

MyHR contact and case management information

People can contact MyHR by emailing myhr@mun.ca, accessing the live chat function on the HR website, calling 709-864-2434, using internal mail, or visiting the MyHR service desk on the fourth floor of the Arts and Administration Building.

Each request is 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 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. From this point forward, all activity related to the issue will become part of the case, meaning that an email notification will be sent to your inbox.

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

PLEASE DO NOT REPLY TO THIS MESSAGE

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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.

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 text.

The screenshot shows an email client interface with a toolbar at the top containing various actions like Ignore, Delete, Reply, Forward, Meeting, LBI, Team Email, Reply & Delete, To Manager, Done, Create New, Rules, Move, OneNote, Actions, Mark Unread, Categorize, Follow Up, Translate, Find, Related, Select, and Zoom. The email content is as follows:

Wed 11/05/2016 10:49 AM
myhr@mun.ca
Notification of Resolution for Case #498
To: [Redacted]

Case number 498 has been resolved: 

Employee: [Redacted]
Open Date: 05/11/2016
Close Date: 05/11/2016
Division: Other
Category: Other
Subcategory: Other
Problem: test