


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!

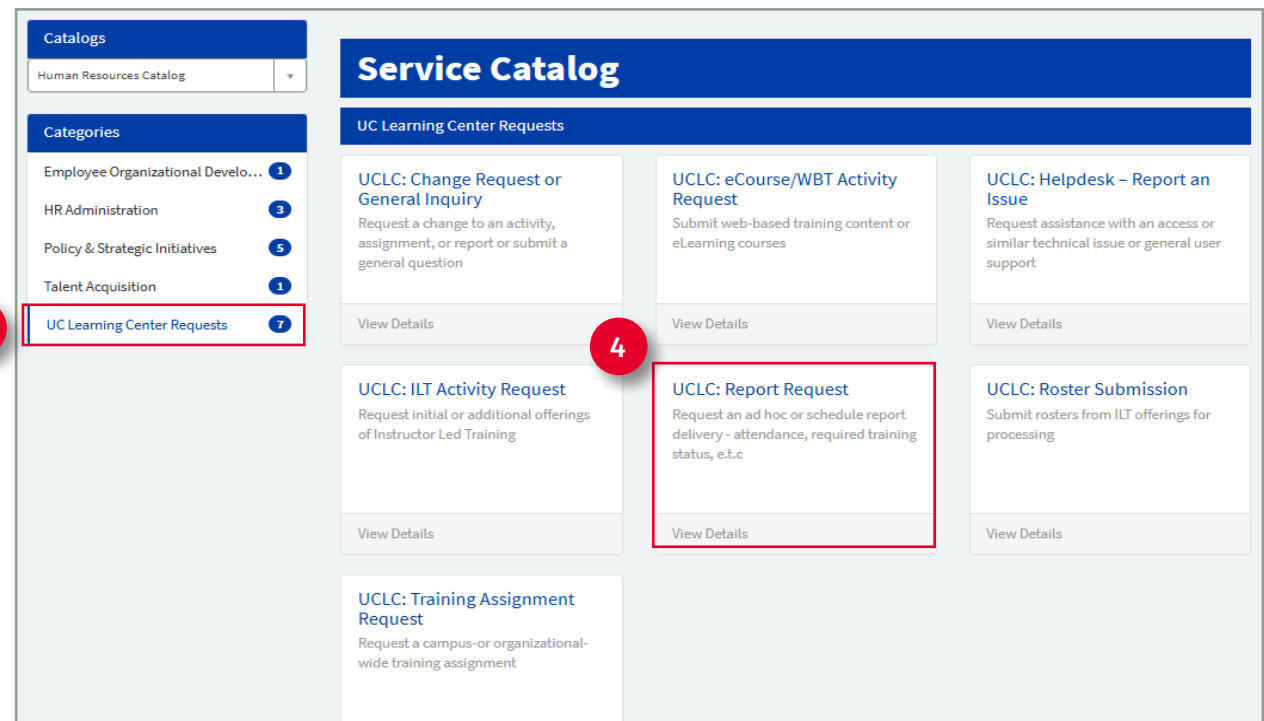
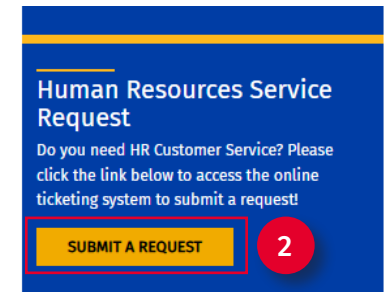
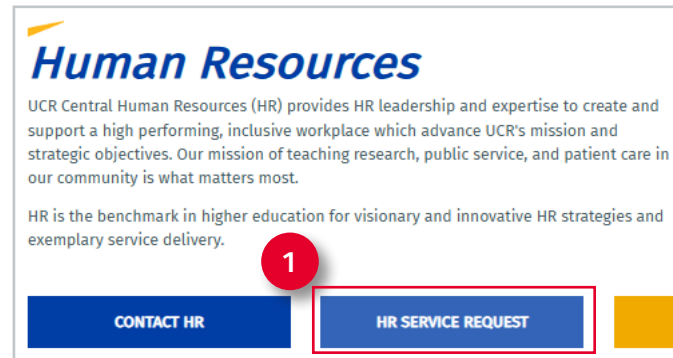
SUBMIT A REQUEST

REPORT REQUEST FORM

To submit a **Report 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 Report Request** form.

Note: Use this form to request an ad hoc or schedule report delivery - attendance, required training status, e.t.c.



REPORT REQUEST FORM

5. The **UCLC: Report 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 **Which report type is needed:**
 - [Attendance Report](#)
 - [Other - describe under Additional Information/Comments](#)
 - [Required Training \(Assignment\) Status Report](#)

UCLC: Report Request 5

Request an ad hoc or schedule report delivery - attendance, required training status, e.t.c

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

7 Dora Rubio

<p><small>First Name</small></p> <div style="border: 1px solid #ccc; padding: 2px;">Dora</div> <p><small>Email</small></p> <div style="border: 1px solid #ccc; padding: 2px;">dora.rubio@ucr.edu</div> <p><small>Work Phone</small></p> <div style="border: 1px solid #ccc; padding: 2px;">(95:)</div> <p><small>Organization Name</small></p> <div style="border: 1px solid #ccc; padding: 2px;">Chancellor</div> <p><small>Organization</small></p> <div style="border: 1px solid #ccc; padding: 2px;">ORG20</div>	<p><small>Employee ID</small></p> <div style="border: 1px solid #ccc; padding: 2px;">1</div> <p><small>NetID:</small></p> <div style="border: 1px solid #ccc; padding: 2px;"></div> <p><small>Last Name</small></p> <div style="border: 1px solid #ccc; padding: 2px;">Rubio</div> <p><small>Department Name</small></p> <div style="border: 1px solid #ccc; padding: 2px;">Human Resources Dept</div> <p><small>Department</small></p> <div style="border: 1px solid #ccc; padding: 2px;">D01103</div>
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* Which report type is needed:

8
-- None --
Attendance Report
Other - describe under Additional information/comments below
Required Training (Assignment) Status Report

REPORT REQUEST FORM

9. In the **Filters** field, describe how the report should be filtered (e.g., activity name, organizations, etc.)
10. Select the **Report Delivery Frequency**:
 - [Once](#)
 - [Weekly](#)
 - [Monthly](#)
 - [Quarterly](#)
 - [Annually](#)
 - [Other - describe under Additional information comments below](#)
11. Provide the **Report Recipient Email Addresses**.
12. In the **Additional Information/Comments** field, enter additional information relevant to the request.
13. The **Required Information** box will list the fields that must be completed for this request.
14. Use the **Add Attachments** icon at the bottom of the form, to attach files, documents or screenshots.
15. Finally, click the **Submit** Button.

The screenshot shows the 'REPORT REQUEST FORM' interface. It includes the following elements:

- 9**: A text input field for 'Filters: Describe how the report should be filtered (e.g., activity name, organizations, etc.)'.
- 10**: A dropdown menu for 'Report Delivery Frequency' with '-- None --' selected.
- 11**: A text input field for 'Report Recipient Email Addresses'.
- 12**: A large text area for 'Additional information/comments:'.
- 13**: A blue box titled 'Required information' containing links for 'Which report type is needed:', 'Filters: Describe how the report should be filtered (e.g., activity name, organizations, etc.)', 'Report Delivery Frequency:', and 'Report Recipient Email Address:'.
- 14**: An 'Add attachments' button with a paperclip icon.
- 15**: A blue '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.

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

2 Your request has been submitted

Number
RITM0256554

Short description
Policy

State
Open

Priority
4 - Low

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