

## eHR Solution FAQ (Eng)

<p><b>What is eHR Solution?</b></p>	<p>3HK eHR Solution is fully automated for seamless payroll processing – run basic payroll in 3 simple steps with intuitive payrun in dashboard. It automatically calculates salary, MPF contributions, generates IRD files and sends the files directly to IRD through the system. Employees can check their itemized payslips on their mobile anytime.</p> <p>It complies with ever-changing labour regulations to make sure your payroll, MPF contributions and taxation calculations are always up-to-date with latest government policies.</p> <p>3HK eHR Solution is powered by JustLogin. JustLogin is a HR solution expert. With 18 years of Cloud HR experience, JustLogin has worked with thousands of business owners and HR professionals across Asia to build up applications and features that meet real business needs.</p>
<p><b>Where are the eHR Solution and its data hosted?</b></p>	<p>The solution is hosted on Amazon Web Services (AWS) at its data centre in Singapore and remotely backed up at other AWS locations.</p> <p>The Solution will back up the data every 24 hours in its own servers.</p>
<p><b>How does a customer access eHR Solution? Do I need to configure my company firewall?</b></p>	<p>3HK eHR Solution is a cloud service. Customer can access via internet. It also has a mobile version that is available for employees to view their payslips on-the-go.</p> <p>It works like Google and Facebook, just open a web browser, enter the URL and log in with your username and password. You don't need any specific firewall configuration for access to the solution.</p>
<p><b>Is 3HK eHR Solution secure?</b></p>	<p>The solution leverages on the Amazon Web Services (AWS) infrastructure to deliver the services. AWS is one of the trusted cloud infrastructures in the market, and is the same infrastructure used by many leading internet companies such as Airbnb, Yelp, Adobe, Expedia, Netflix, Dow Jones, BMW and Apple.</p> <p>We also do daily data backups and regular security updates our applications, OS and databases. This solution is fully ISO 27001 certified (Information Security Management System).</p>
<p><b>What is the up-time of 3HK eHR Solution?</b></p>	<p>The solution consists of multiple servers on a load-balancing architecture. Even if one server is down, the system will still function without a hitch. We provide 99.9% system up-time, and have constantly exceeded this target.</p>
<p><b>What is the difference between 3HK eHR Solution and the rest of the vendors in the market?</b></p>	<p>This solution is a cloud service. That means users can access the system anytime, anywhere and do a payrun, generate reports and view payslips.</p>

<p><b>How will customer benefit from using cloud-based services compared to others services/application (include excel)?</b></p>	<ol style="list-style-type: none"> <li>1. No expensive hardware and network infrastructure</li> <li>2. Minimal upfront cost</li> <li>3. Access payroll anywhere</li> <li>4. Instant calculations, features and functions updates</li> <li>5. No manual calculation. Less prone to errors</li> <li>6. Timely payroll</li> <li>7. Audit history</li> <li>8. Secure</li> </ol>
<p><b>Is 3HK eHR Solution compliant with government policies and regulations? Is it able to handle MPF and IRD document?</b></p>	<p>This solution is designed to handle Hong Kong MPF and IR56 documentation. System calculations are compliant with latest government policies with automatic policy updates.</p>
<p><b>Can customer import/export Excel data?</b></p>	<p>Yes, the solution supports import and export of excel files as a default either for report generation and/or for set up process. Customer can import their current employee data from Excel to the system through our excel templates which is already built and can be downloaded within the module.</p>
<p><b>Why there is a monthly subscription fee and what does it cover?</b></p>	<p>Included in our subscription fees are:</p> <ul style="list-style-type: none"> <li>- Application software and upgrades</li> <li>- Hosting of the service</li> <li>- Daily backups</li> <li>- Support via email, phone and live chat</li> </ul>
<p><b>Can customer do the setup without any training?</b></p>	<p>Yes, you can start setting up the payrun without training. We provide self-serviced user guide which is available online at <a href="https://web.three.com.hk/3business/ehr/index.html">https://web.three.com.hk/3business/ehr/index.html</a></p>
<p><b>What is the support available?</b></p>	<p>Technical: 3166 8859 (9am – 6pm, Monday to Friday)  Email: <a href="mailto:technical.support@hthk.com">technical.support@hthk.com</a>  Self-service video &amp; User Guide on at <a href="https://web.three.com.hk/3business/ehr/index.html">https://web.three.com.hk/3business/ehr/index.html</a></p>
<p><b>Can I contact JustLogin directly for after-sales support?</b></p>	<p>Yes, you can access <a href="http://www.justlogin.com">www.justlogin.com</a>. There's a live chat function which you can contact JustLogin support professionals.</p>