



# How to Submit a New Ask HR Request

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**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 >>**



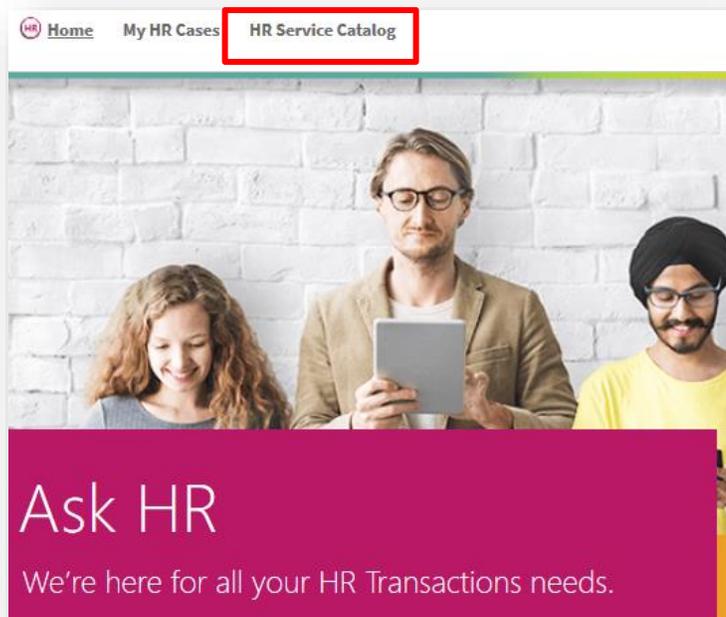


- b. Enter your **AD Login Credentials** and click **Log In**

## 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**

Human Resources Catalog

SEARCH:

 <b>Disability Pay</b> Questions regarding Non-Industrial Disability Insurance, State Disability Insurance, Paid Family...	 <b>Hourly Employees</b> Questions specific to hourly employees (TAU - Temporary Assignment, student assistants,...
 <b>Leave Benefits</b> Questions regarding leave balances and accruals, voluntary personal leave program, annual leave,...	 <b>Medical Related Benefits</b> Questions or updates needed on medical related benefits: health, vision, dental, COBRA, Flex-Elect...

- Click **Health**

**Medical Related Benefits**

Questions or updates needed on medical related benefits: health, vision, dental, COBRA, Flex-Elect, Dependent Re-Verification, Open Enrollment

<b>COBRA</b> New COBRA election enrollment, questions regarding COBRA dependents	<b>Dental</b> New dental enrollment request, modify dental benefits, other dental benefit questions	<b>Dependent Re-Verification</b> Need to submit dependent re-verification documents or have questions regarding dependent r...
<b>Family Medical Leave Act ...</b> Questions regarding Family Medical Leave Act (FMLA) hours used or remaining hours	<b>Flex-Elect</b> New and updated Flex-Elect options and consolidated benefits options	<b>Health</b> New health enrollment request, modify health benefits, other health benefit questions



- 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



Record 8 of 8 | Current Record | List | Grid

**Case #29**  
Human Resources/Health/Add or remove dependents

Status: **New** | ASSIGNED | IN PROGRESS | PENDING | RESOLVED

Subject:\*  
Remove a dependent from health benefits [Add Comment](#)

Description:\*  
I need to remove my child from my health benefits due to their age.

Your HR Case will be assigned shortly.  
**Owner: Unassigned**  
Team: HR Case Management

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

From ^	Subject	Received
HR, Ask@Wildlife	HR Case 15 has been created	Tue 7/20/2021 11:35 AM