

Frequently Ask Questions on the HR portal

ACCESSIBILITY

How can I access the HR portal?

There are three ways you can visit the HR portal:

- Directly at [Caregiver.eHR.com](https://www.caregiver.ehr.com)
- On the HR portal tab on [staffhub](#)
- On the HR portal icon on the [Okta](#) landing page.

How do I sign in to the HR portal?

You can visit [Caregiver.eHR.com](https://www.caregiver.ehr.com) and click on your employer's logo. If you're logged onto the system at work or accessing the HR portal from home, you can sign in to the HR portal by single sign on using your network log-in credentials.

Can I access it on my smartphone or a computer at home?

Yes! The HR portal can be accessed from anywhere at any time. You can visit [Caregiver.eHR.com](https://www.caregiver.ehr.com), click on your employer's logo, and log in with your network log-in credentials.

What if I need help navigating or accessing the HR portal?

Please contact the HR Service Center at (855) 200-6947 for help accessing the HR portal.

How does my benefited spouse or adult benefits recipient access the HR portal's guest access feature?

Family members may access the guest access feature by visiting [Caregiver.eHR.com](https://www.caregiver.ehr.com) and clicking your employer's logo. In this case they would either click "St. Joseph Health" or "Covenant Health." The guest feature allows them access very high-level information about benefits that organization offers.

Is the HR portal available in Spanish or other languages?

Not at this time.

ABOUT THE ENHANCEMENTS LAUNCHING APRIL 30, 2018

What is changing on April 30?

Currently, HR information like benefits overviews, policies and forms, leaves of absence, and career and development information live in a variety of locations on staffhub and elsewhere. The HR portal will now be your one-stop resource to access all this information and more.

How will I access an HR policy or HR form now?

The links you have been using on the Quicklinks page of [staffhub](#) to access HR policies will be updated to redirect to the HR portal. You can also visit the HR portal directly at [Caregiver.eHR.com](https://www.caregiver.ehr.com) or by clicking the HR portal tab on staffhub or on the Okta landing page. You will find relevant HR policies and forms under the "Resources" tab on the HR portal.

Are non-HR policies like clinical policies or compliance policies moving too?

No, all non-HR policies will remain in their current storage location.

Do I only see the benefits and resources that I'm eligible for?

Yes, using the HR portal will improve how you access your HR information. You will only see HR policies from your

ministry and the benefits and other HR resources available to you. Additionally, you will be able to access a summary of your benefits and elected coverage for the year.

RELATION TO OTHER HR TOOLS:

What is the difference between the HR portal and WorkdayHR?

WorkdayHR is where you will continue to view your payslips and view or update your direct deposit information. WorkdayHR will continue to be where you update your federal and state tax withholdings and view your tax documents, like your W-2. The HR portal is where you view information on benefits like retirement, medical and dental coverage, life insurance and leave of absence. The HR portal also houses your payroll calendar, general tax information, HR policies and forms, along with career and development opportunities like tuition reimbursement and internal job openings.

Is the HR portal replacing Kronos?

No, you will continue to use Kronos to keep track of hours worked and log paid time off.

I see there is an AskHR button at the top of the HR portal. Is this how I ask HR-related questions now?

Yes, you can use the AskHR button on the HR portal or call (855) 200-6947 to ask HR questions. You can also continue using the AskHR@stjoe.org email address for now.

Do I use the HR portal to post job announcements?

No, you will continue to utilize Taleo to post job announcements and manage your candidates' talent acquisition journey. Caregivers may visit the "Career and Development" tab on the HR portal to view internal job opportunities by clicking "View job openings." The link will take them to the career site.

FOR CORE LEADERS:

What information will live on Core Leader Central and how do I access it?

Core Leader Central will house resources to help you make the best caregiver experience for your team(s). This section will continue to grow as we add more content. You will access Core Leader Central under the "Resources" tab.

If I manage a caregiver at a different ministry can I access the HR policies for that ministry?

Yes! Core leaders will be able to view all HR policies for all ministries in the Providence St. Joseph Health family of organizations.

When I have a new hire starting in their position, will they be granted guest access to the HR portal to see what is available to them?

Both job candidates and new hires may access the guest access feature by visiting Caregiver.eHR.com at clicking their prospective employer. In this case they would either click "St. Joseph Health" or "Covenant Health." They will see high-level information about the benefits and resources offered to caregivers by the organization.