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
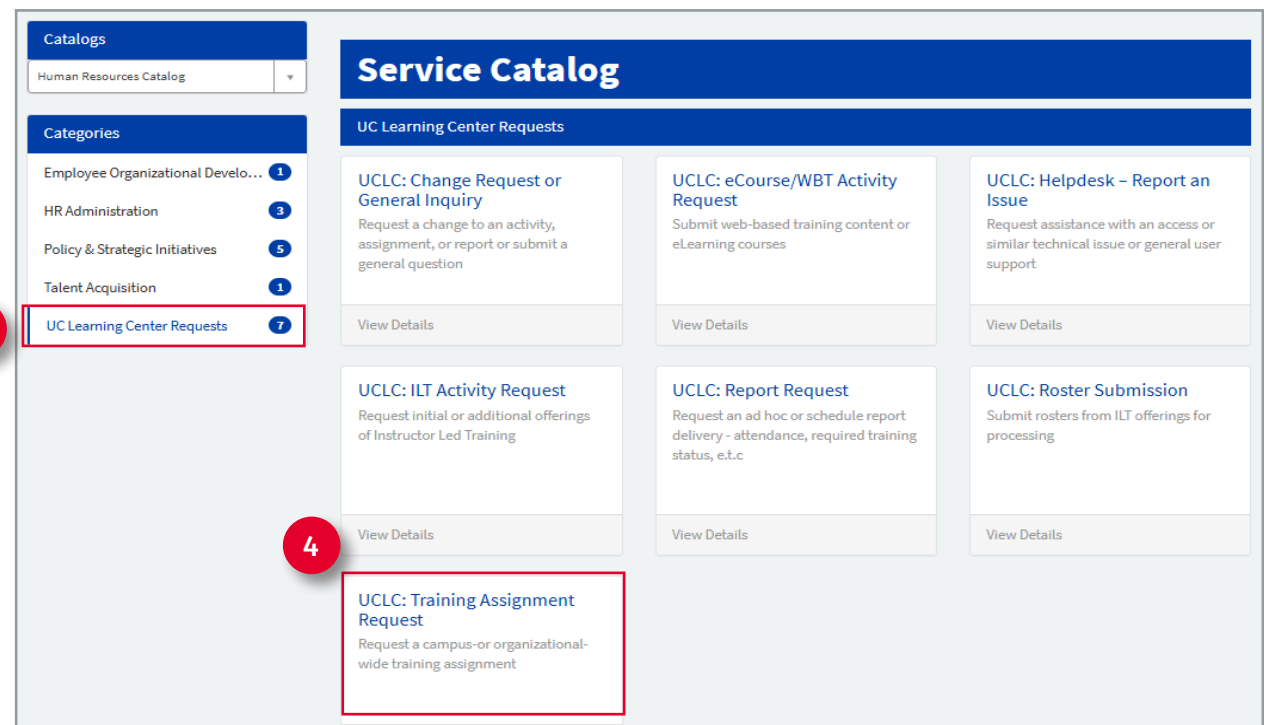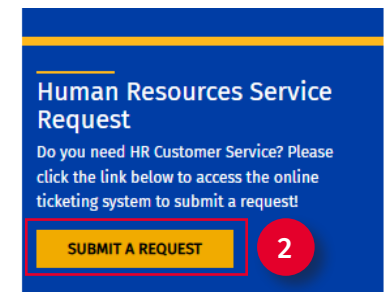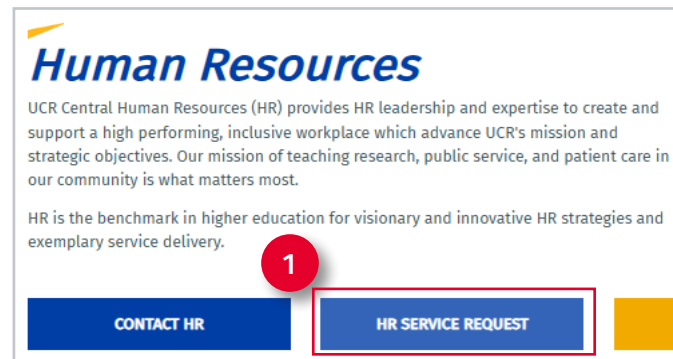
Human Resources Service Request

Do you need HR Customer Service? Please click the link below to access the online ticketing system to submit a request!

SUBMIT A REQUEST
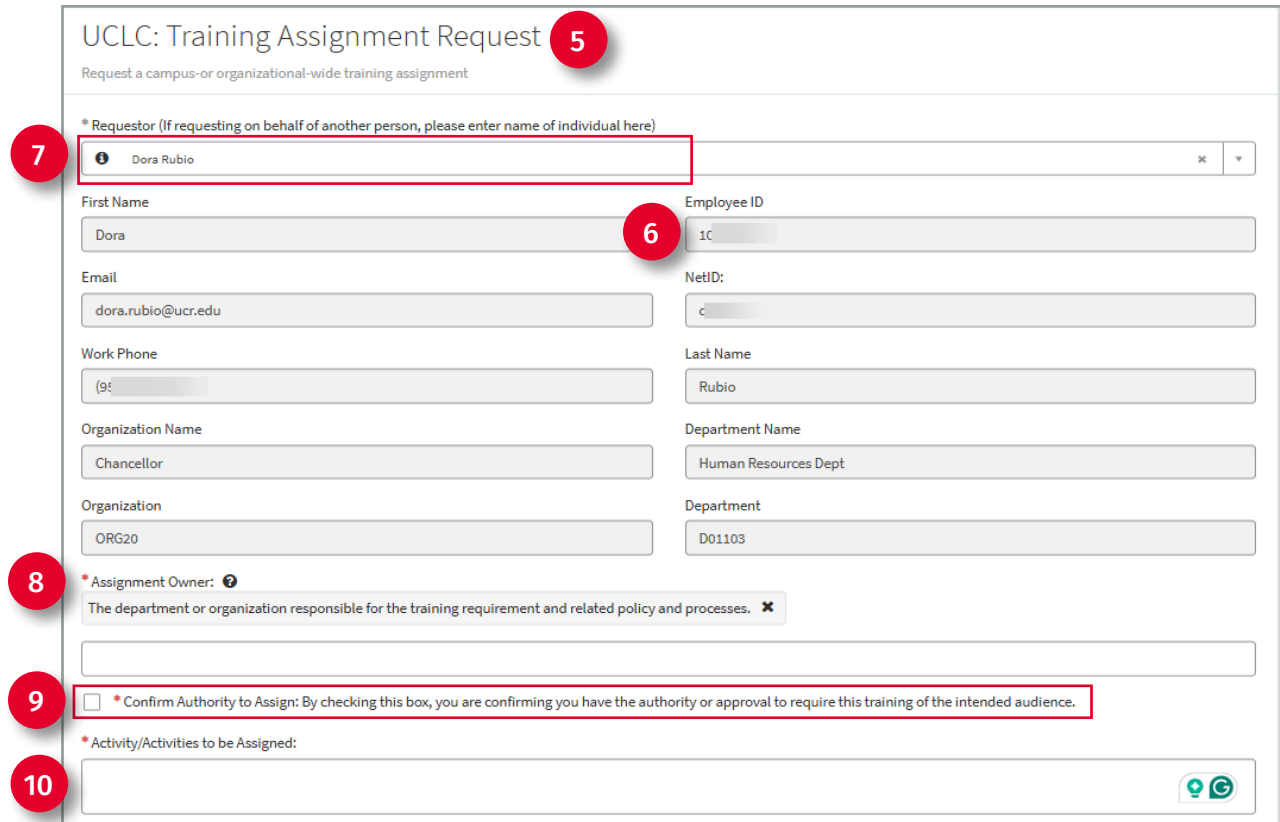
TRAINING ASSIGNMENT REQUEST FORM

To submit a **Training Assignment 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 Training Assignment Request** form.

    Note: Use this form to request a campus or organizational-wide training assignment.

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.

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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 **2**

Catalogs
Human Resources Catalog ▾

Categories
Employee Organizational Develo... **1**
HR Administration **3**
Policy & Strategic Initiatives **5**
Talent Acquisition **1**
3 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

4
UCLC: Training Assignment Request
Request a campus-or organizational-wide training assignment

TRAINING ASSIGNMENT REQUEST FORM

5. The **UCLC: Training Assignment 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. Enter the **Assignment Owner**. This is the department or organization responsible for the training requirment and related policy and processes.

9. Click the checkbox to **Confirm Authority to Assign**: By checking this box, you are confirming you have the authority or approval to require this training of the intended audience.

10. Enter the **Activity/Activities to be assigned**.

UCLC: Training Assignment Request
Request a campus-or organizational-wide training assignment

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

First Name
Dora

Employee ID
10

Email
dora.rubio@ucr.edu

NetID:

Work Phone
(9

Last Name
Rubio

Organization Name
Chancellor

Department Name
Human Resources Dept

Organization
ORG20

Department
D01103

* Assignment Owner:
The department or organization responsible for the training requirement and related policy and processes.

* Confirm Authority to Assign: By checking this box, you are confirming you have the authority or approval to require this training of the intended audience.

* Activity/Activities to be Assigned:

TRAINING ASSIGNMENT REQUEST FORM

11. Provide the **Assignment Audience** (e.g., Title Code 4722 - Blank Ast 3 in ORG 39) See Job Aid

12. Enter the **Desired Assignment Start Date**. Leave blank if it's ASAP.

13. Indicate **Grace Period:** When should activity be completed after assignment (e.g., within 30 days)

14. In the **Exception Request Process** field, enter who should assignees contact to request an exemption from the training requirement.

15. Are **Required Training Status Reports** needed? Select Yes or No

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

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

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

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* Assignment Audience

Who should be assigned (e.g., Title Code 4722 – Blank Ast 3 in ORG 39), if needed, a list can be attached to the ticket: ✖

See job aid.

Note: For Assignment Audience, if needed a list can be attached to the this ticket.

A system administrator will contact you to review and refine the assignment audience and gain final approval before launching the assignment.

Desired Assignment Start Date (leave blank if ASAP):

12 | MM/DD/YY

* Grace Period: When should activity be completed after assignment (e.g., within 30 days)

13

* Exception Request Process: Who should assignees contact to request an exemption from the training requirement?

14

* Are Required Training Status Reports needed?

15 | -- None --

18 | Submit

16 Required information | Assignment Owner: | Confirm Authority to Assign: By checking this box, you are confirming you have the authority or approval to require this training of the intended audience. | Activity/Activities to be Assigned: | Assignment Audience | Grace Period: When should activity be completed after assignment (e.g., within 30 days) | Exception Request Process: Who should assignees contact to request an exemption from the training requirement? | Are Required Training Status Reports needed?

17 | 🔗 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.