

[Help us help you!](#) ^[1]

December 11, 2015 by [Employee Services](#) ^[2]

As you know, we're getting hundreds of calls and emails a day about HCM issues and questions. We truly appreciate your patience as we try to assist each and every HCM Community member. To help us troubleshoot more quickly and effectively, please provide us these details:

1. Your employee ID
2. Your name
3. Page navigation
4. Steps
5. Exactly when error occurs
6. Screenshot of entire page (not just error) if possible.

Items 3-5 are especially important to identify issues.

If you're on hold, consider using [this feedback form](#) ^[3], found on the [Elevate Help page](#) ^[4].

Thanks for all your hard work. Your questions and input will help us make HCM better for you and the entire CU System.

[HCM Community](#) ^[5]

Display Title:

Help us help you!

Send email when Published:

Yes

Source URL: <https://www.cu.edu/blog/hcm-community/help-us-help-you>

Links

[1] <https://www.cu.edu/blog/hcm-community/help-us-help-you>

[2] <https://www.cu.edu/blog/hcm-community/author/3792>

[3] <https://www.cu.edu/employee-services/forms/hcm-report-issues-and-suggestions>

[4] <https://www.cu.edu/elevate-cu-hcmfin-upgrade-project/elevate-help>

[5] <https://www.cu.edu/blog/hcm-community/tag/hcm-community>