

United Nations  Nations Unies  
INTEROFFICE MEMORANDUM MEMORANDUM INTERIEUR

TO: All Executive Officers at Headquarters  
A: All Heads of Administration in Overseas Duty Stations

DATE: 16 June 2008

FROM: Ms. Sandra Haji-Ahmed, Director  
DE: Operational Services Division

REFERENCE:

SUBJECT: **My HR Online for HR Systems Support**  
OBJET:

1. In order to streamline the support of Human Resources applications, and provide you with better service, OHRM is introducing an expanded and upgraded My HR Online system. This system allows end users of HR applications to create their own cases for automatic routing to the appropriate team within HR Systems Support for action. The applications that will be serviced by this new system include: Galaxy, IMIS, Index Number, eRequest, eFactsheet, and eP84.
2. Effective 23 June 2008, all HR Systems Support requests must be registered via the My HR Online System. The My HR Online system allows users to monitor the activity on their registered cases and includes integrated e-mail capabilities to automatically provide updates to appropriate parties. This will assist the HRITS Help Desk to prioritize your requests and assist you in a prompt and more efficient manner. Any requests made outside of My HR Online will be redirected to My HR Online.
3. To access the system go to [myhronline.un.org](http://myhronline.un.org).
4. To assist you in the use of this new system, information sessions will be held later this week and a quick reference guide will be provided to all users.
5. For support with registration issues for My HR Online, send an e-mail to [hrhelpdesk@un.org](mailto:hrhelpdesk@un.org). For any other inquiries, issues, concerns or questions, kindly raise a case via My HR Online as outlined in the attached quick reference guide.
6. Thank you for your usual understanding and cooperation.

cc: C. Pollard