

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

ILT ACTIVITY REQUEST FORM

To submit an **ILT Activity Request** form to 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 ILT Activity Request** form.

Note: Use this form to request initial or additional offerings of Instructor Let Training (ILT).

Human Resources

UCR Central Human Resources (HR) provides HR leadership and expertise to create and support a high performing, inclusive workplace which advance UCR's mission and strategic objectives. Our mission of teaching research, public service, and patient care in our community is what matters most.

HR is the benchmark in higher education for visionary and innovative HR strategies and exemplary service delivery.

CONTACT HR **HR SERVICE REQUEST**

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

Catalogs

Human Resources Catalog

Categories

- Employee Organizational Develo... 1
- HR Administration 3
- Policy & Strategic Initiatives 5
- Talent Acquisition 1
- UC Learning Center Requests 7**

Service Catalog

UC Learning Center Requests

- UCLC: Change Request or General Inquiry**
Request a change to an activity, assignment, or report or submit a general question
View Details
- UCLC: eCourse/WBT Activity Request**
Submit web-based training content or eLearning courses
View Details
- UCLC: Helpdesk - Report an Issue**
Request assistance with an access or similar technical issue or general user support
View Details
- UCLC: ILT Activity Request**
Request initial or additional offerings of Instructor Led Training
View Details
- UCLC: Report Request**
Request an ad hoc or schedule report delivery - attendance, required training status, e.t.c
View Details
- UCLC: Roster Submission**
Submit rosters from ILT offerings for processing
View Details
- UCLC: Training Assignment Request**
Request a campus-or organizational-wide training assignment

ILT ACTIVITY REQUEST FORM

5. The **UCLC: ILT Activity 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 if this is a first time **Initial Request** or **Additional Offering Request** of an existing course.
9. Enter the **Owner**, the department or organization responsible for or offering this activity.
10. Next, enter the **Activity Title**.
11. Then provide the **ActivityCode**.
12. Indicate if **there are prerequisites for this activity**. Select **Yes** or **No**.
13. Is **there a cost to register for this course**? Select **Yes** or **No**.

UCLC: ILT Activity Request 5

Request initial or additional offerings of Instructor Led Training

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

6 Dora Rubio

First Name: Dora Employee ID: 1C

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

Work Phone: (951) Last Name: Rubio

Organization Name: Chancellor Department Name: Human Resources Dept

Organization: ORG20 Department: D01103

Please allow 3 business days for processing before activity will be available in the UC Learning Center.

8 * Is this for an initial, or first time, request for a new course or additional offerings of an existing course?

-- None --

9 * Owner: The department or organization responsible for or offering this activity

10 * Activity Title:

11 * Activity Code:

12 * Are there activities in the UCLC that are prerequisites for this activity?

-- None --

13 * Is there a cost to register for this course?

-- None --

ILT ACTIVITY REQUEST FORM

14. Select if these are **Individual Offerings or Required Sessions?**
15. In the **Add Dates** section, click the **Add** button to enter:
 - a. **Start time**
 - b. **End time**
 - c. **Instructor(s) responsible for roster/sign-in sheet**
 - d. **Max Capacity**
 - e. **Location**
16. Provide the **Registration Deadline** (e.g., 7 days prior), if any?
17. Also provide the **Cancellation Deadline** (eg., 7 days prior), if any?
18. Enter the **UCPath based criteria** for registraton audience if registration should be restricted.
19. List anyone **Who Needs Access** to the rosters besides the instructors.

LOGISTICS

* Are These Individual Offerings or Sessions?
 -- None --

* Add Dates

Add

Remove All

Actions	Start time	End time	Instructor(s) Responsible for roster/sign-in sheet	Max Capacity	Location
No data to display					

OFFERING PROPERTIES

When is the Registration deadline (e.g., 7 days prior), if any?

When is the Cancellation deadline (e.g., 7 days prior), if any?

If registration should be restricted, please provide UCPath-based criteria (e.g., ORG/Dept.) for registration audience?

Besides instructors, list anyone who needs access to the rosters

ILT ACTIVITY REQUEST FORM

20. Enter **What is the Minimum Capacity, if any?** If the registration falls below the minimum capacity, instructors will receive a notice 3, 2, and 1 week prior to start date. No action is taken in the LMS.
21. In the field **Additional Information** field, enter special instructions. Use this space to communicate activity properties, logistics, or special requests not captured elsewhere on this form.
22. Use the Add Attachments icon to include **An activity image** with this request to be used in the UCLC.
23. Attachments can be added to the form by clicking the **Add Attachments** icon at the bottom of the form,
24. The **Required Information** box will list the fields that must be completed in order to submit this request.
25. Finally, click the **Submit** Button.

The screenshot shows the 'ILT ACTIVITY REQUEST FORM' with several fields and a 'Submit' button. Red circles with numbers 20 through 25 are placed over specific parts of the form to indicate where to enter information or click. A red box highlights the 'Include an activity image' instruction. A blue box highlights the 'Required information' section. A red box highlights the 'Add attachments' icon. An arrow points from the 'Add attachments' icon to the 'Add attachments' text.

20. What is the Minimum Capacity, if any? If the registration falls below the minimum cap. instructors will receive a notice 3, 2, and 1 weeks prior to start date. No action is taken in the LMS unless requested.

21. Additional Information: ⓘ
Special Instructions: Use this space to communicate activity properties, logistics, or special requests not captured elsewhere on this form ✕

22. Include an activity image (PNG or JPG) with this request to be used in the UCLC. Image ratio should be 16:9. Optimal image size is 221w x 124h pixels. Requests submitted without an image will have a generic image provided.

23. Add attachments

24. Required information: Is this for an initial, or first time, request for a new course or additional offerings of an existing course? Owner: The department or organization responsible for or offering this activity

25. Submit

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 'Request Details' screen for a 'Policy & Strategic Initiatives: HR Policy' request. The interface includes a top navigation bar with 'ITS HOME', 'SYSTEM STATUS', and 'MY DASHBOARD' (highlighted with a red box and callout 6). A search bar is located on the right. The main content area shows a timeline of messages from 'Dora Rubio' on 10/14/24. A message box at the top (callout 5) contains a text input field and a 'Send' button. A message in the timeline (callout 1) shows 'RITM0256554 Created' in a yellow box. A 'Watch List' section (callout 3) at the bottom left has a dropdown menu and a '+' button. An 'Attachments' section (callout 4) at the bottom right shows a file 'UCR New Policy (test).docx (18 KB)' with edit and delete icons. A right sidebar (callout 2) displays request details: Number (RITM0256554), Short description (Policy), State (Open), Priority (4 - Low), Created (12m ago), and Updated (11m ago). It also includes an 'Options' section and a 'Requestor' section with fields for Name, First Name, Email, and Work Phone.