HCM Frequently Asked Questions

Q: I am a current, active employee of the HSC and don’t have a UTHSCSA network account. How will I get my UTHSCSA network username and password?
A: Existing university employees who currently do not have UTHSCSA network account will receive them at the beginning of July when HCM goes live from the Departmental Administrator.

Q: I am a newly hired employee, how will I get my UTHSCSA network username and password?
A: For access to the new Employee Self-Service, all newly hired university employees will receive user account and password information in the New Employment packet provided on the first day of employment from the Office of Human Resources.

Q: I am a Front Office Departmental user of HRMS7.5, how do I get additional information on the training that will be provided on the new HCM system?
A: Check the Knowledge Centre Website for course availability and dates. Your Departmental ACE determines those who may register for these courses.

Q: Am I a Front Office Departmental User?
A: HCM Departmental Front Office users are those who are currently responsible for the daily HR personnel transactions for an HSC department(s).

Q: I cannot see the course I need to sign-up for in the Knowledge Centre. What do I do?
A: The HCM Front Office Departmental Course is only intended for those designated by the ACE. Please contact your Departmental ACE to confirm you should attend this course. Then if needed, contact DCATS for assistance with registration through the Knowledge Centre Website.

Q: How long is the HCM Front Office Departmental Courses?
A: The HCM Front Office Departmental Course is scheduled to run approximately 4 hours.

Q: Will more courses be offered by DCATS after July 5, 2008?
A: Yes, HCM course offerings will be offered monthly for all new HCM users and those needing review of the material.

Q: What does “hands-on” course mean?
A: An HCM “Hands-on “ course is a course that allows the attendees the opportunity to process real life scenarios used to complete HCM personnel transactions during training using a computer.

Q: Who is my ACE?
A: Please visit the DCATS website for ACE contact information.