


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!

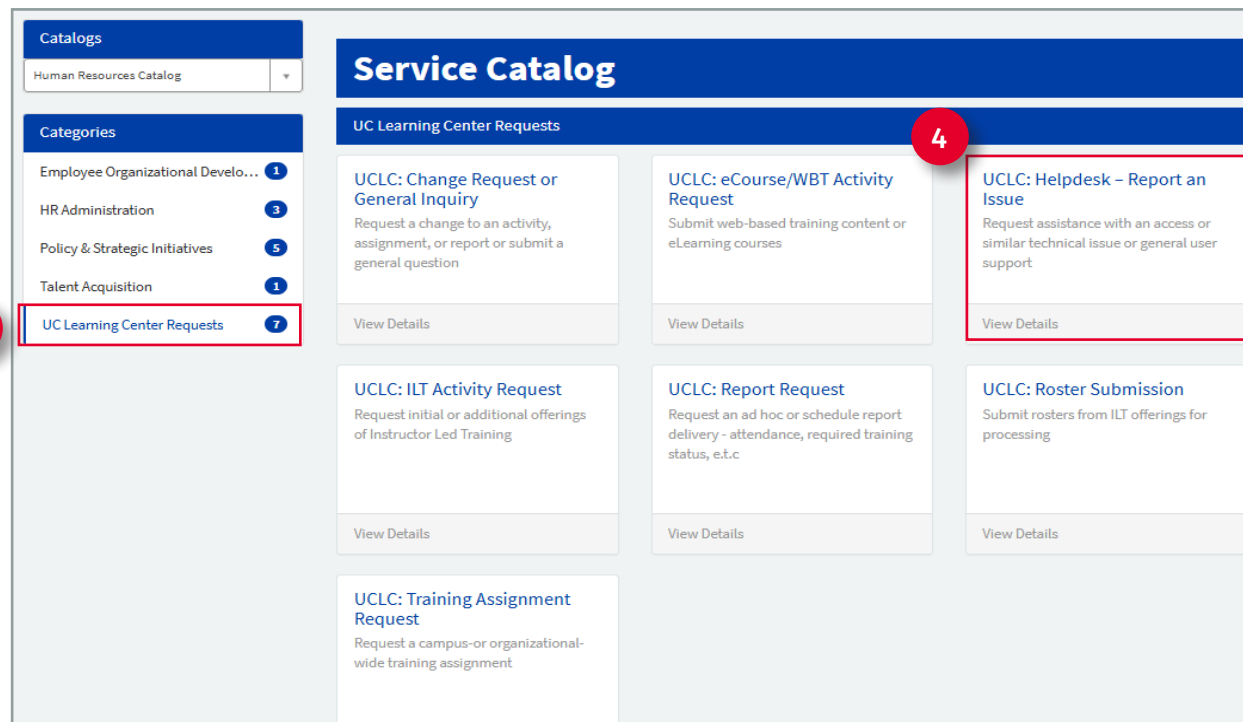
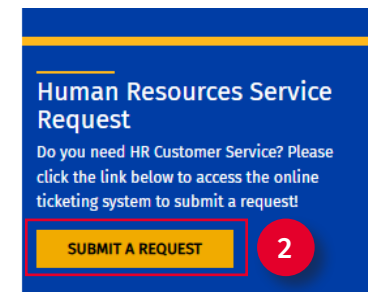
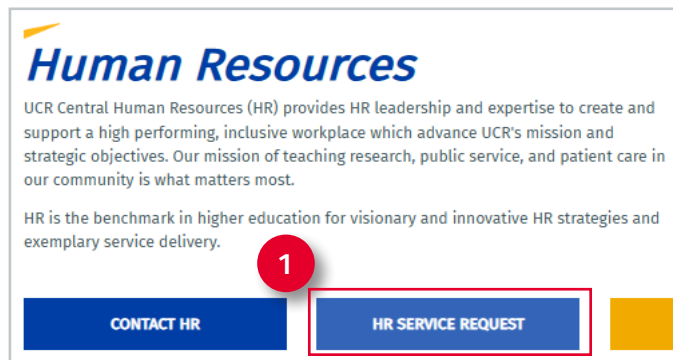
SUBMIT A REQUEST

HELPDESK - REPORT AN ISSUE REQUEST FORM

To submit a **Helpdesk -Report an Issue** request 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 Center Requests** from the categories menu.
4. Select the **UCLC Helpdesk -Report an Issue** request form.

Note: Use this form to request assistance with an access or similar technical issue or general user support.



HELPDESK - REPORT AN ISSUE REQUEST FORM

5. The **UCLC: Helpdesk-Report an Issue** 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. Prior to submitting this ticket, click the **Access, Technical, and Frequently Asked Questions** links to review the available information on the UCLC support site.
9. Check all that apply in the ***I am a(n)** field:
 - [Employee \(faculty, academic, staff, postdoc\)](#)
 - [Contingent Worker](#)
 - [Undergraduate Student](#)
 - [Graduate Student](#)
 - [Affiliate/Other](#)

UCLC: Helpdesk – Report an Issue 5

Request assistance with an access or similar technical issue or general user support

* Requestor (If requesting on behalf of another person, please enter name of individual here) 7

6 Dora Rubio

First Name: Dora Employee ID: 10012644

Email: dora.rubio@ucr.edu NetID: doraru

Work Phone: (951) 827-1430 Last Name: Rubio

Organization Name: Chancellor Department Name: Human Resources Dept

Organization: ORG20 Department: D01103

8 Before submitting this ticket, be sure to review the UCLC support site for [Access](#), [Technical](#), and other [Frequently Asked Questions](#).

* I am a(n) (check all that apply):

☐ Employee (faculty, academic, staff, postdoc)

☐ Contingent Worker (e.g., volunteer, intern, temporary employee, visiting researcher)

☐ Undergraduate Student

☐ Graduate Student

☐ Affiliate/Other

9

HELPDEKS - REPORT AN ISSUE REQUEST FORM

10. Select a **Category** that best describes this request:

- I cannot log in
- I am having a technical issue with an online course
- I need help managing a registration or cannot find activity
- My training records are missing from my transcript
- I am an manager/supervisor with a direct report in the system who no longer reports to me
- I am not receiving email notices from the UC Learning Center

11. Provide additional information for this request in the **Description** field.

12. The **Required Information** box will list the fields that must be completed for this request.

13. Use the **Add Attachments** icon at the bottom of the form, to attach files, documents or screenshots.

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

The screenshot shows the 'Report an Issue' form. Callout 10 points to the 'Category' dropdown menu. Callout 11 points to the 'Description' text area. Callout 12 points to the 'Required information' section, which includes a link 'I am a(n) (check all that apply):' and a 'Category' dropdown. Callout 13 points to the 'Add attachments' button with a paperclip icon. Callout 14 points to the 'Submit' button.

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.