

Use this task to navigate through the Ask UCPath site and submit an inquiry on behalf of another employee to UCPath.

Dashboard Navigation: Ask UCPath or Menu Navigation: Help / FAQ > Ask UCPath

**Note:** This example uses sample images as seen on a computer. Sample images appear differently on a tablet or smartphone, but the steps remain the same.



Step	Action
1.	Click the Ask UCPath button.
	Ask UCPath



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How can we help?				a <b>1</b>	
Trending Topics					
W-2	109	15-C	Go Pa	aperless!	
Quick Search					
Paycheck / Payroll Issues Benefits	Employment / Wage Verification	Direct Deposit	Update Personal Info	FROMEWORK EMPLOYER Leave Balances & Accruals	
Frequently Asked Questions			Featu	ired Videos	
Missed Pay	Clone Job Opening		IICPath N	ew Navigation Ov	
How to get a copy of your W-2 form	Search Job Openings		- OCP attriv		×

Step	Action
2.	The <b>Ask UCPath</b> homepage appears. You can find various resources on this page to help you find answers to your questions without needing to submit an inquiry.
	Some available resources include articles, training resources, and other helpful information. Using these resources can save you time and help you find the information you need quickly and easily.
	Before we review how to submit an inquiry, let's go over all the available resources on <b>Ask UCPath</b> .
3.	The available resources on Ask UCPath may vary based on your role.
	<b>Note:</b> As you click on links or access certain resources on Ask UCPath, you may be redirected outside the Ask UCPath page and prompted to log in with your single sign-on credentials. This is a standard security measure to ensure that only authorized individuals have access to sensitive information and systems.
4.	Let's begin with the <b>Other Resources</b> section.
	We will return to the <b>My Inquiries</b> and <b>Submit an Inquiry</b> sections later in this tutorial.
	The <b>Other Resources</b> link provides you with a list of additional sites and resources that are commonly used.
	Click on the <b>Other Resources</b> link.
	Other Resources V



Step	Action
5.	The list of <b>Other Resources</b> will vary based on your role.
	For example, if you have access to the <b>Resource Center</b> , that link will be available to you as part of <b>Other Resources</b> .
	<b>Note:</b> As you click on links or access certain resources on Ask UCPath, you may be prompted to log in with your single sign-on credentials.



Step	Action
6.	The UCPath link will direct you to your UCPath Dashboard.



Step	Action
7.	Next, is the <b>How can we help?</b> search bar. You can search for topics related to UCPath using the search bar.
	Another helpful way to use the <b>How can we help?</b> search bar is if you have a large number of cases, you can search for specific criteria associated with the case or conduct a "global search".
	For this example, we'll search as if we are a Resource Center user with Case Management Access.
8.	Let's begin with a "global search." Leave the search field blank and click the <b>Lookup</b> button to the right of the <b>How</b> can we help? search field.



Step	Action
9.	The "global search" results will display under the <b>Inquiries</b> tab. This will list all of the cases you are associated with and have access to view.
10.	Use the <b>Business Unit</b> filters to narrow down your search.
	For this example, select the UCLA Campus check box.

UNIVERSITY OF CALIFORNIA	UCPath	Home My Inqu	uiries Subm	it An Inquiry	Other Resources 🗸	UCPath	
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			INQUIRIES KI	OWLEDGE			
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	Q Search	Results 1-10 of 2	52 in 0.49 seconds			RELEVANCE D	DATE V
	UC Office of President (50,781) UC Berkeley Campus (184) UCLA Campus (252) UCLA Medical Center (23)	FW: E	mployment Verificat Number: 00569145 E	ion -	- 00569145	5/13. Closed/Res	/2020 olived
	UC Santa Barbara Campus (38) Third Party (2) Associated Students UCLA (2)	Topic: Subjec	Human Resources S t: FW: Employment	ubmitter: Verification -	Dense Durolder Daerstreas	Detail	ls 🗸
	UC Santa Cruz Campus (33)					Dotta	
	UC San Francisco Medical Ctr (18)	RASC	requesting SS num	ber - 00667398		8/24	/2020

Step	Action
11.	The page now displays results from UCLA Campus.
12.	To clear a filter, uncheck any selected filter checkboxes, or use the <b>Clear All</b> <b>Filters</b> to reset the page. Click the <b>Clear All Filters</b> button. <b>Clear All Filters</b>
13.	Another option is to search by terms that may be found in the case. Such as a topic and/or a name. This is helpful when you need to narrow down the search results further. For this example, let's search for an employee's first name.
	Enter Maria in the How can we help? search bar.



UCPath	Home My Inquiries	Submit An Inquiry	Other Resources 🗸	UCPath 🔝 RC
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	INQ	UIRIES KNOWLEDGE		
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Requested By	Results 1-10 of 252 in 0.4	9 seconds		RELEVANCE DATE V
Case Status	FW: Employm	ent Verification -	- 00569145	5/13/2020 Closed/Resolved
	Case Number:	00569145 Employee:	es theor table data	
	Topic: Human Subject: EW/1	Resources Submitter:	a Terra Turritar	
	Subject. PW.1	imployment vehillediton -		Details 🗸
	RASC reques	ing SS number - 00667398		8/24/2020

Step	Action
14.	Click the <b>Look Up</b> button.
	Q

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Maria		x q
	INQUIRIES KNOWLEDGE	
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UCLA Campus (21) UC Davis Campus (2)	Results 1-10 of 21 for Maria in 0.26 seconds	RELEVANCE DATE
UC Office of President (489) UC San Diego Campus (2) UC San Francisco Medical Ctr (1)	Benefits Eligibility -	1/2/2019 Closed/Resolved
UCLA Medical Center (1)	Case Number: Employee: Orkun	
Requested By	Subject: Benefits Eligibility	
Employee (16) Location (2)		Details 🗸
Vendor (3)	new loan for 403(b) -	2/26/2019 Closed/Resolved
Case Status	Case Number Employee: Maria	at Treas
Cleared/Deschurd (21)	Topic: Open Enrollment	

Step	Action
15.	<ul><li>Note: This is a general term search. Therefore, the results display all cases containing the name Maria.</li><li>For example, the first search result listing contains an email with "Maria" in the case description. The following listing includes "Maria" as the employee's first name.</li></ul>



Home	My Inquiries Submit An Inquiry Other Resources V	UCPath 🗈 ROWCM
Business Unit Clear V UCLA Campus Requested By V	Business Unit: UCLA Campus X Results 1-10 of 252 in 0.49 seconds	Cicar All Filters RELEVANCE DATE V
Case Status	FW: Employment Verification 00569145     Case Number: 00569145 Employee:     Topic: Human Resources Submitter:     Subject: FW: Employment Verification -	sr13/2020 Closed/Resolved Details ↓
	RASC requesting SS number - 00667398	8/24/2020

Step	Action
17.	For this example, let's search for both a topic and an employee's first name. Enter <b>service credit james</b> in the <b>How can we help?</b> field.





Step	Action
18.	Click the <b>Look Up</b> button.
	Q

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service	credit james		<b>G</b> 11111			
		INQUIRIE	S KNOWLEDGE			
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UCLA Campus (3) UC Office of President (8) UC Santa Cruz Campus (1)	Results 1-4	3 of 3 for service cred	lit james in 0.38 seconds		RELEVANCE DATE V	
Requested By Employee (2) Location (1) Case Status		Service credit - 005 Case Number: 005 Topic: Benefits Subn Subject: Service cre	Employee: James nitter: dit	t Thursday T	3/12/2020 Closed/Resolved Details ∽	
Closed/Resolved (3)						

Step	Action
19.	For this example, the search results display a case that includes the topic of service credit and the name James.
20.	To return to Ask UCPath homepage, click on the <b>Home</b> link. Home





Action
The <b>Trending Topics</b> section on the Ask UCPath homepage displays a list of topics that are currently popular or trending among users.
By clicking on any of the trending topics, you can access additional information related to that topic.
It's worth noting that the trending topics may change frequently, so it's a good idea to check back regularly to see if any new or updated resources are available.
For this example, let's review the W-2 topic.
Click on the <b>W-2</b> button.
W-2

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Employee ID: Service Date: Das < [ < Income and Taxes Peo Per Direct Deposit Wo Lea View Paycheck c. Lin New Do Dependent	VIEW W-2/W-2C FORMS	to review.		Ask UCPath	
Emi Inco CA State W-4 (DE-4) For Ret Federal Withholdi Quí Sec Enroll to receive o	Select Year End Form	⊡ Ye	ar End Form	View a Different Tax Year	
Hel View Online W-2/ Online 1095-C Co	vi-2 response Company: VCS Tax Form ID: W-2 Issue Date: 01/24/2023	🔁 Filin	g Instructions		
View Online 1095-C Verification of Emp.					

Step	Action
23.	For this W-2 example, UCPath will open in a new browser tab, in which you may have to log in with your single sign-on credentials.
	You will be directed to the <b>View Online W-2/W-2C Forms</b> page on UCPath, where you can access an electronic version of your W-2 forms.
24.	To return to the Ask UCPath homepage, click on the Ask UCPath button.           Ask UCPath



UNIVERSITY CALIFORNIA UCPath	Home My Inquiries	Submit An Inquiry	Other Resources 🗸	UCPath	🗈 sobo
How can we help	7 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2		Q		
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W-2	1095	-C	Go Pape	rless!	
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Paycheck / Payroll Issues Bene	fits Employment / Wage Verification	Direct Deposit	Jpdate Personal Info	ENTOTES ENTOTES ave Balances & Accruals	
Frequently Asked Questions			Featured	Videos	
Missed Pay Search Job Openings	Where do I send additional docu separations for terminated empl	mentation supporting	RAINER UCPath New Na	avigation Ov	

Step	Action
25.	The <b>Quick Search</b> section is designed to help users find information on the most commonly searched topics.
26.	For this example, click on the Employment / Wage Verification button.

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		DWLEDGE	INQUIRIES KN			
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RELEVANCE DATE ~ 5/20/2021 Stions to how to provide	summary report and instruction	rification" in 0.63 seconds ant age to download your VOE su	0 of 11 for "employment ve Verification of Employm Summary: Self-service p proof of employment.	Results 1-10	<pre>ces (8) &gt; te (2) &gt; (1) &gt;</pre>	Topics Human Resourc UCPath Help site UCPath Online (
RELEVANCE DATE ~ 5/20/2021 clions to how to provide Details ~	s	rification" in 0.63 seconds ant gge to download your VOE su	0 of 11 for "employment ve Verification of Employm Summary: Self-service p proof of employment.	Results 1-10	ces (8) > te (2) > (1) >	Topics Human Resourc UCPath Help site UCPath Online ( Knowledge Type Forms (1) How_To (3)
RELEVANCE DATE ~ 5/20/2021 ctions to how to provide Details ~ 11/20/2021 2 this task to Generate your	s summary report and instruction users (all employees). Use this in and earnings	rification" in 0.63 seconds ant uge to download your VOE su Verification Summary ale content for Self Service D	0 of 11 for "employment ve Verification of Employm Summary: Self-service p proof of employment. Generate Employment Summary: UCPath Helpo	Results 1-10	<pre>ces (8) &gt; te (2) &gt; (1) &gt; </pre>	Topics           Human Resourc           UCPath Help site           UCPath online (           Knowledge Type           Forms (1)           How_To (3)           Q_A (6)           Web Page (1)

Step	Action
27.	The search results are listed under the <b>Knowledge</b> tab and provide a list of articles, forms, how-to tutorials, and web pages related to employment verification.
	You can click on any of the links from the search results.



Step	Action
28.	You can use any of the provided filters to further narrow down the search results.
	For this example, select the <b>How_To</b> check box to apply that filter.

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"employment	verification"		× a	
	INQUIRIES K	NOWLEDGE		
Topics	Knowledge Type: How_To x		Clear All Filters	
UCPath Help site (2) > Human Resources (1) >	Results 1-3 of 3 for "employment v	erification" in 0.45 seconds	RELEVANCE DATE ~	
Knowledge Type         Cital           Forms (1)         Forms (3)           Q A (6)         Q	Generate Employme Summary: UCPath He Employment Summary Keywords: Employee	ent Verification Summary elp site content for Self Service Users (all en r, including dates of employment and earning Actions Personal Information, UCPath Help	11/29/2021 nployees). Use this task to Generate your js. site	
Audience	~		Details 🗸	
Employee (2) Super User (1)	How to provide proof	of your employment and income	7/17/2022	
Source			Details 🗸	

Step	Action
29.	The search results were filtered to list the <b>How_To</b> resources related to employment verification.
	For this example, click on Generate Employment Verification Summary.
	Generate Employment Verification Summary





Step	Action
30.	For this employment verification example, the <b>UCPath Help</b> site for Self Service Users will open in a new browser tab, in which you may have to log in with your single sign-on credentials.
	You will be provided access to a training simulation on how to <b>Generate Employment Verification Summary</b> .
	To return to the Ask UCPath homepage, click the <b>Close</b> button on the browser tab.



Step	Action
31.	To return to the Ask UCPath homepage, click on the <b>Home</b> link. Home
32.	Let's scroll to the bottom of the page. Click the scroll bar.



UCPath	omeMy InquiriesSubmit An Inquiry 	y Other Resources ✓ UCPath ▲ \$080
Quick Search		
Paycheck / Payroll Issues Benefits	Enployment / Kage Verification	Update Personal Info
Frequently Asked Questions		Featured Videos
Missed Pay	How to set up direct deposit	
How to get a copy of your W-2 form	Where do I send additional documentation supporting	
What is the maximum amount of compensatory time off I	separations for terminated employees?	
L did not receive my paycheck	Sourch Job Opening	ASKUCP
How to provide proof of your employment and income	Browee Job Openings	
now to provide proof of your employment and meane	browse oob openings	
		ASK UCPath Overview
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Action
The <b>Frequently Asked Questions</b> section lists the most commonly asked questions or topics based on current trends and user inquiries.
By clicking on any of the links in the <b>Frequently Asked Questions</b> section, you can access additional information related to that topic.
The Featured Videos section provides you access to videos on various topics.
Click on the Featured Videos link to access additional videos.
Featured Videos





Step	Action
35.	For this example, these are the videos that are currently available. The videos will change based on availability.
	Click on the <b>Home</b> link to return to the Ask UCPath home page.
	Home



Step	Action		
36.	Now, let's return to the top toolbar and review the <b>Submit An Inquiry</b> section.		
	<b>Note:</b> You would use the same Submit An Inquiry link when submitting an inquiry for yourself and on behalf of an employee.		
	Additionally, utilizing the resources available on the <b>Ask UCPath</b> site before submitting an inquiry can help you find the answer to your question more quickly.		
	For this example, we will submit a payroll question for an employee.		
	Click on the Submit An Inquiry link.		
	Submit An Inquiry		



UCPath	Home My	Inquiries Submit An Inquiry	Other Resources 🗸	More 🗸 🔍 🔍
Submit An Inquiry				
Employee ID / Name Employee ID				
*EMPLID				
				Next
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Step	Action
37.	You will be redirected to the <b>Submit An Inquiry</b> page.
	Search for an employee by entering the employee ID in the <b>EMPLID</b> field.
	<b>Note:</b> If you are submitting an inquiry for yourself, enter your employee ID in the <b>EMPLID</b> field.

UCPath					Submit An Inquiry		۹
Submit An Inquiry							
Employee ID / Name							
* First Name							
*Last Name							
Select Business Unit							
Select Business Unit							•
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Step	Action
38.	You also have the option to search by name by clicking on the <b>Employee ID</b> / <b>Name</b> toggle button to enable the search fields.
	<b>Note:</b> For the <b>First</b> and <b>Last</b> name fields, enter as many characters as possible to narrow down your search results.



		Home My Inquiri	es Submit An Inquiry	Other Resources 🗸	More 🗸 🔍 Q
Submit An Inquiry Employee ID /Name Employee ID *EMPLID					
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Step	Action
39.	For this example, enter <b>10003079</b> in the <b>EMPLID</b> field.

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Submit An Inquiry				
Employee ID / Name Employee ID				
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10003079				
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Step	Action
40.	Click the Next button.

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	Name	$\sim$	Employee Id	~	Position	~	EMPL Status	~	Email v	Business Unit 🗸	Department Name 🗸 🗸
	LVD-Brandon LVD- Balogh		10003079		BUS INTEL SPEC 4		Active		UCPATH.Tester@university	UC San Francisco Campus	515300 - V_Development
	LVD-Brandon LVD- Balogh		10003079		BUS SYS ANL MGR 1		Terminated		UCPATH.Tester@university	UC San Francisco Campus	813600 - SW PROCUREM
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Step	Action
41.	The search results will provide a list of all the employee records associated for the employee's ID.
	Since the inquiry is created under the employee ID it does not matter which employee record you select, they will each redirect you to the employee's open and closed inquiries page.
	Click the selection button next to the employee's name to proceed with submitting an inquiry.

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	Name	$\sim$ Employee Id $\sim$	Position ~	EMPL Status V	Email ~	Business Unit $\sim$	Department Name 🗸 🗸
۲	LVD-Brandon LVD- Balogh	10003079	BUS INTEL SPEC 4	Active	UCPATH.Tester@university	UC San Francisco Campus	515300 - V_Development
	LVD-Brandon LVD- Balogh	10003079	BUS SYS ANL MGR 1	Terminated	UCPATH.Tester@university	UC San Francisco Campus	813600 - SW PROCUREM
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Step	Action
42.	Click the <b>Next</b> button to continue.
	Next

ployee ID: 10003079	o Lib-bulogn		These are Open a	and	Closed Inquiries	5		
ls yo	our question related to	any of these? If yes ple	ase add your question	/com	ment to your open inq	uiry or proceed with re	opening your closed in	quiry.
PEN INQUIRIES				C		- ELIGIBLE TO REOP	EN	
ate/Time Opened $\smallsetminus$	CaseNumber 🗸 🗸	Topic $\checkmark$	Subject 🗸		Date/Time Opened $\checkmark$	CaseNumber $\lor$	Topic $\checkmark$	Subject 🗸 🗸
24/2024, 01:08 PM	02614021	Leave Balances	vacation balance		6/02/2023, 05:00 PM	02291151	UCPath Online	How can I get a copoy
23/2024, 03:23 PM	02613991	Payroll	How can I get a copoy		11/22/2023, 12:00 AM	02378141	Leave Balances	Backpay for 12/1/22 to
24/2024, 02:11 PM	02614028	Workforce Administrat	Position End Date Up		10/18/2023, 04:45 AM	01836539	Benefits	vacation balance
24/2024, 02:12 PM	02614029	Workforce Administrat	Position End Date Up		9/29/2023, 02:55 AM	01884635	Payroll	LACMP/FR.082 Refun
27/2024, 02:03 PM	02464407	Benefits	Backpay for 12/1/22 to		10/08/2023, 08:55 AM	01884636	Payroll	Backpay for 12/1/22 to
ew All				· · ·	/iew All			,
			No, I need I	help	with something else			
			Previous		Submit An Inquiry			
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Step	Action
43.	You will be redirected to the employee's Open and Closed Inquiries page.
	It's important to review the employee's open and closed inquiries to determine if an inquiry has already been submitted for your question.
	<b>Note:</b> The ability to add a case comment, close or reopen inquiries is limited to the ones you have submitted on the employee's behalf.

nployee ID: 10003079 Is y	our question relate	ed to a	any of these? If yes ple	ase add your questio	on/cor	nment to your open inq	- juiry or proceed wit	h re	opening your closed in	quiry.
PEN INQUIRIES						CLOSED INQUIRIES	- ELIGIBLE TO RE	OP	EN	
Date/Time Opened $\smallsetminus$	CaseNumber	$\sim$	Topic 🗸	Subject	~	Date/Time Opened $\smallsetminus$	CaseNumber	$\sim$	Topic 🗸	Subject 🗸
5/24/2024, 01:08 PM	02614021		Leave Balances	vacation balance		6/02/2023, 05:00 PM	02291151		UCPath Online	How can I get a copoy
5/23/2024, 03:23 PM	02613991		Payroll	How can I get a copoy.		11/22/2023, 12:00 AM	02378141		Leave Balances	Backpay for 12/1/22 to
5/24/2024, 02:11 PM	02614028		Workforce Administrat	Position End Date Up.		10/18/2023, 04:45 AM	01836539		Benefits	vacation balance
5/24/2024, 02:12 PM	02614029		Workforce Administrat	Position End Date Up.		9/29/2023, 02:55 AM	01884635		Payroll	LACMP/FR.082 Refun
3/27/2024, 02:03 PM	02464407		Benefits	Backpay for 12/1/22 to		10/08/2023, 08:55 AM	01884636		Payroll	Backpay for 12/1/22 to
ïew All					~	View All				,
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Step	Action
44.	Click <b>View All</b> to display the scroll bar and review all the employee's open and closed inquiries.
45.	If you still need help with your question, you can proceed by clicking on <b>Submit</b> An Inquiry.
	Submit Air inquiry

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	How can we help?
N	amic IVD-Brandon IVD-J LVD-Baloph mployee ID: 10003079
	What can UCPath assist you with? 0255
	Please provide a detailed description of your issue:
	Detailed description progress indicator Don't know what to write?
	When were you first impacted by the issue?     Have you encountered this issue before?     Conce you have supplied a detailed description, the progress indicator will turn green with a check box.
	Cancel Inquiry Next
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Step	Action
46.	You will be directed to the inquiry form.

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Name: LVD-Bran Employee ID: 10	ndon LVD-J LVD-Balogh 0003079	0		0.			
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	Detailed description progress marcaion Don't know what to write? * When were you first impacted by this issue? * Have you encountered this issue before? * Once you have supplied a detailed description	n, the progress indicator will	l turn green with a chec	k box.			
	Cancel Inquiry		Next				
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Step	Action
47.	The employee's <b>Name</b> and <b>Employee ID</b> appear in the left corner of the form and remain on the page as you complete your inquiry. If you are submitting an inquiry for yourself, your <b>Name</b> and <b>Employee ID</b> will be displayed.

OF UCPath	Home My Inquiries Submit An Inquiry Other	Resources 🗸	UCPath	•
	How can we help?	Q		ΠΤ
	Name: LVD.Brandon LVD.J LVD.Balogh Employee ID: 10003079			
	What can UCPath assist you with?			
		0/255		
	Please provide a detailed description of your issue:			
		i,		
	Detailed description progress indicator			
	Don't know what to write?			
	* When were you first impacted by this issue? * Have you encountered this issue before? * Once you have surpaired a detailed description the propress indicator will turn green with a check box			
	Cancer Inquiry Next			
	University of California   UC Office of the President. © 2015 Reperts of the University of California   Terms of use			-

Step	Action
48.	If at any point you decide not to submit a case, you can select the <b>Cancel Inquiry</b> option to exit the process and return to the Ask UCPath homepage.

CONTRACTOR UCPath	Home My Inquiries <u>Submit An Inquiry</u> Other f	Resources 🗸	UCPath
	How can we help?	Q P	
	Name: LVD.Brandon LVD.J.LVD.Balogh Employee ID: 10003079 O 00 What can UCPath assist you with?		
	Please provide a detailed description of your issue:	0/255	
	Detailed description progress indicator Don't know what to write?  * When were you first impact by this issue? * Have you encountered this issue before? * Croce you have supplied a detailed description, the progress indicator will turn green with a check box. Cancel inquiry Next		
	University of California ( UC Office of the President. © 2015 Regents of the University of California ( Terms of use		



Step	Action
49.	Let's continue with the case submission. Begin by entering what UCPath can assist you with.
	For this example, type Employee's direct deposit start date.

CONTRACTOR UCPath	Home My Inquiries <u>Submit An Inquiry</u> Other F	Resources 🗸	UCPath	•
	How can we help?	Q		TT
	Name: LVD-Brandon LVD-J LVD-Balogh Employee ID: 10003079			
	What can UCPath assist you with? Employee's direct deposit start date Please provide a detailed description of your issue:	0/255		
	Detailed description progress indicator			
	Don't know what to write?           • When were you first impacted by this issue?           • New you encounteed this issue latent?           • Once you have seguided a detailed description, the progress indicator will turn green with a check box.			
	Cancel Inquiry Next			
	University of California   UC Office of the President. © 2015 Repents of the University of California   Terms of use			

Step	Action
50.	Click in the <b>Description</b> field.
51.	Next, you'll want to provide a detailed description of your issue. If you do not know what to write, there are tips located beneath the description box. For this example, enter <b>Only one of the employee's two active direct deposits</b> happened on his last check. Why didn't the direct deposit to his savings account also happen?



CERTIFICATION UCPath	the first of	Home My Inquiries	Submit An Inquiry	Other Resources 🗸	UCPath 💿
	How can we help?			Q	
N E	arme: LVD-Brandon LVD-J LVD-Balogh mployee ID: 10003079	0			
	What can UCPath assist you with? Employee's direct deposit start date			0/255	
	Please provide a detailed description Only one of the employee's two active direct de	of your issue:	direct deposit to his savings account als	so happen?	
	Thank you! Don't know what to write?				
	* When were you first impacted by this is * Have you encountered this issue befor * Once you have supplied a detailed des	ssue? re? scription, the progress indicator will turn green with	a check box.		
	Cancel Inquiry	N	ext		
		University of California   UC Office of the Pres © 2015 Regents of the University of California   Te	ident. rms of use		*

Step	Action
52.	Once you have provided a detailed description, the progress indicator will change to green, accompanied by a check mark.
	<b>Note:</b> You can still submit your inquiry if the progress indicator does not turn green, but we encourage you to provide as much information as possible to ensure proper handling of your inquiry.

CANIZOZZNIA UCPath		Home	e My Inquiries	Submit An Inquiry	Other Resources $\checkmark$	UCPath	
	How o	an we help?			Q		
	Name: LVD-Brando Employee ID: 10003	LVD-J LVD-Balogh 79 O	0	0.			
	What	can UCPath assist you with?					
	Em	loyee's direct deposit start date			0/255		
	Pleas	provide a detailed description of your issue: ne of the employee's two active direct deposits happened on hit	iis last check. Why didn't the direct o	deposit to his savings account also	happen?		
	Ø	Thank you! Don't know what to write?					- 1
		* When were you first impacted by this issue? * Have you encountered this issue before? * Once you have supplied a detailed description, the progress	s indicator will turn green with a che	sk box.			- 1
		Cancel Inquiry	Next				
		University of Cal © 2015 Regents of th	lifornia   UC Office of the President. he University of California   Terms of	use			•

Step	Action
53.	Once you have completed all the fields, click on Next to continue.
	Next



COLORINA UCPath	Home My Inquiries Submit An Inquiry Other Resources 🗸 UCPath 💽
	How can we help?
	Name: LVD Brandon LVD J LVD-Balogh Employee ID: 10003079
	< Previous 00
	These resources might help
	Suggested resources based on the issue you described
	> Direct Deposit
	> What is the prenote process?
	> Leaving UC employment
	> How to set up direct deposit
	> Add Direct Deposit
	Cancel Inquiry Submit An Inguiry

Step	Action
54.	You will then be redirected to the resources page.
	Based on the information you provided, suggested resources will populate to assist you in resolving your question.
	Select the name of the resource you would like to view.
	For this example, select <b>Direct Deposit</b> .

COP UNIVERSITE UCPath	Home My Inquiries	Submit An Inquiry Other Resource	es ∨ UCPath 😩
	How can we help?		
Nar Em	e: LVD-Brandon LVD-J LVD-Balogh loyee ID: 10003079		
	< Previous O		
	These resources might he	lp	
	Suggested resources based on the issue you	i described	
	✓ Direct Deposit		
	Read more Audience Your opinion can Employee Was this helpful?	elpothers ⊘ Yes ⊗ No	
	Cancel Inquity Subm	i An Inquiry	



Step	Action
55.	Click Read more.
	Read more



Step	Action
56.	The selected resource will open in a new browser tab.





Step	Action				
57.	When you are finished reviewing the resource, you can go back to the Submit An Inquiry tab.				
	Click on the <b>X</b> to close out your current tab.				
	×				

	Home	My Inquiries	Submit An Inquiry	Other Resources $\checkmark$	UCPath	Θ
How can we help?				Q		
Name: LVD-Brandon LVD-J LVD-Balogh Employee ID: 10003079						
Previous		-0				
We coul	dn't find any informat	ion to help you	with your inquiry.			
If you want to go back and provide r	nore details on your subject ar	nd/or description, click of	on Previous and we would b	e happy to try again.		
	4	? .>				
	Cancel Inquiry	Submit An	Inquiry			

Step	Action
58.	<b>Note:</b> If there are no resources related to your question, you will see this page. You may choose to go back and provide additional details in your description.
	For this example, we will proceed with submitting an inquiry.

CALIFORNIA UCPath	Home My Inquiries <u>Submit An Inquiry</u> Other Resources 🗸 UCPath
	How can we help?
N	Name: LVD-Brandon LVD-J LVD-Balogh Employee ID: 10003079
	C Previous • • • • • • • • • • • • • • • • • • •
	Suggested resources based on the issue you described
	V Direct Deposit
	Rössi more Audience Your opinion can help others Employee Was this helpful? O Yes O No
	Cance inquiry Submit An inquiry
	Cancel Inquiry Submit An Inquiry



Step	Action
59.	Click <b>Submit an Inquiry</b> .
	Submit An Inquiry

UCPath	Home	My Inquiries	Submit An Inquiry	Other Resources 🗸	UCPath	•
	How can we help?			Q		
	Name: LVD-Brandon LVD-J LVD-Balogh Employee ID: 10003079			0		
	< Previous			_0		_
	* Best Contact Email ucpath.tester@universityofcalifornia.edu			•••		_
	* Best Contact Phone Number (510)987-0457					_
	Is this a QCU Case?					_
	Properties of p	<ul> <li>By default the empty of the emp</li></ul>	ployee will: automatic notification of the inquiry as iew the inquiry on the portal Notify" if you want the employee to re	nd iceive notifications and also view t	10	
	Upload Files           d.         Upload Files         Or drop files					
	Cancel Inquiry	Submit A	n Inquiry			-

Step	Action
60.	Your <b>Best Contact Email</b> and <b>Phone Number</b> automatically default from your record. You can update them by clicking in the fields.
	<b>Note:</b> The phone number field is a text field that will not format with dashes or slashes.

UCPath	Stor of the second	Home	My Inquiries	Submit An Inquiry	Other Resources V	UCPath	•
	How can we help?				Q		
Na En	ime: LVD-Brandon LVD-J LVD-Balogh nployee ID: 10003079						_
<	Previous		0		—0		
*B	lest Contact Email						
L	ucpath.tester@universityofcalifornia.edu						
*B	lest Contact Phone Number						
(	(510)987-0457						
	Is this a QCU Case?						
*R	equested By						
	Select an Option	*	By default the emplo	yee will:	**		
			2. Not be able to view the inquiry on the portal				
			Uncheck "Do Not No	tify" if you want the employee to re	eceive notifications and also view the		
			inquiry.				
			Do Not Notify				
Upl	load Files						
	☆ Upload Files Or drop files						
		Cancel Inquiry	Submit An I	nquiry			
							*



Step	Action
61.	The <b>Is this a QCU Case</b> checkbox will appear for authorized QCU submitters, based on the subject and description of your inquiry related to payroll and benefits.
	Note: This checkbox should only be selected for the following reasons:
	QCU Escalation Reasons:
	- Urgent issue with Payroll file prior to Pay Confirm
	- Stop pay line before pay confirm to avoid overpayment
	- Check or ACH pull from bank file to avoid gross overpayment
	- Missed pay resulting in financial hardship for an employee
	- Cancel off-cycle request or retro payment trigger to avoid overpayment
	- Expedite off-cycles submitted >3 days ago and urgent processing is needed
	- Benefits terminated in error

CONTRACTOR UCPath	Home	My Inquiries Submit An Inquiry Other Resources V UCPa	n 🔹
	How can we help?		
	Name: LVD-Brandon LVD-J LVD-Balogh Employee ID: 10003079		
	Previous	۰۵0	
	* Best Contact Email		
	ucpath.tester@universityofcalifornia.edu		
	*Best Contact Phone Number		
	(510)987-0457		
	WFA Escalation?		
	*Requested By	By default the employee will:	
	Select an Option	Not receive an automatic notification of the inquiry and     Not be able to view the inquiry on the portal	
		Uncheck: "Do Not Notify" if you want the employee to receive notifications and also view the inquiry.	
	Upload Files Or drop files		
	Cancel Inquiry	Submit An Inquiry	

Step	Action
62.	The <b>WFA Escalation</b> checkbox will appear based on the subject and description of your inquiry.
	Select the <b>WFA Escalation</b> checkbox if your inquiry requires escalation based on the following reasons:
	WFA Escalation Reasons:
	- Time sensitive transaction that affect the current pay period and cause pay and/or benefits impacts
	- Hire Date change that will prevent a pay and/or benefit impact
	- Request to cancel a transaction that will cause a pay and/or benefit impact
	- Cases previously submitted with the Topic: Workforce Administration, Category: Quality Care Unit



Step	Action
63.	Click the button to the right of the <b>Requested By</b> field.
	*

COLORADO	Home	My Inquiries Submit An Inquiry Other Resources V	UCPath 🕒
	How can we help?		
	Name: LVD-Brandon LVD-J LVD-Balogh Employee ID: 10003079		
	Previous	<b></b> 0	
	*Best Contact Email		
	*Best Contact Phone Number (510)987-0457	-	
	Is this a QCU Case?		
	Select an Option	By default the employee will: 1. Not receive an automatic notification of the inquiry and	
	Employee Location	<ol> <li>Not be able to view the inquiry on the portal</li> <li>Uncheck "Do Not Notify" if you want the employee to receive notifications and also view the</li> </ol>	
	COE Vendor	inquiry.	
	☆ Upload Files Or drop files		
	Cancel Inquiry	Submit An Ionuiov	
	Conventiliquity	- Oceanity of stripting	

Step	Action
64.	Select the option that best describes your association to the employee.
	Note: If you are submitting a inquiry for yourself, select <b>Employee</b> in the <b>Requested By</b> field.

CCPath		Home	My Inquiries	Submit An Inquiry	Other Resources V	UCPath	•
	How can we help?				Q		
Name: L Employe	VD-Brandon LVD-J LVD-Balogh ee ID: 10003079						
< Prev	ious		-0		—0		
*Best Co ucpath *Best Co	ntact Email .tester@universityofcalifornia.edu ntact Phone Number						
(510)9 Is the "Request	87-0457 nis a QCU Case? ted By						
Select	an Option mployee	•	By default the emploid 1. Not receive an au 2. Not be able to vie	oyee will: tomatic notification of the inquiry w the inquiry on the portal	r and		
c v	ocation OE endor		Uncheck "Do Not No Inquiry. Do Not Notify	otify" if you want the employee to	receive notifications and also view th	e	
±. U	pload Files Or drop files						
		Cancel Inquiry	Submit An	Inquiry			



Step	Action
65.	For this example, click the Location list item.
	Location
66.	By default, the <b>Do Not Notify</b> checkbox is selected, which means the employee will not receive notifications and cannot view the inquiry in UCPath.
	To enable notifications and allow the inquiry to be viewed, deselect the checkbox.
67.	You have the option to upload or drag and drop files. Attachments can be included when submitting on behalf of others and can also be added to an inquiry after submission.
	Accepted formats include MS Office suite, PDF, JPG, TIFF, PNG or WAV.
68.	Click the <b>Submit Inquiry</b> button.
	Submit An Inquiry



Step	Action
69.	After submitting your inquiry, you will see the case details page confirming your submission.



		Click h	ere to Request A Callback Appoin	atment	
Case 02614078					+ Follow
Status Active/Processing	Business Unit UC Office of President	Topic Payroll	Reopen Case Counter	Submitter Jefferey Sevillano	Date/Time Opened 6/5/2024, 9:59 AM
If you would	like to close your ca	ise, please	select a case clos	ure reason.	
If you would Case Closure Reason None	like to close your ca	ise, please	select a case clos	ure reason.	•
If you would Case Closure Reason None	like to close your ca	ise, please	select a case clos	ure reason.	×
If you would	like to close your ca	ise, please	select a case clos	ure reason.	♥ Close Case
If you would Case Closure Reason None-	like to close your ca	ise, please	select a case clos	ure reason.	Close Case     New

Step	Action	
70.	Click on the My Inquiri	es link.
	My Inquiries	

PEN INQUIRIES		,		CLOSED INQUIRIES	- ELIGIBLE TO REOP	EN	
Date/Time Opened $\vee$	CaseNumber $\lor$	Topic $\checkmark$	Subject 🗸	Date/Time Opened $\lor$	CaseNumber $\lor$	Topic $\checkmark$	Subject v
5/24/2024, 01:08 PM	02614021	Leave Balances	vacation balance	6/02/2023, 05:00 PM	02291151	UCPath Online	How can I get a copoy
5/23/2024, 03:23 PM	02613991	Payroll	How can I get a copoy	11/22/2023, 12:00 AM	02378141	Leave Balances	Backpay for 12/1/22 to
5/24/2024, 02:11 PM	02614028	Workforce Administrat	Position End Date Up	10/18/2023, 04:45 AM	01836539	Benefits	vacation balance
5/24/2024, 02:12 PM	02614029	Workforce Administrat	Position End Date Up	9/29/2023, 02:55 AM	01884635	Payroll	LACMP/FR.082 Refun
3/27/2024, 02:03 PM	02464407	Benefits	Backpay for 12/1/22 to	10/08/2023, 08:55 AM	01884636	Payroll	Backpay for 12/1/22 to
/iew All			×	View All			
			No, I need he	Ip with something else			
			Previous	Submit An Inquiry			
			© 2015 Regents of the I	Initia   UC Office of the Preside University of California   Terms	of use		

Step	Action
71.	On the <b>My Inquiries</b> page, you can access a list of all the inquiries you are associated with.

PEN INQUIRIES					ELIGIBLE TO REOP	EN	
Date/Time Opened $\vee$	CaseNumber $\lor$	Topic ~	Subject 🗸	Date/Time Opened $ \smallsetminus $	CaseNumber $\lor$	Topic 🗸	Subject 🗸
5/24/2024, 01:08 PM	02614021	Leave Balances	vacation balance	6/02/2023, 05:00 PM	02291151	UCPath Online	How can I get a copoy.
5/23/2024, 03:23 PM	02613991	Payroll	How can I get a copoy	11/22/2023, 12:00 AM	02378141	Leave Balances	Backpay for 12/1/22 to
5/24/2024, 02:11 PM	02614028	Workforce Administrat	Position End Date Up	10/18/2023, 04:45 AM	01836539	Benefits	vacation balance
5/24/2024, 02:12 PM	02614029	Workforce Administrat	Position End Date Up	9/29/2023, 02:55 AM	01884635	Payroll	LACMP/FR.082 Refun.
3/27/2024, 02:03 PM	02464407	Benefits	Backpay for 12/1/22 to	10/08/2023, 08:55 AM	01884636	Payroll	Backpay for 12/1/22 to
/iew All			v	View All			
			NO, I need ne	Submit An Inquiry	•		
			University of Califo	rnia   UC Office of the Presider	nt.		

Step	Action
72.	Let's review additional tools available for location submitters.
	Click on the <b>Other Resources</b> link. Other Resources V

me: LVD-Brandon LVD	-J LVD-Balogh		These are Open a	and Closed Inquirie	s	Benefits Deduction Cale	
ipioyee ib. 10003075						Payroll Calendar	
ls yo	our question related to a	any of these? If yes ple	ase add your question/	/comment to your open in	quiry or proceed witl	Resource Center	nquiry.
PEN INQUIRIES				CLOSED INQUIRIES	- ELIGIBLE TO RE	Salary Overpayment Po	
Date/Time Opened $ \smallsetminus $	CaseNumber 🗸 🗸	Topic ~	Subject ~	Date/Time Opened ~	CaseNumber	UCPath Location Support	Subject ~
5/24/2024, 01:08 PM	02614021	Leave Balances	vacation balance	6/02/2023, 05:00 PM	02291151		How can I get a copoy
5/23/2024, 03:23 PM	02613991	Payroll	How can I get a copoy	11/22/2023, 12:00 AM	02378141	Leave Balances	Backpay for 12/1/22 to
5/24/2024, 02:11 PM	02614028	Workforce Administrat	Position End Date Up	10/18/2023, 04:45 AM	01836539	Benefits	vacation balance
5/24/2024, 02:12 PM	02614029	Workforce Administrat	Position End Date Up	9/29/2023, 02:55 AM	01884635	Payroll	LACMP/FR.082 Refun
8/27/2024, 02:03 PM	02464407	Benefits	Backpay for 12/1/22 to	10/08/2023, 08:55 AM	01884636	Payroll	Backpay for 12/1/22 to
iew All			v	View All			
			No, I need I	help with something else	ð.		
			Previous	Submit An Inquiry			
			University of Cal	lifornia   UC Office of the Preside	ent.		
			© 2015 Regents of th	ne University of California   Terms	s of use		

Step	Action			
73.	Click on the <b>Resource Center</b> link.			
	Resource Center			



How can we help?	Home My Inquiries	Submit An Inquiry Other Resources ~	ucean a
UCP	ath Resource C	enter	
Communications Click Here To View Helpful Links Job Ald - Resource Center	Case Management	Change Requests	
Job Ald - Interface Dashboard Access Request - Resource Center and Interface Dashboard	View Cases related in your hostion Defact	Vier Charge Reports Dashbard	
	View Defect M	anagement Dashboard	
	Interface Dashboard	Monitoring Dashboard	
	View status of Inbound interface files	View location monitoring activity	
121N0000019U2U			₹ €,100% ▼

Step	Action
74.	You are directed to the <b>UCPath Resource Center</b> . The <b>UCPath Resource Center</b> is a central hub for tools and documentation related to UCPath. It is designed for location central teams and transactors to access essential UCPath information.

Research UCPath How can we help?	Home My Inquiries S	ubmit An Inquiry Other Resources V	UCPath Q	
UCPat	th Resource Ce	enter		
Communications Click Here To Yiew Helpful Links Job Aid - Resource Center Job Aid - Interface Dashboard Access Resource Center and Interface Dashboard	Case Management Case stated to your leaden Defect N	Change Requests Vier-Currys Requests Dashbard		
	View Defect Ma	nagement Dashboard		
	Interface Dashboard	Monitoring Dashboard		
IZ1N0000019U2U	View status of Inbound interface files	View location monitoring activity		
				🔍 100% 🔻

Step	Action
75.	Use the links on the left to access Location-impacting UCPath communications as
	well as job aids for navigating the <b>Resource Center</b> .



How can we help?	Home My Inquiries	Submit An Inquiry Other Resources 🗸	Ucran C
UCPat	h Resource C	enter	
Communications Click-Here To View Helpful Links Job Aid - Resource Center Job Aid - Interface Dashboard Access Resource Center and Interface Dashboard	Case Management Ver Case value to your texture Defect	Charge Reports	
	View Defect N	lanagement Dashboard	
	Interface Dashboard	Monitoring Dashboard	
121N0000019U2U	View status of Inbound interface files	View location monitoring activity	
			€_100% <del>-</del>

Step	Action
76.	Click the Case Management link.
1	Case Management

UNIVERSITY OF CALIFORNIA U	CPath	Home	My Inquiries	Submit An Inquiry	O	ther Resources ∽	UCPath		^
		How can we help?							
	Dashboard Case Dashboard As of Apr 4, 2023, 1:42 PM-View	<b>d</b> ing as					Refresh	•	
	Open Cases	23	Open Cases		×	Open Student Cases		×	
	Business Unit 🕈	Record Count	Participation of the second se	cord Count					
	UC Office of President	824	205	3		We can't draw this chart	because there is no data.		
	View Report (Open Cases)		Department OUCPATH	CENTER • • • Other By Department)		View Report (Open Student C	350S)		
	Closed Cases Last 7 Days	×	Location Case Sum Current YTD	mary	ж	Open Cases Awaiting Location Information	'n	×	
	Department †	Record Count		Record Count 0 60	120	Department	Record Count 4		
	UCPATH CENTER	1	E Januar Nev	v 49		UCPATH CENTER		3	Ŧ

Step	Action
77.	You are directed to the <b>Case Dashboard</b> . The <b>Case Dashboard</b> will provide you with access to view all the cases you are associated with. Click on the <b>Refresh</b> button to get the most current data.
	Refresh 💌



UNIVERSITY OF CALIFORNIA	ICPath	Home	My Inquiries Submit Ar	n Inquiry C	Other Resources 🗸	UCPath	
		ow can we help?				Q	
	Dashboard Case Dashboard As of Apr 10, 2023, 7:33 AM-Viewi	ing as				Refresh	<b>v</b>
	Open Cases	20	Open Cases	22	Open Student Case	5	×
	Business Unit 🕇	Record Count	Record Count				
	UC Office of President	842		121	We can't draw this ch	art because there is no data.	
	View Report (Open Cases)		Department OUCPATH CENTER	- Other	View Report (Open Studen	t Cases)	
	Closed Cases Last 7 Days	25	Location Case Summary Current YTD	8	Open Cases Awaiting Location Inform	ation	50
	Department ↑	Record Count	R 0	ecord Count 60 120	Department	Record Count 4	
	Univ of CA, Ofc of President	2	E Januar New 4	9	UCPATH CENTER		3

Step	Action
78.	Click the View Report (Open Cases) link.
	View Report (Open Cases)



Step	Action
79.	The <b>Open Cases</b> report will display a list of all the cases you are associated with.
	For this example, we will remove the graph. Click on the <b>Toggle Chart</b> button.



Report: Contacts wi Open Cases	th Cases						💉 Enable Field Editing	۹ 🕑	▼ C'	xport
Business Unit 🕇 💌	Case Number 🕇 💌	Status	Full Name	DEPTID 💌	Department	Business Unit Code 💌	Date/Time Opened	EMPLID 💌	EMPL Class	Union
	01325283	Awaiting Third Party In	Sector States	816200	LOCAL HR SRVCS	UCOP1	7/21/2022, 7:27 AM	-	Staff: Career	Non-R
	00361470	New	States - 1 Control (	830300	UCPATH CENTER	UCOP1	7/21/2022, 8:20 AM	0.0875	Staff: Career	Clerica Service
	00731950	Pending Closure	term fage	814100	TECHNOLOGY DELIVERY SVS	UCOP1	7/21/2022, 8:28 AM		Staff: Career	Non-R
	01325375	Active/Processing	-		-		7/21/2022, 8:39 AM			-
	01325492	Active/Processing		-		•	7/21/2022, 9:24 AM		•	•
	01325541	Active/Processing	Tearran Tear		-		7/21/2022, 9:40 AM		-	
	01325549	Active/Processing			•	-	7/21/2022, 9:45 AM		-	•
	01325663	New	a second	814100	TECHNOLOGY DELIVERY SVS	UCOP1	7/21/2022, 10:41 AM		Staff: Career	Non-R
	01325725	Active/Processing			-	-	7/21/2022, 11:12 AM		-	•
	01325751	Active/Processing				-	7/21/2022, 11:23 AM			

Step	Action
80.	You can also use the <b>Search</b> button to narrow your search by entering any data from the report columns, such as a <b>Case Number</b> , <b>Full Name</b> or <b>EMPLID</b> .

Report: Contacts w Open Cases	ith Cases						🖋 Enable Field Editing	۹ .	▼ C'	Export
Business Unit 🕇 🔍	Case Number 🕇 💌	Status 💌	Full Name	DEPTID 💌	Department	Business Unit Code 💌	Date/Time Opened	EMPLID	EMPL Class	Union
	01325283	Awaiting Third Party In	and the second second	816200	LOCAL HR SRVCS	UCOP1	7/21/2022, 7:27 AM	-	Staff: Career	Non-R
	00361470	New	-	830300	UCPATH CENTER	UCOP1	7/21/2022, 8:20 AM	10.000	Staff: Career	Clerica Service
	00731950	Pending Closure	Terrar Tage	814100	TECHNOLOGY DELIVERY SVS	UCOP1	7/21/2022, 8:28 AM		Staff: Career	Non-R
	01325375	Active/Processing	COLUMN STREET	-	-	-	7/21/2022, 8:39 AM		-	-
	01325492	Active/Processing		-	-	-	7/21/2022, 9:24 AM		-	•
	01325541	Active/Processing	Teaching State	-	-	-	7/21/2022, 9:40 AM		-	-
	01325549	Active/Processing		-	-	-	7/21/2022, 9:45 AM		-	•
	01325663	New	-	814100	TECHNOLOGY DELIVERY SVS	UCOP1	7/21/2022, 10:41 AM		Staff: Career	Non-R
	01325725	Active/Processing		-	-	-	7/21/2022, 11:12 AM		-	•
	01325751	Active/Processing			-		7/21/2022. 11:23 AM			

Step	Action
81.	After submitting an inquiry, you have the option to request an appointment to speak with a UCPath Associate. Click the <b>Case Number 00361470</b> link to request a callback appointment. 00361470



	JCPath	How car	Home	My Inquiries	Submit An Inquin	Other Resources 🗸	UCPath	EMP Tester		
l				Click here to Request A	Callback Appointment					
	Case 003614	470								
	Status New	Business Unit UCOP	Topic Payroll	Reopen Reason	Submitter Jefferey Sevillano	Date/Time Opened 4/28/2020, 10:18 AM				
	If you wou Case Closure Reas	uld like to clo	se your case, p	lease select a	case closure r	eason.				
	-None-									
							Close Case			
	🔀 Case Com	nments (0)					New			
-	CASE DETAIL	S FEED				Attachments (0)	Upload Files			
	✓ Case Inform	nation				▲ Upload Files	•	-		

Step	Action
82.	You can make an appointment for yourself or for the person you have submitted the case on behalf of.
	When you click this button, a new tab opens with the callback appointment request page. The current tab remains open to easily access the case number and the employee's ID for the appointment request.
	Click the Click here to Request A Callback Appointment button.

	^
UNIVERSITY OF CALIFORNIA UCPath	
UCPath Employee Call Backs A UCPath Associate will call you	
≔ Select Appointment	
Benefits	
Human Resources	
Leave Balances V	
Leaves of Absence 🗸	
Open Enrollment	

Step	Action
83.	Choose the topic that best fits the nature of your inquiry.
	Click the scroll bar.

OF UCPath Submit an Inquiry on Behalf of Employee (SOBO) to UCPath
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UCPath Employee Call Bac A UCPath Associate will call	<b>ks</b> you.		
			<b>^</b>
Benefits			
Human Resources			
Leave balances			
Leaves of Absence			
Open Enrollment		~	
Payroll		~	
Records Request		~	
UCPath Online		~	
Workers' Compensation		~	

Step	Action
84.	Click the button to the right of the <b>Payroll</b> topic.
	$\sim$

	<u> </u>		
UCPath Employee A UCPath Associate	<b>Call Backs</b> will call you.		
Select Appointme	ent	Î	
Benefits		<b></b>	
Human Resources		<b></b>	
Leave Balances		~	
Leaves of Absence		~	
Open Enrollment		~	
Payroll		^	
Payroll Call Back Payroll	Call Back		
Records Request		<ul><li>✓</li></ul>	

Step	Action
85.	Select Payroll Call Back.

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## **UCPath**

	<u>چ</u>			9			*			
F F V L	Payroll Payroll vith Fir UCPati	l Call Ba st Avai h <b>Empl</b> ath Ass	ack lable <b>oyee</b> I ociate	Call Ba will ca	acks III you.				< Back	
		S	elect Da	ate				Select Time		
<		Feb	ruary	2024		>		8th February 2024		
s	м	т	w	т	F	s		08:30 am	î	
				1	2	3		08:45 am		
4	5	6	7	8	9	10		09:00 am		
11	12	13	14	15	16	17		09:15 am	<u>)</u>	
18	19	20	21	22	23	24		09:30 am		
25	26	27	28	29				09:45 am		
2.0								10:30 am		
Q TI	mezon Americ	a/Los_/	are se Angele	eing ap s time.	pointme Change	nts in		10:45 am		
									~	

Step	Action
86.	All appointments are scheduled for the next day or later.
	Click the <b>Date</b> button.
87.	Scroll to find available appointment start times. Appointments are for one hour.
	Click the scroll bar.

	<b>S</b>			9				•
	Payrol Payroll with Fir UCPat A UCP	I Call Ba rst Avai <b>h Emp</b> l ath Ass	ack lable l <b>oyee (</b> sociate	C <b>all Ba</b> will ca	<b>icks</b> Il you.			< Back
		s	elect Da	ate			Select Time	
		Feb	oruary :	2024		>	8th February 2024	
s	м	т	w	т	F	S	10:30 am	
				1	2	3	40:45 am	
4	5	6	7	8	9	10	10.45 am	
							11:00 am	Į
11	12	13	14	15	16	17	11:15 am	
18	19	20	21	22	23	24	11:30 am	
25	26	27	28	29			11:45 am	
Ø1	Timezor	ne - You	are see	eing app	oointme	nts in	12:00 pm	
	Americ	a/Los_	Angele	s time.	Change	e	12:15 pm	5



Step	Action
88.	Click the <b>12:15 pm</b> button.
	12:15 pm

Payroli Payroli Cali Back with First Available	< Back
UCPath Employee Call Bac A UCPath Associate will call	<b>ks</b> you.
Thursday, February 8th 202	24   12:15 PM
🖳 Enter Details	Î
* First Name	Terms & Conditions
Last Name	appointment time. In the event was autouted appointment time. In the event was are usuals to reach you at your scheduled time, please schedule a new appointment.
* Employee Id	Tim not a robot
• What Case # is this Call Back For	Programme and the second s
Phone # for Appointment	Book Call Back Appointment
* Email for Appointments	
Notes from Clistomer	<b>~</b>

Step	Action
89.	The <b>Personal Details</b> page appears.
	<b>Note:</b> The information entered on this page must be for whomever the call is for and match either you or the employee from the case.
	For example, if you are requesting a callback appointment for another employee, enter their Name, Employee ID, Case # and the employee's best Phone # and Email for the appointment callback. You will not receive the confirmation email.
	If you are requesting the appointment for yourself, whether the case is for your own issue or a case you submitted on behalf of an employee, enter your Name, Employee ID, Case # and your best Phone # and Email for the appointment callback.
90.	Click in the <b>First Name</b> field.
	* First Name
91.	Enter the desired information into the field. For this example, enter Kirk.
92.	Click in the Last Name field.
	* Last Name
93.	Enter the desired information into the field. For this example, enter Han.



Step	Action
94.	Click in the Employee Id field.
	* Employee Id
95.	Enter the desired information into the field. For this example, enter <b>10003079</b> .
96.	Click in the What Case # is this Call Back For field.
	* What Case # is this Call Back For
97.	Enter the full case number, including the preceding zeroes. Enter only one case number in this field.
	For this example, enter 00361470
98.	Click in the <b>Phone # for Appointment</b> field.
	* Phone # for Appointment
99.	Enter the desired information into the field. For this example, enter <b>530-555-2323</b>
100.	The appointment confirmation will be sent to the email entered here.
	Click in the Email for Appointments field.
	* Email for Appointments
101.	Enter the desired information into the field. For this example, enter <b>10003079@ucoptest.edu</b>
102.	(optional) Enter additional notes or add attachments as needed.
103.	Click the <b>I'm not a robot</b> option.
104.	Read the notes below and check the <b>Terms &amp; Conditions</b> check box.



Kirk

Last Name
 Han
 Employee lo
10003079

530-555-2323 \* Email for Appointments 10003079@ucoptest.edu

What Case # is this Call Back For
 00361470

ment

Terms & Conditions

🗸 l'm not a robot

We will make every effort to call you on your scheduled appointment time. In the event we are unable to reach you at your scheduled time, please schedule a new appointment.

> reCAPTCHA Privacy - Terma

Step	Action	
105.	Click the <b>Book Call Back Appointment</b> button.	
	Book Call Back Appointment	





Step	Action
106.	A confirmation message appears.
	You will receive a call back with the <b>First Available</b> UCPath Associate at your selected date and time.
	Please check your email for the appointment confirmation with an attached calendar invite. The email also provides links to cancel or reschedule if needed.



Step	Action
107.	You will be redirected to the Ask UCPath homepage. The requested call back appointment will appear on the <b>Case Details</b> page. Click the <b>My Inquiries</b> link. My Inquiries



UNIVERSITY OF CALIFORNIA	CPath	Home	My Inquiries	Submit An Inquiry		ther Resources $\checkmark$	UCPath		
	Ha	ow can we help?				C			
	Dashboard Case Dashboard As of Apr 10, 2023, 7:33 AM-Viewin	ng as					Refresh	•	
	Open Cases	×	Open Cases		×	Open Student Cases		26	
	Business Unit 🕈	Record Count	rop to copanitonia	Record Count					
	UC Office of President	842	214	5		We can't draw this chart	because there is no data.		
	View Report (Open Cases)		Department OCPAT	(H CENTER • - • Other is By Department)		View Report (Open Student C	ases)		
	Closed Cases Last 7 Days	50	Location Case Sur Current YTD	nmary	26	Open Cases Awaiting Location Information	n	26	
	Department 1	Record Count		Record Count 0 60	120	Department	Record Count 4		
	Univ of CA, Ofc of President	2	E Januar N	ew 49		UCPATH CENTER		3	*

Step	Action
108.	Click the View Report (Open Cases) link.
	View Report (Open Cases)

Report: Contacts wi Open Cases	th Cases						🖌 Enable Field Editing	۹ 🖸	▼ C	Export
usiness Unit 🕇 🔍 💌	Case Number 🕇 💌	Status 💌	Full Name	DEPTID 💌	Department 💌	Business Unit Code 💌	Date/Time Opened	EMPLID	EMPL Class	Union
	00361470	Awaiting Third Party In		816200	LOCAL HR SRVCS	UCOP1	7/21/2022, 7:27 AM	-	Staff: Career	Non-R
	01325335	New	Conception in the local division of the loca	830300	UCPATH CENTER	UCOP1	7/21/2022, 8:20 AM	0.000	Staff: Career	Clerica Service
	00731950	Active/Processing	Territor Tagget	814100	TECHNOLOGY DELIVERY SVS	UCOP1	7/21/2022, 8:28 AM		Staff: Career	Non-R
	01325375	Active/Processing	-	-	-	-	7/21/2022, 8:39 AM		-	-
	01325492	Active/Processing		-	-	-	7/21/2022, 9:24 AM			•
	01325541	Active/Processing	Contrast Text				7/21/2022, 9:40 AM			
	01325549	Active/Processing		-	-	-	7/21/2022, 9:45 AM		-	-
	01325663	New	-	814100	TECHNOLOGY DELIVERY SVS	UCOP1	7/21/2022, 10:41 AM		Staff: Career	Non-R
	01325725	Active/Processing		-	-	-	7/21/2022, 11:12 AM		-	-
	01325751	Active/Processing		-			7/21/2022 11:23 AM			

Step	Action
109.	Click the Case Number 00361470 link to view the Case Details.
	00361470



■ LICPath		Home	My Inquiries	Submit An Inquiry	Other Resources 🗸	UCPath	🖲 ЕМР Те
	How can	we help?			Q		
			Click Here To Request	A Callback Appointment			
Case 0036	1470						
Status New	Business Unit UCOP	Topic Payroll	Reopen Reason	Submitter Jefferey Sevillano	Date/Time Opened 4/28/2020, 10:18 AM		
lf you w	ould like to clos	e your case,	please select a	case closure rea	ason.		
Case Closure R	eason					•	
						Close Case	
🔀 Case C	omments (0)					New	
CASE DETA	ILS FEED				Attachments (0)	Upload Files	

Step	Action
110.	You will be redirected to the Case Details page.

UNIVERSITY OF CALIFORNIA	UCPath		Home	My Inquiries	Submit An Inqui	ry Other Ro	esources 🗸	UCPath	EMP Tester
		How can we	e help?				Q		
				Click Here To Request a	A Callback Appointme	ıt			.
	Case 0036147	70							
	Status New	Business Unit UCOP	Topic Payroll	Reopen Reason	Submitter Jefferey Sevillano	Date/Time Opened 4/28/2020, 10:18 A	м		
	If you woul Case Closure Reason	Id like to close	your case, p	lease select a	case closure	reason.			
	None							•	
								Close Case	
	🔀 Case Comr	ments (0)						New	
	CASE DETAILS	FEED				Attachments	(0)	Upload Files	
	✓ Case Informa	ation					▲ Upload Files	)	

Step	Action
111.	Click the scroll bar.

## UNIVERSITY UCPath Task: OF CALIFORNIA UCPath Submit an Inquiry on Behalf of Employee (SOBO) to UCPath

<ul> <li>Case Information</li> </ul>				
Topic ① Payroll	Date/Time Opened 6/5/2024, 9:59 AM			
Category Direct Deposit	Submitter Name Jefferey Sevillano			
Subject 0 Employee's direct deposit start date	Case Origin Portal		Related Cases (0)	
Description  Only one of the employee's two active direct deposits happened on this last check. Why didn't the direct deposit to his savings account also	Status Active/Processing	1.	Appointment Details (1)	
happen?	Deserve Case Counter		StartDat Event Type Phone # f Appointm	
Parent Gase	Reopen Case Counter		11/25/20 Appointment (530) 555 AP-01939	נ
Is this a QCU Case? 🕚	Reopen Reason 1		View	All
WFA Escalation?	Reopen Reason 2			
	Reopen Reason 3			
	Service Target Date To Close Emailed 6/12/2024, 5:00 PM			
✓ Case Resolution				
Receiving Comments	Date/Firms Classed			

Step	Action
112.	Call back appointments can be reviewed in the Appointment Details section.

UCPath	Home My Inquiries	Submit An Inqui	ry Other Resources ∽ UCPath	
✓ Case Information				
Topic 💿 Payroll	Date/Time Opened 6/5/2024, 9:59 AM		Cr drop files	
Category (1) Direct Deposit	Submitter Name Jefferey Sevillano			
Subject 0 Employee's direct deposit start date	Case Origin Portal		Related Cases (0)	
Description  Only one of the employee's two active direct deposits happened on this last check. Why didn't the direct deposit to his savings account also	Status Active/Processing	1.	Appointment Details (1)	
happen? Parent Case	Reopen Case Counter		StartDat Event Type Phone # f Appointm 11/25/20 Appointment (530) 555. AP.01939	<b>_</b>
Is this a QCU Case? 🔕	Reopen Reason 1		112320	fiew All
WFA Escalation?	Reopen Reason 2			
	Reopen Reason 3			
	Service Target Date To Close Emailed 6/12/2024, 5:00 PM			
✓ Case Resolution				
Resolution Comments	Date/Time Closed			
Employee Information				

Step	Action
113.	Click the scroll bar.



UNIVERSITY OF CALIFORNIA	UCPath		Home	My Inquiries	Submit An Inquiry	Other Resources 🗸	UCPath	EMP Tester
		How ca	an we help?			Q		
				Click Here To Reques	t A Callback Appointment			
	Case 003614	70						
	Status New	Business Unit UCOP	Topic Payroll	Reopen Reason	Submitter Jefferey Sevillano	Date/Time Opened 4/28/2020, 10:18 AM		
	If you wou Case Closure Reas	Id like to clo	ose your case, p	lease select a	case closure re	ason.		
	None						•	
							Close Case	
	🔎 Case Com	nments (0)					New	
	CASE DETAILS	S FEED			1	Attachments (0)	Upload Files	
	✓ Case Inform	ation				1 Upload File	s	•

Step	Action
114.	Click the <b>My Inquiries</b> link to view another inquiry and review the case closure process.  My Inquiries
115.	Click the <b>Case Number 00731950</b> link to view the <b>Case Details</b> page. 00731950

VERSITY	UCPath	H. J.	Horr	ne My Inquiries	Submit An Inquiry	Other Resources 🗸	UCPath
			Click here to Req	uest A Callback Appointment			
	Case 00731950					+ Follow	
	Status Active/Processing	Business Unit UC Office of President	Topic Leave Balances	Reopen Case Counter	Submitter		
	lf you would li	ke to close your ca	se, please selec	t a case closure r	eason.		
	Case Closure Reason						
						Class Case	
						Close Case	1
	Case Comments	; (0)				New	
	Case Comments	(0) FEED			Attachments (0)	New Upload Files	

Step	Action
116.	You will be redirected to the case details page.



Step	Action
117.	To close an open inquiry that you have submitted, select a reason in the <b>Case</b> <b>Closure Reason</b> section.
	Click on the Case Closure Reason drop-down.
118.	Select a reason from the drop-down menu.
	For this example, select Assistance No Longer Required.
	Assistance No Longer Required

CPath		Home	My Inquines	Submit Arringuny	Other Resources V	
	How can we help?				Q	
		Click Here To R	equest A Callback Appoint:	lment		
Case						
00731950						+ Follow
Status	Business Unit	Topic	Reopen Case Counter	Submitter	_	
Active/Processing	UC Office of President	Leave Balances				
Active/Processing	UC Office of President	Leave Balances	ct a case closure	e reason.		\$
Active/Processing If you would li Case Closure Reason Assistance No Longer F	UC Office of President	Leave Balances	et a case closure	e reason.		\$ ▼
Active/Processing If you would li Case Closure Reason Assistance No Longer F Resolution Comments	UC Office of President	Leave Balances	et a case closure	e reason.		ۍ ۲
Active/Processing If you would li Case Closure Reason Assistance No Longer F Resolution Comments	UC Office of President	Leave Balances	ct a case closure	e reason.		<b>5</b> ▼
Active/Processing If you would li Case Closure Reason Assistance No Longer F Resolution Comments	UC Office of President	Leave Balances	ct a case closure	e reason.		5 •
If you would li Cese Closure Reason Assistance No Longer F Resolution Comments	UC Office of President	Leave Balances	ct a case closure	e reason.	- 	€ Close Case

Step	Action
119.	Enter <b>Resolution Comments</b> detailing why you are closing the case.
	For this example, enter <b>Inquiry was resolved locally.</b>



IVERSITY LIFORNIA	UCPath	f f	Home	My Inquiries	Submit An Inquiry	Other Resources ~	UCPath
		How can we help?					
			Click Here To F	Request A Callback Appoir	ntment		
	Case 00731950						- Follow
	Status Active/Processing	Business Unit UC Office of President	Topic Leave Balances	Reopen Case Counter	Submitter	-	
	lf you would li	ke to close your ca	se, please sele	ct a case closu	re reason.		
	Case Closure Reason						5
	Assistance No Longer F	Required					*
	Resolution Comments						
	Inquiry was resolved loc	cally.					4
						Close	Case
							_

Step	Action	
120.	Click Close Case	
	Close Case	

JCPath			My Inquiries	Submit An Inquiry	Other Resources V UCPa	th 🖸 🗈 🗍
	How can we help?					
		Click Here To	Request A Callback Ap	pointment		.
Case 00731950					+ Follow	
Status Closed/Resolved	Business Unit UC Office of President	Topic Reopen F Benefits	Reason Submitter	Date/Time Opened 1/17/2024, 2:22 PM		_
The case is p Our aim is to fully resolve y overlooked. Please select y	resently closed. If rour concerns. If you believe that to rour reopen reason and share add	f your issue ren the provided resolution is inac- titional details in the comments	nains unresol curate or incomplete, we we s.	red, it may be rec	opened. any information we might have	
Reopen Reason ()						
None					•	
					Reopen Case	
Case Comment	ts (0)					
CASE DETAILS	FEED			C Related C	Cases (0)	

Step	Action
121.	The <b>Reopen Reason</b> section appears. You have now closed the inquiry.
	<b>Note:</b> Inquiries can be reopened up to three times within a period of 12 months (365 days) from the original closure date.
122.	You have submitted an inquiry on behalf of an employee. End of Procedure.



Last changed on: 4/1/25