

# myHR

## Employee FAQs

Below is a list of Frequently Asked Questions (FAQs) that have come up from staff across the organization.


### myHR

What is myHR?

- » myHR is a best-in-class HR payroll system that is part of the Oracle Cloud family of products. myHR will be our new HR system and will replace PeopleSoft on September 19, 2017.

### myHR Access and Security

How do I access myHR?

- » Just like PeopleSoft before it, myHR will be accessed via a clickable icon in Citrix. This icon will be located in the Business folder and will look like this.  If you do not see the myHR icon in your Business folder, please open the Appsciber icon, search for myHR, and add it. Once you refresh the page, the myHR icon should appear in your Business folder. To access it, simply click the icon.



Will I need a password to log into myHR?

- » No, you will only need to log into your Citrix account using your Citrix username and password. Once you are logged into Citrix, you will automatically be able to access myHR without entering another username and password because of single sign on configuration (see below for explanation).

What does 'single sign on' mean?

- » The configuration of 'single sign on' means you only have to enter your Citrix logon information in order to access myHR. Once you are logged into Citrix, you can simply click the myHR icon in the Business folder and the system will open securely.

What if I don't have HHS credentials to sign into Citrix?

- » All employees paid through myHR will have a Citrix account. If you do not have a Citrix account, please contact your manager who will need to submit a request to HITS.



I don't have regular access to a computer for work and/or I don't have a computer at home. How will I be able to access myHR?

- » There are workstations located at every hospital where a shared computer is accessible to all employees. The locations of these workstations are as follows:

Site	Location of Workstation
MUMC	Level 1, Room 1T1E (CSS area)
HGH	Level 1, main entrance corridor across from Admitting (in corner beside ATM)
JHCC	Basement, section G (60 wing) behind doors in 'key lockup room'
SPH	Lower level, main corridor Alexander Pavilion, Level 1 – room 122
WLMH	Level 0, Computer Training Room

Additionally, you can access myHR on any computer that has access to the Internet by logging into Citrix remotely and opening myHR. Public libraries are another great option for publically accessible, shared computers. Citrix can be access at <https://accesshhs.hhsc.ca/Citrix/XenApp/auth/login.aspx>

## Pay Statements

Why are we going paperless?

- » As an employee, one of the main benefits of online pay statements is that they are accessible from any computer that has an internet connection, simply by logging onto Citrix and opening myHR. From your myHR account, you can view, save and print current or past pay statements at any time. This means you no longer have to worry about saving, storing or losing paper versions of your pay statement. Additionally, you will no longer have to come in to work specifically to collect paper pay statements, or worry that they have been sent to the wrong location.

As an employer, HHS recognizes the many benefits associated with moving away from paper pay statements. Online pay statements allow us to be more 'green' and eco-friendly, while promoting a sustainable practice for the future.

On what pay deposit date will I receive my last paper pay statement?

- » You will receive your last paper pay statement on the pay deposit date of **September 20, 2017**. There will be a note on that pay as well as the one previous (pay deposit date of September 6) to remind you that those will be the last paper versions distributed and to check pay statements online in myHR going forward.



On what pay deposit date will I first need to access my pay statement electronically in myHR?

- » The first online-only pay deposit date will be **October 4, 2017**. You will view your pay statement in myHR.

Each pay period, when will my pay statements become available for viewing? Will I be notified when they are available?

- » Pay statements will appear online prior to the Wednesday pay deposit date. You will not be notified specifically when each pay becomes available as it will consistently appear at this time each pay period.

Can I view previous pay statements in myHR or only the current one?

- » You will be able to view your current pay statement as well as past pay statements, from the time that myHR was implemented onwards (September 2017).

What if I need to access a past pay statement from prior to the myHR implementation? (i.e. a pay statement prior to Oct. 4, 2017)

- » You can contact HHS Human Resources to request a copy of that pay statement by calling 905-521-2100 ext. 46947 or email [myhr@hhsc.ca](mailto:myhr@hhsc.ca).

Can I save my pay statements?

- » Yes, you can save a copy of your online pay statement by clicking the Save button while viewing the PDF file. You will then be able to choose a location on your drive where you would like the file to be saved. For further reference, please refer to the [myHR Employee Self Service guide](#) posted on the [myHR intranet website](#).

**NOTE:** For confidentiality reasons, if you are on a shared or public computer, please ensure you save any online pay statements to your own personal drive in system and not to a publically-accessible space.

Can I print my pay statements?

- » Yes, you can print a pay statement by clicking the Print button while viewing the PDF file. You will need to ensure the appropriate printer is selected and adjust the settings accordingly before clicking the final Print button.

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Is there a way to print my pay statements confidentially while at work?

- » Yes, you can use the 'lock print' feature, which allows your print job to be delayed at the printer until you are able to manually enter a password on the printer itself. That way, you will be standing at the printer when the pay statement prints and you can collect it immediately.

Will banking information show on electronic pay statements in myHR?

- » Yes. Banking information displayed in your online pay statement will include: cheque or deposit number, bank name, branch number, and account number (with only the last 4 digits showing).

## Employee Self Service

What will employees have access to through Employee Self Service?

- » In Employee Self Service, you will be able to view personal details including contact information, position details, benefits and skills & qualifications. Employees will also be able to view current and past pay statements.

What information changes can employees make through Employee Self Service?

- » You will be able to edit your own contact information (e.g. phone number, address) and skills & qualifications (e.g. licenses and registrations, other employers).

What information changes must employees request through Human Resources?

- » To make changes to other biographical information (e.g. marital status) or emergency contacts, please complete and submit the [Employee Demographic Change Form](#) found on the Policy and Document Library on the HHS intranet. If you have questions regarding this process, please contact HHS Human Resources at [myhr@hhsc.ca](mailto:myhr@hhsc.ca) or 905-521-2100 ext. 46947.

## myHR Support & Contact Information

How do I get assistance with myHR if I have an issue with my password, system performance, or other inquiries?

- » The [myHR@hhsc.ca](mailto:myhr@hhsc.ca) email inbox will remain in use and serve as your first step for assistance with myHR after the system has been implemented. You can also call the HR Shared Services team at 905-521-2100 x 46947 (x4myHR).