

# New Colleague Frequently Asked Questions



## 1. Where do I get my schedule?

- a. Your Supervisor should send it to you the Thursday before your orientation day. If you do not receive it then, reach out to your supervisor the Friday before your orientation day.

## 2. How do I enroll in benefits?

- a. Your benefits event will be sitting in your inbox in Workday. Refer to the [New Hire Portal](#) for the benefit information. Remember, you have 30 days from your first day of work to enroll in benefits.

## 3. Where do I send my dependent documentation?

- a. You can submit by creating a case in the [HR4U Colleague Portal](#) or fax them to (312) 957-2567. Make sure you add your name and employee ID number to your email or fax.

## 4. How do I add or change my Direct Deposit information?

- a. You can view and change your direct deposit information through Workday. You will use the Pay app on the main screen. You will go under View All Apps>Pay>Payment Elections. Remember, you can only update your direct deposit information from a Mount Carmel computer.
- b. Payroll's contact is (614) 546-4343.

## 5. Where do I get my employee health records?

- a. You can get all of this information for Employee Health. Each of the sites has their own. You can get the phone number for your site from @MC > Safety & Security > Colleague Safety

## 6. How do I update my personal information?

- a. You will update your personal information in Workday. You will go to the Personal Information by going to View All Apps>Personal Information. Click on the option you are trying to update under the 'Change' section.

## 7. I am having computer/access issues. Who can help me?

- a. You will need to call Information Resources (IR), at (614) 234-8700. This includes Workday login issues.

## 8. What if I have a question about Mount Carmel Policies?

- a. First you will look up the policies on @MC. They will be under HR>HR Policies. If you have further questions, you will reach out to your site's HR Business Partner or Colleague Relations Partner.

## 9. How do I find someone's phone number within the Mount Carmel System?

- a. @MC has a directory you can use to search for phone numbers. Click on the address book icon on the right hand side of the main page. From there you can perform the search. You can also check the contact sheet from your booklet.

## 10. How do I access Mount Carmel information from home?

- a. The Network Login Reference Guide has some at-home links on the right hand side of the page. You can access our benefit information at [MyBenefits](#) and the PerkSpot information [here](#).