**Communicating with Human Resources and IT:**

**Updated Contact Information**

Human Resources has updated its contact information. Please note that depending on the concern you have, contact phone numbers and e-mail addresses may differ.

1. **Employee Group Insurance Plan** (coverage, health care spending account (HCSA), claims) :

* Canada Life :
* Dedicated number for uOttawa : 1 833 794-0225
* Human Resources Team :
* hrbenefits@uottawa.ca
* 613 562-5000

2. **Life Insurance** and associated T4A slips (taxable benefit) :

* Information RH Team :
  + inforh@uottawa.ca
  + 613 562-5000

3. **Pension Plan** (banking changes, change of address, personal information) :

* Pension Plan Team :
* pension@uottawa.ca
* 613 562-5000

4. **Pension income tax slips**, T4A/RL2:

* Pension Plan Team:
* pension@uottawa.ca
* 613 562-5000
* RBC :
* 1 800 668-1320

5. Support for Workday and Information Technology (Workday, email, password) :

* Lead Executive Assistant : Cynthia Soto Cancino
* cynthia.soto.cancino@uottawa.ca
* Information Technology Team :
* 613 562-5000
* <https://www.uottawa.ca/about-us/information-technology/contact>
* Self-Service Centre (for IT and Workday service requests):

<https://www.uottawa.ca/about-us/information-technology/topdesk>

6. Change of Address or Modification to your Bank Account:

You can change your address in Workday. HR will receive a report and will send it to RBC. However, if you report changes to your bank account in Workday, this new information will not be sent to RBC. You will also need to contact [pension@uottawa.ca](mailto:pension@uottawa.ca) for this purpose.