HR SERVICE CATALOG

HR Service Request Portal

The HR Service Request Portal is an online ticketing system used by Human Resources to provide customer support. UCR faculty and staff can use the service to submit a request for:

1. **Communication & Design**
2. **Covered Services**
3. **EOD – Special Training**
4. **ePer and Performance Development**
5. **HR Admin – Catastrophic Donation**
6. **HR Admin – Catastrophic Leave**
7. **HR Admin – Rehired Retiree**
8. **HR Policy Request**
9. **HR Systems and Project Management**

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Catalogs

Human Resources Catalog

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Service Catalog

Communication & Design
To submit requests for Policy & Strategic Initiatives: Communication/Design
1
View Details

Covered Services
To submit requests for Policy & Strategic Initiatives: Covered Services
2
View Details

EOD -Special Training Requests
EOD -Special Training Requests
3
View Details

ePer and Performance Development
To submit requests for Policy & Strategic Initiatives: ePer and Performance Development
4
View Details

HR ADMIN - CAT Donation
HR ADMIN - CAT Donation
5
View Details

HR ADMIN - CAT Leave
HR ADMIN - CAT Leave
6
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HR ADMIN - Rehired Retiree
HR ADMIN - Rehired Retiree
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HR Policy Request
To submit requests for Policy & Strategic Initiatives: HR Policy
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HR Systems and Project Management
To submit requests for Policy & Strategic Initiatives: HR Systems and Project Management
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View Details

HR ADMIN CATASTROPHIC LEAVE REQUEST FORM

To submit requests for **HR Admin CAT Leave**, navigate to the ITS ServiceNow Homepage. Under the **Browse Services** option, select **Administrative & Business**.

1. From the Catalogs dropdown menu, select **Human Resources Catalog**.

2. Then select **HR Administration** from the Categories menu.

3. The HR Administration catagory items display, click the **HR ADMIN-CAT Leave Request** service option.

4. The **HR Admin - CAT Leave** form will open.

5. The first half of the form is auto-populated with the **Requestor's** information.

6. If requesting service on behalf of another person, enter name of individual in the **Requestor** field.

HR ADMIN CATASTROPHIC LEAVE REQUEST FORM

7. Click the **Meets UCR Years of Service for CAT Leave** field, and select **Yes** or **No**.

8. In the **Employee Exhausted Sick Leave, Vacation and Compensatory Time Off?** field, select **Yes, No** or **Pending**.

9. Indicate if the **Employee Completed Probabitonary Period**, by selecting **Yes** or **No**.

10. Next, enter **How Many Hours Requested?**

11. Enter the **Start Date** for this leave request, by clicking the **calendar icon** or typing in the **month**, **day** and **year** in the field.

12. Then enter the **End Date** for this leave request.

13. In the **Employee Requested Catastrophic Leave Donations During the 12 months Immediately Preceding This Request?** field, select **Yes** or **No.**

NOTE: All fields marked with an asterick are required information.

HR ADMIN - CAT Leave

* Meets UCR years of service for CAT leave
-- None --

* Employee exhausted sick leave, vaction and compensatory time off?
-- None --

* Employee completed probationary period?
-- None --

* How many hours requested?

Expected duration of Leave

* Start Date
MM/DD/YY

* End Date
MM/DD/YY

* Employee requested Catastrophic Leave Donations during the 12 months immediately preceding this request?
-- None --

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HR ADMIN CATASTROPHIC LEAVE REQUEST FORM

14. From the dropdown menu in the **Catastrophic Leave Type** field, select **Catastrophic Casualty, Death of a Family Member, Employee Serious Health Condition, Pregnancy Disability** or **Family Member Serious Health Condition** .

15. Select **Yes, No** or **Not Applicable** in the **Employee Serious Health Condition, Has Employee Applied for Disability Benefits** field.

16. In the **Provided Supervisor with a Medical Certification Form Related to This Serious Health Condition** field, select **Yes** or **No**.

17. In the **Is the Catastrophic Leave Request Related to a Work Injury** field, select **Yes** or **No**.

18. Indicate **Yes** or **No** to **Authorize the Use of Your Name in Requesting Donations of Vacation Hours From Fellow UCR Employees**.

NOTE: All fields marked with an asterick are required information.

14
*Catastrophic Leave Type
-- None --

15
*Employee serious health condition, has employee applied for disability benefits?
-- None --

16
*Provided supervisor with a medical certification form related to this serious heath condition
-- None --

17
*Is the catasphic leave request related to a work injury?
-- None --

18
*Authorize the use of your name in requesting donations of vacation hours from fellow UCR employees?
-- None --

HR ADMIN CATASTROPHIC LEAVE REQUEST FORM

19. You are then prompted to answer **Have You Received any Formal Disciplinary Action for Excessive Absenteeism During the 12 Months Immediately Preceding the Request for Catastrophic Leave**?, select **Yes** or **No**.

20. The **Required Information** box will list the fields that must be completed in order to submit this request.

21. Attachments can be added to the form by clicking the **Add Attachments** icon at the bottom of the form.

22. Finally, click the **Submit** Button.

REQUEST DETAILS SCREEN

Once the Request is submitted, the **Request Detail** screen will open. An email notification will be received when a Request is submitted. The email will provide a link to access and track the Request.

Information available here includes:

1. The RITM# that has been assigned to this Request.

2. Policy Request form details submitted.

3. Watch List option: Add an individual to this Request.

4. Attachments option: You can also add attachments to the Request here or you can edit and delete any attachments submitted with the form.

5. Type and send a message to HR regarding this submission.