

## MyHR contact and case management information

People are asked to contact MyHR by: emailing [myhr@mun.ca](mailto:myhr@mun.ca); accessing the live chat function on the HR website; internal mail; or visiting the MyHR service desk on the fourth floor of the Arts and Administration Building.

Each request will be logged, a case created and a case number communicated to the requestor. It is important that people do not place duplicate requests (for example, if you email a request to [myhr@mun.ca](mailto:myhr@mun.ca) please do not place the same request via other HR email addresses or by internal mail, phone, etc.). By sending a request into the centre via multiple avenues, multiple cases could be set up which would affect our ability to resolve your case in a timely manner.

When a case is created by email, you, the client will receive an automatically generated email response. The email will indicate that a case has been successfully created and note the case number and a link that will enable you to access the case. The email will also include a copy of the email that was submitted and end with a signature line that looks like the below. From this point forward, all communication related to the issue will become part of the case, meaning that our staff will communicate directly with you through the case, each time resulting in an email notification to your inbox. You will reply and communicate on your case by clicking on the provided link (noted by the arrow below). This will bring you to the my.mun login page where you will use the same username and password as you would use to access other my.mun features.

The following is a link to the case: <https://myhr.mun.ca/HRHelpDeskEePortal> 

Please do not respond to this message as this email was automatically generated by HR HelpDesk.

### Department of Human Resources

For general inquiries, please contact MyHR at 709.864.2434 or by email at [myhr@mun.ca](mailto:myhr@mun.ca)

**PLEASE DO NOT REPLY TO THIS MESSAGE**

Arts and Administration Building | 230 Elizabeth Avenue  
Memorial University | St. John's | Newfoundland and Labrador | A1C 5S7

Visit us online at <http://www.mun.ca/hr>

This e-mail communication and accompanying documents is intended only for the individual or entity to which it is addressed and may contain information that is confidential, privileged or exempt from disclosure under applicable law. Any use of this information by individuals or entities other than the intended recipient is strictly prohibited. If you have received this in error, please notify the sender and delete all the copies (electronic or otherwise) immediately.

Once you have entered your username and password, you will see a listing of all cases created by or for you. It will look like this:



MEMORIAL UNIVERSITY **LBi HR HelpDesk Employee Portal**

Help Print Logout

Welcome to the LBi HR HelpDesk Employee Access Portal

You are currently logged in as **Dannatt, Numbers**.  
You currently have **5** pending cases.

Have a new problem?

	Case #	Open Date	Close Date	Division	Category	Subcategory	Case Opened Via	
+	27	03/18/2016	Pending	Other	Other	Other	Email	Interactions (0) 
+	20	03/07/2016	Pending	Other	Other	Other	Email	Interactions (0) Cancel
+	19	03/07/2016	Pending	Other	Other	Other	Email	Interactions (0) Cancel
+	5	09/09/2015	Pending	ACEnet	Compensation	Demotion	Phone	Interactions (0) Cancel
+	4	09/08/2015	Pending	Human Resources	Compensation	Demotion	Phone	Interactions (1) Cancel
+	2	08/26/2015	11/19/2015	Human Resources	Staffing Action	Internal Ad	Phone	Interactions (1)

Here simply click on “Interactions” on the right hand side of the case you wish to view (noted by the arrow above). Here you can view the history of the case and reply to any request, comment or query from HR. To do so, simply click the + button on the top left hand side of your screen (noted by the arrow below).

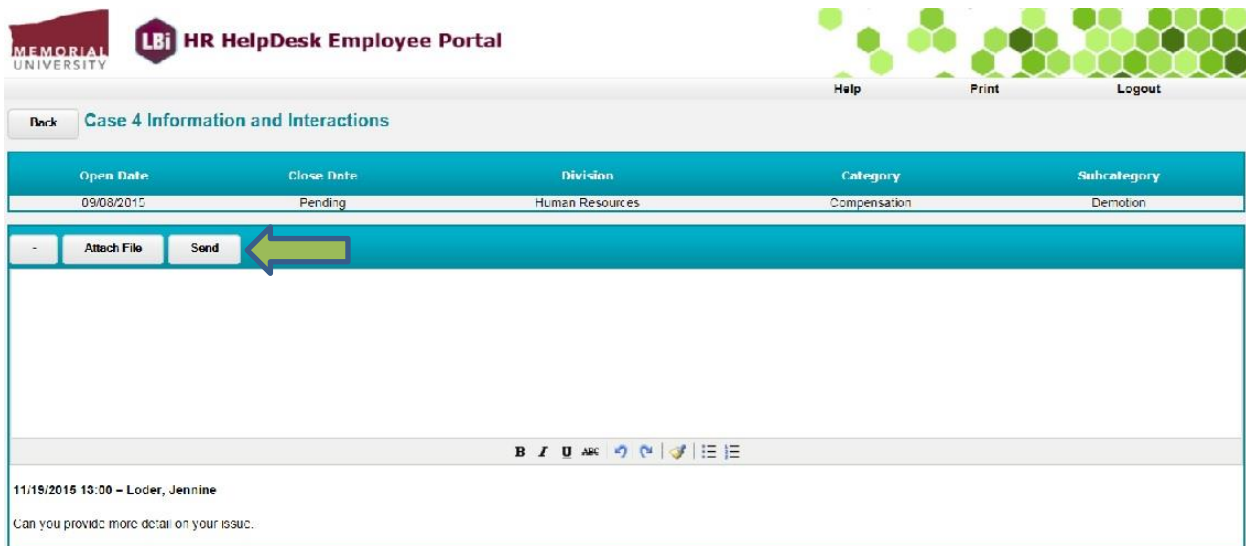


The screenshot shows the LBi HR HelpDesk Employee Portal interface. At the top left is the Memorial University logo. The main header reads "LBi HR HelpDesk Employee Portal". On the right, there are links for "Help", "Print", and "Logout". Below the header is a navigation bar with a "Back" button and the text "Case 4 Information and Interactions". A table displays case details:

Open Date	Close Date	Division	Category	Subcategory
09/08/2015	Pending	Human Resources	Compensation	Demotion

Below the table, a green arrow points to a "+" button. Underneath, a message entry is shown: "11/19/2015 13:00 – Loder, Jennine" with the text "Can you provide more detail on your issue."

Once you click the + button, you can add any message or attachments you wish to send, this is done the same way you would send any email.

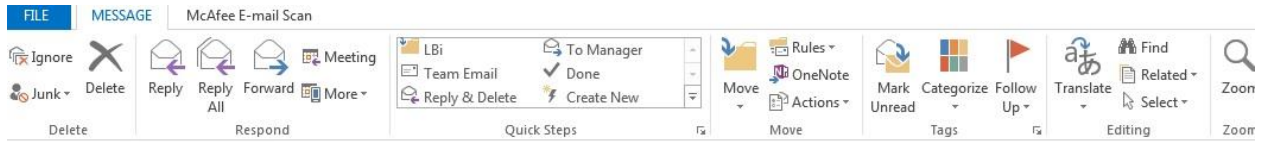


This screenshot shows the message composition interface in the LBi HR HelpDesk Employee Portal. The header and navigation elements are identical to the previous screenshot. Below the case details table, there is a blue bar containing a "-" button, an "Attach File" button, and a "Send" button. A green arrow points to the "Send" button. Below this bar is a large text area for composing the message. At the bottom of the text area, there is a rich text editor toolbar with icons for Bold (B), Italic (I), Underline (U), and other formatting options. The message content area shows the same message entry as in the previous screenshot: "11/19/2015 13:00 – Loder, Jennine" with the text "Can you provide more detail on your issue."


Once you are ready to send your message, click send and the message and any associated attachments become part of the case and notification is sent directly to the HR representative assigned to complete your case.

Please do not reply to messages received via email, as each reply will result in the creation of a new case and, as mentioned above, the creation of multiple cases for one issue would affect our ability to resolve your case in a timely manner.

Once your case has been resolved, you will receive an email notification in your inbox, referencing the case number and associated resolution information as noted below:



Wed 11/05/2016 10:49 AM  
myhr@mun.ca  
Notification of Resolution for Case #498  
To Loder, Jennine E.

Case number 498 has been resolved: 

Employee: Loder, Jennine  
Open Date: 05/11/2016  
Close Date: 05/11/2016  
Division: Other  
Category: Other  
Subcategory: Other  
Problem: test

At any time, you can visit this and other cases you have created by visiting <https://myhr.mun.ca/HRHelpDeskEePortal> and following the same steps noted above.