Initiating a ServiceLink New Hire Request for Contingent Worker

Navigation: [https://ucrsupport.service-now.com/ucr_portal/](https://ucrsupport.service-now.com/ucr_portal/)

ServiceLink Form (Staff – New Hire)

Onboarding – New Hire (CWR)

Employee Information (CWR)

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

On a Visa

If the incumbent is on a Visa, check the “On a Visa” box in the Employee Relationship Information section. Checking this box will prompt the system to send an email notification to International Students and Scholars Office. This email is for informational purposes only. When the SSC Fulfiller verifies documents and files paperwork, they will send an email notification to payroll Glacier.

Remote Hire

If the incumbent is a Remote Hire, or will not be able to attend an in-person Onboarding session, check the “Remote Hire” box. Checking this box will NOT prompt any ServiceLink tasks or automatic email notification. It is the responsibility of the SSC Fulfiller to make alternate arrangements, such as securing a notary, if the incumbent is unable to attend their Onboarding session.

Employee Information (CWR)

Organizational Relationship Type

Select if CWR will supervise UCR Employee(s)

Job Effective Date for CWR is first day access is needed (CWR are not paid through UCPa)

Include an Expected Job End Date. This is not a required field in ServiceLink, but it is in UCPa

UCPath Reason Code for “hiring” a CWR is ADD - Add Contingent Worker

Contingent Worker First & Last Names

CWR Email Address

Employee Information (CWR)
Employee Work Information (CWR)

With a Position

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.

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

Without a Position

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.

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.

Onboarding Tasks (CWR)

You will need to select at least ONE task as the Accountability Structure Fuller (assigned to Assignment Group Dept., Onboarding Accountability Structure Fuller). 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.

All SSC tasks are required and cannot be modified. These tasks will be assigned to Assignment Group SSC Name_Onboarding Shared Services Fuller. Tasks need to be closed in the ServiceLink Fuller view as part of an Onboarding transaction.
Comments & Attachment (CWR)

ServiceLink Initiator

ServiceLink Initiator
**ServiceLink Fulfiller**

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

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.

The Shared Services Center will similarly be assigned one composite tasks (except for 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 RTM stage will automatically change to “closed complete.”

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**Additional Data Required for UCPath Transaction (CWR) – New Hire**

**Personal Data**

<table>
<thead>
<tr>
<th>Data Point</th>
<th>Data Location on UCR Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>First &amp; Last Names</td>
<td>ServiceLink Form – Employee Information &amp; UCR Personal Data Form</td>
</tr>
<tr>
<td>Address Line 1, City, State, Postal Code</td>
<td>UCR Personal Data Form</td>
</tr>
</tbody>
</table>

**Job Data**

<table>
<thead>
<tr>
<th>Data Point</th>
<th>Data Location on UCR Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Unit</td>
<td>Populates Automatically – Riverside Campus</td>
</tr>
<tr>
<td>Department</td>
<td>ServiceLink Form – Employee Work Information</td>
</tr>
<tr>
<td>Location Code</td>
<td>Populates from Job Code</td>
</tr>
<tr>
<td>Job Code</td>
<td>ServiceLink Form – Employee Work Information</td>
</tr>
<tr>
<td>Employee class</td>
<td>Populated from Job Code</td>
</tr>
<tr>
<td>Supervisor ID</td>
<td>ServiceLink Form – Employee Relationship Information</td>
</tr>
<tr>
<td>Expected Job End Date</td>
<td>ServiceLink Form – Employee Relationship Information</td>
</tr>
</tbody>
</table>