

HERO Takes Flight

Introducing NHRMC's new digital reward and recognition program, HERO: Honoring Excellence Recognizing Ownership



Recognize Your Peers

Employees will receive a bank of points each month that they can distribute to those they feel are displaying incredible work. See someone demonstrating great teamwork, communication, compassion or ownership? Acknowledge their efforts by awarding them points for the entire organization to see. The power is now yours!

Points for Prizes

Prizes include the latest electronics, designer watches and jewelry, home goods, and so much more. These are just a few examples of the hundreds of rewards available in the new HERO system. You could soon earn enough points for prizes like \$10 gift cards, movie tickets, or Bluetooth headphones.

Lets Get Started

Four Ways to Log In

- NHRMC CapsLive (Access only from a work computer):
 - Log into a work PC and click the link on CapsLive: Business Support > Applications > HERO
- Internet (Access from any available work or home internet connection):
 - Visit <https://www.peopleareeverything.com/nhrmc> and log in with the same New Hanover Regional Medical Center username and password that you use to access the network.
- Login via Okta Portal:
 - Visit [NHRMC.Okta.Org](https://www.nhrmc.okta.org). Sign on with NHRMC credentials. Click on Operational tab, then HERO.
- Mobile Smartphone App:
 - To download the app, search "People Are" in the Apple or Google Play store. At the log in screen select "Single Sign-On". Enter your work e-mail address. Then log in with the same New Hanover Regional Medical Center username and password that you use to access the network.

Frequently Asked QUESTIONS

▶ How do I earn points?

Everyone has a bank of points to distribute to co-workers performing exceptional work. Additional points are automatically awarded on your birthday and your anniversary for years of service.

▶ How much are points worth?

Every 100 points is equivalent to \$1. 1,000 points is worth \$10, 5,000 points is worth \$50, and so on.

▶ How can I redeem my points?

Click the Select Reward button or Choose Your Reward tile. Enter the shopping area and search for an item by keyword or browse through the categories. You may add items to your wish list or to your shopping cart. Follow the on-screen prompts to order.

▶ Will I be taxed on the prizes I earn?

Per IRS regulation, prizes from an employer to an employee in recognition of work achievements are included in the employees' income and are subject to federal and state income tax withholding and social security, Medicare and FUTA taxes. Therefore, 35% of the fair market value of the purchase using non-years of service points will be deducted from the employee's next paycheck.

▶ What is the Rec Room?

The Rec Room is short for Recognition Room. It provides a relaxed social atmosphere to recognize your peers. With a real-time news feed, co-workers can recognize and be recognized for incredible work.

▶ What are the Anniversary and Birthday Tiles?

These tiles let you see which co-workers are celebrating a work anniversary or birthday.

▶ What are eCards?

From "thank you" to "congratulations" to "happy Friday," eCards are a great way to send a note to a co-worker.

▶ Who do I contact if I have further questions about HERO programs?

If you have questions about a site function not working or placing an order, please contact HERO administrating services, CA Short by calling 800.535.5690 Monday – Friday, 8 a.m. to 5 p.m. EST. Additional questions can be emailed to the NHRMC Recognition Office at HERO@nhrmc.org. Additional information about HERO can be found by visiting <https://capslive.nhrmc.org/hero>