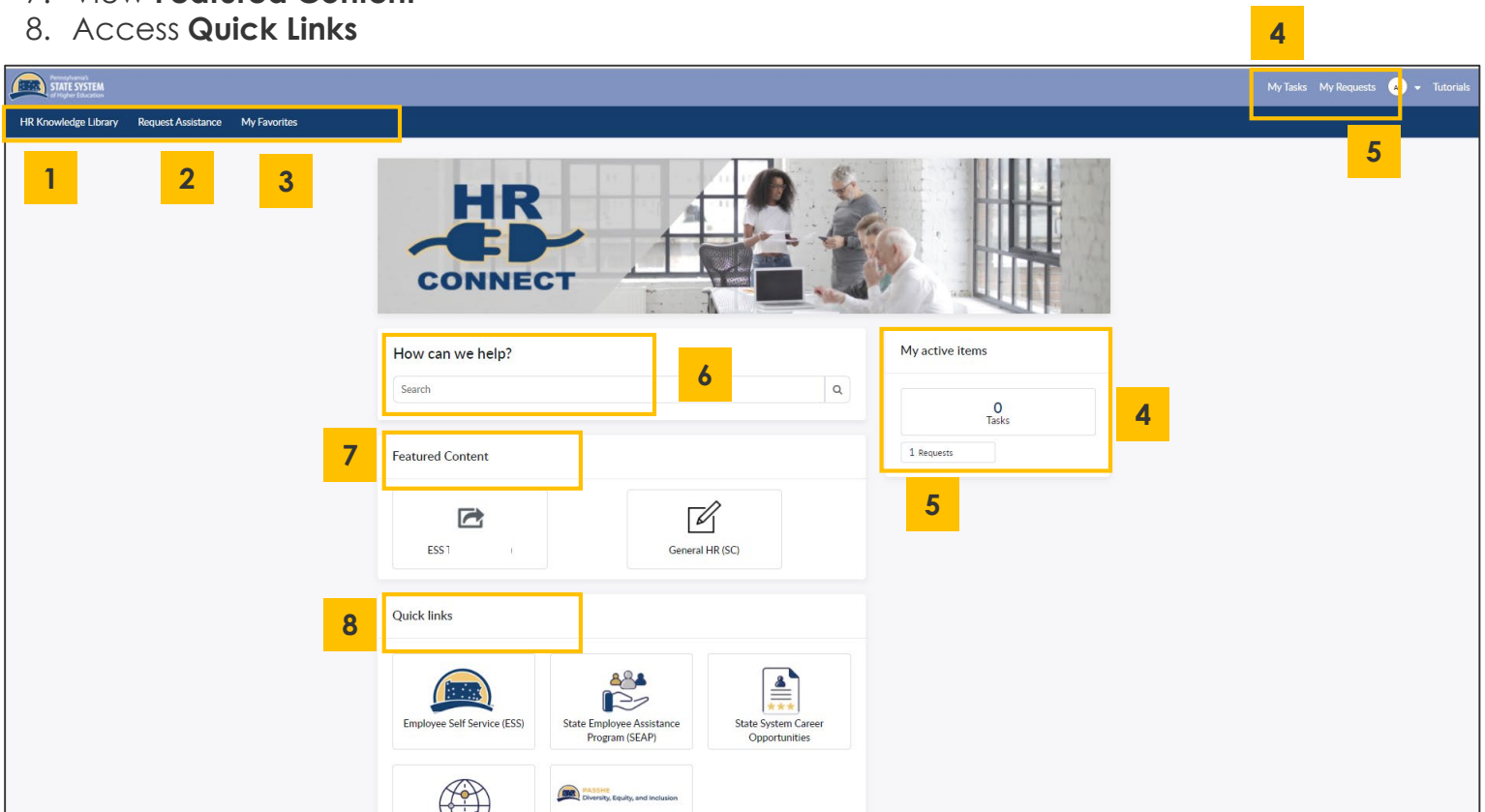# HRConnect Employee Service Center
Quick Reference Guide

The **HRConnect Employee Service Center** is your one – stop shop to find Answers or Request assistance from Human Resources.

HRConnect Homepage Overview:

1. Access **HR Knowledge Library**
2. **Request Assistance**
3. View **My Favorites** – view Knowledge Articles you have designated as My Favorites
4. Go to **My Tasks**
5. Go to **My Requests**
6. **How can we help? Search** by key words for Knowledge or Services
7. View **Featured Content**
8. Access **Quick Links**

Use Search:
1. Go to **Search** (How Can We Help)
2. Enter search criteria in **key words** such as Deductible
3. Results will return Articles and Services:
   - A Book icon indicates an **Article**
   - A Workbook icon indicates a **Request**
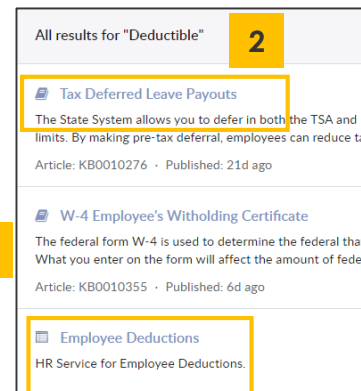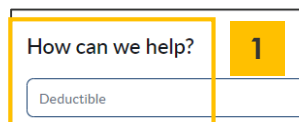
HRConnect Employee Service Center
Quick Reference Guide

Request a Service:
1. Go to **Request Assistance**
2. Select **a Popular Item** or select a filter
3. From a filter, select a **Service**
4. Select the **Service**
5. Complete the **required** fields, attach documents if needed using the **Paperclip** icon and **Submit**
6. My Request **Status** displays

Pennsylvania's
STATE SYSTEM
of Higher Education

1 HR Knowledge Library | Request Assistance | My Favorites

2

3 Catalog filters
Benefits
General
Leave of Absence
Payroll
Workers' Compensation

Popular Items

Employment Verification

General HR Inquiry
HR Service for general HR questions.
View Details

Benefits Inquiry
Service for Benefits Inquiry.
View Details

View Details

Catalog filters
Benefits
General
Leave of Absence
Payroll
Workers' Compensation

Benefits **4**

Beneficiaries Add/Modify
Service for adding or modifying beneficiaries.
View Details

Benefits Eligibility and Poli...
Services for Benefits Eligibility and Policies questions.
View Details

Benefits Eligibility and Policies
Services for Benefits Eligibility and Policies questions.

5
*Please select the type of inquiry from the list
Spouse/Dependent Eligibility

Provide details of your inquiry

📎 Add attachments

Submit

Home > My Request - HRC0002744

Number
HRC0002744

Created just now | Updated just now | State Ready

Benefits Eligibility and Policies case for TEST Employee -

Actions

TE Opened for
TEST Employee

TE Subject person
TEST Employee

6

Activity | Attachments | Additional Details

Type your message here... | Send 📎

View My Requests
1. Go to **My Requests** – from the **Navigation Bar** or **My active items** widget
2. Default view is **Open requests**
3. Can update view to **Closed requests**

My Tasks | **My Requests**

My active items

1

0
Tasks

4 Requests

View | Open requests

Open requests

Open requests
Closed requests

3

My Requests

View | Open requests | ▾ | Search open requests 🔍

2

|		
Benefits Eligibility and Policies case for TEST Employee - HRC0002744	Ready	⏱ 3m ago
Benefits Eligibility and Policies case for TEST Employee - HRC0002697	Work in Progress	⏱ 5d ago
Student Employee Inquiry case for TEST Employee - HRC0002096	Ready	⏱ 29d ago
Flexible Spending Account (FSA) Inquiry case for TEST Employee - HRC0001950	Work in Progress	⏱ about a month ago

HRConnect Employee Service Center
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View My Tasks:
1. Go to **My Tasks** from the Navigation bar or the **My active items** widget
    - *Active tasks will be indicated by the number of tasks in a red circle*
2. Click **Yes** to **Accept Resolution**
3. Click **No** to **Reject the Resolution**
    - A reason will be required
    - The Request will go back to work In progress

1 My Tasks 1   My Requests
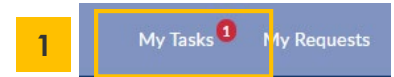
Accept Resolution
Benefits Eligibility and Policies - TEST Employee
HRC0002744   No due date

Thank you for contacting us regarding your Benefits Eligibility and Policies.

Was your request resolved?

If you need further assistance, provide the reason here.

2 No   Yes

My active items

1   1
Tasks

4 Requests

My Tasks

No due date
Accept Resolution
Benefits Eligibility and Policies

Use Knowledge:
1. Go to **HR Knowledge Library**
2. Go to **Featured Articles, Most Viewed Articles** or **Browse** a Category
3. Select an **Article**
4. **Actions** on the Article:
    - Read it
    - Add to Favorites
    - Mark it helpful
    - Rate the article
    - Flag Article to provide feedback – *comments required*

1 HR Knowledge Library

2 Home > Knowledge Base

Categories
⊞ Benefits
⊞ Employee Development
Employee Information Resources
Leave of Absence
⊞ Payroll
Policy and Procedures
Supervisor Information Resources
⊞ Workplace Safety

Featured Articles

PF TEST - EC
36 Views • 2mo ago ★★★★★

Most Viewed Articles

Group Retirement Plans - Eligibility and Enrollment
👁 51 Views

Employee Center TEST (External) **3**

Helpful? Yes   No   100% found this useful   Rate this article ☆☆☆☆☆

4 KB0010179   ☆ Actions ⌄
                              Flag Article
Group Retirement Plans - Eligibility and Enrollment
• 📅 21d ago • 👁 51 Views • ★★★★★

View Favorites:
1. Go to **My Favorites**
2. **Actions** from My Favorites:
    - Read articles
    - Remove from My Favorites – *click the **x** to remove*

1
HR Knowledge Library   Request Assistance   My Favorites

My Favorites

Group Retirement Plans - Eligibility and Enrollment   **2**   ⊗
For State System employees, enrollment in the retirement program is required for the following: First day of employment as a permanent full-time or part-time employee. Temporary employees once you h
Article: KB0010179

PF TEST - EC   ⊗
This is just an example
Article: KB0010169