



# Human Resources

## HR Technology Requests - Troubleshooting Issues

Emory's HR Technology team is dedicated to enhancing the efficiency and effectiveness of our Human Resources functions through innovative technology solutions.

### Human Resources Access Request

- [Data Access Request](#)
  - Only to request HRWEB roles, access to departments/divisions
- [ERS Request](#)
  - Only to request access to Emory Recruiting System (iCIMS)
- [Student Hire Functions](#)
  - Only to request the function to hire students

### Supplemental Pay Request

- Email [payroll@emory.edu](mailto:payroll@emory.edu)

### Report Request

- [HR Reports Request](#)
  - Request Emory University and Emory Healthcare HR data reports

### Brainer - Learning Management System

### Bullseye - Performance Management System

- Email [tmhelp@emory.edu](mailto:tmhelp@emory.edu)

### All Other HR Technology Requests - Troubleshooting Issues

- Email [RequestHRTS@emory.edu](mailto:RequestHRTS@emory.edu)
  - In the subject line, list the System/Application:
    - Electronic Human Resources Action Form (eHRAF)
    - Emory Recruiting System (iCIMS)
    - Emory Timecard Adjustment System (ETAS)
    - Exempt Leave Tracking (ELT)
    - Exit Checkout Tool
    - FMLA Requests
    - HR Dashboards
    - PeopleSoft - HR (HRWEB, Self Service)
    - Orientation
    - Suggestions and Ideas!
    - Tuition Reimbursement
  - In the body of the email, provide as many details as possible and attach screenshots/images if applicable

\*Note - RequestHRTS@emory.edu is an inbound email rule address connected to ServiceNow. Once you have emailed a request, if you need to follow up or need immediate assistance contact the Help Desk at 404-727-7777. Do not follow up by sending additional emails to RequestHRTS@emory.edu as this will create new tickets.