SERVICELINK

UC RIVERSIDE
UNIVERSITY OF CALIFORNIA
**FOM|UCPath Training**

| ServiceLink Homepages |

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

Required Role: ServiceLink Fulfiller (both Accountability Structure & Shared Services Center)

The content on your homepage comes from a variety of sources, such as graphs and charts generated from a report, application modules, a service catalog category, the scrolling news widget, which is the News knowledge category.

1. To create a new Homepage, or navigate back to your Homepage from anywhere in the system, click on the UC Riverside logo located in the top left corner of the screen, as shown in the screenshot below.
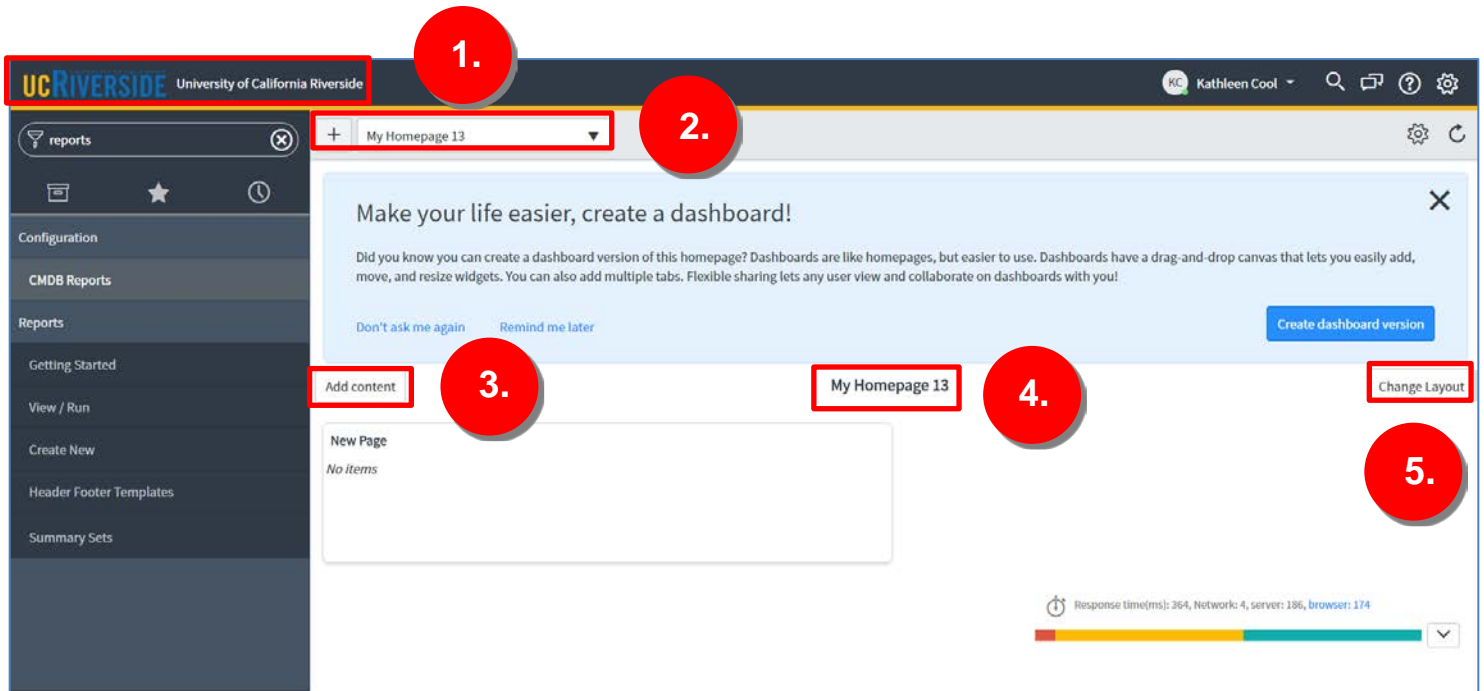
2. From the Homepage dropdown, you can navigate to any Homepage you have created, or that has been shared with you. You can edit, add content, or change the layout of any existing homepage. To create an entirely new homepage, click on the ➕ icon, located to the left of the dropdown. When clicking on the icon, a new, blank homepage will be automatically generated. On that page, you can add content, change the homepage name, and change the layout of the page.

3. Clicking on the Add Content button will open a window that lets you select from a number of different homepage items you can add. Some items pertain to specific features and applications, such as CMS content blocks and the Work Management dispatch map – these are more than likely NOT relevant to your work. The list of items you can select from will vary depending on what is active in the system. For AP/HR requests, the following applications (located in the first box) will be of most interest to you:

- **<Favorites>** - will bring up favorited items, included favorited reports in the second box
- **Reports** – will bring up recent content in the second box (as shown in the screenshot above) and report categories in the third.
- **Catalog Categories** – if you are both an Initiator and Fulfiller, you can embed AP/HR ServiceLink forms in your homepage. Select relevant forms (e.g. Offboarding [UCR ServiceLink]) in the second box and how you want the form to be displayed (Category Details or Category Items) in the third.
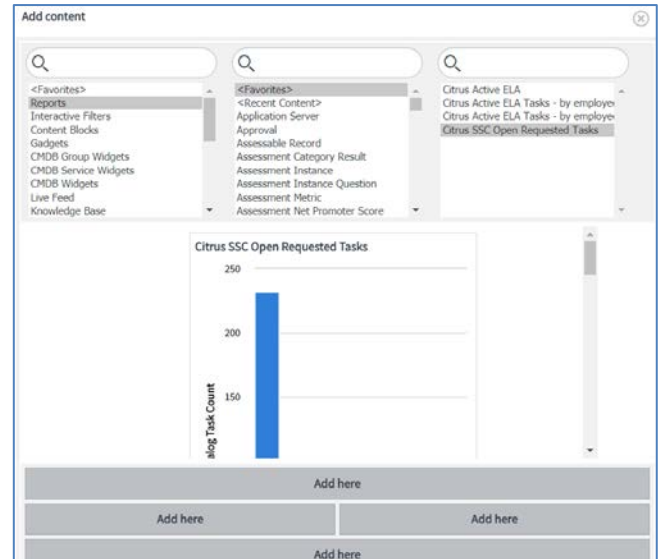
Once content has been selected, choose where the content will be located on your homepage by clicking "Add here."

4. To change the title of your homepage, click on the current Homepage name or generic numbering sequence (e.g. My Homepage 13). Clicking on the Homepage name will allow you to modify the name of the homepage anytime you are editing the content of the page.

5. To change the layout of the Homepage, click on the "Change Layout" button located on the right-hand side of the screen. A window will open with a selection of different layouts. A diagram of the selected layout will appear on the right. Scroll through the different pre-configured homepage layouts on the left. To preview a layout, select it for it to appear on the right hand-side. Once you have selected a layout, click on the "Save" button located in the lower right-hand corner of the window.
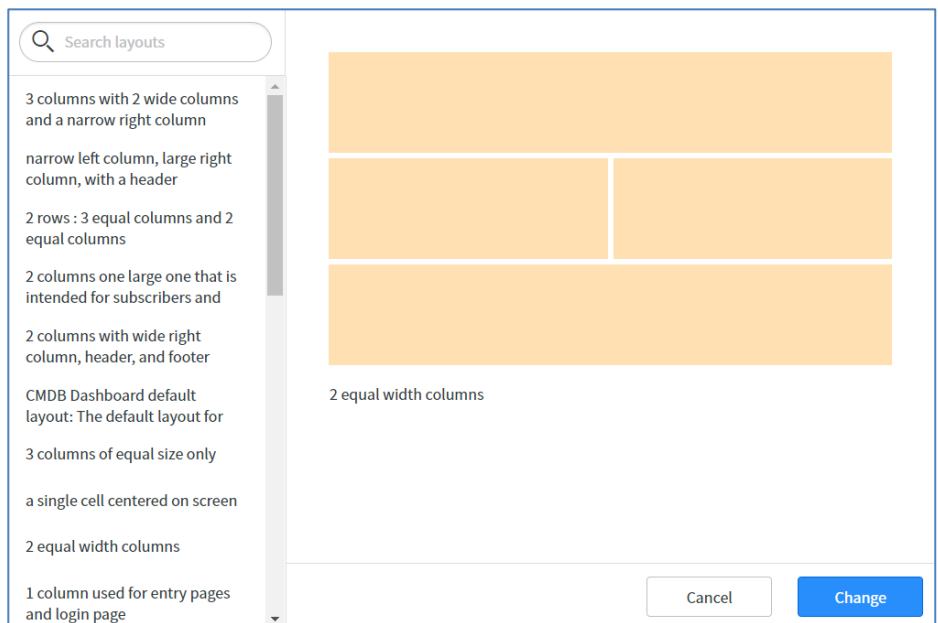
Note: When you convert a homepage to a dashboard, the dashboard is independent of the homepage. Changes you make to the dashboard do not migrate to the source homepage. In addition, changes that you make to the homepage after conversion do not migrate to the dashboard.

A workaround would be to re-convert the updated homepage to a dashboard. The reverse, however, cannot be done. An updated dashboard cannot be converted back to a homepage.

For Advanced Options, consult the full [ServiceLink Reports & Dashboards User Guide](#).