

How to Create a Case for Submission to HR

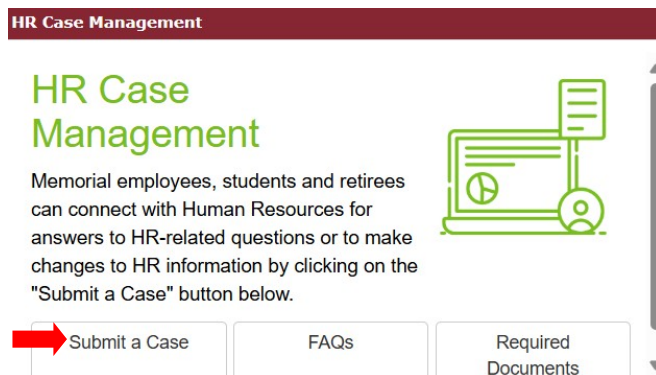
Step 1

Log into my.mun.ca/employee. If you require assistance logging in, contact the [IT Service Desk](#) for assistance.

Step 2

Once logged in, 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:

Request Details

Request Category

Personal Information

Personal Information 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
Other

☐ I have documents to upload

Two red arrows point to the dropdown menus in the example form. One arrow points to the 'Request Category' dropdown, which is currently set to 'Personal Information'. The other arrow points to the 'Personal Information Subcategories' dropdown, which is open and shows a list of options: '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'.

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 page.)

Step 5

You will receive an email from 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-7qfzrb0ngY>. 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

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.



Once your case is resolved, you will receive a similar email from onbase@mun.ca with case resolution details.