

Use this task to submit an inquiry on behalf of another employee to the UCPATH Center via UCPATH.

Dashboard Navigation:

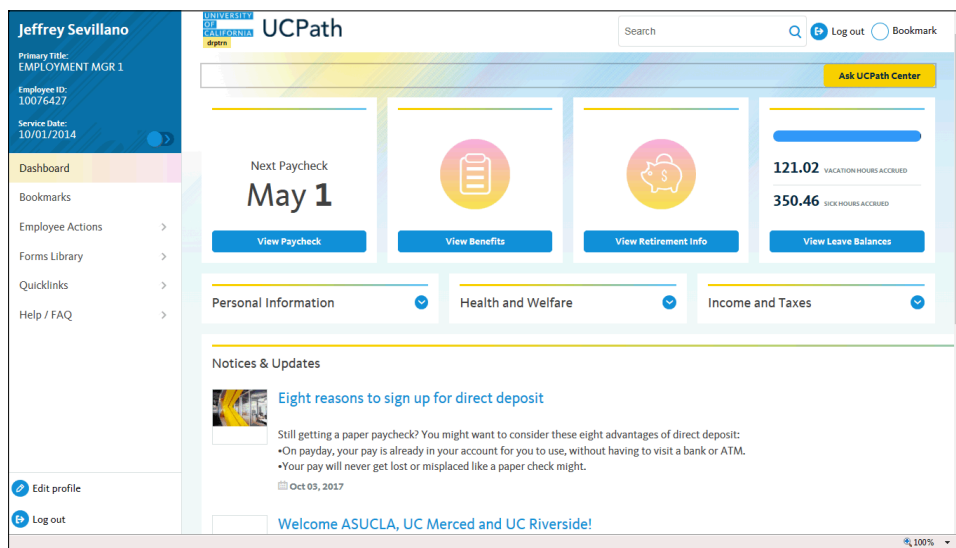
Ask UCPATH Center


or

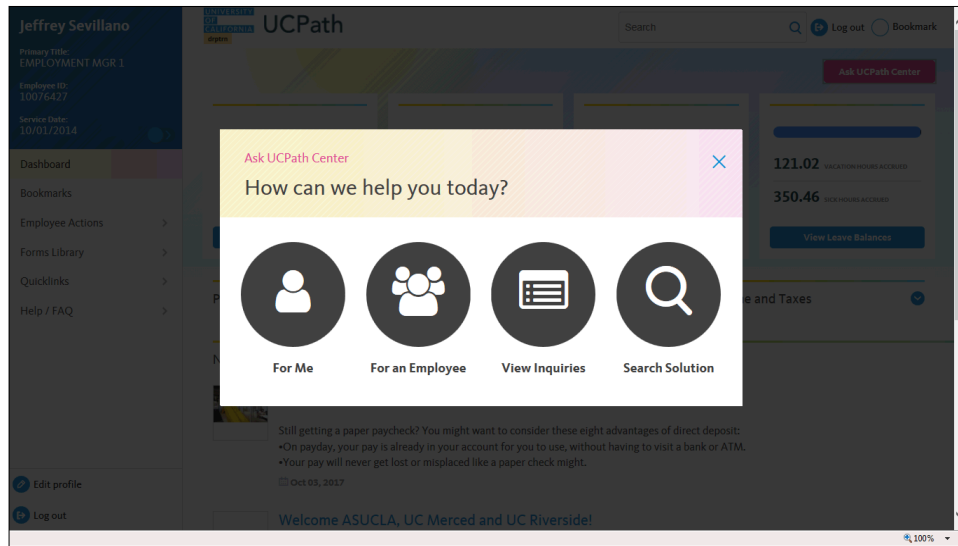
Menu Navigation:

Help / FAQ > **Ask UCPATH Center**

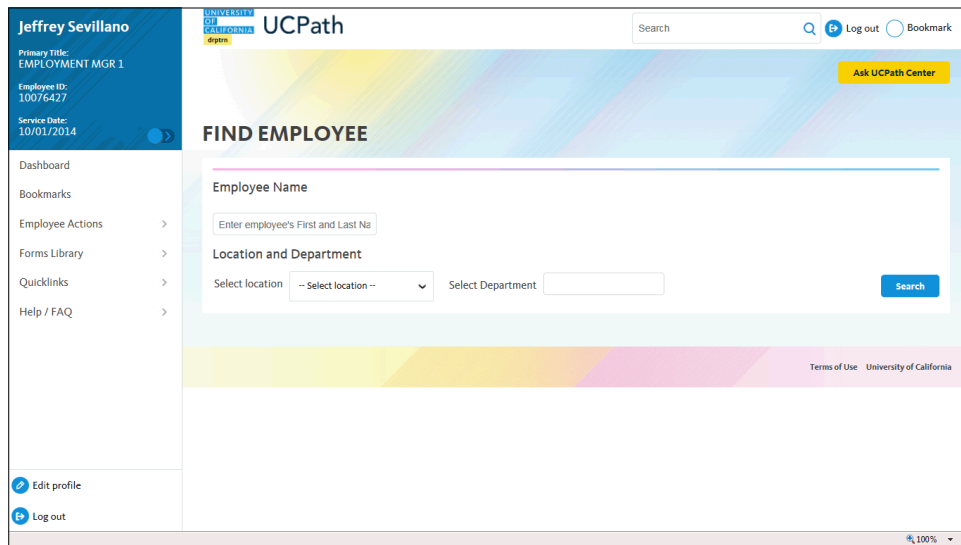
Note: This example uses sample images as seen on a computer. Sample images appear differently on a tablet or smartphone, but the steps remain the same.



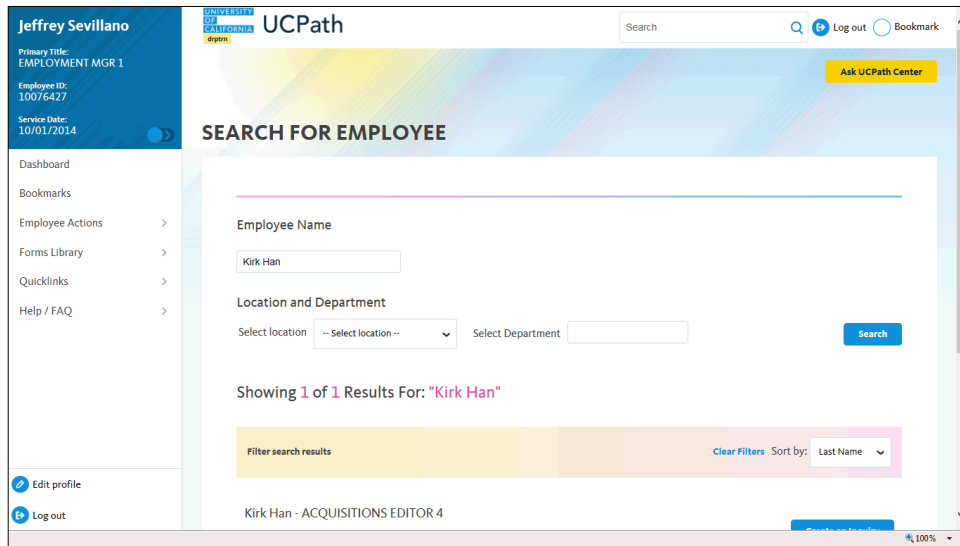
Step	Action
1.	Click the Ask UCPATH Center button. 



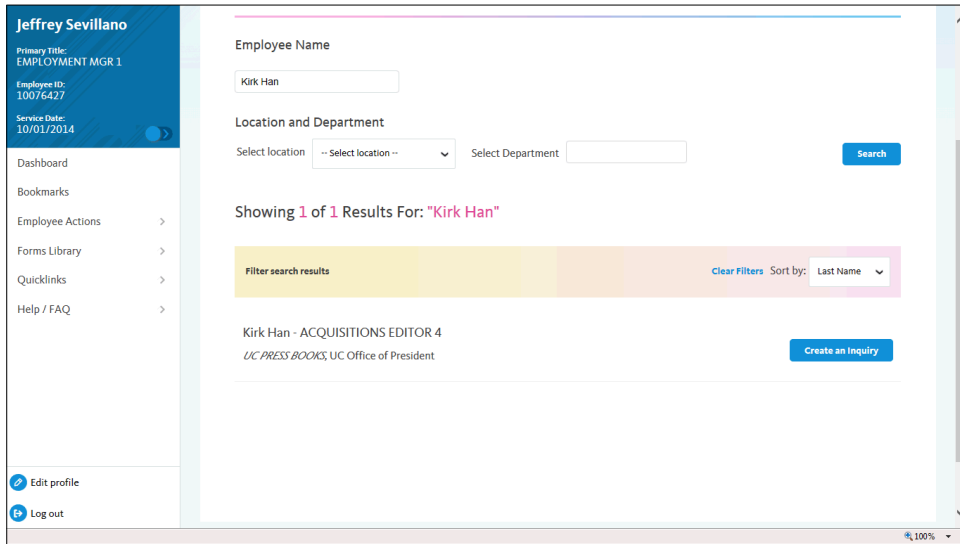
Step	Action
2.	<p>If you are authorized to submit an inquiry for an employee, the Ask UCPath Center, How can we help you today? pane appears.</p> <p>In this example, submit a payroll question for an employee.</p> <p>Click the For an Employee button.</p>




Step	Action
3.	<p>On the Find Employee page, search for the employee by name or by location and department.</p>






Step	Action
4.	UCPath returned one result. Click the scroll bar.

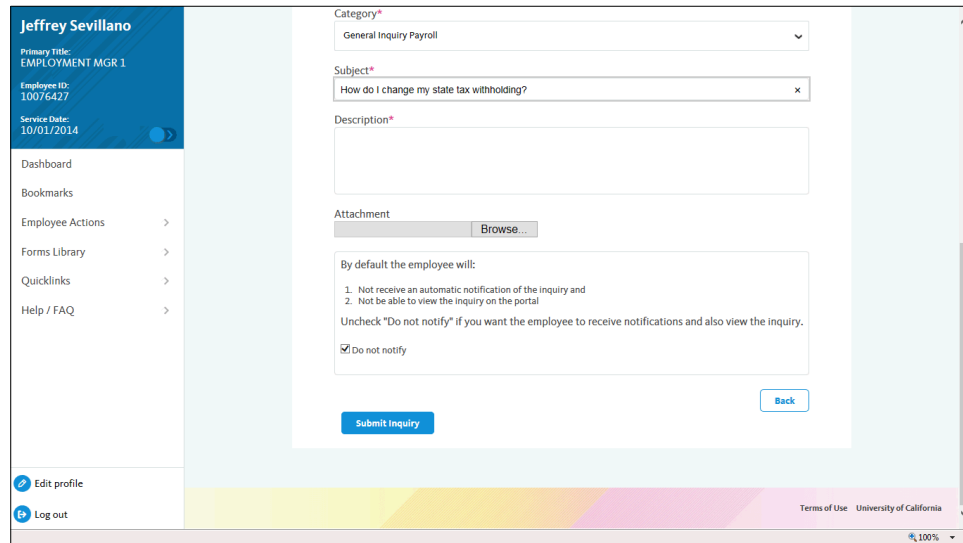


Step	Action
5.	Click the Create an Inquiry link. 

The screenshot shows the UCPath 'SUBMIT AND INQUIRY' interface. On the left is a user profile for Jeffrey Sevillano (EMPLOYMENT MGR 1). The main form area is titled 'SUBMIT AND INQUIRY' and is for 'Kirk Han'. The 'On behalf of' section lists: Department: UC PRESS BOOKS, Location: UC Office of President, and Position: ACQUISITIONS EDITOR 4. The form fields include: Submitter Name (Jeffrey Sevillano), Best Contact Phone Number (510/987-0457), Best Contact Email* (10076427@ucptest.edu), Requested By* (- Select -), Topic* (- Select -), Category* (- Select -), and Subject*.


Step	Action
6.	<p>Your phone number automatically populates the work phone number from your Salesforce record. You can override with a different number. The phone number field is a text field so it will not format with dashes or slashes.</p> <p>Your email automatically defaults from your Salesforce record. You can override the email by clicking in the Best Contact Email field and entering a new email address.</p>
7.	<p>Click the button to the right of the Requested By field.</p> 
8.	<p>Select the option that best describes your relationship to the employee.</p>
9.	<p>Click the button to the right of the Topic field.</p> 
10.	<p>Choose the topic area associated with your inquiry.</p>
11.	<p>Click the button to the right of the Category field.</p> 

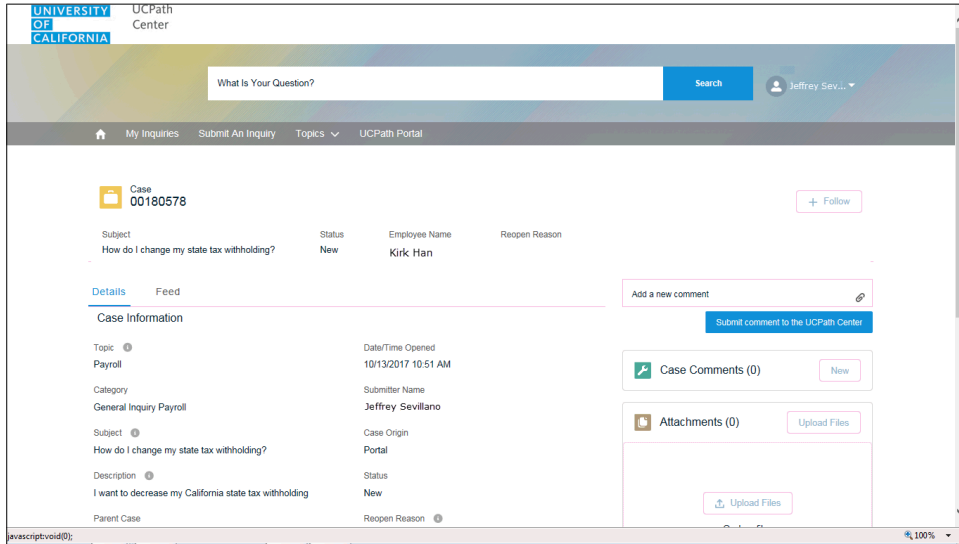
Step	Action
12.	<p>A list of categories associated with the selected topic appears. Choose the category associated with the inquiry.</p> <p>In this example the employee wants to decrease his state tax withholding.</p> <p>A question about state tax withholding is considered a general inquiry. For this example, click the General Inquiry Payroll list item.</p>
13.	Click in the Subject field.
14.	Enter the desired information into the Subject field.
15.	Click the scroll bar.



Step	Action
16.	Click in the Description field.
17.	Enter the desired information into the Description field.
18.	In this example, the full Description was completed on your behalf.
19.	<p>You can add an attachment when entering on behalf of others. More attachments can be added after you save the initial entry.</p> <p>Accepted formats include MS Office suite, PDF, JPG, TIFF, PNG or WAV.</p>
20.	By default the Do not notify check box means that the employee will receive no notifications and cannot view the inquiry. If you want the employee to receive notifications and see the inquiry online, deselect the check box.

UCPath Task:
Submit Case (on Behalf of Employee) to UCPath Center

Step	Action
21.	Click the Submit Inquiry button. 



Step	Action
22.	A case number was assigned to the inquiry. You can review the inquiry in the Details sections.
23.	The submitter's name appears.
24.	You have submitted an inquiry on behalf of an employee. End of Procedure.