ERS ACCESS:
FOR GRAD AND UNDERGRAD STUDENTS THAT ARE EMPLOYEES

In situations where a (graduate or undergrad) student has an employment relationship with the university, those students will have access to the Expense Reimbursement System (“ERS”) resulting from that employment relationship.

At this point in time, students who do not have an employment relationship do not have access to the ERS, and must submit any claims through the paper process.

Students that are also employed by Queen’s have been loaded into the ERS with their employee Net ID. The issue that has been encountered is that many of these students are not aware that they have an employee Net ID or email.

In these cases, for a student/employee to access his/her account within the ERS, they must:

1) Get their employee Net ID. This can be done by contacting Financial Services at extension 32050, who will check the ERS to see what was loaded from HR. At this time, the Financial Services contact will also check the user’s status in the ERS to ensure they are ‘active’, and make needed change if not.
2) The employee must then call ITS, extension 36666 to have their password for their employee Net ID re-set.
3) The student/employee will then need to get access to their employee email account. To do this, the student/employee should contact the department’s IT representative (“DC Rep”) to confirm their employee email address. The DC Rep may need to reactivate the email address for that Net ID, or issue a new email address if the one for that Net ID is no longer available.

The student/employee can then log onto MyQueensU/Solus with their employee Net ID and password. On the Applications tab, in the Expense Reimbursement System box, they can click the link to “Log into the ERS”.
After agreeing to the Terms of Use, the student/employee will then be in the ERS.

Upon logging in, it is important that at least Step 1 of the ERS First Time Users Guide is then followed, to verify the email address. This is very important, as the user’s email address may be different than what was originally set up in the ERS, in which case they will need to change this in their ERS profile so that the ERS system notifications will get to their proper email account.

After the above steps, the student/employee should now have the needed access to the ERS.

Note: whenever an individual has an employment relationship with the university, that relationship will be considered primary in the consideration of privacy requirements.