

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](#)
10. Talent Acquisition Campus Request
11. 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

CHANGE REQUEST OR GENERAL INQUIRY FORM

To submit a **Change Request or General Inquiry** for the **UC Learning Center**, navigate to the **Human Resources** homepage.

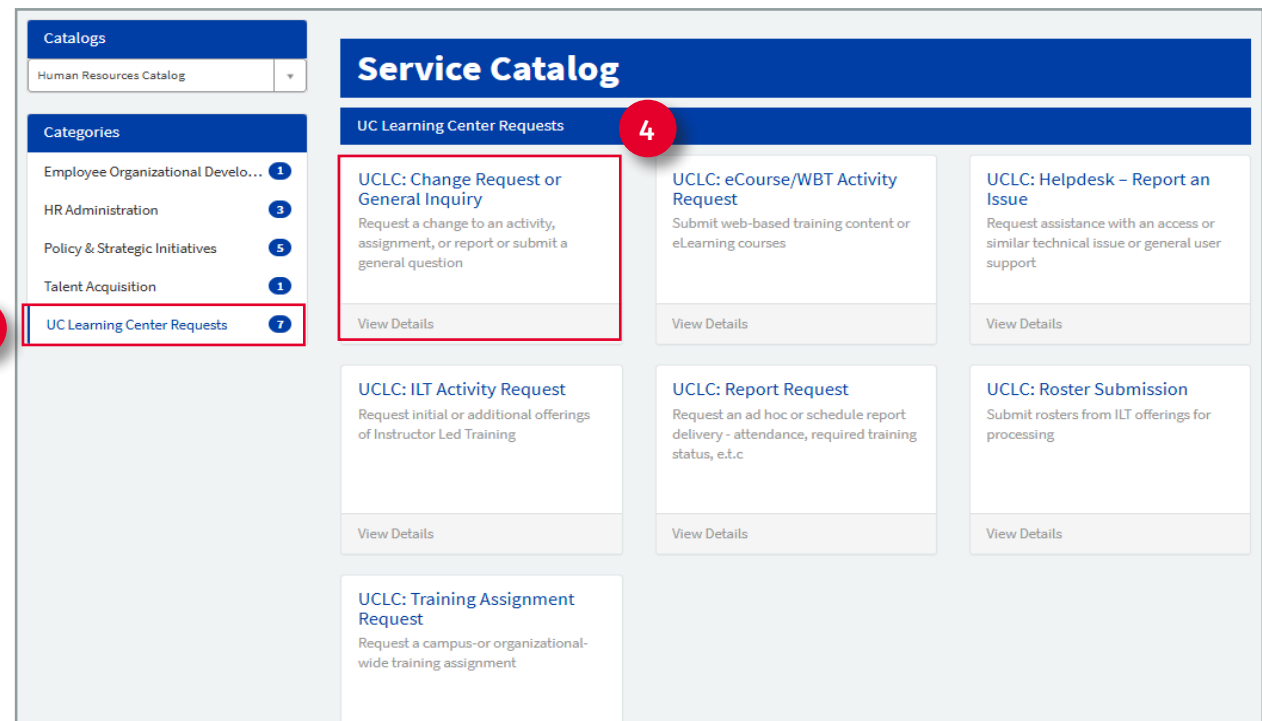
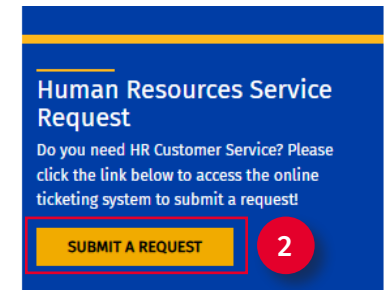
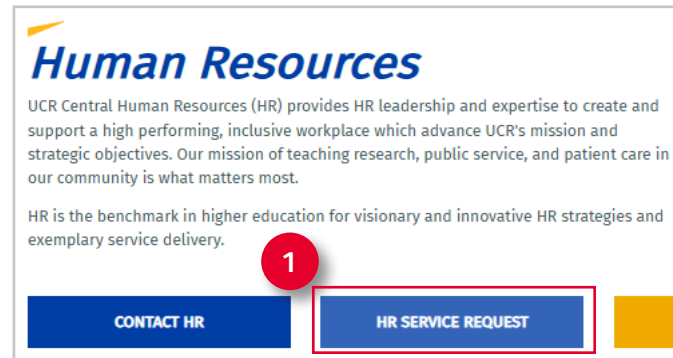
1. From the HR homepage, select the **HR Service Request** option.

2. The HR Service Request portal opens, click the **Submit a Request** button.

3. The HR Service Catalog will display, select the **UC Learning Requests** from the categories menu.

4. Select the **UCLC Change Request or General Inquiry** form.

Note: Use this form to request a change to an activity, assignment, or report or submit a general question.



CHANGE REQUEST OR GENERAL INQUIRY FORM

5. The **UCLC Change or Genery Inquiry Request** form will open.
6. The first half of the form is auto-populated with the **Requestor's** information.
7. If requesting service on behalf of another person, enter name of individual in the **Requestor** field.
8. Select the **Reason for Request**:
 - **Change to a Scheduled Report**
 - **Change to an existing ILT Activity**
 - **Change to an existing Assignment**
 - **Change to an existing eCourse or WBT**
 - **Other or general inquiry**

UCLC: Change Request or General Inquiry 5

Request a change to an activity, assignment, or report or submit a general question

* Requestor (If requesting on behalf of another person, please enter name of individual here)

7 6

First Name: Employee ID:

Email: NetID:

Work Phone:

Organization Name: Last Name:

Organization: Department Name:

Department:

* Reason for Request

8

-- None --

Change to a Scheduled Report

Change to an existing ILT Activity

Change to an existing Assignment

Change to an existing eCourse or WBT

Other or general inquiry

CHANGE REQUEST OR GENERAL INQUIRY FORM

9. Then **List the Initial Request (RITM) Number** (if available).
10. Next **Please describe needed change or general issue** include any additional information relevant to the request.
11. The **Required Information** box will list the fields that must be completed in order to submit this request.
12. Attachments can be added to the form by clicking the **Add Attachments** icon at the bottom of the form.
13. Finally, click the **Submit** Button.

The screenshot shows the UC Learning Center Request form with the following elements and callouts:

- Callout 9:** Points to the text input field for "List the Initial Request (RITM) Number (if available)".
- Callout 10:** Points to the text input field for "* Please describe needed change or general issue:". Below this field is a blue "Required information" box containing two sub-fields: "Reason for Request" and "Please describe needed change or general issue".
- Callout 11:** Points to the "Please describe needed change or general issue" sub-field within the "Required information" box.
- Callout 12:** Points to the "Add attachments" button, which features a paperclip icon.
- Callout 13:** Points to the blue "Submit" button in the bottom 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.

UC RIVERSIDE Information Technology Solutions

MAKING IT POSSIBLE

ITS HOME SYSTEM STATUS **MY DASHBOARD**

Home > HR Policy Request

To submit requests for Policy & Strategic Initiatives: HR Policy

5 Type your message here... Send

Dora Rubio
10/14/24 12:21:40

Dora Rubio
10/14/24 12:21:59
RITM0256554 Created 1

Start

3 Watch List

4 Attachments

UCR New Policy (test).docx (18 KB)
3m ago

Your request has been submitted

Number
RITM0256554

Short description
Policy

State
Open

Priority
4 - Low 2

Created
12m ago

Updated
11m ago

Options

Requestor (If requesting on behalf of another person, please enter name of individual here)
Dora Rubio

First Name
Dora

Email
dora.rubio@ucr.edu

Work Phone
(951) 827-1430