

Latest People Profile in SuccessFactors

User Guide

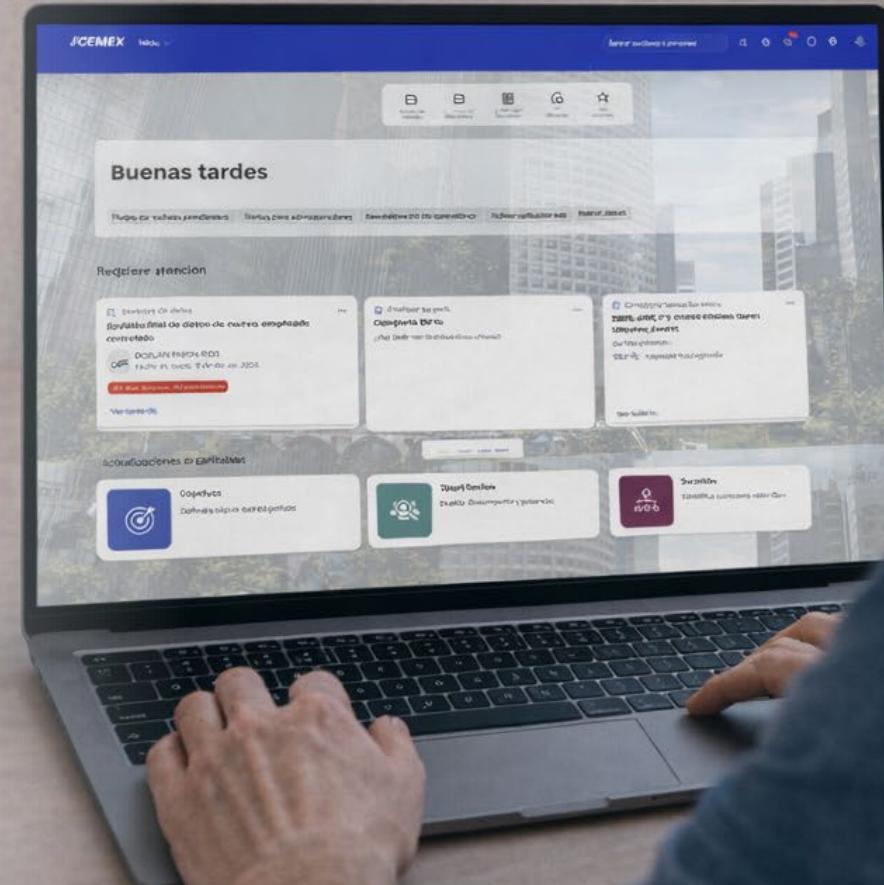
February 2026



Learn about the main changes and how to complete your profile information

SuccessFactors has updated the employee profile to the 'Latest People Profile' version to offer a more modern, intuitive, and consistent experience with other modules.

This guide will help you understand the key changes and complete your information step by step



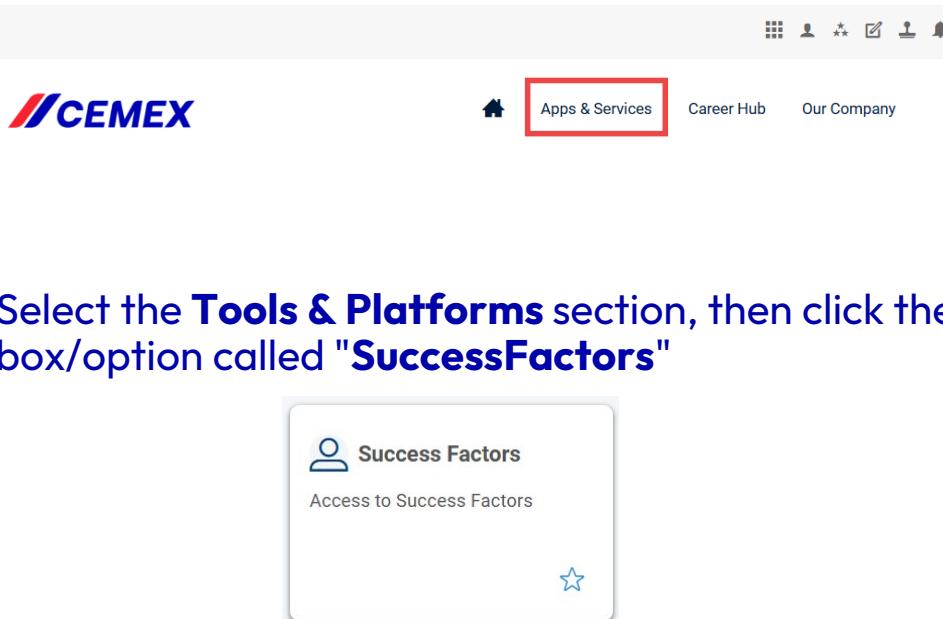
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1 How to Access Your Profile in SuccessFactors?

Through My Cemex

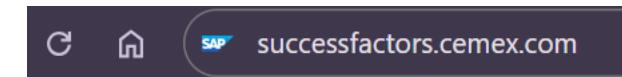
1. Open your preferred browser and enter the following link: <https://my.cemex.com/>
2. Within My Cemex, go to the **Apps & Services** menu.



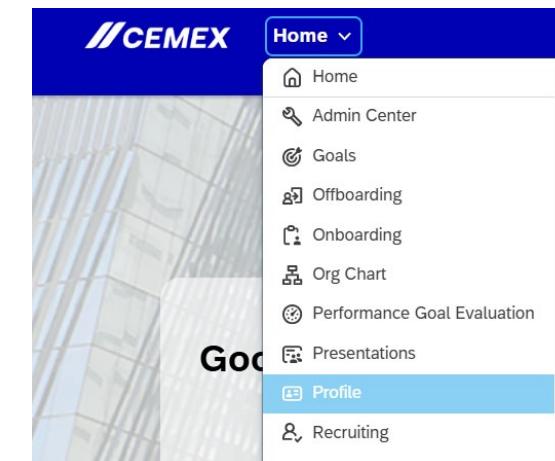
3. Select the **Tools & Platforms** section, then click the box/option called "**SuccessFactors**"

Direct Access

1. Open your preferred browser and type successfactors.cemex.com into the address bar.

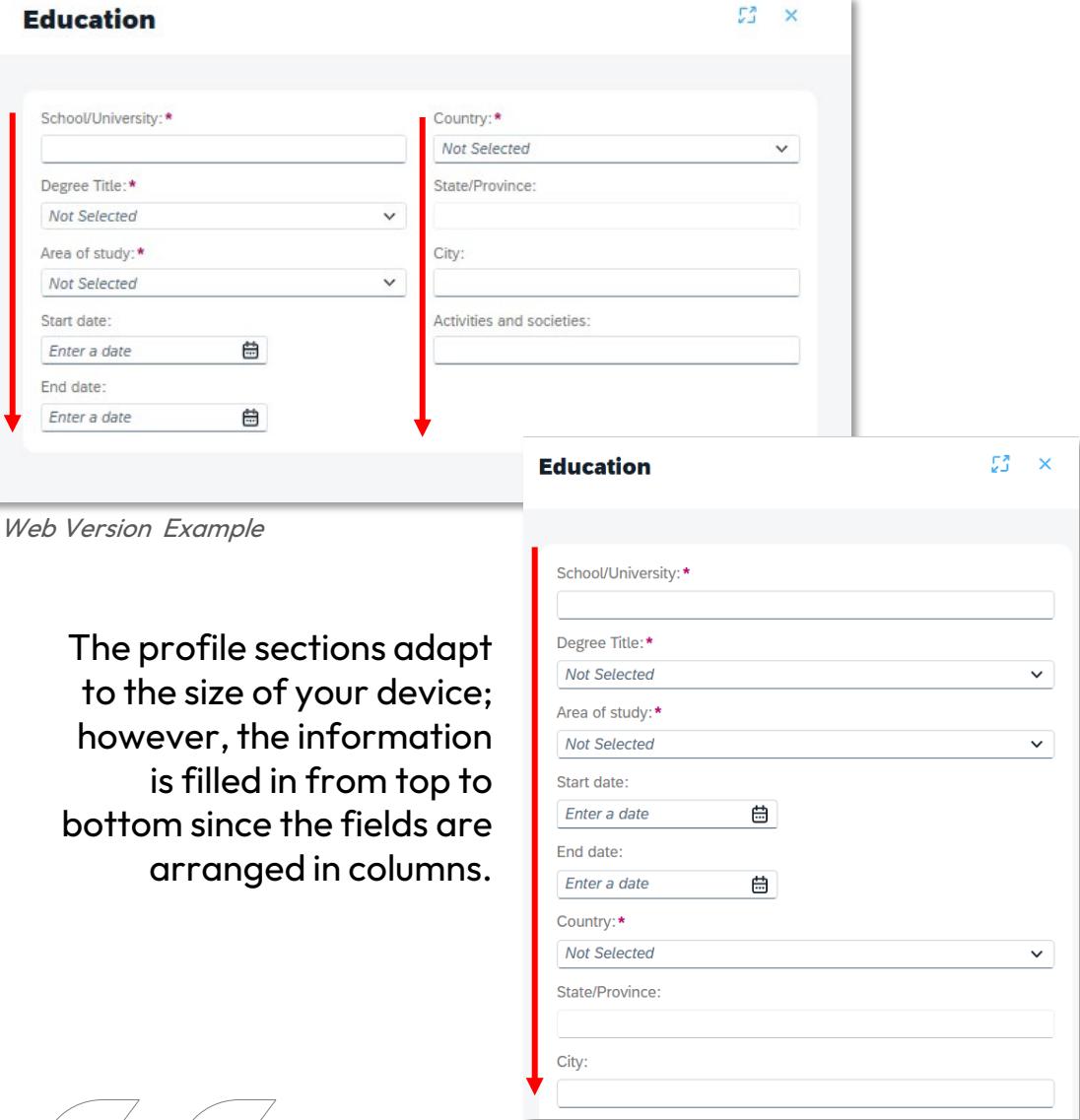


2. Once inside the home page of SuccessFactors, select the **HOME** menu in the upper left corner, then **PROFILE**.



2 Key Changes

- **Modern and responsive interface** with simplified navigation.
- **Improved search and sidebar menu** for quick access and sections reorganized by blocks.
- **Simplified editing:** fewer clicks to update data.
- **Mobile optimization:** The new profile is fully responsive, allowing smoother navigation and better viewing on smartphones and tablets.
- **Information entry adapts according to screen size**, maintaining the flow of filling from top to bottom and by sections or columns.



The image shows two side-by-side screenshots of a 'Education' profile section. The left screenshot, labeled 'Web Version Example', shows a desktop view with two columns of form fields. The left column contains 'School/University*', 'Degree Title*', 'Area of study*', 'Start date', and 'End date'. The right column contains 'Country*', 'State/Province', 'City', and 'Activities and societies'. Red arrows point from the right side of the left column to the left side of the right column, indicating a column swap. The right screenshot, labeled 'Mobile Version Example', shows a mobile view where the fields are arranged in a single vertical column from top to bottom: 'School/University*', 'Degree Title*', 'Area of study*', 'Start date', 'End date', 'Country*', 'State/Province', and 'City'.

3 Main Sections – Performance & Talent Review

Note: regions or countries may have additional sections not shown in this guide. The ones shown here apply as the standard for all users globally.

 **Personal Data**

 **Job Data**

 **Compensation**

 **Performance & Talent Review**

 **Time Management**

 **Career Profile**



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Time Management Links

It contains shortcuts to relevant sections related to timing, for example, time management and absenteeism.

Upcoming Absenteeism

Displays holidays already scheduled in the system.

Time Account Balances

Here you can check your balances of the types of absenteeism you are assigned.

Working time information

The data from your time profile on which the time calculations are made will be presented.



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Snapshot

Contain your number of employees



Experience previous

Enter information about your previous work experiences at Cemex



Cemex Experience

Enter information about your work experiences at Cemex



Assignments and Special Projects

Share the projects you have led or participated in at Cemex.

Education



Languages



Mobility

Cemex English Test



Certifications and Leadership Programs



More About Me



Important Note

Be sure to keep the sections marked with a star up to date. Remember that your profile is public and is of utmost importance for processes such as Talent Conversations, recruitment, and succession plans.

UPDATE YOUR PROFILE PICTURE AND BANNER!

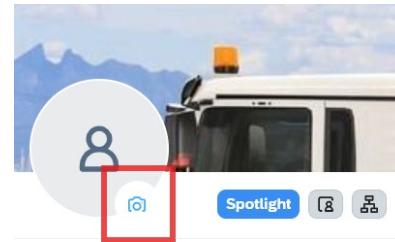
1. Go to SuccessFactors. In the top right menu, click the photo icon.



2. From the drop-down menu, select the "**Public Profile**" option.



3. Within the Public Profile, in the circle that contains the profile photo you will find a **camera icon**. Click on it to update your photo.



4. The banner will also have this same camera icon which, when selected, you can choose one of the available background options.



5. Verify that the photo and banner are displayed correctly on your Public Profile.

You can also make these updates from the SuccessFactors Mobile App (iOS and Android).



**Keep your photo and data
Updated contacts.**



**Complete the fields by following
flow: column by column,
from top to bottom.**



**Use clear descriptions and
concise when describing your skills and
accomplishments.**



**Periodically check your
Information
(e.g., every quarter).**



Report inconsistencies to the HR SERVICES team.



1. I don't see some of my old information, what do I do?

Answer: Check to see if the section has changed location. Some areas may have been regrouped. If it still doesn't appear, contact HRIS support.

2. Can I edit my position or manager?

Answer: Generally not. This data is usually managed by Human Resources in conjunction with HR Services and is updated via internal processes.

3. How do I report a bug?

Answer: Use the HR Services team's support channel or email indicating the section and detail of the problem.

4. Can I use my mobile phone to update my profile?

Answer: Yes, the new interface is responsive; however, for document uploads it is recommended to do so from a desktop computer.



Support Channel

Country	Email	Direct Number
USA	USAHRServices@cemex.com	1866 472 3639
Mexico	MEXServiciosRH@cemex.com	+52(81)88885555
SCA&C	SCAHRServices@cemex.com	Colombia: 6016039555 Dominican Rep: 8092855555 Nicaragua: (505)22558921 Panama: (507) 2788898 Peru: (51) 16127579 Puerto Rico: 1 (833) 4830183 Bahamas, Barbados, Guyana, Jamaica, Trinidad & Tobago: CX net 5555 option 4
Spain	ESPServiciosRH@cemex.com	+34 913779889
France	FR-servicesRH@cemex.com	+33 149 798 686
Germany	hrservicesDE@cemex.com	+49 33638 54 1555
Croatia	HRuslugeCRO@cemex.com	
Poland	PL.HRServices@cemex.com	225 71 41 41
Hungary	HUNHRServices@cemex.com	
UK	HRServicesUK@cemex.com	
Czech Republic	CZHRServis@cemex.com	+420 775 850 000
UAE	UAEHRServices@cemex.com	
Israel	ISRHRservices@cemex.com	
Egypt	EGYHRServices@cemex.com	