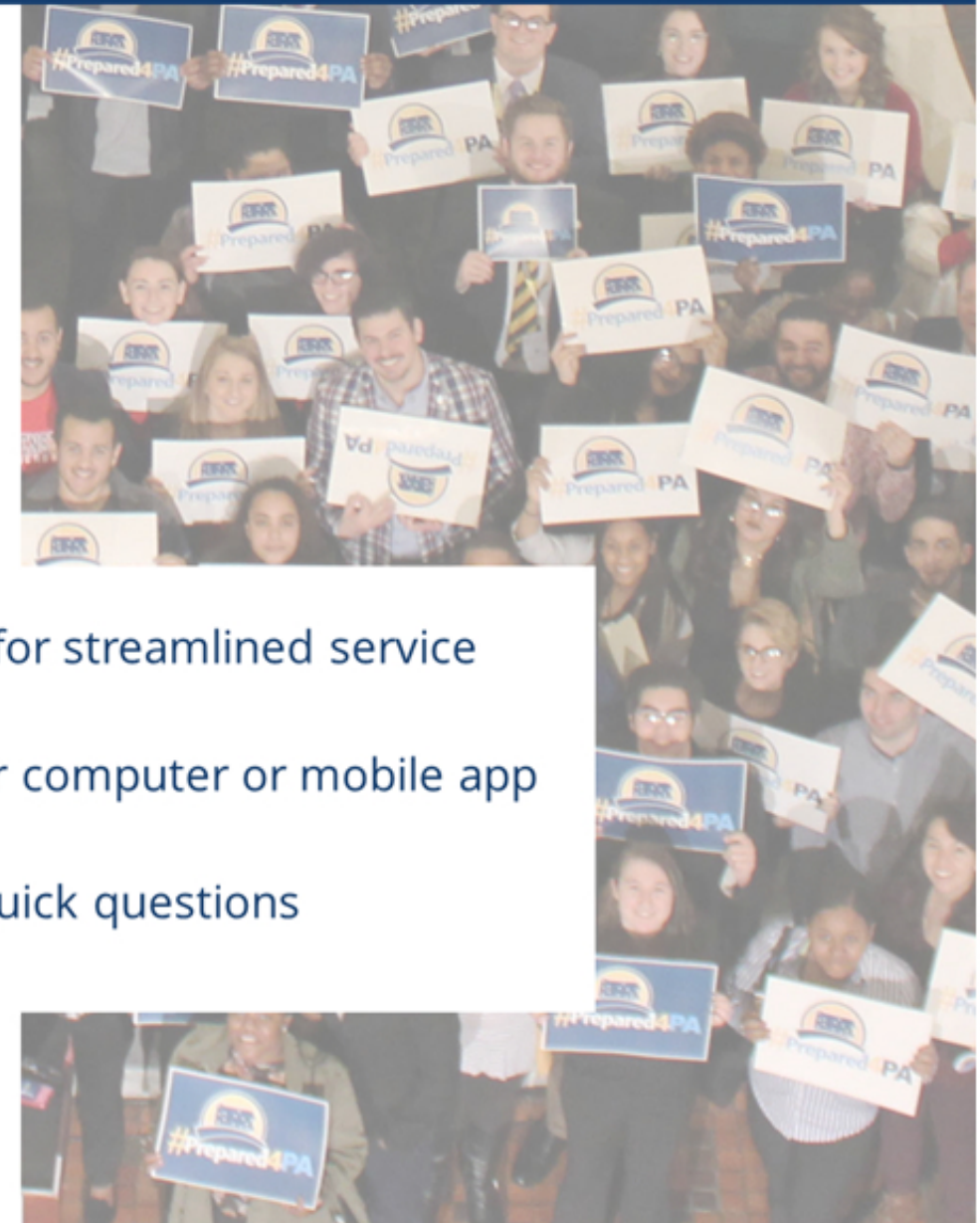




Introducing HRConnect! Change is coming in April! Here's what you need to know

Your employee experience is important to us. That's why in April Clarion University is transitioning to a new Human Resources platform called HRConnect, an online HR service portal. This exciting new tool will put a unified team of HR professionals at your fingertips – from your computer or mobile app. HRConnect provides you with 24/7 access to HR information, you can find answers in the self-service tool, or submit a service request with a specialized HR Agent who's ready to assist with more complex issues. Have questions? We've got you covered! Stay tuned for more information coming to your inbox soon.

- **Integrated HR Team** for streamlined service
- **24/7 Access** from your computer or mobile app
- **Self-Service** tool for quick questions



HRConnect

Employee Service Center

HRConnect is an online HR Service Portal aimed at **streamlining the experience** of employees' HR needs

- **Single sign-on access** to knowledge, support, and services from within a single
- Search a robust library of **Knowledge Articles** to answer your questions at you
- Connect with an **integrated team** of HR professionals
- **24/7 access** to HRConnect via computer or mobile app

FEATURES



Single Sign-On improves the employee experience and increases ease of use



Access **Knowledge Articles** to answer questions quickly and easily



Provide ratings to Knowledge Articles and add to favorites to easily access again later



Connects employees to an **integrated team of HR professionals**, helping them resolve complex issues with specialized agents



Request Assistance and connect with an HR Subject Matter Expert for your specific needs



Track Service Requests from inception to completion in one, centralized dashboard



HRConnect **Mobile App** provides a modern experience and access from anywhere



We are looking forward to launching our new Employee Service Center in Spring 2022!

Stay tuned for more information and updates over the next few months.





Employee Service Center



Are you ready to go deep?

We're back with another **Deep Dive** on features of HRConnect that are most important to you. This week we're focusing on the **Request Assistance** feature of the HRConnect Employee Service Center that's set to go-live this spring. Ready to get started? Let's dive in!



What is it?



Request Assistance

The **Request Assistance** feature is available for HR needs that require the assistance of a specialized agent from an integrated team of HR professionals. With this feature, you can request assistance from the convenience of your home or office – you simply submit the request, and an HR agent will be in touch to help you.

Why will I need it?



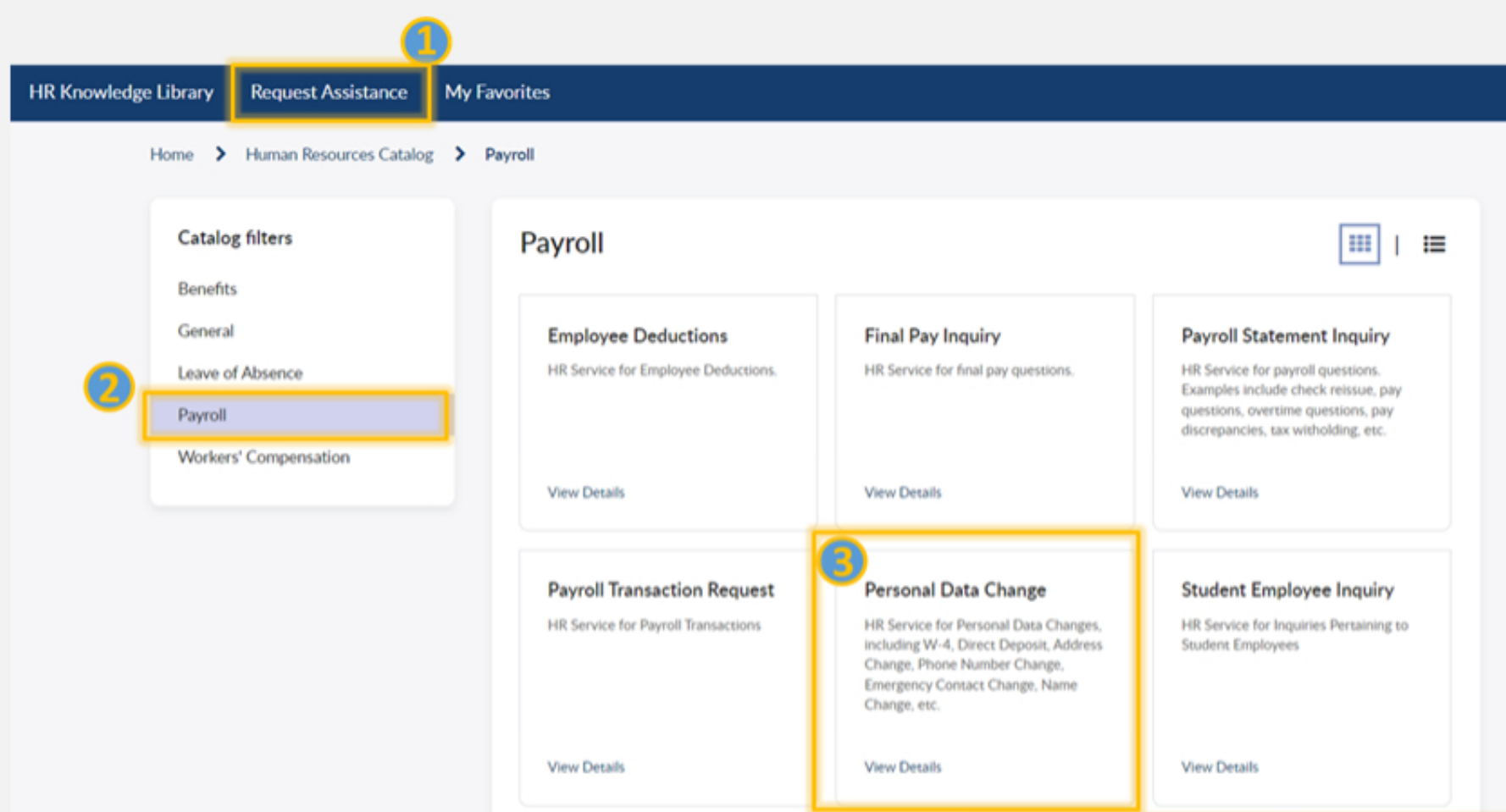
If you have an HR need that isn't covered in the HR Knowledge Library, you can **Request Assistance** by submitting a service request to an integrated team of HR professionals. This streamlined approach puts an entire HR team at your fingertips, plus you can track the progress of your request every step of the way within HRConnect.

Where will I find it?

On the Employee Service Center landing page, you'll see a link to the **Request Assistance**. Simply click the link and select a category for your service request.

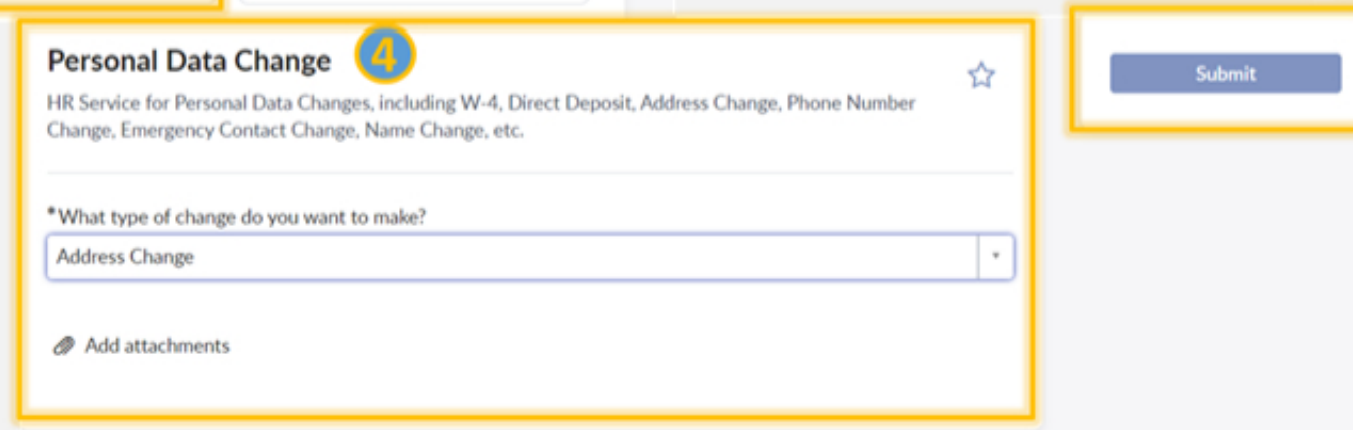


How will I use it?



To **Request Assistance**, simply follow these steps from the HRConnect homepage:

1. Click on the Request Assistance link in the taskbar
2. Click on catalog filters from the list
3. Select the appropriate topic for your request
4. Fill in the required fields and add attachments if necessary
5. Click "Submit"



We hope this sneak peek into HRConnect – coming this spring – was helpful. Stay tuned for more HRConnect Deep Dives coming to your inbox soon!

HRConnect Team

Informational Use Only

Our new online HR tool, HRConnect, is not live yet, but stay tuned! It's coming this Spring!



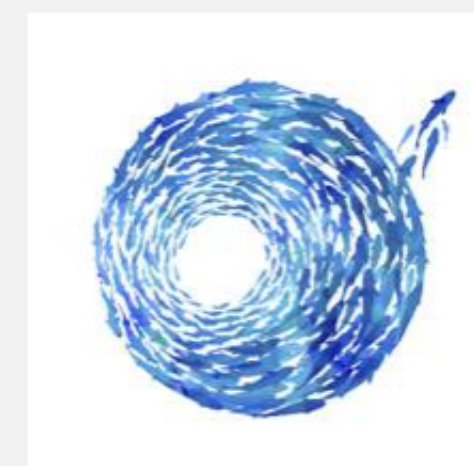
PENNSYLVANIA'S STATE SYSTEM OF HIGHER EDUCATION

Employee Service Center



Are you ready to go deep?

We're back with our final **Deep Dive** on features of HRConnect that are most important to you. This week we're focusing on the **My Requests** feature of the HRConnect Employee Service Center that's set to go-live this spring. Ready to get started? Let's dive in!



What is it?



My Requests

You've made a Service Request, but where did it go? The **My Requests** feature allows you to track all activity, attachments, and additional information for your HR service request in HRConnect. Not only can you view open requests, the **My Requests** feature of HRConnect allows you to view detailed information on HR requests that have been resolved, too.

Why will I need it?



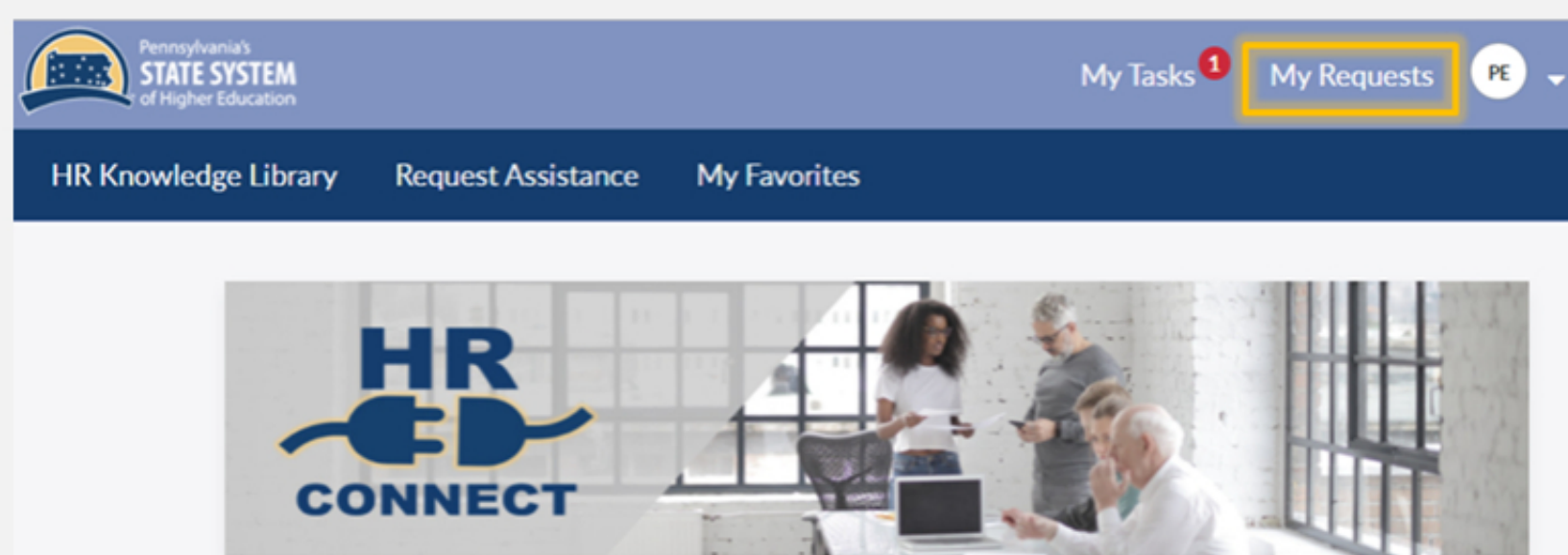
We understand how busy you are and that it can be difficult to keep track of everything on your plate. With HRConnect, you have one less thing to track – the **My Requests** feature keeps track of all your service requests in one, convenient place. Within **My Requests**, you can:

- View details of an HR service request
- View attachments on a particular service request
- Cancel the service request

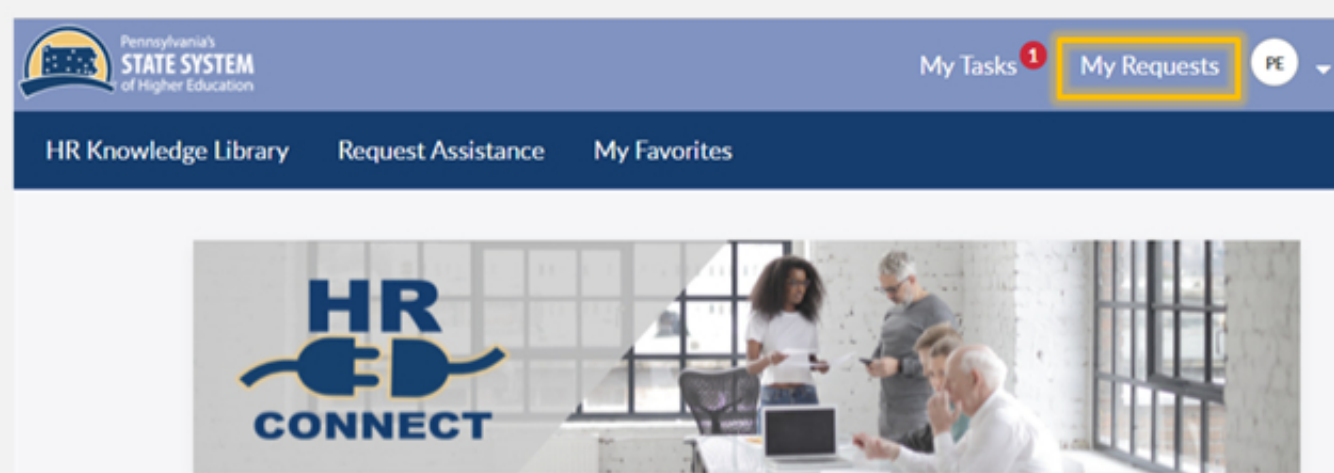
My Requests makes it easy to manage your HR service requests. With this feature, you can even look at HR service requests that have already been resolved!

Where will I find it?

On the Employee Service Center landing page, you'll see **My Requests** prominently displayed in the top right task bar. Click the **My Requests** link to open the feature.



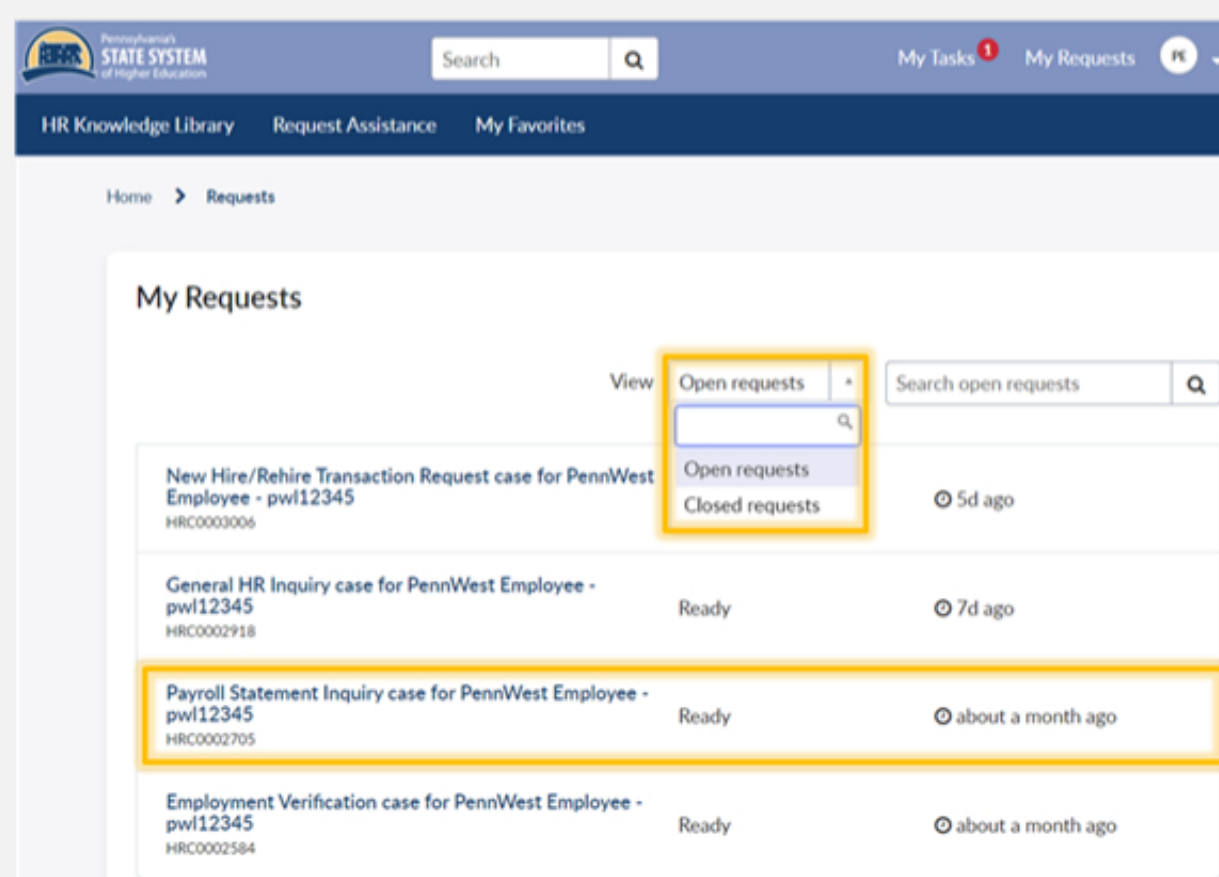
How will I use it?



To access the list of **My Requests**, simply click the link in the upper right corner of the HRConnect homepage.

From there, you can:

- View Open or Closed requests
- Click on a request to view details
- View activity, attachments, or additional details



We hope you've enjoyed diving deep with us into the many features of HRConnect. Stay tuned for more information about HRConnect—coming this spring!

HRConnect Team

Informational Use Only

Our new online HR tool, HRConnect, is not live yet, but stay tuned! It's coming this Spring!



PENNSYLVANIA'S STATE SYSTEM OF HIGHER EDUCATION

Employee Service Center



Are you ready to go deep?

We're back with our third **Deep Dive** on features of HRConnect that are most important to you. This week we're focusing on the **My Active Items** feature of the HRConnect Employee Service Center that's set to go-live this spring. Ready to get started? Let's dive in!



What is it?



My Active Items

It's your move! The **My Active Items** feature alerts you to your action items for HR cases in HRConnect. With a quick glance at the **My Active Items** section of the HRConnect home screen, you can see if there are outstanding tasks for you to complete. If you have nothing on your to-do list, you'll see a zero in My Active Items. Either way, with one glance you can see where you stand on the progress of your HR service request.

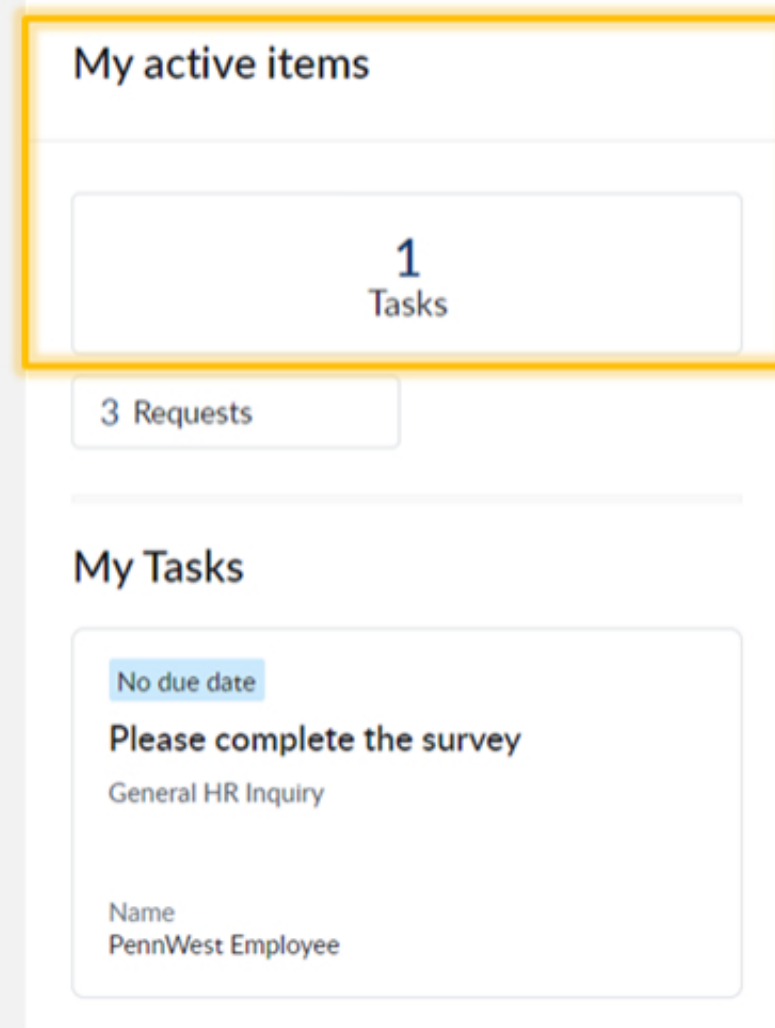
Why will I need it?



Once you submit a service request within HRConnect, a specialized HR Agent can communicate with you directly in the app. If your HR Agent requires action from you – such as completing a survey or accepting the resolution of your service request—that information will appear in the **My Active Items** on the HRConnect home screen. You can view all the communications for each service request – even after they've been resolved!

Where will I find it?

On the Employee Service Center landing page, you'll see **My Active Items** prominently displayed with the number of tasks visible. You can click the number of tasks or simply click the **My Tasks** link in the top right task bar.

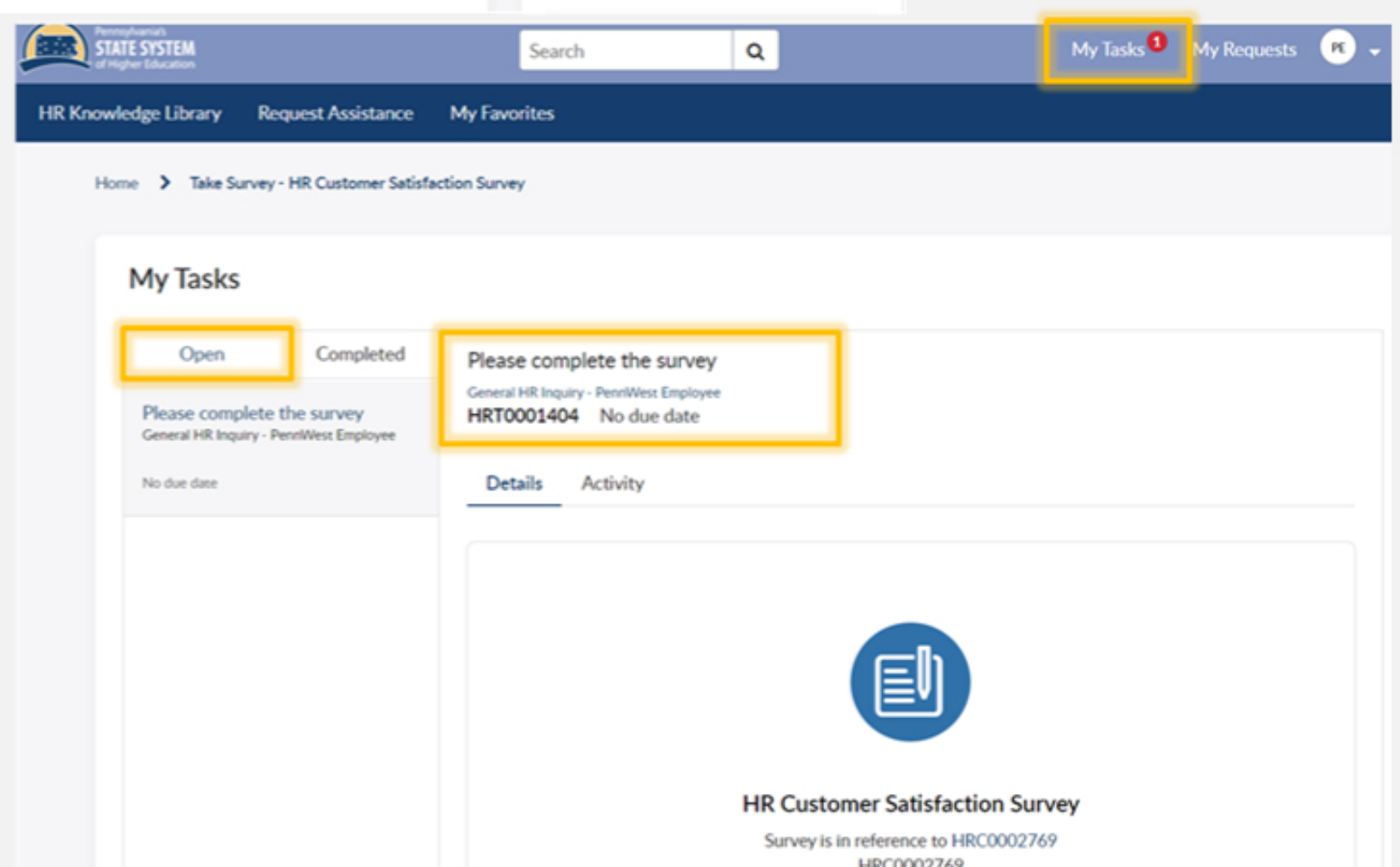
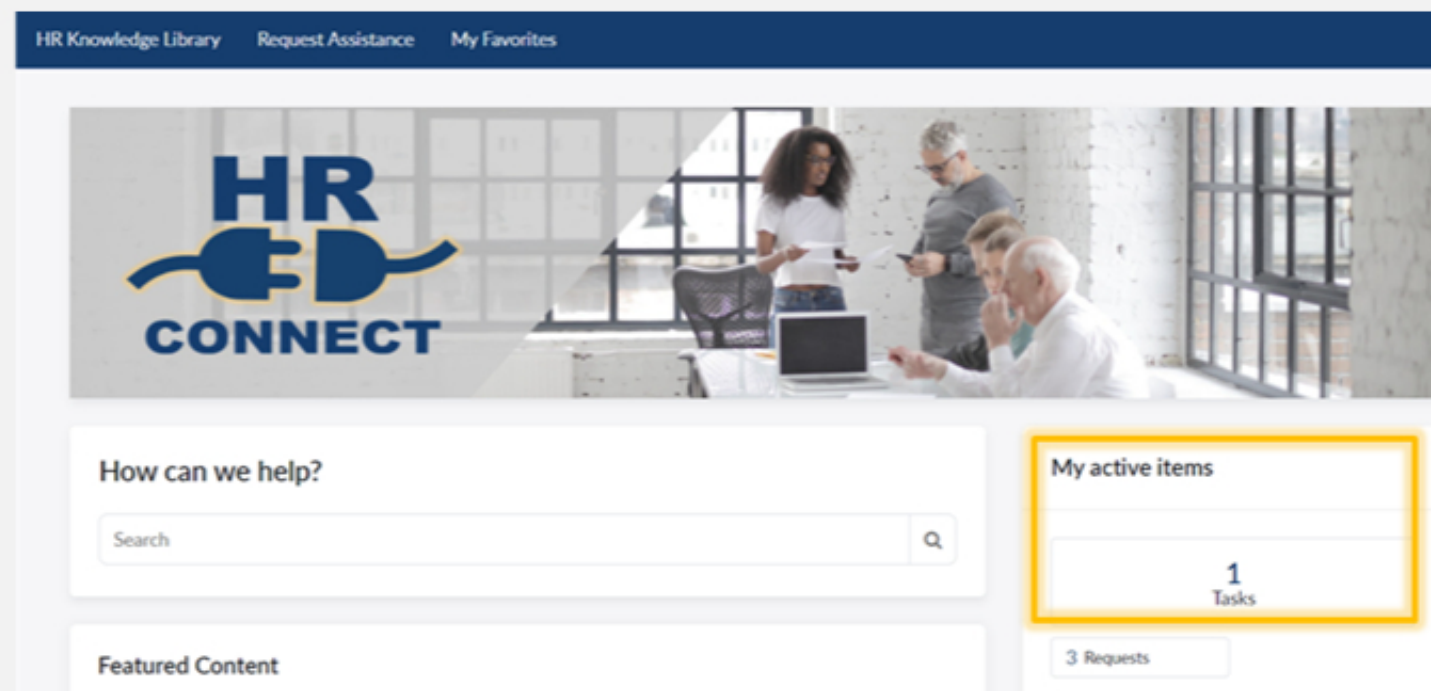


How will I use it?

You can access **My Active Items** one of two ways: Simply click the Number of tasks under My Active Items or click My Tasks in the upper right corner of the home screen.

From there, you can:

- View open items in your task list
- View completed items in your task list
- Click on a task for details



We hope this sneak peek into HRConnect – coming this spring – was helpful. Stay tuned for more HRConnect Deep Dives coming to your inbox soon!

HRConnect Team



Employee Service Center



Are you ready to go deep?

This is the first in a series of communications, or **Deep Dives**, on features of HRConnect that are most important to you. In each Deep Dive, you'll find information on the What, Why, Where, and How of features you'll use most in the HRConnect Employee Service Center. Ready to get started? Let's dive in!



What is it?



HR Knowledge Library

Your time is valuable, and when you have a simple HR-related question, you want answers quickly. In the Employee Service Center in HRConnect, you'll have access to a robust library of knowledge articles – in-depth articles designed to answer your HR-related questions when it's convenient for you. The HR Knowledge Library contains articles on topics such as benefits, retirement planning, payroll, and more. For each knowledge article, you can see how many times an article has been viewed and the corresponding star rating. You can even provide your own rating or add the article to your favorites for easy access later.

Why do I need it?



The **HR Knowledge Library** is your first stop for all your HR-related questions. If you have a question, chances are the answers are in the Knowledge articles. Answers can be found quickly and when it's convenient for you. Knowledge articles also contain helpful links to forms and further resources on your university's website.

Where do I find it?

On the Employee Service Center landing page, you'll see a link to the **HR Knowledge Library**. Simply click the link and you're ready to search topics that are most important to you.

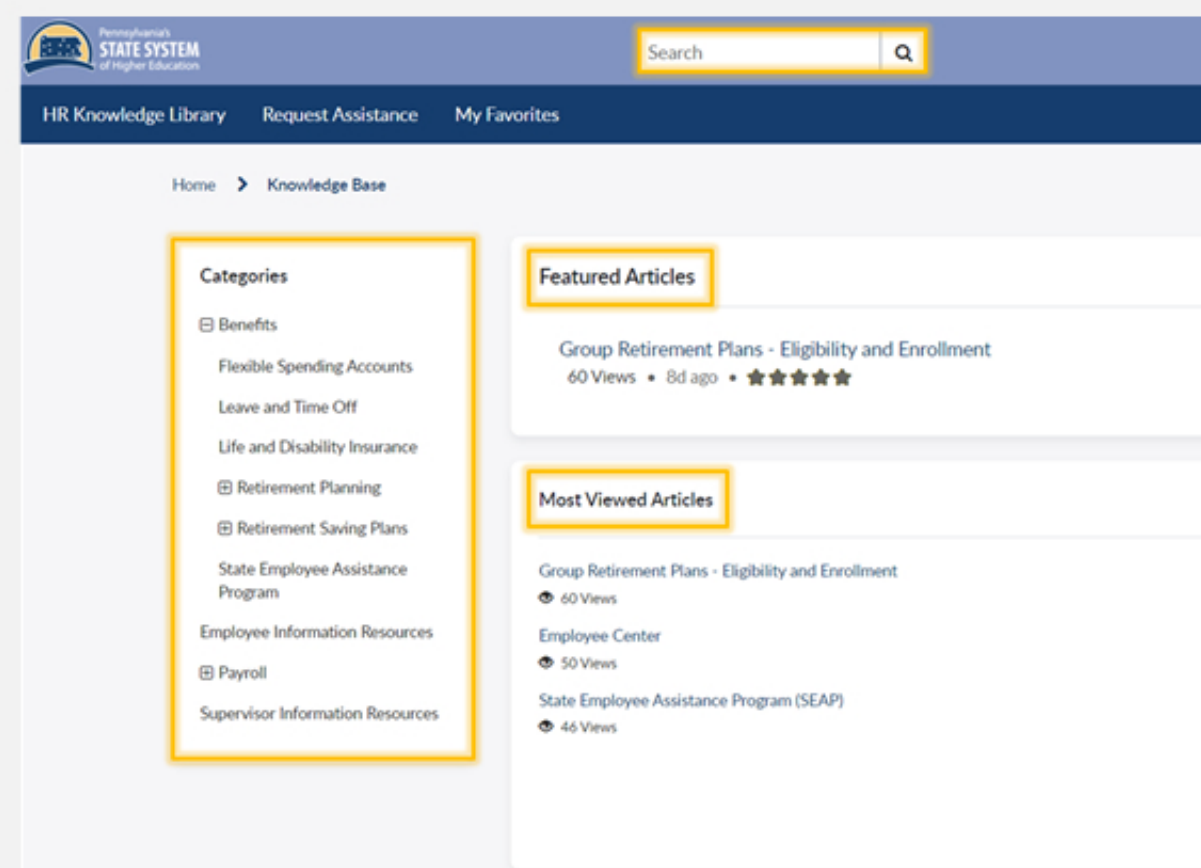


How do I use it?

To access the **HR Knowledge Library**, simply click the link in the upper left corner of the HRConnect homepage.

From there, you can:

- Click on popular categories from the list
- Search for a topic in the search bar
- View Featured Articles or Most Viewed Articles



We hope this was helpful. Stay tuned for more HRConnect Deep Dives coming to your inbox soon!

HRConnect Team