Job Aid for Colleagues: HR4U Portal

Human Resources

Overview

HR4U is Trinity Health's HR colleague portal, knowledgebase and customer relationship management (CRM) system. It is the first point of contact for HR-related questions. HR4U is available 24/7, making it convenient to get answers to questions, even when you're not at work.

Through the HR4U portal you can:

- Search for information and get answers to commonly asked questions about work-life topics such as benefits, pay, career development, retirement and more
- Find links to some of our HR vendor partners, like Fidelity
- Open a request for HR assistance and track the status of your inquiry
- Chat real-time with an HR representative Monday – Friday, 7 a.m. – 8 p.m. ET

This job aid includes information about how to log in and navigate HR4U.

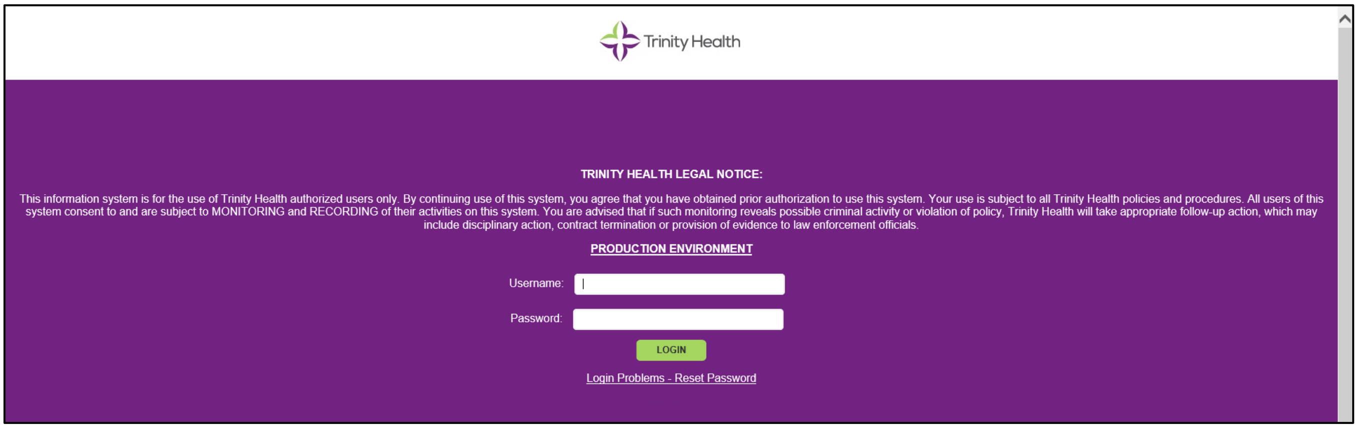
Access HR4U

The secure HR4U portal is web-based and accessible through any device that has internet access.

If you're logged into the Trinity Health network, you can access HR4U by clicking on the HR4U icon in your ZENworks window. You can also access HR4U from a link on the Trinity Health Pulse intranet home page, and from many ministry intranet sites.

You can access HR4U on your smartphone or tablet by entering the following URL into your web browser: https://hr4u.trinity-health.org

Access to HR4U is single sign on. Simply enter the same user name and password you use to log in to the Trinity Health network.

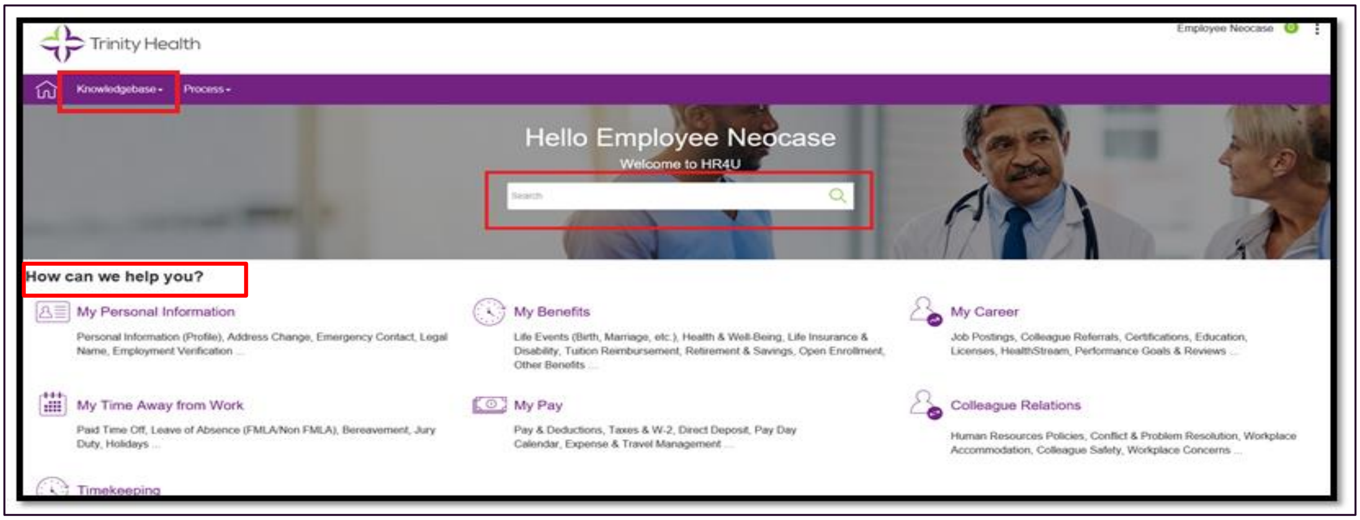


Searching the Knowledgebase

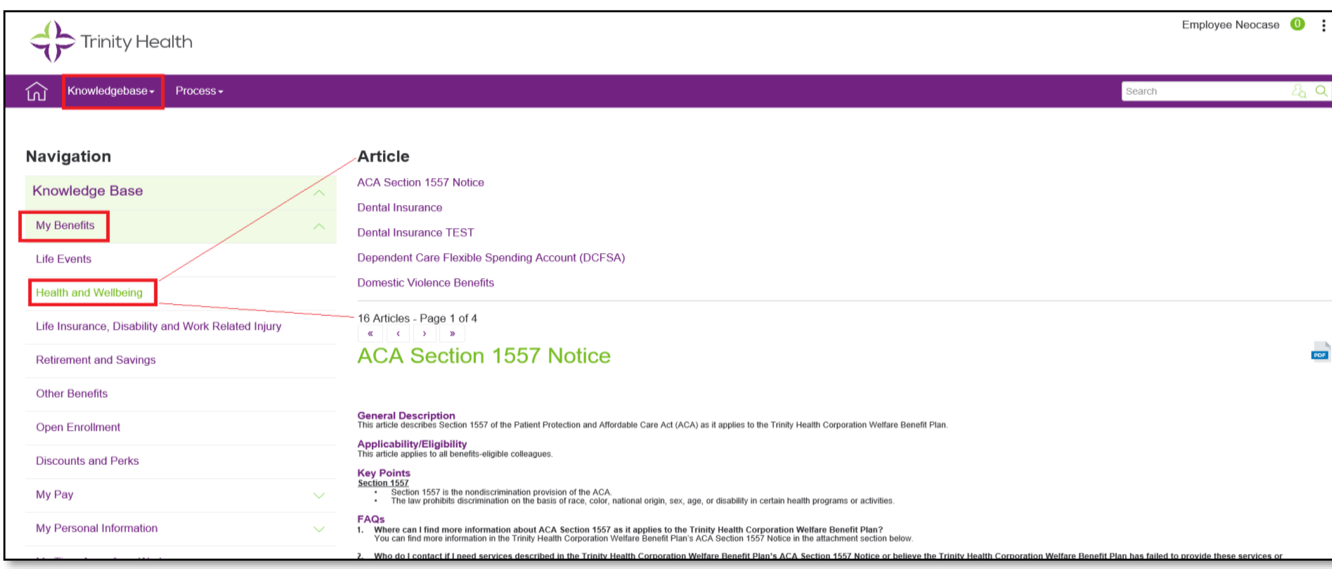
There are multiple ways to search for information.

Search Tool Bar: Enter key word(s) in the search bar that are most relevant to the information you are trying to find.

How can we help you?: Click on the headers under the "How can we help you?" section.



Knowledgebase Navigation Tab: Click the drop-down menu in the top left corner of the homepage. Then navigate to the category and sub-category to find the information you need.



Most Popular Articles, My Dashboard, Helpful Links

At the bottom of the homepage, you can find links to popular articles, your dashboard and links to commonly accessed websites.

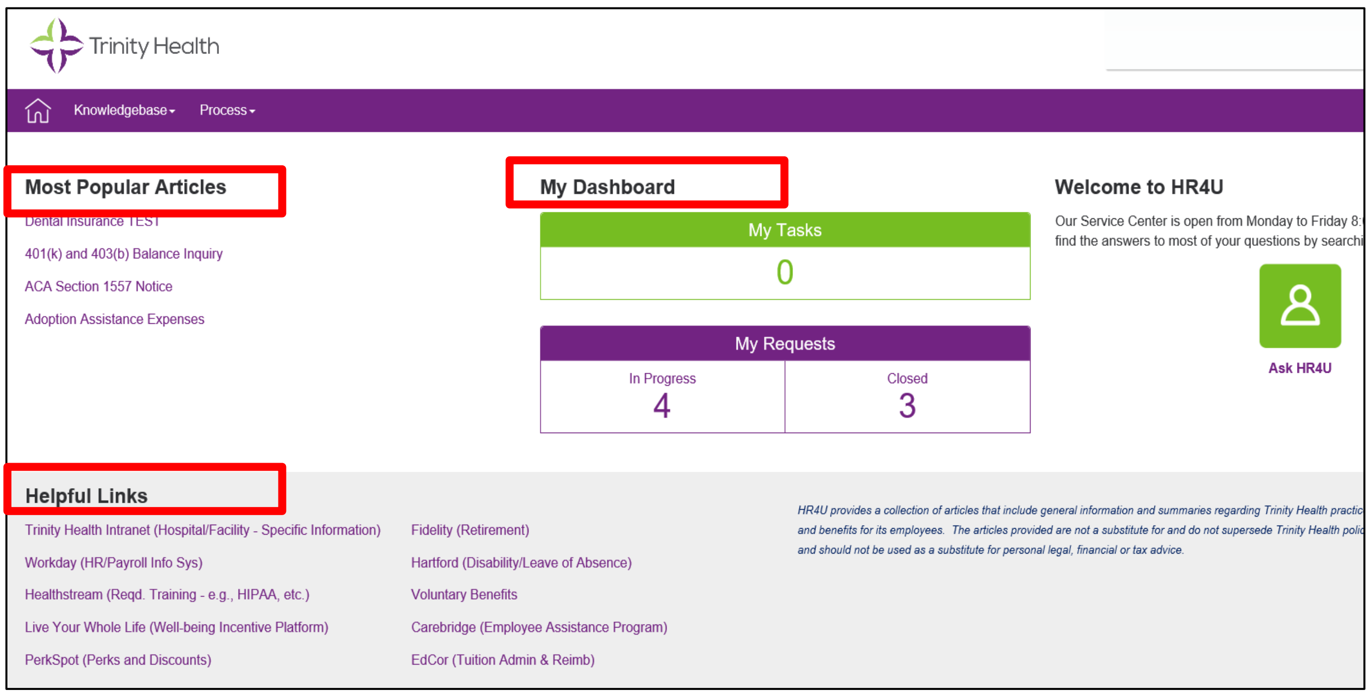
Most Popular Articles: Articles that have been viewed the most in HR4U.

My Dashboard: View and complete open tasks and see your requests that are "In Progress" or "Closed."

- **My Tasks:** Click the number below "My Tasks" to view all tasks pertaining to your open requests. Note: Tasks will only be visible if you have submitted a request and we need additional information.

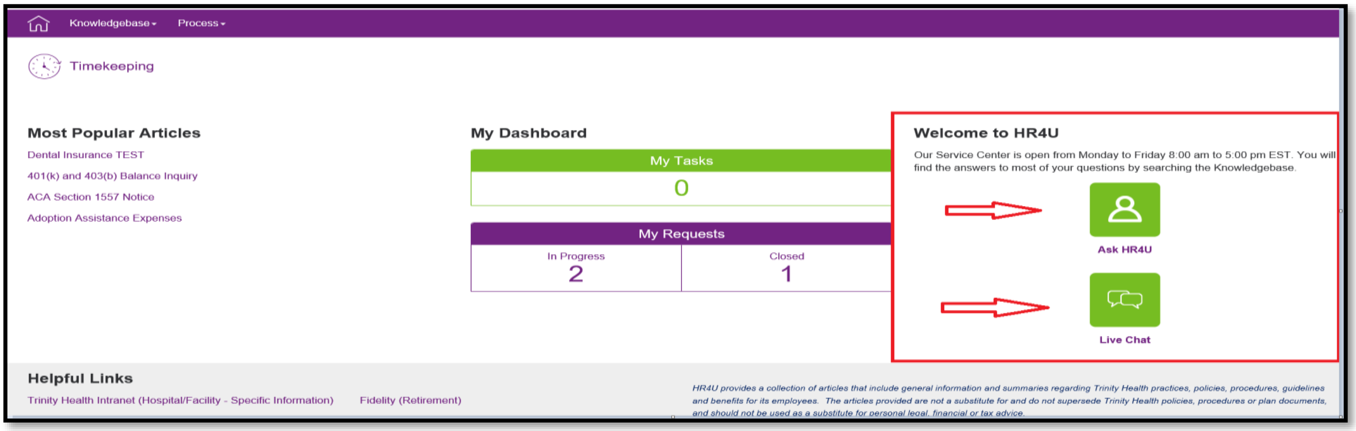
- **My Requests:** Click "My Requests" to search open and closed requests. Click the number directly below "In Progress" or "Closed" to view your requests.

Helpful Links: At the bottom of the HR4U homepage, access links to commonly used websites.

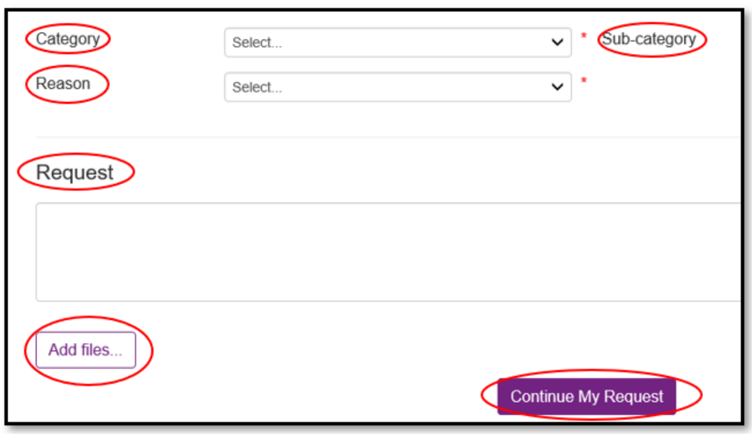


Submitting a Request through Ask HR4U

Click **Ask HR4U** to submit a request. Or you can click on Live Chat and follow the instructions on the last page of this job aid.



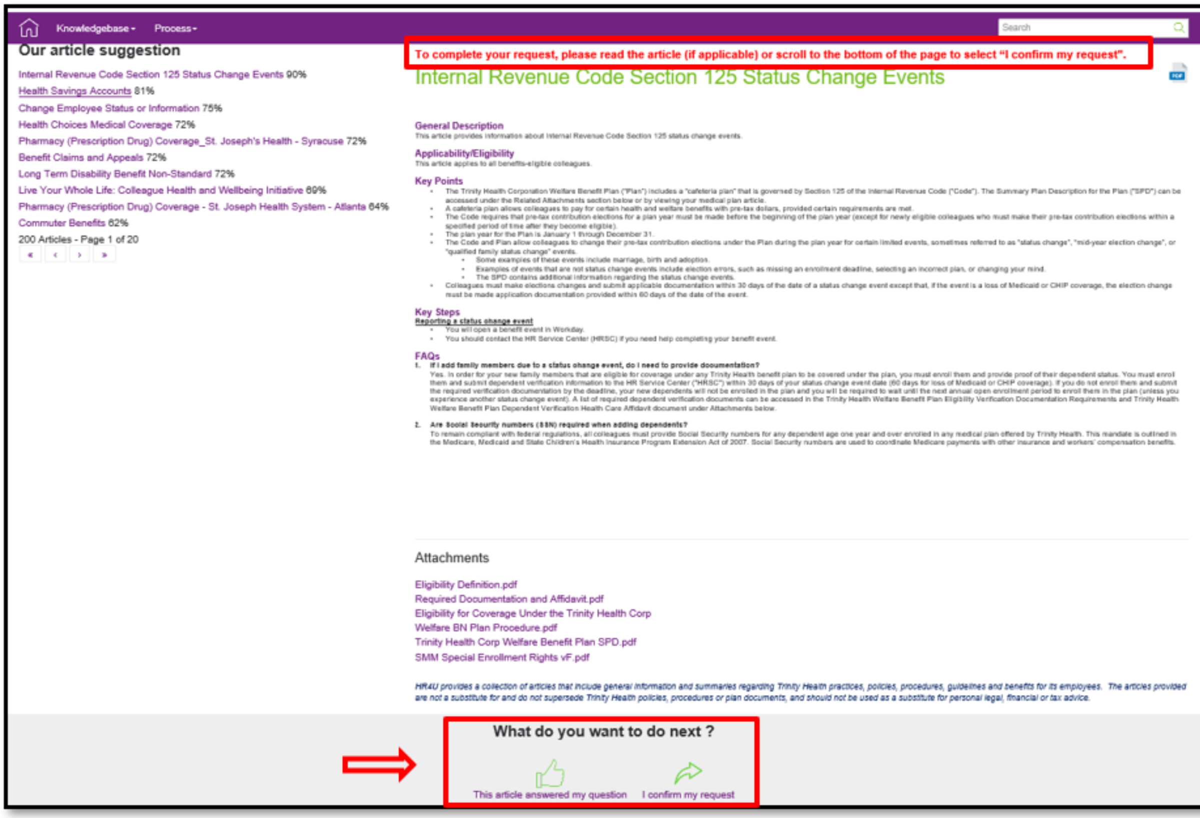
Select **Category**, **Sub-Category**, **Reason** (only applicable with certain categories) enter your **Request**, add any attachments (i.e., supporting documentation) (**Add files**), then click **Continue My Request.**



After you click **Continue My Request** an article suggestion will auto populate.

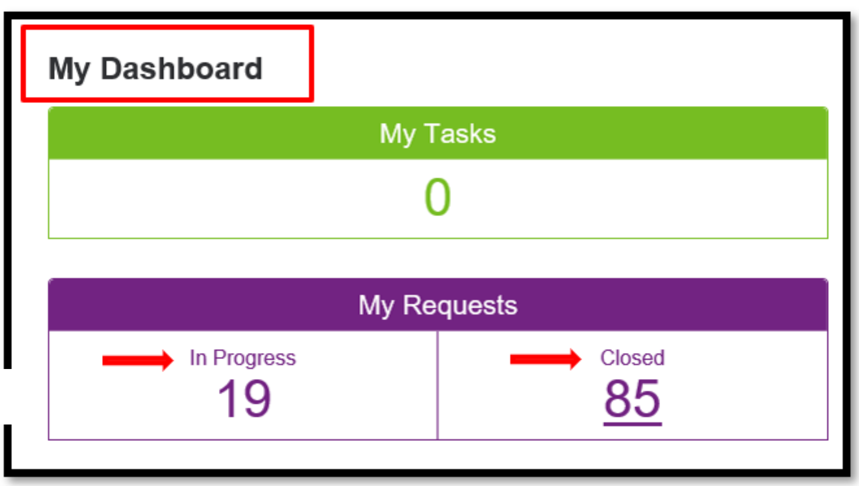
Please read the article and if you still have questions, scroll to the bottom to the section titled, **What do you want to do next?**

- Select **I confirm my request** to submit a request or
- Select **The article answered my question** and you will be routed back to the home page (a case will not be submitted through Ask HR4U).



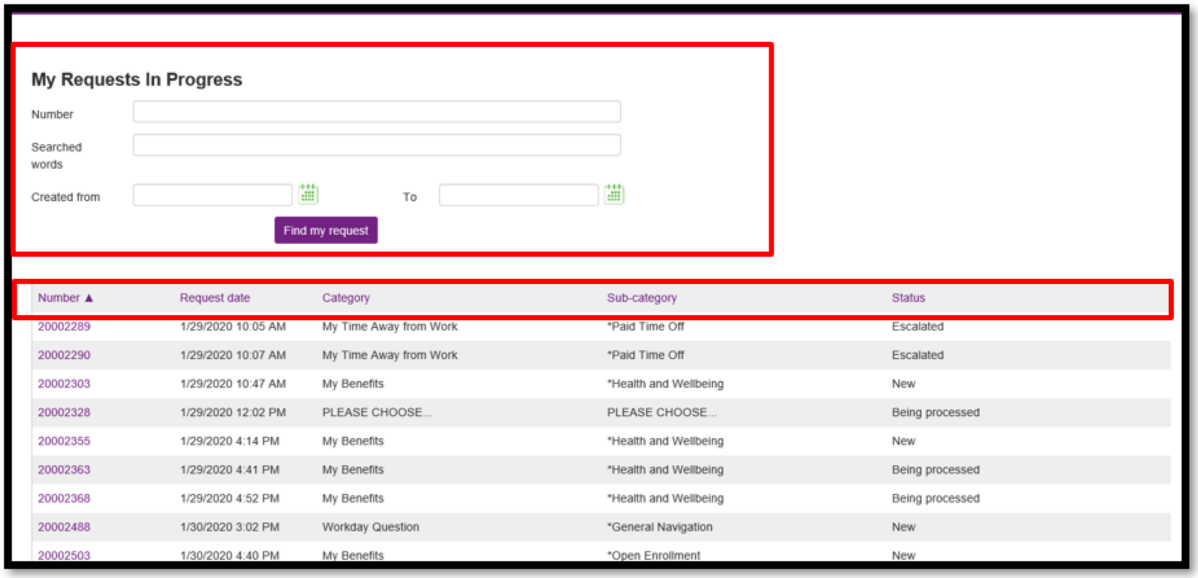
Viewing Your In-Progress and Closed Requests

To view an open or closed request, go to My Dashboard and click on the number directly below **In Progress** or **Closed**.



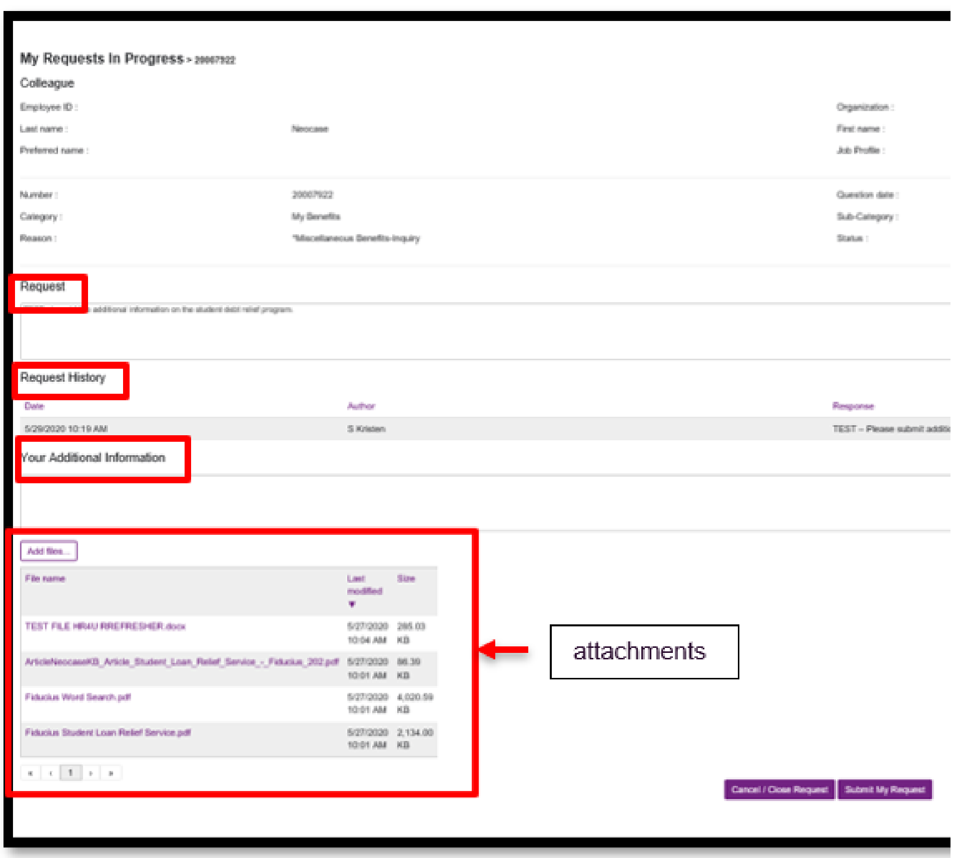
Depending on what you selected – either **In Progress** or **Closed** – you will see all your open or closed requests. You may search by request number, keywords or date range and then select, **Find my request**.

You can also sort by: Number, Request Date, Category, Sub-category or Status.

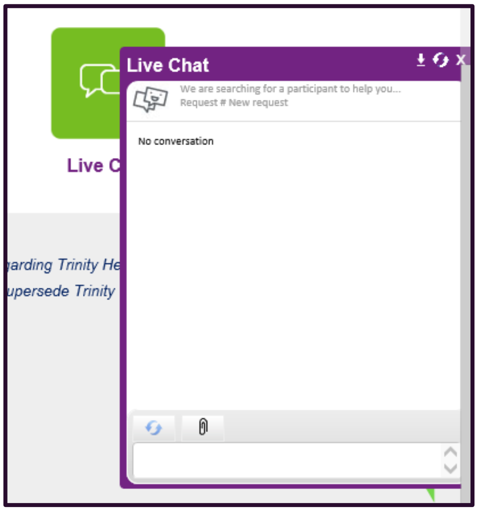


Number ▲	Request date	Category	Sub-category	Status
20002289	1/29/2020 10:05 AM	My Time Away from Work	*Paid Time Off	Escalated
20002290	1/29/2020 10:07 AM	My Time Away from Work	*Paid Time Off	Escalated
20002303	1/29/2020 10:47 AM	My Benefits	*Health and Wellbeing	New
20002328	1/29/2020 12:02 PM	PLEASE CHOOSE...	PLEASE CHOOSE...	Being processed
20002355	1/29/2020 4:14 PM	My Benefits	*Health and Wellbeing	New
20002363	1/29/2020 4:41 PM	My Benefits	*Health and Wellbeing	Being processed
20002368	1/29/2020 4:52 PM	My Benefits	*Health and Wellbeing	Being processed
20002488	1/30/2020 3:02 PM	Workday Question	*General Navigation	New
20002503	1/30/2020 4:40 PM	My Benefits	*Open Enrollment	New

Click on the Number to view the details about your inquiry such as the request, request history, your additional information (if applicable) and any attachments associated with the request. The same categories of information display if you are searching for a Closed request.



Submitting a Request through Live Chat



Click **Live Chat** at the bottom right of the home page to submit a request and start a conversation with the HR Service Center. Note: Live Chat is available Monday – Friday, 7 a.m. – 8 p.m. ET.

A chat window will open in the lower right corner of your screen.

Enter your request in the text field at the bottom of the chat window.

Attach any related documents.

Click enter on your keyboard to send a message.

Note: You will not see any type of indicator on the chat screen that the agent is typing a response to you.