

A new approach to ... Services & online request tracking

Using HR's service request functionality is another way of sending a request to us in complete confidence that you will be able to keep up to date with where your request is at in its process and who is looking after it. If you have submitted a request for action, this tip sheet will tell you about how to track the status of your request.

Tracking a service request

1. To access your service request, either:


- click the hyperlink located in the "Get it done" section of each page on the HR website, or
- click on the link provided in the acknowledgement e-mail you received when you submitted your request. *Note that depending on your browser security, you may be prompted to enter registry\your University username and password.*



2. This will take you to your desktop view:

This list will display your latest ten current service requests. This is a combination of requests you have submitted, and also your online forms.

You can access the same information by clicking on "My requests" in the black navigation bar, and you can also access the remainder of your requests on the desktop by clicking on "More..."


Your desktop view shows the latest ten requests you have submitted. Clicking on the  box brings up that particular service request.

3. You can also see your requests by clicking on "my requests".

Search Results (1-20 of 23)

Active Resolved Scheduled Paused Expired Cancelled Overdue View Edit Action

ID	Description	Start Date	Action Officer	Action
463	Eye Test Reimbursement #463	30-Jul-2010 9:21 AM	Neill, Jeremy	V
462	Change of FTE/Hours or Roster #462	30-Jul-2010 9:19 AM	Neill, Jeremy	V

Clicking on the  box brings up your service request, or you can click on the "V" hyperlink to the right of your screen.

You can see requests of yours that have been completed by changing the "Where job status is:" filter to "Any resolved", or "Any" to bring up all requests you have ever lodged.

4. You can now see (as shown below on the completed example):

- The status of the request [A]
- Who the request has been assigned to [B]
- Any notes added to the request by an HR staff member, and yourself [C]
- Any documents that the HR staff member has attached to the request [D]

touchpoint Search All for >>> Search Text <<< Desk: Customer

Home | Content Library | My Requests | New Request | Online Forms

Customer Service Request

Customer Service Request #467 - Job Evaluation

0. Service Request awaiting Assignment

1. Customer Service Request for Action

2. Service Request completed

Status: Service Request completed
Lodged By: Employee, John
Last Changed By: O'Brien, Michelle
Start Date: 30-Jul-2010 2:01 PM
ID: 467
Date Lodged: 30-Jul-2010 2:03 PM
Date Changed: 30-Jul-2010 4:17 PM
Category: Service Requests

Customer Details

Name: Employee, John (Initial Contact) [View Contact Details](#)

Organisation:

Address:

Phone (Work): 1234
Cellphone:

E-Mail: john.employee@otago.ac.nz
Phone (Home):
Fax:

Request Details

Topic: Job Evaluation
Details: Hi - can you please evaluate the attached job description? Thanks, John
Tip: Requests of this type are usually assigned to Group --> Promotions & Remuneration

Attachments

This is where you can view attachments. You can attach a file at the time of submitting your request. To view attachments, simply click on the attachment icon and open the file [D].

Title	Author	Date Changed	Attached By	Date Attached
Job Description - Test Employee.doc	John Employee	30-Jul-2010	John Employee	30-Jul-2010 2:03 PM
Memo - Administration Manager EAD0001 evaluation.doc	O'Brien, Michelle	30-Jul-2010	O'Brien, Michelle	30-Jul-2010 2:03 PM

Related Items [Create Similar Workflow...](#) 0 related items hidden

Assignment

Action Officer: O'Brien, Michelle
Escalation 1: Promotions & Remuneration (Group)
Escalation 2: Divisional Advice & Support (Group)
Escalation 3: Director's Office HR (Group)
Also Notify:
Calendar Profile: Weekday, 8am-5pm

Current State: 2. Service Request completed

At any stage, you can add additional notes to your request. Simply click "add note", enter your note and press "add note" [C].

Action Log

The action log describes the status of the request [A].

State	Actual Date	Logged By	Details
0	30-Jul-2010 2:01 PM	Employee, John	Workflow added, assigned to Promotions & Remuneration (Group)
0	30-Jul-2010 2:05 PM	O'Brien, Michelle	Progressed to 1. Customer Service Request for Action assigned to O'Brien, Michelle (HR-Staff)
1	30-Jul-2010 2:06 PM	O'Brien, Michelle	Note added Hello John - I've provisionally evaluated the Administration Manager position at a level 5. Please advise if you would like me to progress to Job Evaluation Committee (next meeting 15th August). Regards Michelle
1	30-Jul-2010 2:08 PM	Employee, John	Note added Hi Michelle - yes please. John
1	30-Jul-2010 2:10 PM	O'Brien, Michelle	Note added Hello John - I've sent the job description to the Job Evaluation Committee for review. I'll be in touch once they have met. Kind Regards Michelle
1	30-Jul-2010 2:10 PM	O'Brien, Michelle	Progressed to 2. Service Request completed, assigned to O'Brien, Michelle Hello John - I can now advise that the Job Evaluation Committee has met and reviewed the job description you submitted. I have attached a memo advising of the outcome. Please do not hesitate to contact me if you have any questions. Kind Regards Michelle

This request has been assigned to Michelle for action [B].