

ABOUT mySOCRATES

Socrates is the general term used for the General Motor's Intranet, which is a collection of Web sites located throughout the company. The Socrates home page is the main starting point for the Intranet, and from here you can search for and link to various GM Web sites.

From the Socrates home page, employees are able to log into the "mySocrates" employee Web portal. MySocrates provides a personalized view of key GM information, links to valuable resources, and also provides access to a variety of employee self-service tools (such as Home Address Update, Pay stub view, etc.).

The mySocrates employee portal can also be accessed from home, using your home computer and an Internet connection.

GETTING STARTED

Access mySocrates by first opening your Web browser (i.e. Internet Explorer, Netscape).

At home type in the URL <http://mygm.gm.com> (do not enter "www"). At the "Welcome to GM" login page, enter your GMID and Password in the appropriate fields to enter mySocrates.

At work from Socrates, enter mySocrates by simply entering your GMID and Password under the mySocrates login section.

Need a GMID? Before you can access mySocrates, you must go through the "First Time User" process to obtain a GMID (your login ID) and Password.

If you have not created your GMID and Password yet, access the support links on the right of the login screen.

Your GMID is a six or seven character alpha numeric ID that may be used to log on to GM computer applications.

GM PIN: A GM Personal Identification Number (GM PIN) is required any time you access personal information such as your online Pay stub. The GM PIN is different from your GMID. You may set up your GM PIN by clicking on the "Instant GM PIN" link located under the My Personal Information channel of the myServices tab, Personal page view.

GETTING HELP

Various support options are available:

1. Help Manage your GMID and Password in a few quick and easy steps, without calling the help desk. Visit <http://gmid.gm.com> for more information.
2. GM Global Services Desk Analysts are available 24 hours a day /7 days a week to answer questions and provide assistance. Call 1-888-337-2400.
3. On-Line Help and FAQ When in the mySocrates portal, click on the Help link in the top right corner. This site provides helpful answers to Frequently Asked Questions (FAQ) and other support links.
4. On-Line Tutorial Questions about the Web sites features can be answered by viewing the mySocrates tutorial. Click on the Tutorial tab on the mySocrates Help page or in the Portal Tools channel to begin the session.
5. Channel Help Content in mySocrates is divided and displayed in what are called "channels". If you have questions about a channel's content, its accuracy or have a suggestion for the channel owner, click on the "?" icon located in the top right corner of the channel. Contact information will be provided.