

Use this task to navigate through the Ask UCPath site and submit an inquiry 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 may appear differently on a tablet or smartphone, but the steps remain the same.

Primary Title:		UCPath			Q 😡 Bookmark
TRAINER 4 Employee ID:		DASHBOARD			Aski
Dashboard Employee Actions	>	How to View and Download You Your 2022 W-2 statement is available.	ur 2022 UC W-2 Stateme	int	
Performance Workcenter		曲 Jan 27, 2023			Hide Read Mo
Recruiting Workcenter					
Forms Library	>	Worklist			
Quicklinks Help / FAQ	>				Vie
		Date From	Link	Priority	
			Refresh		
🖉 Edit profile					

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



UNIVERSITY CI CALIFORNIA UCPath	Home	My Inquiries	Submit An Inquiry	Other Resources V	UCPath	EMP Tester
	How can we help?					
Trending Topics						
Need Employr	ment Verification?	Where's my	r paycheck?	Retiring	j soon?	
Quick Search						
Benefits	Paycheck / Payroll Issues	Update Personal Info	Direct Deposit	Employment / Wage Verification	Eave Balances & Accruals	
Frequently Asked	I Questions			Feature	ed Videos	
Missed Pay	•	low to provide proof of your	employment and income	LL Ask UCDath		
How to set up direct deposit	t V	Where do I send additional d	ocumentation supporting	Ask UCPath		

Step	Action
2.	The Ask UCPath homepage appears. You can find a variety of resources on this page to help you find answers to your questions without needing to submit an inquiry.
	Some of the 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 Ask UCPath.
3.	Note: As you click on links or access certain resources on Ask UCPath, you may be redirected outside of the 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 Other Resources section.
	We will return to the My Inquiries and Submit an Inquiry sections later in this tutorial.
	Click the Other Resources link.
	Other Resources V



	Home	My Inquiries	Submit An Inquiry	Other Resources	UCPath	EMP Tester
How car	we help?			Benefits Billing Portal Benefits Deduction Cale		
Trending Topics				Payroll Calendar		
	(arification 2	10/h a mata mare	neuchaels?	Deticion		
Reed Employment	vernication?	where's my	paycheck?	Reuning	500H?	
Quick Search						
Benefits	Paycheck / Payroll Issues	Update Personal Info	Direct Deposit	Employment / Wage Verification	ENPLOYED ENPLOYED Leave Balances & Accruals	
Frequently Asked Ques	stions			Feature	d Videos	
Missed Pay	He	ow to provide proof of your here do I send additional do	employment and income	U Ask UCPath		

Step	Action
5.	The Other Resources provides you with a list of additional sites and resources that are commonly used. Note: The list of other resources is subject to change. You may be prompted to log in with your single sign-on credentials when you click on links or access specific resources on Ask UCPath.



Step	Action
6.	The UCPath link will direct you to your UCPath Dashboard.
7.	Next, is the How can we help? search bar. You can search for topics related to UCPath using the search bar.





Step	Action
8.	For this example, enter address in the search bar.



Step	Action
9.	Click on the Lookup button.
	Q
10.	The search results will display under the Knowledge tab.
	This will list all of the available resources related to the topic.





Step	Action
11.	You can use any of the filters to narrow down your search. For this example, use the How_To filter.
	Click the How_To option.

UNIVERSITY GALIFORNIA UCPath	Home	My Inquiries	Submit An Inquiry	Other Resources 🗸	UCPath	EMP Tester
address				х Q		
		KNOWLEDG				
Topics	Knowledge Ty	rpe: How_To ×			Clear All Filters	
Records Request (2) > UCPath Online (2) > Human Resources (1) > UCPath Help site (1) > Knowledge Type Clear >	Results 1-8 of	B for address in 0.33 secon Update My Address Summary: UCPath Help si and/or mailing address in U Keywords: Employee Actio	ds te content for Self Service (CPath online. ons Personal Information, L	Users (all employees). Use this ta JCPath Help site	RELEVANCE DATE V 6/29/2021 ask to update your home	
Article (3)					Details 🗸	
Q_A (8)		How to set up direct depo	sit		January 23	•



Step	Action
12.	The search results were filtered to list the "how to" resources related to the address topic. For this example, select the Update My Address search result.
	Click the Update My Address link.
	Update My Address

Search X S Update My Address X +		Ý	-	6	×
← → C	/tpc/7f0b199f-903a-4df5-b501-03b8bbb62234/Imstart.html?dhtml&Guid=7f0b199f-903a-4df5-b5 🕇				
At View outline 82 Charts					
		_	_	_	
See If Try If Tr					
Use this task to update your home and/or mailing address in UCPath.					
Personal Information > Personal Information Summary or					
Menu Navigation: Employee Actions > Personal Information > Personal Information Summary					
Note: This example uses sample images as seen on a computer. Sample images appear	r differently on a tablet or smartphone, but the steps remain the same.				
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Step	Action
13.	For this example, the UCPath Help 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 update your address in UCPath.
	To return to the Ask UCPath homepage, close the browser tab.
	Click the Close button.
	×



UCPath Hom	e My Inquiries Submit An Inquiry	Other Resources ∽ UCPath	EMP Tester
How can we help?		a 1 1 1 1	
Trending Topics			
Need Employment Verification?	Where's my paycheck?	Retiring soon?	
Quick Search			
Benefits Paycheck / Payroll Issues	Update Personal Info	Employment / Wage Verification	
Frequently Asked Questions		Featured Videos	
Clone Job Opening How to enroll or change your voluntary retirement sav-	Why doesn't my paycheck indicate my accrued leave balances?	U Ask UCPath	v

Step	Action
14.	Another option is to run a "global search."
	Leave the search field blank and click the Lookup button to the right of the How can we help? search field.
	Click on the Lookup button.
	Q

UNIVERSITY CALIFORNIA UCPath	Home My Inqu	iries Submit An Inquiry	Other Resources 🗸	UCPath (EMP Tester
How can we	i help?		Q		
	KNC	WLEDGE INQUIRIES			
Topics	Results 1-10 of 538 in 0.50 secon	nds		RELEVANCE DATE V	
Payroll (50) > Human Resources (44) > Open Enrollment (35) >	How to set up dire	ect deposit		January 23 Details 🗸	
+ Show more	Life Events / Bene Summary: Self-se	efit Changes rvice page to register for life events of	or make benefits changes.	5/20/2021	
Article (9)				Details 🗸	
How_To (60)	Can I change my	benefits plans during a life event	?	3/18/2021	,

Step	Action
15.	With the "global search" the Knowledge tab will provide a list of resources that are trending in the system.



Step	Action
16.	Click on the Inquiries link.
	INQUIRIES



Step	Action
17.	With the "global search" the Inquiries tab will list all your open and closed cases.





Step	Action
18.	Click on the Home link to return to the Ask UCPath homepage.
	Home

UNIVERSITY OF CARLCORNER UCPath	Home	My Inquiries	Submit An Inquiry	Other Resources ~	UCPath	EMP Tester
	How can we help?					
Trending Topics						
Need Employ	ment Verification?	Where's my	paycheck?	Retirin	ig soon?	
Quick Search						
Benefits	Paycheck / Payroll Issues	Update Personal Info	Direct Deposit	Employment / Wage Verification	ENTOTION TOWN	
Frequently Asked	I Questions			Featu	red Videos	
Missed Pay How to set up direct deposi	t	How to provide proof of your Where do I send additional de	employment and income	U Ask UCPat	h	

Step	Action
19.	The Trending Topics 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 there are any new or updated resources available.
20.	The Quick Search section is designed to help users find information on the most commonly searched topics.
	By clicking on any of the quick search topics, you can access additional information related to that topic.
21.	Click the scroll bar.
22.	The Frequently Asked Questions 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 Frequently Asked Questions section, you can access additional information related to that topic.



	Home	My Inquiries	Submit An Inquiry	Other Resources 🗸	UCPath	EMP Tester
Quick Search						
Benefits	Paycheck / Payroll Issues	Update Personal Info	Direct Deposit	Employment / Wage Verification	ENPLOYED BALANCES & Accruais	
Frequently Asked Q	uestions			Featured	Videos	
Clone Job Opening Missed Pay How to enroll or change your vo ings plans. contributions Search Job Openings I did not receive my paycheck	luntary retirement sav-	How to set up direct deposit How to get a copy of your W How long does it take to pro ployment request?	.2 form cess a verification of em.	U Ask UCPath Ask UCP	h Overview	
		University of California © 2015 Regents of the Univer	UC Office of the President. sity of California Terms of us	e		

Step	Action
23.	The Featured Videos section will showcase a video or you can click on the Featured Videos link to access additional videos.
	Click on the Featured Videos link.
	Featured Videos





Step	Action
24.	For this example, these are the videos that are currently available. The videos will change based on availability.
	Click on the Home link to return to the Ask UCPath homepage.



Step	Action
25.	Now let's return to the top toolbar and review the Submit An Inquiry section.
	Note: Be sure to check the status of your inquiry prior to submitting another inquiry. You can add a comment to your open case if you would like to request a status update. Additionally, utilizing the resources available on the Ask UCPath site before submitting an inquiry can help you find the answer to your question more quickly.
	Click on the Submit An Inquiry link to submit your question to UCPath.



Yes Construction Provide the provi							
Description of the set of							
MY OPEN INQUIRIES Date/Time Opened Case Number Topic Subject 117/2024, 141 PM 0155518 Benefits I haid a baby, need to enrol in benefits 118/2024, 837 AM 0155514 Benefits I haid a baby, need to enrol in benefits 118/2024, 837 AM 0155514 Benefits what referenent plan do I have?							
Date Time Opened Case Number Topic Subject 1/17/2024, 14/ FM 0155518 Benefits Ihad a baby, need to enrol in benefits 1/18/2024, 930 AM 0155519 Payrell my paycheck is wrong 1/18/2024, 937 AM 0155514 Benefits what reformed plan do I have?							
1/17/2024, 141 PM 01955518 Benefits I had a baby, need to enrol in benefits 1/102024, 9.30 AM 01955519 Payrol my payrhex's is wrong 1/102024, 9.37 AM 01958144 Benefits what refirement plan do 1 have? v View AI View AI View AI							
1/16/2024, 9.37 AM 019969144 Benefits what retrement plan do 1 have? Vew AI Vew AI							
View All View All							
No, I need help with something else							
Submit An Inquiry							
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Step	Action
26.	This page will display your open and closed inquiries. It is important to check your open and closed inquiries to determine if your question is related to any of them. If it is, you can add your question or comment to your open or reopen your recently closed inquiry.

UNIVERSITY OF CALIFORNIA UCPa	ith		Home My Inquiries		Submit An Inquiry	Other Re	sources 🗸	UCPath	٢	EMP Tester	
	How	can we help?							T		
	These are your open and recently closed inquiries. Is your question related to any of these? If yes, please add your question/comment to your open inquiry or proceed with reopening your closed inquiry.										
MY OP	EN INQUIRIES				RECENTLY CLOSED						
Date/Time	e Opened Case Number	Topic Su	ubject	^	Date/Time Closed	Case Number	Topic	Subject	^		
1/17/2024,	1:41 PM 01955518	Benefits Ih	ad a baby, need to enroll in benefits	I.	1/18/2024, 9:30 AM	01955519	Payroll	my paycheck is wrong			
1/18/2024,	9:37 AM 01956144	Benefits w	hat retirement plan do I have?	~	1/24/2024, 11:22 AM	01955546	Benefits	my benefits are wrong	~		
View All					View All						
No, I need help with something else											
	Submit An Inquiry										
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Step	Action
27.	If you still need help with something else, you can proceed with submitting your question. Click on Submit An Inquiry .
	Submit An Inquiry



UNIVERSITY 677 CANEGORNER UCPath	Home My Inquiries Submit An Inquiry Other Resources V UCPath	EMP Tester
	o	
	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? 	
	Next	
	University of California UC Office of the President. Link http://ucop.edu/ @ 2015 Regents of the University of California Terms of use Link http://www.ucop.edu/terms/	

Step	Action
28.	You will be directed to the inquiry form.

CALIFORNIA UCPath	Home My Inquiries Submit An Inquiry Other Resources 🗸	UCPath 😩 EMP Tester
	o·	
	What can UCPath assist you with?	
	Please provide a detailed description of your issue:	
	Detailed description progress indicator Don't know what to write?	
	* Vites we explore your fast impacted by this issue? * Here you encounter this has be telefor? * Once you have supplied a detailed description, the progress indicator will turn green with a check box.	
	Next	
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Step	Action
29.	Begin with entering what UCPath can help you with. For this example, type How do I change my name and benefits?



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	o	
	What can UCPath assist you with?	
	Now do Lichange my name and benefits? 37/255	
	Please provide a detailed description of your issue:	
	Denier ureichigung progress marcaun	
	* When very sy our fail moaded by the also? * New you encounted that assochations: * Once you have supplied a detailed description, the progress indicator will turn green with a check box.	
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Step	Action
30.	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.

UNIVERSITY CALIFORNIA UCPath	Home My Inquiries Submit An Inquiry Other Resources 🗸 UCF	Path 🕘 EMP Tester
	o·	
	What can UCPath assist you with?	
	How do I change my name and benefits? 37/255	
	Please provide a detailed description of your issue:	
	Don't know what to write?	
	*When were you first impacted by this issue? *Nare you encountered this issue before? *Once you have subject a detailed description, the progress indicator willturn green with a check box.	
	Next	
	University of California UC Office of the President, Link http://ucop.edu/ © 2015 Reperts of the University of California Terms of use Link http://www.ucop.edu/emms/	v
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Step	Action
31.	Type, I got married on 1/30/24.



CANLORNIA UCPath	Home My Inquiries Submit An Inquiry Other Resources VUCPath	😩 EMP Tester
	o	
	What can UCPath assist you with?	
	How do I change my name and benefits? 37/255	
	Please provide a detailed description of your issue: Igo mainted on 1/30/4 and need to change my last name. In not sure how to do this and if I need to submit any documentation. Iako need to add my spouse to my benefits and would like more information on this process. My spouse currently has outside coverage, will this impact enrolment?	
	Thank you!	
	 When were you first impacted by this issue? * have you encountered this assee before? * Once you inare supplies a deated description, the progress indicator will turn green with a check box. 	
	Next	
	University of California UC Office of the President. Link http://ucop.edu/ @ 2015 Regents of the University of California Terms of use Link http://www.ucop.edu/terms/	
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Step	Action
32.	For this example, the description has been completed for you.
	Once you have provided a detailed description, the process indicator will change to green, accompanied by a check mark.
	Although you can still submit your inquiry if the progress indicator does not turn green, we encourage you to provide as much information as possible to ensure proper handling of your inquiry.

UCPath	Home My Inquiries Submit An Inquiry Other Resources V UCR	Path 🕘 EMP Tester
	o	
	What can UCPath assist you with?	
	How do I change my name and benefits? 37/255	
	Please provide a detailed description of your issue:	
	I got married on 1/30/24 and need to change my last name. I'm not sure how to do this and if I need to submit any documentation.	
	this impact enrolment?	
	🚫 Thank you!	
	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, the progress indicator will turn green with a check box.	
	Next	
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	@ 2015 Regents of the University of California Terms of use Link http://www.ucop.edu/terms/	~
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Step	Action	
33.	Once you have entered all the details, click on Next to continue.	
	Next	

Home My Inquiries Submit An Inquiry Other Resources 🗸 UC	CPath 🕘 EMP Tester
< Previous	
These resources might help	
Suggested resources based on the issue you described	
> Update My Legal Name	
> How do I update my Preferred Name?	
> How to change your name	
> How to change your name with your medical provider	
> How to update your personal information	
Cancel Inquiry Submit An Inquiry	Ļ
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Step	Action
34.	You will then be redirected to the resources page.

UNIVERSITY OF CARECORNIA UCPath	Home My Inquiries Submit An Inquiry Other Resources 🗸 UC	CPath 🚨 EMP Tester
	< Providua - O	
	These resources might help Suggested resources based on the issue you described	
	Vipdate My Legal Name Vingrate my Deterror Name?	
	Y how do reporting in returning in the set of the	
	How to things your hand our your indexed protect How to update your personal information	
	Cancel Inquiry Submit An Inquiry	
		€_100% ~



Step	Action
35.	 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 Update My Legal Name. > Update My Legal Name

NUCPath	Home My Inquiries <u>Submit An Inquiry</u> Other Resources 🗸 UCPa	th 🕘 EMP Tester
	< Previous 0 0	
	These resources might help	
	Suggested resources based on the issue you described	
	<u>Update My Legal Name</u> Use this task to Update your Name in UCPath online You must update your name with the appropriate Federal agencies before you enter your name change in UCPath.	
	Read more Your opinion can help others Was this helpful? Yes No	
	> How do I update my Preferred Name?	
	How to change your name How to change your name with your medical provider	
	> How to update your personal information	

Step	Action
36.	Click Read more.
	Read more

Submit Inquiry \ Update My Legal X	+	\sim	-		×
C A == https://spwebserv.ucop.edu/SelfServiceUsers/PORplayer/data/tpc/66d265a1-a8ff-4367-b6c7-2cd1ba2be28d/Imstart.htm	2			ٹ ٹ	≡
-원 Import bookmanks 体 Most Visited			» 🗅	Other Boo	okmarks
🛃 View outline 👸 Share					3
💽 See RI 🔻 🖑 Try RI 🔻 Reid Print RI					
Use this task to update your legal name in UCPath online. You must update your legal name with the appropriate Federal agencies before you submit a request to change your legal name	in UCPath	h.			^
Dashboard Navigation: Personal Information > Personal Information Summary					
or Menu Navigation:					
Employee Actions > Personal Information > Personal Information Summary					
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.					
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Step	Action
37.	The selected resource will open in a new browser tab.



Step	Action
38.	When you are finished you can go back to the Submit An Inquiry tab. Click on the \mathbf{X} to close out your current tab.





Step	Action
39.	Please note, 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
	In this example, we will proceed with submitting an inquiry.

uCPath	Home My Inquines Submit An Inquiry Other Resources VUCPath	EMP Tester
	C Previous • • • • • • • • • • • • • • • • • • •	
	These resources might help	
	Suggested resources based on the issue you described	
	✓ Update My Legal Hame Use this task to Update your Name in UCPath online You must update your name with the appropriate Federal agencies before you enter your name change in UCPath.	
	Your opinion can help others Was this helpful? O Yes O No	
	> How do I update my Preferred Name?	
	> How to change your name	
	> How to change your name with your medical provider	
	> How to update your personal information	

Step	Action
40.	Click the scroll bar.

Hone My knaines Submit An knainy Other Resources 🗙 More 💙	۹ ^
< Prescus	
These resources might help	
Suggested resources based on the issue you described	
> Update My Legal Name	
> How do I update my Preferred Name?	
> How to change your name	
> How to change your name with your medical provider	
> How to update your personal information	
Cancel Inquiry Submit An Inquiry	~
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Step	Action
41.	Click Submit An Inquiry.
	Submit An Inquiry

Home My Inquiries Submit An Inquiry Other Resources	✓ More ✓ Q
000	
*Beat Contact Enall UCPath tester@university/stalfornia.edu *Beat Contact Phone Number	
(STII)255457	
2. Upbed Files of deep files	
Cancel Ingury Solant An Ingury	
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Step	Action
42.	Your email and phone number will automatically populate. You can update it as needed.
	You also have the option to upload files.

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	Contact final UCPRINTENEERGEWIVERS/SCRAFFINA du UCPRINTENEERGEWIVERS/SCRAFFINA du Dest Contact final	
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	Cancel Inquiry Submit An Inquiry	
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Step	Action	
43.	Click Submit An Inquiry.	
	Submit An Inquiry	

UNIVERSITY OF CALIFORNIA	ICPath		Home	My Inquiries	Submit An Inquiry	Other Resources 🗸	UCPath	EMP Tester	
		How can we help?	** A 11 ANA ? * * * * * * * * * * * * * * * * * * * 			Q			
				Click Here To Request A	Callback Appointment				
	Case 0201441	4							
	Status New	Business Unit UC Office of President	Topic Benefits	Reopen Reason	Submitter	Date/Time Opened 4/12/2023, 7:18 PM			
	lf you wou	Id like to close yo	ur case, p	lease select a	case closure rea	son.			l
	Case Closure Reas	on							
	None						•		
							Close Case		
	🔀 Case Com	ments					New		

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

	Path		Home	My Inquiries	Submit An Inquiry	Other Resources	 UCPath 	EMP Tester
		How can we help?						
			Cli	ck Here To Request A Cal	lback Appointment			
5	Case 02014414							
St	itatus Bus Iew UC	siness Unit COffice of President	Topic Benefits	Reopen Reason	Submitter	Date/Time Opened 4/12/2023, 7:18 PM		
lf	f you would	like to close you	ır case, ple	ase select a ca	se closure rea	son.		
Са	ase Closure Reason							
	None						•	
							Close Case	
2	Case Comment	ts					New	



Step	Action
45.	Let's review the Case Details section of your submitted inquiry. This is the case number assigned to your inquiry.
	We will return to the Callback Appointment button later in this tutorial.

UNIVERSITY OF CALIFORNIA	UCPath	A.	Home	My Inquiries	Submit An Inquiry	Other Resources V	UCPath	EMP Tester
		How can we help)?			Q		
				Click Here To Request A	Callback Appointment			
	Case 02014	1414						
	Status New	Business Unit UC Office of President	Topic Benefits	Reopen Reason	Submitter	Date/Time Opened 4/12/2023, 7:18 PM		
	lf you wo	ould like to close ye	our case, p	lease select a	case closure rea	ison.		
	Case Closure Re	eason						
	Hone						· · ·	
							Close Case	
	훋 Case Co	omments					New	

Step	Action
46.	You can add comments to your inquiry using the Case Comments field. You also have the option to attach documents. Click on the New button to add a case comment.
47.	Comments added to the case will display in the Case Comments section. For this example, no comments appear.
48.	Existing attachments, if any, can be reviewed and new ones can be uploaded in the Attachments section.



	Hor How can we help?	ne My Inquiries	Submit An Inquiry	Other Resources ∨ Q	UCPath
		Click Here To Request	t A Callback Appointment		
Cese 0201441	14				
Status New	Business Unit To UC Office of President Be	pic Reopen Reason enefits	Submitter	Date/Time Opened 4/12/2023, 7:18 PM	
If you wou Case Closure Reas	Ild like to close your c	ase, please select a	a case closure rea	son.	
None					▼
					Close Case
🕑 Case Com	nments (0)				New
CASE DETAIL	S FEED		C	Attachments (0)	Upload Files
✓ Case Inform	nation			▲ Upload Files]

Step	Action
49.	Click the scroll bar.

		Attachments (0) Upload Files
✓ Case Information		1 Upload Files
Topic Payroll	Date/Time Opened 4/12/2023, 7:18 PM	Or drop files
Category Direct Deposit	Submitter Name	Related Cases (0)
Subject Girect deposit start date	Case Origin Portal	_
Description Only one of my two active direct deposits happened on my last check. Why didn't the direct	Status Active/Processing	Appointment Details (0)
deposit to my savings account happen?	Reopen Case Counter	
Patent Case	Reopen Reason 1	
	Reopen Reason 2	
	Reopen Reason 3	
	Service Target Date To Close Emailed 6/12/2024, 5:00 PM	

Step	Action
50.	Related inquiries can be reviewed in the Related Cases section. For this example, there are no related cases.



✓ Case Information	1. Upload Files
Topic Date/Time Opened Payroll 4/12/2023, 7:18 PM	Or drop files
Category Submitter Name Direct Deposit	Related Cases (0)
Subject Case Origin direct deposit start date Portal	
Description Status Only one of my two active direct deposits Active/Processing happened on my last check. Why didn't the direct	Appointment Details (0)
deposit to my savings account happen? Reopen Case Counter	
Reopen Reason 1	
Reopen Reason 2	
Reopen Reason 3	
Service Target Date To Close	Emailed

Step	Action
51.	Click the scroll bar.

JCPath			My Inquiries	Submit An Inquiry	Other Resources 🗸 🛛 I	JCPath
 Employee Information 						
Best Contact Phone Number (510)987-0457	Best	Contact Email 0				
Employee Name						
EMPLID						
✓ Additional Information						
Service Now Ticket Required?	Serv 1 = F	ice Now Urgency ligh				
Service Now Comments	Serv Appl	ice Now Category ication, Enterprise > UCPath >	PeopleSoft > Benefits			
Service Now #	Defe	ct#				
	JRA	Change Request #				
Emails (0)						
Emails (0)	FRI	OM ADDRESS		TO ADDRESS	MESSAGE DATE	
Emails (0) SUBJECT	FRI	DM ADDRESS		TO ADDRESS	MESSAGE DATE	

Step	Action
52.	Emails associated with the case can be reviewed in the Emails section. For this example, no emails are displayed.



UCPath	Home	My Inquiries Submit An Inquiry	Other Resources V UCPath	
✓ Employee Information				
Best Contact Phone Number () (510)987-0457	Best Contact Email	/		
Employee Name				
EMPLID				
✓ Additional Information				
Service Now Ticket Required?	Service Now Urgency 1 = High			
Service Now Comments	Service Now Category Application, Enterprise > UCPath > Peop	pleSoft ≻ Benefits		
Service Now #	Defect #			
	JRA/Change Request #			
Emails (0)				
SUBJECT	FROM ADDRESS	IU ADDRESS	MESSAGE DATE	
			View Al	
	University of Califor	nia UC Office of the President.		

Step	Action
53.	Click the scroll bar.

CASE DETAILS FEED		Attachments (0) Upload Files
✓ Case Information		▲ Upload Files
Topic 🜑 Payroll	Date/Time Opened 4/12/2023, 7:18 PM	Or drop files
Category Direct Deposit	Submitter Name	Related Cases (0)
Subject	Case Origin Portal	
Description Only one of my two active direct deposits happened on my last check. Why didn't the direct	Status Active/Processing	Appointment Details (0)
deposit to my savings account happen?	Reopen Case Counter	
Parent Case	Reopen Reason 1	
	Reopen Reason 2	
	Reopen Reason 3	
	Service Target Date To Close Emailed 6/12/2024, 5:00 PM	
	6/12/2024, 5:00 PM	

Step	Action
54.	The Status updates throughout the life of the case. This helps provide an indication of what is happening with the case. For example, this new inquiry displays the status as Active/Processing .



CASE DETAILS FEED		Attachments (0) Upload Files
✓ Case Information		Upload Files
Topic Payroll	Date/Time Opened 4/12/2023, 7:18 PM	Or drop files
Category Direct Deposit	Submitter Name	Related Cases (0)
Subject Girect deposit start date	Case Origin Portal	
Description Only one of my two active direct deposits happened on my last check. Why didn't the direct	Status Active/Processing	Appointment Details (0)
deposit to my savings account happen?	Reopen Case Counter	
	Reopen Reason 1	
	Reopen Reason 2	
	Reopen Reason 3	
	Service Target Date To Close Emailed 6/12/2024, 5:00 PM	

Step	Action
55.	The Service Target Date To Close Emailed field lists the expected resolution date.
	An email is also sent to notify you of the service target date. Cases may be resolved before this date.

CASE DETAILS FEED		Attachments (0)	Upload Files	
✓ Case Information		▲ Upload File	25	
Topic Payroll	Date/Time Opened 4/12/2023, 7:18 PM	Or drop files		
Category● Direct Deposit	Submitter Name	Related Cases (0)		
Subject 🚯 direct deposit start date	Case Origin Portal			
Description Only one of my two active direct deposits happened on my last check. Why didn't the direct	Status Active/Processing	Appointment Details (0)		
deposit to my savings account happen?	Reopen Case Counter			
Parent Case	Reopen Reason 1			
	Reopen Reason 2			
	Reopen Reason 3			
	Service Target Date To Close Emailed 6/12/2024, 5:00 PM			

Step	Action
56.	Click the scroll bar.



UNIVERSITY OF CALIFORNIA	ICPath	fill f	Home	My Inquiries	Submit An Inquiry	Other Resources V	UCPath	EMP Tester
		How can we help?	***** ? *****			Q		
I				Click Here To Request	A Callback Appointment			
	Case 0201441	4						
	Status New	Business Unit UC Office of President	Topic Benefits	Reopen Reason	Submitter	Date/Time Opened 4/12/2023, 7:18 PM		
	If you wou Case Closure Reaso	Id like to close you	ur case, p	lease select a	case closure re	eason.		
	None						•	
							Close Case	
	🔀 Case Com	ments (0)					New	
	CASE DETAILS	FEED				Attachments (0)	Upload Files	
	✓ Case Information	ation				🗘 Upload File	es	

Step	Action
57.	After submitting an inquiry, you can request an appointment to speak with a UCPath Associate.
	You will need this case number and your employee ID when making the appointment. The Call Back Appointments page opens in a new tab so that you can easily refer back to this page if needed.
	Click the Click Here To Request A Callback Appointment button.

	university of california	CPath		
@ –		—		
UCPath E A UCPath	nployee Call Backs Associate will call you			
i≡ Select Ap	pointment			
Benefits	25		×	
Leave Balances			· · · ·	
Leaves of Abser	се		~	
Open Enrollmen			~	

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



UCPath Employee Call Backs A UCPath Associate will call you.		
		×
i≡ Select Appointment		
Benefits	~	
Human Resources	~	
Leave Balances	~	
Leaves of Absence	~	
Open Enrollment	~	
Payroll	~	
Records Request	~	
UCPath Online	~	
Workers' Compensation	~	

Step	Action
59.	Click the button to the right of the Payroll topic.

UCPath Employee Call Backs A UCPath Associate will call you.			
≔ Select Appointment			
Benefits		~	
Human Resources		~	
Leave Balances		~	
Leaves of Absence		~	
Open Enrollment		~	
Payroll		^	
Payroll Call Back Payroll Call Back			
Records Request		~	

Step	Action
60.	Select Payroll Call Back.

FF	Payroll Payroll with Fir JCPath A UCPa	l Call Ba st Avai h Emp l ath Ass	ack ilable loyee (sociate	Call Ba will ca	acks ill you.				< Back
<		S Fet	elect Da	ate 2024		>	8th	Select Time February 2024	
s	м	т	w	т	F	s		08:30 am	^
				1	2	3		08:45 am	j I
4	5	6	7	8	9	10		09:00 am	
11	12	13	14	15	16	17		09:15 am	
18	19	20	21	22	23	24		09:30 am	
25	26	27	28	29				09:45 am	
(Э т ,	imezon Americ	ie - You a/Los_i	are see	eing ap s time.) pointm Chang	ents in je		10:30 am 10:45 am	

Step	Action
61.	All appointments are scheduled for the next day or later.
	Click the Date button.
	8
62.	Scroll to find available appointment start times. Appointments are for one hour.
	Click the scroll bar.

P P W U A	ayroll ayroll ith Firs CPath UCPa	Call Ba st Avail 1 Empl ath Ass	ack lable oyee lociate	Call B a will ca	acks Il you.			< Back	
<		Se Feb	elect D oruary	ate 2024		>	Select Time 8th February 2024		
s	м	т	w	т	F	s		_ ^	
						-	10:30 am		
)	10:45 am		
4	5	6	7	8	9	10	11:00 am)	
11	12	13	14	15	16	17	11:15 am		
18	19	20	21	22	23	24	11:30 am	í 📗	
25	26	27	28	29			11:45 am	т	
(A) TH					J	nto in	12:00 pm	T 🚺	
4	merica	a/Los_A	Angele	enig ap s time.	Chang	e e	12:15 pm	ή 📕	



Step	Action
63.	Click the 12:15 pm button.
	12:15 pm

Payroll Payroll Call Back with First Available	< Back	
UCPath Employee Call Backs A UCPath Associate will call you	a de la companya de l	
Thursday, February 8th 2024 *	12:15 PM	
🖳 Enter Details	Î	
First Name	Terms & Conditions We will make every effort to call you on your scheduled	
* Last Name	appointment time. In the event we are unable to reach you at your scheduled time, please schedule a new appointment.	
* Employee Id	I'm not a robot	
• What Case # is this Call Back For		
* Phone # for Appointment	Book Call Back Appointment	
Email for Appointments		
Notes from Customer		

Step	Action
64.	Enter your call back information on the Personal Details page.
	Note: You can access the previous tab to find your Employee ID and Case Number on the Case Details page in UCPath.
65.	Click in the First Name field.
	* First Name
66.	Enter the desired information into the field. For this example, enter Kirk.
67.	Click in the Last Name field.
	* Last Name
68.	Enter the desired information into the field. For this example, enter Han.
69.	Click in the Employee Id field.
	* Employee Id
70.	Enter the desired information into the field. For this example, enter 10003079 .
71.	Click in the What Case # is this Call Back For field.
	* What Case # is this Call Back For



Step	Action
72.	Enter the full case number, including the preceding zeroes. Enter only one case number in this field.
	For this example, enter 02014414.
73.	Click in the Phone # for Appointment field.
	* Phone # for Appointment
74.	Enter the desired information into the field. For this example, enter 530-555-2323 .
75.	The appointment confirmation will be sent to the email entered here.
	Click in the Email for Appointments field.
	* Email for Appointments
76.	Enter the desired information into the field. For this example, enter 10003079@ucoptest.edu .
77.	(optional) Enter additional notes or add attachments as needed.
78.	Click the I'm not a robot option.
79.	Read the notes below and check the Terms & Conditions check box.

			· •	
Payroli Payroli Call with First A UCPath En A UCPath J Thursday,	i Back vailable mployee Call Backs Associate will call you. February 8th 2024 12:15 Pl	۸	< Back	
Enter Det 'Fielt Name Kirk 'Last Name Han 'Employee Id 10003079 'What Case # is file D2014114 'Phone # for Appointm S30-655-2323 'Email for Appointm	alls	Terms & Condition We will make every effort to appointment time. In the ev appointment. Tr not arobot Book Call Back.r	IS call you on your schedule ent we are unable to reach please schedule a new Regeries Mage : here	d
Notes from Custon	mer			~



Step	Action
80.	Click the Book Call Back Appointment button.
	Book Call Back Appointment



Step	Action
81.	A confirmation message appears.
	You will receive a call back with the First Available 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.



COLUMN UCPath	Home	My Inquiries	Submit An Inquiry	Other Resources ~	UCPath	EMP Tester
How car	we help?					
Trending Topics						
Need Employment V	/erification?	Where's my	paycheck?	Retirin	ig soon?	
Quick Search						
Benefits	Paycheck / Payroll Issues	Update Personal Info	Direct Deposit	Employment / Wage Verification	Leave Balances & Accruais	
Frequently Asked Ques	tions			Featu	red Videos	
Clone Job Opening How to enroll or change your voluntar	ry retirement sav-			U Ask UCPat	h an a a	•

Step	Action
82.	You will be redirected to the Ask UCPath homepage. The requested call back appointment will appear in the Case Details page. Click the My Inquiries link. My Inquiries

		1		My nqui	ries Submit An Inqui	y Other	Resources 🗸	More 🗸		٩
Inquiries My Closed Inqu	iries									
n Inquiries 👻	by All cases - 5 more fil	ters applied • Updated a few se	conds ago			Q. 1	Search this list		\$- ≣	- C
Date/Time Opened † V	Case Number V	Topic V	Subject	~	Status 🗸	Parent Case V	Case Origin	✓ Submitte	r Na 🗸	
1/17/2024, 1:41 PM	01955518	Benefits	I had a baby, need to enroll in benefits		Review Requested		Portal			•
1/18/2024, 9:37 AM	01956144	Benefits	what retirement plan do I have?		Review Requested		Portal			•
2/7/2024, 12:24 PM	02014414	Benefits	How do I change my name and benefits?		Active/Processing		Portal			•
2/7/2024, 3:07 PM	02014467	Leave Balances	test		Active/Processing		Portal			•
	Inquiries Wy Closed inquiries Closed inquiries Closed + Filtered Date/Time Opened + Filtered Date/Time Opened + Closed + 1/17/2024, 13/24, 141 PM 27/2024, 13/24 PM 27/2024, 13/24 PM 27/2024, 3/7 PM	Inquiries Wy Closed Inquiries Inquiries My Closed Inquiries Introduction And Transformed Primed by At cases - 5 more fit BaterTime Opened † Case Namber Int72024, 1:41 PM 1172024, 1:41 PM 1172024, 1:41 PM 1172024, 1:42 PM 2172024, 2:21 PM 2172024, 2:21 PM 2172024, 2:31 PM 217204, 2:31 PM 2172024, 2:31 PM 217204, 2:31 PM 2	Inquiries Wy Closed Inquires Alternative My Closed Inquires Alternative My Alterses - Smore filters applied - Updated a few as BaterTime Opened ↑ V Case Number V Topic V I1/72024, 1:41 PM 0195519 Benefits 11/72024, 1:24 PM 0294144 Benefits 27/2024, 1:24 PM 0291444 Benefits 27/2024, 1:24 PM 0291444 Benefits	Inquiries Mr Closed Inquiries Mr Closed Inquiries	Inquiries Mr Closed Inquiries Inter by Closed Inquiries Inter by Clases - Smore Hitms applied * Updated a few seconds ago Inter by Clases - Smore Hitms applied * Updated a few seconds ago Intraduct, 124 FM 0195518 Benefits Inter A bady, need to enrol in benefits Infraduct, 027 AM 01958144 Benefits How do I change my name and benefits? Infraduct, 027 FM 0201444 Benefits Inter A bady, need to enrol in benefits? Infraduct, 027 FM 0201444 Benefits Inter A bady, need to enrol in benefits? Infraduct, 027 FM 02014447 Leave Balances Inter A bady.	Inquiries Wr An Inquiries Tete by Darbar P Herrel by At cases - 5 more flarm acpider - Updated a few seconds ago Date-Time Operend † V Case Number V Topic V Subject V Status V 1/770224, 1:14 PM 0155518 Benefits Inde Abdy, need to empli hoenefits Review Requested 1/770224, 1:24 PM 001951144 Benefits How 6 1 change my name and benefits? Review Requested 2/70224, 1:24 PM 00211447 Laws Balances test ActiveProcessing 2/72024, 1:27 PM 00211447 Laws Balances test ActiveProcessing	Inquiries Mr Clesed Inquiries Inter by Care Isamber V Topic V Subject V Sub	Inquiries Wrotesde Inquiries Interity for Under Stands - Smorte Herrer subjet - Updated a fere seconds spo Inter By Daniff Comment - Marcel Stands - Smorte Herrer subjet - Updated a fere seconds spo Inter Stands - Smorte Herrer Stands - Smorte Herrer subjet - Updated a fere seconds spo Inter Stands - Smorte Herrer Stands - Smorte Herrer Stands - Smorte Herrer Her	Inquiries Wrotesdenquiries Interfy United Sector S	Induiries Wrotesdamy if and with a server a space i bipated a few server is associated as a server in based is a server in based in bas

Step	Action
83.	Click the Case Number 02014414 link to view the Case Details.
	02014414



UNIVERSITY OF CALIFORNIA	ICPath		Home	My Inquiries	Submit An Inquiry	Other Resources 🗸	UCPath	EMP Tester
		How can we help	7 ?					
I				Click Here To Request /	A Callback Appointment			
	Case 0201441	14						
	Status New	Business Unit UC Office of President	Topic Benefits	Reopen Reason	Submitter	Date/Time Opened 4/12/2023, 7:18 PM		
	lf you wou	Ild like to close yo	ur case, p	lease select a	case closure rea	son.		
	Case Closure Reas	on						
	None						•	
							Close Case	
	🔎 Case Cor	nments (0)					New	

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

UCPath		Home	My Inquiries	Submit An Inquiry	Other Resources 🗸	UCPath	EMP Tester
	How can we he	ip?			Q		
			Click Here To Request A	Callback Appointment			
Case 02014	4414						
Status New	Business Unit UC Office of President	Topic Benefits	Reopen Reason	Submitter	Date/Time Opened 4/12/2023, 7:18 PM		
lf you w	ould like to close y	our case, p	lease select a	case closure rea	ison.		
Case Closure R	eason						
None						•	
						Class Case	
						Close Case	
						Close Case	

Step	Action
85.	Click the scroll bar.



CASE DETAILS FEED			C Attack	hments (0)		Upload I	Files
✓ Case Information				٢	Upload Files		
Topic Payroll	Date/Time Opened 4/12/2023, 7:18 PM	Or drop files					
Category ⊕ Direct Deposit	Submitter Name	C Relat	Related Cases (0)				
Subject ® direct deposit start date	Case Origin Portal						
Description Only one of my two active direct deposits happened on my last check. Why didn't the direct	Status Active/Processing	1	Appointment Details (1) Appointme StartDateTime Event Type			Phone # for	
deposit to my savings account happen?	Reopen Case Counter		AP-22437	2/9/2024, 12:	Appointment	530-555-2323	V
	Reopen Reason 1						View All
	Reopen Reason 2						
	Reopen Reason 3						
	Service Target Date To Close Emailed 6/12/2024, 5:00 PM						

Step	Action
86.	Call back appointments can be reviewed in the Appointment Details section.
87.	Click the My Inquiries link to view another inquiry.
	My Inquiries

UNIVER OF CALIFO	UCPath			Home	My Inquiries Submit An Inquiry	Other Resources 🗸	More ~ Q
Му Оре	n Inquiries My Closed	Inquiries					
My Op	en Inquiries 👻						
4 items •	Sorted by Date/Time Opened • Fil	tered by All cases - 5 more 1	filters applied • Updated a few se	econds ago		Q Search this list	\$ - ■ - C
	Date/Time Opened 1	✓ Case Number <	′ Topic V	Subject	∨ Status ∨ Pare	ent Case 🗸 Case Origin 🗸 Su	ıbmitter Na 🗸
1	1/17/2024, 1:41 PM	01955518	Benefits	I had a baby, need to enroll in benefits	Active/Processing	Portal	•
2	1/18/2024, 9:37 AM	01956144	Benefits	what retirement plan do I have?	Active/Processing	Portal	•
3	2/7/2024, 12:24 PM	02014414	Benefits	How do I change my name and benefits?	Active/Processing	Portal	
4	2/7/2024, 3:07 PM	02014467	Leave Balances	test	Active/Processing	Portal	
							-



Step	Action
88.	Once your inquiry is resolved, if a UCPath Associate is in direct contact with you they will request your permission to close the case at that time.
	If a UCPath Associate is not in direct contact with you but has resolved your inquiry, you will receive an email notification of this status change that includes the case resolution comments.
	An open inquiry can be closed if UCPath assistance is no longer required or to close a duplicate case.
	Once the case is closed, it can be reopened up to three times within a period of 12 months (365 days) from the original closure date. Instructions for reopening a case will be emailed when the case is closed.

UNIVERSITY OF CALIFORNIA	UCPath		Но	me My I	Inquiries Su	ibmit An Inquiry	Other Resources	∽ UCPath	EMP Tester
		How ca	n we help?						
				Click He	re To Request A Callba	ck Appointment			L
	Case 020144	14							
	Status New	Business Unit UC Office of Presi	Ti dent E	opic Re Benefits	eopen Reason	Submitter	Date/Time Opened 4/12/2023, 7:18 PM		
	lf you wo	uld like to cl	ose your d	case, please	e select a case	e closure rea	son.		
	Case Closure Rea	son							
	None							•	
								Close Case	
	🔀 Case Con	nments						New	

Step	Action
89.	You have submitted an inquiry to UCPath. End of Procedure.