



## MyHSN Service Support Catalogue

1. Check the **MyHSN instructional manuals** and/or the **MyHSN Quick Reference Guide** available on the HSN Hub > MyHSN Page for step-by-step instructions on how to use MyHSN systems and tools.
2. Refer back to the MyHSN training available for managers, schedulers, timekeepers, and employees.
3. Reach out to your supervisor or Change Agent for help! One of your colleagues may know the answer and can show you.
4. Contact the department directly for help. Use the catalogue below to identify which MyHSN system and service/tool you are seeking help with. Reach out to the department listed in the contact column.

MyHSN System	Service or Tool	Contact	4800 Ext:
MyHSN	All	Phone extension #4800	
MyEmployee Services	Hazards, Incidents, Accidents	Occ Health: <a href="mailto:occhealth@hsnsudbury.ca">occhealth@hsnsudbury.ca</a>	Coming July 13
MyEmployee Services	Disability, Grievance management	HR: <a href="mailto:HRInquiries@HSNsudbury.ca">HRInquiries@HSNsudbury.ca</a>	1
MyEmployee Central	Compensation & Benefits	Compensation: <a href="mailto:compensation@hsnsudbury.ca">compensation@hsnsudbury.ca</a> Benefits: <a href="mailto:benefits@hsnsudbury.ca">benefits@hsnsudbury.ca</a>	1
MyEmployee Central	Profile, Org Chart, Jobs	HR: <a href="mailto:HRInquiries@HSNsudbury.ca">HRInquiries@HSNsudbury.ca</a>	1
MyEmployee Central	Payments, Deduction Inquiries, Record of employment requests	Payroll: <a href="mailto:Payroll-inquiries@HSNsudbury.ca">Payroll-inquiries@HSNsudbury.ca</a>	2
MySchedules	Timecard, Time Off, Shift Swap, Callouts	Scheduling Team: <a href="mailto:MySchedulesInquiries@HSNSudbury.ca">MySchedulesInquiries@HSNSudbury.ca</a>	
MyLearning	Courses, Classes, Education, Training	Leadership and Learning: <a href="mailto:LeadershipandLearning@HSNSudbury.ca">LeadershipandLearning@HSNSudbury.ca</a>	Coming July 13
Physical Time Clocks	Time Clocks (wall-mounted device)	IT Service Desk: <a href="mailto:servicedesk@hsnsudbury.ca">servicedesk@hsnsudbury.ca</a>	5
Sign in help	HSN Username, Password, Multi-Factor Authentication (MFA)	IT Service Desk: <a href="mailto:servicedesk@hsnsudbury.ca">servicedesk@hsnsudbury.ca</a>	5