

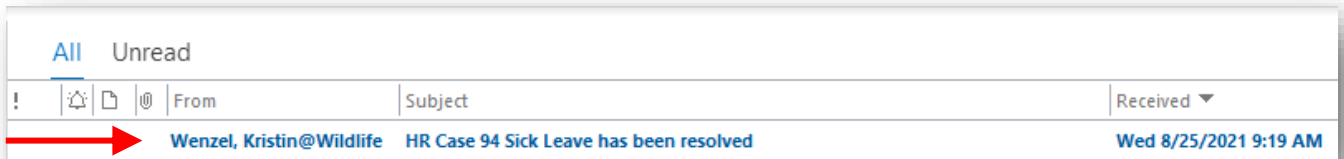


How to Reopen a Resolved Ask HR Request

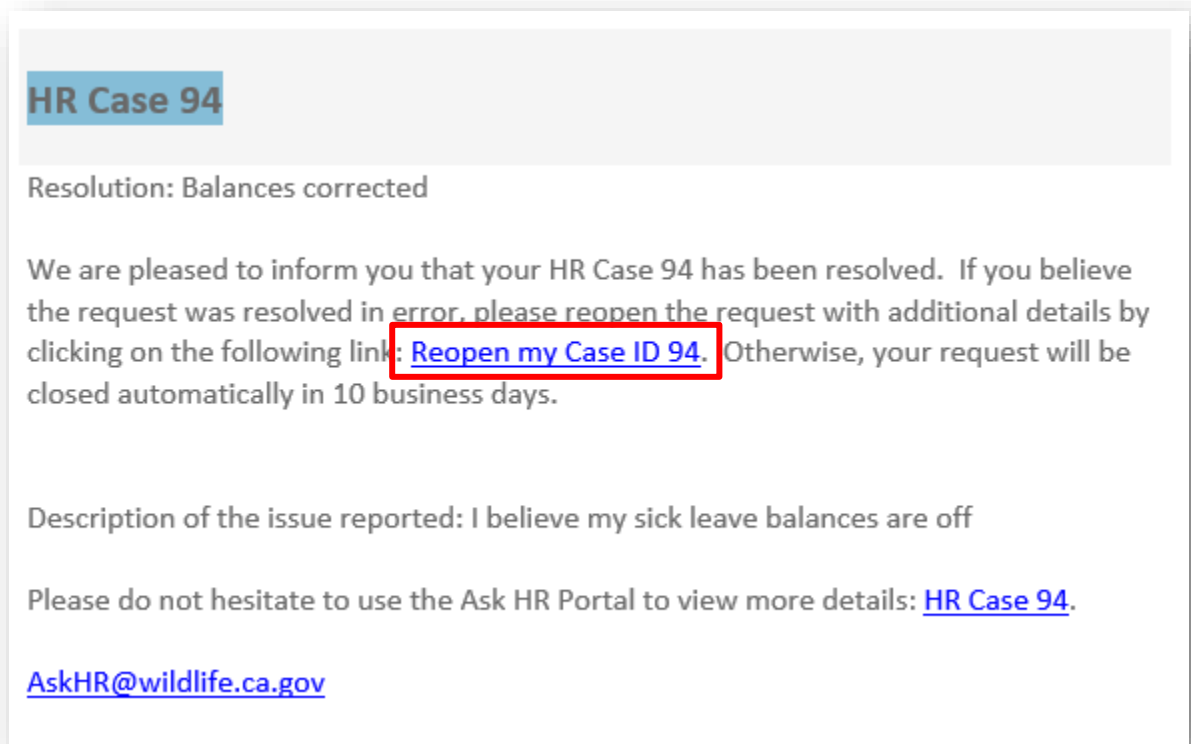
Purpose: To enable all CDFW employees to reopen their resolved Ask HR requests. The requests can be reopened within 14 days of notification of request resolution (if the issue has not been completely resolved).

Follow the steps below to reopen an Ask HR Request

1. To reopen, locate the completed notification email received from the Ask HR system.



- a. Open the email and click **Reopen my request**





- b. In the "reply" email, enter the details into the body of the email as to why you want to reopen the Ask HR request, and click **Send**

Send

To HR, Ask@Wildlife

Cc

Bcc

Subject Reopen ticket 94

IMPORTANT: Please do not edit the subject line, add any note about your issue below

This is where you would enter detailed information as to why your issue or request needs to be reopened. Please be as detailed as possible.

- c. Your issue or request will be automatically reopened. The HRB Transactions Unit will review and process your request.