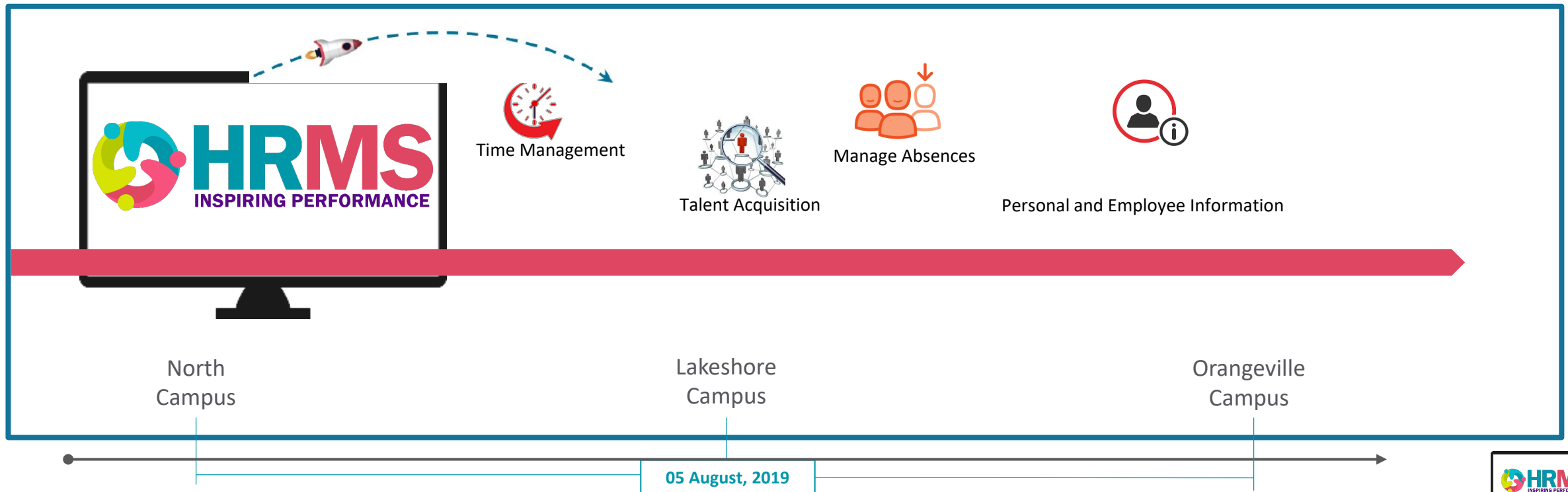




Employee Playbook

What you need to know

- What's changing and why?
- Key Features and Functionality
- Support Resources
- Overview: Day 1 and Other Activities
- Advanced Topics
- The New HR Support Centre
- Additional Support and Walk-in Lab Schedule
- Frequently Asked Questions (FAQs)



What's changing and why?

HRMS – Improving and simplifying your employee experience



WHY?

- The goal of this Human Resource Management System (HRMS) is to improve and simplify how employees access and perform HR activities on their own behalf and to allow HR to deliver a more comprehensive service to employees
- Our current HR systems and processes are outdated, so we're investing in new HR technologies that will grow and evolve with us based on our needs today and in the future
- We know you rely on direct-access, automated processes, on and off campus. HRMS will help deliver this to you in a more seamless and integrated way



WHAT'S CHANGING

The reliance on HR or others to complete some HR actions on your behalf or to provide information to you. With the HRMS, this reliance is reduced. All employees will be able to access the HRMS and perform some HR related actions for themselves



WHAT'S EMPLOYEE DIRECT ACCESS (EDA)?

EDA is the module in the HRMS that will allow employees to access and perform HR related actions on your own behalf, interact with HR and your manager on those actions to perform, and receive notifications confirming or directing you to do something

Here's what you can do using EDA



Employee Direct Access (EDA)

The ability to take action on some HR activities related to you.

- ✓ View and update your personal information
- ✓ View and update benefits elections
- ✓ Initiate absences – vacation, sick day, time entry, and more
- ✓ View and update skills and qualifications
- ✓ Add and edit emergency contacts
- ✓ View pay slip

Getting started

Resources that help you use EDA



WHAT IS GUIDED LEARNING (GL)?

Guided Learning provides you with in-app guidance to accelerate your ability to execute actions in the HRMS

- ✓ Step-by-step guidance while you perform actions from directly within EDA
- ✓ A non-disruptive “Guided Learning” icon is embedded inside the live application
- ✓ Guide dialog boxes are displayed based on your role (for example, you may be an employee or a manager) and the actions you are trying to perform in the HRMS application



WHAT IS THE KNOWLEDGE BASE (KB)?

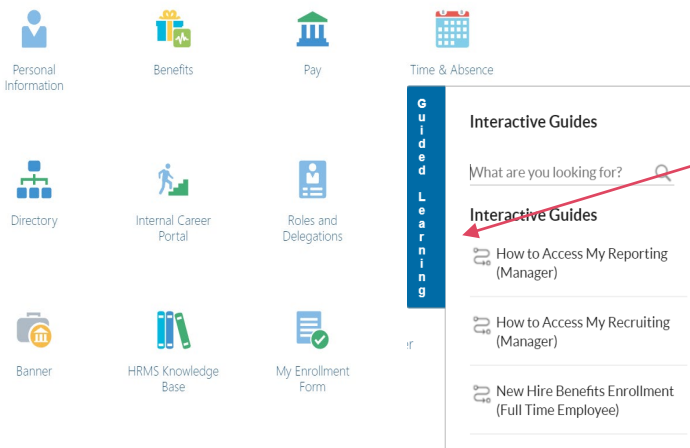
The Knowledge Base (KB) is a content repository accessible to you, containing resources that instruct and show you how to execute actions in the HRMS

- ✓ Job Aids
- ✓ Videos
- ✓ Step-by-step decks
- ✓ Pre-recorded webinars
- ✓ Organized by role

HRMS Login

Launching August 5

Sign into HRMS by visiting the HROE website at hrs.humber.ca and clicking on the *HRMS Login* icon



Find GL on the right-hand side of your HRMS screen

HUMBER

Home About Resources HR Services



You can access the KB from the HROE homepage at: hrs.humber.ca



Access the *Employee Playbook* by visiting the HROE website at hrs.humber.ca and clicking on the *HRMS Knowledge Base* icon, then by clicking on the *Resources* link from the top menu bar

Getting Access

How To Log on To HRMS in 2 steps



Launching on August 5, 2019
See what's coming

News & Announcements



View upcoming HRMS training opportunities
POSTED JUL 30, 2019

Learning & Development Fall Calendar will be available for registration mid-September 2019
POSTED APR 17, 2019

Towards a Healthy Smoke-Free Campus

1

Step 1: Log on to the HROE website at hrs.humber.ca and click on the HRMS Login icon



Sign in

With your Humber Account.

Username

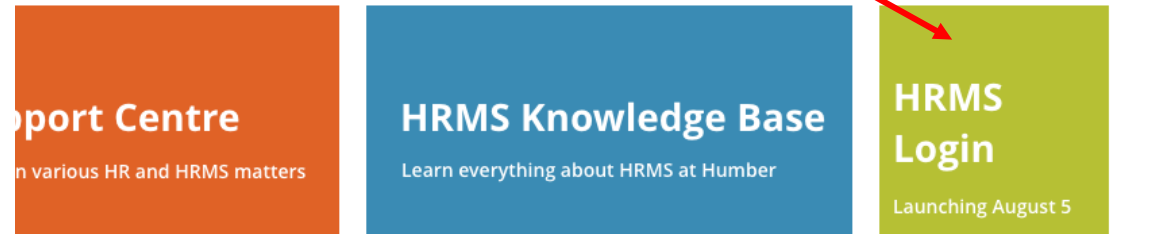
[Forgot username?](#)

2

Password

[Forgot](#)

For further assistance, contact the [IT Support Centre](#).



Step 2: You will be prompted to sign in on your single sign on

As a security precaution, remember to always close your web browser once you have finished using the HRMS



Employee Overview

What to do first: Critical actions you must perform on Day 1 (the first day you start using the system)

? What's Day 1? August 5 or the first day you and your team start using the new system.

1 Verify Your Personal Information

- 1) Log into HRMS and click on the blue Guided Learning (GL) tab, located on the right-hand side of your screen
- 2) In the GL search box, type – *View/Edit Personal Information*, and select this flow from the list
 - GL will initiate this flow on how to *View/Edit Personal Information*, and guide you through the process using step-by-step dialog boxes
 - You can verify details related to you, and perform actions such as:

| | |
|--|---|
| <ul style="list-style-type: none"> ✓ Update My Contacts ✓ Change Contact to Emergency Contact ✓ Add Address ✓ Change Address | <ul style="list-style-type: none"> ✓ Add Emergency Contact ✓ View Employment Information ✓ Add Personal Payment Method ✓ Manage Bank Accounts |
|--|---|
- 3) If any personal details are inaccurate, or you would like to make changes that reflect your current personal situation, you can edit many of the content items in this area yourself. You can also contact HR for further guidance

2 Dismiss Your Bell Notifications – Appearing in Email and in HRMS When You Login

- As HR retired the legacy HR systems and entered data directly into HRMS, certain transactions triggered notifications to you.
- These notifications (called bell notifications) are a typical behavior of the system design that is set up to alert employees of changes related to them. These notifications would typically require some sort of action from you.
- As HR took these actions on your behalf while setting up employee records on the HRMS, you will still receive notifications alerting you that changes were made. As these changes cover over 15 days of backlog activities, this means you will get a higher volume of notifications than what you would typically expect to receive on an average day.
- As a result, you will have these notices in your inbox email. Your Day 1 action would be: **Dismiss all Bell Notifications you receive on Day 1**

PLEASE NOTE THAT THIS DISMISSAL REQUEST ONLY APPLIES TO NOTIFICATIONS WITH DATES PRIOR TO AUGUST 5, 2019.

Employee Overview

Other actions you would perform

Typical Actions An Employee Would Perform



Managing Time (Time Cards)

For Employees Who Enter Positive Time on Time Cards
(If applicable)

- ✓ View Time Cards
- ✓ View Exception Time Card History
- ✓ Delete Absence Record
- ✓ Adjust Time Cards
- ✓ Create Time Card
- ✓ Create Time Card by Calendar



Managing Absences

- ✓ Check balances and accruals
- ✓ Create an absence record when on multiple assignments
- ✓ Review pending absence submissions
- ✓ Submit an absence request



Remember to initiate Guided Learning - in-app help to perform these actions or use the resources available through the Knowledge Base located on the HROE homepage at: hrs.humber.ca

Employee Overview

Got the basics?... Now, on to the advanced actions

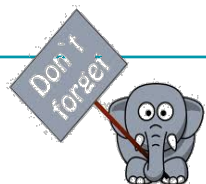
Advanced Actions An Employee Would Perform



Managing Your Career and Pay

Applying For Jobs Internally
View Your Pay Slip

- ✓ Apply for jobs on Humber's internal career portal
- ✓ Update Personal Payment Method
- ✓ Manage Bank Accounts
- ✓ Review Pay Slip
- ✓ Add Personal Payment Method



Managing Your Benefits

Making Changes to Your Benefits and Your Plan Profile

- ✓ Generate Benefit Enrollment Form
- ✓ Enter a Life Event Change
- ✓ View Benefits Authorization
- ✓ Review Dependents for Benefit Enrollments
- ✓ Add Dependent for Benefit Enrollments
- ✓ Review Current Enrollments
- ✓ View Pending Actions for Benefit Elections
- ✓ Print Benefits Report



Registering For Benefits

For Newly Hired Employees – 1st Month Actions
(FT, PL, Clinical and Professors)

- ✓ Enroll in benefits
- ✓ Print the enrollment form, sign it and dispatch it to HR

Remember to initiate *Guided Learning* - in-app help to perform these actions or use the resources available through the Knowledge Base located on the HROE homepage at: hrs.humber.ca

Who Does What On the HRMS?

Different Roles Can Do Different Things on the HRMS – Understanding Access



To access knowledge articles/webinars related to the actions below, click [here](#)

| Employee Groupings | What Groupings Can/Can Not Do On The HRMS | | | | |
|---|---|--------------------------------------|---|--|--|
| | Personal Information | Benefits | Time | Absence | Pay |
| FT Admin, NFT Admin working FT Hours, Ignite Staff | Can view and edit information on HRMS | Can view and update Benefits on HRMS | Not Applicable - Do NOT enter hours on HRMS | Enters Sick and Vacation Leave on HRMS | Can view and download Pay Slip on HRMS |
| Full-time (Academic) | Can view and edit information on HRMS | Can view and update Benefits on HRMS | Not Applicable - Do NOT enter hours on HRMS | Enters Sick and Vacation Leave on HRMS | Can view and download Pay Slip on HRMS |
| Full-time (Support) | Can view and edit information on HRMS | Can view and update Benefits on HRMS | Enters hours that are not regular (Exception Time – e.g. overtime) on HRMS | Enters Sick and Vacation Leave on HRMS | Can view and download Pay Slip on HRMS |
| Appendix D | Can view and edit information on HRMS | Can view Pension information on HRMS | Enters hours that are not regular (Exception Time – e.g. overtime) on HRMS | Enters Sick and Vacation Leave on HRMS | Can view and download Pay Slip on HRMS |
| Partial Load Employees Who Are Paid Automatically (On Assignment), Based On An Approved Contract | Can view and edit information on HRMS | Can view and update Benefits on HRMS | Do NOT enter hours – Follow current practice of informing Dept/Faculty and someone with Time Editor access will edit their hours | Enters Sick Hours on HRMS | Can view and download Pay Slip on HRMS |
| Employees Entering Hours on Time Cards (Positive Time Entry) (PT Support, NFT Admin working PT Hours, Student Employees, Work-study Students, non-recurring contracts (over 24 hours), Contract Instructors, Contract Instructors (Truckers), Music Coaches, Ignite Elect, Appendix G, NFT Librarians, NFT Counsellors) | Can view and edit information on HRMS | Can view Pension information on HRMS | Enters Time (Hours Worked) and Exception Time (e.g. overtime) on HRMS | Enters Paid and Unpaid Leave on HRMS | Can view and download Pay Slip on HRMS |
| NFT Employees Who Are Paid Automatically (On Assignment), Based On An Approved Contract (Continuing Education Instructors, Sessional, Sessional Librarians, Sessional Counsellors, PT Instructors, Clinical) | Can view and edit information on HRMS | Can view Pension information on HRMS | Do NOT enter hours – Follow current practice of informing Dept/Faculty and someone with Time Editor access will edit their hours | Enters Paid Leave on HRMS. Unpaid Leave is entered on their behalf by a Time Editor role on HRMS | Can view and download Pay Slip on HRMS |

Getting Support

The New HR Support Centre



Access the Q&A at hrs.humber.ca/HRsupport



- To provide a seamless and efficient way for HR to provide HR and HRMS related information
- To have the ability to track requests, spot problems and provide a higher level of service
- To provide a 24 hours per day/7 days per week (24/7) service that will minimize waiting times to get an answer
- To ensure consistency in responses and information regarding HR issues and legal compliance
- To support managers and employees as they use the HRMS

Here's how the HR Support Centre works:



Your Support

We are here to help

Online, Phone and E-mail

Training and Ongoing Support

- ✓ Guided Learning – in-app guide – accessed from within the HRMS
- ✓ HR Knowledge Base (KB) - hrs.humber.ca
 - Videos
 - Job Aids
 - Webinars
- ✓ Drop-in labs – available in August and September to provide individual and group help in executing actions on the HRMS

HR Support Centre

Get support for any HR or HRMS related inquiries using any of the following contact channels:

- ✓ Telephone: ext. 5001 or 416.675.5001
- ✓ eForm: humber.ca/hrinquiry
- ✓ Chat: humber.ca/hrchat



The HR Support Centre is available from August 05, 2019 as a 24/7 service

Need more information?

Contact Info:

HRMS Change Management Team:

hrmschangeteam@humber.ca

Walk-in Lab Schedules

North Campus

Sessions 1 & 2:

Date: August 6, 2019

Topic: Entering and Approving Time

Times: 10:00 am – 11:00 am and 2:00pm to 3:00pm

Location: L Concourse Area

Sessions 3 & 4:

Date: August 8, 2019

Topic: Entering and Approving Time

Time: 10:00 am – 11:00 am and 2:00pm to 3:00pm

Location: L Concourse Area

Lakeshore Campus

Session 5

Date: August 7, 2019

Topic: Entering and Approving Time

Time: 9:00 am – 10:00 am

Location: L Building Room L1000E & L1000F

Session 6

Date: August 9, 2019

Topic: Entering and Approving Time

Time: 3:00pm to 4:00pm

Location: L Building Room L1000E & L1000F

Important Notices

The Humber Communiqué and Email

Be sure you check the Communiqué regularly, as important notices and helpful content about HRMS will be shared there and via email. You may also access previously published content on the Knowledge Base

More training and lab opportunities will be posted in the communiqué for coming weeks

To access the full schedule for HRMS Walk-in Labs, go to the HROE website at hrs.humber.ca and click on the [View upcoming HRMS training Opportunities](#) link under the [News & Announcements](#) section or click [here](#)

Frequently Asked Questions (FAQs)

General HRMS FAQs

HOW WILL EMPLOYEES GET TRAINED ON THE HRMS EMPLOYEE DIRECT ACCESS?

The HRMS solution is intuitive and therefore no formal classroom training is planned for employees, unless needed. Assistance is provided to employees by using guided learning while on the HRMS. In addition, the HR website at hrs.humber.ca contains everything related to HRMS including a Knowledge Base (KB) to view pre-recorded webinars, videos and step by step job aids. Drop-in labs are scheduled over the months of August and September to assist any employees who would like to sit down with someone as they navigate the new solution .

HOW WILL EMPLOYEES GET INFORMATION ABOUT THE CHANGES OCCURING WITH THE HRMS?

Changes will be shared with employees through multiple avenues but mostly from cascading memo e-mail messages from the HRMS sponsors, communication from their managers, and a series of communiqué announcements and videos before, during, and after the HRMS implementation.

IS HRMS ACCESSIBLE ON THE HUMBER NETWORK AND WILL WE USE SINGLE SIGN-ON?

HRMS will use single sign-on and will be accessible on site as well as remotely.

WILL PREVIOUS PAY STUBS BE AVAILABLE ON HRMS?

Information previous to August 5, 2019, including pay stubs, will not be accessible on the HRMS. To access your pay stubs prior to August 5, 2019, managers and employees will need to follow the same process of going to humber.ca/paystubs.

WITH WHOM DO I SHARE ANY DISCREPANCIES?

When the system goes live, we anticipate that some employee personal data will be outdated, especially if the employee has not informed HR of any changes since their hire date. It is important that all employees log onto HRMS and ensure that the information is accurate. Any discrepancies with employee information found on HRMS can be edited by the employee on Employee Direct Access (EDA) through the *Personal Information* icon. Discrepancies with accruals or balances on sick and/or vacation banks can be reported to Human Resources Support Centre by dialing ext. 5001.

Frequently Asked Questions (FAQs)

Support Model FAQs

WHAT IS THE NEW HR SUPPORT CENTRE ABOUT? WHEN WILL IT BE AVAILABLE?

Starting August 5, 2019, the HR Support Centre will be a new service available to all employees to provide immediate access to HR services and advice on all things HR. Through this service we will transition away from our current contact methods, such as: walk-ins, direct call or email to individual HR Professionals, and front desk visits. With our new HR Support Centre, you will have a single point of contact, which will be available to you 24 hours a day, 7 days a week.

HOW WILL I CONTACT THE HR SUPPORT CENTRE?

There are three ways to connect with our HR Support Centre.

1. Call us at ext.5001 from a Humber phone line or dial 416.675.5001
2. Send us an eForm through humber.ca/hrinquiry
3. Chat with us by clicking on the chat icon on the 'Get Support' page on the HRMS website, humber.ca/hrms

WHY IS HROE IMPLEMENTING THIS NEW HR SUPPORT CENTRE?

The Human Resource & Organizational Effectiveness (HROE) team is creating a seamless and efficient way to provide you with timely & up to date HR related information and best in-class service. The HR Support Centre will be able to provide timely responses and information whenever an employee contacts the Centre. This service will also support employees and managers with HRMS direct access functionality by providing a place where routine questions can be answered quickly.

HOW WILL THE NEW HR SUPPORT CENTRE WORK?

The HR Support Centre will be made up of Support Analysts, HR Professionals & subject matter experts, and HR System Business Analysts who will work together to provide you with the level of support you require. You will no longer have to contact different HR personnel to get support for different HR related inquiries.

For more on the HR Support Centre, please visit hrs.humber.ca/HRsupport