FlexROC
Getting Started Guide

Need Support?

📞 (833) FLEX-ROC (3539-762)

📧 Help.Flex@trocglobal.com

💻 FlexROCconnect.com – T-ROC Assist & Ticket System

T-ROC

THE REVENUE OPTIMIZATION COMPANIES

Please set aside about **1 hour** for phase 1 to dedicate to completing the steps as you read through this guide.

In the last training phase, you'll report this time into our reporting system for reimbursement, so make sure to keep up with all of the time it takes you to complete each phase.

What is FlexROC?

It’s the division you belong to within TROC. We are a team of trainers, salespersons, and merchandisers who are shared on several different programs.

We’ll do our best to get you as many hours as you want, while keeping things fun and interesting. You might be training in a Best Buy on Innovative Home products or selling in a Cellular retailer on Cell phones products.

We provide you with the flexibility to have other interests outside of this job, while earning a competitive income that includes opportunities for bonuses and more hours when you want them.

So WELCOME to the FlexROC team, we are excited to have you onboard!

How to use your
T-ROC Email Address

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Your User Name /Email Address

We will set up a TROC email address for you.

THIS EMAIL ADDRESS DOES NOT RECEIVE EMAILS AND YOU SHOULD NOT SET IT UP IN ANY EMAIL APPLICATION.

It is merely to be used as your **login name** and **password** for several applications you'll use as a FlexROC rep.

Set Up Your Credentials

You should have received an email at hire from usermanagement@trocglobal.com.

This would have contained your **TROC Email Address (usually first initial, last name @ trocglobal.com) and temporary password (usually Welcome123!)**

Please USE THOSE CREDENTIALS to create your **SINGLE SIGN ON (SSO)** that you'll use for several TROC internal logins.

TAKE ACTION!

1. Go to the password change portal at **https://selfservice.trocglobal.com** and login using the Username and Temporary Password listed above.
2. Change your temporary password to a good one that no one else knows. Use a combination of upper case, lower case, numbers, and punctuation symbols for a total of at least 8 characters. (This is for security purposes)
3. There will be a slight delay of about 5 minutes while the system syncs with your new password.

How to use
FLEX CONNECT
https://flexrocconnect.com/

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FlexROCconnect.com

This is your central station to access all things FlexROC.

Here you will find FlexROC Workplace and Work Chat, Rise Learning, ADP, Concur and access to your T-ROC Assist & Ticket System.

How to use
WorkPlace & WorkChat

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Set Up Your Credentials

TAKE ACTION!

1. In your Apple or Android app store, look for the WorkPlace by Facebook and WorkChat by Facebook apps. Download them.
2. Use your TROC email address and SSO password to log in.
3. You will automatically get access to the “Everyone at TROC” group and the “FlexROC” group.
4. If applicable, you will be added to a group specifically for the client(s) you represent.

Workplace and Workchat Rules

#1 Rule – Utilize WorkPlace and WorkChat when you are “on the job” ONLY.

- We realize there may be posts that come through that you are tempted to respond to outside of your scheduled working hours.
- We, as managers, will do our best not to post things after reasonable working hours (very early and very late) and will try to monitor and counsel others that do.
- That being said, you are mostly all Part Time reps and so there are times you are and are not working that we can’t possible know in advance.
- So it is up to YOU to monitor yourself and only post, read, and respond to posts when you are already scheduled to be working.

Workplace and Workchat Rules

#2 Rule – capture time you DO post, read & respond to posts via a form in NATURAL INSIGHT.

- There's going to be things you HAVE to respond to, even when you aren't working. For instance, if your manager sends you an updated schedule, or is asking if you can cover a shift you weren't previously scheduled for.
- When these events occur outside of the times you are already working, ensure you capture your time for reading and responding to these posts in an **Administrative** form.
- If these events occur WHILE you are working, do not double report the time via the Administrative form, only capture the time in **the form you were already using** for your scheduled work.

Workplace and Workchat Tip

TIP

Make sure your notifications are on so that you can determine if it’s a post needs to be answered right away by seeing the summary of it on a quick notification.

Workplace and Workchat Groups

Everyone at TROC Group

This page is only to be used for **non-client specific** posts.

We love to see reps on their first day in store on this page!

Any HUGE successes you have that aren't client specific can be shared here, like your TROC anniversary, personal accomplishments you've attained BECAUSE OF TROC, or running into other TROC teams out in your stores.

FlexROC Group

This page is only to be used for **non-client specific** posts.

We will communicate several FlexROC specific things here, like our FlexROC Newsletter, openings specific to FlexROC, and FlexROC specific contests we run.

Client Specific Groups

THIS is where you would post client specific successes, challenges, or questions.

Often the **CLIENT** is a part of the group, so **be careful you don't post any sensitive information** like bonus or hourly rate details, and especially comments about OTHER clients you represent for FlexROC.

More Info on Workplace and Workchat

TAKE ACTION!

You will be assigned the WorkPlace Guidelines course as a part of your training courses.

(more details in the next few pages)

It will cover more general rules for WorkPlace.

NOTE: that it was created for the Walmart Team, so in your mind just replace “Walmart” with “FlexROC” ⍰

How to use the T-ROC Assist & Ticket System

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T-ROC Support

For additional support please log on to https://flexrocconnect.com/ then select the T-ROC Assist & Ticket System.

This is all within your Central T-ROC Station.

How to use
RISE Learning

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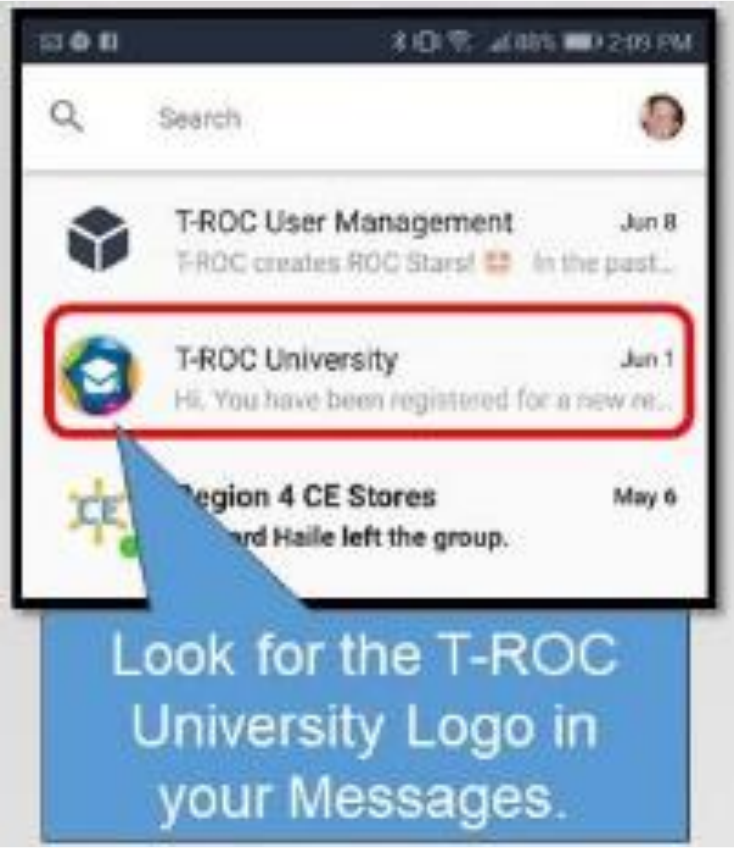
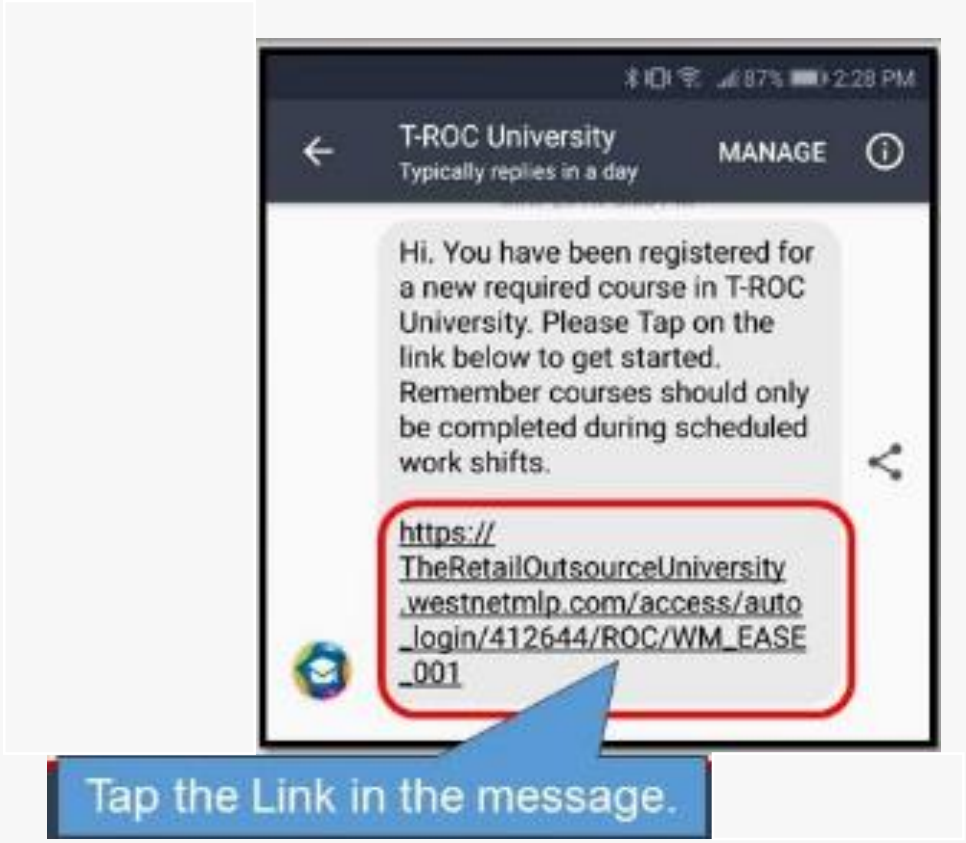
RISE Learning

Once you successfully sign into Workchat, you should get a notification that you have been registered for several learning courses.

You may see notifications either from Boarding Pass through Workchat or via email.



Launching Courses



Complete Your Courses

TAKE ACTION!

Complete all assigned courses as they will help you get T-ROC Ready.

Then your next group of trainings will be for each client you support.

Apart from the notifications on Workchat, you can also access RISE learning through https://flexrocconnect.com/

How to use
ADP

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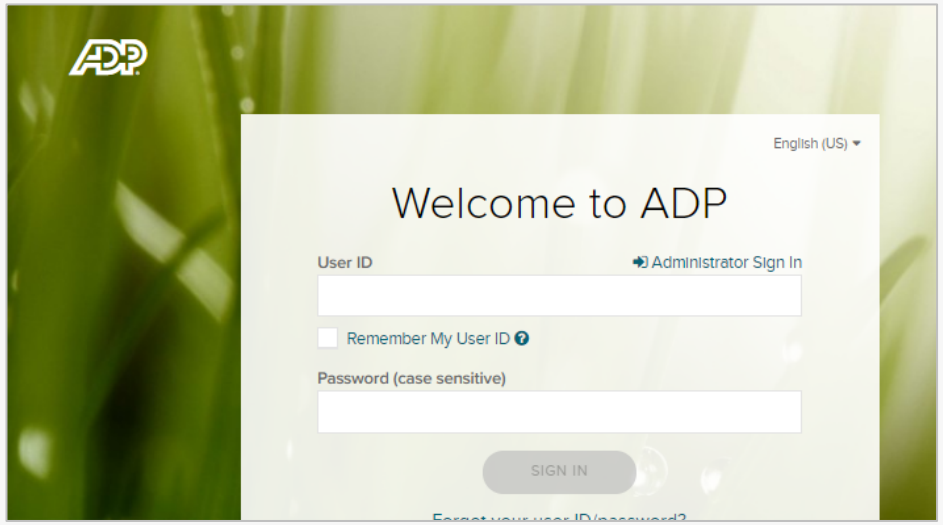
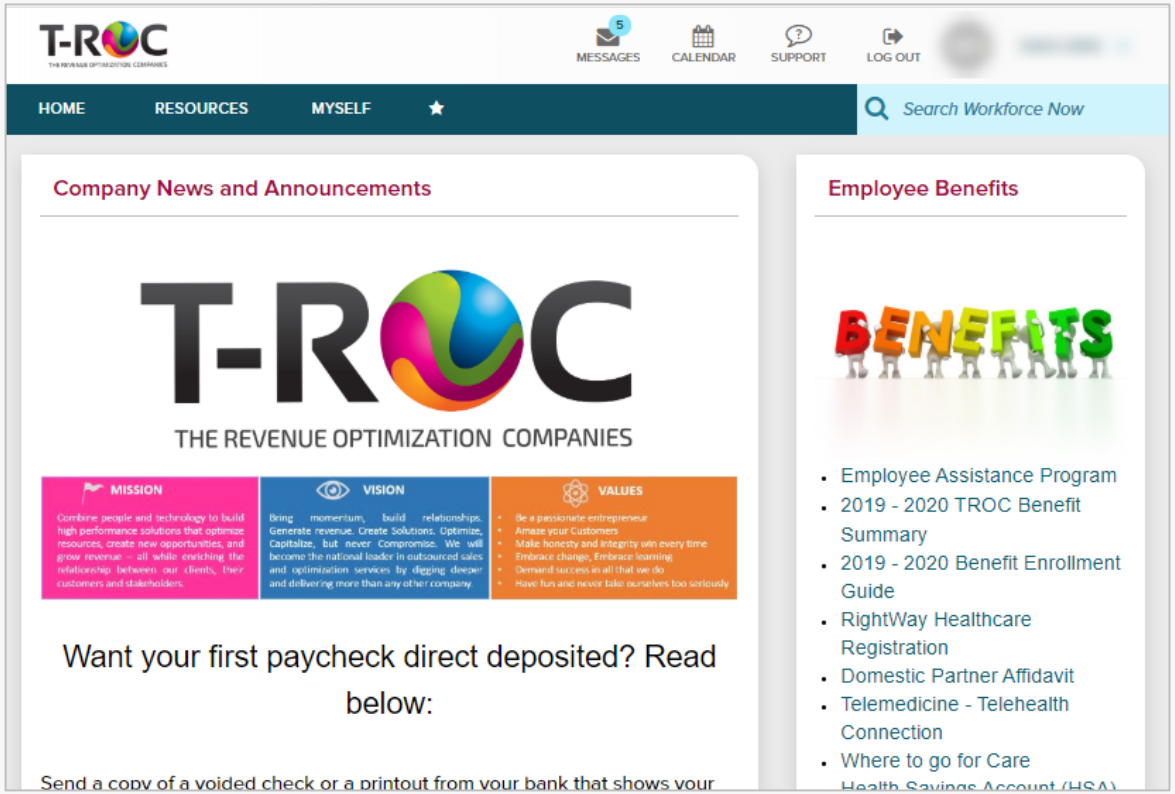
ADP – Payroll and Working Time

ADP will be the system that you log your time in and where you can keep up with all payroll records.





Register for ADP

TAKE ACTION!

1. Register for the ADP portal: http://workforcenow.adp.com/
2. Select “register here” and follow prompts. The company registration code is: **TROC-1234**
3. You don’t have to use your TROC email address to login, you can use any username and password combination.
4. Install the appropriate iOS or Android app.

Sign Up for Direct Deposit

TAKE ACTION!

1. Once you have registered in ADP. Sign in and select the tab labeled “MYSELF”, then “PAY”, then, “DIRECT DEPOSIT”
2. Click Add (+) to add a deposit.
3. Select the deposit number and the associated Deduction code.
4. Deduction codes are specific to your company and are set up by your company and your ADP service team. If your company uses the Expanded Fields feature, the Deposit # (number) field is not required and is not displayed.
5. Specify the type of deposit (partial or full) as follows:
6. To add a deposit for a portion of the net paycheck amount, enter a deduction amount.
7. To add a deposit for the entire net paycheck amount or the balance of the net paycheck amount (full net deposit), select Full Deposit.
8. Enter the nine-digit Transit/ABA Number that identifies your bank.
9. Enter your bank deposit account number.
10. Read the ADP authorization agreement at the bottom of the page. Then click the Please Agree to the Following check box.
11. Click Done.

Direct Deposit Verification

IMPORTANT

Once you've entered your information in ADP, please send a copy of a voided check or a printout from your bank that shows your name, your account number and the routing number to peopleoperations@trocglobal.com . We will verify the information you entered in ADP so that your deposits can begin right away and you don't have to wait for ADP to complete their verification process.

How to use

Concur Travel & Expense

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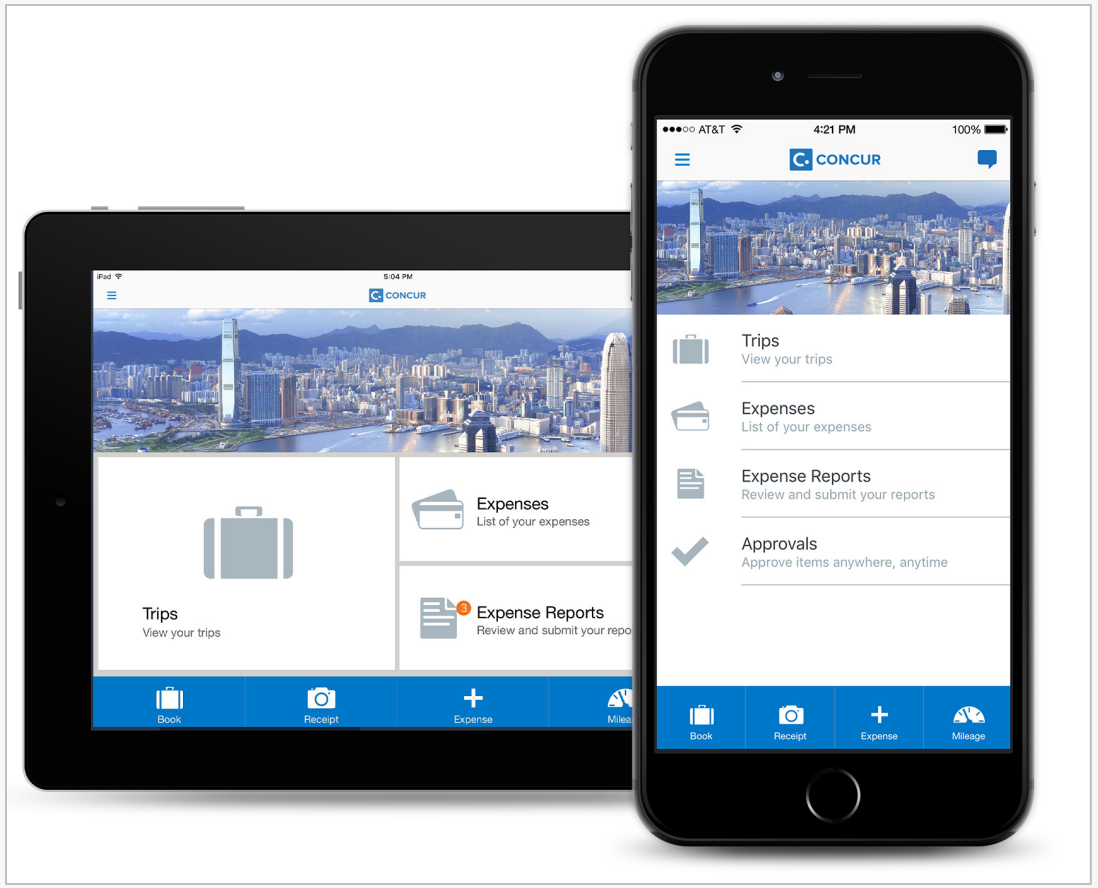
Concur

You can access the Concur system for business travel and expense through https://flexrocconnect.com/

There are also Android and Apple apps you can install. Look for SAP Concur.

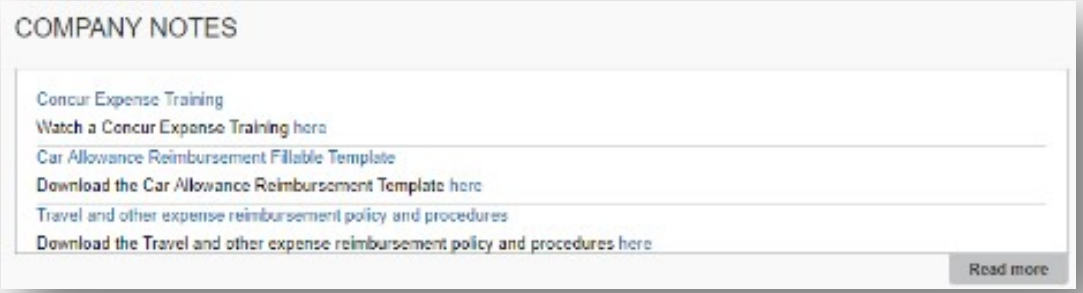


Concur Training

You will be registered for a RISE Learning course about how to set up and use your account in Concur and how to download and register for the mobile apps.

In addition, when you first log in to Concur, there will be a box toward the middle that is called “Company Notes.

In that box is a link to a one-hour training with additional information about Concur if you’ve never used it before.



Expenses

- Travel, hotel, transportation, and meals have been pre-paid.
  - If you are staying at a hotel, they will ask for a credit card to cover incidentals (renting movies, room service, etc). TROC will NOT cover incidentals.
- Although all your expenses while at training have been covered, it is recommended that you always carry a credit card and cash with you while traveling between home and the hotel, in case you incur unexpected expenses.
- Please keep expense receipts to submit following the training into Concur. Expenses WILL NOT be reimbursed without a receipt. Approved expenses are:
  - Parking at or Uber to/from your home airport or to and from stores when covering a remote location.
  - A meal during travel (up to $15 a day) if you are traveling during meal periods.

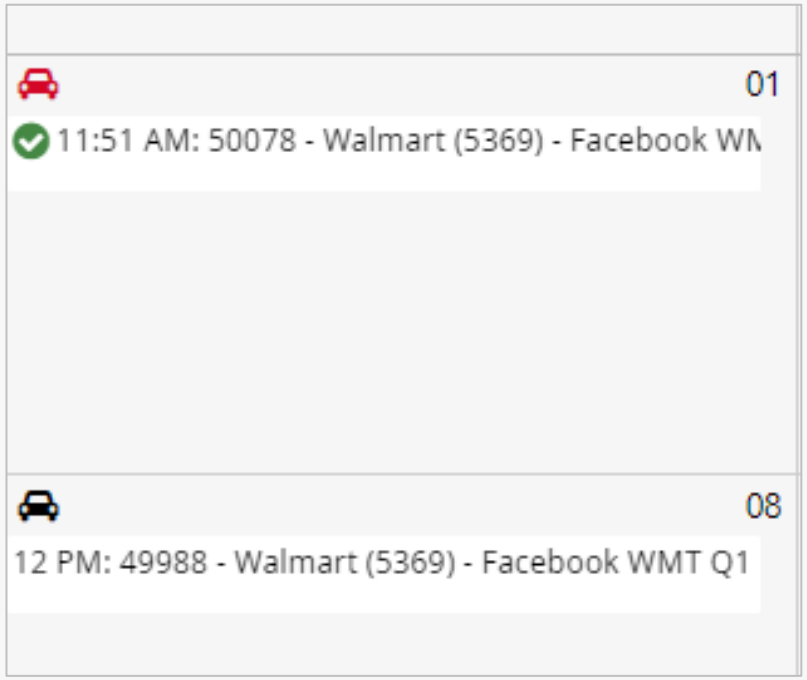
Other out of pocket expenses- contact your manager for approval.
Unapproved expenses will NOT be covered.
Always touch base with your manager before travel.

Travel Compensation

TRAVEL time is to be reported for approved clients ONLY.
Please check with your manager before entering time.

Flying, Driving and Mileage:

- Report your drive time and mileage within your survey timesheet for the day. Hit the red car and close out your time after reporting your survey and it will turn green.
- GREEN Indicates same day reporting.
- RED Indicates past due must report within 24 hours.
- BLACK Indicates upcoming event
- If your event is WITHIN your home market, there will be no compensable travel time or mileage due to there being on one location to visit, and this is considered a “standard commute”.



Welcome!
You're now T-ROC Ready.
Let's get started.

Need Support?

Penny G. and Chi T. are your Support Desk Coordinators.

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