

Instructions for updating goals:

- 1) To begin, go to Essex Okta SSO dashboard > Click on the 'SuccessFactors' icon.

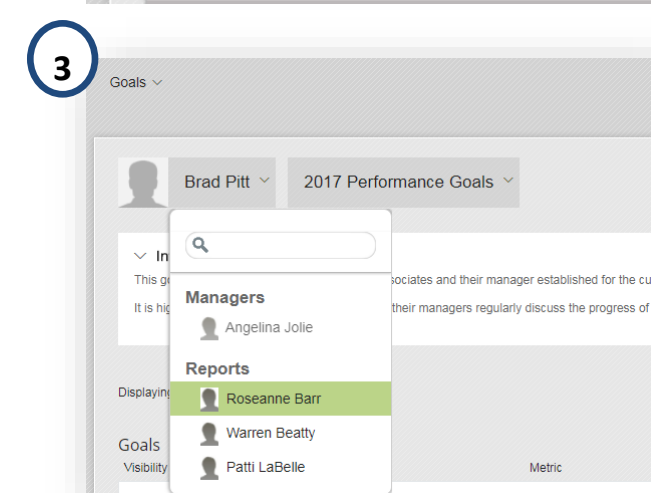
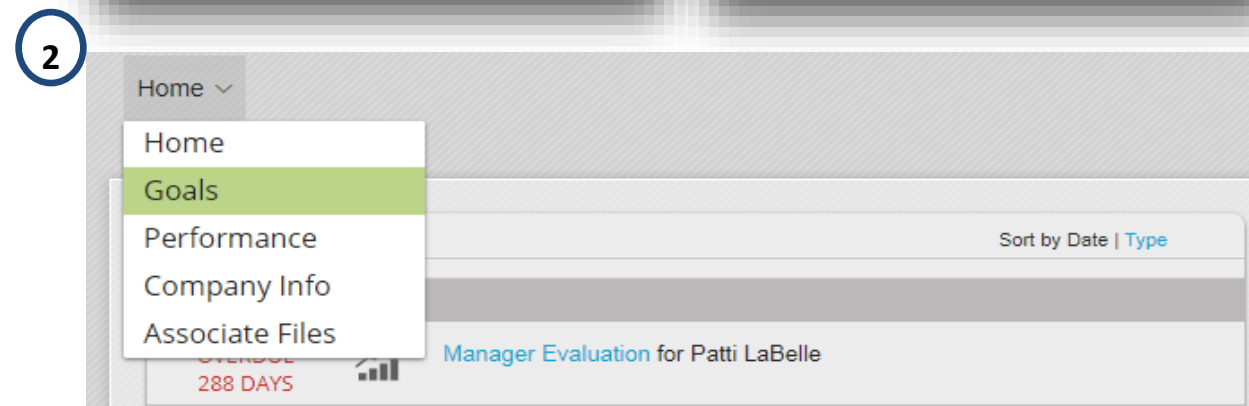
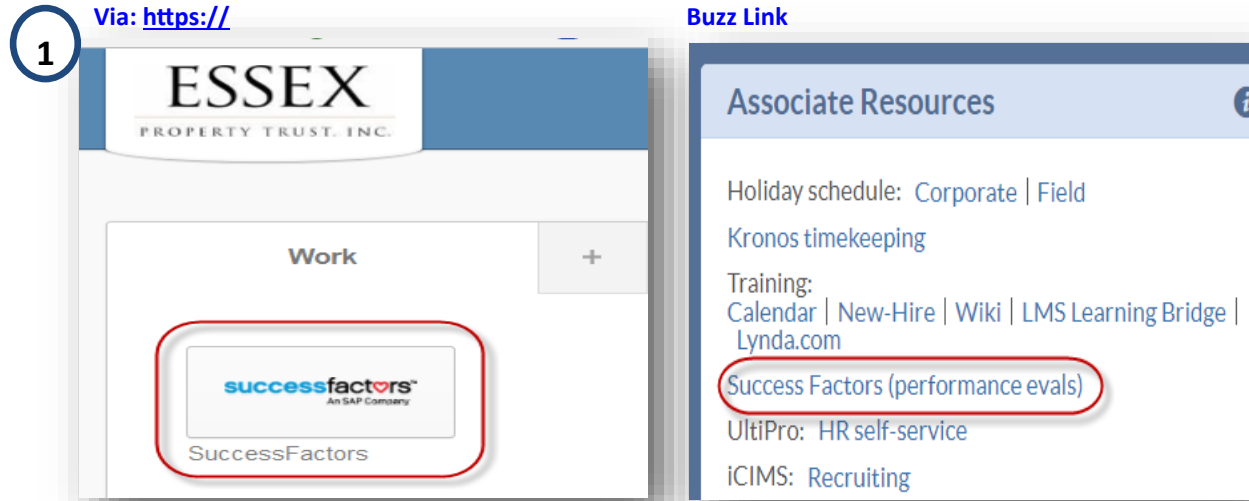
Alternatively, a direct link is also provided on Buzz.

- 2) After you log in, you will be directed to your home page.

- ◇ Click on the **drop down arrow** next to **Home**
- ◇ Select **Goals**

- 3) On the Goals page:

- ◇ Click on the **drop down arrow** next to your **name**. This will bring up a list of your direct reports.
- ◇ Select an associate from under **Reports**.



Goal Updating

4) Click “action” and then “edit goal”.

- The Edit Goal box pops up. You can change the completion rate and status here.
- Do **NOT** change start or due dates.

5) In the “% completed field” enter percentage (i.e. 50%, 75%, etc)

Click “status” and choose an option from the drop down menu.

- Click **Save Changes**.

The screenshot shows the '2017 Performance Goals' page for user Roseanne Barr. It includes an introduction section and a table of goals. The goal '1.1 Achieve a 90% reduction in number of complaints from customers who were not satisfied with how long it took for them to receive assistance by (date)' is highlighted. An 'Edit goal' menu is open over the goal's progress bar, showing options: Edit goal, View goal detail, Add goal to Outlook, and Delete goal.

Visibility	#	Goal Name*	Metric	Start Date	Due Date	% Complete	Weight	Action
<input type="checkbox"/>	Private	1.1 Achieve a 90% reduction in number of complaints from customers who were not satisfied with how long it took for them to receive assistance by (date)	Customer complaint rates	01/01/2017	12/31/2017	0.0%	100.0%	Edit goal View goal detail Add goal to Outlook Delete goal

The 'Edit Goal' form contains the following fields:

- Goal Name*: Achieve a 90% reduction in number of complaints from customers who were not satisfied with how long it took for them to receive assistance by (date)
- Metric: Customer complaint rates
- Start Date: 01/01/2017
- Due Date: 12/31/2017
- % Complete: 0.0 %
- Status: Not Started
- Weight: 100.0 %

The dropdown menu for Status shows the following options: Not Started, On Track, Behind, Completed, Postponed, and Cancelled. The Weight dropdown shows 100.0 %.