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
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

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
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

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

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