



# Manager Playbook

*What you need to know*

- What's changing and why?
- Key Features and Functionality
- Getting Started
- Manager Overview: Day 1
- About Your Team – Actions You Perform on Behalf of Your Team
- About You
- Notice of HRMS Changes
- Who Does What On HRMS
- The New HR Support Centre
- Additional Support and Walk-in Lab Schedule
- Frequently Asked Questions (FAQs)



Time Management



Talent Acquisition



Manage Absences



Personal and Employee Information



What's changing and why?

## HRMS – Improving and simplifying your employee experience

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WHY?

- The goal of this Human Resource Management System (HRMS) is to improve and simplify how managers access and perform HR activities on their own behalf and to allow HR to deliver a more comprehensive service when supporting managers and their team
- Our current HR systems and processes are outdated, so we're investing in new HR technologies that will grow and evolve with us based on our needs today and in the future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

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WHAT'S CHANGING

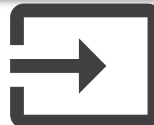
The reliance on HR or others to complete some HR actions or to provide information that a manager should have access to and should be able to do for their team. With the HRMS, this reliance is reduced. All managers will be able to access the HRMS and perform some HR related actions for themselves and on behalf of their team

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WHAT'S MANAGER DIRECT ACCESS (MDA)?

MDA is the module in the HRMS that will allow managers to access and perform HR related actions on their own behalf and for their team. Through the HRMS, the manager can interact with HR, perform actions, and receive notifications confirming or directing them to do something

Here's what you can do using MDA



### Manager Direct Access (MDA)

The ability to execute a range of actions related to your team.

- ✓ View team – see employment and other related details for each team member
- ✓ View and approve requests for vacation, sick days and other absences
- ✓ Staffing – complete requisitions, send offers electronically to candidates, and more
- ✓ View standard and custom reports
- ✓ In-app alerts and notifications

A manager is also an employee, so no need to access Employee Direct Access (EDA) – managers can perform actions on their own behalf right within MDA

- ✓ View and update your personal information
- ✓ View and update benefits elections
- ✓ Initiate absences – vacation, sick day
- ✓ View and update skills and qualifications
- ✓ View pay slip

## Getting started

## Resources that help you use MDA



## 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 MDA
- ✓ 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)?

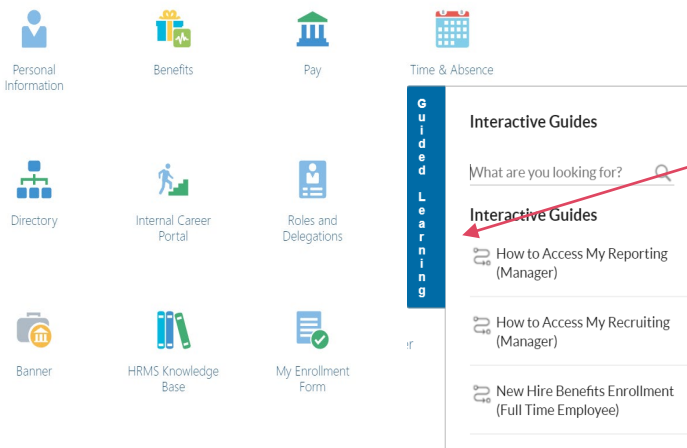
The Knowledge Base (KB) is a content repository accessible to you, containing resources that instruct and show you how to execute actions in the HRMS

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

## HRMS Login

Launching August 5

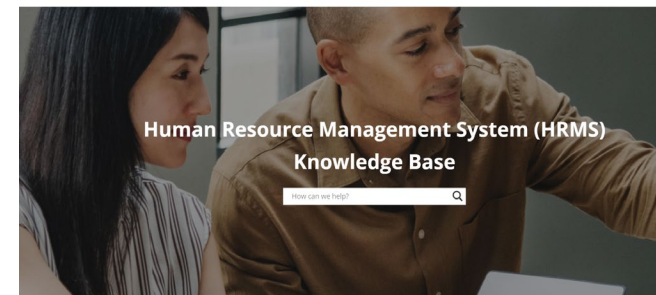
Sign into HRMS by visiting the HROE website at [hrs.humber.ca](https://hrs.humber.ca) and clicking on the *HRMS Login* icon



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



Home About Resources HR Services



You can access the KB from the HROE homepage at: [hrs.humber.ca](https://hrs.humber.ca) Click on the HRMS Knowledge Base icon



Access the *Manager and Employee Playbooks* by visiting the HROE website at [hrs.humber.ca](https://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 &amp; 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](http://hrs.humber.ca) and click on the HRMS Login icon



## Sign in

With your Humber Account.

Username

[Forgot username?](#)

Humber user name

2

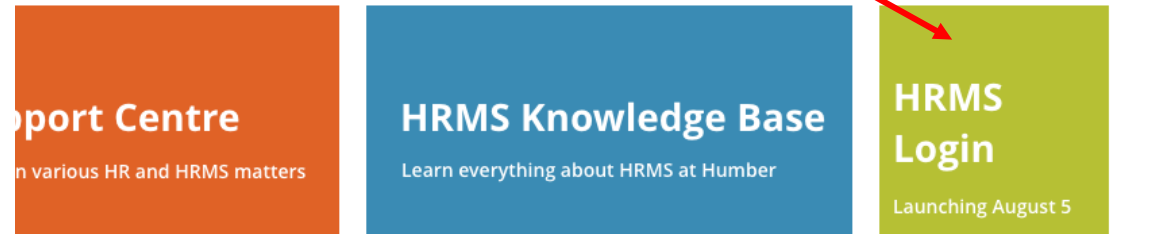
Password

[Forgot](#)

.....

Sign in

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*



## Manager Overview

### Simple steps to get you and your team ready for Day 1 – There are 4 Day 1 Activities Critical For You To Do

**? 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
  - Verify details related to you, such as:
 

✓ Update My Contacts	✓ Add Emergency Contact
✓ Change Contact to Emergency Contact	✓ View Employment Information
✓ Add Address	✓ Add Personal Payment Method
✓ Change Address	✓ Manage Bank Accounts
- 3) If any personal details are inaccurate, or you would like to make changes that reflect your current situation, you can edit many of the content items in this area yourself. You can also contact HR for further guidance

#### 2 Assign Delegates to perform some of your Manager tasks

- 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 – *Assign Delegates*, and select this flow from the list
  - GL will initiate this flow on how to *Assign Delegates*, and guide you through the process using step-by-step dialog boxes
  - Roles you can delegate (more than one individual may be assigned these roles, where required):

**Timecard Editor**  
Employees who can edit employee timecards on your behalf but cannot approve them

**Timecard Editor & Approver**  
Employees who can edit and approve employee timecards on your behalf

**Hiring Manager Delegate**  
Employees who can perform recruitment activities on your behalf

**Timecard Editor and Hiring Manager Delegates** can be support and/or administration staff

**Timecard Editor & Approver Delegates** must be delegates who are full-time administration staff **ONLY**



**If you need a reminder about who you previously assigned as your delegate prior to August 5, please contact the HRMS Change Team at [hrmschangeteam@humber.ca](mailto:hrmschangeteam@humber.ca)**

## Manager Overview

## Simple steps to get you and your team ready for Day 1 (Continued)

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

- As we retired the legacy HR systems and entered data directly into HRMS on your behalf, 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 the Manager when changes have occurred with their team or organization on HRMS. These notifications would typically require you to take some action – such as approve a request.
- As HR took these actions on your behalf, you will still receive notifications alerting you that changes were made. Changes HR made on your behalf on the HRMS prior to go live, 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.**

### 4 Review and Confirm Your Reporting Organization

- As we moved your organization data over from the legacy HR systems to the HRMS, all efforts were made to ensure we captured your correct reporting tree, including any changes that may have occurred during this transition.
- It is possible that inadvertently, some changes may not be reflected. As a result, another Day 1 activity you must complete is: **Review and Check Your Reporting Structure**

**Confirm the following:**

- ✓ **You have no missing employees**
- ✓ **You have no additional employees**
- Any errors or omissions you find, please report these immediately to your Human Resource Business Partner.

***Errors in your reporting structure can prevent you from taking actions for your employee(s) and you will receive requests from employees who do not report to you and who may be requesting approvals which you should not approve.***

About Your Team

Other Actions You Perform

**An important word on Security!**

The HRMS opens up access to different groups based on a strict security protocol that ensures confidentiality, privacy, legal and financial internal controls. As a manager, you may use the delegation function to give access to some roles to perform actions on your behalf, but you should never give out your single sign-on username and password. Your access level allows you to view salary information for both yourself and your team.

## Actions The Manager Takes For The Team



### Managing Time (Time Cards)

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

- ✓ Assign Delegates-Time Card Editor and Time Approver *(critical day 1 activity)*
- ✓ Approve or reject Time Cards
- ✓ Create a Time Card (Employee)
- ✓ Mass Approve Time Cards
- ✓ View Time Card Approval History
- ✓ View Time Cards
- ✓ Modify and Approve Time Cards for an Employee



### Talent Acquisition

Recruitment of Full-Time and Non Full-Time Employees

- ✓ Assign Role Delegation – Hiring Manager Delegate *(critical day 1 activity)*
- ✓ Manage Full-time/Non Full-time job requisitions
- ✓ Manage Full-time/Non Full-time candidate selections
- ✓ Manage Full-time/Non Full-time candidate offers

\*NOTE: The new recruitment process requires input from the HR Generalist/HR Coordinator assigned to your Faculty/Dept. Reference the HRBP Client Distribution Model to identify the appropriate person



### Managing Absences

- ✓ Create an absence record
- ✓ Create an absence record when on multiple assignments
- ✓ Delete an absence record
- ✓ Review and approve/reject an absence requested by an employee
- ✓ Update an absence record
- ✓ Check balances and accruals for my team



### Manage Compensation

- ✓ View compensation history
- ✓ View compensation
- ✓ Award compensation - one-time payment

Remember to initiate Guided Learning - in-app help to perform these actions or use the resources available through the HRMS Knowledge Base located on the HROE website at: [hrs.humber.ca](https://hrs.humber.ca) note that there are no GL flows for Talent Acquisition

\* The HRBP Client Distribution Model can be found by visiting the HROE website at [hrs.humber.ca](https://hrs.humber.ca), clicking on the 'Get Support' tab & then the HRBP Client Distribution Model link.



## About You

As a manager is also an employee, here are actions you perform on your own behalf using the “Me” tab

## Actions You Take For You



### Managing Your Personal Information

- ✓ Update My Contacts
- ✓ Change Contact to Emergency Contact
- ✓ Add Address
- ✓ Add Emergency Contact
- ✓ Change Address
- ✓ View Employment Information
- ✓ View/Edit Public Information
- ✓ View/Edit Personal Information
- ✓ Update Contact and Address Information



### Managing Your Absences

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



### Managing Your Career and Pay

Applying For Jobs Internally  
Get 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
- ✓ 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



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



## Critical Notices

## HRMS System and Process Changes

IMPORTANCE  
OF SYSTEM  
AND PROCESS  
CHANGE  
NOTICES

- With the HRMS going live on August 5, a number of communications have been dispatched directly to you via communiqué, which started July 19 and will last until August 4
- Many of the communications titled “System Change” required you to take action as they would have been alerting you to the retirement of existing systems and pay-related impacts
- “Process Change” communications on the other hand, were alerting you to a change in process that you will have to understand and adopt post go live

1. Time Management Change Communication
2. PPCS System Change Communication
3. Hire Desk Change Communication
4. One Time Payment Change Communication
5. Position Management, Retirement and Terminations Change Communication
6. Absence Management Change Communication
7. Absence Process Change Communication
8. Recruitment Process Change Communication
9. Time Management Process Communication
10. Report Subscription Process Communication

Here is the list of communications dispatched related to system and process changes for the HRMS



## How to prepare for system and process changes?

- ✓ Review the notices that you may have missed on communiqué. You can find these by visiting the HROE website at [hrs.humber.ca](https://hrs.humber.ca) and clicking on the *HRMS Knowledge Base* icon, and then by clicking on the *Resources* link from the top menu bar
- ✓ Complete the tasks before the deadline dates. If you have missed completing critical actions, reach out to the HR representative named on the communication or contact the HR Support Centre (after August 5)
- ✓ Coach your team to complete actions (if they need to) and share information on the process communications as it will impact employees



**If you have questions, you can also contact the HRMS Change Team at [hrmschangeteam@humber.ca](mailto:hrmschangeteam@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
<b>FT Admin, NFT Admin working FT Hours, Ignite Staff</b>	Can view and edit information on HRMS	Can view and update Benefits on HRMS	<b>Not Applicable - Do NOT enter hours on HRMS</b>	Enters Sick and Vacation Leave on HRMS	Can view and download Pay Slip on HRMS
<b>Full-time (Academic)</b>	Can view and edit information on HRMS	Can view and update Benefits on HRMS	<b>Not Applicable - Do NOT enter hours on HRMS</b>	Enters Sick and Vacation Leave on HRMS	Can view and download Pay Slip on HRMS
<b>Full-time (Support)</b>	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
<b>Appendix D</b>	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
<b>Partial Load Employees Who Are Paid Automatically (On Assignment), Based On An Approved Contract</b>	Can view and edit information on HRMS	Can view and update Benefits on HRMS	<b>Do NOT enter hours – Follow current practice of informing Dept/Faculty and someone with Time Editor access will edit their hours</b>	Enters Sick Hours on HRMS	Can view and download Pay Slip on HRMS
<b>Employees Entering Hours on Time Cards (Positive Time Entry)</b> (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
<b>NFT Employees Who Are Paid Automatically (On Assignment), Based On An Approved Contract</b> (Continuing Education Instructors, Sessional, Sessional Librarians, Sessional Counselors, PT Instructors, Clinical)	Can view and edit information on HRMS	Can view Pension information on HRMS	<b>Do NOT enter hours – Follow current practice of informing Dept/Faculty and someone with Time Editor access will edit their hours</b>	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](https://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
- To support managers and employees as they use the HRMS

Here's how the HR Support Centre works:

1

The employee has an inquiry



- Employees
- Managers
- Humber Community

2

The employee contacts the HR Support Centre using one of the contact channels below



Live Chat  
*'Get Support'*  
on [humber.ca/hrchat](https://humber.ca/hrchat)



eForm  
[humber.ca/hrinquiry](https://humber.ca/hrinquiry)



Phone  
ext. 5001 or  
416.675.5001

3

The HR Support Centre Analyst will make contact and begin to capture details on the inquiry and should be able to answer most inquiries right away



Support Centre Analyst

4

If the answer cannot be provided right away, a ticket is generated and the inquiry is passed to the appropriate HR subject matter expert



Ticket  
Generated

5

The HR subject matter expert/professional will respond to the inquiry



HR Professional

## 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](https://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 dial 416.675.5001
- ✓ eForm: [humber.ca/hrinquiry](https://humber.ca/hrinquiry)
- ✓ Chat: [humber.ca/hrchat](https://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](mailto:hrmschangeteam@humber.ca)

## Walk-in Lab Schedules – Week 1 (all employees)

## Important Notices

## North Campus

**Session 1**

Date: August 6, 2019  
Topic: Entering and Approving Time  
Time: 10:00 am – 11:00 am and 2:00pm to 3:00pm  
Location: L Concourse Area

**Session 2**

Date: August 6, 2019  
Topic: Recruitment: Non Full-time Contracts  
Time: 10:00 am – 11:00 am and 2:00pm to 3:00pm  
Location: L Concourse Area

**Session 3**

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

**Session 4**

Date: August 8, 2019  
Topic: Recruitment: Non Full-time Contracts  
Time: 10:00 am – 11:00 am and 2:00pm to 3:00pm  
Location: L Concourse Area

## Lakeshore Campus

**Session 1**

Date: August 7, 2019  
Topic: Entering and Approving Time  
Time: 9:00 am – 10:00 am  
Location: L Building Room L1000E & L1000F

**Session 2**

Date: August 7, 2019  
Topic: Recruitment: Non Full-time Contracts  
Time: 9:00 am – 10:00 am  
Location: L Building Room L1000E & L1000F

**Session 3**

Date: August 9, 2019  
Topic: Entering and Approving Time  
Time: 3:00pm to 4:00pm  
Location: L Building Room L1000E & L1000F

**Session 4**

Date: August 9, 2019  
Topic: Recruitment: Non Full-time Contracts  
Time: 3:00pm to 4:00pm  
Location: L Building Room L1000E & L1000F

## The Humber Communiqué and Email

Be sure to 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](https://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 INFORMATION ABOUT THE CHANGES OCCURING WITH THE HRMS?**

Changes will be shared 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.

#### **HOW DOES DELEGATION FUNCTION WORK IN HRMS?**

On day 1, all managers must assign permission to their Delegates to perform duties on their behalf. Using Guided Learning or the support of the HR Knowledge Base, managers can assign the Time Card Editor, Time Card Editor & Approver and the Hiring Manager delegate roles to their delegates. \*Please refer to your day 1 activity page for more details and conditions for delegation.

#### **CAN MANAGERS CHANGE DELEGATES AT ANY POINT?**

Yes, managers can assign delegation to as many people as required. Managers can leave an open-ended date for longer delegation periods or assign an end date for shorter temporary delegation periods.

#### **IS THERE A WAY TO DELEGATE TO ANY STAFF, NOT JUST THOSE ON MY OWN TEAM?**

No, managers can only delegate to employees who are on their team, including other managers on their team. They must also ensure they are not assigning the delegated role to any team members who should not have access to certain information or activities. The following role requirements must be adhered to when assigning roles: **Time Card Editors and Hiring Manager** can be delegates who are support and/or administration staff; **Time Card Editor & Approvers Delegates** must be delegates who are full-time administration staff **ONLY**

#### **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.

Frequently Asked Questions (FAQs)

## General HRMS FAQs

### **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](http://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 review the information on file to 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.

### **WHAT EMPLOYEE INFORMATION WILL BE AVAILABLE WHEN WE GO LIVE IN AUGUST?**

Managers will be able to view and have access to their direct reporting employees' employment data such as their employment history, salary and contract dates, if applicable. All employees will be able to view and update their personal information, such as their home and/or mailing address, as well as view their employment history and pay slips. Viewing vacation and sick balances will not be available immediately but are planned to be available by the end of September.

## Frequently Asked Questions (FAQs)

### HR 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. Submit an eForm through [humber.ca/hrinquiry](http://humber.ca/hrinquiry)
3. Chat with us by clicking on the chat icon on the 'Get Support' page on the HRMS website, [humber.ca/hrchat](http://humber.ca/hrchat)

#### **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.

#### **DO I HAVE TO CONTACT THE HR SUPPORT CENTRE FOR ALL INQUIRIES?**

The Support Centre is intended to assist with typical and routine HR inquiries and all HRMS "how to" type inquiries. If your inquiry is a confidential, employee-related or unique matter that you would usually discuss with an HRBP, we would expect you to follow the same process. If operated properly, the Support Centre will allow the HRBPs and other HR professionals to spend more time focusing on strategic and individualized HR matters while the Support Centre can respond to the typical and non-confidential matters.

#### **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](http://hrs.humber.ca/HRsupport)*