

Check the Status of Your HR Inquiry – Detailed Job Aid

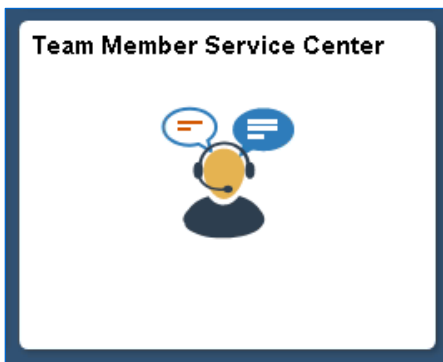
Procedure

Follow these steps to check the status of your inquiry to Human Resources or Payroll:

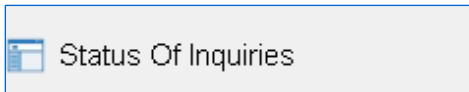
1. Access the **MyWay** system as follows:
 - a. Go to **The Exchange** at <http://www.hmhn.org>.
 - b. At the top right of the page, click the **MyWay** link.
 - c. Click the **Sign In** tile.
 - d. Enter your User ID and password and click the **Sign In** button.



2. After you sign in, verify the header says **MyWay**. If it does not, click the header dropdown arrow and select **MyWay**.



3. Click the **Team Member Service Center** tile.



4. Click the **Status of Inquiries** tab from the left column.

| Team Member Support Status | | | | | | |
|----------------------------|--------|----------|----------|-----------------|-------------------|---|
| Eloisa Elizabeth Creative | | | | | | |
| Date Opened | Case # | Category | Type | Status | Resolution | |
| 1 07/30/2018 | 98193 | Benefits | Wellness | Closed/Resolved | Addressed Your Is | Find [icon] [icon] First [down arrow] |
| 2 05/01/2018 | 92470 | Benefits | Wellness | Closed/Resolved | Addressed Your Is | |
| 3 05/01/2018 | 92466 | Benefits | Wellness | Closed/Resolved | Addressed Your Is | |

5. View your inquiries. The **Status** indicates whether an inquiry is open, pending, or closed.

Questions?

If you have any questions, please contact Team Member Support Services through one of the following: **1)** submit an inquiry by clicking the **Team Member Service Center** tile from the **MyWay home page** and completing the Inquiry page presented; **2)** call 551-996-2877.