

## ONLINE EDUCATIONAL ASSISTANCE FREQUENTLY ASKED QUESTIONS

**Question:** *Why did we move from a paper-based system to an online system?*

**Answer:** We made this move for several reasons: to reduce the processing time involved, to increase the visibility and usage of our program and to streamline the process, thus reducing wasted time and wasted paper.

**Question:** *What are the benefits of using this online system?*

**Answer:** There are several benefits of using this system: 1) Faster turn-around in processing your reimbursement means we can pay out quicker. 2) Online processing streamlines the approval process, and puts the approvals into the PeopleSoft system, which Managers and HR approvers are already used to using.

3) Easy access to the system, where employees can check on the status of their paperwork any time. 4) Less paper!

**Question:** *What are the major changes between the old, paper system and the new, online system?*

**Answer:** The biggest change is that the approvals are now routed electronically, instead of having to chase around a paper trail of approvals. This reduces the processing time, and is easier to trace. The second biggest change is that each step in the reimbursement process **must** be completed and approved prior to the next step being available. For example, the application form **must** be completed **and approved** in the system before you can fill out the pre-approval for your next term. Then, the pre-approval **must** be completed and approved in the system before you can request reimbursement. Previously, several steps could be combined and completed at once. This is no longer the case! The last major change is that the **only** paperwork that is now involved in this process is to send in hard copies of your grades and receipts (or deferment paperwork) to the Learning & Development Administrator after you have completed your Reimbursement form online. It's much simpler!

**Question:** *Where can I go to get my PeopleSoft login information?*

**Answer:** To get your PeopleSoft login and password, you must contact Frontline Services. Learning & Development cannot issue logins and passwords for PeopleSoft.

**Question:** *Where can I go for more information on using this online system?*

**Answer:** You can access the Educational Assistance Home Page for more information, or you can use these links:

[Online Educational Assistance User Guide](#)

[Recording of Live Training Session of Online Educational Assistance Program](#)

**Question:** *What if I have already submitted paperwork for this term?*

**Answer:** Learning & Development will work with you to see where you are in the process, and to find the best method for finishing this term's paperwork. Contact Kathy Werning at 847-559-4328 to discuss.

**Question:** *Who can I contact if I experience problems using the online system?*

**Answer:** The first point of reference should be the Online Educational Assistance User Guide (see link above). You can also reference the recording of the live training session (see other link above). If you cannot find answers in either of these resources, feel free to call Kathy Werning at 847-559-4328, or email her at [Kathleen.Werning@caremark.com](mailto:Kathleen.Werning@caremark.com). DO NOT call Frontline services for

questions regarding the use of this system. Only call them if you have PeopleSoft access or password issues.