How to Submit a New Ask HR Request

Purpose: To enable all CDFW employees to submit human resource questions directly to the HRB Transactions Unit case management system, Human Resources Ask HR Portal

Follow the steps below to submit an Ask HR Request

1. Log into the Human Resources Ask HR Portal

    a. Click **Please CLICK HERE to enter >>**

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b. Enter your **AD Login Credentials** and click **Log In**

2. View the HR Service Catalog

   (NOTE: The HR Service Catalog lists the different categories and sub-categories for all of your potential HR Transactions questions and/or communications – For examples of a few different types of questions or communications, [click here](#).)

   a. Click **Browse HR Service Catalog** at the top of the page
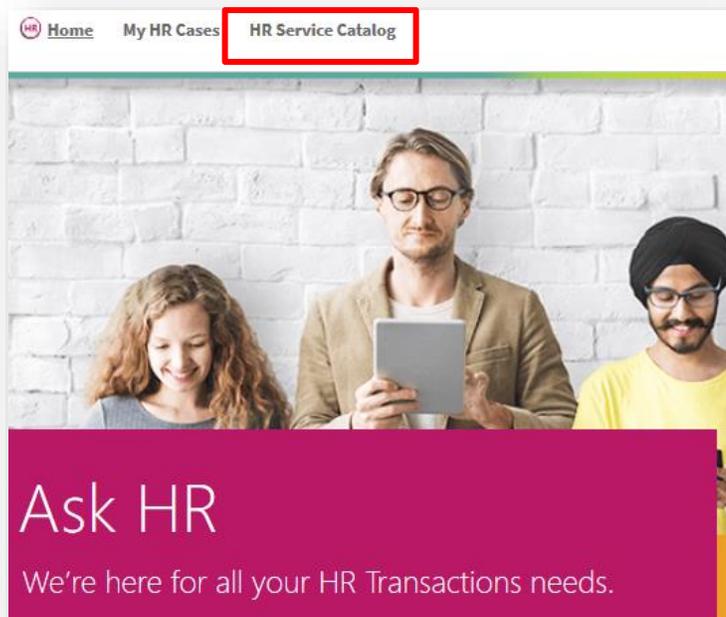
b. Review the HR Service Catalog and determine which category and sub-category best fits your request

Example: If you wanted to update your health benefits to add or remove dependents, you would click the following options:

- Click **Medical Related Benefits**

- Click **Health**

- Click **Add or remove dependents**

3. Submitting an Ask HR Request

    a. Enter a short description in the **Subject** box

    b. Enter detailed information regarding your request in the **Description** field

    c. *Optional:* To add an attachment to the request, click **Attach** and follow the prompts

    d. Click **Submit**

    e. Once submitted, the screen will default to the request record just submitted

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f. You will receive an email from Ask HR stating your request has been created.

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