

| Initiating a ServiceLink New Hire Request for Contingent Worker |

Navigation: https://ucrsupport.service-now.com/ucr_portal/

ServiceLink Form (Staff – New Hire)

Human Resources & Academic Personnel
Welcome to the HR and AP ServiceLink request page. These requests will route to your Shared Service provider for fulfillment in UCPath

Onboarding - New Hire
Hire a new UC employee/contingent worker

Onboarding - Rehire
Rehire an employee/contingent worker previously employed at a UC Location

Onboarding - Transfer
Transfer in a current employee from another UC location or within UCR

Onboarding - Concurrent
Add a job to an existing employee

The same ServiceLink Form – Onboarding – New Hire is used to hire Staff, Academic Appointees, and Contingent Workers. Employees who have not been on pay status at UC and who do not have a UCPath Employee Job Record, are considered New Hires.

Onboarding – New Hire (CWR)

Add Contingent Worker (with Position)
Usage: Use to add a Contingent Worker (CWR) with position.
Example: Contractor supervises a group of three UCR employees, but is paid by the contracting company, not UCPC.

Add Contingent Worker (without Position)
Usage: Use to add a Contingent Worker (CWR) without position.
Example: Student volunteer needs to be tracked in the system and performs job-related duties for UCR, but is not paid by UCPC.

Employee Information (CWR)

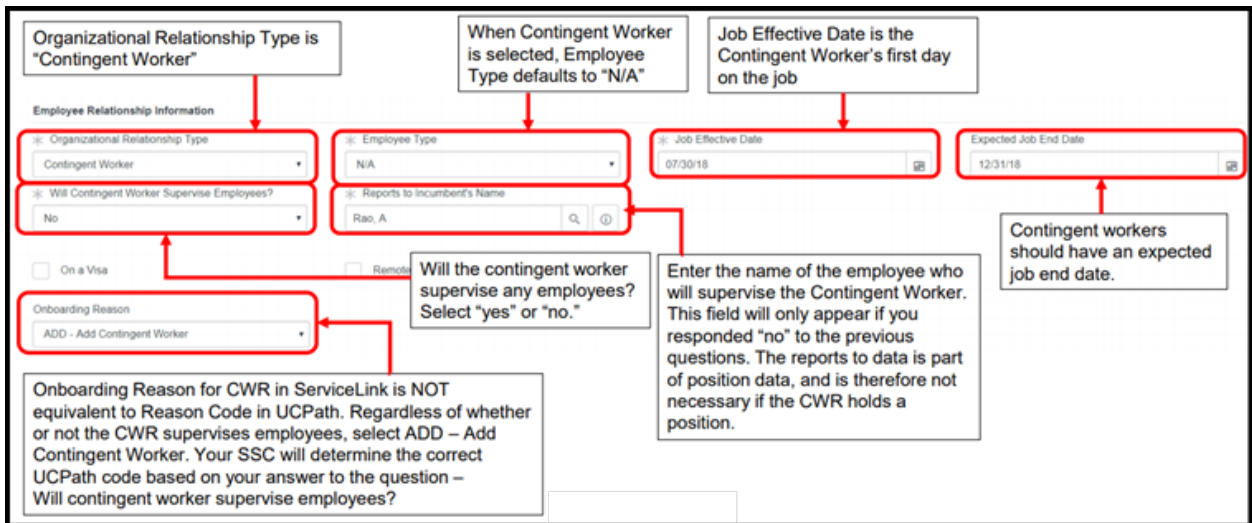
Incumbent's First Name

Incumbent's Last Name. All other fields are optional (Middle Name, Suffix, and Phone Number).

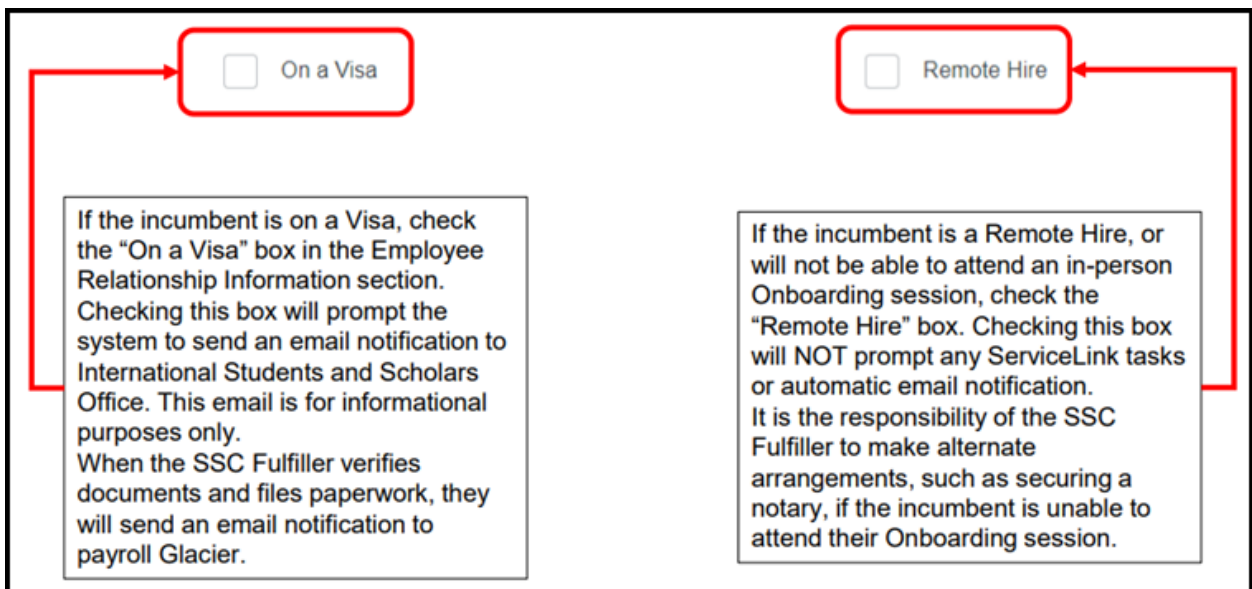
Employee Information

First Name: Cooper
Middle Name:
Last Name: Cash
Suffix: --None--
Phone Number:
Personal Email: coopertrcooper@yahoo.com

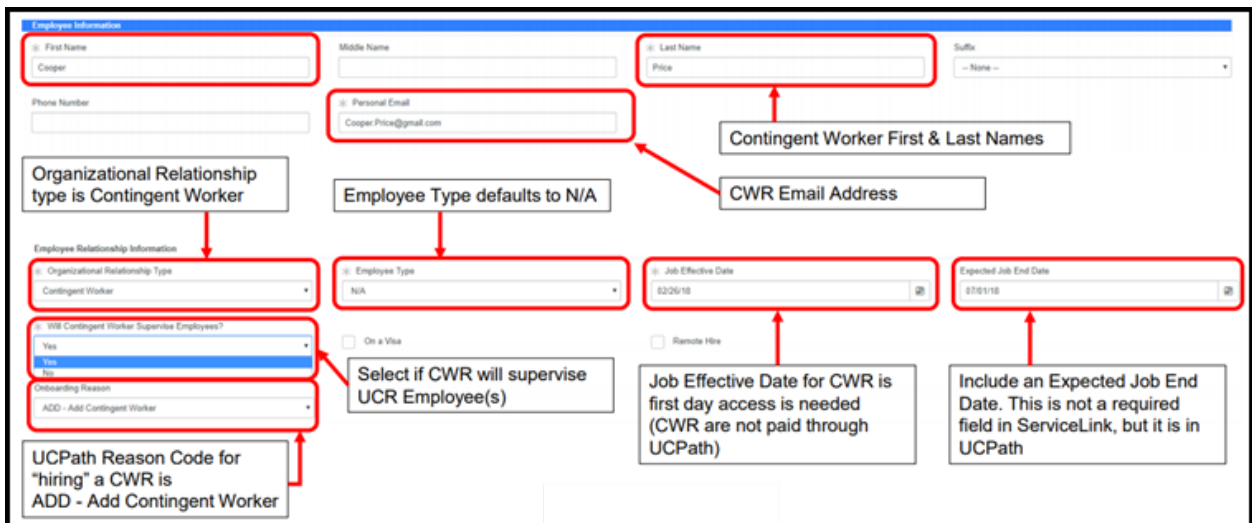
A personal email is needed for all Onboarding transactions. This email address will be used to send the incumbent the Onboarding packet via DocuSign.



Contingent Workers on Visa/Remote Hires



Employee Information (CWR)



Employee Work Information (CWR)

With a Position

With a Position

* Will Contingent Worker Supervise Employees?
Yes

Employee Work Information

Position Number
40020569

Job Code: CWR015 | Job Description: Visiting Scholar | Organization: ORG11 | Organization Description: Bourns College of Engineering

Division Code: DIV102 | Division Description: Engineering - Academic | Department Code: DE1003 | Department Description: Computer Science & Engineering

Position Number can be entered directly or searched by clicking on the magnifying glass icon

Based on the Position Number selected, Job Code, Job Description, Organization, Organization Description, Division Code, Division Descriptions, Department Code, and Department Description populate based on Position Data.

If a contingent worker supervises UCR Employee(s), they will need to be Onboarded with a Position. When asked "Will Contingent Worker Supervise Employees," select "Yes" from the dropdown.

Without a Position

* Will Contingent Worker Supervise Employees?
No

Employee Work Information

Job Code: CWR015 | Job Description: Visiting Scholar | Organization: ORG11 | Organization Description: Bourns College of Engineering

Division Code: DIV102 | Division Description: Engineering - Academic | Department Code: DE1003 | Department Description: Computer Science & Engineering

Instead of entering a Position Number, enter the appropriate Job Code. Job Codes for Contingent Workers (with and without a Position) start with "CWR." This was done during Conversion on UCR Job Codes designated as being appropriate for Contingent Workers.

The Job Description will default based on the Job Code selected. Organization Description will populate based on the Organization selected. The Division Description will populate based on the chosen Division Code. Department Code (required) will generate the corresponding Department Description. Even if Organization and Division Code are not required for a ServiceLink request, it is highly recommended that this information (if known) be added to the request. Location, Empl Class (Staff/AP) and Supervisor Position Number are all required data points for the UCPath transaction.

If a contingent worker does NOT supervise UCR Employee(s), they can be Onboarded without a Position. When asked "Will Contingent Worker Supervise Employees," select "No" from the dropdown.

Onboarding Tasks (CWR)

Onboarding Tasks (select all that apply)

Note:
If "Create a single task for all Task listed below" is left checked, then only a single task for this transaction will be created.
If "Create a single task for all Task listed below" is unchecked, At least one task has to be selected to submit request and for each task selected an individual task will be created.

Accountability Structure

Create a single task for all Task Listed Below

Order Required Equipment

Grant System Access

Update Enterprise Directory

Monitor Completion of Background Check

Issue Equipment and Assets

Confirm FAU is Correct

Building Access (keys, alarms, key cards)

Background Check (HireRight)

Assign Space

Phone/Phone Line Request

Remote Worker (Travel Arrangements)

You will need to select at least ONE task as the Accountability Structure Fulfiller (assigned to Assignment Group Dept._Onboarding Accountability Structure Fulfiller). Clicking on the "Create a single task for all Task Listed Below" will create one task that will need to be closed once completed. Individual tasks can also be selected. All selected tasks will be generated at once. Tasks assigned to the Shared Services Center will also be generated simultaneously.

Shared Services

Complete UCPath Template Based Hire

Schedule Day 1 In-Person Session

Complete Onboarding Packet

Conduct Day 1 In-person Session

Verify Documents and File Paperwork

Update Required UCPath Checklist Items (Oath and Patent/Patent Waiver)

All SSC tasks are required and cannot be modified. These tasks will be assigned to Assignment Group SSC Name_Onboarding Shared Services Fulfiller. Tasks will need to be closed in the ServiceLink fulfiller view as part of an Onboarding transaction.

Comments & Attachment (CWR)

Comments

Attachment

Note
Appointment/offer Letter must be attached

Add Attachment

Comments can be added to ensure that all needed data to complete a UCPath Onboarding transaction is included.

ServiceLink Onboarding requests require that the Initiator attach an Offer Letter. In some instances (such as Student Volunteers), this can be an email or other informal notification of the "hire."

ServiceLink Initiator

UCRIVERSIDE | ServiceLink

Thank you, your request has been submitted

Request Number: REQ0019962

Every transaction is composed of a Request Number (REQ), Item (RITM), and Tasks (SCTASK)

Number	Description	Stage
RITM0019995	Onboarding - New Hire	

Clicking on the RITM Number and Description will take you to a view-only of the ServiceLink Fulfiller of the submitted Onboarding Transaction.

This "Stage" icon allows you to track a transactions' progress through fulfillment. Three green checks means that all tasks are closed and the submitted transaction is complete.

ServiceLink Initiator

Requested Item
RITM0019995

Clicking on the RITM (from previous screen) will take you to your request. This page has information that will tell you the stage of the ticket as well as who is working on your request.

Manage Attachments (1) 175x175-75 (1) png [rename] [view]

Number	RITM0019995	Assignment group	
Item	Onboarding - New Hire	Assigned to	
Opened	07/05/18 13:12:47	Request	REQ0019962
Requested for	Shannon Minter	Stage	Fulfillment in Progress
State	Open		

Initiator: Kathleen Cool
Request Date: 07/05/18

Employee Information

The Stage field gives information pertaining to the status of your request. Once all tasks associated with this request are closed, the stage will update automatically to "Closed Complete." This means that your request has been successfully completed and transacted in UCPath.

ServiceLink Fulfiller

Remember that we requested that only one task be assigned to the Accountability Structure Fulfiller. Once all tasks relating to the Onboarding have been completed, the designated Onboarding Accountability Structure fulfiller should change the state of the task from "Open" to "Closed." This can be done by selecting the task and clicking on the Actions on selected rows button highlighted below in yellow.

Scroll down to the bottom of the RITM to the Catalog Task. In this area, you will see all the related tasks for the request.

The Shared Services Center will similarly be assigned one composite tasks (except for R'SSC who will be assigned all tasks, per their request.). The SSC fulfiller will change the state of the task from "Open" to "Closed" when completed. When all tasks reflect a "Closed" state, the RITM stage will automatically change to "closed complete."

Additional Data Required for UCPATH Transaction (CWR) – New Hire

Personal Data

Data Point	Data Location on UCR Forms
First & Last Names	ServiceLink Form – Employee Information & UCR Personal Data Form
Address Line 1, City, State, Postal Code	UCR Personal Data Form

Job Data

Data Point	Data Location on UCR Forms
Business Unit	Populates Automatically – Riverside Campus
Department	ServiceLink Form – Employee Work Information
Location Code	Populates from Job Code
Job Code	ServiceLink Form – Employee Work Information
Employee class	Populated from Job Code
Supervisor ID	ServiceLink Form – Employee Relationship Information
Expected Job End Date	ServiceLink Form – Employee Relationship Information