City of Minneapolis

HR Service Center user guide

The HR Service Center provides quick and easy access to information about Human Resources services related to benefits and job classification. The service center offers efficient two-way communication between employees and the Human Resources Department.

This quick guide will help you get started with the HR Service Center.

CONTENTS

Accessing the HR Service Center

You can access the service center through a convenient desktop shortcut on all City computers or a link at minneapolismn.gov/hr/benefits. If you are accessing the HR Service Center from a home computer or anywhere outside the City network you will need to log-in.
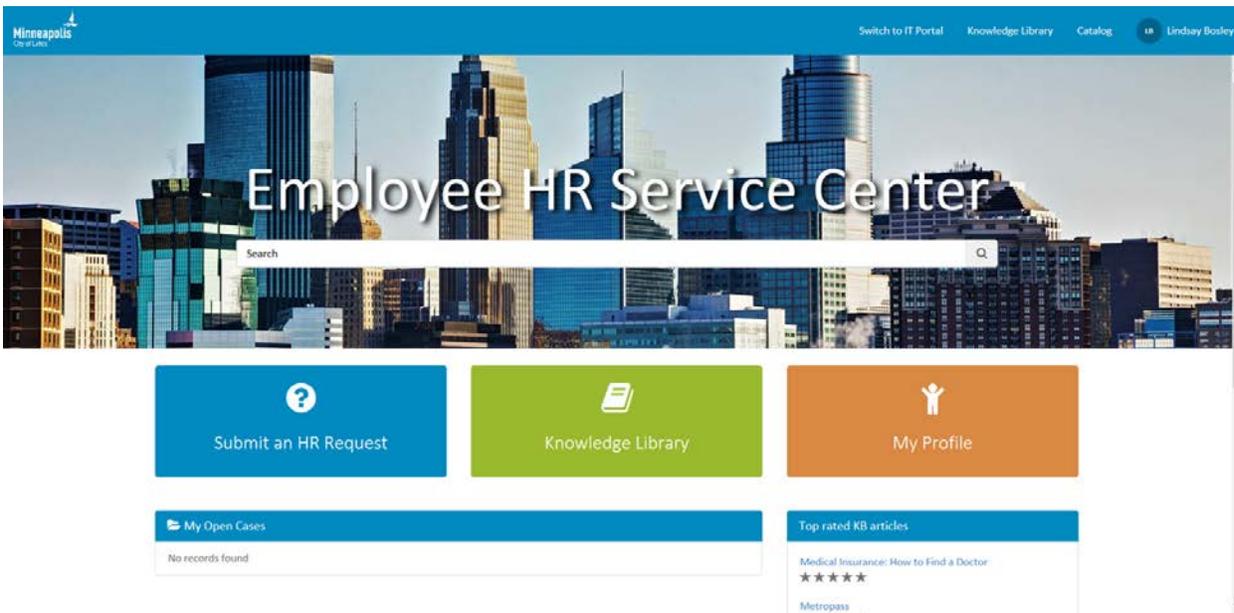

HR Service Center
desktop icon

Once you click to enter the service center you will be prompted to select your destination. Click **HR Service Center** to be directed to the home page.
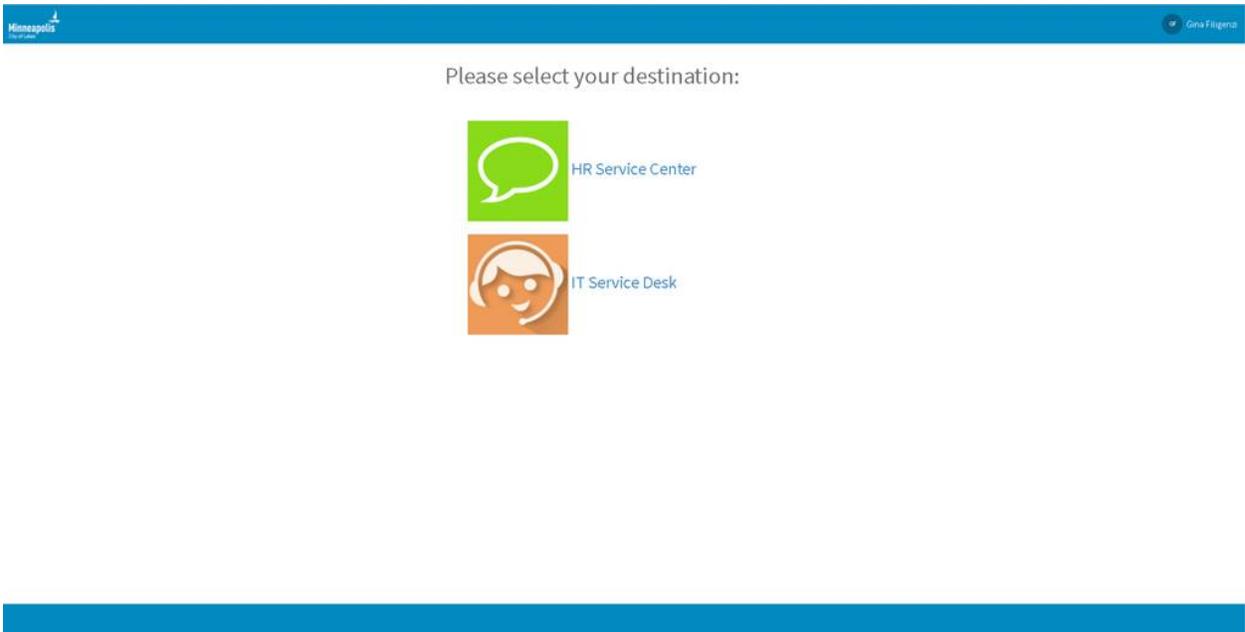
HR Service Center landing page

Navigating the HR Service Center

Once logged-in to the HR Service Center you will begin on the home page. From there you can submit an HR request, browse the knowledge library, view your profile and review your open cases.
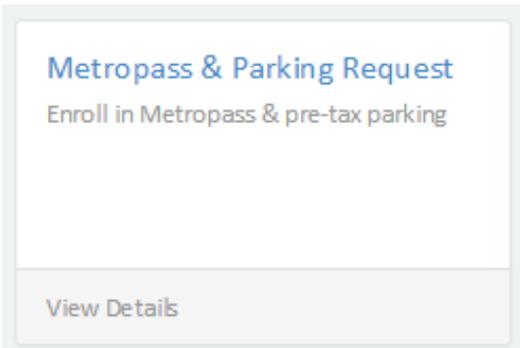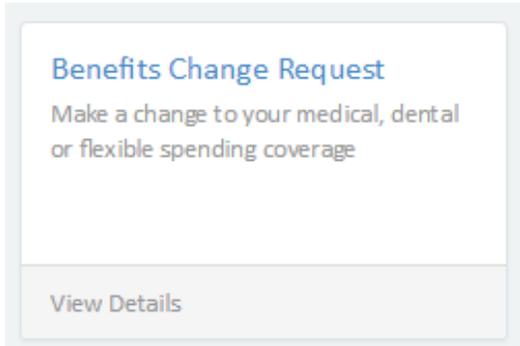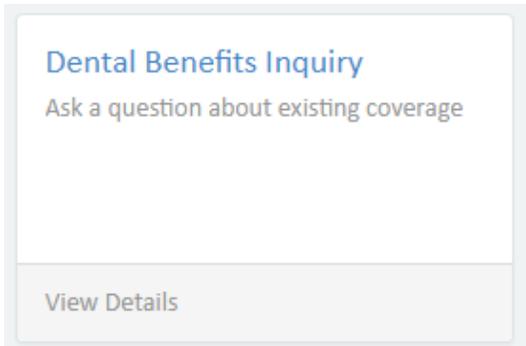

HR Service Center home page

Submit an HR Request

Use the blue box to submit an HR request such as making a benefits change, getting signed up for a Metropass and asking about FMLA or other leave of absence.

Dental Benefits Inquiry
Ask a question about existing coverage

View Details

Benefits Change Request
Make a change to your medical, dental or flexible spending coverage

View Details

FMLA & other Leave of Absence Inquiry
Ask a question about FMLA & other leave of absence

View Details

Metropass & Parking Request
Enroll in Metropass & pre-tax parking

View Details

There are many categories included – the requests shown above are just a few examples. If you don't see a request type that fits with your question, use the **General Benefits Inquiry** to submit any benefits question.

General Benefits Inquiry
Ask a question about your benefits
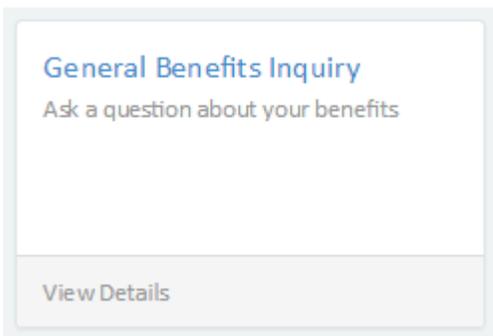
View Details

Click **View Details** to open the request form and fill in the information. The request forms are interactive and give you options specific to your request. For example, if you need to add a spouse to your medical benefits plan, you will see the prompt for to enter your spouse's name along with instructions to attach a marriage certificate.

The required fields are shown with a red asterisks.

* Best Contact Number

* What is the reason for your change?

-- None --

-- None --
Marriage
Divorce
Birth or Adoption
Grandchild
Death
Change in Dependent's Employment
Gain or Loss of Medical Assistance

At the bottom on the request form is the paperclip icon where you click to add attachments, and the submit button. You will also see a reminder of the fields that are required for the request.

After you submit your question you will get an email confirmation with your case number. You can see all the requests you've submitted on your HR Service Center home page in the **My Open Cases** section. Once a case is closed it will show on your home page in the **My Closed Cases** section.

📂 My Open Cases

📁 My Closed Cases

Knowledge Library

Use the green box to access the knowledge library. The knowledge library allows you to find a variety of information about benefits and the job classification process. The library will expand as more Human Resources services are added to the HR Service Center. You can rate knowledge articles and also leave a comment to offer suggestions for improvements.

Home > Knowledge Base > Transportation > Metropass   Search

The City of Minneapolis offers several options to help employees reduce your commuting expenses.

Metropass

The Metropass program allows eligible employees to enroll in a pass for unlimited bus or light rail rides at a discounted price. Payment for the Metropass is made through payroll deductions.

Add your comment

Rate this article ☆ ☆ ☆ ☆ ☆   Submit

Categories	
Saving for Retirement	3
Phased Retirement	1
Life & Disability Insurance	2
Classification	8
Separations	1
Transportation	2
Benefits deductions from paycheck	1
Leaves	4
Employee Assistance Program	1
Free Services & Discounts	6
Medical Benefits	9
Dental Benefits	1

Top Rated Articles

Medical Insurance: How to Find a Doctor
★★★★★

Metropass
★★★★☆

Medical Insurance: ACA Eligible
★★★☆☆

Most Viewed Articles

The Job Classification Process: Step-by-Step
👁 36 Views

Metropass
👁 21 Views

Transportation Benefit Plan
👁 12 Views

Medical Insurance: How to Find a Doctor
👁 11 Views

Initiating a Job Classification Request
👁 9 Views

The quick links in the lower right of the HR Service Center home page bring you directly to websites and tools related to benefits and employment with the City.

FINDING YOUR WAY

The "breadcrumbs" along the top of the screen show where you are within the HR Service Center. To get back to the home page, click on the word **Home**.

CONFIDENTIALITY AND ACCESSIBILITY

You will see a reminder on HR Service Center home page to read the Tennessen confidentiality notice before submitting a request.

For reasonable accommodations or alternative formats, contact Human Resources at 612-673-2282. People who are deaf or hard of hearing can use a relay service to call Human Resources at 612-673-3000. TTY users can call 612-673-2157 or 612-673-2626.

Para asistencia 612-673-2700, Yog xav tau kev pab, hu 612-673-2800, Hadii aad Caawimaad u baahantahay 612-673-3500.