



HR4U Colleague Portal

Your first point of contact for HR-related questions

Overview

Have a question about your benefits or another HR-related topic? Beginning April 6, you will have a quick and easy way to get answers.

The new HR4U colleague portal is a secure online tool that allows colleagues and managers across Trinity Health's national system to search for information and get answers to commonly asked questions about work-life topics such as benefits, pay, career development, retirement and more. You can also open an inquiry with Human Resources (HR) right from the platform and track the status of your request. And you can chat live with an HR representative Monday – Friday, 7 a.m. – 8 p.m. ET.

Each article in the HR4U knowledgebase is designed to deliver answers to commonly asked questions and, as appropriate, guide you through next steps. For example, you can search for how to add a new baby to your medical coverage. HR4U provides information about eligibility for coverage and describes the steps you need to follow to add your baby to your plan.

You'll be able to access HR4U from your ZENworks window when you're logged into the Trinity Health network. It will also be available 24/7 from anywhere you have an internet connection, making it convenient to get answers to your questions, even when you're not at work.

Frequently Asked Questions

1. What is HR4U?

HR4U is Trinity Health's new Human Resources (HR) colleague portal, knowledgebase and customer relationship management (CRM) system. Effective April 6, 2020, it will be the first point of contact for colleagues and managers who have questions about HR-related topics.

Through the HR4U portal you will be able to:

- 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

HR4U is available 24/7, making it convenient to get answers to questions, even when you're not at work.

2. Why is Trinity Health implementing the HR4U portal?

As Trinity Health continues to grow nationally, it's important that our diverse ministries operate as one organization to help steward resources and ensure a consistent colleague experience. OneHR is a model that our HR leaders have developed to increase the level of service and performance to our colleagues, managers and other key stakeholders.

Foundational to OneHR is the implementation of the growing HR Service Center (HRSC), currently serving 72,000 colleagues across Trinity Health's national system, and the new HR4U portal. HR4U is available 24/7 and will make it easy for colleagues and managers to find much of the HR information they need online, at their convenience.

3. Does HR4U replace Workday and/or Kronos? What about the MyBenefits website and any HR pages on our ministry intranet?

No, HR4U does not replace Workday, our HR and payroll system, or Kronos, our timekeeping system. You will still use Workday for key transactions such as updating your personal information and withholding elections, viewing your payslip, and adding a dependent to your medical coverage. And you'll continue to track your time and attendance in Kronos.

HR4U is an information portal that includes a knowledgebase with dozens of articles on key work-life topics, including much of the benefits-related content that is currently posted to the [MyBenefits](#) website.

Most of the content in HR4U is applicable to colleagues across Trinity Health, regardless of where they are located. As a result, HR4U will likely replace much of the HR-related content on local ministry intranet sites. However, some ministries may choose to maintain HR pages on their local intranet sites in order to share content specific to their location, such as information about flu shots, blood drives, well-being events, etc.

4. When will HR4U go live? Will all Trinity Health ministries go live at the same time?

HR4U will be implemented in stages. Ministries that are currently served by the HR Service Center will go live with HR4U on April 6, 2020. All other ministries will go live with HR4U later this calendar year, at the same time they go live with the HR Service Center.

5. What will I be able to see/do in HR4U?

You will be able to search a rich knowledgebase with information on dozens of work-life topics, such as benefits, pay, career development, retirement and more. Each article in the HR4U knowledgebase is designed to deliver answers to commonly asked questions and, as appropriate, guide you through next steps. For example, you can search for how to add a new baby to your medical coverage. The HR4U knowledgebase article provides information about eligibility for coverage and describes the steps you need to follow in Workday to add your baby. HR4U is available 24/7, making it convenient to get answers on *your* schedule. You can also open a request for HR assistance and track the status of your inquiry. And you can chat real-time with an HR representative, Monday – Friday, 7 a.m. – 8 p.m. ET.

6. Will I need to complete any training prior to using HR4U?

HR4U is very intuitive and easy to navigate. No formal training is required, but job aids will be available.

7. Will I be able to access HR4U from multiple devices, such as my PC, tablet, smartphone?

Yes! 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'll be able to access HR4U from your ZENWorks window or from a link on the [Pulse intranet home page and @MC](#). Simply enter the same user name and password you use to log in to the Trinity Health network. You'll also be able to access HR4U on your smartphone or tablet by entering the URL into your web browser.