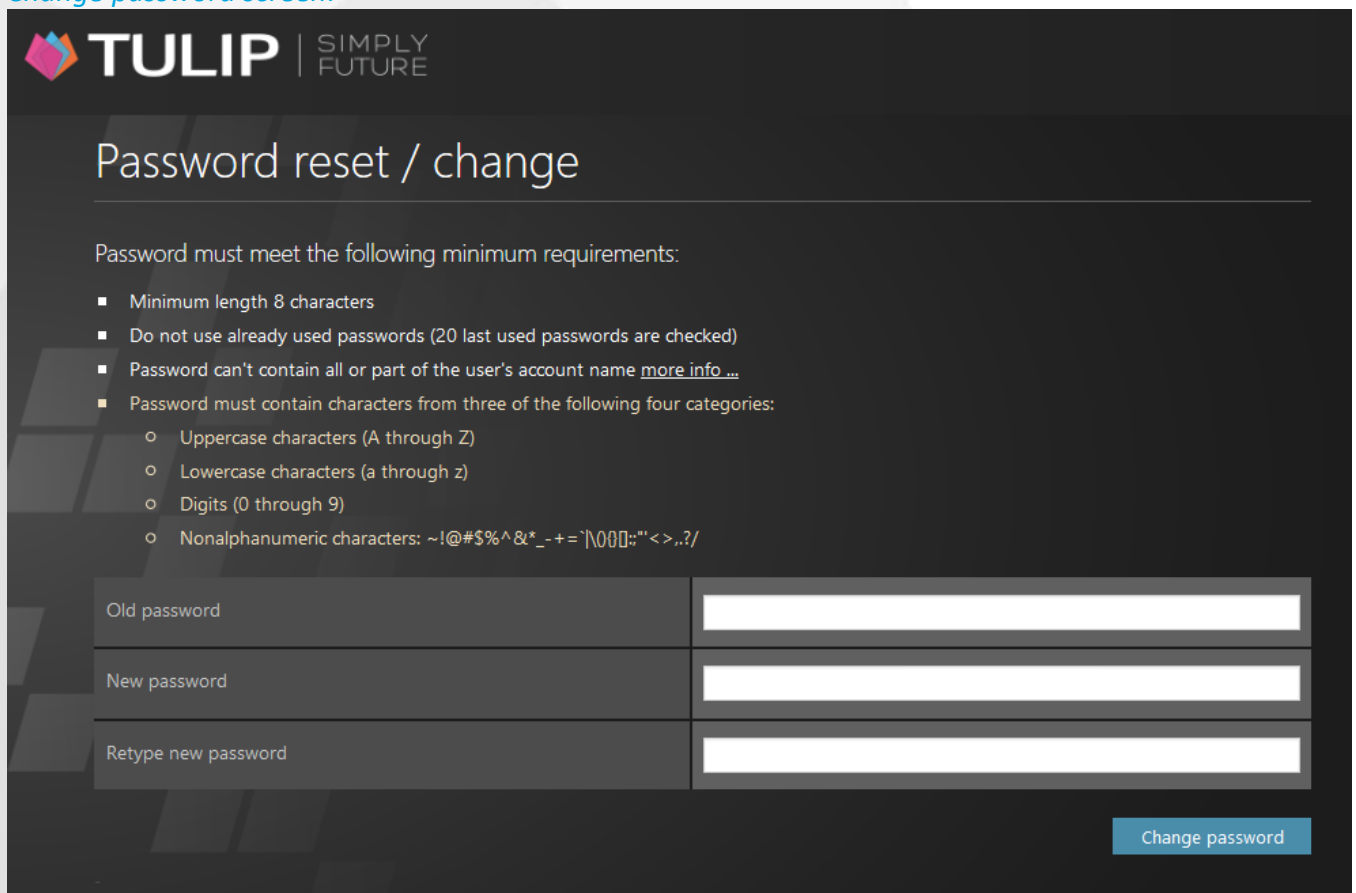


Please follow the instructions on the page.

2.3 Change password / My profile

In section 'My profile' you can find basic information such as: Name, E-mail address and your Personal number. This section is used for managing your account as changing portal language and password. To change your password, click on active link "Change Password". It will redirect you to this site:

Change password screen:



TULIP | SIMPLY FUTURE

Password reset / change

Password must meet the following minimum requirements:

- Minimum length 8 characters
- Do not use already used passwords (20 last used passwords are checked)
- Password can't contain all or part of the user's account name [more info ...](#)
- Password must contain characters from three of the following four categories:
 - Uppercase characters (A through Z)
 - Lowercase characters (a through z)
 - Digits (0 through 9)
 - Nonalphanumeric characters: ~!@#\$\$%^&*_+ = "\000:~<>.,?/

Old password	<input type="password"/>
New password	<input type="password"/>
Retype new password	<input type="password"/>

[Change password](#)

Please follow the instructions on the page.

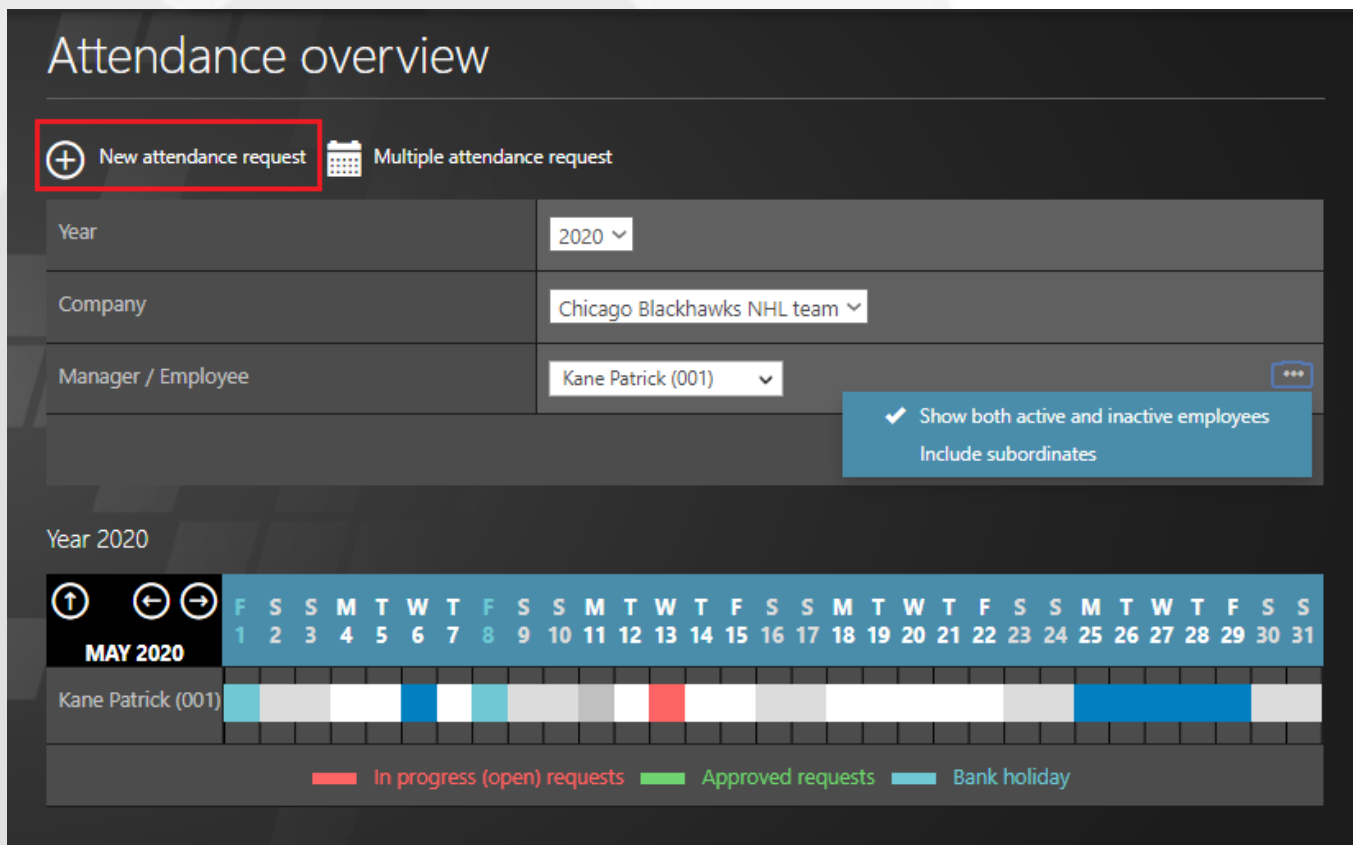
The password expires every 3 months. Before expiration, the user will receive an email notification.

3 My Attendance

Section 'My Attendances' is designed to request a various type of attendances. After opening this section, you will see attendance calendar with timeline overview of your unapproved, approved requests or bank holidays. You can go through your attendance in **Timeline** view or **Table** view. Difference in the 2 views is that Timeline view provides more basic information about your requests.

3.1 Create Attendance

To create request use New attendance request button. You can create Attendance request in Timeline and also in Table view.



Attendance overview

Year: 2020
 Company: Chicago Blackhawks NHL team
 Manager / Employee: Kane Patrick (001)

Show both active and inactive employees
 Include subordinates

Year 2020

	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S							
MAY 2020	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Kane Patrick (001)	Bank holiday																														

■ In progress (open) requests
 ■ Approved requests
 ■ Bank holiday

Each request is specific by its length and availability of request time.



Attendance request

Employee	Kane Patrick (001) ▼ ⋮		
Request type	Vacation ▼		
From	13/05/2020 📅 Morning ▼	To	13/05/2020 📅 Afternoon ▼
Number of days	1,0 Balance 11,5		
Description	<div style="border: 1px solid #ccc; height: 100px;"></div>		
Attachments	📎 Add attachment		

Submit Close

To create a request, you have to fill in Attendance type, its Start and End. Number of days will be automatically calculated according to attendance type. Fill in description for more detailed request. Click on OK button to confirm the attendance. When you wish to discard your request, just use Close button.

3.2 Check status of attendance request

Both views Timeline and Table show you status of requests. In **Timeline** view there is available calendar. When you change the calendar to **Table view** you are able to check status of your attendance request- Accepted, Rejected or In progress.



Attendance overview

New attendance request Multiple attendance request

Workflow status	All
Employee	Kane Patrick (001) ***
Request type	-any-
Period	From 01/04/2020 to
<input type="button" value="Clear"/> <input type="button" value="Apply filter"/>	

WORKFLOW STATUS	EMPLOYEE	REQUEST TYPE	PERIOD	DAYS / HOURS	CREATED BY
Discarded	Kane Patrick (001)	Vacation	25/05/2020	1 d	Stan Mikita, 02/04/2020 14:46
Approved	Kane Patrick (001)	Vacation	25/05/2020 Morning - 29/05/2020 Afternoon	5 d	Patrick Kane, 27/05/2020 11:56
Discarded	Kane Patrick (001)	Vacation	18/05/2020	1 d	Stan Mikita, 02/04/2020 14:43
In Progress	Kane Patrick (001)	Vacation	13/05/2020	1 d	Patrick Kane, 28/05/2020 11:25
Approved	Kane Patrick (001)	Home Office	11/05/2020 9:00-12:00	3:00 h	Patrick Kane, 19/05/2020 15:33
Approved	Kane Patrick (001)	Vacation	06/05/2020	1 d	Patrick Kane, 27/05/2020 11:51

By clicking on specific attendance, you will see your original request and person who should approve your request.

3.3 Approve/Reject attendance request

Attendance requests for approval are visible in 'My task' tile or you can check for them in 'Absences' tile. Click on particular request:



Attendance request

ID: 22266

Request status

In Progress (Manager approval)

Workflow history/comments

▶ Manager approval	Stan Mikita - Manager approval
Created	Patrick Kane [28/05/2020 11:25]
Display all workflow history	

Request details

Created by	Kane Patrick (001)		
Employee	Kane Patrick (001)		
Request type	Vacation		
From	13/05/2020 Morning	To	13/05/2020 Afternoon
Number of days	1,0 Balance 11,5		
Description			
Attachments			

Approve
Reject
Close

Or bulk approve more requests:

Attendance		Bulk approval		
Crawford Corey (008)	Doctor visit	29/05/2020	29/05/2020	1:30 h
Crawford Corey (008)	Vacation	21/05/2020	21/05/2020	1 d
Crawford Corey (008)	Vacation	19/05/2020	19/05/2020	1 d
Seabrook Brent (006)	Training	14/11/2019	14/11/2019	8:00 h

3.4 Reject approved attendance request –employee/manager

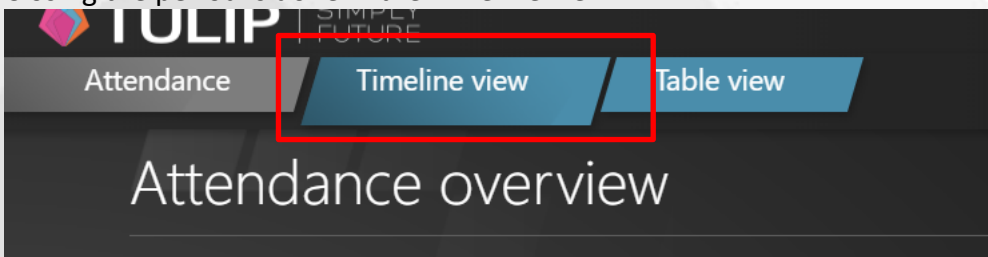
As an **Employee**, you can ask for rejection of your attendance request. When you open your detailed request, you will see rejection button ‘Discard’.

This rejection will have to be approved by your **Manager**. As a manager, in order to discard request, you approve recalled request.

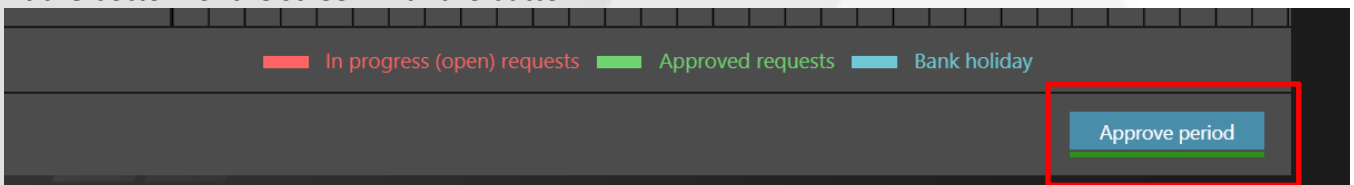
3.5 Employee – Attendance Approval

The employee must close his / her attendance every month (even if he / she had no absence or other requests). By closing the attendance, the employee confirms that his / her attendance is complete for the current month.

Closing the period is done in the Timeline view:



At the bottom of the screen with the button:

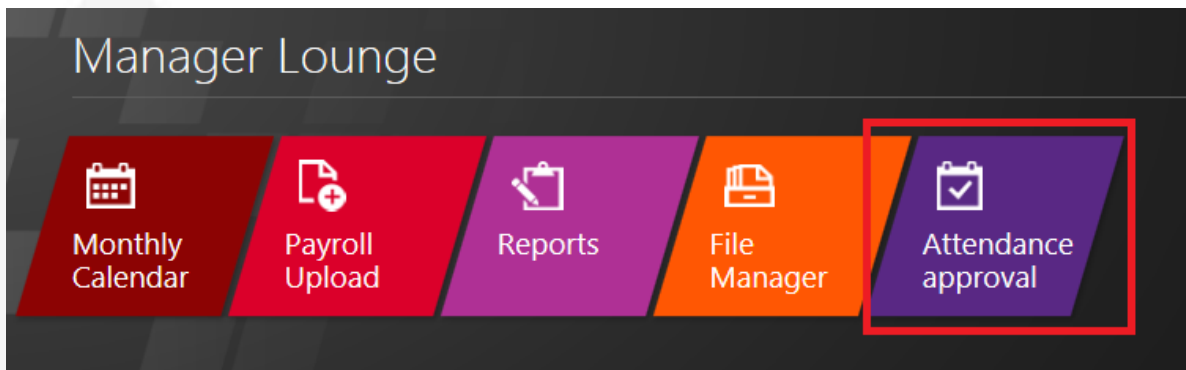


It is possible to close only the month in which all requests are approved by the manager. When the attendance is closed, it is no longer possible to change the requests in the closed month.

Your HR department will notify you of the exact date by which the monthly attendance must be closed.

3.6 Manager Lounge – Attendance Approval

This section is used by Managers, HR employees, who approve attendances for their employees. Here you will be able to approve your employees’ attendances requests. After clicking on the icon there is a list of your employees, for who you can approve attendances:



Bulk approval is used to approve the attendance for all the employees at the same time.

Attendance period approvals

Chicago Blackhawks NHL team

Period: 2020 May

Acceptance status: ---

Apply filter Attendance requests bulk approval

Employees

<input type="checkbox"/>	EMPLOYEE	MANAGER	EMPLOYEE WF STATUS	MANAGER WF STATUS
<input type="checkbox"/>	Gustafsson Erik (005)	Mikita Stan	<input type="button" value="Revoke"/> Approved By Erik Gustafsson, 28/05/2020 11:52	<input type="button" value="Approve"/>
<input type="checkbox"/>	Kane Patrick (001)	Mikita Stan		<input type="button" value="Approve"/>
<input type="checkbox"/>	Mikita Stan (013)		<input type="button" value="Approve"/>	
<input type="checkbox"/>	Quenneville Joe (010)	Mikita Stan	<input type="button" value="Revoke"/> Approved By Joe Quenneville (Coach), 28/05/2020 11:51	<input type="button" value="Approve"/>

Approve selected Revoke selected Approve selected

Notes:

- ⇒ Approve more than one attendances by checking the box on the left side
- ⇒ As a team leader – manager you find your approval workflow in Employee lounge tile My tasks
- ⇒ You can approve attendance for another employee with specific role

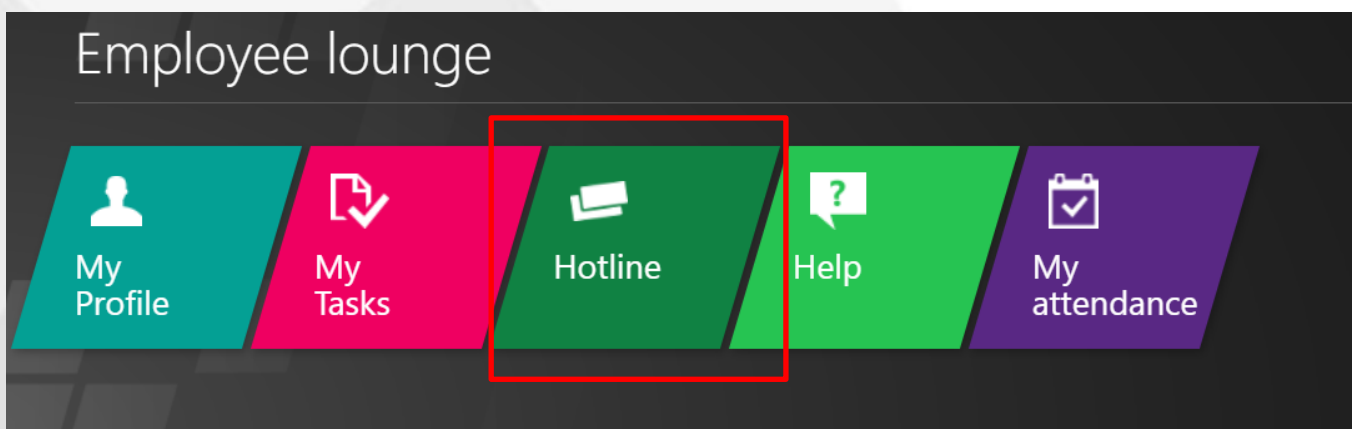


4 Help & Hotline

The section 'Help' in TULIP contains manuals for you to download. These manuals can help you to use your TULIP account and also to solve some problems that might appear with using TULIP.

4.1 Hotline - Create a support request

In case of any question, you can contact your online support with button 'Hotline'.



New request

Your request can be created by clicking on the button "New support request".



My support requests Request count: 7

+ New support request

Company name: Chicago Blackhawks NHL team

Request type: IT Status / Priority: All / All

Search: Search based on Subject, Request ID, Employee name and Assigned to (team member)

Created from: to Modified from: to

Clear Apply filter

ID	CREATED	LAST CHANGE	STATUS	COMPANY	SUBJECT	TYPE
520	28/05/2020	28/05/2020 Jonathan Toews	Open (1st line) Medium	Chicago Blackhawks NHL team Jonathan Toews	How to create Vacation request	IT
519	28/05/2020	28/05/2020 Corey Crawford (Goal keeper)	Open (1st line) Medium	Chicago Blackhawks NHL team Corey Crawford (Goal keeper)	Can not play hockey	IT
518	28/05/2020	28/05/2020 Patrick Kane	Solved High	Chicago Blackhawks NHL team Erik Gustafsson	Change attendance activity units - Home office	IT
478	18/02/2020	28/05/2020 Patrick Kane	Client response exp. High	Chicago Blackhawks NHL team Jonathan Toews	So big pressure in My head	IT
464	14/02/2020	28/05/2020 Patrick Kane	Solved High	Chicago Blackhawks NHL team Tomáš Jurčo (Chicago Blackhawks)	Change email address	IT
421	16/01/2020	18/02/2020 Joe Quenneville (Coach)	Closed High	Chicago Blackhawks NHL team Tomáš Jurčo (Chicago Blackhawks)	Change password	IT

Request types:

Tulip: this type of request is headed to our IT department handling TULIP portal. It can refer to technical issues (for example: setup of the password or TULIP functions). If you are not able to login to your TULIP account, you can contact our IT support via email to support@tulipize.com.

My support requests

All the requests are visible in the list of requests in section „My support requests“. In case of multiple requests, you can use filter to find the one you want to see.



5 Summary

If you have any questions or suggestion to this manual, please feel free to contact us on support@tulipize.com