Contacting the HR Solutions Center

When should I use the phone? (734-647-5538)

1. Policy related questions
2. Urgent cases
3. Quick questions not covered on the HRSC web site

When should I submit a Web Form?

1. For non-urgent cases
2. When supporting documentation is required
3. When submitting a request outside of normal business hours
4. When submitting most Compensation or FMLA/LOA cases

HR Solutions Center Purpose Statement:
- To provide impactful Human Resources expertise and solutions through friendly, reliable and timely services.
Tips & Tricks – General Information

1. Visit the HRSC Web Site for: (http://www.med.umich.edu/umhshr/supervisor/hrsc.html)
   1. Standard Forms
   2. Transactions & Categories
   3. Frequently Asked Questions (FAQ)

2. Initiator – The person making the request. All contact from the HRSC (phone calls, emails) goes through the initiator

3. Customer – The person that the case is about. The customer will not be contacted by the HRSC.

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Tips & Tricks – Web Form

1. Press Enter! - After inputting your uniqname, press enter to fill in the remaining fields!

2. Phone # Format – Make sure to use “-” in between your numbers to avoid errors (XXX-XXX-XXXX)

3. Standard Templates – Referencing standard templates before creating a case will help you gather the necessary information ahead of time.

4. Access Problems? – You can access the web form directly from our web site here. (http://www.med.umich.edu/umhshr/supervisor/hrsc.html)

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