



November 3, 2025

To: HR Campus Partners
From: Central Human Resources
Re: Early Access: Avanti HR Service Delivery is Now Live!

Dear Colleagues,

Avanti HR Service Delivery is live!

This is a major milestone and we're grateful for your support.

Early Access Period

The Early Access period (also known as our soft launch) was created with you in mind. The period from November 3, 2025 through January 11, 2026 is meant to make the transition to the new R'Employee Service Portal more manageable by giving Human Resources transactors, Shared Service Centers (SSCs), and Human Resources partners time to get comfortable and become confident with the new processes. The new processes include using the portal to request: a leave of absence and transact employee (non-academic) leaves; employee and labor consultations; retirement counseling; and salary and/or contract reviews.

Here are a few key things to consider as we enter the Early Access period:

HR Partners & Requestors

You now have early access to the R'Employee Services portal, where you can submit cases for processing, and use the portal backend to work cases, where applicable. Refer to instructions provided in the job aids.

We encourage you to explore the features of the new portal, especially during the hypercare period from November 3 through November 7, 2025. The goal is to process numerous requests during this period to ensure the portal works as designed.

You are invited to attend one of the upcoming training sessions to learn how to navigate the portal, how to submit HR service requests, and how cases will be managed. Please [see the Avanti webpage for HRBP training dates](#). You may [attend Office Hours](#) to get real-time guidance and [provide feedback](#).

For Central Human Resources Case Management (HR Agents)

Employee and Labor Relations (ELR), Classification & Compensation, Leave of Absence, and Benefits teams, you now have early access to the new R'Employee Services portal and HR Agent Workspace environments. Those with case management permissions are considered HR Agents

and now have the ability to process real cases within the live HR Agent Workspace. Once you have identified a case, please use the communication guidance provided during your training sessions to ensure that the requestor/employee understands what to expect while their case is processed in the new portal.

Note that Leave of Absence coordinators/agents have been asked to begin processing leave of absence cases in the live environment before December 19, 2025, especially during the hypercare period between November 3 - 7, 2025.

If you would like a training refresher, please find resources on the [Avanti training webpage](#). You are also encouraged to practice in the test environment to better familiarize yourself with the new platform and process. If you have questions or need additional support, please [attend Office Hours](#).

Accessing the Test Environment vs Live Environment

Those with early access are encouraged to practice in the test environment and, once training is completed, use the live environment for select use cases.

Portal: For HR Partners and HR Agents only (please do not share with employees at this time):

- Test (Sandbox) R'Employee Portal: ucrsupporttest.service-now.com/esc
- Live R'Employee Portal: hr.ucr.edu/portal

HR Agent Workspace (Back-End): For HR Agents only:

- Test (Sandbox) HR Agent Workspace: ucrsupporttest.service-now.com/now/hr/agent/home
- Live HR Agent Workspace: hr.ucr.edu/agent

Hypercare & Support

During hypercare, users are able to escalate technical issues, share challenges and use cases, and receive hands-on support and guidance.

- **November 3 – 7:** Hands-on technical support from our implementation partner, Ondaro. Submit issues to HRPolicy@ucr.edu.
- **November 3 – December 23, 2025, resuming January 2 – 11, 2026:** Soft launch issue escalation and technical support provided by ITS. Submit issues using the “[contact us](#)” button at the bottom of the R'Employee Services portal.
- **November – December 2025:** [Optional training](#) for HRBPs.
- **November – December 2025:** [Open Office Hours](#) to ask both technical and functional/business questions.
- **Training Resources:** Find job aids, presentation decks, and videos on the [Avanti training webpage](#) (note that access to training materials depends on roles within HR Service Delivery).

Feedback

Your feedback during the soft launch is invaluable! Please send feedback and questions to HRPolicy@ucr.edu.

On the Horizon

The official campus launch of R' Employee Service portal will take place on Monday, January 12, 2026. Prior to the launch, we will hold a Town Hall-style training session that will be open to the campus. That training/overview will take place on Thursday, January 8, 2026 from 8:30 a.m. - 10:00 a.m. Please keep an eye out for additional information and guidance on how employees may register for the Town Hall training session.

In the spirit of Avanti, let's go!

Sincerely,

Samuel A. Nájera

Chief HR Officer and Associate Vice Chancellor

Matthew Gunkel

Chief Information Officer and Associate Vice Chancellor