



Q: How often do the two systems sync (MyCSUEB to MyHR)?

A: Most of the data sync happens instantaneously – there are some jobs that run at the to create data on one side or the other.

Q: Is the query function still available on both sides?

A: Yes, it will be available on both sides. If you are running a query that pulls both student and employee related data, you will need to replace one or more of your tables with a “view” version.

Q: Will my NetID and Password change?

A: No –you will not need to create or reset your password. You will still be using your Single sign-on (SSO) East Bay credentials to sign in to both systems after we go-live.

Q: If I have access to view student, faculty and employee data will I need to sign in to both systems?

A: Yes. To work with student related data – you will sign in to MyCSUEB. To work with employee job-related data, sign in to MyHR.

Q: Will my report run controls still be there?

A: Yes.

Q: Will student employees have to access both systems?

A: Yes. They will need to log in to MyHR to report work hours and MyCSUEB to do their student processes.

Q: Will my user access change?

A: Your existing access will carry forward into the new systems.

Q: Can you tell me an easy way to know which system to sign into?

A: Anything related to students will be under MyCSUEB and anything related to employees will be under MyHR. A quick reference guide has been created to provide users with details about system usage.

Q: Will I be able to access both MyHR and MyCSUEB in the same browser?

A: Users with administrative access to MyCSUEB will be able to access a new menu item: [Sign On to MyCSUEB](#) to be redirected to the CS database. All active employees will be able to access the MyHR database using the [Sign On to MyHR](#) link. A student employee will be able to access the MyHR/MyCSUEB toggle link from the Student tab. **** Coming Soon ****

Q: Who can I contact if I am experiencing any problem with MyCSUEB or MyHR?

A: Please log a ticket through the [Service Desk](#) ticketing system and your problem will be routed to the appropriate team for resolution. You may also contact the Service Desk at 510-885-HELP or service.desk@csueastbay.edu