

## | Initiating a ServiceLink New Hire Request for Staff |

Navigation: [https://ucrsupport.service-now.com/ucr\\_portal/](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

*COMING soon*

*COMING soon*

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 (Staff)

**HIR - Hire No Prior UC Affiliation**  
**Usage:** Use to hire a new employee. Employee has never been on pay status with UC.  
**Example:** New hire has never been employed at a UC location in the past and does not have an employee record in UCPath.

### Employee Information (Staff)

Incumbent's First Name

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

**Employee Information**

First Name: Nancy

Middle Name: [Optional]

Last Name: Lee

Suffix: --None--

Phone Number: [Optional]

Personal Email: nancy.lee@gmail.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. This same email will also be used by the UCPath Center to communicate with the employee regarding benefits and benefit eligibility.

## Employee Relationship Information (Staff)

**Organizational Relationship Type is "Employee"**

**Employee Type is "Staff"**

**Job Effective Date is the first day an employee is on pay status at UCR**

Employee Relationship Information

- Organizational Relationship Type: Employee
- Employee Type: Staff
- Job Effective Date: 07/30/18
- Expected Job End Date: 12/31/18
- Probation Code: [Empty]
- Probation End Date: 01/30/19
- On a Visa:
- Remote Hire:
- Onboarding Reason: HIR - Hire No Prior UC Affiliation

Enter the incumbent's expected job end date, if they have one. The following employee classes are required to have an expected job end date:

- Student – Casual/Restricted
- Per Diem
- Floater
- Contract
- Limited
- Staff Rehired Retiree

Their expected job end date will need to be carefully monitored as they will be automatically offboarded on that date.

Select the appropriate Probation Code for the employee. The Probation End Date will default to 6 months after the Job Effective Date. The field can be modified if needed. The system will automatically convert the employee to a non probationary status on this date. A Job Data change will need to be submitted if the Probation End Date changes.

Onboarding Reason in ServiceLink is equivalent to Reason Code in UCPath. For a new staff hire, the onboarding reason is HIR – Hire no prior UC affiliation.

## Employees on Visa/Remote Hires

On a Visa

Remote Hire

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.

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 Work Information (Staff)

Employee Work Information

Position Number: 40014151

Job Code: 004722

Job Description: BLANK AST 3

Organization: ORG12

Organization Description: Coll of Hum, Arts & Social Sci

Division Code: DIV104

Division Description: CHAASS - General

Department Code: D01010

Department Description: CHAASS Student Affairs

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.

## Onboarding Tasks (Staff)

**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)

**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)

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.

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 (Staff)

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. For Staff, the Offer Letter contains additional information required for the SSC Fulfiller to transact in UCPath.

## ServiceLink Initiator

UCRIVERSIDE | ServiceLink

Thank you, your request has been submitted

Request Number: REQ0019952

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

Number	Description	Stage
RITM0019995	Onboarding...New Hire	▶ ● ● ●

Response time(ms): 8548, Network: 7973, server: 336, browser: 239

Once a ServiceLink form is successfully submitted, the Initiator will be directed to this confirmation page.

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.

Requested Item  
RITM0019995

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

Number: RITM0019995  
Item: Onboarding - New Hire  
Opened: 07/05/18 13:12:47  
Requested for: Shannon Minter  
State: Open

Assignment group: [Search]  
Assigned to: [Search]  
Request: REQ0019992  
Stage: Fulfillment in Progress

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

Employee Information

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.

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

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.

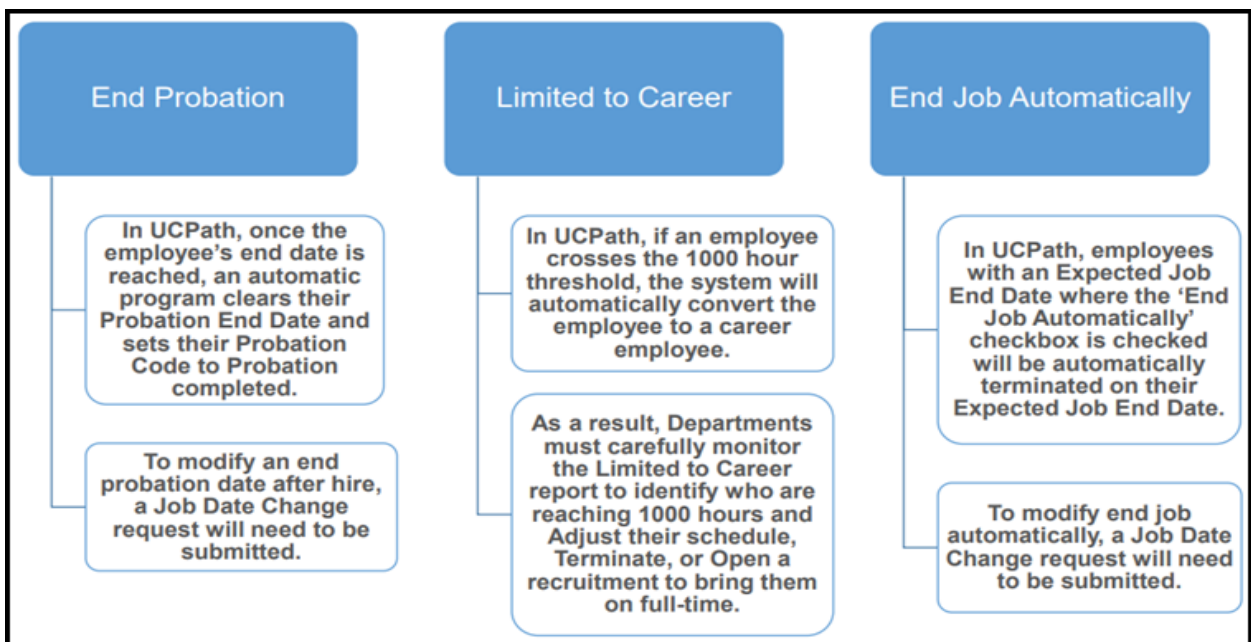
Remember that we requested that only one task be assigned to the Accountability Structure Fulfiller. Once all tasks relating to the Onboarding have been completed, the designated Onboarding Accountability Structure fulfiller should change the state of the task from "Open" to "Closed." This can be done 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 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."

Number	Short description	Assignment group	Assigned to	Stage	State
SCTASK0035436	All Tasks Completed for this Transaction	UCPath.D01010.Onboarding.Accountability...		Open	Open
SCTASK0035437	Shared Services Onboarding New Hire Tasks	UCPath.Harvest.Onboarding.Shared.Service...		Open	Open

Actions on selected rows...

## New Automated Processes



## Data Required for UCPATH Onboarding Transactions

Key Data Point	Definition
Employee ID	Employee ID (or Empl ID) is generated by UCPATH after a New Hire has been successfully processed.
Effective Date	The JOB Effective Date (different from the Position Effective Date) is the first day a given employee should be paid or the first day a contingent worker is performing services for UCR.
Action	Actions in UCPATH include Hire, Rehire, Transfer, Add Contingent Worker, and Contingent Worker Extension.
Reason Code	Reason Codes are the reason why the Onboarding is taking place (i.e. Action – Rehire, Reason Code – Rehire, <120 days break).
Employee Record Number	An employee can have one or more Empl. Records.

## Additional Data Required for UCPATH Transaction (Staff) – New Hire Personal Data

Data Point	Data Location on UCR Forms
First & Last Names	ServiceLink Form – Employee Information & UCR Personal Data Form
Date of Birth	UCR Personal Data Form
Highest Education Level	UCR Personal Data Form
Gender	UCR Personal Data Form
National ID Type & National ID	UCR Personal Data Form, in-person, via phone
Address Line 1, City, State, Postal Code	UCR Personal Data Form
Email Address	ServiceLink Form – Employee Information & UCR Personal Data Form
Phone	UCR Personal Data Form



## Job Data

Data Point	Data Location on UCR Forms
Position Number	ServiceLink Form – Employee Work Information
Employee Classification	Offer Letter (Attached to ServiceLink form)
Establishment ID	Defaults from Position data, but is editable
Standard Hours	Defaults from Position data, but is editable
FTE	Offer Letter (Attached to ServiceLink form)
Step (for step-based positions only)	Offer Letter (Attached to ServiceLink form)
Probation Code	ServiceLink Form – Employee Relationship Information
Probation End Date	ServiceLink Form – Employee Relationship Information
PY Career Duration (partial-year Empl Classes only)	Offer Letter (Attached to ServiceLink form)
Expected Job End Date (for Contract, Casual/Restricted, Floater, Per Diem, Limited and Staff Rehired Retiree)	ServiceLink Form – Employee Relationship Information

## Job Data – Job Compensation & Pay Components

Data Point	Data Location on UCR Forms
Compensation Frequency	Offer Letter (Attached to ServiceLink form)
Comp Rate Code	Offer Letter (Attached to ServiceLink form)
Compensation Rate	Offer Letter (Attached to ServiceLink form)
Pay Components Frequency	Offer Letter (Attached to ServiceLink form)

## UCR Personal Data Form

### UCR Personal Data Form

Please complete this form to the best of your ability. Data collected through this form will be used to establish you as a new employee at UCR.

The most current version of the UCR Personal Data Form is available as a template in DocuSign. Please make sure that you are capturing all required information if you are not using this version of the form.

Required data points are highlighted in red and listed in the slides above.

**Note on Social Security Number**  
 You have several options for providing your social security number. You may:

1. Provide it electronically using this form
2. Come to campus before your first day to provide your Social Security Number
3. Call your Shared Service Center prior to your first day to provide your Social Security Number verbally

I consent to electronically provide and transmit my Social Security Number or ITIN:

Check if you have an ITIN instead of a Social Security Number

The most current version of the UCR Personal Data Form is available as a template in DocuSign. Please make sure that you are capturing all required information if you are not using this version of the form.

Required data points are highlighted in red and listed in the slides above.