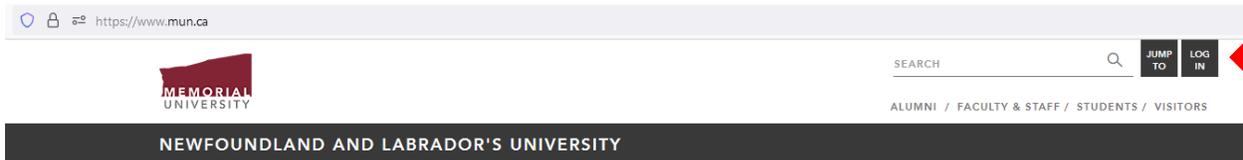


# Employee Instructions and Frequently Asked Questions

## How to Create a Case for Submission to HR

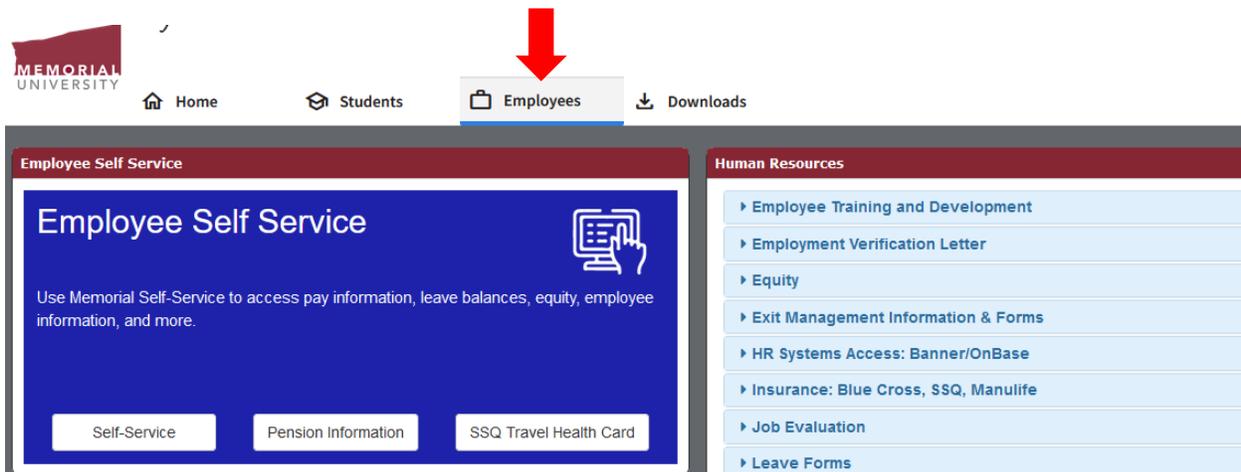
### Step 1

Log into the Employee section of the [my.mun.ca](https://www.mun.ca) portal (this is the same place where you would view or download your pay stubs or T4 information). If you require assistance accessing the portal, contact the [IT Service Desk](#) for assistance.

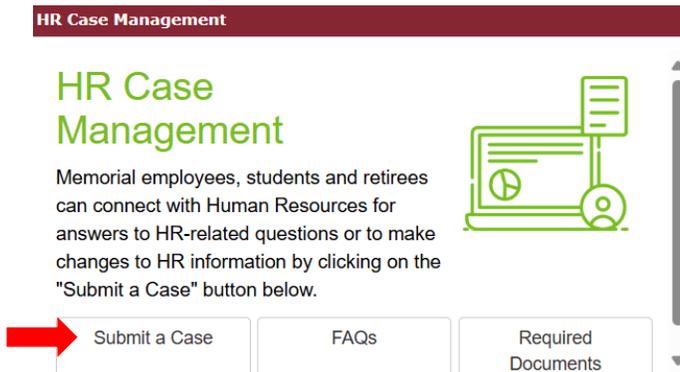


### Step 2

Once you click on the “Employees” tab, you will see the HR Case Management channel; this channel includes links to three options: “Submit a Case”, “FAQs” or “Required Forms” (the forms you may need to include with your request are in the “Human Resources” section of the portal).



When you are ready to submit your case, click the 'Submit a Case' button to be presented with the web form to select your category and subcategory, adding text as needed.



### **Step 3**

Your name, ID, Department, email address and the current date will display on the web form screen. Select the appropriate Request Category; once you've chosen the category, you will be presented with the option to select the applicable subcategory.

#### **Example:**

A screenshot of the "Request Details" web form. The form has a white background and a light gray border. At the top, it says "Request Details". Below that, there is a section titled "Request Category" with a dropdown menu showing "Personal Information". A red arrow points to this dropdown. Below that, there is a section titled "Personal Information Subcategories" with a dropdown menu. A red arrow points to this dropdown. The dropdown menu is open, showing a list of subcategories: "SIN, Study or Work Permit Update", "Personal Information Update", "Prior Service Credit for Leave Entitlement", "Prior Service Credit for Service Recognition", "MCP Update", "NL Permanent Residency Application", and "Other". Below the dropdown, there is a checkbox labeled "I have documents to upload".

### **Step 4**

Depending on the type of request you are submitting, supporting documents may be required (for example, you are submitting an updated work permit; in this case, a copy of the official document must be included with your submission). For these types of requests, ensure you select the box directly below the subcategory "I have documents to upload".

I have documents to upload

You will receive an email confirmation of your case creation. This email will include a link to upload documents for your case, if applicable. Please allow up to 15 minutes for the email to reach your inbox.

**Submit**

**NOTE: If you do not check the box to state you have documents to upload, Human Resources may have determined that a document is required based on the category and subcategory you selected. In this case, you will still receive an automated email with a link to upload supporting documents. Reference the table found here, [Employee Required Documents](#), if you are unsure of which documents must be submitted. If you still are unsure, contact MyHR via [Live Chat](#) (live chat is accessible via the Live Chat icon on the bottom of the [mun.ca/hr/myhr](http://mun.ca/hr/myhr) page.)**

## **Step 5**

You will receive an email from [onbase@mun.ca](mailto:onbase@mun.ca) with the case # (note this number or keep the email for reference), category and subcategory (please allow up to 15 minutes for this email to appear in your inbox). If documents are required, the email will include a link to attach your files.

### **Example:**



Hello,

Case # HR-2025-3 (Benefits - Group Insurance Enrollment) has been created.

You are required to provide documents for this case. Please review the [Required Documents](#) list to determine which are needed and upload using this link <https://app.sharebase.ca/#/folder/56766/share/2-WJUN6CqLPak5LPcl--7qfzrb0nqY>. Any delay in submission of required documents may impact your case resolution time.

Thank you

**Department of Human Resources**  
Memorial University  
Live Chat: Available Monday-Friday [www.mun.ca/hr](http://www.mun.ca/hr)

## **Step 6**

If you wish to inquire on the status of your case or have follow up questions related to your case, contact us using the **Live Chat option**, and quote your case number:

Please note, a transcript of each conversation will be kept for up to 120 days for quality control purposes. To protect your privacy, please do not submit your personal information in the live chat (i.e. Social Insurance Number or date of birth). If this information is necessary to resolve your question, contact us by email at [myhr@mun.ca](mailto:myhr@mun.ca).



Once your case is resolved, you will receive a similar email from [onbase@mun.ca](mailto:onbase@mun.ca) with case resolution details.

## Personal Information Update or Inquiry

### Social Insurance Number (SIN), Study or Work Permit Update

#### **How do I update my personal information (SIN, Study or Work Permit)?**

To update your personal information, please submit a copy of your valid SIN and Study or Work Permit through the web form. If you have applied for an updated SIN or permit, please attach a copy of the application.

### Personal Information Update

#### **How do I change my address?**

You can update your address on the [my.mun.ca](http://my.mun.ca) portal. Once logged in, click on the Employees tab and then click on the Self-Service button. From here you will need to click the Personal Information link to view and or follow the directions provided to change your contact information. You would have provided Human Resources with your T4 address when you were hired. It is important to note that this is a required address type and cannot be deleted. Ensure your T4 address is always up to date. This will ensure timely delivery of important information.

If you are an employee enrolled in the university's Blue Cross plan, submit your change of address through the web form. Be sure to include your old address as well as your new address.

### Prior Service Credit – How do I apply?

#### Credit for Annual Leave entitlement

It is the employee's responsibility to request that prior service be recognized for determining annual vacation entitlement. Employees are required to complete the Recognizing Previous Service for the Determination of Annual Leave Request form (available on the [my.mun.ca](http://my.mun.ca) Employees tab, under the Human Resources section). Include a confirmation of prior service (in writing) from your previous employer(s) as proof of service. For prior service recognition with Memorial University, simply add the start and end dates of your previous employment on the form. If you don't know the exact period, include as much information as possible. You will find the [list of recognized organizations on the bottom of the Leave page on the Department of Human Resources website](#). Submit all documents with your request.

### Medical Care Plan (MCP) Update

#### **How do I get an MCP?**

For information on MCP and applying for a MCP card, please go to [Medical Care Plan \(MCP\) - Health and Community Services \(gov.nl.ca\)](#) and complete the application form [Microsoft Word - 2020-06-18 App for MCP Coverage.doc \(gov.nl.ca\)](#).

#### **How do I update my MCP information with HR?**

To update your MCP information, please submit a copy of your valid MCP to Human Resources through the web form.

### NL Permanent Residency Application

If you require Human Resources to complete a Newfoundland and Labrador Provincial Nominee Program Employment Offer Form, submit the form with your request. If you require further information about the Federal or Provincial Immigration process, send an email to [tmulcahy@mun.ca](mailto:tmulcahy@mun.ca).

### How do I request a workplace accommodation?

You may request a workplace accommodation by completing the Workplace Accommodation request form available under the Human Resources section of the Employees tab on the [my.mun.ca](http://my.mun.ca) portal. For more information about workplace accommodations, please review the university's policy [here](#).

### How do I report a workplace injury?

Please notify your supervisor and the [Office of Environmental Health & Safety](#) by submission of the Accident/Injury Report as soon as possible and no more than 24 hours after the incident. The Office of Environmental Health & Safety will notify Human Resources for processing purposes, where required.

## Ergonomics

### How do I request an ergonomics assessment?

Submit the Request for Ergonomics Assessment form located under the Human Resources section of the Employees tab in the [my.mun.ca](http://my.mun.ca) portal with your request.

## HR Records

### How do I view my personnel file?

Submit your request to review your file through the web form by selecting the category *HR Records* and subcategory *Personnel File Access Request*. A member of the HR Records team will send access details to your @mun.ca email account.

## Pension

### Retirement Notice

Your official notice of retirement, addressed to your unit manager or supervisor, should be submitted at least two weeks prior to the retirement date, or in the time period stated in the applicable collective agreement. It's important to know that we recommend a longer notice period to ensure there is no delay in the processing of your retirement by the Pensions office. When your notice is received, a member of the Pensions team will contact you directly.

### Pension Inquiry or Projection

To access your pension statements, or to access the pension projection tool, click the Pension Information button from the Employees tab on the portal ([my.mun.ca](http://my.mun.ca)), and follow the prompts. You may also review the Human Resources page for detailed [Pension information](#) for Memorial's Pension Plan and things you should know for retirement planning. Annual pension statements can be viewed from your portal account and include information as at December 31 of the previous calendar year. If you still have questions about pension or pension projection, contact [pensions@mun.ca](mailto:pensions@mun.ca).

### I have returned from a Leave of Absence and want to buy back my pensionable service

Using the web form, you may make your request under the *Pension* category and *Pension Buy Back Request* subcategory, please include the dates you were on a leave of absence with your request and a Pensions officer will contact you directly by email as needed.

### I have a pension I would like to transfer to Memorial from a previous employer

If you are currently participating in the Memorial Pension Plan and have prior service with another Registered Canadian pension plan, you must include the Request for Pensionable Service Record form

with your request. The form is located under the Human Resources section of the Employees tab on the [my.mun.ca](http://my.mun.ca) portal. On the web form, use the *Pension* category and *Pension Buyback Request* subcategory.

The only exception would be if the prior service was with the Government of Canada pension plan, these inquiries should be sent directly to [pensions@mun.ca](mailto:pensions@mun.ca). A member of the Pensions team will contact you for further information.

## Benefits

### How do I update my life insurance beneficiaries?

Please complete the Manulife Beneficiary Designation form, found under the Human Resources section of the Employees tab on [my.mun.ca](http://my.mun.ca), and submit through the web form using the *Benefits* category and *Group Insurance or Beneficiary Change* subcategory. Note that the Plan Member Certificate Number refers to your Employee ID. You can view your current beneficiaries in your employee self-service, by clicking on Employee Services, Benefits and Deductions, then Beneficiaries and Dependents.

### How can I modify my benefits enrollment?

Please complete the Blue Cross Change Form, found under the Human Resources section of the Employees tab on [my.mun.ca](http://my.mun.ca), and submit through the web form using the *Benefits* category and *Group Insurance or Beneficiary Change* subcategory. It is important to first review the Employee Benefits Guide (a link to the most current version of this guide is available on the [Group Insurance](#) page of the Human Resources website) for detailed information. Certain changes are required to be actioned within 45 days of a life event; after the 45-day period, more information may be required.

### When am I eligible for benefits?

All permanent, full-time employees are covered from the first day of active employment. Contractual employees whose appointment is at least six months duration and at least 20 hours per week are covered from the first day of active employment. Employees not eligible upon initial appointment because they don't meet the above criteria are covered following a contract extension that extends their employment beyond six months duration with a minimum of 20 hours per week.

### Where do I send my Group Insurance Enrollment forms?

Please submit your Group Insurance Application for New Enrollments form and Manulife Beneficiary Designation form through the web form using the *Benefits* category and *Group Insurance Enrollment* subcategory. If you are a new employee to the university, please ensure you review your Onboarding information for important information on your coverage. If you have not received your Onboarding email, contact Human Resources through the web form, using the category *Benefits* and sub-category *Group Insurance Inquiry*. A MyHR consultant will contact you on receipt of the request.

### I have a question about my group insurance coverage

For general questions, you can reach MyHR through the web form, Live Chat or by calling (709) 864-2434. For more detailed questions regarding your coverage as an individual, please use the web form. Live Chat and the phone line should not be used to discuss personal, sensitive information. Submit a web form for this type of inquiry.

## I have questions about my SSQ Travel Health Insurance

For information on travel health insurance, please view the SSQ travel health insurance brochure available via the related link on the [Group Insurance page](#). Your SSQ Card and the claim forms can be found under the Human Resources section of the Employees tab on [my.mun.ca](#). For more questions, you can submit a request through the web form using the *Benefits* category and *Group Insurance Inquiry* subcategory, or contact us through Live Chat or call (709) 864-2434.

## How do I submit payment for benefits while on leave?

Please refer to the letter you received by email for details and options for submission of payment for benefits while on leave. Your letter provides instructions for setting up Memorial as a 'bill payee' if you want to submit payments via online banking. The vendor name is Memorial University and the account number is your Employee ID.

If you choose to submit payment via online banking, both Human Resources and the Cashiers office MUST be notified each time you submit a payment, by emailing both [myhr@mun.ca](#) and [cashiers@mun.ca](#) (include your name and Employee ID in your email).

## How do I submit a claim for Blue Cross reimbursement?

Medavie Blue Cross provides various options for cardholders to submit a claim. Claims can be made both electronically and in paper form.

### *Mobile App* (Android and Apple devices):

Through the app you can submit a claim (for plan members with access to the Group plan members website), view past claims, browse your coverage, find a health professional, save your favorites and access an electronic version of your ID card.

### *E-Claims*

The Medavie Blue Cross E-Claims system is easy to use. If you can take a digital photo, you can submit your health and dental claims through their secure plan member site ([www.medaviebc.ca](#)) and select the option for Plan Members in the upper right-hand corner.

### *Mailing and in-person claims information*

If you wish to submit a claim in person or mail a paper copy of your claim to Medavie Blue Cross, please visit their [website](#) for hours of operation and quick pay locations/addresses.

## Payroll Inquiry or Request

### Record Of Employment (ROE)

#### **How do I request an ROE?**

To request a ROE, please access the web form using the *Payroll* category and *ROE* subcategory. Please provide the date of your last day worked and the name of the department in which you worked. Once requested, your ROE will be generated in approximately one week and forwarded to Service Canada. You will be able to access your ROE by logging into the Service Canada [website](#).

### Tax Slip Inquiry

#### **How do I access my T4/T4A? How can I request a copy be sent to me?**

Your T4 is available to you on the [my.mun.ca](#) portal under the Employee Services tab, then clicking on the Employee Self-Service button, then Employee Services. Click the Tax Forms link to view and or print a copy of your T4. For a more detailed description of how to access your T4/T4A, go [here](#). If you are

unable to access your T4/T4A on your [my.mun.ca](http://my.mun.ca), submit your request using the web form by selecting the *Payroll* category and *Tax Slip Inquiry* subcategory. Provide confirmation of your current mailing address.

### TD1/Additional Tax Deduction Form

#### **How can I have extra taxes taken from my pay?**

To have extra taxes deducted from your biweekly pay (monthly pay for retirees), please complete the TD1 Federal form and indicate the total amount you wish deducted each pay in the box for *Additional Tax to be deducted* on page 2 of the TD1. You can access the TD1 on the [CRA website](http://CRA website). Attach the completed form to your web form request using the *Payroll* category and *TD1/Additional Tax Deduction form* subcategory.

### Direct Deposit Update

#### **How do I set up/change my banking information?**

To set up or change your banking information, please download a payroll deposit form from your online banking or visit your bank to get a printout of your account information. Attach your banking information to your web form request using the *Payroll* category and *Direct Deposit Forms* subcategory.

### Payroll Inquiry

For all other payroll requests, using the web form, choose the *Payroll* category and *Other* subcategory and then use the comments area to provide your specific request. Please add as much detail as possible regarding your inquiry (for example, are you asking about your pay or a particular deduction; is it regarding your step; or when will you get paid, etc.)

## Training and Development

#### **How do I avail of financial assistance for academic credit courses through Memorial University?**

Approval for financial assistance for credit courses must be obtained prior to the semester start date (as outlined in Memorial's academic calendar) for which assistance is requested. To obtain approval, the *Application for Financial Assistance for Memorial University Credit Course* form must be completed and submitted through the web form using the *Training and Development* category and *MUN Course Credit Request* subcategory (this form is available in the HR forms section of the [my.mun.ca](http://my.mun.ca) portal under the Employees tab). The form must be approved and signed by your department head before being sent to Human Resources. Once an application is approved, you will be notified by notice of case closure. Upon case closure, the Cashiers office (Financial Services) will receive the form to process the credit on your student account. This may take a few weeks; contact [cashiers@mun.ca](mailto:cashiers@mun.ca) to follow-up if needed. Please view the [Academic Credit Courses page](#) for more information.

#### **How do I apply for CUPE Professional Development funding?**

If you are a CUPE member, you can find important information on the process and related forms to apply for funding [here](#). Once you have completed your application (this application is available on the employee portal), you can submit it on the web form using the *Training and Development* category and *CUPE Professional Development Fund* subcategory.

## Job Evaluation

### How do I request a job reclassification?

You may submit a request by attaching a completed Job Fact Sheet and your unit's organizational chart with all required signatures to the web form. Choose the *Job Evaluation* category and *Reclassification Request* subcategory. For more information regarding job evaluation and reclassification requests including the Job Fact Sheet form, visit our webpage [here](#).

### I would like to submit an appeal of my job evaluation results

To request an appeal of your classification result, please complete the Request for Appeal of Job Evaluation Review Results form, under the Human Resources section of the Employees tab on the [my.mun.ca](#) portal (must be submitted within 10 days of notification of results). Using the web form, choose *Job Evaluation* category then the *Appeal Request* subcategory and attach the appeal form once requested.

## Leave

### Leave of Absence (without Pay)

#### How do I make my request?

For information on Leave without Pay, please see the university's [Leave Administration policy](#) to determine your eligibility. You must first have the approval of your manager or supervisor for the period of leave requested. If the period of leave is for more than 30 calendar days, the Leave without Pay request form is required as part of your submitted request and must include unit approval signature.

#### IMPORTANT INFORMATION TO BE AWARE OF:

For requested periods of leave equaling 30 days or less (an approval in writing from the unit must accompany your request), you are required to maintain enrollment in the benefits and pension plans. Qualified leave requests for more than 30 days, mean you are entitled to options with respect to enrollment in the plans. You may also review the [Leave Without Pay Procedure](#) for additional details.

## Leave Inquiry

### Long Term Disability

#### How much sick leave are short-term contractual employees entitled to?

Individuals employed for a period of less than six months or working less than 20 hours per week and therefore not eligible for the Long-Term Disability benefit, may be eligible for up to a maximum of 10 working days per fiscal year, pro-rated based on the number of hours worked per year.

#### How much sick leave am I entitled to if I contribute to the Long-Term Disability Plan (LTD)?

Eligibility for the LTD benefit is outlined in the [Leave Administration](#) policy. There is a short-term qualifying period of up to 60 calendar days, after which you may be eligible to apply for long-term disability benefits under the policy. Please consult the policy for details.

### Over the age of 65

Employees over the age of 65 are not eligible for the Long-Term Disability benefit. In accordance with university policy, these employees are eligible for up to a maximum of 10 working days per year, pro-rated based on the number of hours worked.