


## 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](#)

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- [5. HR Admin Cat Donation Request](#)
- [6. HR Admin Cat Leave Request](#)
- [7. HR Admin Rehired Retiree Request](#)

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- [8. HR Policy Request](#)
- [9. HR Systems and Project Management Request](#)
- Talent Acquisition Campus Request

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- 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!

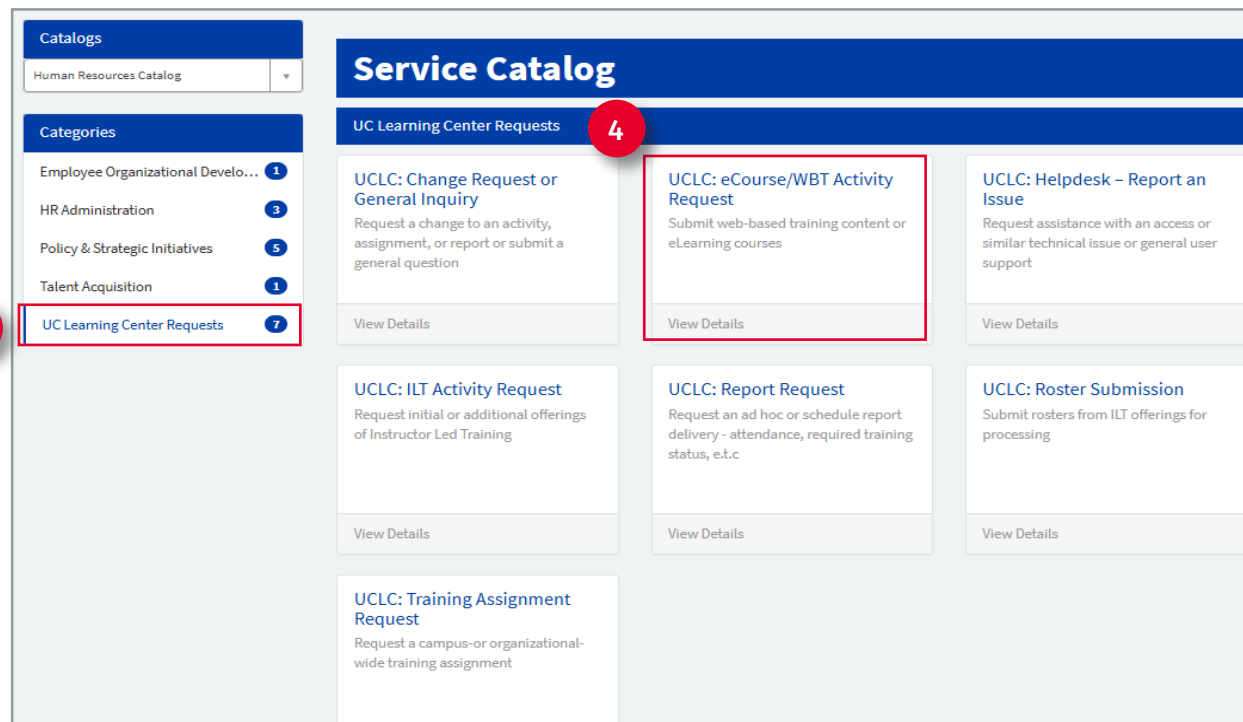
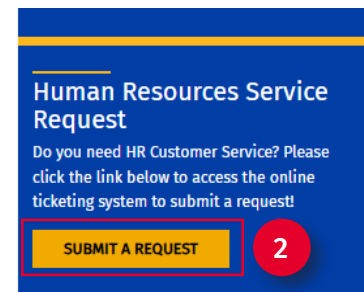
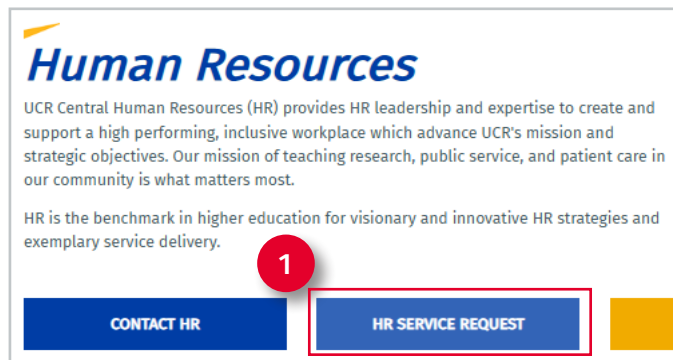
SUBMIT A REQUEST

## ECOURSE/WBT ACTIVITY REQUEST FORM

To submit an **eCourse/WBT Activity 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 eCourse/WBT Activity Request** form.

**Note:** Use this form to submit web-based training content or eLearning courses.



## ECOURSE/WBT ACTIVITY REQUEST FORM

5. The **UCLC eCourse/WBT 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. Enter the name of the **Owner: The Department or Organization responsible for or offering this activity**.
9. Provide an **Activity Title**.
10. Include a brief **Activity Description**.
11. In the next field indicate the **Activity Duration: Hours & Minutes**.

UCLC: eCourse/WBT Activity Request

Submit web-based training content or eLearning courses

\* 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:

d

Work Phone

(9)

Last Name

Rubio

Organization Name

Chancellor

Department Name

Human Resources Dept

Organization

ORG20

Department

D01103

Please allow 3 business days for initial testing of eCourse. Issues discovered during testing will be reported back to requestor for correction. Once a course passes testing it will be available in the LMS. The entire process may take days or months.

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

\* Activity Title:

\* Activity Description:

\* Activity Duration: Hours & Minutes

## ECOURSE/WBT ACTIVITY REQUEST FORM

12. Select **Yes** or **No** for the field: **Does this activity need to be retaken regularly?**
13. Select **Yes** or **No** for the field: **Is this activity designed for mobile compatibility?**
14. Select **Yes** or **No** in the **Should registration be restricted?** field.
15. Indicate if there **Are there activities in the UCLC that are prerequisites for this activity?**
16. Click the **\*I agree** checkbox, to confirm the **Accessibility Attestation** statement.
17. Use the **Add Attachments** icon at the bottom of the form, to **Attach a SCORM compliant zipped eCourse file, MP4, PDF or similar.**
18. The **Required Information** box will list the fields that must be completed in order to submit this request.
19. Finally, click the **Submit** Button.

The screenshot shows the 'ECOURSE/WBT ACTIVITY REQUEST FORM' with the following elements highlighted by numbered callouts:

- 12:** Dropdown menu for '\* Does this activity need to be retaken regularly?' with '-- None --' selected.
- 13:** Dropdown menu for '\* Is this activity designed for mobile compatibility?' with '-- None --' selected.
- 14:** Dropdown menu for 'Should registration be restricted?' with '-- None --' selected.
- 15:** Dropdown menu for 'Are there activities in the UCLC that are prerequisites for this activity?' with '-- None --' selected.
- 16:** Checkbox for '\* I agree' under the 'ACCESSIBILITY ATTESTATION' section.
- 17:** Red-bordered box containing the instruction: 'Attach a SCORM-compliant zipped eCourse file, MP4, PDF, or similar. File Size Limit: 2GB Courses should be published using HTML5 (no Flash).'.
- 18:** 'Required information' box listing fields: Owner, Activity Title, Activity Description, Activity Duration, and a summary of the prerequisite questions.
- 19:** Blue 'Submit' button.

At the bottom right, there is an 'Add attachments' button with a paperclip icon.

## 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.