


HR SERVICE REQUEST PORTAL

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. **HR Communication & Design**
2. **HR Covered Services - Concept Approval**
3. **EOD - Special Training**
4. **HR 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**
10. **Talent Acquisition Campus Request**
11. **UC Learning Center Requests**



HR Service Request

The **HR Service Request Portal** is an online ticketing system designed to help Human Resources provide efficient and personalized support to UCR faculty and staff.

In our continued effort to deliver excellent customer service, we offer a wide range of request topics. Each topic includes a helpful job aid—just click on the topic name to view step-by-step instructions.

When you're ready to submit a request, simply click the **Submit Request** button on the right.

Need help getting started? Click the links below for directions on how to submit a request.

HR Ticketing Portal Job Aids

- [1. HR Communication & Design Request](#)
- [2. HR Covered Services - Concept Approval Request](#)
- [3. EOD Special Training Request](#)
- [4. HR ePer and Performance Development Request](#)

- [5. HR Admin Cat Donation Request](#)
- [6. HR Admin Cat Leave Request](#)
- [7. HR Admin Rehired Retiree Request](#)

- [8. HR Policy Request](#)
- [9. HR Systems and Project Management Request](#)
- Talent Acquisition Campus Request

- UC Learning Center: Change Request or General Inquiry

Human Resources Service Request

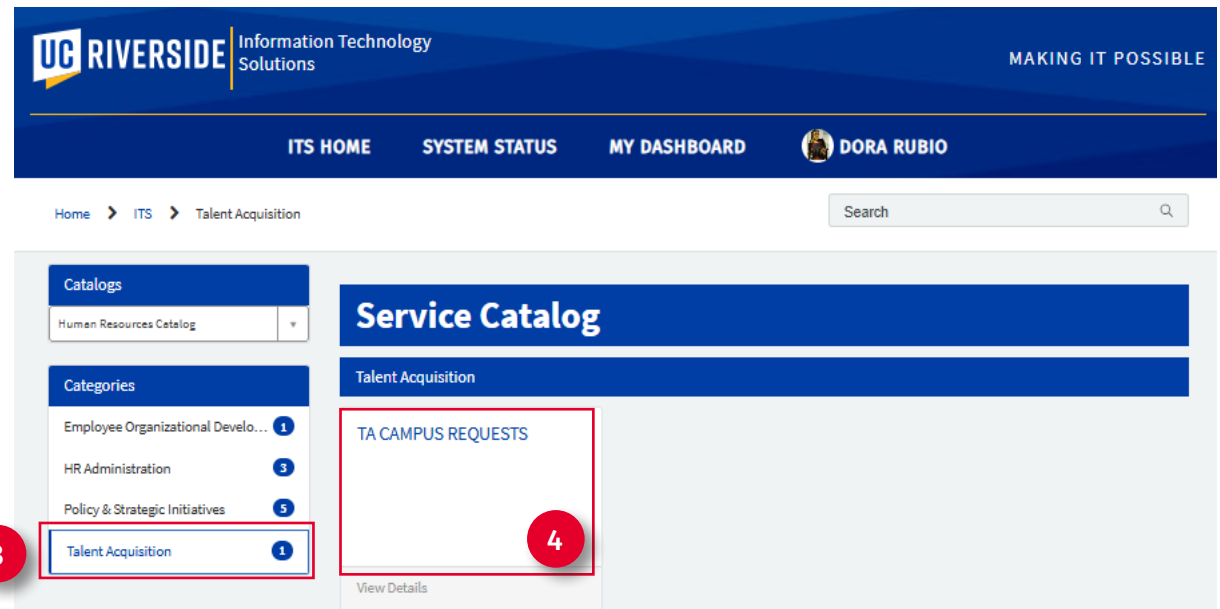
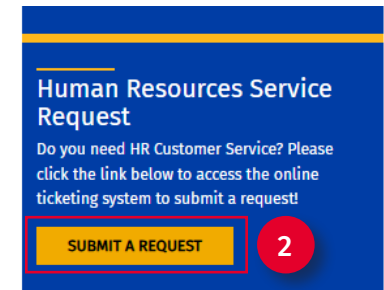
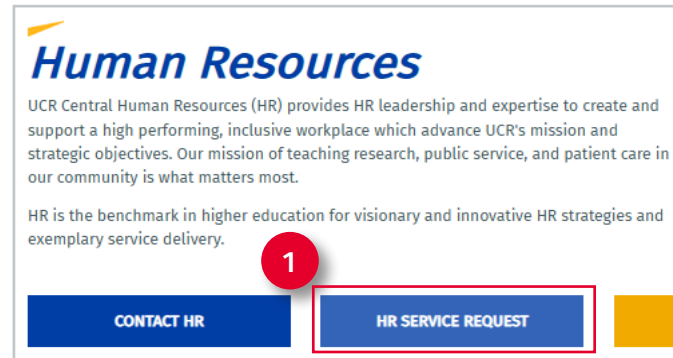
Do you need HR Customer Service? Please click the link below to access the online ticketing system to submit a request!

SUBMIT A REQUEST

TA CAMPUS REQUESTS FORM

To submit requests for **TALENT ACQUISITION**, navigate to the **Human Resources** homepage.

1. From the HR homepage, select the **HR Service Request** option.
2. Next, in the HR Service Request portal, click the **Submit a Request** button.
3. The HR Service Catalog displays, select **Talent Acquisition** from the Categories menu.
4. The Talent Acquisition form displays, click the **TA Campus Requests** form tile.



TA CAMPUS REQUESTS FORM

5. The **Talent Acquisition Campus Request** form will open.
6. The **Requestor's** name is auto-populated.
7. If requesting service on behalf of another person, click the **X** in the **Requestor** field and enter the name of the individual.
8. Enter **Date Service Requested** or click the Calendar icon to select the date.
9. Next enter the **Date Service Began**.
10. Then select the name of the **Recruiter**.
11. Enter the **Recruitment Number**. If none, enter 0.
12. Enter the **Working Title**, if none leave blank.

The screenshot shows the 'TA CAMPUS REQUESTS' form. Red circles with numbers 5 through 12 point to specific fields: 5 points to the form title, 6 points to the 'Requestor' field (containing 'Dora Rubio'), 7 points to the 'X' icon in the 'Requestor' field, 8 points to the 'Date Service Requested' field, 9 points to the 'Date Service Began' field, 10 points to the 'Recruiter' dropdown menu, 11 points to the 'Recruitment Number' field, and 12 points to the 'Working Title' field. Asterisks (*) are placed before the labels for 'Requestor', 'Date Service Requested', and 'Date Service Began'.

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

TA CAMPUS REQUESTS FORM

13. Select the recruitment **Category**.
14. Click the **Org** field and select from the list. If none, select "**None**"
15. Click the **Department** field and select from the list. If none, select "**None**".
16. In the **Position Level** field select one:
 - **Academic**
 - **MSP**
 - **Office/Clerical**
 - **PSS**
 - **SMG**
17. Next, select the **Service**.
18. Enter additional information if necessary, in the **Comments** field.

The screenshot shows a web form titled "TA CAMPUS REQUESTS FORM". It contains several dropdown menus and a text input field. Red circles with white numbers 13 through 18 are overlaid on the form to indicate the steps described in the adjacent list:

- 13** points to the "Category:" dropdown menu, which currently shows "-- None --".
- 14** points to the "ORG (If none, select ""None"")" dropdown menu, which currently shows "-- None --".
- 15** points to the "Department (If none, select ""None""):" dropdown menu, which currently shows "-- None --".
- 16** points to the "Position Level:" dropdown menu, which currently shows "-- None --".
- 17** points to the "Service:" dropdown menu, which currently shows "-- None --".
- 18** points to the "Comments" text input field.

TA CAMPUS REQUESTS FORM

19. The **Required Information** box will list the fields that must be completed in order to submit this request.
20. Attachments can be added to the form by clicking the **Add Attachments** icon at the bottom of the form.
21. Finally, click the **Submit** Button.

The screenshot shows a web form interface. A red circle with the number 19 points to a light blue box labeled "Required information" which contains a red button labeled "Date Service Requested". Another red circle with the number 20 points to a red paperclip icon and the text "Add attachments" at the bottom right of the form. A third red circle with the number 21 points to a blue "Submit" button in the top right corner of the form.

REQUEST DETAILS SCREEN

Once the Request is submitted, the **Request Detail** screen will open. The Requestor will receive an email notification when a Request is submitted. The email will provide a link to access and track the Request.

Information available in this screen includes:

1. The **Request Item Number (RITM#)** that has been assigned to this Request.
2. The **Request Form Details** submitted.
3. Add additional individual(s) to this request with the **Watch List** option.
4. Use the **Attachments** option to include additional attachments to the Request or you can edit and delete any attachments submitted with the form.
5. Type and **Send a message** to HR Administration regarding this submission.
6. You can also access and track all submitted requests in your **My Dashboard** portal.

The screenshot shows the UC Riverside Information Technology Solutions 'My Dashboard' for user DORA RUBIO. The interface includes a top navigation bar with 'ITS HOME', 'SYSTEM STATUS', and 'MY DASHBOARD' (highlighted with a red circle 6). Below the navigation bar is a search bar and a breadcrumb trail 'Home > Requests'. The main content area is titled 'Requests' and features a message input field (circled 5) with a 'Send' button. A user card for 'Dora Rubio' (10/21/24 16:09:39) shows a 'RITM0256591 Created' status (circled 1) and a 'Start' button. To the right, a 'Watch List' section (circled 3) contains a dropdown menu and a '+' button. Below that is an 'Attachments' section (circled 4) with a 'Drop files here' area. On the far right, a sidebar titled 'Your request has been submitted' (circled 2) displays request details: Number (RITM0256591), Short description, State (Open), Priority (4 - Low), Created (2m ago), Updated (2m ago), and a list of options including Requestor (Dora Rubio), First Name (Dora), Email (dora.rubio@ucr.edu), Department (D01103), and Organization (ORG20).