

### HR QUESTIONS

#### I have an inquiry about HR services. Where can I find information?

1. The **HRM Customer Service Center** (CSC) is a fantastic resource and a great place to start for all of your HR-related questions. The CSC can be reached at **617-373-2230** or by emailing **[HRMInfo@neu.edu](mailto:HRMInfo@neu.edu)**. When you contact the CSC, you can expect to receive the information you need quickly -or- be routed to the best available resource to meet your needs. Please contact the CSC for quick and convenient assistance on matters pertaining to HRM Services, payroll, benefits, New Hire Orientation, etc.
2. **The HRM website ([www.northeastern.edu/hrm](http://www.northeastern.edu/hrm))** is a comprehensive 24x7 resource which provides information of the areas of \*Career opportunities, \*Benefits, \*New Hire Orientation, \*Healthy You, and \*additional resources and forms for managers.
3. **Your HR Consultant** can assist in interpreting policies and practices as well as provide strategic guidance to help you meet your hiring needs, restructure your unit, and build successful employer-employee relationships. Your HR Consultant can also direct you to additional skilled HR specialists as needed, and will ensure that any management actions are in compliance with University policies, as well as applicable state and federal employment and labor laws.

### *Looking for more specific information?*

#### BENEFITS

##### Where can I learn about my available benefits?

- An overview, as well as specific information can be found at on the HRM webpage at: <http://www.northeastern.edu/hrm/benefits/>. Benefit details are easy to navigate using topic headings located on the left-hand side of the page. Can't find the specific answer online?
- The HRM Customer Service Center at 617-373-2230 is here to help! Call us with your specific question. We usually have the answer, but if we don't, we will connect you with the appropriate resource quickly and efficiently.
- As a new member of the Northeastern community, you are expected to attend New Hire Orientation. An overview of benefits is discussed during this program. More information on New Hire Orientation and upcoming dates can be found at: <http://www.northeastern.edu/hrm/orientation>
- As an additional resource, a contact list with individuals specializing in each benefit can be found at: [http://www.northeastern.edu/hrm/pdfs/hrm-contacts/HRMcontact\\_list.pdf](http://www.northeastern.edu/hrm/pdfs/hrm-contacts/HRMcontact_list.pdf).

## HR SYSTEMS

### How do I gain access to HR systems?

- Whether you know exactly what access you need or know that you need specific data but are not certain where to find it, your key contact (identified in your offer letter) can help you identify what you need, where to find it, and complete the necessary forms.

### I cannot see \_\_\_\_\_ on the MyNEU page?

- The HRM Customer Service Center can guide you through navigating the HR sections of MyNEU and help you determine if there is a technical issue or a missing link. If an issue is discovered, the CSC may redirect you to the ITS HelpDesk which is available by web, email, or phone (617.373.HELP).

### The network (internet) is slow. Can HRM help?

- Your best contact for this type of issue is the ITS Service Desk. Be sure to check if it is just your PC or if there are others around you who also are experiencing the same slowness.

## PAYROLL AND PERSONAL INFORMATION

### I have questions about my paycheck.

### Where can I view or print it?

### What are these deductions? When does it get deposited in my back account?

### I saw \_\_\_\_ on my pay stub, what is that?

### I just moved; how do I change my address?

### I need to update my emergency contact person, or edit other personal information.

### I have questions about the taxes on my pay statement.

- The Customer Service Center is here to help with all of these questions! Please call at **617-373-2230** or email [HRMInfo@neu.edu](mailto:HRMInfo@neu.edu).

## TRAINING

### Where is \_\_\_\_\_ training being held? E.g. Performance Management, Leadership Development Program, Leadership Modules, Staff Development Workshops, etc.

- The HRM Customer Service center is happy to help. Please call at **617-373-2230** or email [HRMInfo@neu.edu](mailto:HRMInfo@neu.edu).

### What kinds of training can I get for me or my employees?

- As an additional resource, a contact list for the department is published and can be found at: [http://www.northeastern.edu/hrm/pdfs/hrm-contacts/HRMcontact\\_list.pdf](http://www.northeastern.edu/hrm/pdfs/hrm-contacts/HRMcontact_list.pdf). Please contact one of the Learning, Training, & Development staff members.

## OTHER FAQ'S

### Does Northeastern have a policy regarding \_\_\_\_\_?

- A directory of university policies by subject, including an appropriate contact person, can be found at: <http://www.northeastern.edu/policies/>