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:

GE	T IT DONE	
-	Web Kiosk	
==	Touchpoint	

touch <u>point</u>			Search All for >>> Search Text <<< ① ② Desk: Customer 💌
Iome Content Library My Requests New Request Onlin Otago University Staff HR Divison Customer Services	e Forms		
Global Search		More	Top 10 FAQs More
Name/Keywords:		60	1. 0 Lhave been sick, do I have to provide a medical certificate?
My Jobs	This list will display your latest ten current service	More	2
Description	requests. This is a combination of requests you have submitted, and also your online forms. You can access the same information by clicking	Status	5. (1) What happens if there is a disagreement about the comments written on the Performance and Develo
Eye Test Reimbursement #463		0. Eye Test Requested	6. 1 How is performance assessed during the Performance and Development Review (PDR)?
Change of FTE/Hours or Roster #462		0. Manager Approval Requested	7. Who needs to complete a Performance and Development Review?
Customer Service Request #458 - Job Evaluation	on "My requests" in the black navigation bar, and	1. Customer Service Request for Action	 What happens if I have an accident at the weekend?
Customer Service Request #455 - Payroll Enquiries	you can also access the remainder of your	0. Service Request awaiting Assignment	9. (1) When are applications due for promotion?
Customer Service Request #450 - Annual Leave	requests on the desktop by clicking on "More"	0. Service Request awaiting Assignment	10. (1) What happens after the Performance and Development Review (PDR) meeting?
Customer Service Request #442 - Accidents		0. Service Request awaiting Assignment	
Customer Service Request #441 - Medical Certificates		0. Service Request awaiting Assignment	
Customer Service Request #437 - Annual Leave		0. Service Request awaiting Assignment	
Customer Service Request #434 - Academic Promotions and Review		0. Service Request awaiting Assignment	
Customer Carrier Descust #420 Jah Sustantian		0 Service Request awaiting Assignment	

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

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



Clicking on the ^a 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]

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Home Content Library	/ My R	equests New	Request Onlin	ne Forms						
1.12										1731
Custo	mer	Service R	equest							Add Noto
Customer Se	ervice Req	uest #467 - Job Eva	luation							Add Note
0. Service Request awaiting	Statu	is:	Service Request co	ompleted		п	D:	467		
Assignment	Lodg	ed By:	Employee, John				ate Lodged:	30-Jul-2010 2:03 PM		
	Last	Changed By:	O'Brien, Michelle			D	ate Changed:	30-Jul-2010 4:17 PM		
Service Request	Start	Date:	30-Jul-2010 2:01 P	PM		c	ategory:	Service Requests		
										0
2. Service Request	Cust	omer Details								<u>©</u>
compieted	Name	2:	Employee, John (J	(Initial Contact)						View Contact Details
	Orga	nisation:								
	Addr	ess:				E	-Mail:	john.employee@otago.ac.nz		
	Phon	e (Work):	1234			P	hone (Home):			
	Cellp	hone:				E	ax:			
	Pear	uest Details								
	Requ	lest Details								
	Торю				Job Evaluation					
	Deta	ils:			Hi - can you please evaluate the attached job desc	nption? Thanks, .	ionn			
	TID: F	requests of this ty	pe are usually as	ssigned to Group> Promot	ons & Remuneration					
				This	s where you can view attachments.					0
	Atta	chments		Υ	ou can attach a file at the time of					<u>ن</u>
		litle		S	ubmitting your request. To view	Author		Date Changed	Attached By	Date Attached
	2 P	ob Description - Test	Employee.doc	atta	chment icon and open the file [D].	John Employ	ee	30-Jul-2010	John Employee	30-Jul-2010 2:03 PM
	1	lemo - Administration	Manager EAD0001	1 evaluation.doc		O'Brien, Mich	elle	30-Jul-2010	O'Brien, Michelle	30-Jul-2010 2:03 PM
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	Rela	ted Items							Create Similar Workflow.	0 related items hidden 🥥
	_									
	Assi	gnment								٢
	Actio	n Officer:	O'Brien, Michelle							
	Escal	ation 1:	Promotions & Remu	uneration (Group)						
	Escalation 2: Divisional Advice & Support (Group)									
	Escal	ation 3:	Director's Office HF	R (Group)						
	Also	Notify:								
	Caler	idar Profile:	Weekday, 8am-5pr	m						
	The action log describes							_	At any stage, you can add	.)
		tr	e status of the	ON IOG DESCRIDES			ted	Simply click "add note" enter your		
			[A].	· .					note and press "add note" [C	<u>.</u>
	Actio	on Log								Add Note 🔕
	State	e Actual Date	Logged By	Details						Collapse All Expand All
	0	30-Jul-2010 2:01 F	M Employee, John	Workflow added, assigned	o Promotions & Remuneration (Group)					A
	0	30-Jul-2010 2:05 P	PM O'Brien, Michelle	e Progressed to 1. Customer	Service Request for Action, assigned to O'Brien, I	Michelle (HR-S	taff)	to Michelle for action [B]	led	A
								to michele for action [D].		
	1	30-Jul-2010 2:06 F	PM O'Brien, Michelle	e 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 Witchele						
	1	30-Jul-2010 2:08 P	M Employee, John	Note added						A
				Hi Michelle - yes please.						
				John						
	1	30-30-2010 2:10 1	14 Obrien, Michelie	e <i>Note added</i> Hollo John, This cont the job de	printing to the 1sh Rushistian Committee for review. 19	a in touch once i	they have mot			~
				rielo sonn - rve sent die job de	committee for review. The	Je in touch once i	ney nave met.			
				Michelle						
	1	30-Jul-2010 2:10 P	PM O'Brien, Michelle	e Progressed to 2. Service Re	quest completed, assigned to O'Brien, Michelle					A
				Hello John - I can now advise th	at the Job Evaluation Committee has met and reviewed th	he job description	you submitted. I have	attached a memo advising of the outcome.		
				Please do not hesitate to contai	t me if you have any questions.					
				Kind Regards						
				Michelië						