Employee Self Service Training

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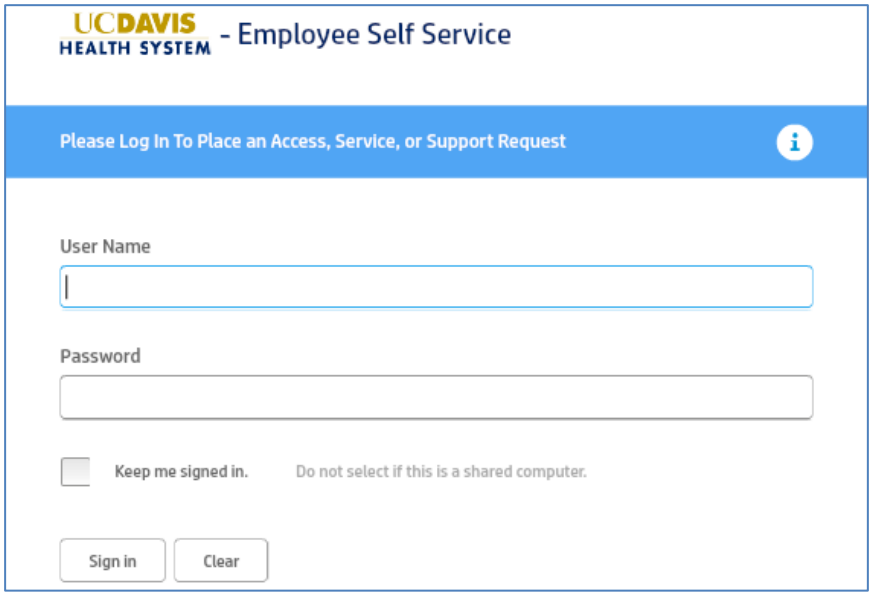
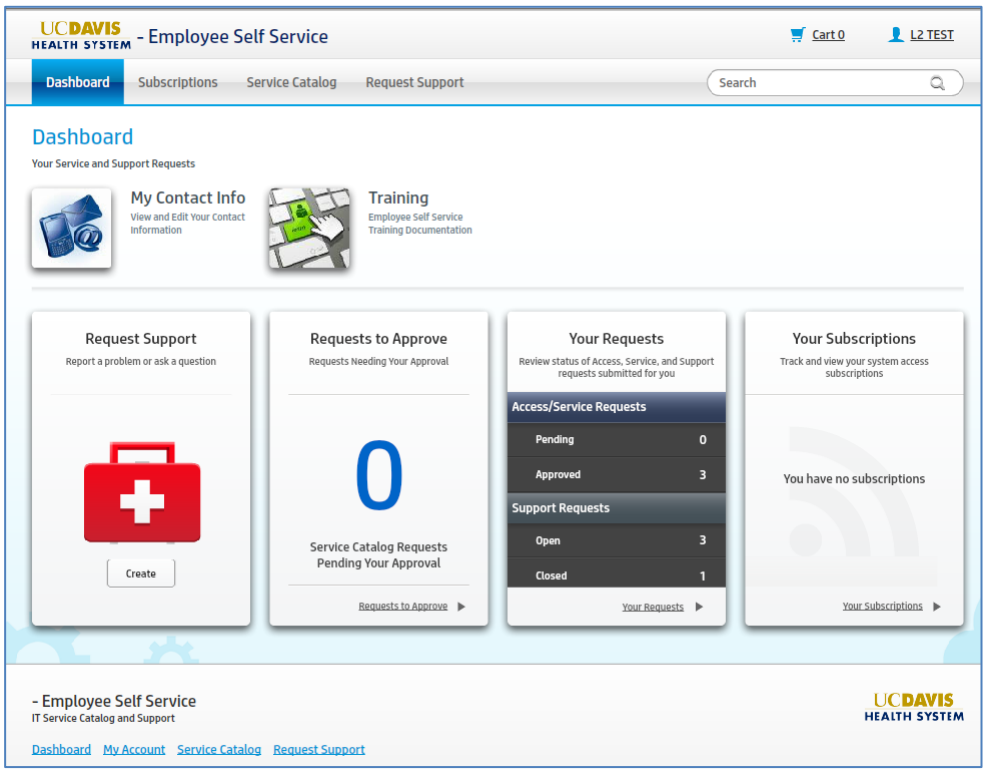
Logging into Employee Self Service

1. Log into the Employee Self Service at https://ess.ucdmc.ucdavis.edu/src/secure/main.jsp using your Computer/Active Directory/Citrix login username and password and click on **Sign In**.



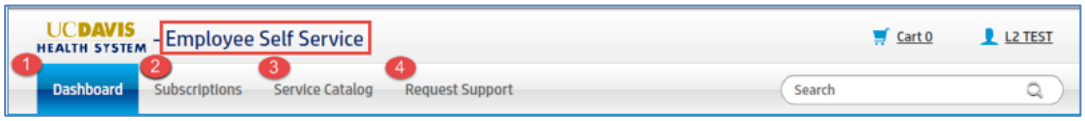
2. By default the **Employee Self Service Dashboard** appears.



Employee Self Service

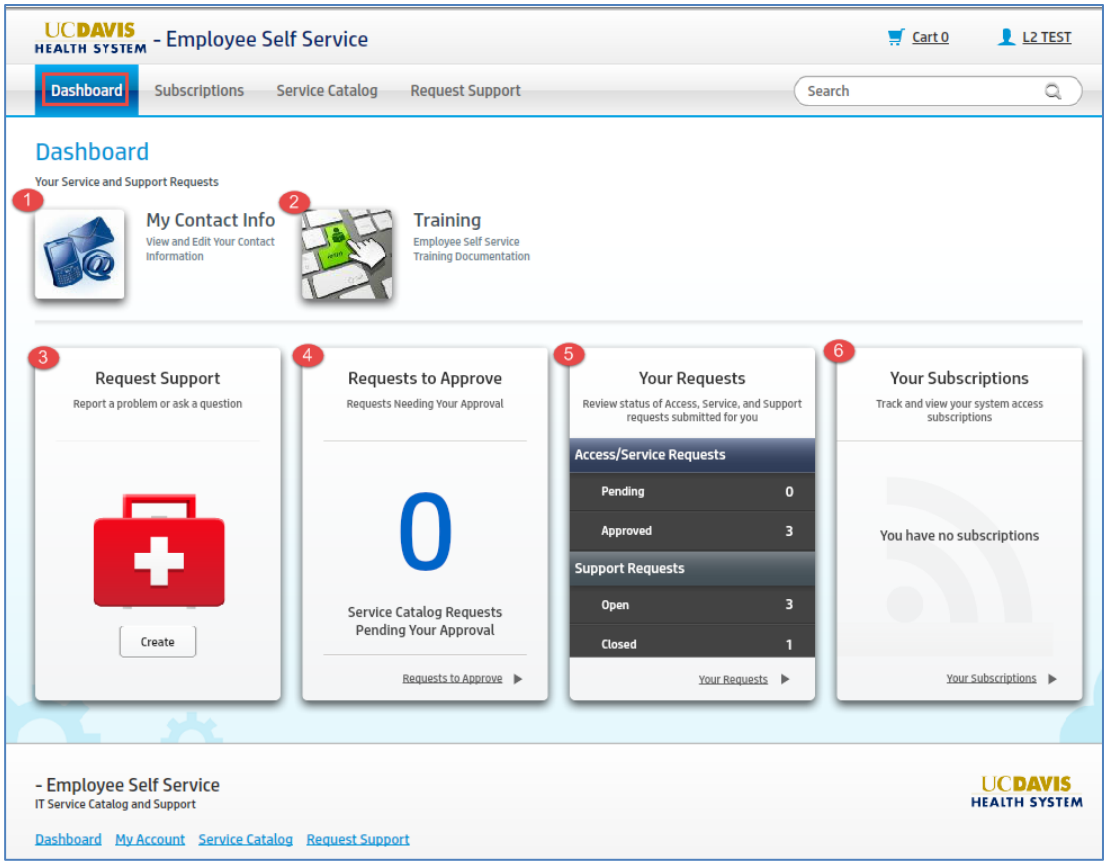
The top menu has four options:

1. Dashboard
2. Subscriptions
3. Service Catalog
4. Request Support



Dashboard

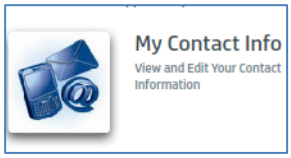
1. My Contact Info – View and Edit your Contact Information
2. Training – quick link to training documentation
3. Request Support – report a problem or ask a question
4. Requests to Approve – lists Access or Service requests that need your approval
5. Your Requests – review status of Access, Service, and Support requests submitted for you
6. Your Subscriptions – track and view your system access

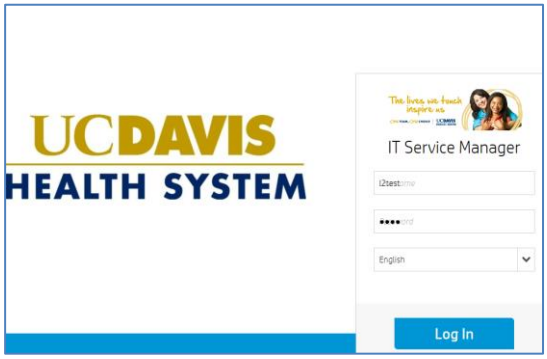


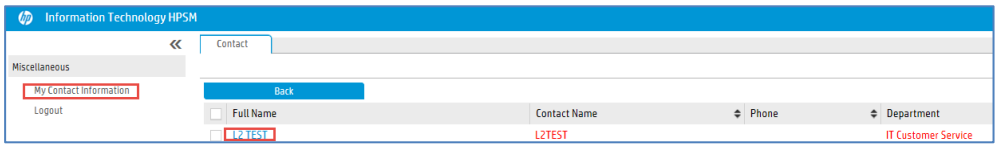
My Contact Info

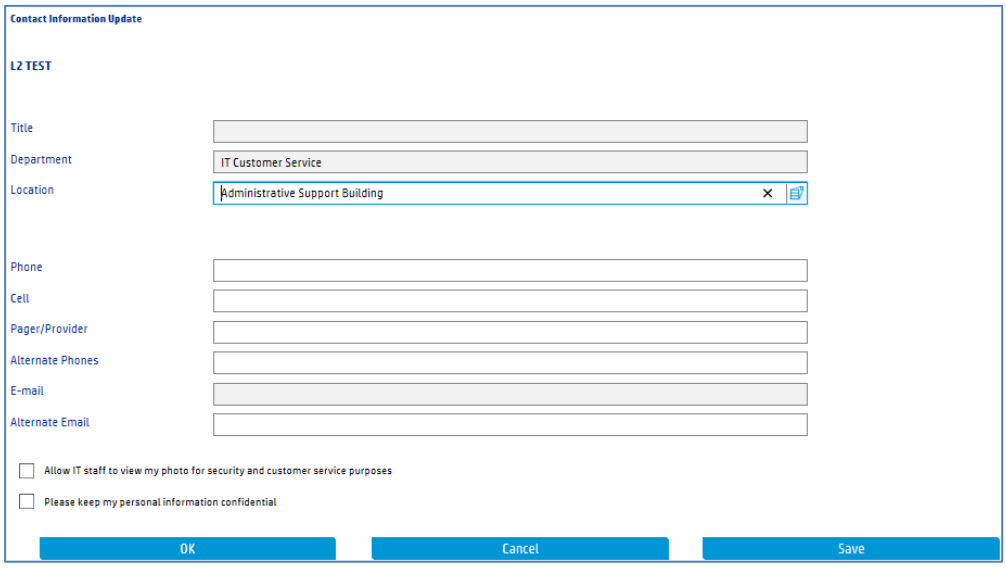
Updating your contact information provides IT with the most up to date information in the event we need to contact you for any requests you submit using the Employee Self Service site.

1. Click on the **My Contact Info**
2. The **IT Service Manager** log in screen appears. Enter your LAN/Active Directory username and password and click on **Log In**
3. Click on **My Contact Information**, then click on your name to edit contact information.



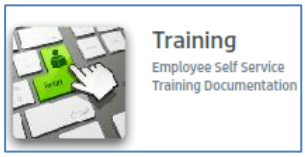






Training

1. Click on the Training icon to access training materials.

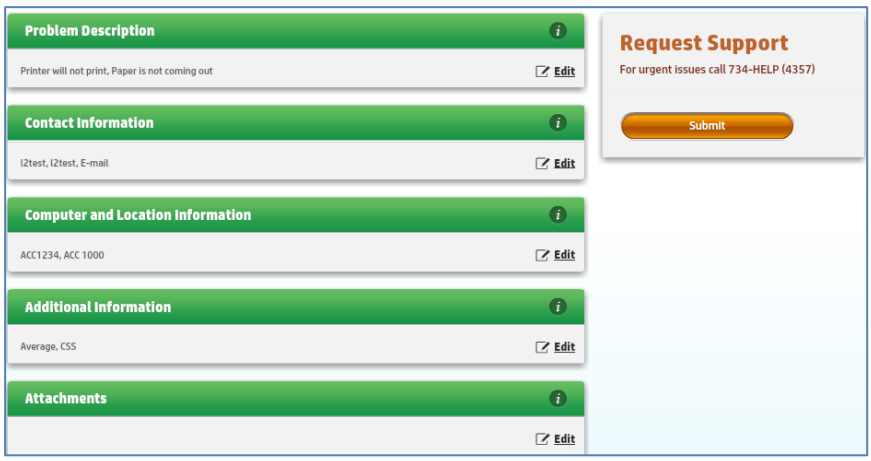


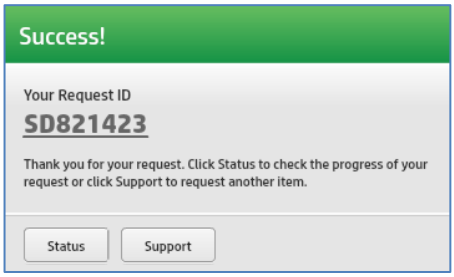
Request Support

1. To report a problem click on **Request Support**.

2. Complete the following sections then click **Submit**. The **Success** popup screen appears. The support ticket will be automatically sent over to the Technology Operations Center.

3. Click on **Status** or **Support** to exit the popup screen.

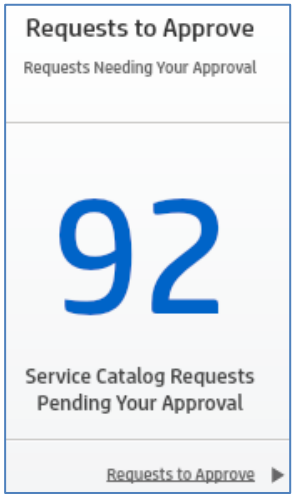


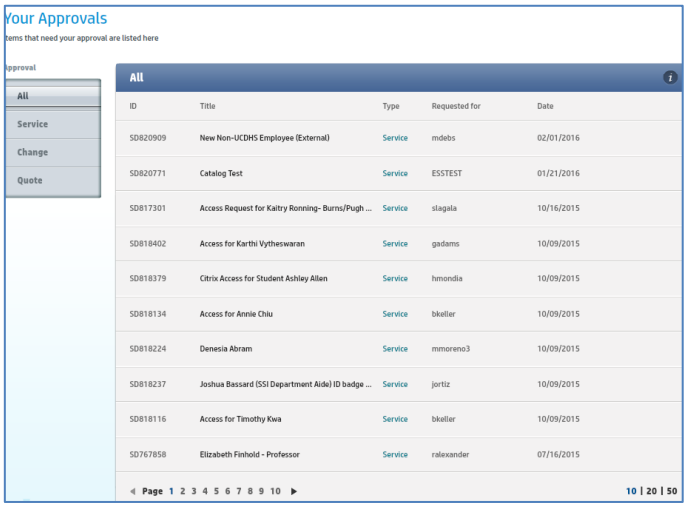


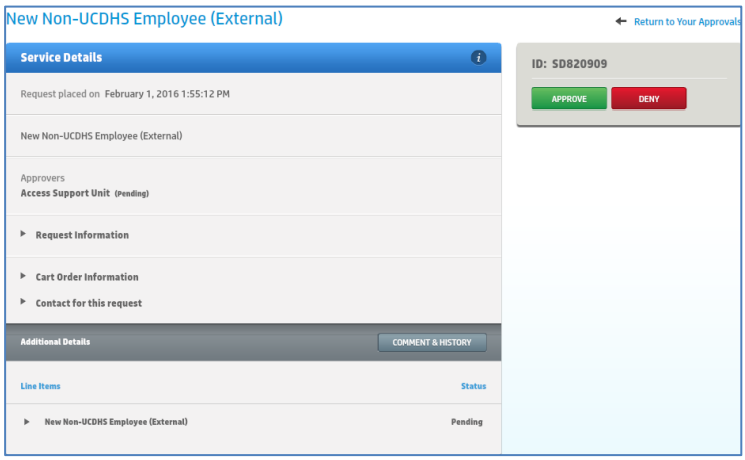
Requests to Approve

Access or Service requests where you were selected to review and approve are listed in the **Requests to Approve** section.

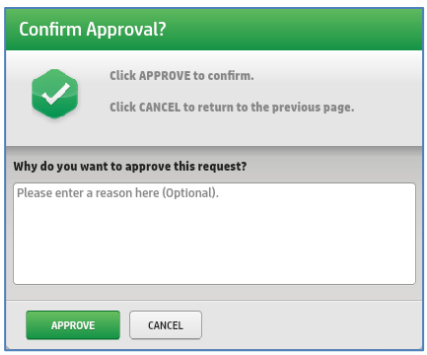
1. Click on **Requests to Approve** to view the list.
2. Click on a request to view details and **Approve** or **Deny**.

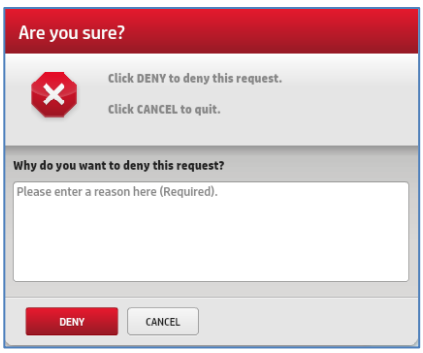






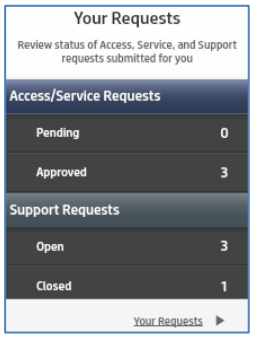
The following pop ups will appear depending on your selection.

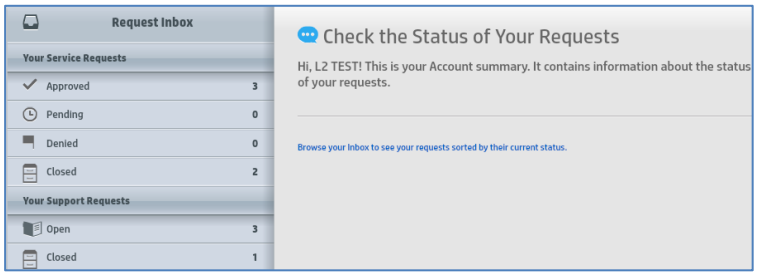


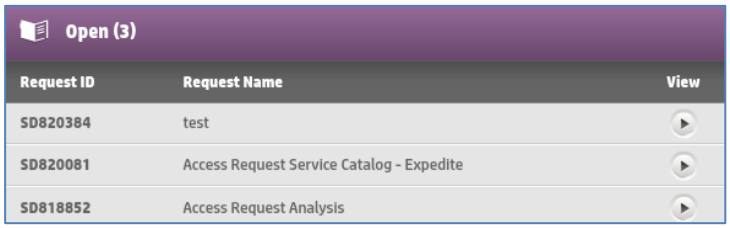


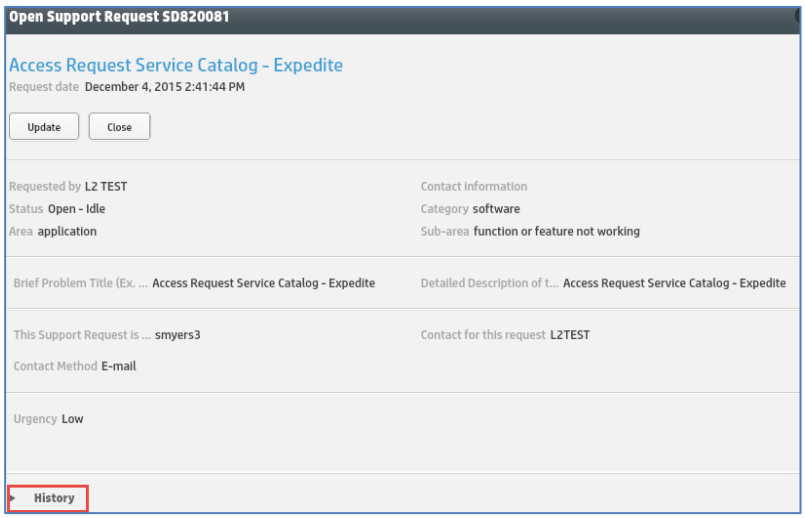
Your Requests

1. To view your existing **Access/Service or Support** requests click on **Your Requests**.
2. Click on a request to view a list of **Request IDs**.
3. Click on **View** to expand details.
4. Click on **History** to expand view status updates from IT staff.



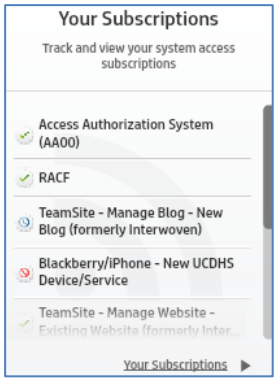


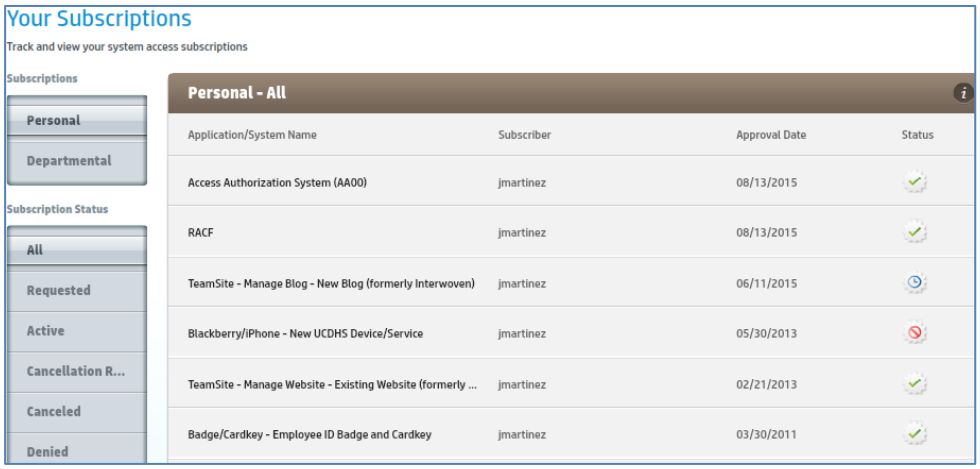


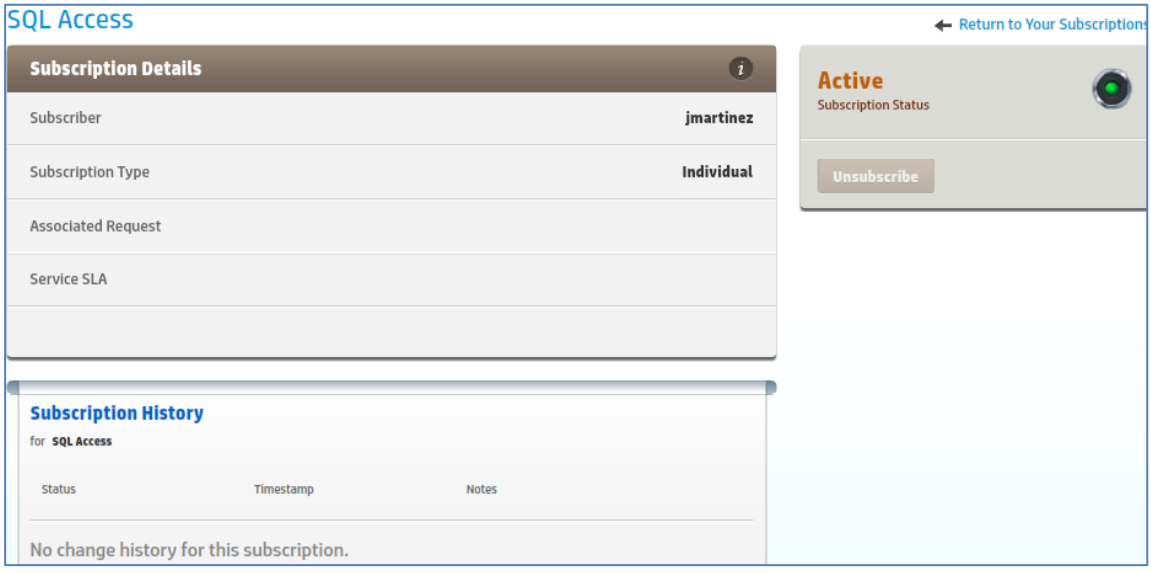


Your Subscriptions

1. To track and view your system access subscriptions click on **Your Subscriptions**.
2. Click on a Status icon located on the right hand of the screen to expand the details of a subscription.

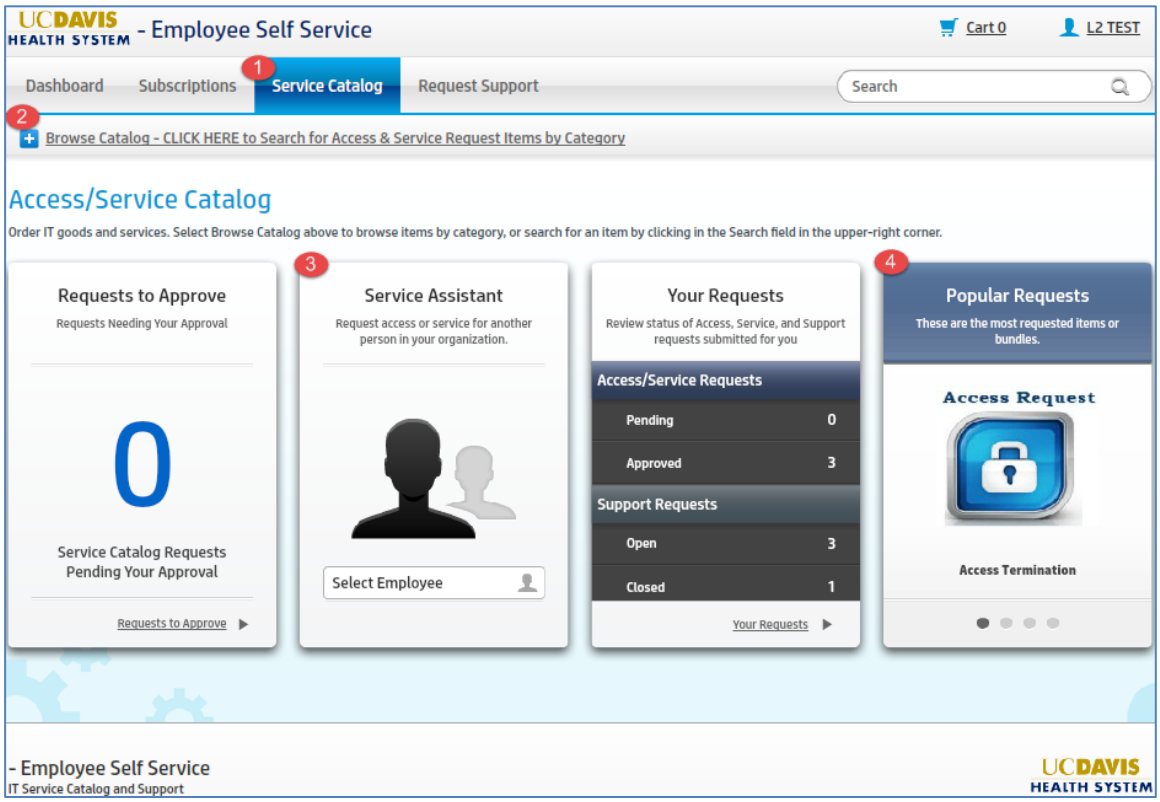






Service Catalog

1. The **Service Catalog** tab is the gateway to the Access/Service Catalog.
2. To view Access & Service Requests Items by Category click on **Browse Catalog**
3. The **Service Assistant** is used to request access or service for another person within your organization.
4. A quick glance of **Popular Requests** submitted using the Access/Service Catalog.



Access or Service Request

When using the Access/Service Catalog verify you have selected the appropriate request.

1. An Access Request is used to request an account to log into an application, access to a shared drive, or badge/cardkey access.

2. A Service Request is use to request a new laptop, software installation, or voice services.

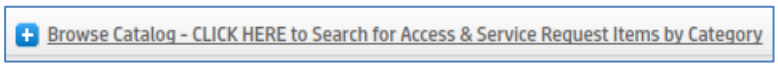
Access Request

The following 11 sections will guide you through different types of Access requests in the Access/Service Catalog.

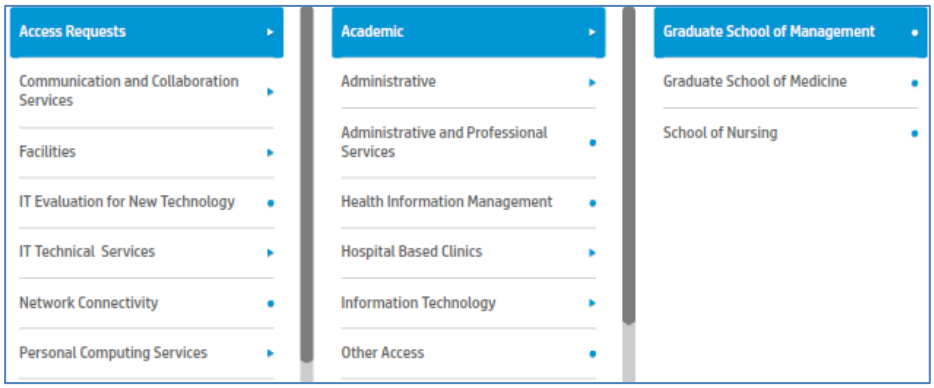
1. Access Request for Me - one Catalog Item
2. Access Request for Me - multiple Catalog Items
3. Access Request for another Employee
4. Access Request using a Bundle
5. Access Request for a New Campus Employee
6. Access Request for a New External Employee
7. Access Request for a Group of Employees
    a. Batch Process #1
    b. Batch Process #2
8. Access Request Termination
9. External Employee Termination
10. Access Request Transfer Departments
11. Access Request for Name Change

Access Request for Me - one Catalog Item

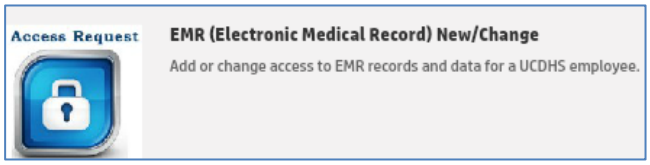
1. Click Browse Catalog.



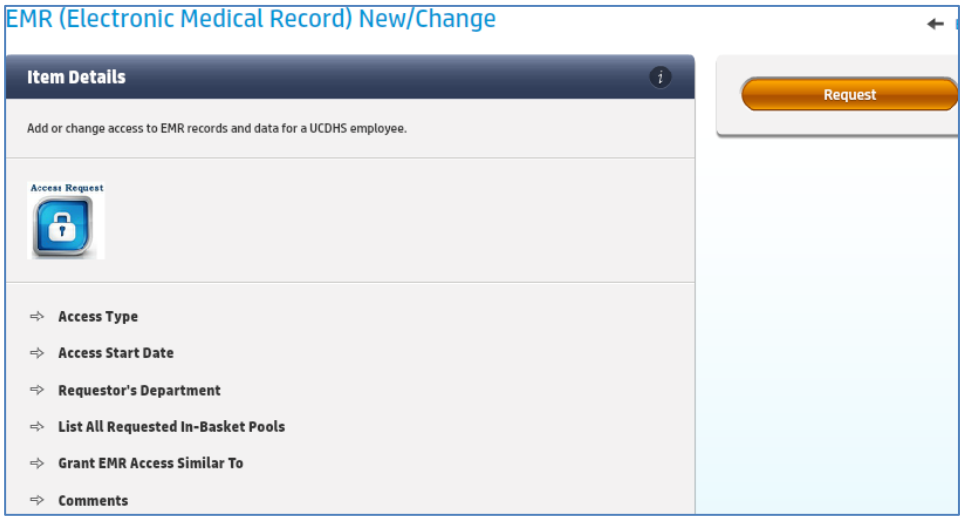
2. Click the Parent category **Access Requests**.
3. Now select the appropriate secondary category. For this example, select **Academic**.
4. Now select the **Graduate School of Management** tertiary category.



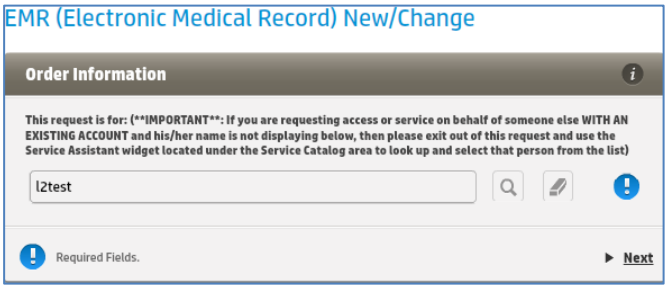
5. A list of access request catalog items appear. For this example, click on **EMR (Electronic Medical Record) New/Change**.



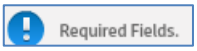
6. The Item Details screen appears with a list of information needed to submit the request. Click on **Request**.



7. The **Order Information** screen appears. Click on **Next**.

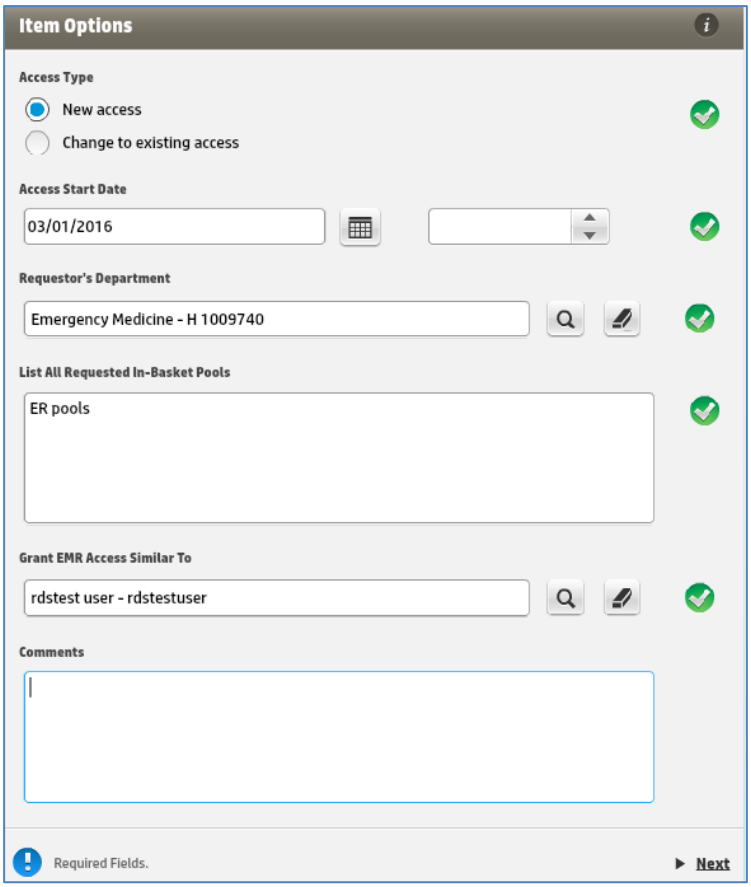


8. From the **Item Options** section, complete the **required fields** which will have this icon next to each field.

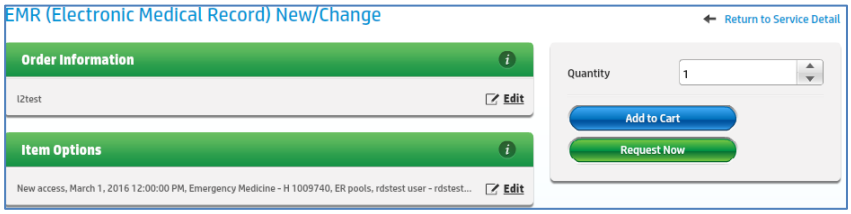


9. A **green** checkmark will appear when each field is completed.

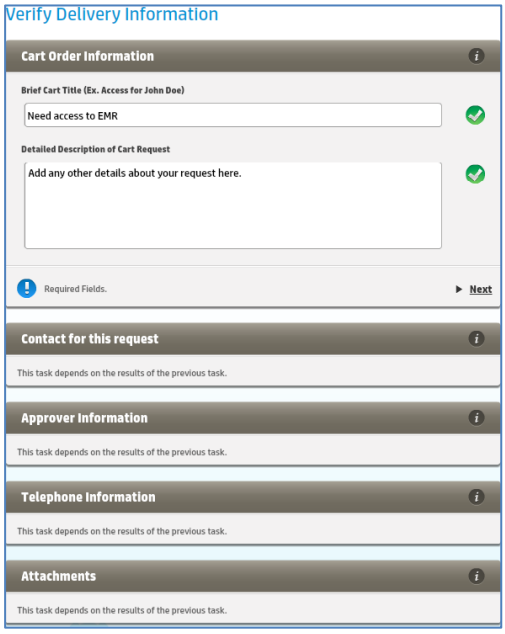
10. Click **Next**.



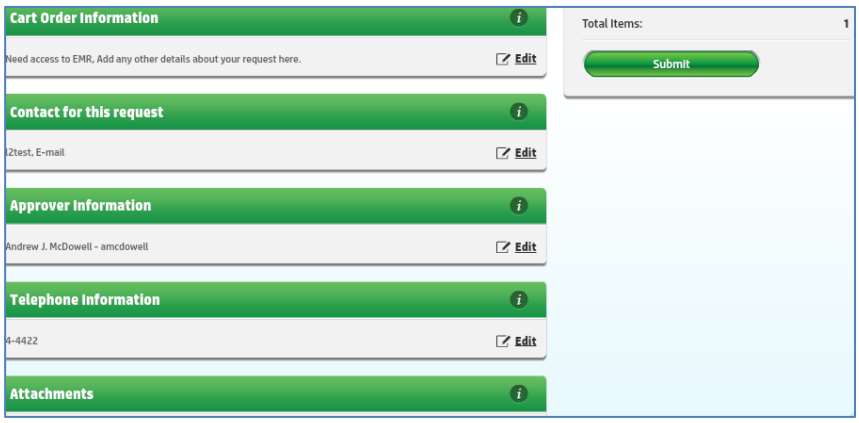
11. Click on **Request Now**.

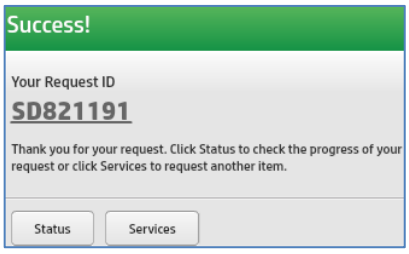


12. The **Verify Delivery Information** screen appears. Complete the required fields. Add any necessary attachments.
    a. **Approver Information** is usually a supervisor, manager, or designated person from your department.
13. Click **Next**.



14. Click **Submit** and the **Success** popup appears. Your request has successfully been submitted to IT.
15. Click on **Status** or **Support** to exit the popup screen.

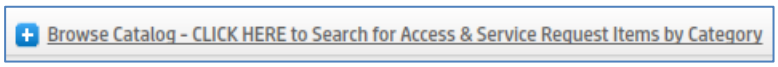




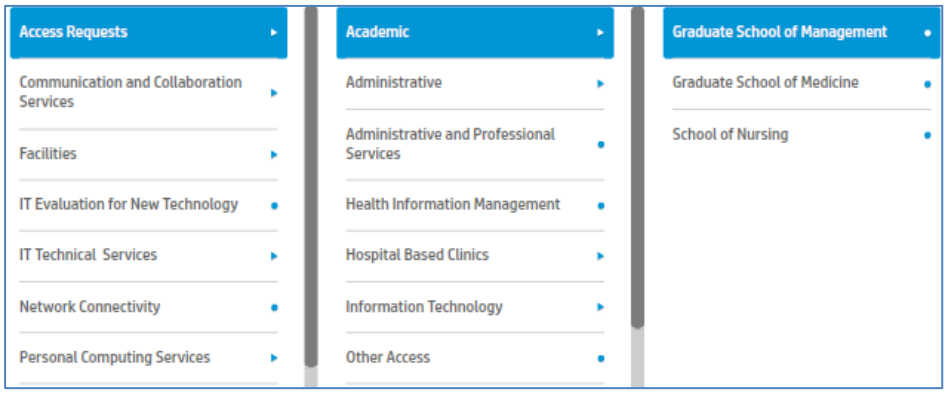
Back to **Access Request** types click here

Access Request for Me - Multiple Catalog Items

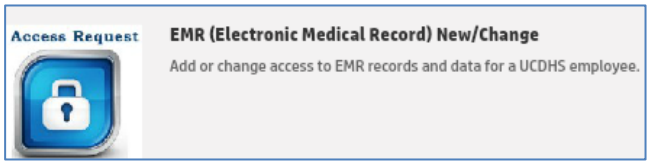
1. Click Browse Catalog.



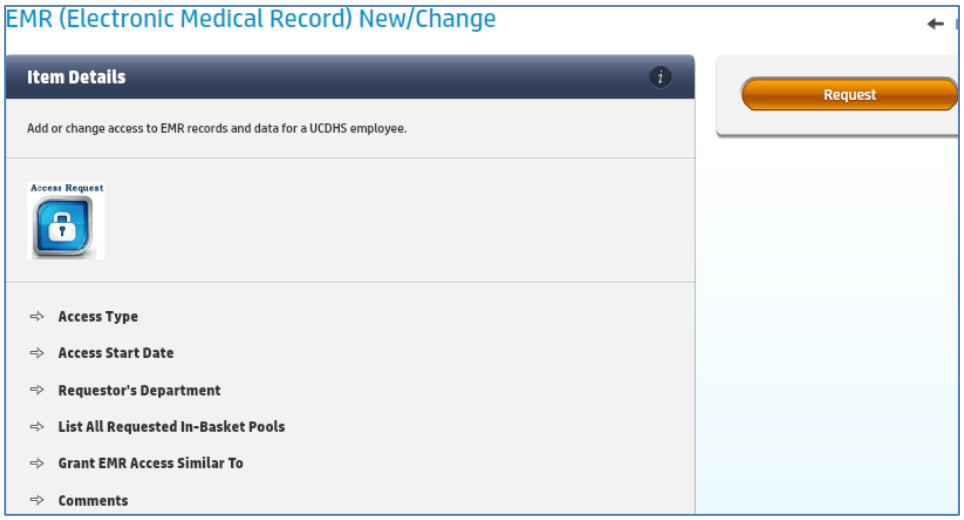
2. Click the Parent category **Access Requests**.
3. Now select the appropriate secondary category. For this example, select **Academic**.
4. Now select the **Graduate School of Management** tertiary category.



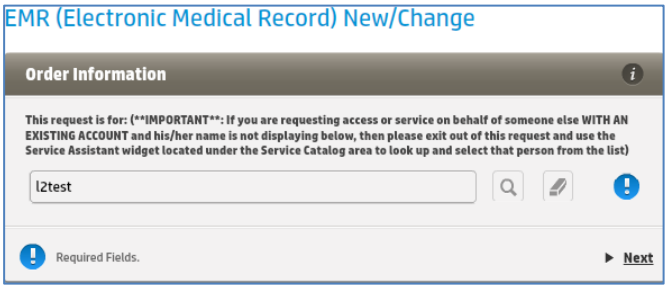
5. A list of access request catalog items appear. For this example, click on **EMR (Electronic Medical Record) New/Change**.



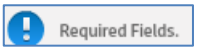
6. The Item Details screen appears with a list of information needed to submit the request. Click on **Request**.



7. The **Order Information** screen appears. Click on **Next**.

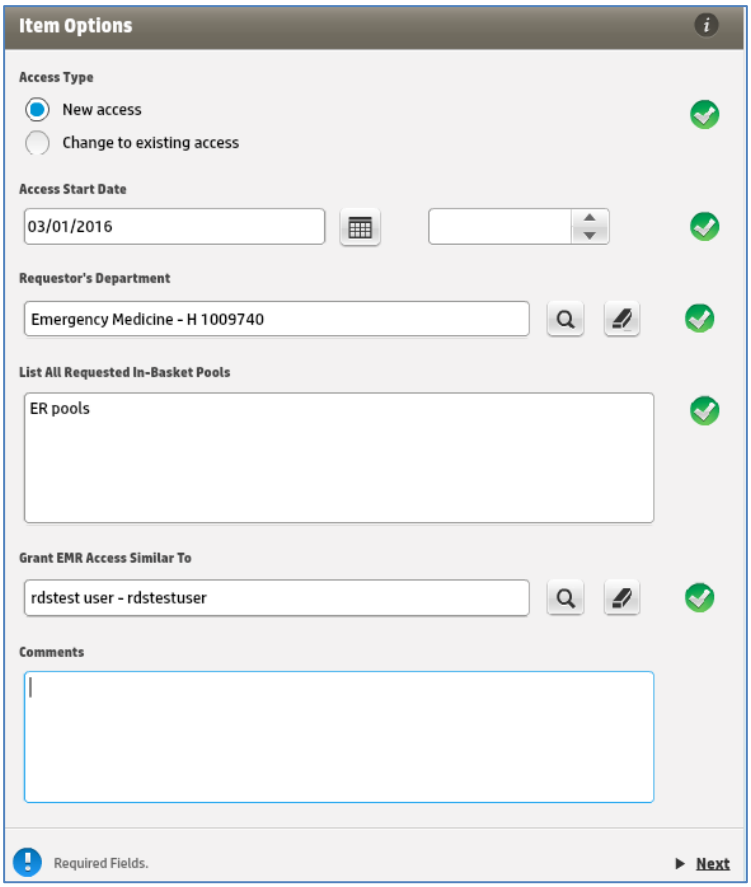


8. From the **Item Options** section, complete the **required fields** which will have this icon next to each field.

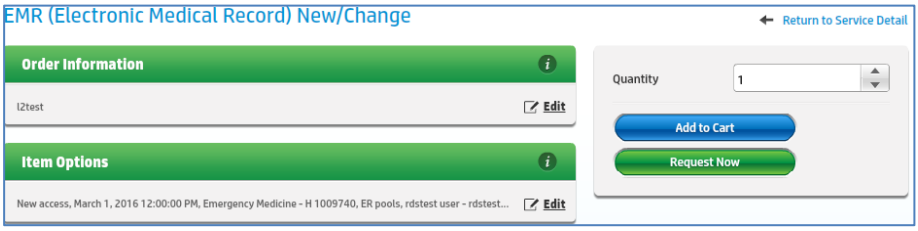


9. A **green** checkmark will appear when each field is completed.

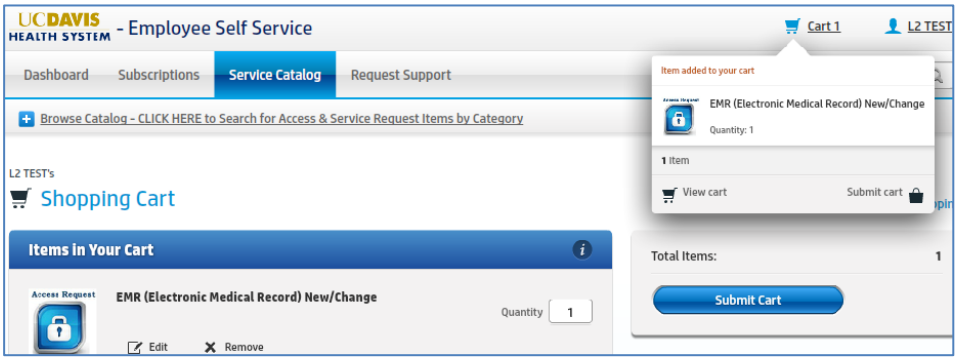
10. Click **Next**.



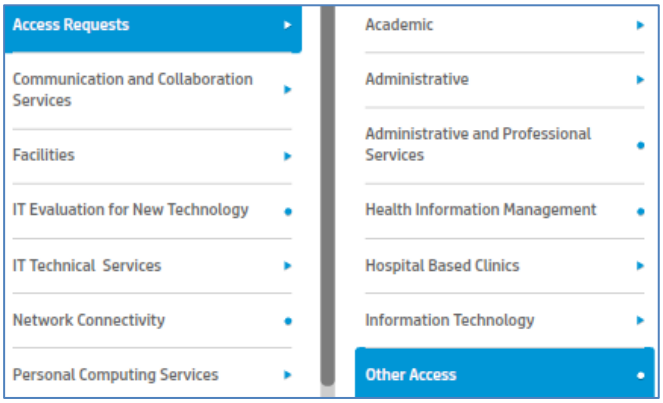
11. Click on **Add To Cart**



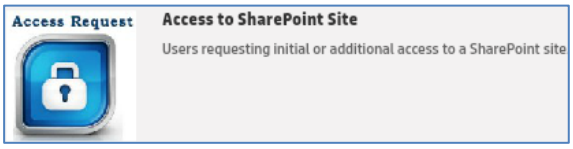
12. The **EMR** catalog item is now in your **Shopping Cart**. From this screen you have the following options:
    a. Edit items in cart
    b. Remove items in cart
    c. Submit Cart



13. To add another item to your **Shopping Cart** do one of the following**:**
    a. Enter application name in the **Search** field located in the right corner
    b. Click on **Browse Catalog** to see a list of items



14. Search for another catalog item. For this example, select **Access to SharePoint Site**.



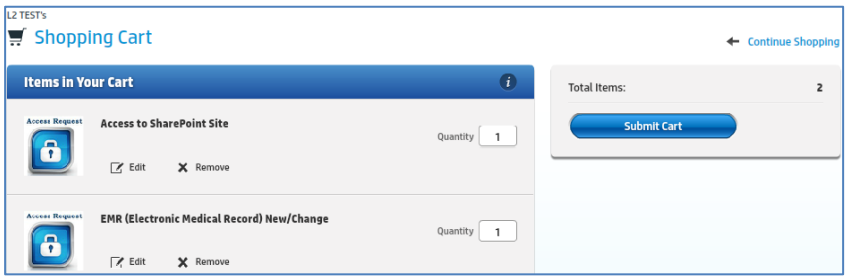
15. From the **Item Details** click on **Request** to complete the form.

16. Complete the **Order Information**
17. Click **Next**

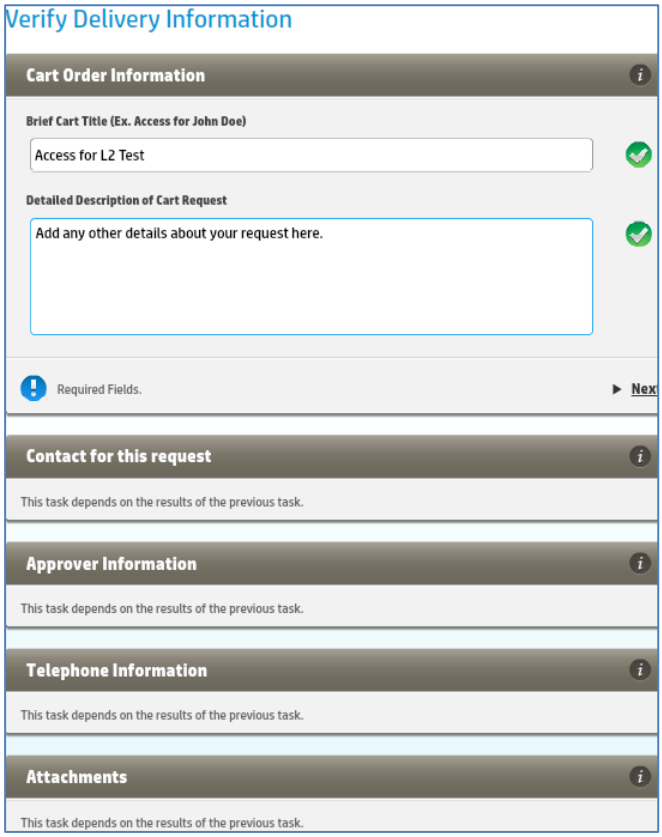
18. Complete the **Item Options**
19. Click **Next**.

20. Click **Add to Cart**.

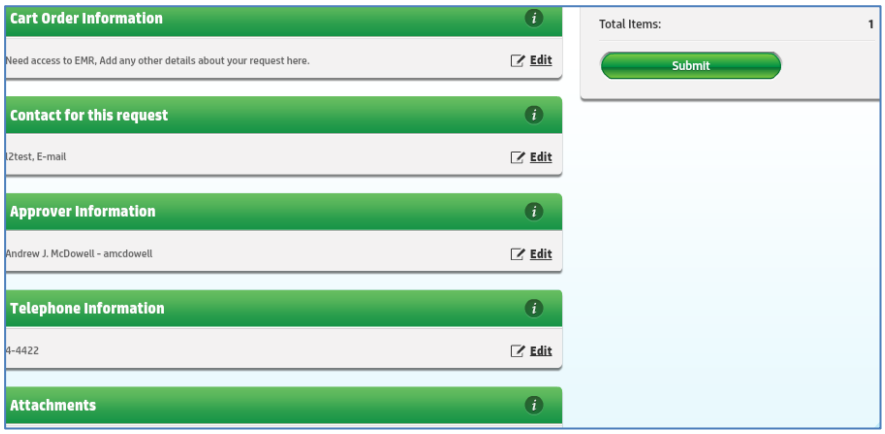
21. The catalog item is now in your **Shopping Cart**. You can continue these steps to add multiple access catalog items to your **Shopping Cart**.
22. Click **Submit Cart** to complete this request.

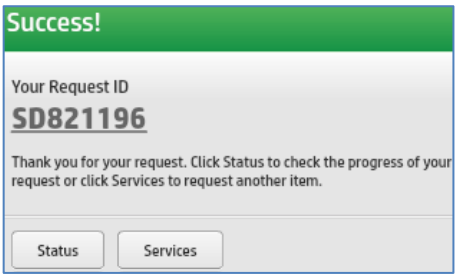


16. The **Verify Delivery Information** screen appears. Complete the required fields. Add any necessary attachments.
17. Click **Next**.



18. Click **Submit** and the **Success** popup appears. Your request has successfully been submitted to IT.
19. Click on **Status** or **Support** to exit the popup screen.





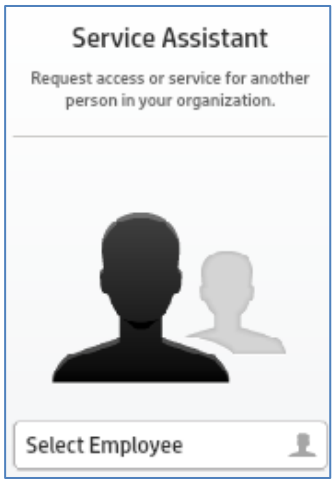
Back to **Access Request** types click here

Access Request for another Employee

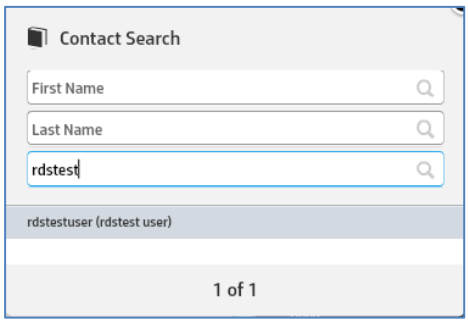
Some departments designate an employee to submit all requests. In order to request access for another person within your organization you will need to select the employee using the **Service Assistant**.

The Service Assistant is located on the **Service Catalog** tab below the **Access/Service Catalog** section.

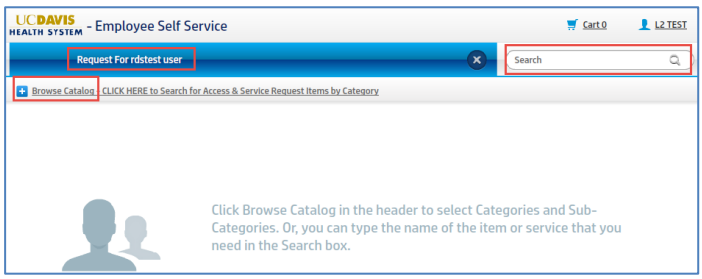
1. Click on **Select Employee**.



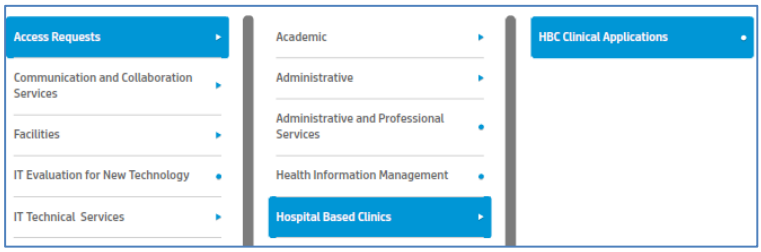
2. Search for employee by typing any of the following search criteria:
    a. First and Last name
    b. Contact name which is the employee's LAN/Active Directory login name



3. The employee's name is listed at the top of the screen.



4. To add access catalog items to the cart you have two options:
    a. Enter application name in the **Search** field then select the item
    b. Click on **Browse Catalog** to see a list of items



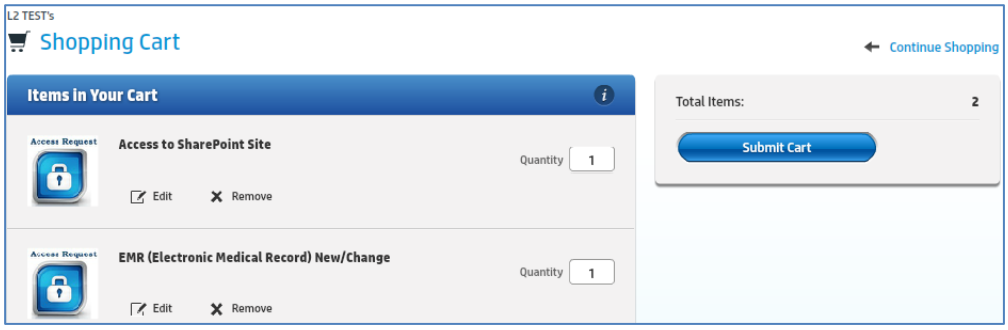
5. After selecting a catalog item click on **Request** to complete the form from the **Item Details**.

6. Complete the **Order Information**
7. Click **Next**

8. Complete the **Item Options**
9. Click **Next**.

10. Click **Add to Cart**.

11. The catalog item is now in your **Shopping Cart**. You can continue these steps to add multiple access catalog items to your **Shopping Cart**.
12. Click **Submit Cart** to complete this request.

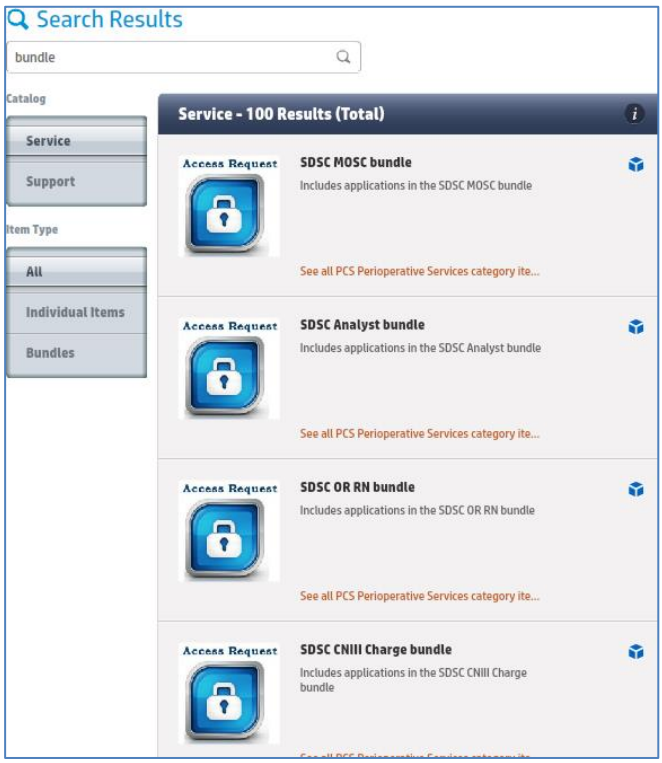


Access Request using a Bundle

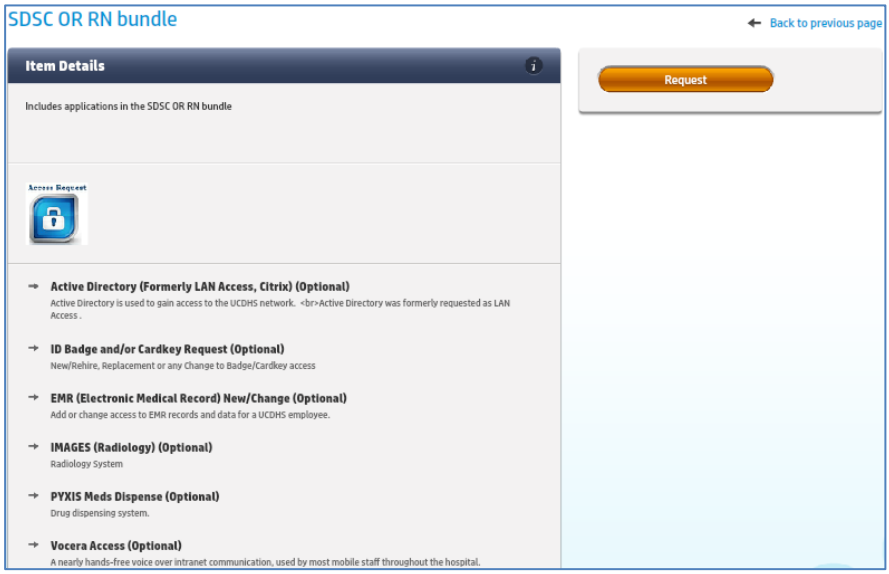
Access Request Bundles contain a group of catalog items. These bundles provide an easier way of submitting requests for new employees.

1. To search for a bundle enter the bundle name in the **Search** field
2. If you do not know the name enter **bundle** in the **Search** field

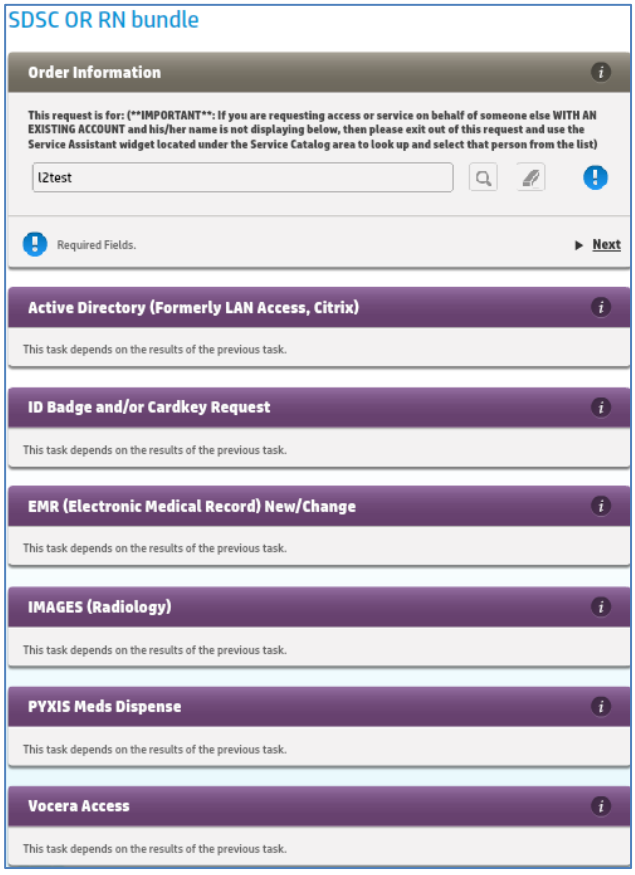
3. A list of 100 results appear. Select the appropriate bundle. For this example, select SDSC OR RN bundle.



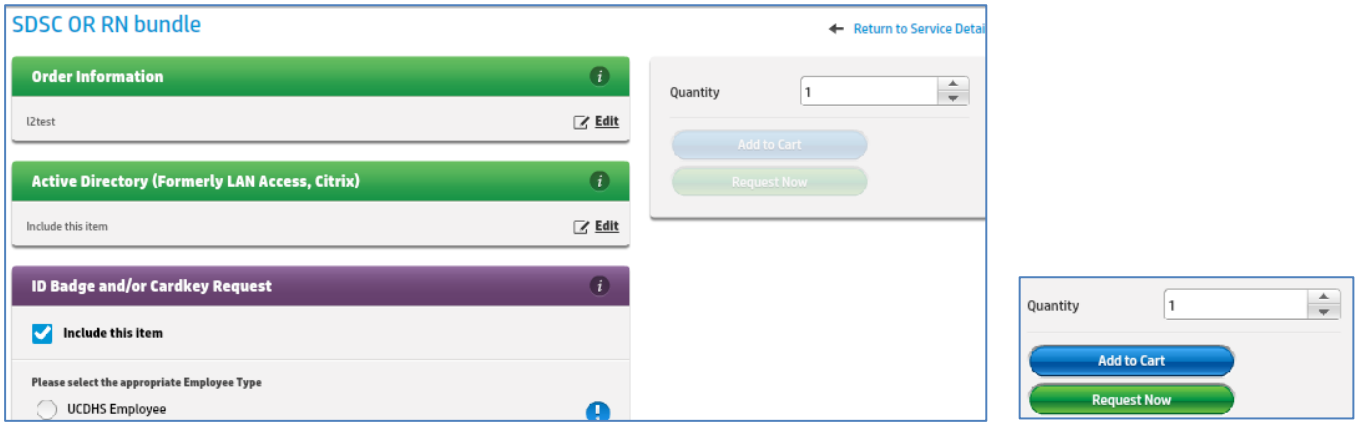
4. The **Item Details** screen appears and lists the access catalog items that are part of this bundle. Click on **Request**.



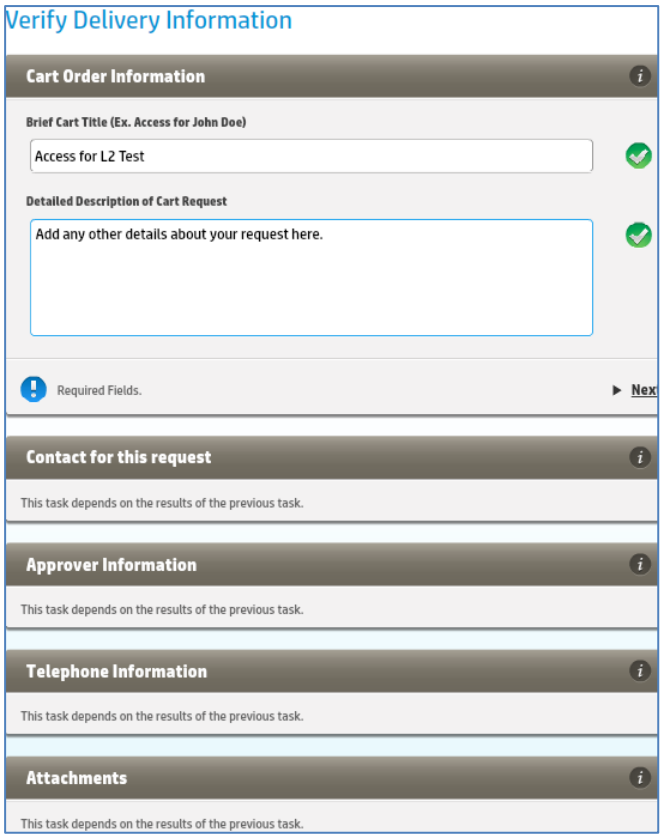
5. From the **Order Information** screen click **Next** to begin adding information for each catalog item.



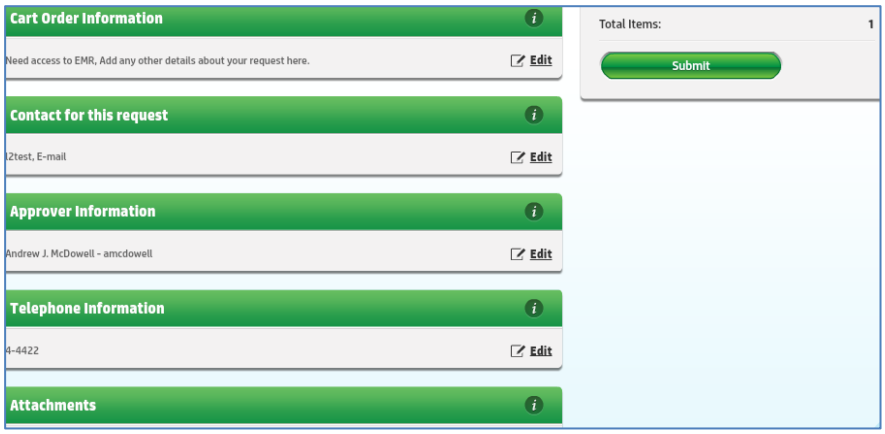
6. If the employee does not need one of the catalog items within the bundle, simply uncheck **Include this item**, otherwise continue to complete each section and click **Next**.
7. Click on **Request Now**.

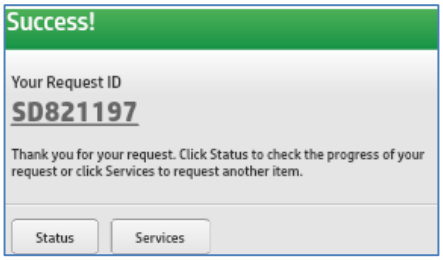


8. The **Verify Delivery Information** screen appears. Complete the required fields. Add any necessary attachments.
9. Click **Next**.



10. Click **Submit** and the **Success** popup appears. Your request has successfully been submitted to IT.
11. Click on **Status** or **Support** to exit the popup screen.



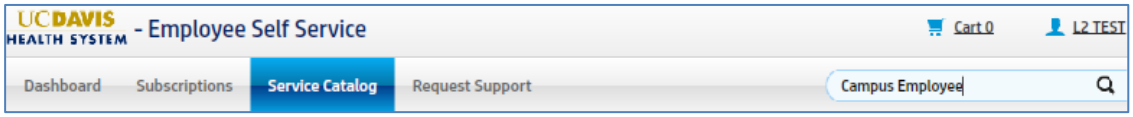


Back to **Access Request** types click here

Access Request for a New Campus Employee

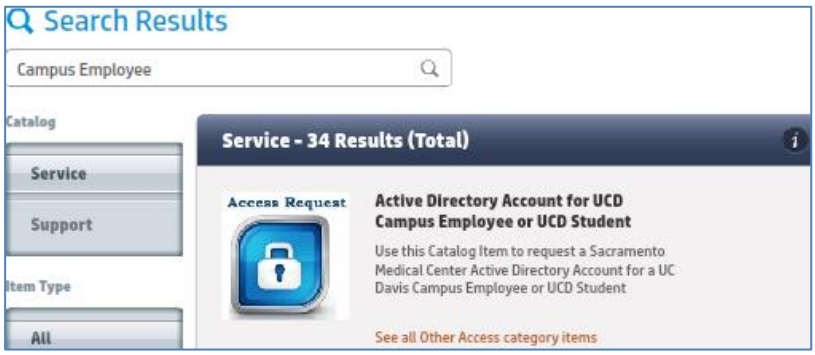
UC Davis Campus employees may need access to the UC Davis Health System network or applications. A specific catalog item has been created for this type of employee.

1. From the **Service Catalog** tab type into the **Search** field **Campus Employee**.

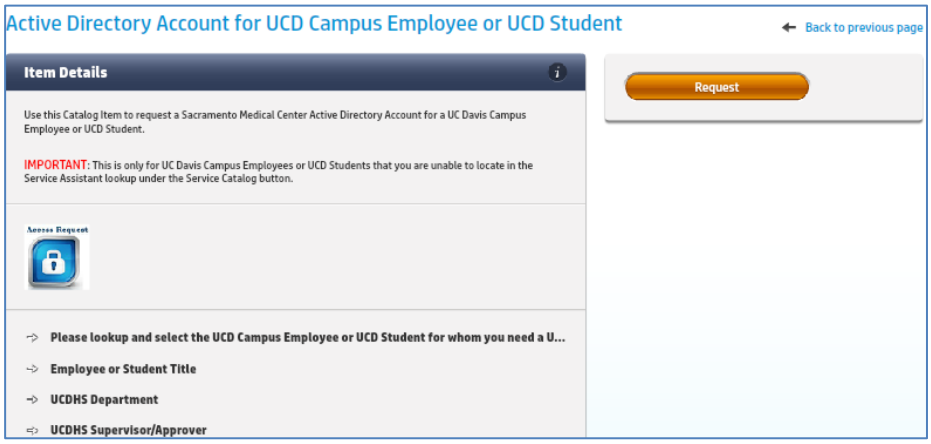


2. The **Search Results** lists the following catalog item:
   a. **Active Directory Account for UCD Campus Employee or UCD Student**

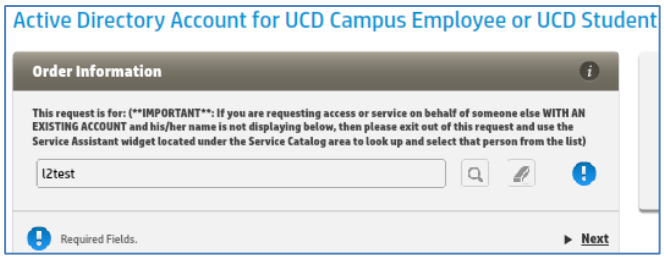
3. Select this request.



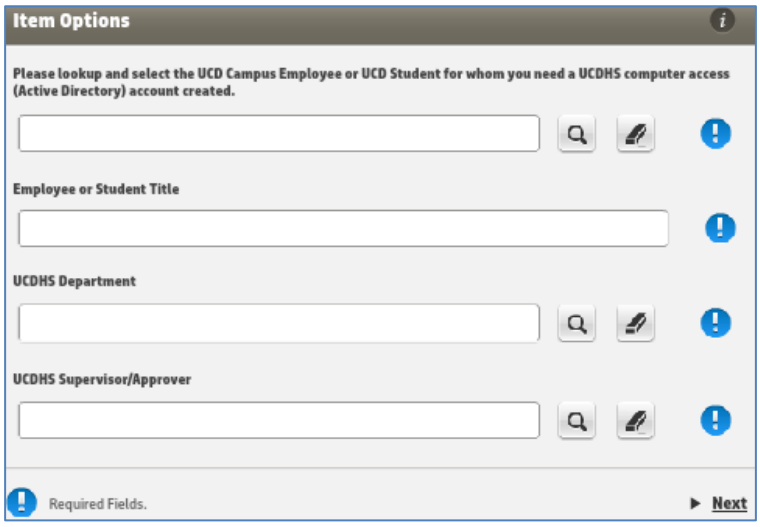
4. From the **Item Details** screen click on **Request**.

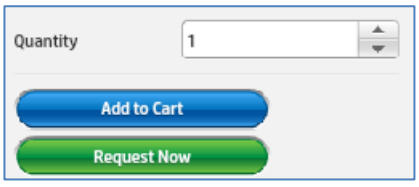


5. From the **Order Information** section click on **Next**.

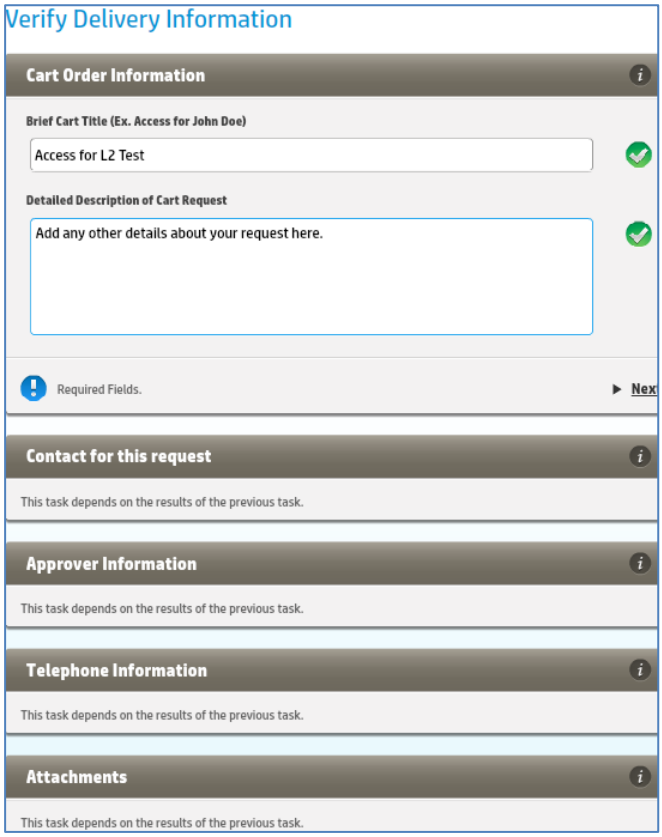


6. From the **Item Options** section, complete the required fields and click on **Next**.
7. Click **Request Now**.

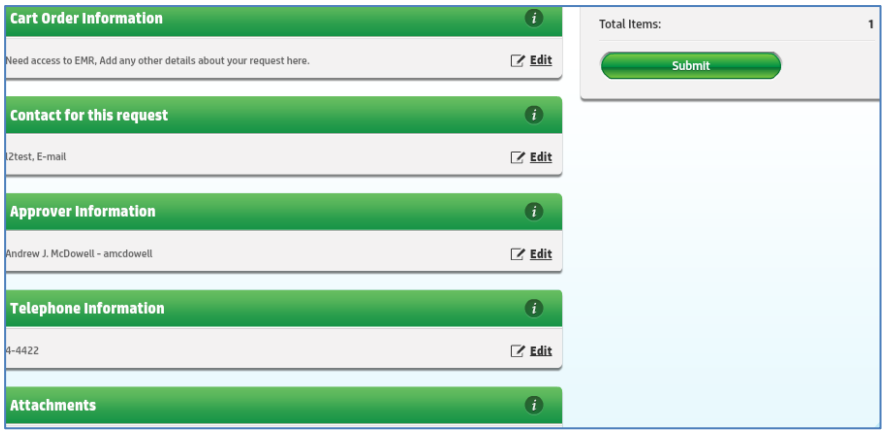


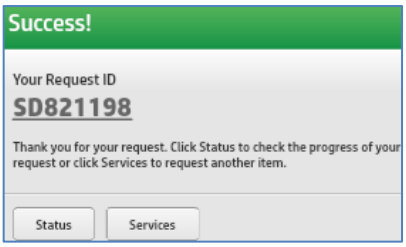


8. The **Verify Delivery Information** screen appears. Complete the required fields. Add any necessary attachments.
9. Click **Next**.



10. Click **Submit** and the **Success** popup appears. Your request has successfully been submitted to IT.
11. Click on **Status** or **Support** to exit the popup screen.





Back to **Access Request** types click here

Access Request for a New External Employee

To better manage the identities of external employees and prevent duplicate accounts at UC Davis Health System (UCDHS) we are implementing changes to the onboarding process of external UCDHS employees.

The purpose of these changes is to manage external employees by using the Identity and Access Management (IAM) system used for internal UCDHS employees, UCD Campus Employees and UCD Campus Students.

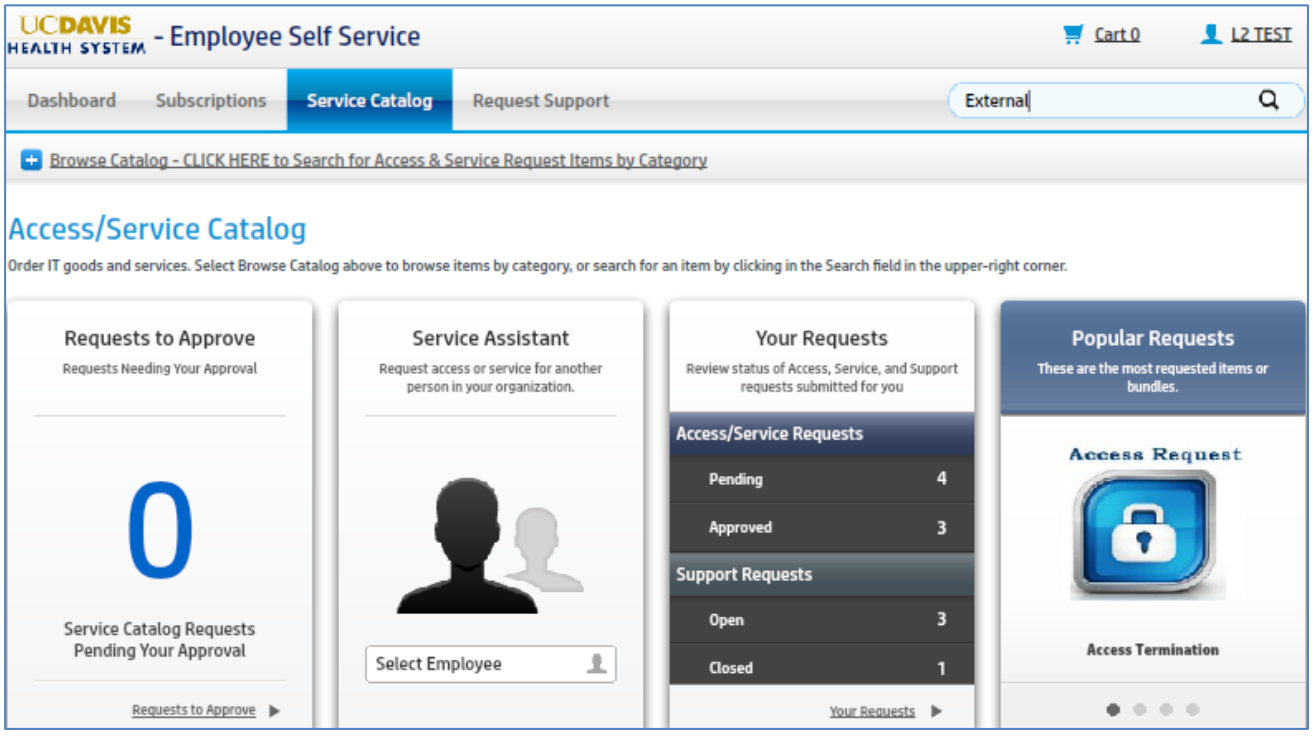
These changes apply to external employees that need a network login (Active Directory/Citrix login) and/or UC Davis email.

These changes will also replace the Online TAF (Temporary Affiliate Form)

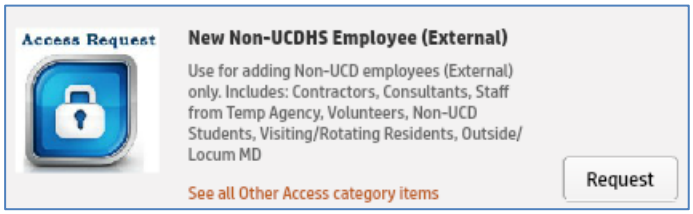
Some of the most common external employee types are:

- Contractor
- Consultant
- Staff from Temp Agency
- Volunteers
- Non-UCD Students
- Visiting/Rotating Residents
- Outside/Locum Physician

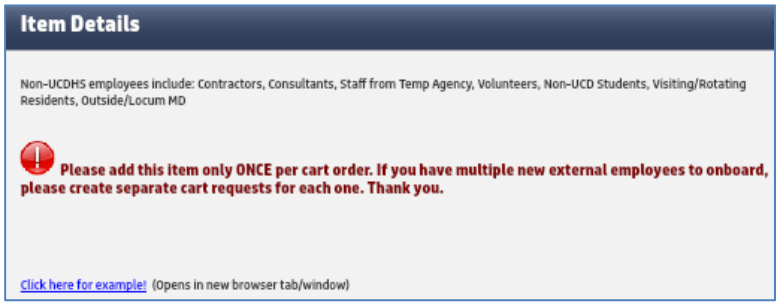
1. Begin the request by typing External into the **Search** field.

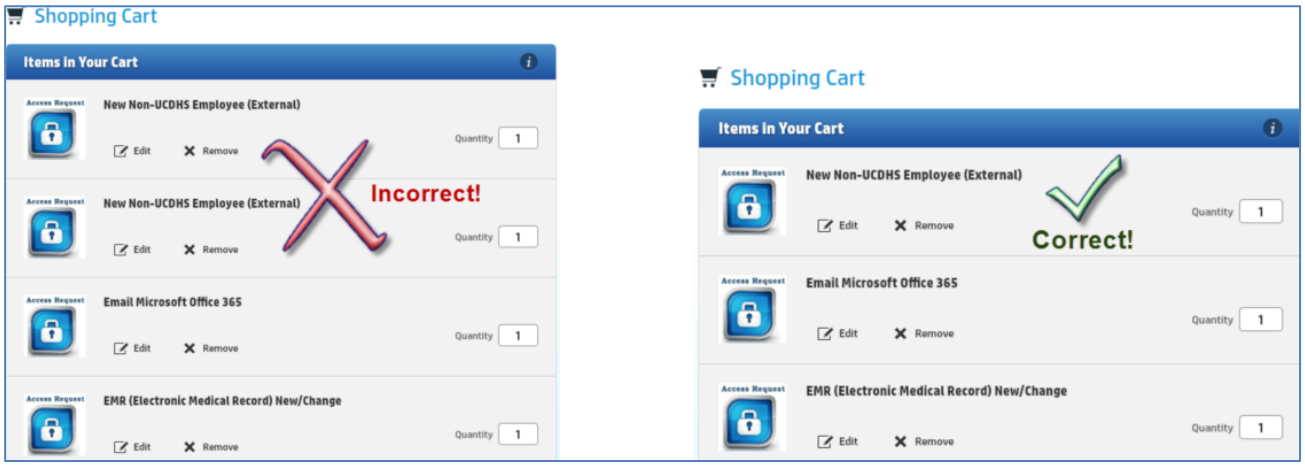


2. Scroll through the Search Results and select **New Non-UCDHS Employee (External)** catalog item.

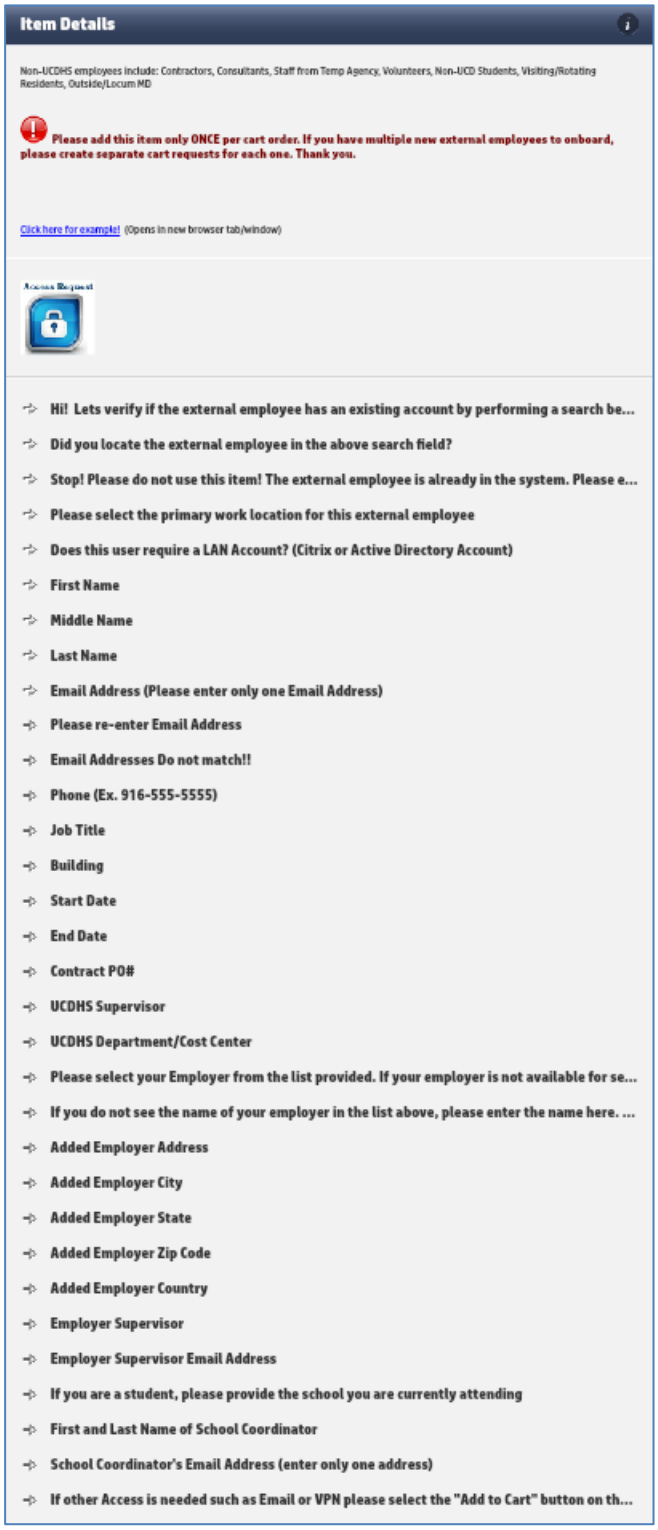


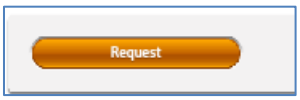
3. The Item Details screen appears. It's important to use this particular access request catalog item for one external employee. If you have multiple new external employees that need access you will need to create a separate request for each external employee. By selecting the link **Click here for example** you can see a snapshot of the incorrect and correct way to use this catalog item.



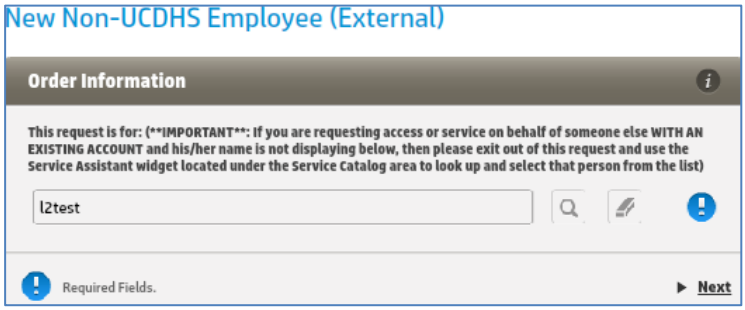


4. There are several pieces of information needed for external employees. Once you have reviewed this list, click on **Request**.

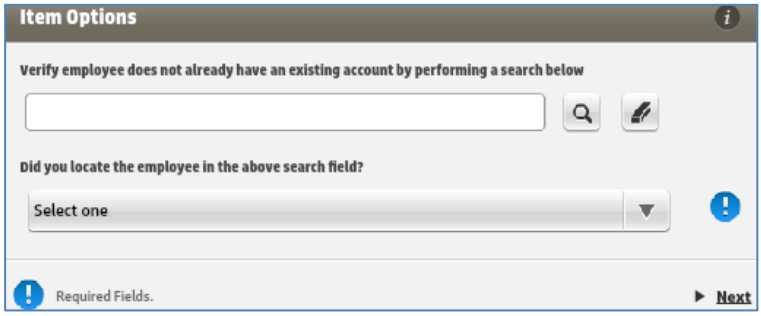




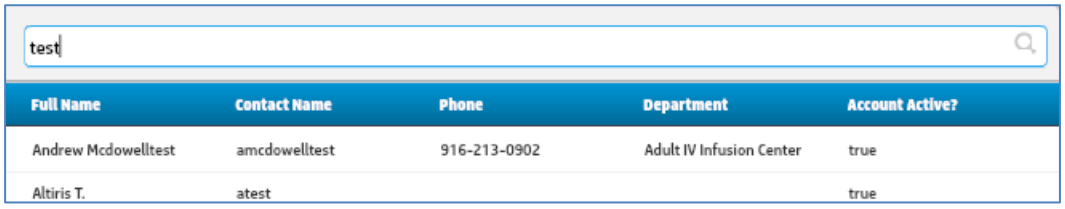
5. From the **Order Information** screen click on **Next**.



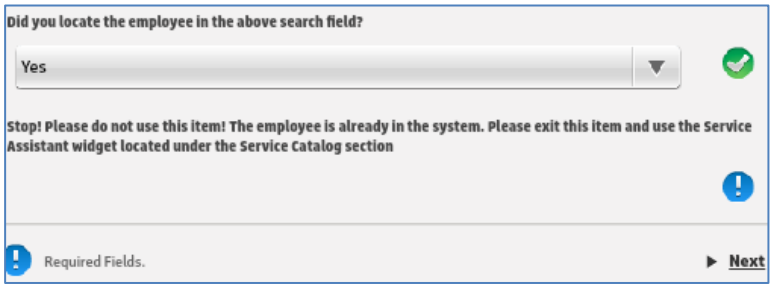
6. Before you move forward verify the external employee does not have an existing account. Click in the blank field and a pop up will appear.



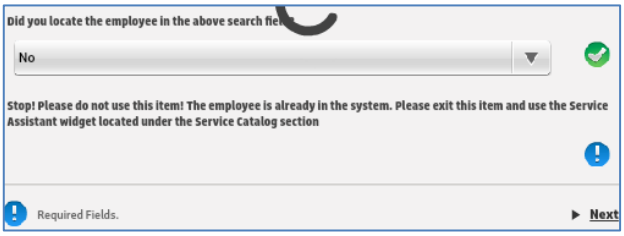
7. Enter the external employee name.



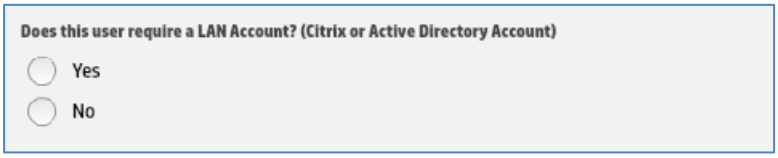
8. If you were able to find the external employee, select Yes and a notice will appear indicating to stop and not use this catalog item. Instead access the Service Assistant to submit your request.



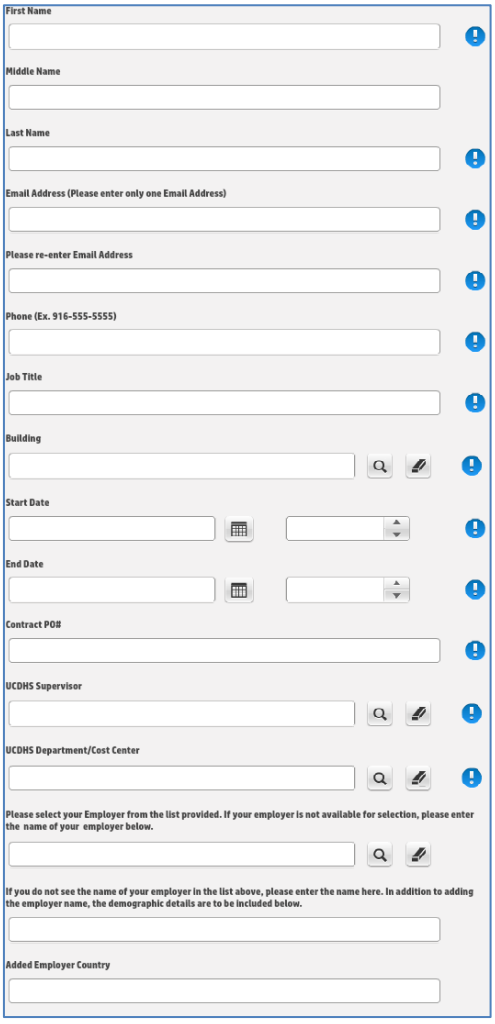
9. If you did not find the external employee, select **No** to move forward to begin entering the necessary information for this request.

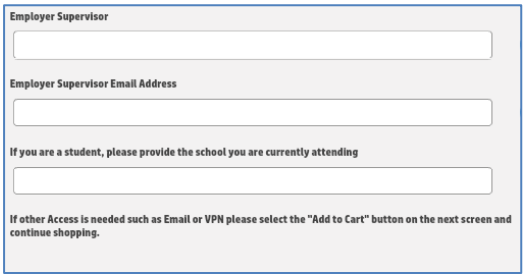


10. Click on Yes or No if the person requires a LAN Account (Citrix or Active Directory Account)

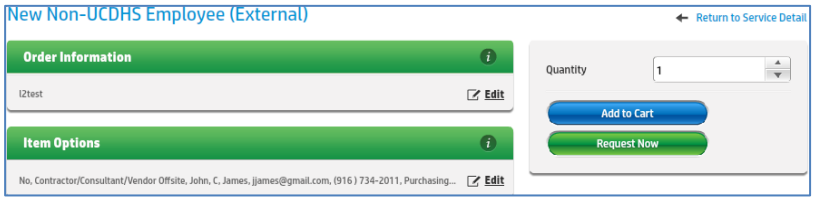


11. The **Item Options** screen will appear, complete all required fields and click **Next**.

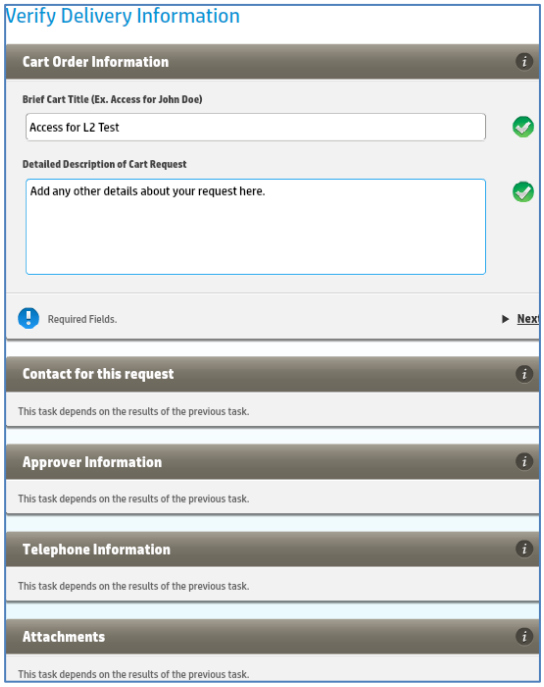




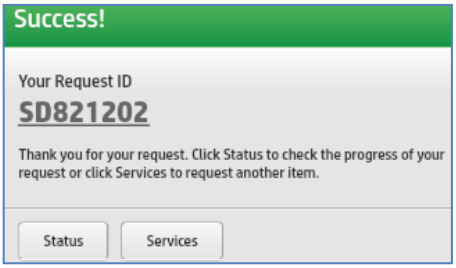
12. Click on Add to Cart to add more access catalog items for your external employee or click Request.



13. The **Verify Delivery Information** screen appears. Complete the required fields. Add any necessary attachments.
14. Click **Next**.



15. Click **Submit** and the **Success** popup appears. Your request has successfully been submitted to IT.
16. Click on **Status** or **Support** to exit the popup screen.



Additional Information for External Employee Requests

- The order information will default to the submitters name by default for the request. This will automatically change when the account is created.
- Be sure to identify the Non-UCDHS Employee's name in the Title and details of the cart in the Description field. For example: Requesting EMR, Badge/Cardkey, and Images for External - John Jones.
- Make sure Contact for this request stays as the requestor.
- Approver has to be an approving supervisor or manager.
- The Telephone number can be different than the contact, but should be valid.

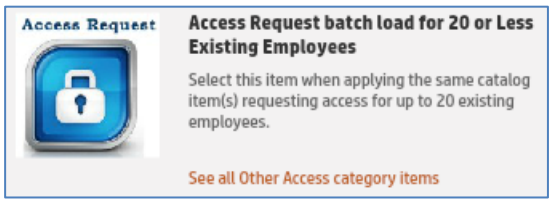
Back to **Access Request** types click here

Access Request for a Group of Employees

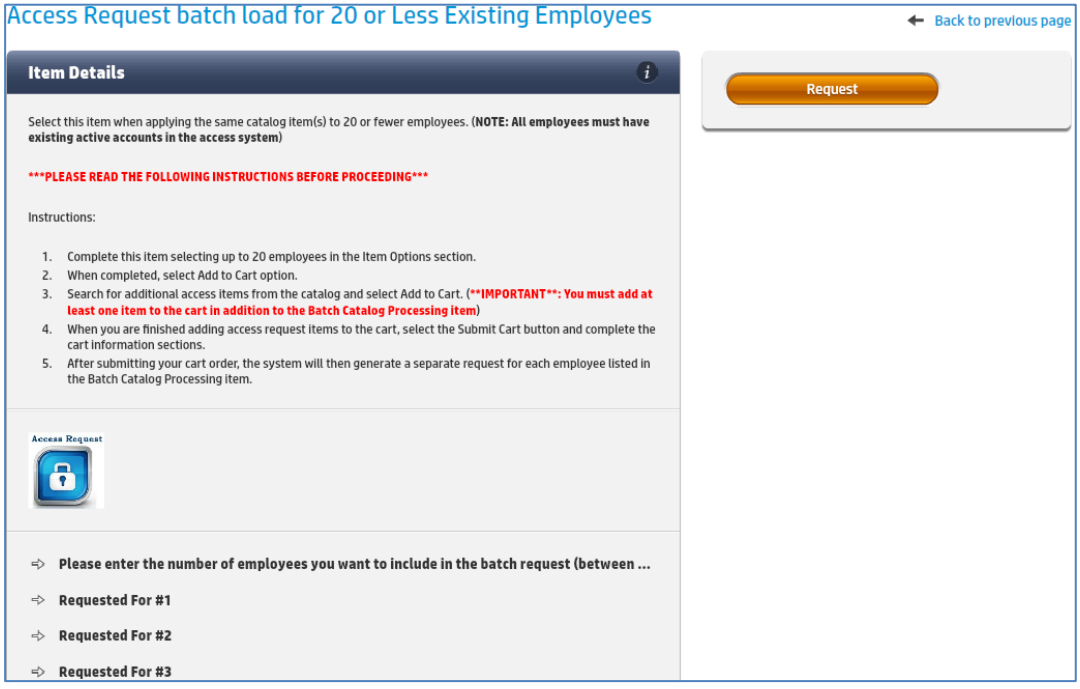
The Access/Service Catalog has two batch load processes which allows customers to request access for several employees within one request. Please read the steps below before moving forward with your request. If you have any questions contact the IT Access Team at 916-734-4357 for assistance.

Batch Load Process - #1

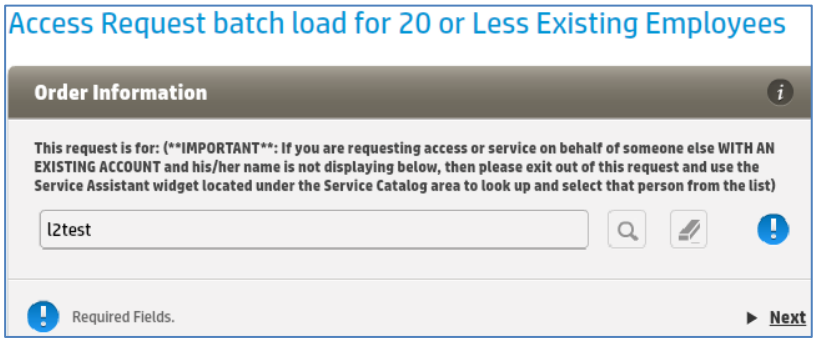
1. Use the **Access Request batch load for 20 or Less Existing Employees** for 20 or less existing employees. This catalog item can only be added to the cart once per request, see example below



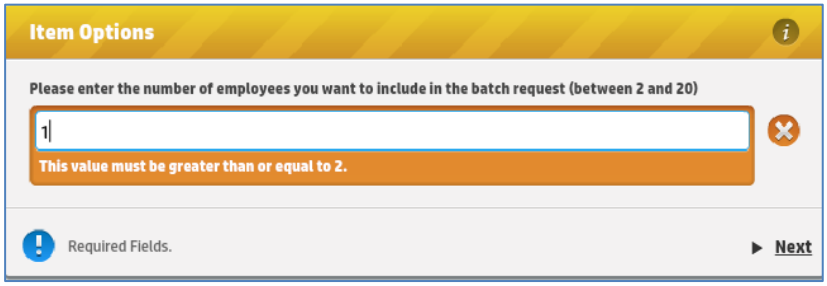
2. When you select the catalog item the **Item Details** screen appears with important steps to follow before you click on **Request**.



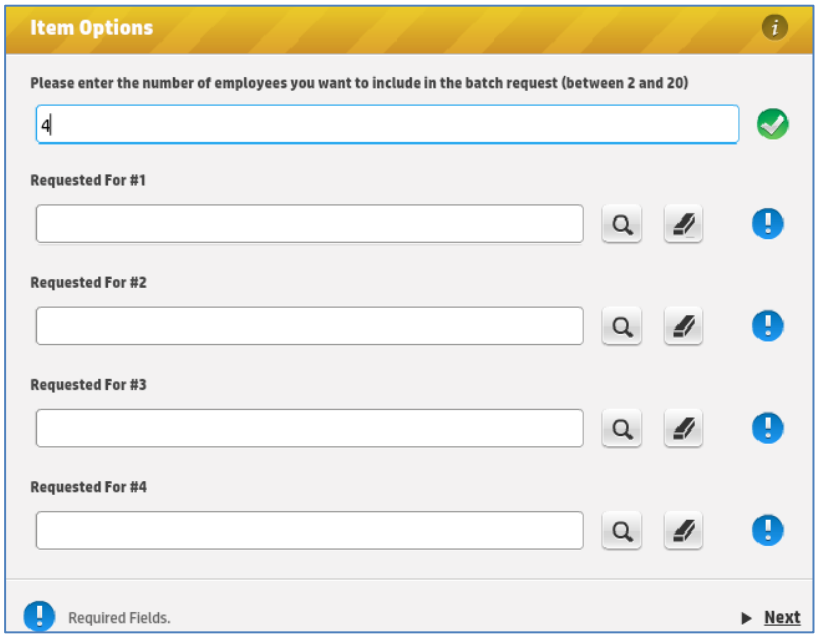
3. The **Order Information** screen appears click **Next**.



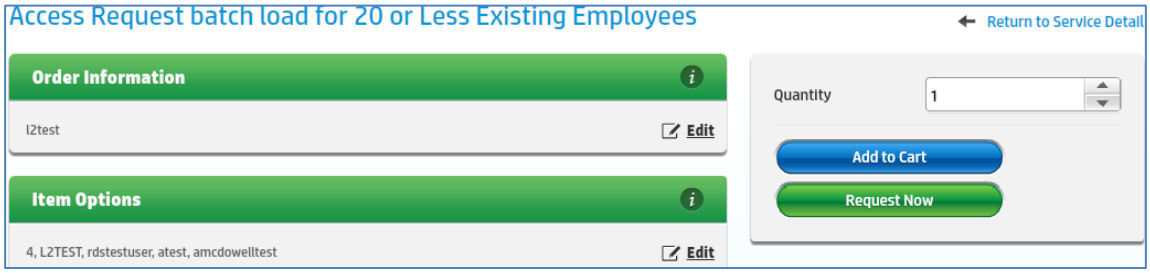
4. The **Item Options** screen appears asking for the total number of employees you want to include on this request. If you enter a number less than two the following message will appear.
    a. Error – *This value must be greater than or equal to 2.*



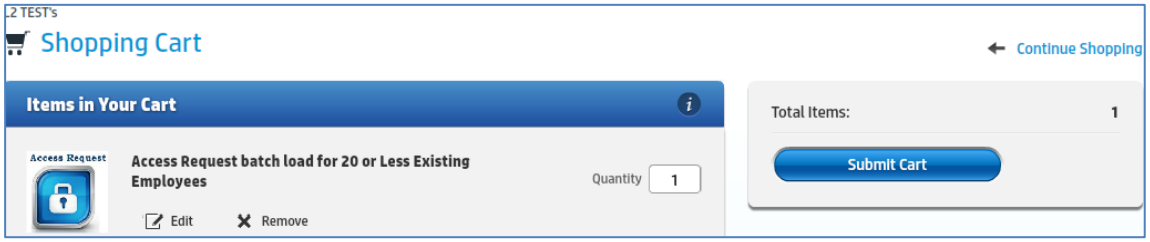
5. Whichever number you enter between 2 and 20 the following fields will appear to search and add each existing employee's name. In the example below the number four is entered, therefore four 'Requested For' fields appear. Once the employee names are added click **Next**.

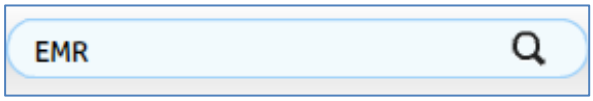


6. Click **Add to Cart**.

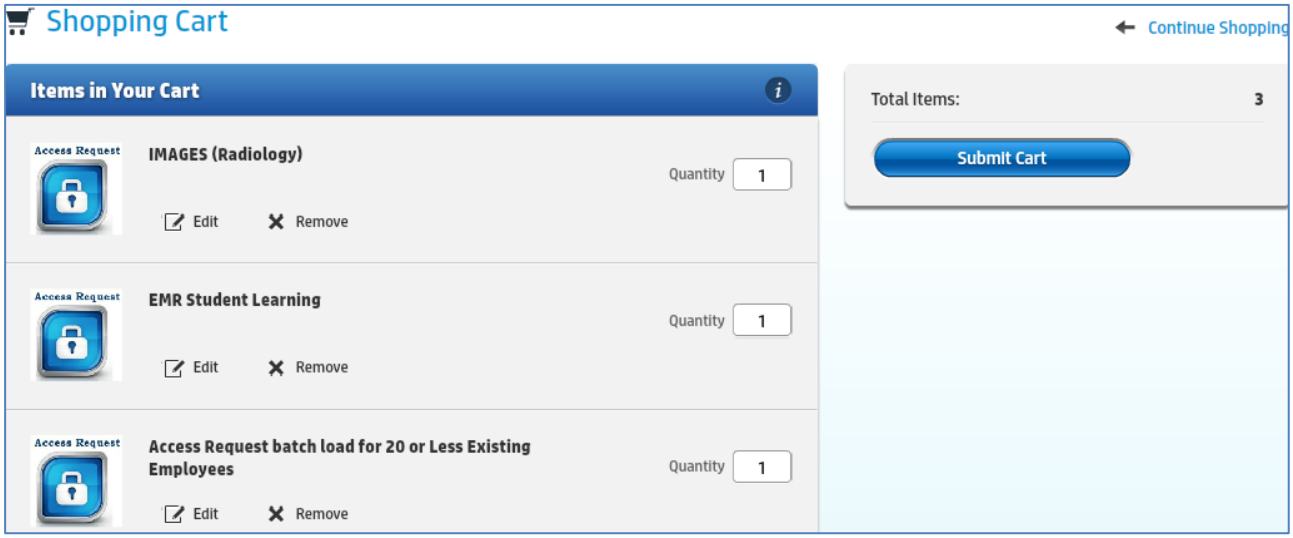


7. Now click **Continue Shopping** or simply use the **Search** field to add additional catalog items for these four employees.

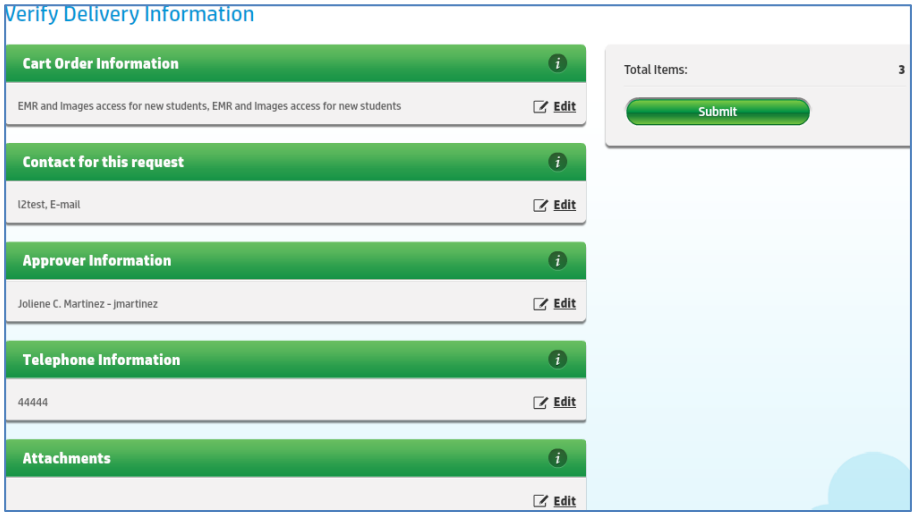


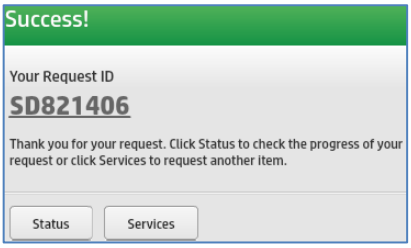


8. Once you have finished adding additional catalog items click **Submit Cart.**



9. Complete the **View Delivery Information** screen and click Submit. The **Success** popup appears. Your request has successfully been submitted to IT.
10. Click on **Status** or **Support** to exit the popup screen.





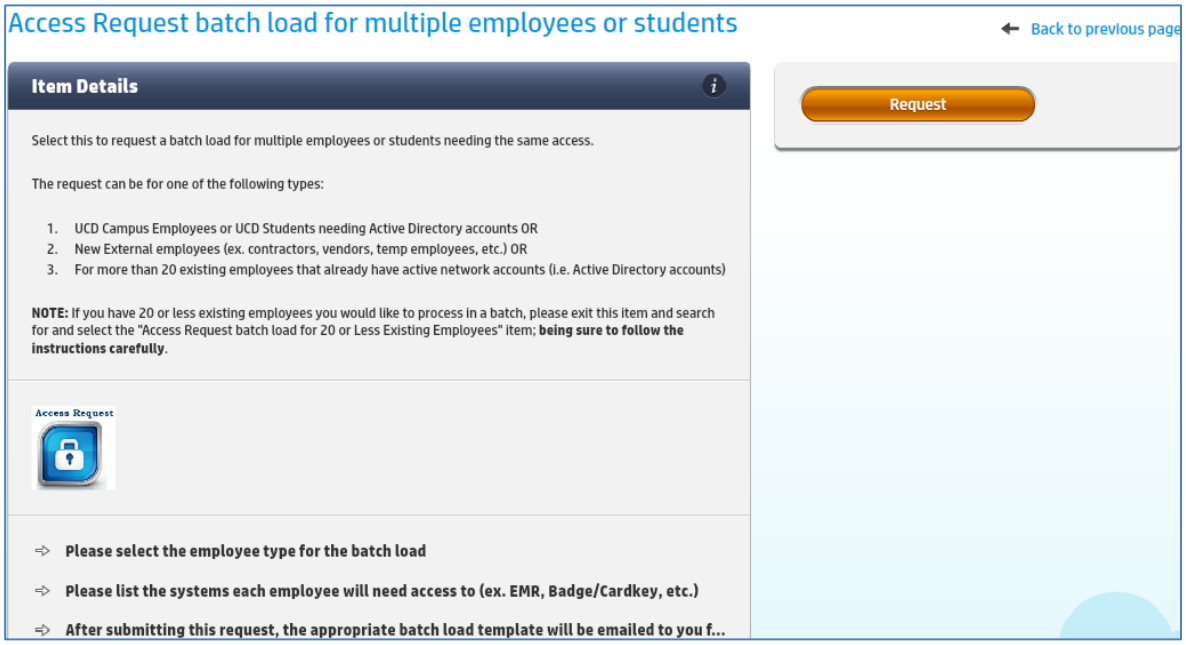
Batch Load Process - #2

1. The catalog item **Access Request batch load for multiple employees or students** is used for more than 20 existing employees or students. You have a couple of options:

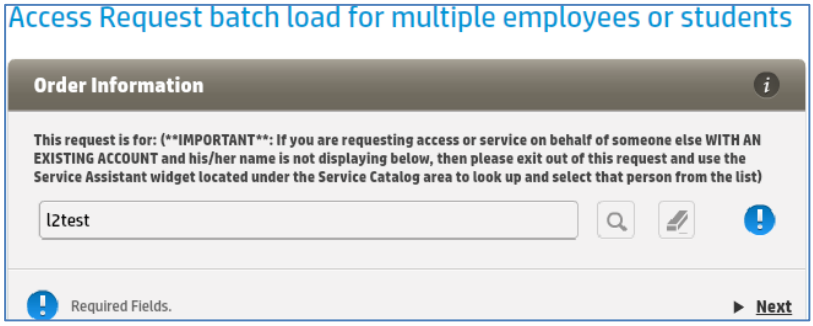
    a. Use Batch Load Process #1 (20 or less per cart order more than once):
        i. For example when you have 30 employees: use one cart of 20 and submit the request then start a new request for 10 more employees.
    b. Select the following catalog item and submit by itself.

    c. For the two catalog items below an IT access team member will contact you when one of the the **Access Request batch load for multiple employees or students** catalog item above has been submitted. *Please do not use these two catalog items below without assistance from our IT Access Team.*

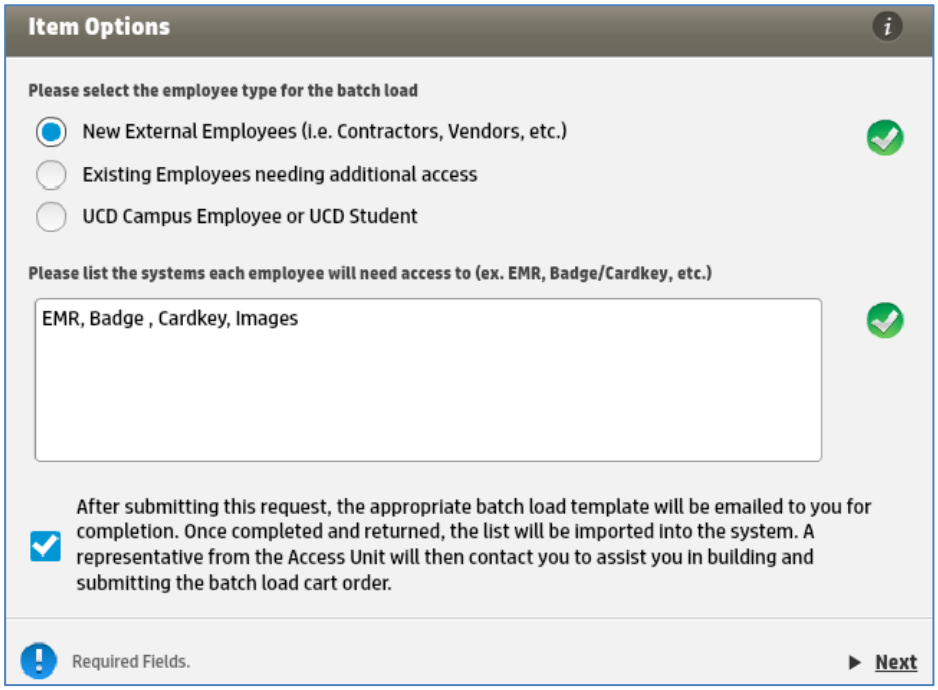
2. When you select the **Access Request batch load for multiple employees or students** catalog item the **Item Details** screen appears with important steps to follow before you click on **Request**.



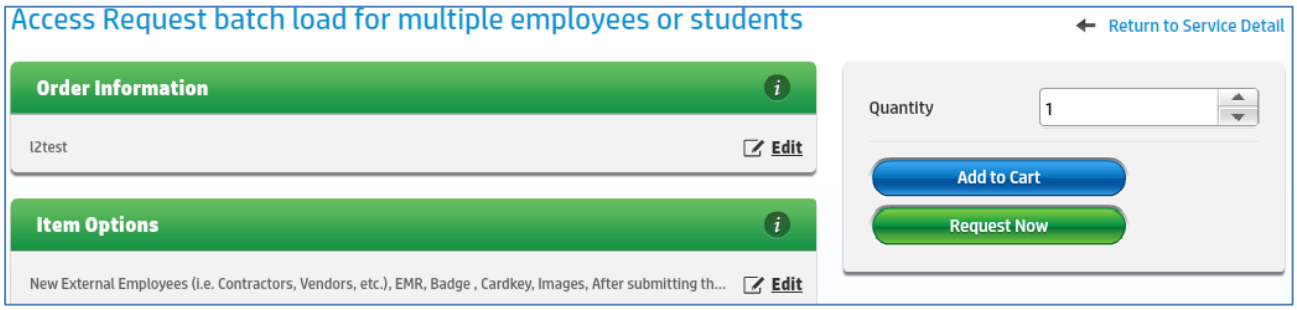
3. The **Order Information** screen appears click **Next**.



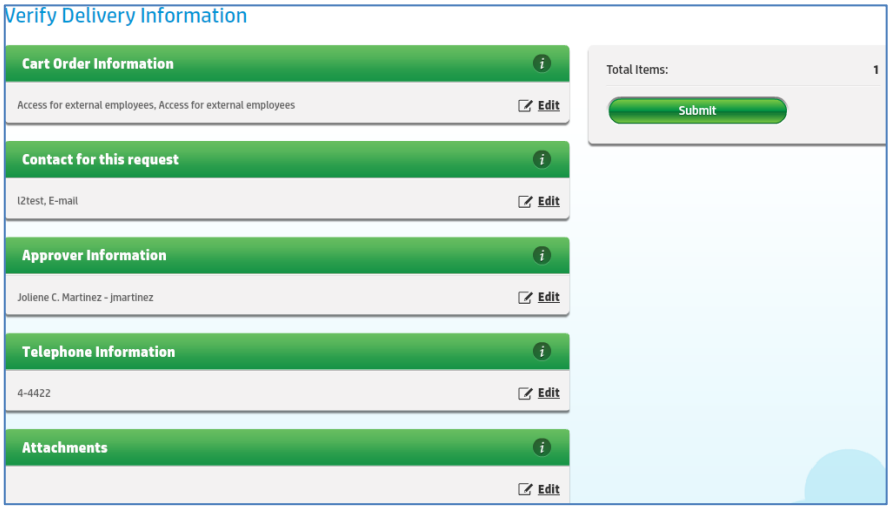
4. Select the appropriate employee type:
    a. New External Employee
    b. Existing Employees
    c. UCD Campus Employee or UCD Student
5. Enter the list of systems each employee will need access to
6. Check the box below to receive an email from the IT Access Team with a batch load template which will be used to add additional information.
7. Click Next.

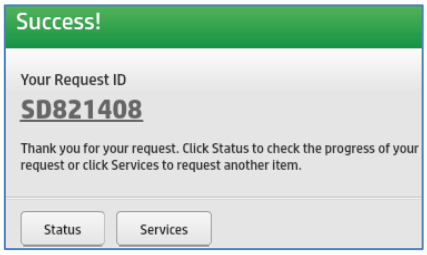


8. Click **Request Now**.



9. Complete the **View Delivery Information** screen and click Submit. The **Success** popup appears. Your request has successfully been submitted to IT.
10. Click on **Status** or **Support** to exit the popup screen.

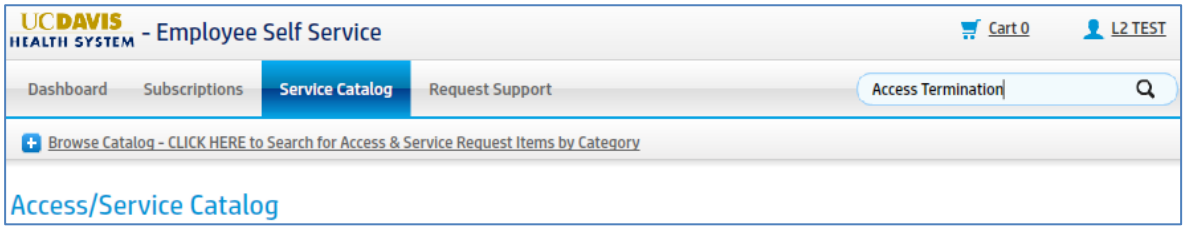




Access Request Termination

For security and access controls the department supervisor or manager should submit an access termination request when an employee is terminated, upon retirement, or when an employee transfers to another department within the health system. Follow the steps below.

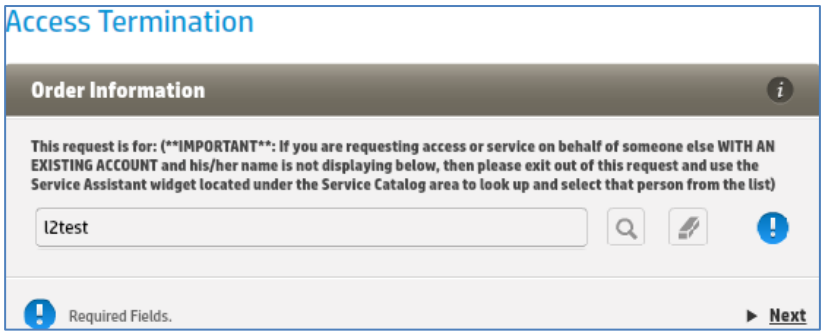
1. From the **Search** field type **Access Termination** to search for the catalog item.



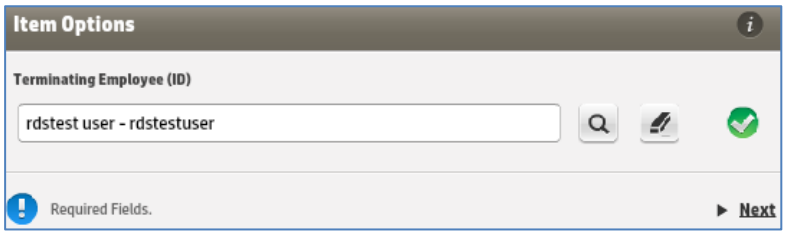
2. Select the **Access Termination** catalog item.

3. From the **Item Details** screen, click on **Request**.

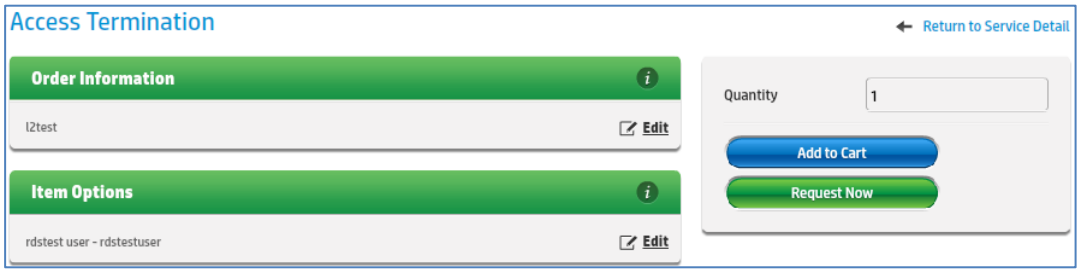
4. From the **Order Information** screen click **Next**



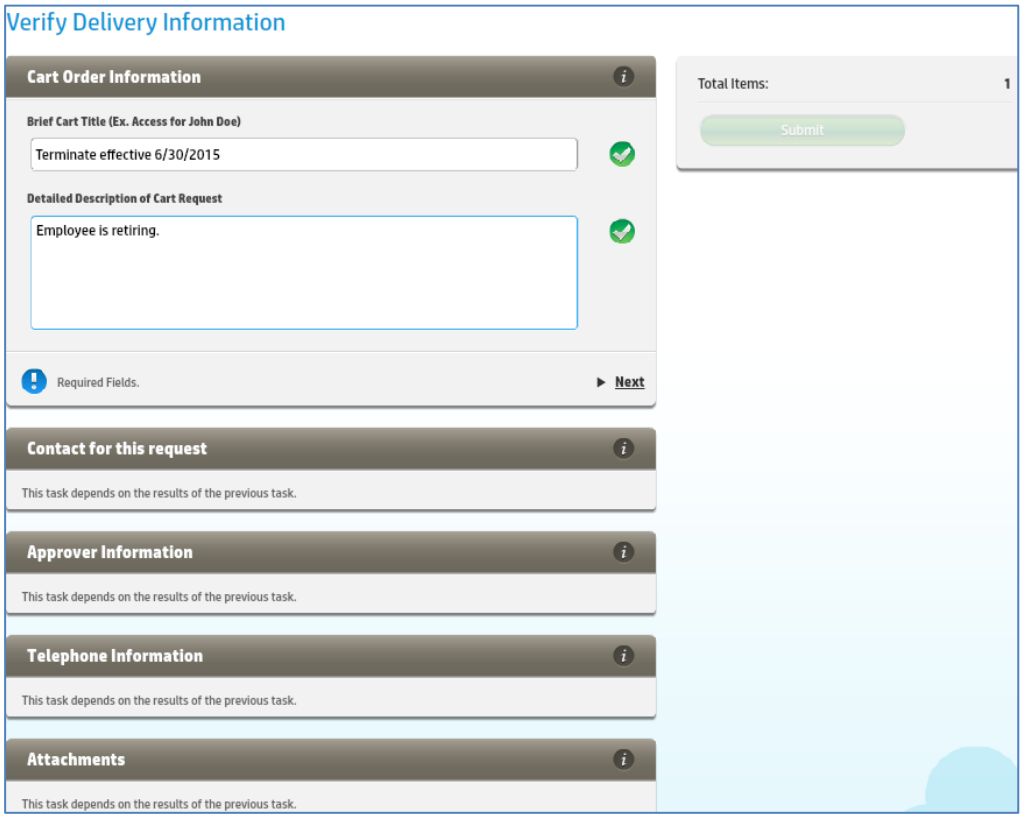
5. Search for the terminating employee and click **Next**.



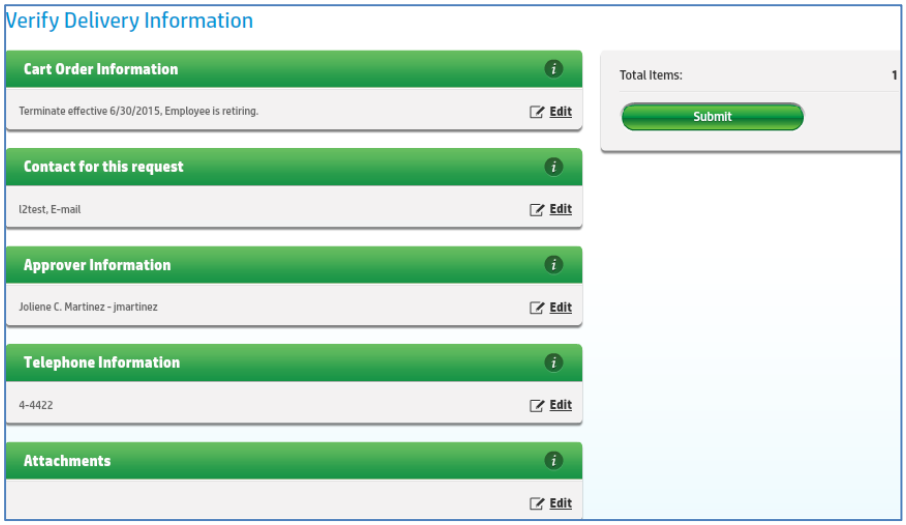
6. Click **Request Now**.

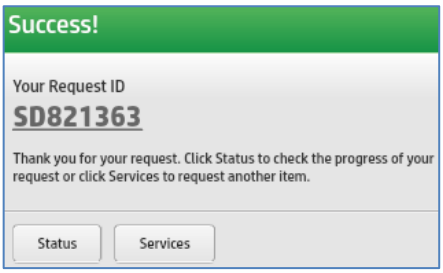


7. Complete the **Verify Delivery Information** screen and click **Next**.



8. Click on **Submit**. The **Success** popup appears. Your termination request has been submitted to IT.
9. Click on **Status** or **Support** to exit the popup screen.





External Employees Termination by Email

When access requests are submitted for external employees an expiration date is entered which is one year from the employees start date.

Security controls are set to notify the external employee supervisor or manager via email twenty one days before the expiration date. This email notification is to verify if the employee still needs access or if the employee access should be terminated.

This is an example of the email notification sent to the external employee supervisor or manager. At the bottom of the notification there are two links. The first link should be used to notify the IT Access Team the external employee will be terminating employment. The second link is to renew the external employee's access and provide a new expiration date up to one year.

If the IT Access Team does not receive a response the access will be set to terminate all active access for the external employee on the set expiration date.

If you responded to the request in error i.e. meant to select renew and selected terminate please contact the IT Access Team as soon as possible to prevent access being deactivated.

UC Davis Health System

Information Technology

Dear [redacted],

Request Quote Q[redacted] has been opened due to employee termination. Please review the employee access below and communicate back if this is employee's access should be renewed rather than terminated.

Failure to respond will result in all current access being disabled.

IMPORTANT: If this is a renewal, please use the RENEW reply link below to send a new expiration date up to one year away.

Request Details:

Title:	Access Termination
Terminating Employee:	[redacted]
Phone:	916-731-2540

Subscriptions Impacted:

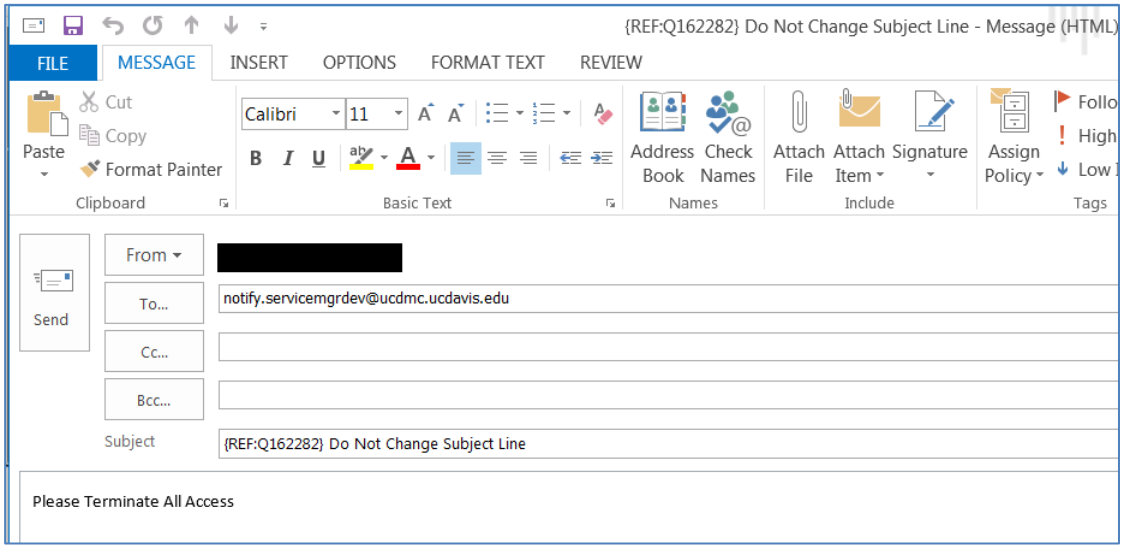
Active Directory
Badge/Cardkey - Employee ID Badge and Cardkey
Active Directory
Remote Access - VPN - External Employee

Please click here to email a response to TERMINATE all access

Please click here to email a response to RENEW access.

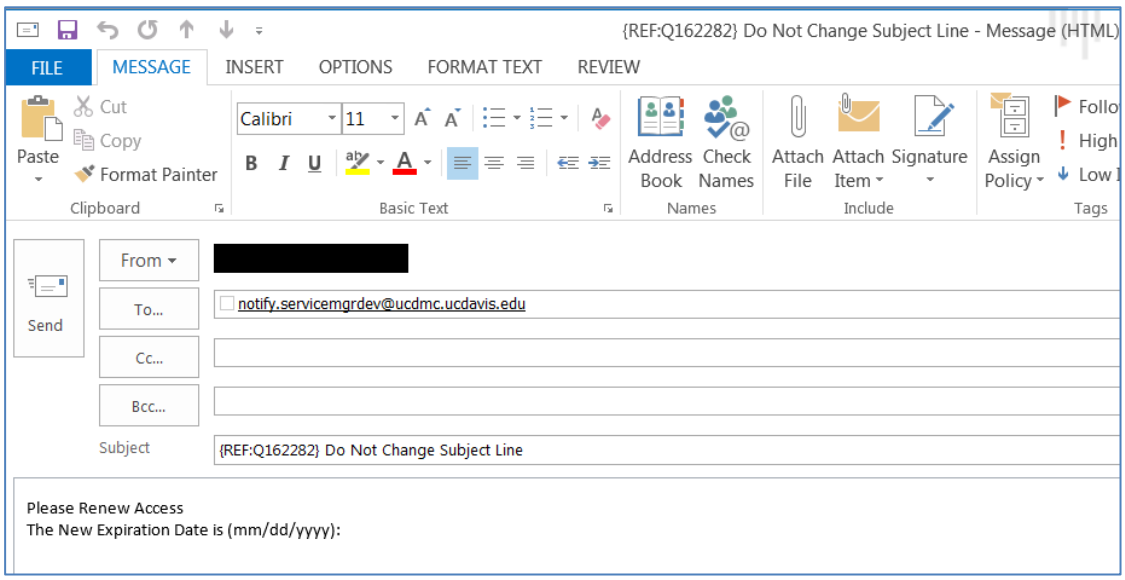
To **terminate** access follow these steps below:

1. From the email notification click on the link **Please click here to email a response to TERMINATE all access**, which will launch a new message from your Microsoft Outlook email.
    a. You may add an effective date of the termination into the body of the message and/or leave as is to have the employee's access terminated at the current expiration date.



To **renew** access follow these steps below:

2. From the email notification click on the link **Please click here to email a response to RENEW access.** , which will launch a new message from your Microsoft Outlook email.
    a. Please enter a new expiration date which will extend the external employees access. The access can be renewed up to one year.

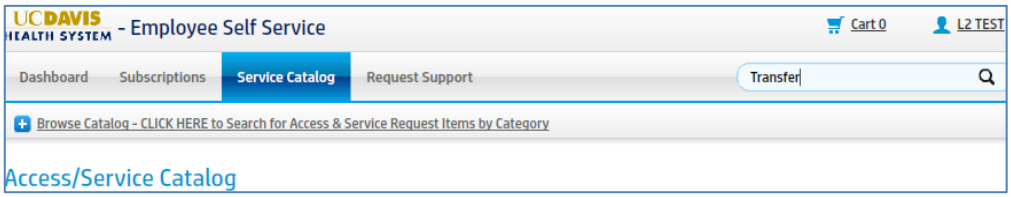


Back to **Access Request** types click here

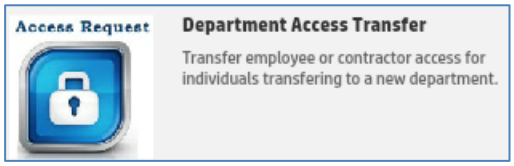
Access Request Transfer Departments

When an existing employee transfers to another department another request should be submitted to ensure the employee will have the appropriate access for their new role. Follow the steps below.

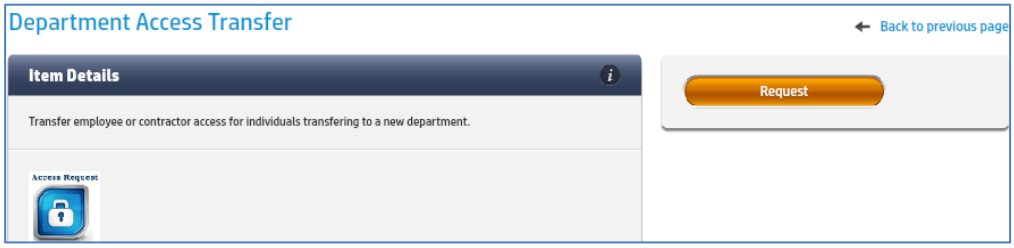
1. From the **Search** field type **Transfer** to search for the access catalog item.



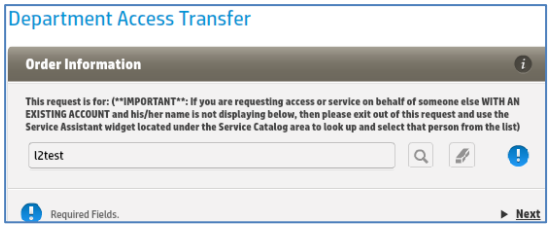
2. Select the **Department Access Transfer** catalog item.



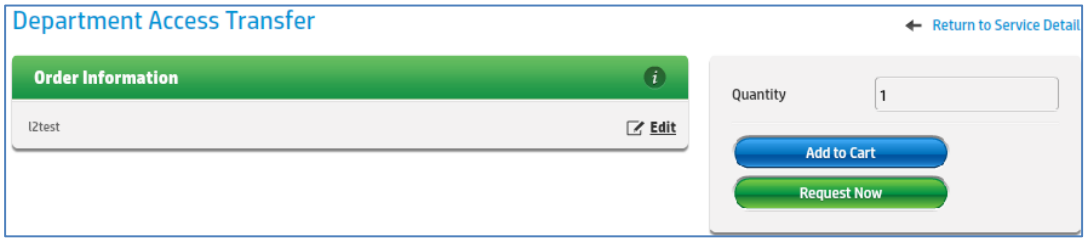
3. From the **Item Details** screen, click on **Request**.



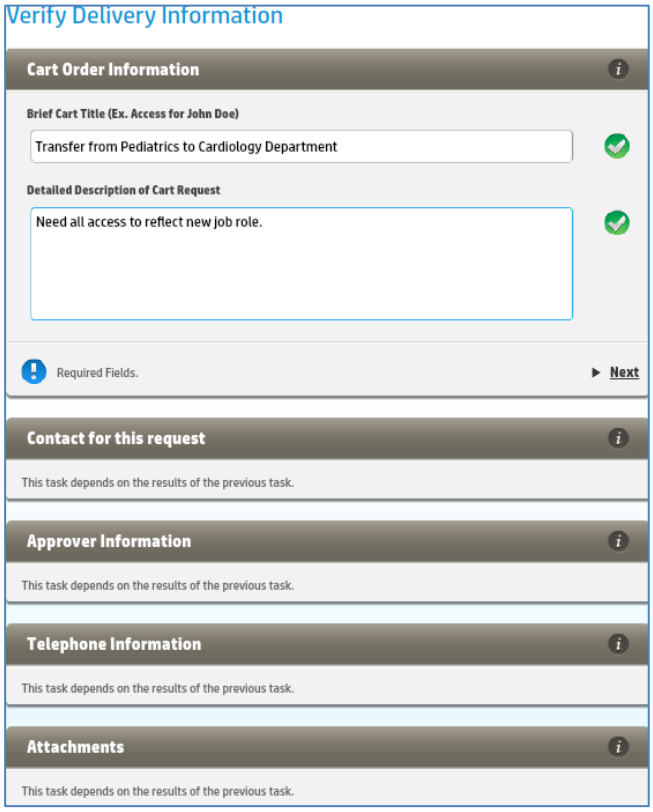
4. From the **Order Information** screen click **Next**



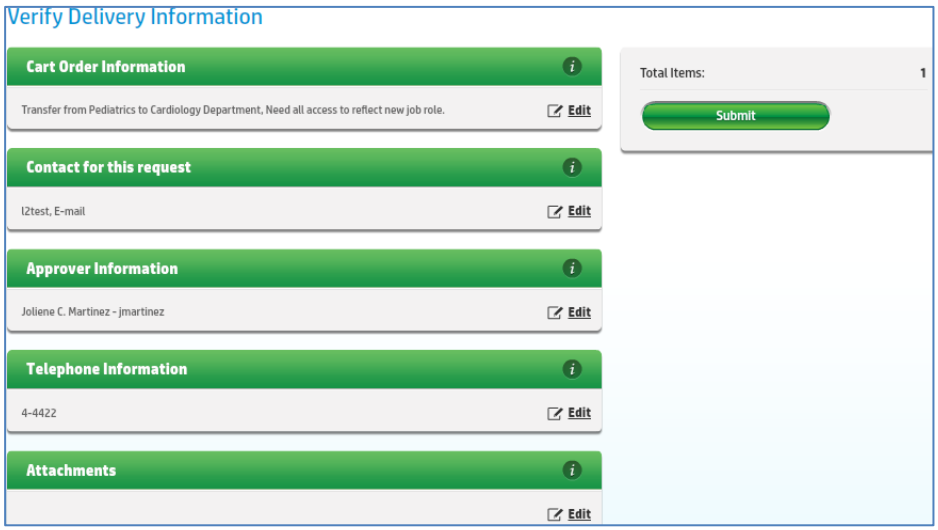
5. Click on **Request Now**.

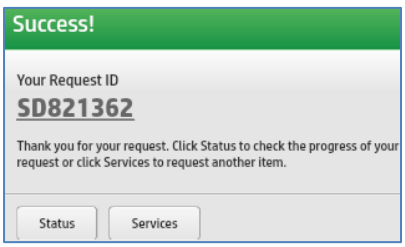


6. From the **Verify Delivery Information** screen enter the new name and click **Next** to complete the form.



7. Click **Submit** and the **Success** popup appears. Your request has successfully been submitted to IT.
8. Click on **Status** or **Support** to exit the popup screen.



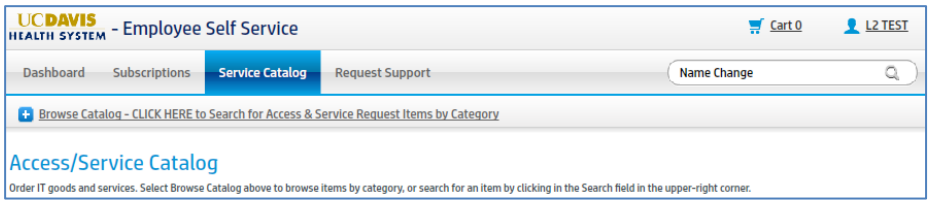


Back to **Access Request** types click here

Access Request for Name Change

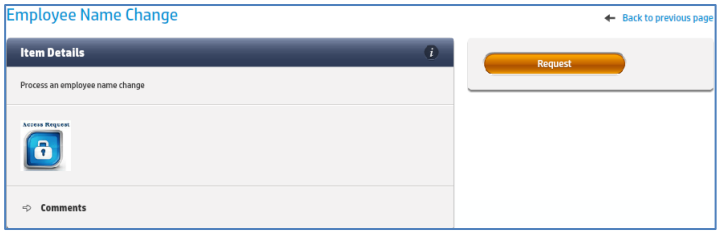
An access catalog item is available for employees with a recent name change. The Access Team will check Human Resources records to verify the name change is valid before making any changes.

1. From the **Search** field type **Name Change** to search for the access catalog item.

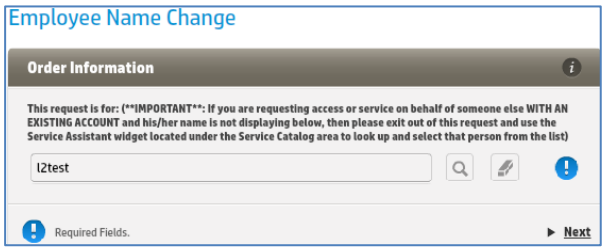


2. Select the **Employee Name Change** catalog item.

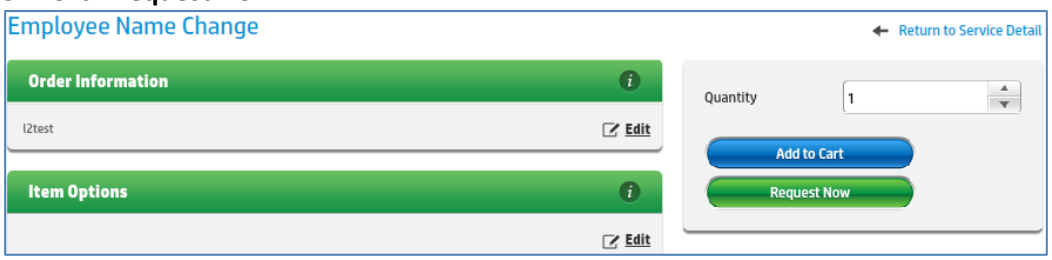
3. From the **Item Details** screen, click on **Request**.



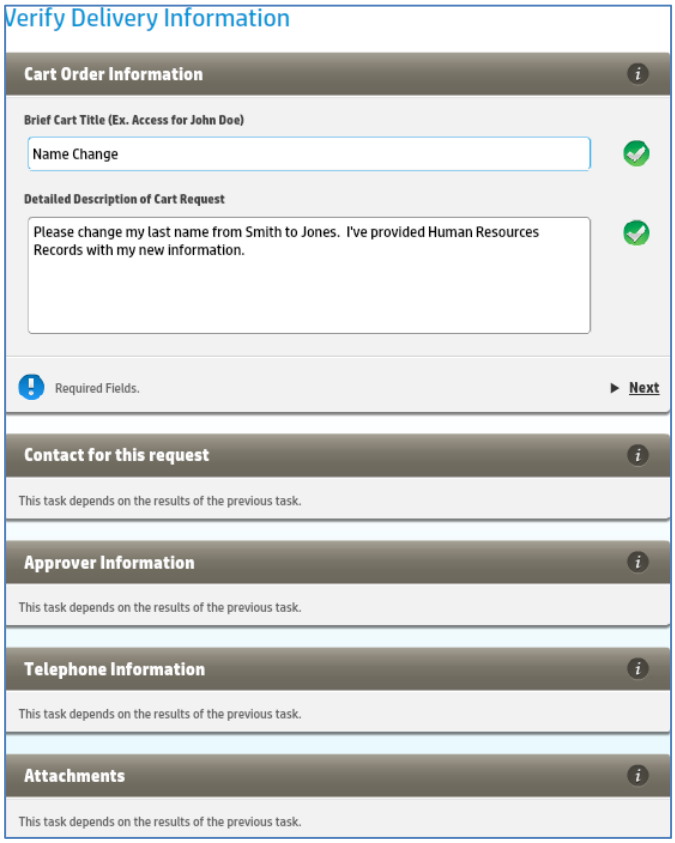
4. From the **Order Information** screen click **Next**



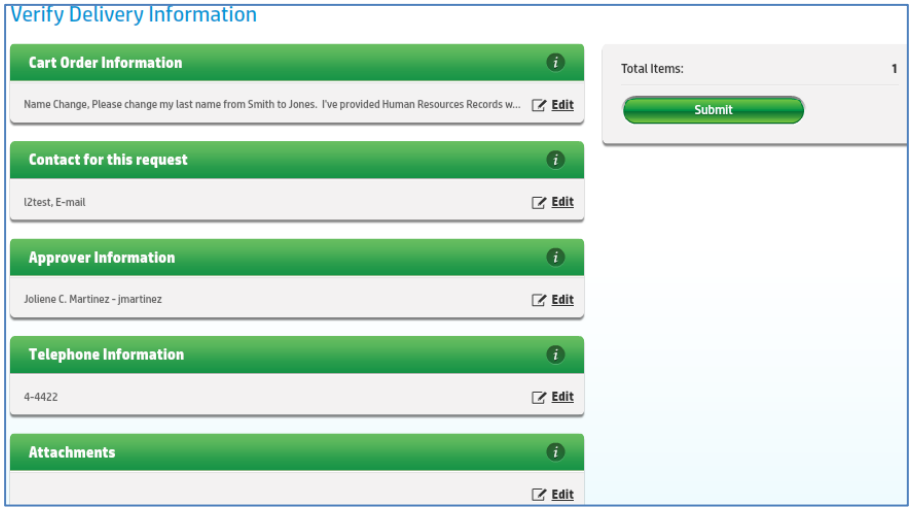
5. Click **Request Now.**

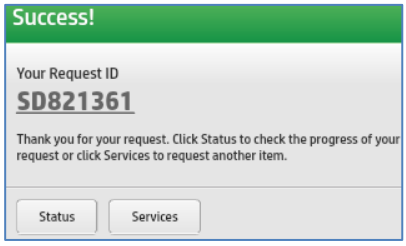


6. From the **Verify Delivery Information** screen enter the new name and click **Next** to complete the form.



7. Click **Submit** and the **Success** popup appears. Your request has successfully been submitted to IT.
8. Click on **Status** or **Support** to exit the popup screen.

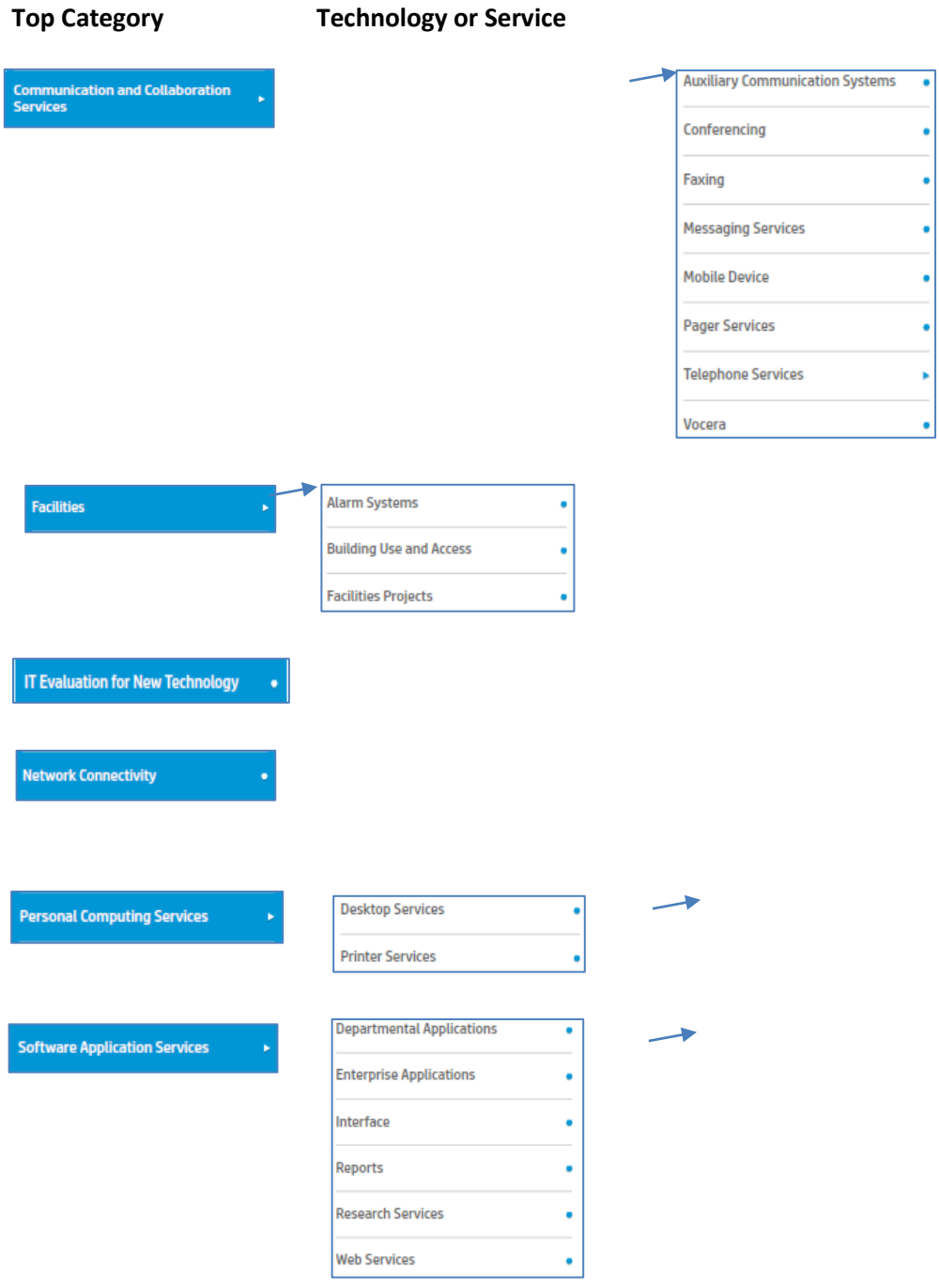




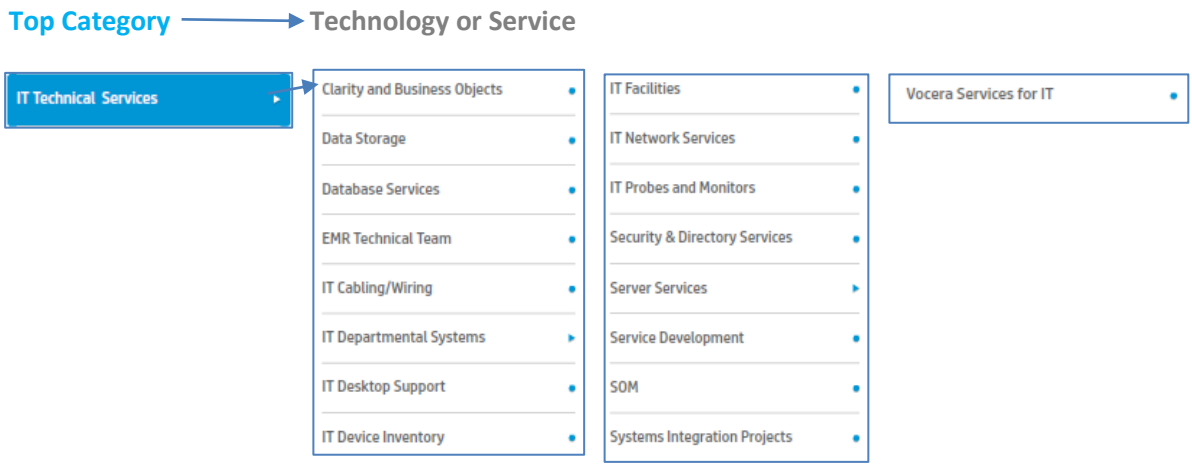
Back to **Access Request** types click here

Service Request

A Service Request is use to request a new laptop, software installation, or voice services. The catalog items are categorized by a top level service (highlighted in blue) which then is categorized by a technology or service.

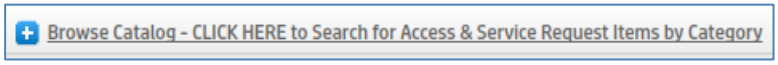


These services below are only available to internal IT employees to request IT to IT services. An IT liaison may submit a request for a non-IT employee.

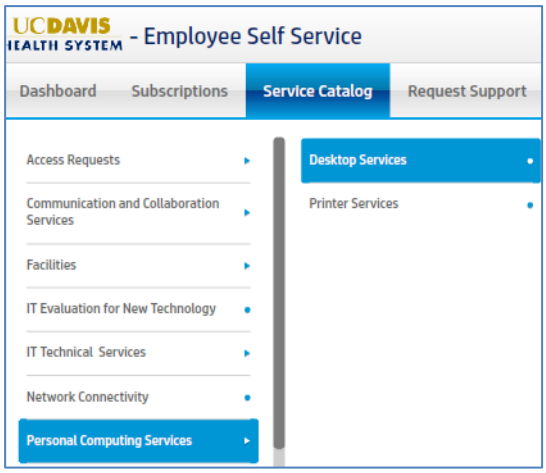


Service Request for Myself

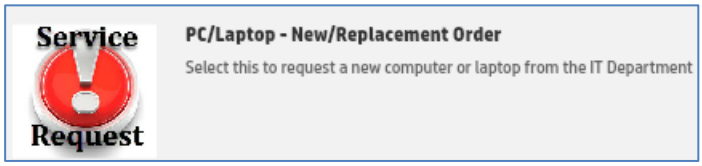
1. To begin a new service request click **Browse Catalog**.



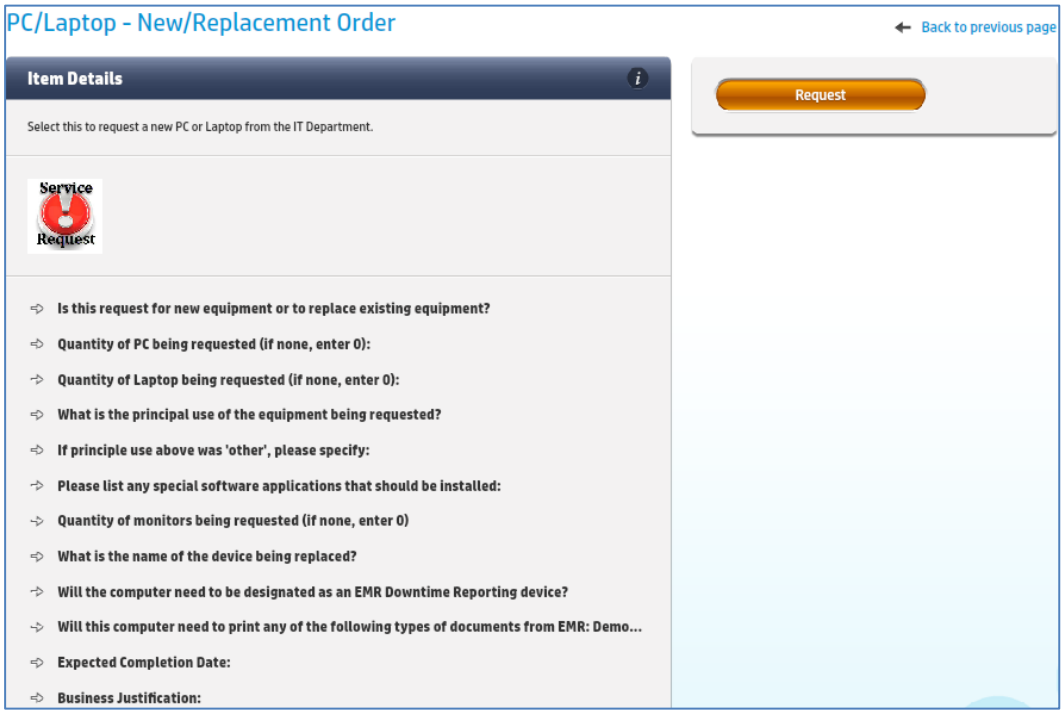
2. Click the Parent category **Personal Computing Services**.
3. Now select the appropriate secondary category. For this example, select **Desktop Services**.



4. A list of service request catalog items appear. For this example, click on **PC/Laptop – New/Replacement Order**.

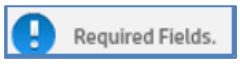


5. The **Item Details** screen appears with a list of information needed to submit the request. Click on Request.



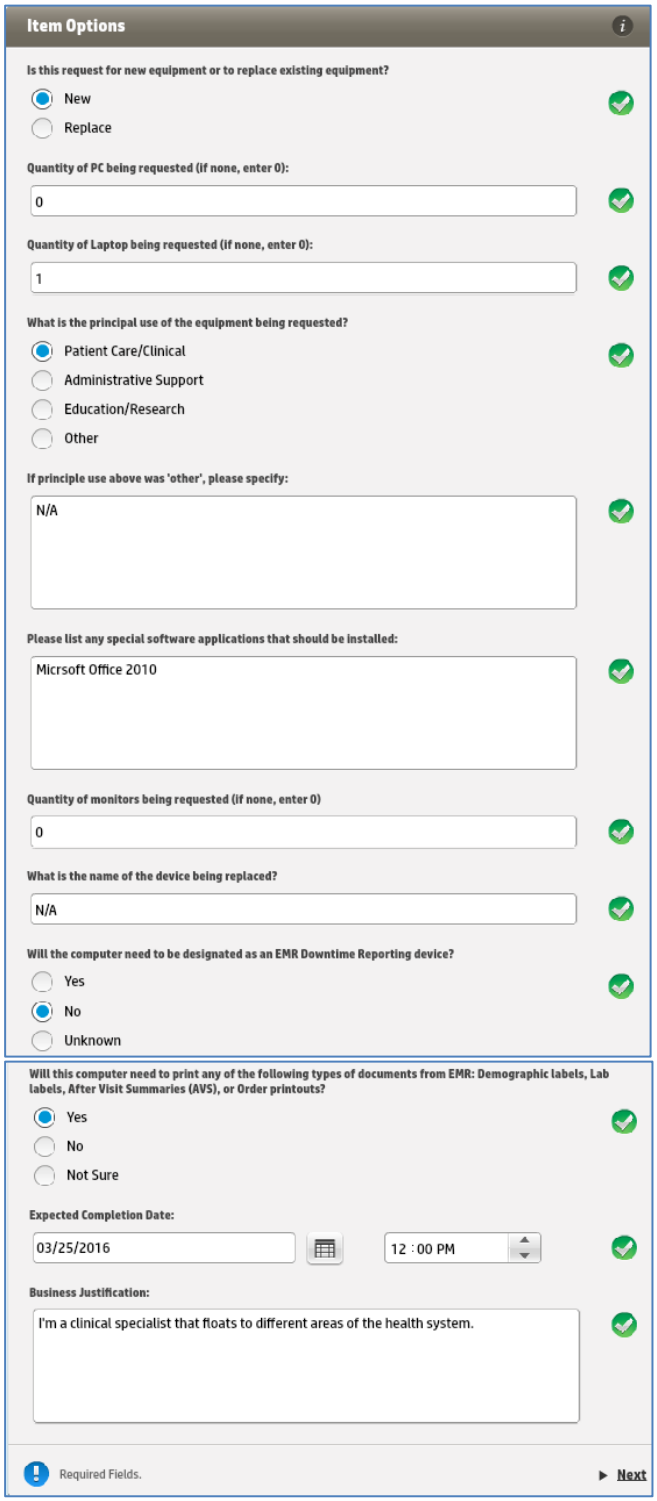
6. The **Order Information** screen appears. Click on Next.

7. From the **Item Options** section, complete the required fields which will have this icon next to each field.

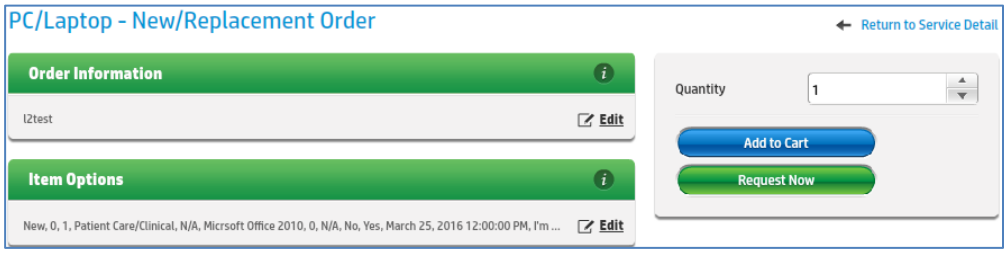


8. A green checkmark will appear when each field is completed.

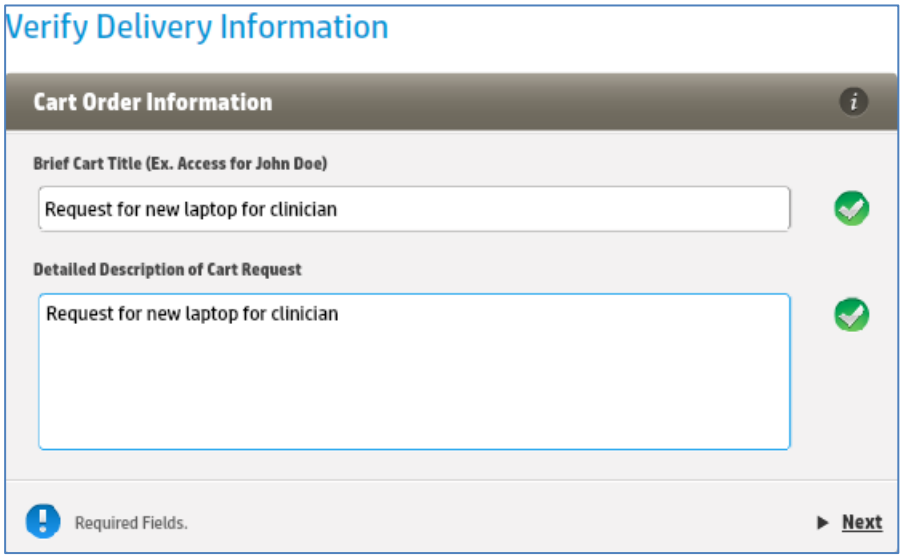
9. Click **Next**.


Item Options
Is this request for new equipment or to replace existing equipment?
New
Replace
Quantity of PC being requested (if none, enter 0):
0
Quantity of Laptop being requested (if none, enter 0):
1
What is the principal use of the equipment being requested?
Patient Care/Clinical
Administrative Support
Education/Research
Other
If principle use above was 'other', please specify:
N/A
Please list any special software applications that should be installed:
Micrsoft Office 2010
Quantity of monitors being requested (if none, enter 0)
0
What is the name of the device being replaced?
N/A
Will the computer need to be designated as an EMR Downtime Reporting device?
Yes
No
Unknown
Will this computer need to print any of the following types of documents from EMR: Demographic labels, Lab labels, After Visit Summaries (AVS), or Order printouts?
Yes
No
Not Sure
Expected Completion Date:
03/25/2016
12 : 00 PM
Business Justification:
I'm a clinical specialist that floats to different areas of the health system.
Required Fields.
Next

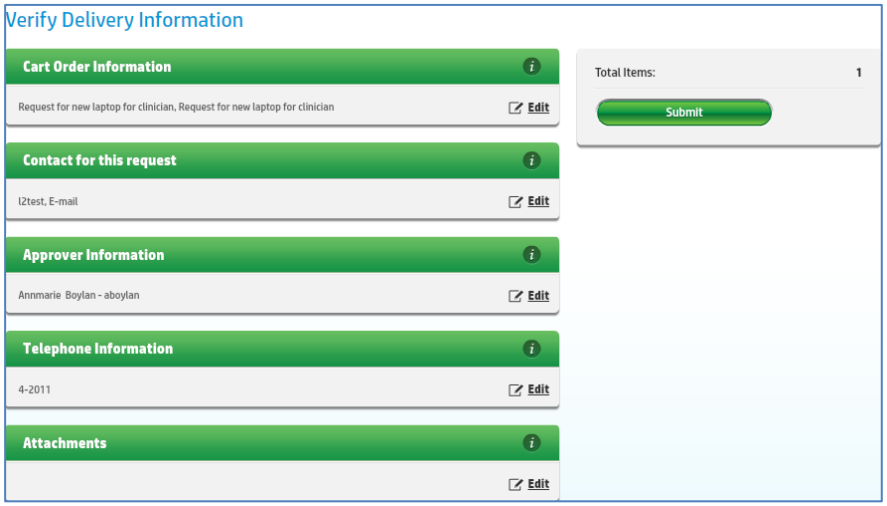
10. Click on **Request Now**.

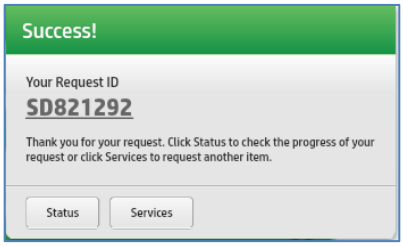


11. The **Verify Delivery Information** screen appears. Complete the required fields. Add any necessary attachments.
    a. Approver Information is usually a supervisor, manager, or designated person from your department.
12. Click **Next**.



13. Click Submit and the **Success** popup appears. Your request has successfully been submitted to IT.
14. Click on **Status** or **Support** to exit the popup screen.



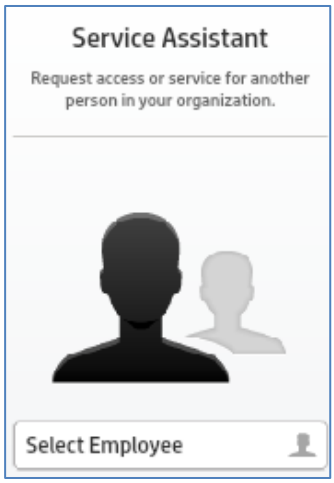


Service Request for another Employee

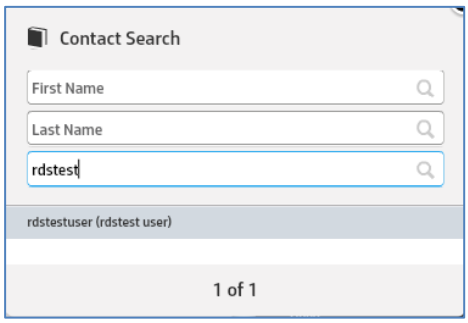
Some departments designate an employee to submit all requests. In order to request service for another person within your organization you will need to select the employee using the **Service Assistant**.

The Service Assistant is located on the **Service Catalog** tab below the **Access/Service Catalog** section.

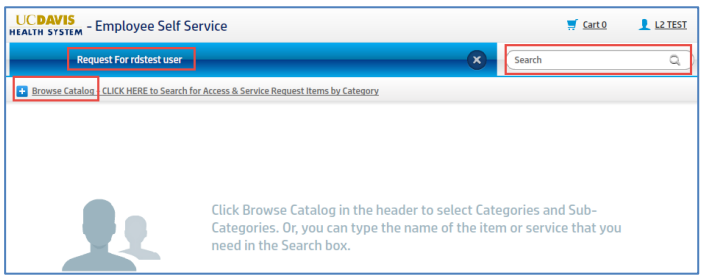
1. Click on **Select Employee**.



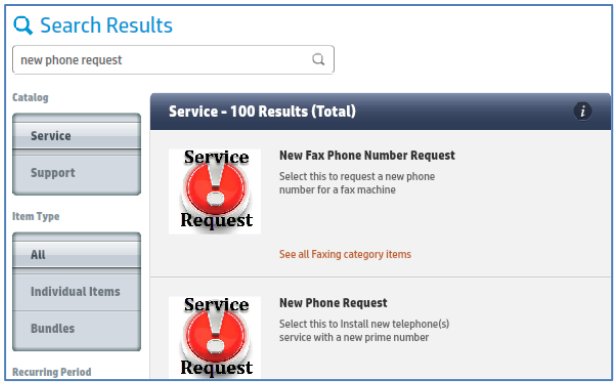
2. Search for employee by typing any of the following search criteria:
    a. First and Last name
    b. Contact name which is the employee's LAN/Active Directory login name

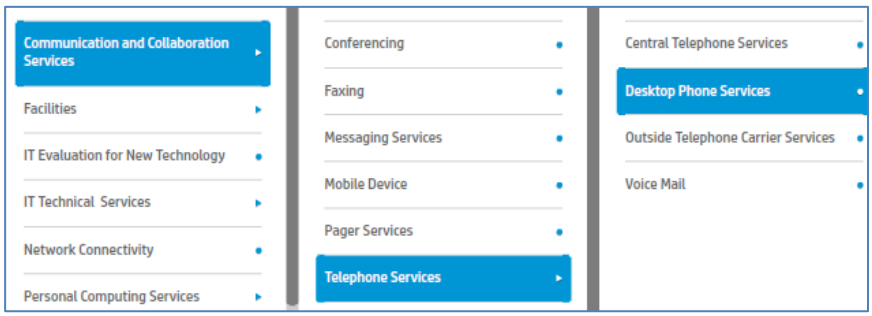


3. The employee's name is listed at the top of the screen.



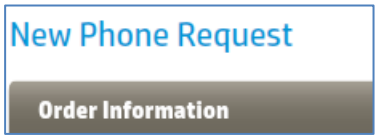
4. To add a service catalog items to the cart you have two options:
    a. Enter technology or service name in the **Search** field then select the item
    b. Click on **Browse Catalog** to see a list of items





5. After selecting a catalog item click on **Request** to complete the form from the **Item Details**.

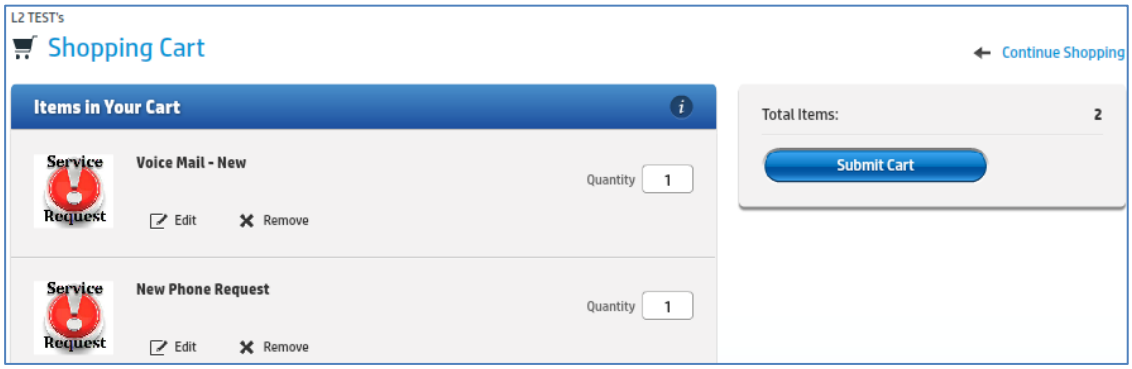
6. Complete the **Order Information**
7. Click **Next**



8. Complete the **Item Options**
9. Click **Next**.

10. Click **Add to Cart**.

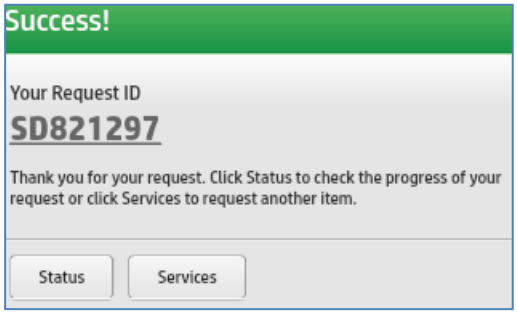
11. The catalog item is now in your **Shopping Cart**. You can continue these steps to add multiple service catalog items to your **Shopping Cart**.
12. Click **Submit Cart**.



13. Complete the **Verify Delivery Information** screen.

14. Click **Submit**.

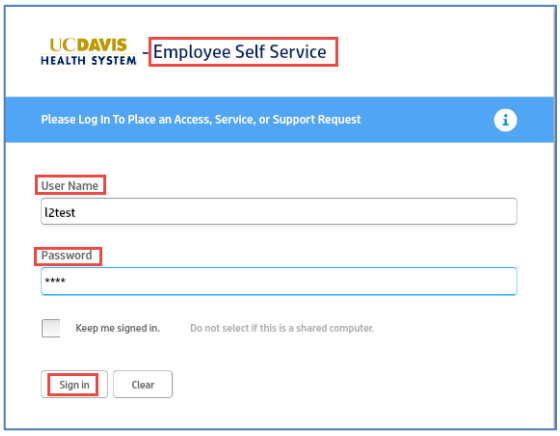
15. **Success** popup appears. Your service request has been submitted to IT.
16. Click on **Status** or **Support** to exit the popup screen.

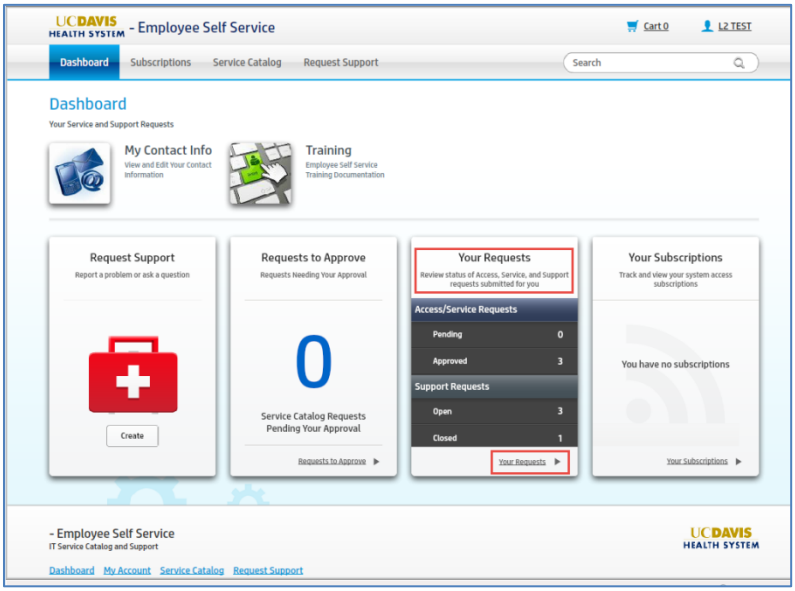


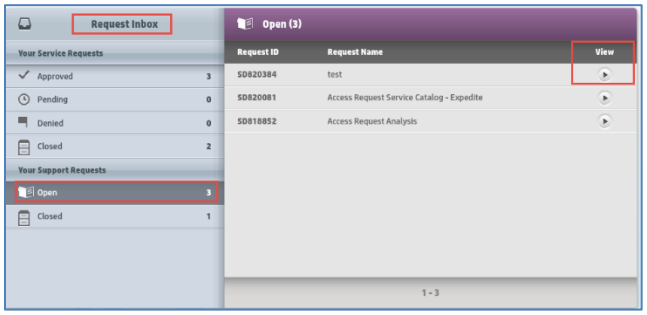
Checking Status of My Request

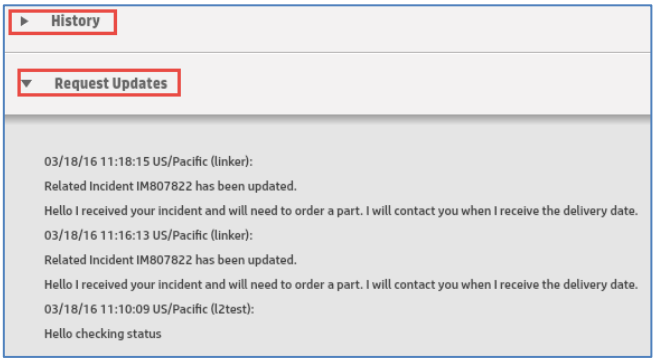
To check the status of any support, access, or service requests you submitted through the Employee Self Service application follow these steps.

1. Log into the IT HP Employee Self Service website at https://ess.ucdmc.ucdavis.edu/src/secure/main.jsp
2. From the **Dashboard**, click on **Your Requests** option to view existing requests.
3. From the **Request Inbox** click on your request and click on **View**.
4. Towards the bottom of the screen click on **History** to expand and view the **Activity Logs**.
5. Expand the **Request Updates**. This is where status updates are entered by IT staff.





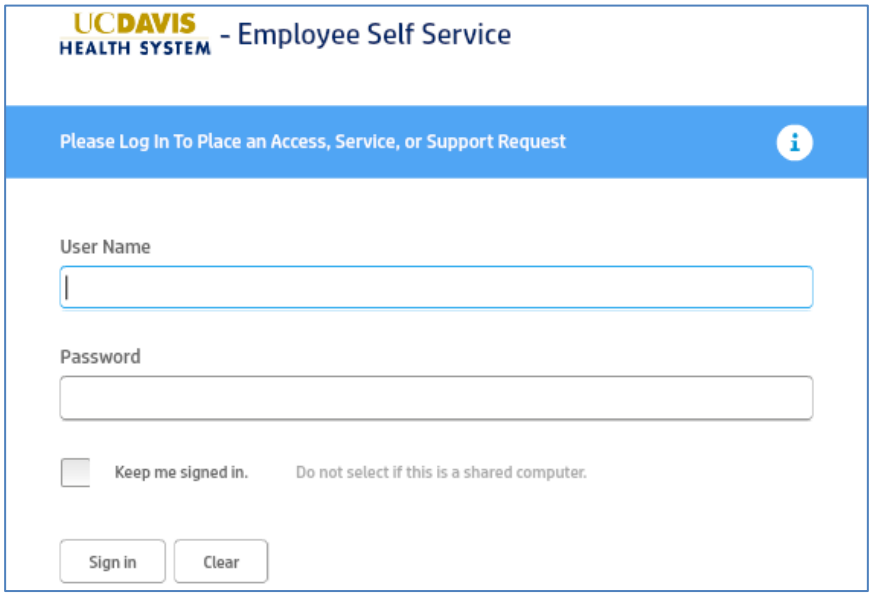




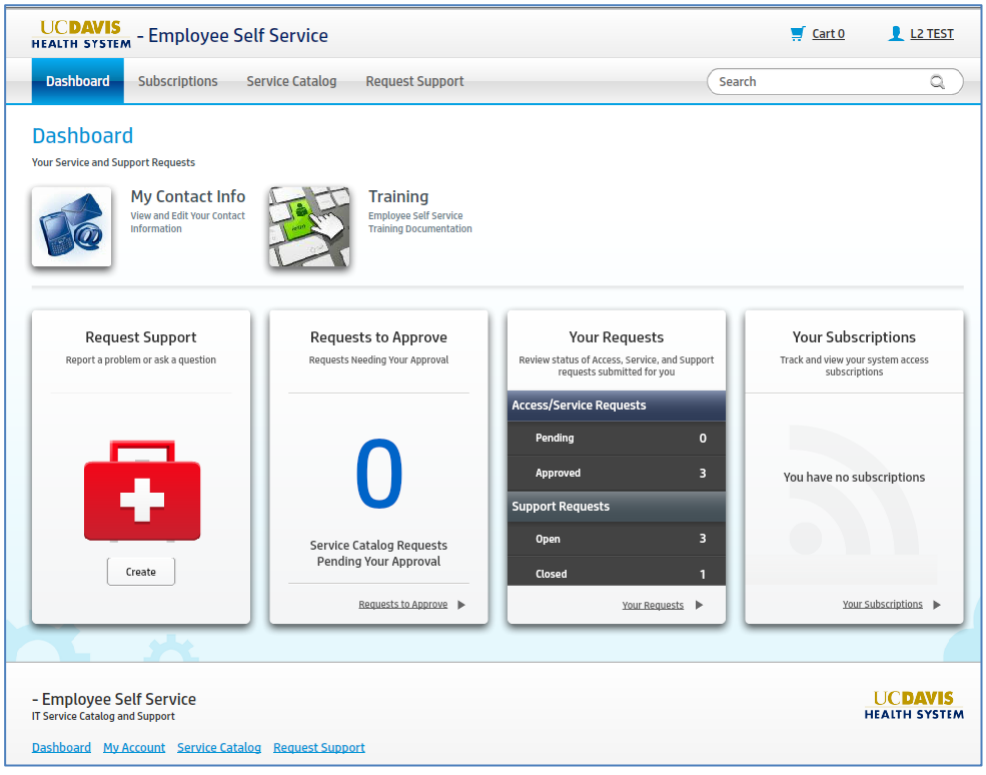
Schedule Approval Delegation

In the event of an absence, a supervisor or manager may select a designated employee to perform the approval process. To select a delegate follow the steps below:

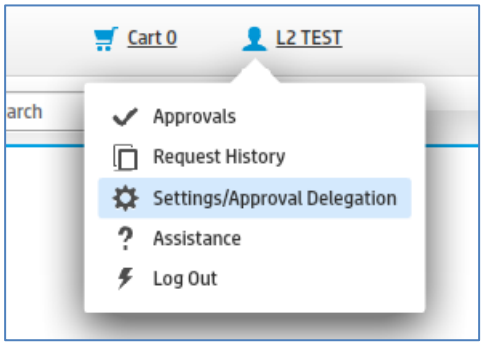
1. Log into the Employee Self Service at https://ess.ucdmc.ucdavis.edu/src/secure/main.jsp using your Computer/Active Directory/Citrix login username and password and click on **Sign In**.



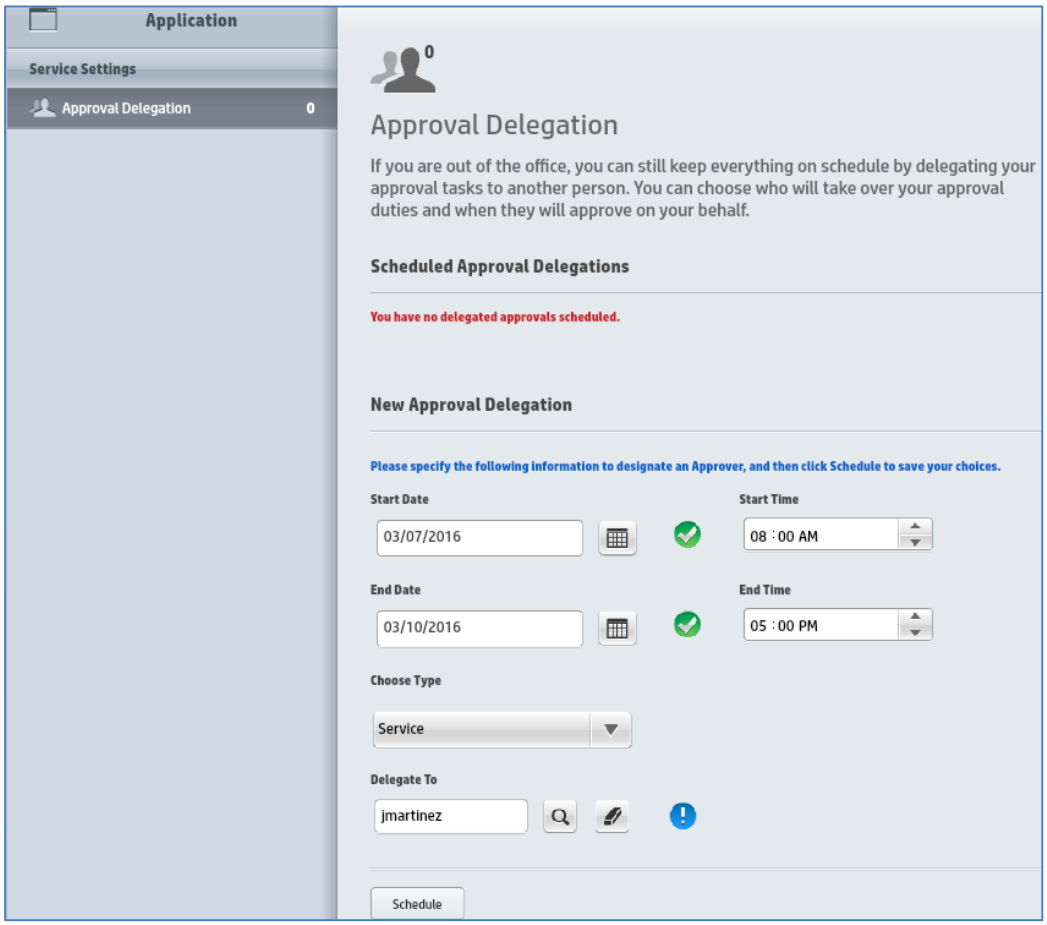
2. By default the **Employee Self Service Dashboard** appears.



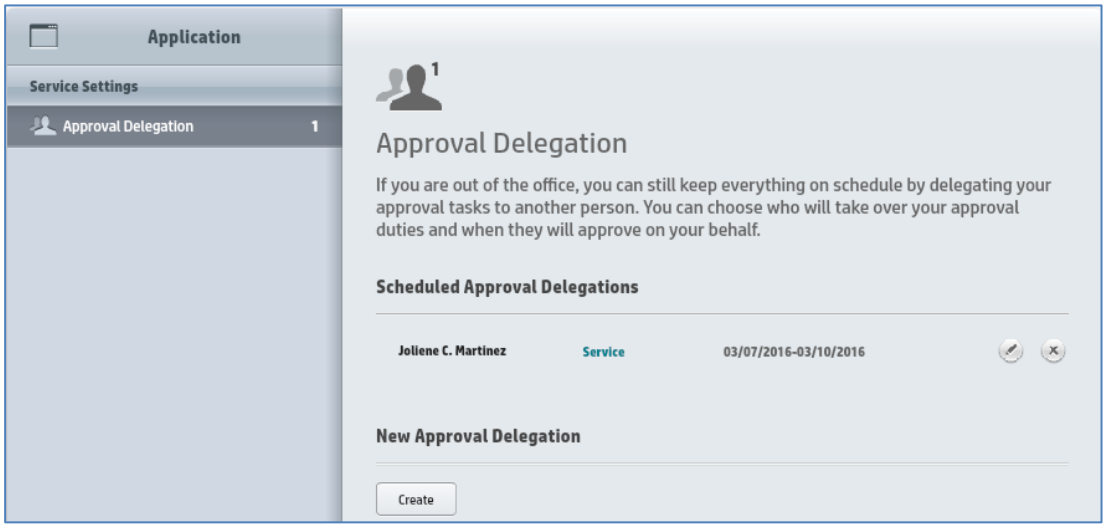
3. From the **Dashboard** click on your login name located in the upper right corner. This will expand a menu.
4. Click on **Settings/Approval Delegation**.



5. From **Service Settings**, click on **Approval Delegation**.
6. Complete the **Start Date**, **End Date**, **Type**, and employee you designated for approvals during your absence.
7. Click **Schedule**.



8. The Scheduled Approval Delegations lists your active delegations. From this screen you can edit or delete and existing delegation or create a new one.

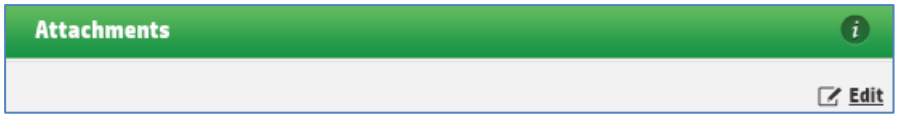


Adding Attachments

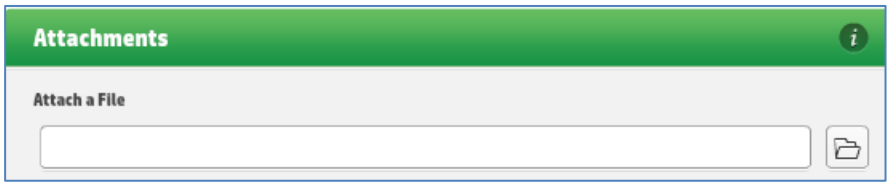
To add an attachment to any request follow these steps.

1. From the Verify Delivery Information screen you can add attachments to your request.

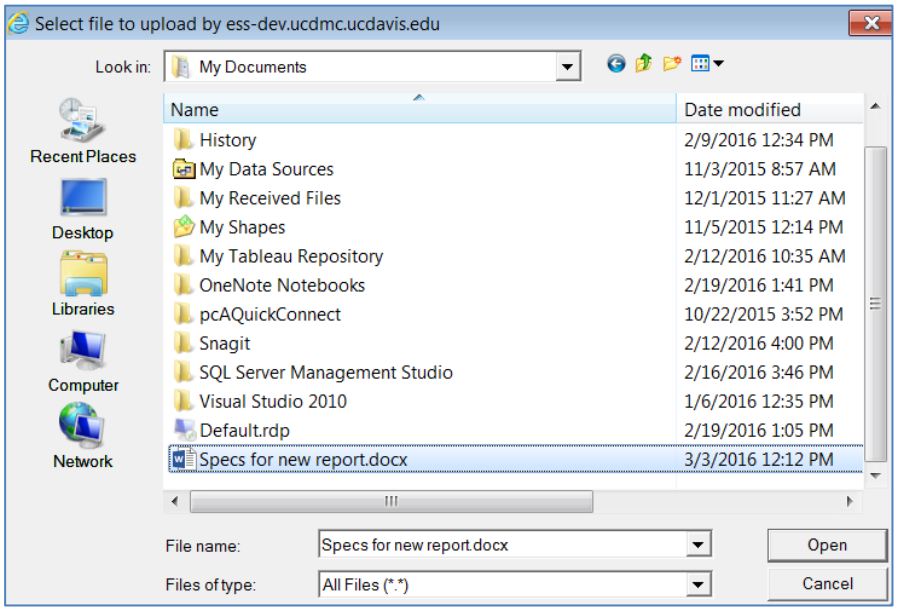
2. Click on **Edit** within the **Attachments** section to add an attachment.



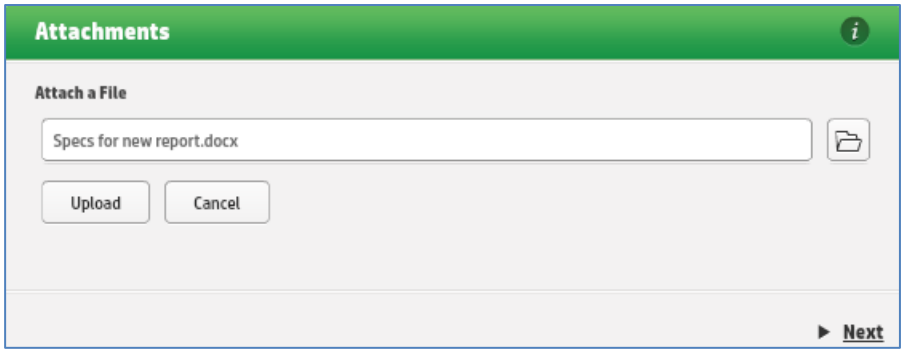
3. Click on the folder icon to the right of the **Attach a File** field.



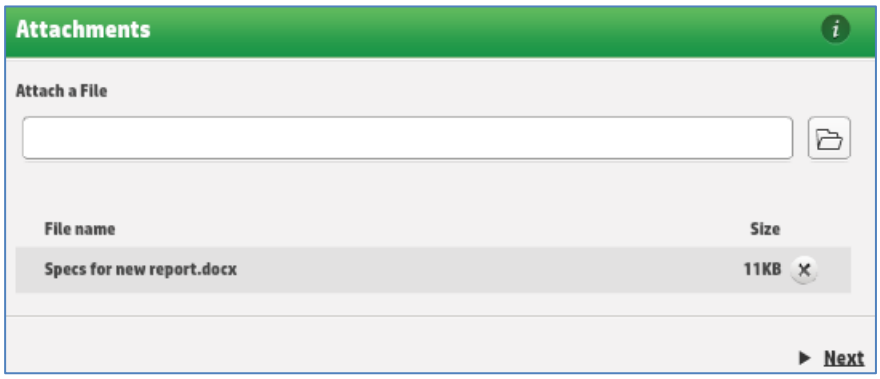
4. Browse for the file and click **Open**.



5. Click on Upload.



6. The form is now attached to the request.

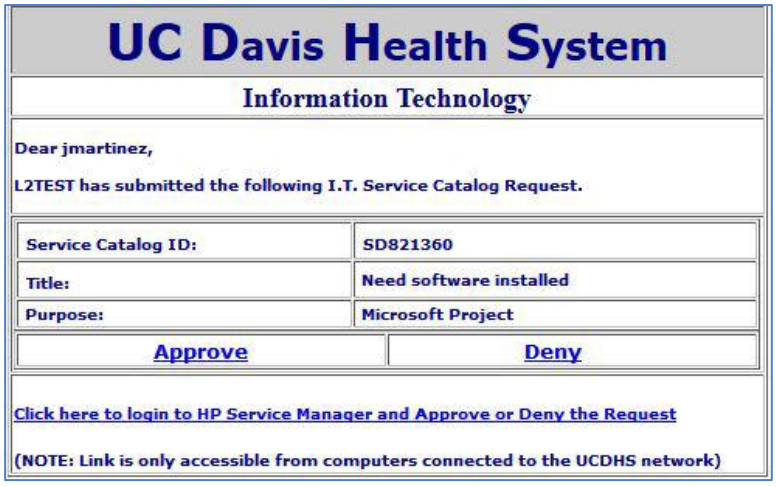


Approve or Deny a Request from Email Notification

To perform the approval process from Microsoft Outlook email follow the steps below.

1. **An email notification is sent and provides the following information:**
   a. **Requestor name**
   b. **Service Catalog ID**
   c. **Title of request**
   d. **Purpose of request**
   e. **Approve link**
   f. **Deny link**
   g. **Employee Self Service link**

2. **To approve a request click on Approve, which will launch your Microsoft Outlook email to a new message with the information added into the body of the message which will process the approval. No other information needs to be added to the message, simply click Send.**



UC Davis Health System

Information Technology

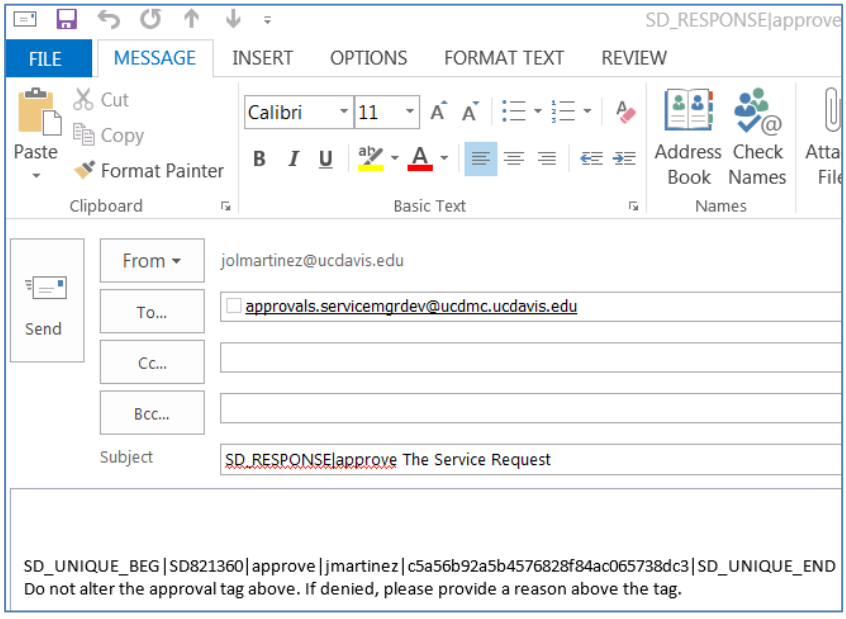
Dear jmartinez,

L2TEST has submitted the following I.T. Service Catalog Request.

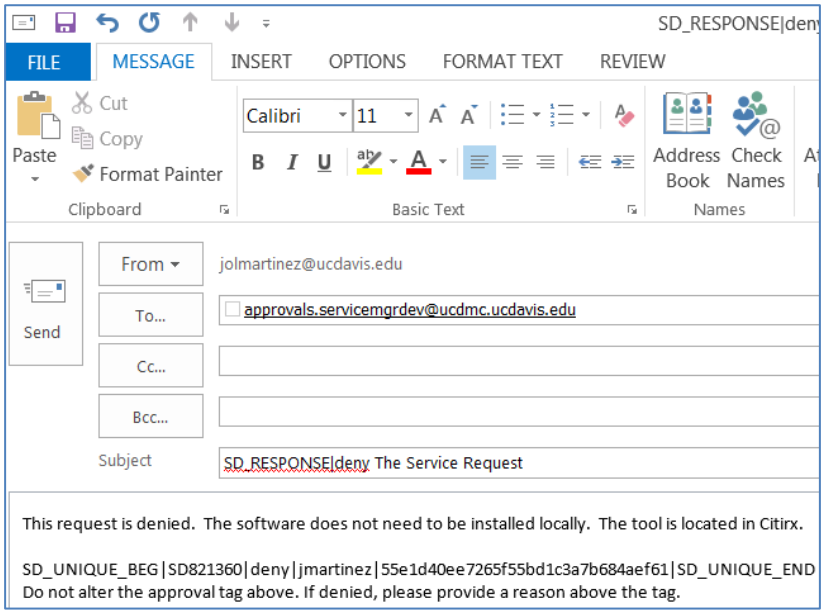
Service Catalog ID:	SD821360
Title:	Need software installed
Purpose:	Microsoft Project
Approve	Deny

Click here to login to HP Service Manager and Approve or Deny the Request

(NOTE: Link is only accessible from computers connected to the UCDHS network)



3. **To deny a request click on Deny which will launch your Microsoft Outlook email to a new message with the information added into the body of the message which will process the denial. You are required to add a denial reason at the beginning of the email. Now click Send.**



Contact Us

TECHNOLOGY OPERATIONS CENTER
CUSTOMER SERVICE
INFORMATION TECHNOLOGY

Support: https://ess.ucdmc.ucdavis.edu/src/secure/main.jsp#services/home

Training Resources: http://intranet.ucdmc.ucdavis.edu/it/units/it_ops/customer.shtml

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Fax Number

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