

Tuition Reimbursement FAQ's

General Information

Who is PeopleJoy?

PeopleJoy is a company that provides employee education and financial wellness benefits, especially tied to student loans, tuition reimbursement, and related advisory services. The PeopleJoy platform is designed to help employers offer benefits like student loan repayment assistance, Public Service Loan Forgiveness (PSLF) support, tuition reimbursement/assistance, and college financial planning to their workforce.

What is tuition reimbursement?

Tuition reimbursement is an employer-sponsored benefit that reimburses employees for approved education expenses, such as college courses, degrees, or certifications, that align with their career path or company goals.

What is the PeopleJoy Tuition Reimbursement System (TRS)?

The PeopleJoy TRS is a new, all-in-one tuition reimbursement platform designed to make it easier to request, track, and receive reimbursement for your educational expenses. It replaces the old manual process involving emails, PDFs, and spreadsheets with a faster, transparent, and paperless workflow.

Can I track the status of my reimbursement?

Yes. You can log into the platform anytime to view the status of your request, from approval to payment.

How are course request approvals managed in the new platform?

Course requests will go to a designated Cheyenne HR approver for review and approval. They will be notified immediately after you submit your request to be able to approve the request.

How do I submit a course request?

To submit a course request, login to the PeopleJoy TRS platform at <https://trs.peoplejoy.com>. From the dashboard, click the New Course Request button, and enter the appropriate details of your course. This will be reviewed by HR for accuracy and then approved.

How do I submit a reimbursement request after my course is complete?

To submit a reimbursement request, login to the PeopleJoy TRS platform at <https://trs.peoplejoy.com>. From the dashboard, locate the course you want to request reimbursement. the New Course Request button, and enter the appropriate details of your course. This will be reviewed by HR for accuracy and then approved.

How do I get help or support?

To receive help, login to the PeopleJoy TRS platform at <https://trs.peoplejoy.com>. On the left

navigation, click the Help center button. From here you can receive help for common issues, review FAQ's and submit a support ticket to our support team.

Employees currently using CRMC Education Assistance Program

Why are we switching to PeopleJoy TRS?

To simplify the process for both employees and HR. The new system eliminates manual forms, reduces processing time, and keeps all records securely in one place.

When will the new system be available?

The PeopleJoy TRS platform will go live on **December 1, 2025**. After that date, all new course and reimbursement requests must be submitted through the system.

How do I access the platform?

For employees currently participating in the Education Assistance Program, we will migrate your current account with any tuition reimbursement balances into the new system. When its migrated, you will receive an email invitation from PeopleJoy with your account and login instructions. You can then visit <https://trs.peoplejoy.com> and log in with your company email address.

How do I register an account on the platform?

For employees currently participating in the Education Assistance Program, please wait until your new account is created and sent to you via email. After you receive your account details, you can login with your Cheyenne email at <https://trs.peoplejoy.com>. This will be on or after December 1, 2025.

For employees not currently participating, you can register your account using the following link. You must use your Cheyenne email to register and will need your employee ID available.
<https://trs.peoplejoy.com/auth/cheyenne-regional-medical-center/register>

What happens to my past course requests or reimbursements?

All past course requests or reimbursements will remain documented by HR in the existing system. Going forward, any new course or reimbursement requests should be submitted in the PeopleJoy TRS platform.

What happens to my current reimbursement balance?

Your current reimbursement balance will be transferred to the new platform. Whatever your remaining balance is will be available in the new platform. When the new fiscal year starts, your balance will increase to the full annual amount.

Example: You have \$1000 remaining of your \$5000 annual balance. The PeopleJoy system will reflect, and allow reimbursement up to \$1000.

Do I need to resubmit previous documents?

No. You only need to use PeopleJoy TRS for future courses and reimbursements.

I already submitted a reimbursement request by email. What should I do?

HR will process any reimbursement requests submitted before the migration date manually.

After the go-live date, all new requests must be made through PeopleJoy TRS.

Employees NOT currently using CRMC Education Assistance Program

When can I start using PeopleJoy TRS?

New hires can access the system as soon as they are eligible for tuition reimbursement under company policy. Once this data occurs, you can register with your Cheyenne email address at the following link: <https://trs.peoplejoy.com/auth/cheyenne-regional-medical-center/register>

How do I register an account on the platform?

You can register with your Cheyenne email address at the following link:

<https://trs.peoplejoy.com/auth/cheyenne-regional-medical-center/register>

Who is eligible for tuition reimbursement?

Eligibility remains the same under company policy. Please refer to your HR Tuition Assistance Policy or contact HR if you're unsure about your eligibility.

Other Common Tuition Reimbursement Questions

When does my tuition reimbursement balance reset?

Your tuition reimbursement balance resets at the beginning of the fiscal year, which is July 1st.

When will I get paid my reimbursement?

Once your class ends, you will need to upload your receipt which shows proof of payment and final grades. After this step is complete, the documents will be reviewed, and if acceptable then approved. Once approval is received, you will receive payment in the next payroll cycle.

When should I apply, before or after the course?

You will want to submit your course request before you start the course. This will ensure that your manager or company approver gets a chance to verify your eligibility and approve your course request. Once you have that approval, you can take the course and seek reimbursement for expenses.

What grade do I need to qualify for reimbursement?

This will depend on your company policy, in most cases you will need to pass the course to qualify for reimbursement.

- For pass/fail courses, this needs to be a “pass”
- For letter grade courses, you will need to secure a C or higher grade.
- For classes graded on a 0-100 scale, you will generally need a score of 70 or higher.

Courses which do not meet these criteria are generally not allowed to be reimbursed per company policy. For more questions, we recommend talking to your internal benefits team or reviewing your company's reimbursement policy.

What if my course request, reimbursement or documents are rejected?

You'll be notified with the reason for rejection and steps to correct the issue, such as submitting additional documentation or revising your course selection. After making those corrections, you can re-submit the request.

Can I take courses at any institution?

Only courses from accredited institutions are typically eligible. Some employers may require U.S.-based or regionally accredited schools. Review your employer's policy for any limits on degree levels.

What happens if I leave the company?

If you leave voluntarily within a set time after receiving reimbursement, you may be required to repay part or all of the amount. Review your employer's policy for any limits on degree levels. For more questions, we recommend talking to your internal benefits team.

Why was my course request denied?

Common reasons include missing documents, ineligible courses, late submissions, or not meeting grade requirements. You'll receive specific feedback and can resubmit the request.

Can I appeal a denied reimbursement request?

Yes, if a request is denied, you can re-submit the request after adjusting or correcting any issues. This will be sent for review and approval.

Can I see a history of my past reimbursements?

Yes, your dashboard includes a record of prior course requests, approvals, amounts reimbursed, and dates.

What types of programs are not eligible for reimbursement?

Typically, programs not related to your job, unaccredited schools, personal development workshops, or recreational courses are ineligible. Review the company policy for eligible programs.

Yes, the platform sends email notifications when your request is submitted, approved, denied, or requires additional information. You can also check real-time updates in your dashboard.

What if I accidentally uploaded the wrong document?

If your request hasn't been approved yet, you can edit the request and re-upload the correct document. If the request is locked or submitted, contact support to replace the file at support@peoplejoy.co.

What file formats are accepted for uploads?

PDF is the preferred format. If you have screenshots or image files (JPG, PNG), combining them into a single PDF is strongly recommended to avoid delays. If you need assistance combining the files into a single PDF, we recommend using <https://ilovepdf.com/> as a tool to consolidate the files into a single PDF document.

Are there tax implications for tuition reimbursement?

Under U.S. federal tax law, up to \$5,250 of employer-provided educational assistance can be excluded from your taxable income annually. Amounts exceeding this may be considered taxable income.

Can I apply for courses in the upcoming semester now?

Yes, early submission is encouraged. Most systems accept future course requests once registration is open and course details are available.

How much can I submit per course for reimbursement?

The courses themselves do not have a maximum amount, but there are maximums per individual. Please refer to your organization's policy on what is allowed for the maximum amount.

Can I be reimbursed for fees other than tuition, like parking or meal plans?

Typically, no. Reimbursement usually only covers tuition and sometimes course-related fees. Personal or campus living expenses are usually not eligible, but we do recommend reviewing your company's specific policy document.