



Ask HR Example Requests

Within the [Human Resources Ask HR Portal](#), the HR Service Catalog was created to help employees identify the different types of categories their questions or communications may fall into. Categorizing these requests will help HRB Transactions to streamline the management of all employee questions and communications that are submitted.

Listed below are examples of the different types of requests you can submit through the [Human Resources Ask HR Portal](#):

1. [Request verification of employment](#)
2. [Submission of New Hire Packet](#)
3. [Reporting approved ATO](#)
4. [Submission of Employee Action Request \(EAR\) STD Form 686](#)
5. [Questions on documenting special hours \(disability, FMLA, etc.\) on a Timesheet](#)

IMPORTANT: Listed below are examples that cannot be submitted through the Human Resources Ask HR Portal at this time:

- Any questions regarding COVID-19 (policy questions, prevention, support, time-off procedures):
 - COVID-19 Information: [Coronavirus \(COVID-19\) Information and Resources for Employees](#)
- Submission or non-payment questions regarding work, family, and other leave programs:
 - Employee Wellness Information: [Employee Wellness Services](#)
- Any questions regarding labor relations or collective bargaining:
 - Labor Relations Information: [Labor Relations Information](#)
- Any questions regarding classification documents, duty statements, organizational structures, position allocation, out of class assignments, and range determinations:
 - Classification and Pay Information: [Classification and Pay Information](#)

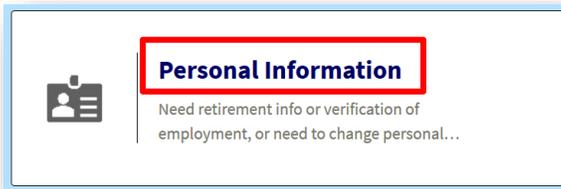


1. Request verification of employment

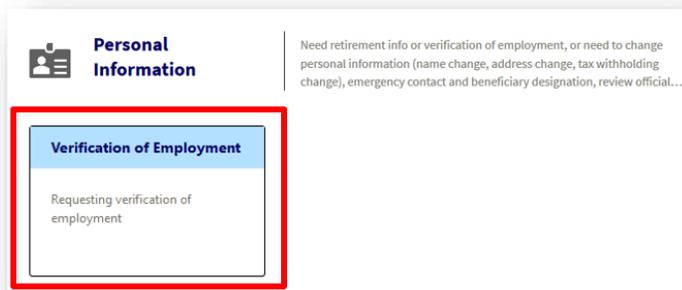
- a) Click **Browse HR Service Catalog** at the top of the page



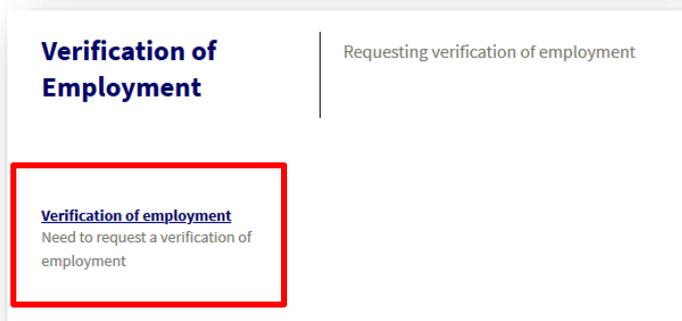
- b) Click **Personal Information**



- c) Click **Verification of Employment**



- d) Click **Verification of Employment**





- e) Add a
 - (1) **Subject** line
 - (2) Detailed information in the **Description** field
 - (3) *Optional:* Add an **attachment** to your request
 - (4) Click **Submit**

The screenshot shows a web application interface for 'Verification of employment'. At the top, there is a navigation bar with buttons for 'Save', 'Cancel', 'Refresh', 'Attach (0)', and 'Record 1 of 1'. Below this, the breadcrumb 'Human Resources / Verification of Employment' is visible. The main heading is 'Verification of employment' with a 'Submit' button to its right. The form contains several fields: 'Subject' (a text input field with callout 1), 'Description' (a larger text area with callout 2), 'Case Type' (a dropdown menu with 'Personal Information' selected), 'Category' (a dropdown menu with 'Verification of Employment' selected), and 'Subcategory' (a dropdown menu with 'Verification of employment' selected). Callout 3 points to the 'Attach (0)' button, and callout 4 points to the 'Submit' button.

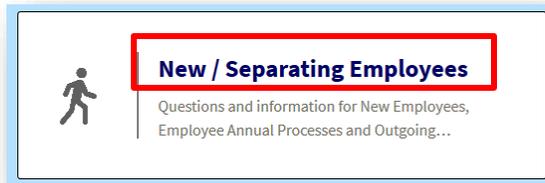


2. Submission of New Hire Packet

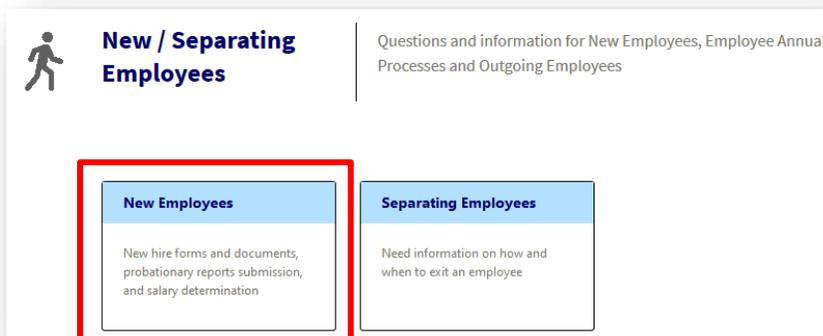
- a) Click **Browse HR Service Catalog** at the top of the page



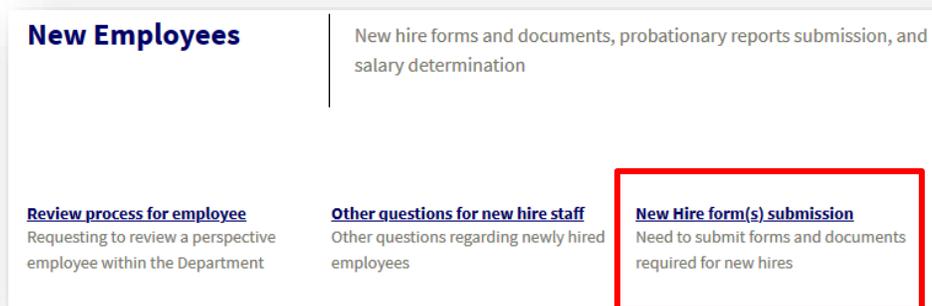
- b) Click **New / Separating Employees**



- c) Click **New Employees**



- d) Click **New Hire form(s) submission**





- e) Add a
 - (1) **Subject** line
 - (2) Detailed information in the **Description** field
 - (3) **Attach** all completed new hire forms to your request
 - (4) Click **Submit**

The screenshot shows a web application interface for submitting new hire forms. At the top, there is a navigation bar with buttons for Save, Cancel, Refresh, and Attach (0). The main heading is "New Hire form(s) submission" with a "Submit" button to its right. The form contains several fields: a "Subject" text input field (callout 1), a "Description" text area (callout 2), a "Case Type" dropdown menu (set to "New / Separating Employees"), a "Category" dropdown menu (set to "New Employees"), and a "Subcategory" dropdown menu (set to "New Hire form(s) submission"). A "3" callout points to the "Attach (0)" button, and a "4" callout points to the "Submit" button.

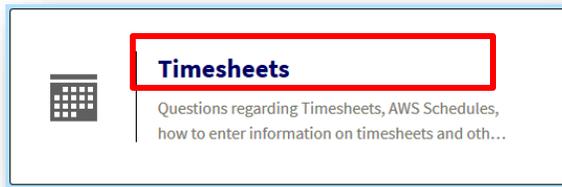


3. Reporting Approved ATO

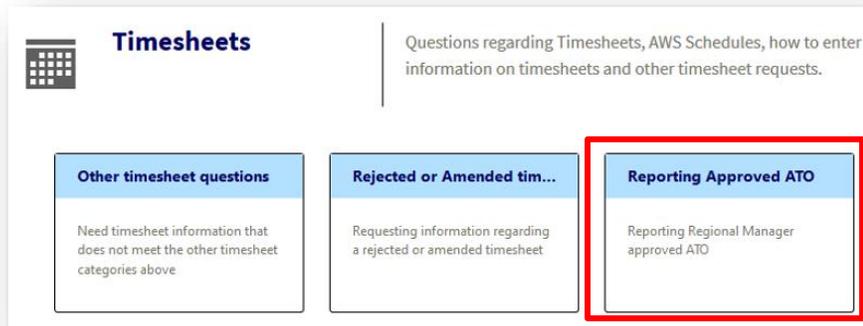
- a) Click **Browse HR Service Catalog** at the top of the page



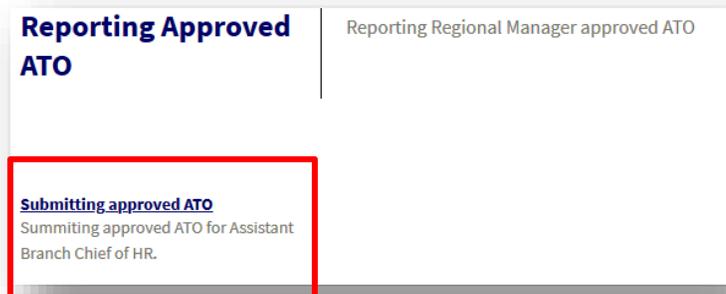
- b) Click **Timesheets**



- c) Click **Reporting Approved ATO**



- d) Click **Submitting Approved ATO**





- e) Add a
 - (1) **Subject** line
 - (2) Detailed information in the **Description** field
 - (3) **Attach** document or file of Regional Manager’s approval of ATO to your request
 - (4) Click **Submit**

The screenshot shows a web application interface for submitting an ATO. At the top, there is a navigation bar with buttons for Save, Cancel, Refresh, and Attach (0). The breadcrumb trail reads 'Human Resources / Reporting Approved ATO'. The main heading is 'Submitting approved ATO'. On the right side, there is a 'Submit' button. The form contains several fields: 'Subject' (a text input field), 'Description' (a large text area), 'Case Type' (a dropdown menu with 'Timesheets' selected), 'Category' (a dropdown menu with 'Reporting Approved ATO' selected), and 'Subcategory' (a dropdown menu with 'Submitting approved ATO' selected). Numbered callouts are placed over the interface: '1' is over the Subject field, '2' is over the Description field, '3' is over the Attach button, and '4' is over the Submit button.

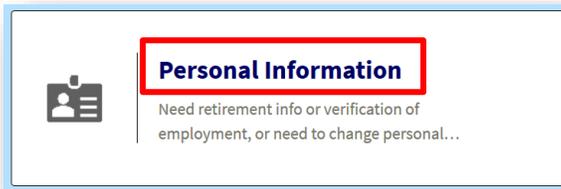


4. Submission of Employee Action Request (EAR) STD Form 686

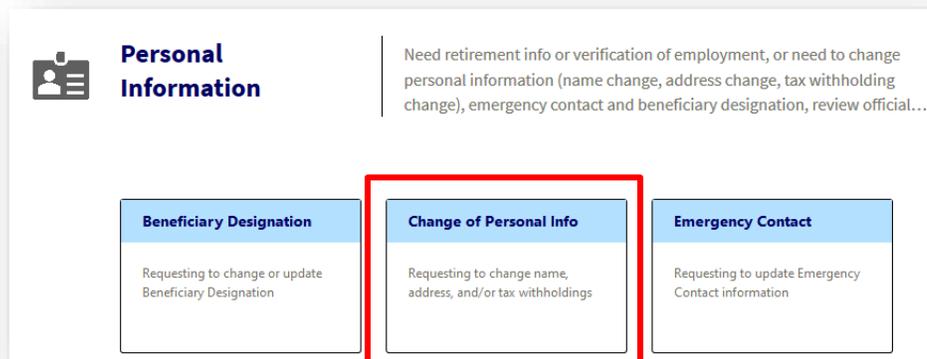
- a) Click **Browse HR Service Catalog** at the top of the page



- b) Click **Personal Information**



- c) Click **Change of Personal Info**



- d) Click **Change name, address, withholdings**





- e) Add a
 - (1) **Subject** line
 - (2) Detailed information in the **Description** field
 - (3) **Attach** completed STD 686 form to your request
 - (4) Click **Submit**

The screenshot shows a web application interface for 'Human Resources / Change of Personal Info'. The main heading is 'Change name, address, withholdings'. The form contains several fields: 'Subject' (text input), 'Description' (text area), 'Case Type' (dropdown menu), 'Category' (dropdown menu), and 'Subcategory' (dropdown menu). A 'Submit' button is located in the top right corner. The interface includes a toolbar at the top with buttons for 'Save', 'Cancel', 'Refresh', 'Delete', 'Attach (0)', and navigation arrows. The breadcrumb path is 'Human Resources / Change of Personal Info'. Four numbered callouts are present: '1' points to the 'Subject' input field, '2' points to the 'Description' text area, '3' points to the 'Attach (0)' button, and '4' points to the 'Submit' button.

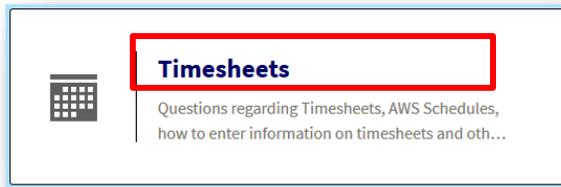


5. Documenting special hours (disability, FMLA, etc.) on a Timesheet

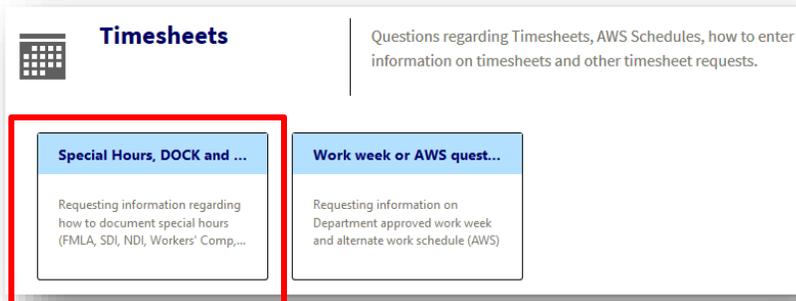
a) Click **Browse HR Service Catalog** at the top of the page



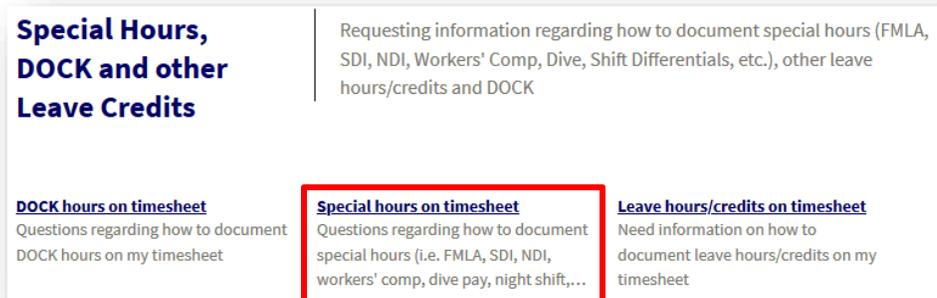
b) Click **Timesheets**



c) Click **Special Hours, DOCK and other Leave Credits**



d) Click **Special hours on timesheet**





- e) Add a
 - (1) **Subject** line
 - (2) Detailed information in the **Description** field
 - (3) *Optional:* Add an **attachment** to your request
 - (4) Click **Submit**

The screenshot shows a web application interface for submitting a request. At the top, there is a navigation bar with buttons for Save, Cancel, Refresh, Delete, Attach (0), and navigation arrows. Below this is a breadcrumb trail: Human Resources / Special Hours, DOCK and other Leave Credits. The main heading is "Special hours on timesheet" with a "Submit" button to its right. The form contains several fields: a "Subject" text input field (callout 1), a "Description" text area (callout 2), a "Case Type" dropdown menu (selected: Timesheets), a "Category" dropdown menu (selected: Special Hours, DOCK and other Leave Credits), and a "Subcategory" dropdown menu (selected: Special hours on timesheet). A "Submit" button is located at the top right of the form area (callout 4). A "3" callout points to the "Attach (0)" button in the navigation bar.