



Guide to Empower

July 2023
Retirees

This guide provides retirees with instructions to navigate the Empower system, which will be used to update contact information, update direct deposit bank account information, view pension payslips (if receiving), view benefit elections (if eligible) and explain where you can get answers to your questions.



WELCOME TO EMPOWER

Empower has replaced SAP-HR and is a digital solution used by the company to manage HR processes from hire through retire. The purpose of this document is to help retirees transition to the new Empower system which is easily accessible through any computer or mobile device. Empower will be a one-stop resource for retirees to access information and:

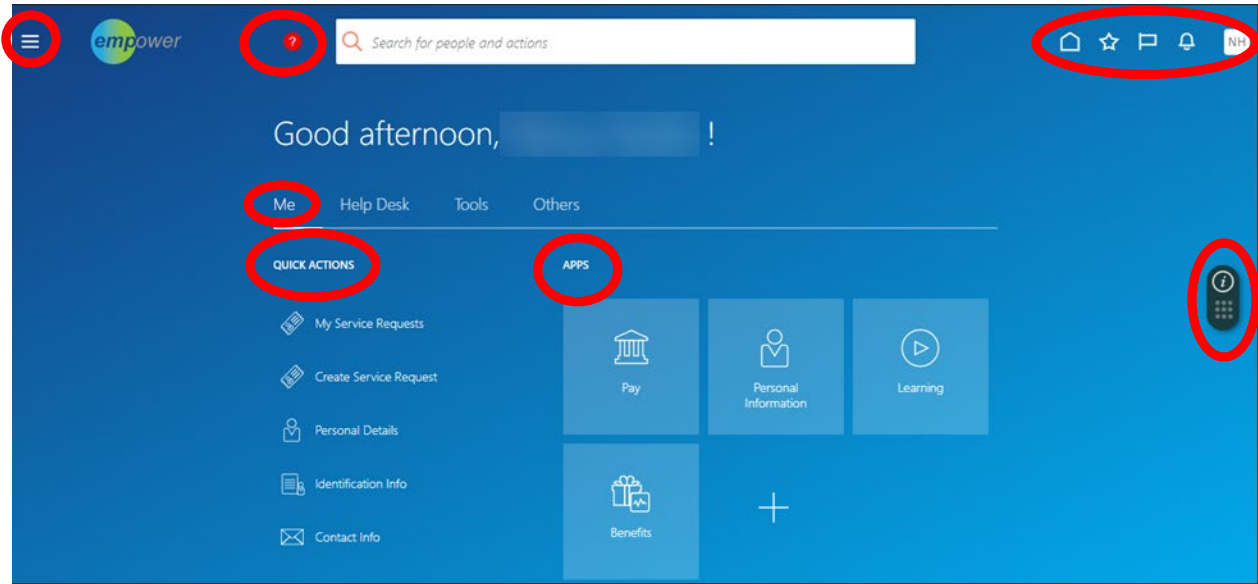
- View pension payslips starting with the August pay (if receiving)
- Update direct deposit bank account information
- Update contact information (address, phone number, email address, etc.)
- View benefits (if eligible)
- Contact the HR Help Desk for assistance

We think you will find this system to be user friendly and a valuable resource in retirement.



SECTIONS IN EMPOWER

Before you begin, get familiar with the sections within Empower.



Navigator



The **Navigator** icon allows you to navigate directly to pages inside Empower.

Smart Tips



SmartTips can be found throughout the Empower system. Hover over the SmartTips for additional information to display.

Home



The **Home** icon allows you to return to the homepage.

Favorites and Recent Items



The '**Favorites and Recent Items**' icon allows you to mark a page as a Favorite and provides access to recently viewed pages.

To save a favorite:

- Click a tile on the home page
- Click the Favorites and Recent icon
- Click Add to Favorites
- Click Save and Close to add a selected item to your **Favorites** list

Watchlist



The **Watchlist** icon provides a set of shortcuts to work areas based on the items that you want to monitor. Watchlist items are specific to you and are refreshed periodically.

Notifications



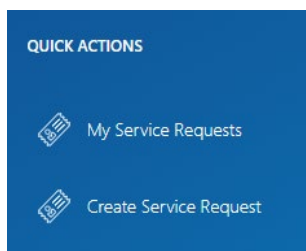
The **Notifications** icon allows you to access your pending notifications that may require your attention or action.

Setting and Recent Actions



The **Settings and Actions** menu allows you to personalize your preferences. You can customize some aspects of the Empower pages. Click Set Preferences with Your Name Initials to update your preferences.

Quick Actions



Under the **Me** tab, you will find **Quick Actions** on the left-hand panel. The section showcases the Quick Actions on the left side under the Me tab.

Create Service Request

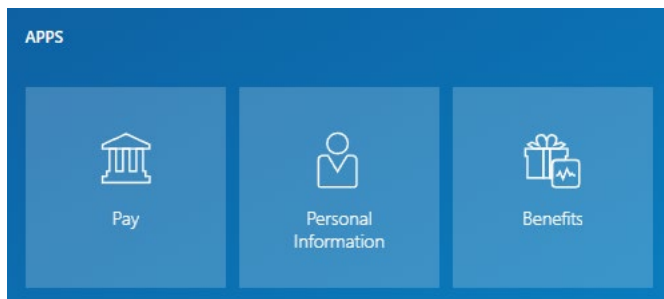
This section allows you to create a service request for any HR assistance needed. You must enter information for the fields with a star. Be sure to enter your Person Number (formerly known as SAP ID), full name, email, phone number and what your question is. Enter as much detail as possible for faster service.

You also can contact the HR Help Desk for assistance by calling 1-800-543-4654.

My Service Requests

This section displays the status of any HR service requests that you have submitted.

Apps



This is where you will manage your pay (if receiving a pension), personal information and benefits (if currently eligible for life insurance or healthcare).

Pay

To access this section, log in to Empower, click the Me tab then click the Pay app. The Pay section is where a retiree can access **My Payslips** and **Payment Methods**.

My Payslips – This section will allow you to view, print, download and search your pension payslips.

- The first pension payslip will be available in Empower starting August 2023.
- Historical pension statements through July 2023 will continue to be available in the Online Pension Statement System at <https://onlinepensionpay.firstenergycorp.com> after Empower launches.

Payment Methods – This section displays the pension payment details, such as payment type, payment amount and bank accounts details. NOTE: The beginning of your bank account information will be masked for privacy.

- Tax withholding for retirees migrated from the old system (SAP) to the new system (Empower).
- If tax withholdings need changed, click **Create Service Request** in Quick Actions to submit a request for help.
- Changes to tax withholding can be made on a prospective basis only – retroactive tax withholding changes are not permitted. You will have to file with the respective governing body (federal, state, local) to recuperate any overpaid taxes.
- To view your current tax exemptions, log into the Online Pension Pay Statement system at <https://onlinepensionpay.firstenergycorp.com/> from any computer, tablet or mobile device.
- NOTE: For retirees living in Maryland who will receive a pension payment beginning in August, the former SAP system only withheld state income tax for Maryland residents because it is not able to take county taxes. When the new Empower system launches, state **and county** taxes will be taken from your pension payments.

Personal Information

The Personal Information tile has multiple sections that allow you to manage your personal details, document records, contact info, family and emergency contacts in addition to creating an HR service request.

- Personal Details – This section contains details such as your name, date of birth and marital status.
- Document Records – You can manage your own document records and associated attachments, such as marriage certificates.
- Contact Info – You can add your contact info, such as phone, email and address.
- Family and Emergency Contacts – You can add family and friends to contact in case of an emergency.

Benefits

The Benefits section includes life insurance (if eligible) and retiree healthcare (if eligible). **Your Benefits** is the section in the Benefits app that contains any benefit enrollments.

Oracle Guided Learning (OGL)



Click the “i” in the Oracle Guided Learning icon on the right side of Empower and enter a keyword for your search item. The prompt will take you through all the steps needed to complete a transaction. Example: Enter address in the search bar, then click Change the Address and it will walk you step-by-step to update your address in Empower.

You can access information regarding Empower on the [FERetirees.com](https://www.feretirees.com) website.