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 - Covered Services
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

ROSTER SUBMISSION FORM

To submit a **Roster Submission** 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 Roster Submission** form.

   Note: Use this form to submit final rosters associated to existing Instructor-Led Training (ILT) activities for processing.

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!
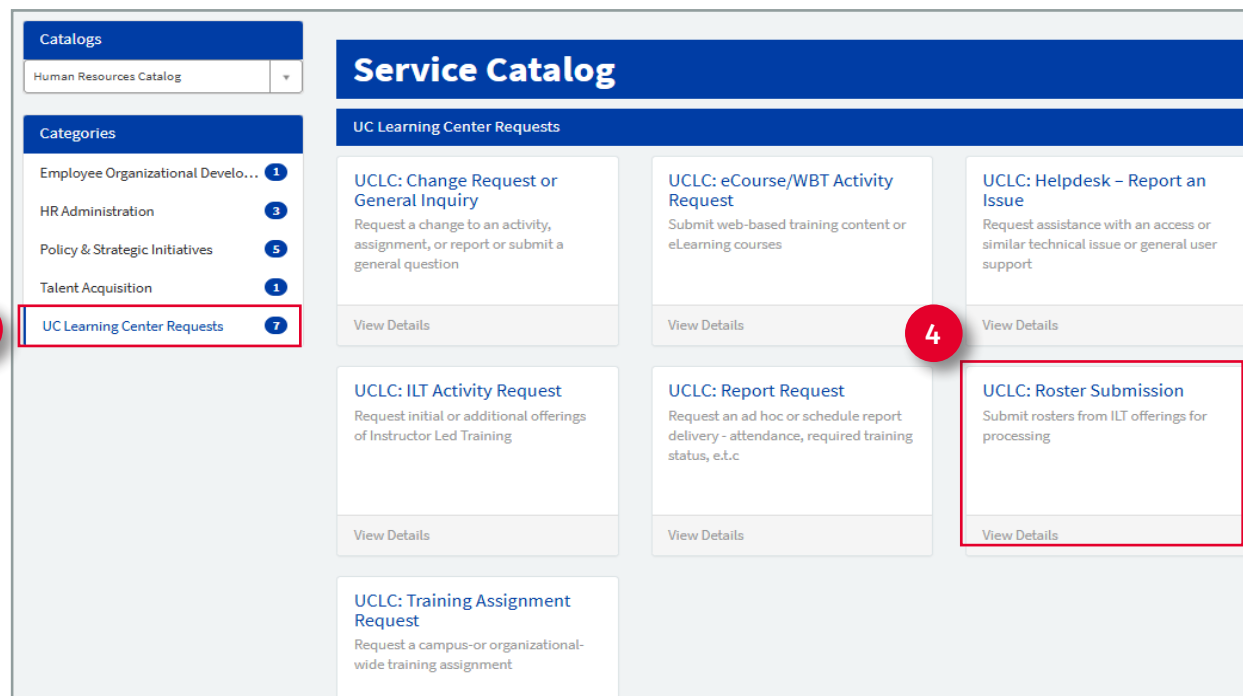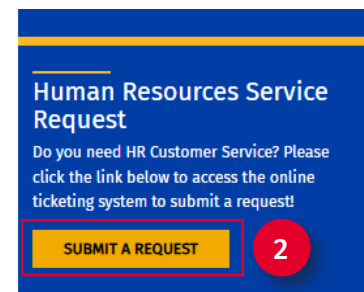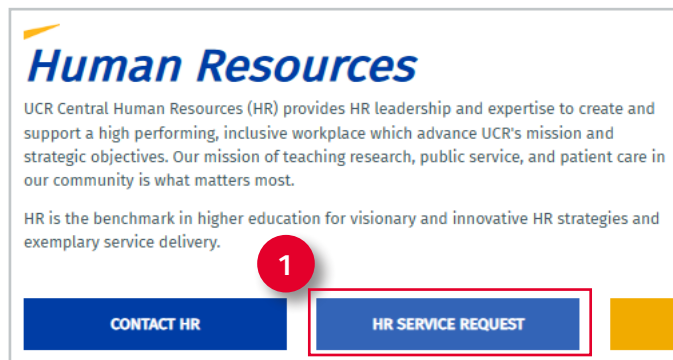
SUBMIT A REQUEST

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

ROSTER SUBMISSION FORM

5. The **UCLC: Roster Submission** 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. Enter the **Activity Name** for this roster submission.

UCLC: Roster Submission ⑤
Submit rosters from ILT offerings for processing

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

⑦ ⓘ Dora Rubio

First Name
Dora ⑥

Employee ID
1

Email
dora.rubio@ucr.edu

NetID:
d

Work Phone
(95.

Last Name
Rubio

Organization Name
Chancellor

Department Name
Human Resources Dept

Organization
ORG20

Department
D01103

⑧ * Activity Name

ROSTER SUBMISSION FORM

9.   Provide the **Activity Code**.

10. Enter the **Activity Start Date**:

11. Click the **Upload** button to attach a Roster for Processing. Attach either (a) the exported Excel file from the activity roster, or (b) the exported and signed PDF of the sign-in sheet from the activity roster.

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 additional files, documents or screenshots.

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

Activity Code

* Activity Start Date

MM/DD/YY

* Roster for Processing: Attach either (a) the exported Excel file from the activity roster with updated registrant statuses, or (b) the exported and signed PDF of the sign-in sheet from the activity roster.

⊕ Upload

NOTE: Rosters *must* be associated to an existing activity in the learning management system and should, at minimum, includ— submitted without either a UCR NetID or EID will not be accepted.

Additional information/comments:

Note: Rosters must be associated to an existing activity in the learning management system and should, at minimun, include typed names and UCR NetIDs.

Submit

Required information Activity Name Activity Start Date

Roster for Processing: Attach either (a) the exported Excel file from the activity roster with updated registrant statuses, or (b) the exported and signed PDF of the sign-in sheet from the activity roster.

⫝ Add attachments

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 indivual(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.