



Wellforce Employee Reference Guide

Welcome to Wellforce!

This is a quick employee reference guide to help you navigate through and access your employee benefit systems. Please reach out to any of the following individuals if you have questions and/or password reset issues with any of the following systems:

Kronos – time management system

Web address:

<https://wellforce.kronos.net/wfc/logon>

- Log in with your Wellforce email
- Non-exempt/Hourly employees must punch in and out daily
- Exempt/Salary employees must punch in once a day
- Time off request – follow department guidelines

David Vaida, Tufts Medical Center, email dvaida@tuftsmedicalcenter.org
OR call 617-636-4668

As new Wellforce employees, you will begin to accrue PTO hours from your first day of employment. However, even though the system is logging and calculating your accruals, **you** won't see any change in the number in your TM- Paid Time Off row (see below example), because you are technically under your "probationary period" for the first 90 days from your date of hire.

Payroll/Direct Deposit – issues/concerns with direct deposit

Email tuftsmcfinancepayroll@tuftsmedicalcenter.org

Lawson – employee self-service payroll information

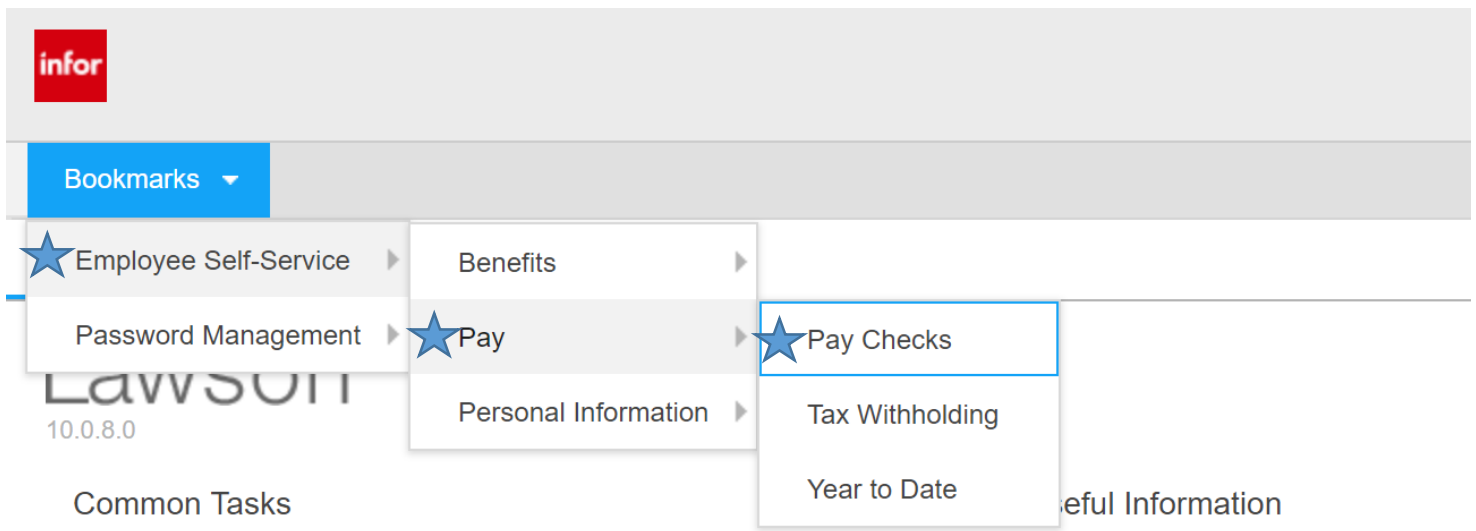
You will need to log into Citrix and VIP Access app on your cellphone with a registered SYMC number.

You will need to call the Help Desk from the member your laptop is issued from

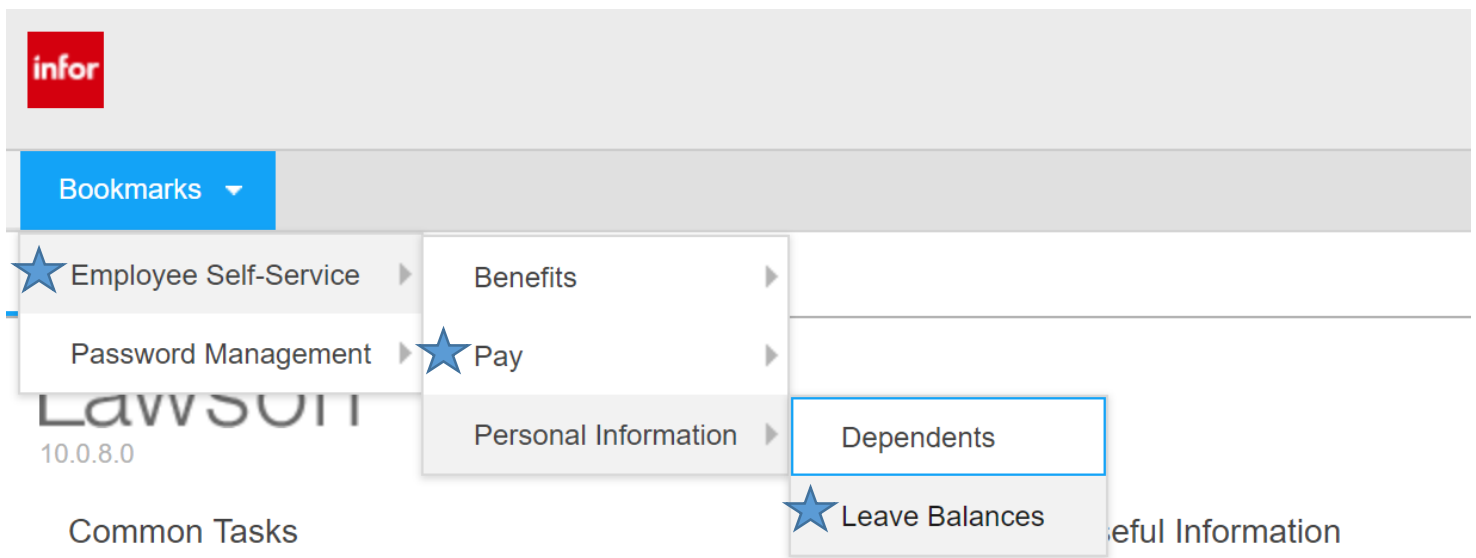
Circle Health - call - 978-937-6445

MelroseWakefield - call - 781-306-6330

Tufts Medical Center – call - 617-636-6485



- Another way to view time off accruals, select the items with a star next to it below.



John Lally, Tufts Medical Center, email JLally1@tuftsmedicalcenter.org
OR call 617-636-5646

Benefits/BSwift Questions – Employee Benefit Portal

Carol Wallace, Wellforce, email Carol.Wallace@wellforce.org

OR call Bswift Service Center 8:00am – 8:00pm EST 1-888-235-1253

Web address:

www.mywellbenefits.bswift.com

Wellforce 403(b) Plan

To enroll contact Fidelity at (800) 343-0860 or www.netbenefits.com/atwork

Questions, contact Kara O'Connor, koconnor@melrosewakefield.org

Listed below is a list of official **Wellforce Holidays**

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Benefits

Key Contacts

Provider	Phone	Online
MyWellBenefits Service Center and Portal	888-235-1253	mywellbenefits.bswift.com
Medical BCBSMA	800-821-1878	bluecrossma.com
Prescription Drug Coverage CVS Caremark	800-386-9404	caremark.com
Dental Delta Dental of Massachusetts	800-872-0500	deltadentalma.com
Vision EyeMed	866-800-5457	eyemed.com
Flexible Spending Accounts (FSAs) Benefit Strategies	888-401-3539	benstrat.com
403(b) Retirement Plan Fidelity	800-343-0860	fidelity.com/atwork

Help Desk phone numbers

Circle Health - call - 978-937-6445

MelroseWakefield - call - 781-306-6330

Tufts Medical Center – call - 617-636-6485

Employee/Occupational Health at Tufts Medical Center – call - 617-636-5480

Employment Verification - tuftsmcfinancepayroll@tuftsmedicalcenter.org

How do I change my personal information such address, phone number etc.?

Please refer to Employee Information Change Form, email hr@wellforce.org

Annual Performance Appraisals

Are complete in Performance Manage on the Wellforce platform.

Annual Employee/Occupational

- Employees will continue to be required to get their annual Flu shot
- TB and any other annual test are still pending review if required annually

Wellforce Email

To add your Wellforce email on your cell phone you will need to call **Help Desk at 978-937-6445**

A Wellforce email account has been created for all employees even if you have or had an MWH, Circle or Tufts email account. Your Wellforce email account will be used to grant you access to Lawson, Kronos, and other Wellforce systems, also Wellforce will be using this email to distribute communications. Please check this email account daily.

User name for this email is the *FIRST* 3 letters of your first name and the *FIRST* 5 letters of your last name, i.e., EXAMPLE – Joseph Smith user name is **jossmith**

Password will need to be reset every **90** days

This email account is managed by Circle Health/Lowell General Hospital

If you need a password, please contact our **Help Desk at 978-937-6445**

You will also need to have VIP app on your phone

How to access your email

Click this link <https://owa.lowellgeneral.org/owa> to log in to your Lowell General (Wellforce) web mail.

For future reference, to change your password without using a Lowell General provided device.

- Click this link <https://owa.lowellgeneral.org/owa> to log in to your Lowell General (Wellforce) web mail,
- from the top-right corner, click the gear icon and click **Options**
- from the left-hand side, click **General** and **My account**,
- click **Change your password** at the bottom right,
- Enter your old password, a new password, and confirm the new password.
- Click **Save**, and your password is now changed.

Lowell General Hospital



User name:

owe benne

Password:

 sign in

Lowell General Hospital



Your password has been changed. Click OK to sign in with your new password.

 OK