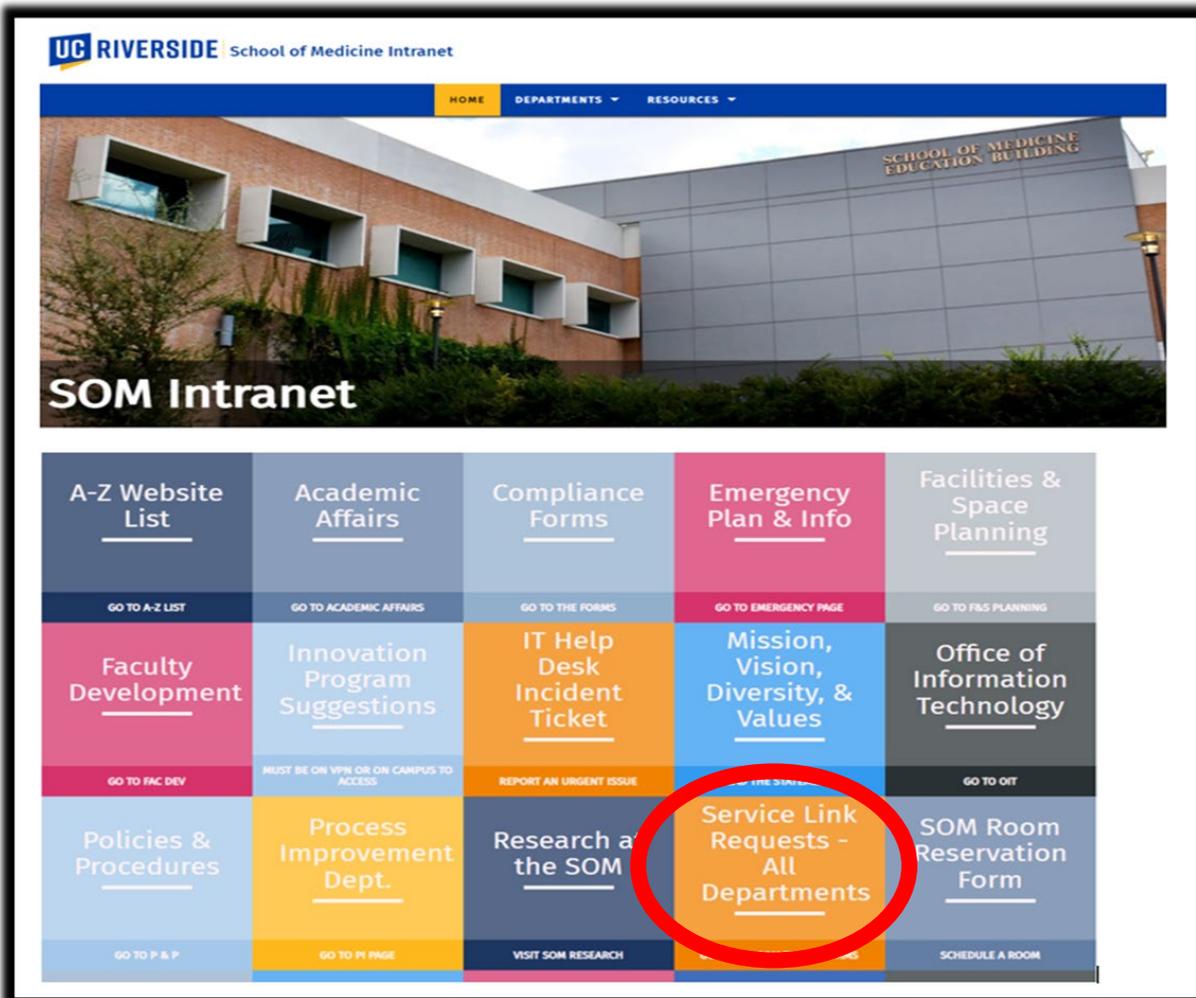


## SOM Business Operations Generic Request Form Process

Purpose: The purpose of this document is to outline the process for entering a generic Business Operations request using the Servicelink form. This process applies to, but is not limited to generic requests such as okay to pay, general questions/ inquiries, status updates of an order, honorarium and stipend requests, patient refunds. **Do not use this form for travel requests, entertainment preapprovals, reimbursement requests, or procurement requests. These types of requests have their own form.**

### Entering a request

1. On the SOM Intranet Homepage <https://medschoolintranet.ucr.edu/> select "Servicelink Requests- All Departments"



2. In the Categories list, select “Business Operations.” In the Service Catalog section select “Generic Request for SOM Business Operations”

**SOM INTRANET**   **MY DASHBOARD**   **UCPATH SERVICELINK**   **CHANGE TENANT**   **KW KRISTEN WEST**

Home > SOM > Business Operations   Search

**Categories**

- Human Resources (5)
- Business Operations (7)**
- Facilities (2)
- Faculty Development (1)
- OIT Security (4)
- OIT Services (14)
- Service Now Support (1)
- Sponsored Research and Prog... (1)

## Service Catalog

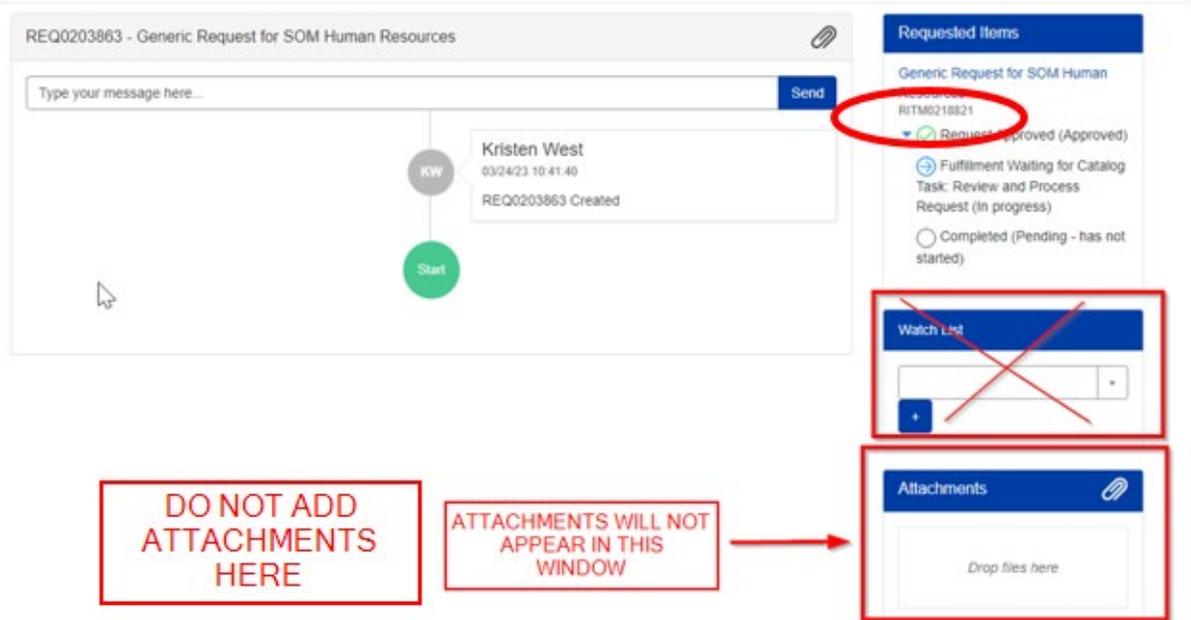
### Business Operations

- Entertainment Preapproval Form**  
View Details
- Fund Transfer Requests / Fund Swap Requests**  
View Details
- Generic Request for SOM Business Operations**  
Please use this form for general UCR SOM Business Operations request.  
View Details
- Procurement Commodity Request**  
View Details
- Procurement Service Request**  
View Details
- Reimbursement Request**  
Reimbursement Request  
View Details
- Travel Request Form**  
This form is used for both pre-travel arrangements and post-travel reimbursements.

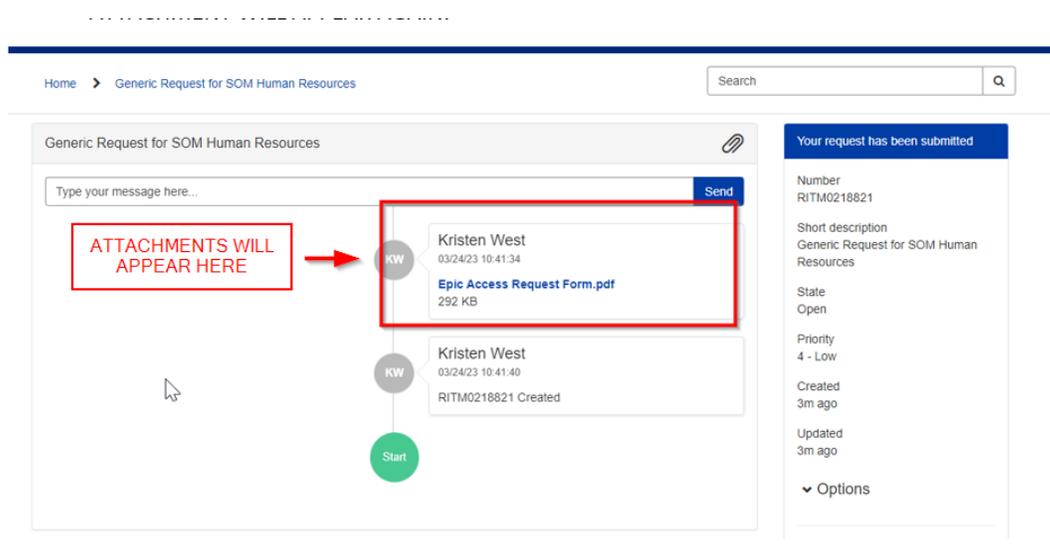
3. Complete the form.
  - a. The requestor details will auto populate.
  - b. In the Description field enter detailed notes on the type of request.
  - c. Add any applicable attachments to the request.
  - d. If any request requires someone to be notified, instructions for adding names to the watchlist is detailed in the next section of this user guide.
  - e. Once complete, select submit.

The screenshot shows the 'Generic Request for SOM Human Resources' form in the UC Riverside SOM Intranet. The form is titled 'Generic Request for SOM Human Resources' and includes a search bar for the Service Catalog. The form is divided into sections: 'User Information' and 'Description'. The 'User Information' section contains fields for Requestor (Darline Graham), Email (darline.graham@ucr.edu), Phone ((951) 827-2180), Department (SOM Finance & Administration), and Role (Human Resources / Payroll Assistant). The 'Description' field is highlighted with a red box. Below the Description field is a 'Submit' button, which is also highlighted with a red arrow. At the bottom right of the form, there is an 'Add attachments' button, also highlighted with a red box. A 'Required information' section is visible below the Description field, with 'Description' listed as a required field.

- After submission the following screen will provide you with the RITM number that was created for the Business Operations Team to review. Note: Do not add someone to the watchlist from this screen. Also, your attachments may not appear from this screen. Click on the RITM number (circled in red below) and this will take you to a new screen.



- After clicking on the RITM number, the screen pictured below will appear. In this screen the attachments should appear, and additional staff may be added to the watchlist by scrolling down.



6. Add to the watchlist by typing first name, last name, and plus sign. Any attachments that were previously added will appear in this window. New attachments can be added by clicking on the paper clip on this page.

Role  
Business Operations and HR  
Project/Polio

Description  
TEST WATCHLIST

*Tickets are picked up within  
4 hours (M-F 9-5)*

**Watch List**

▼

+

**Attachments** 

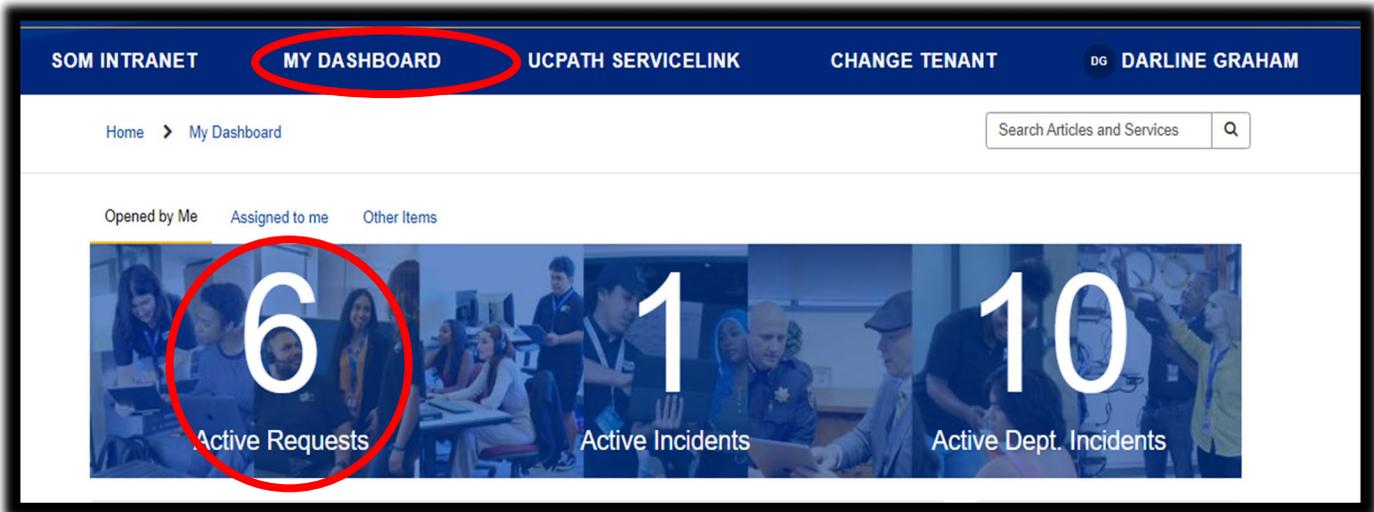
 Epic Access Request Form.pdf  
(291.7 KB)

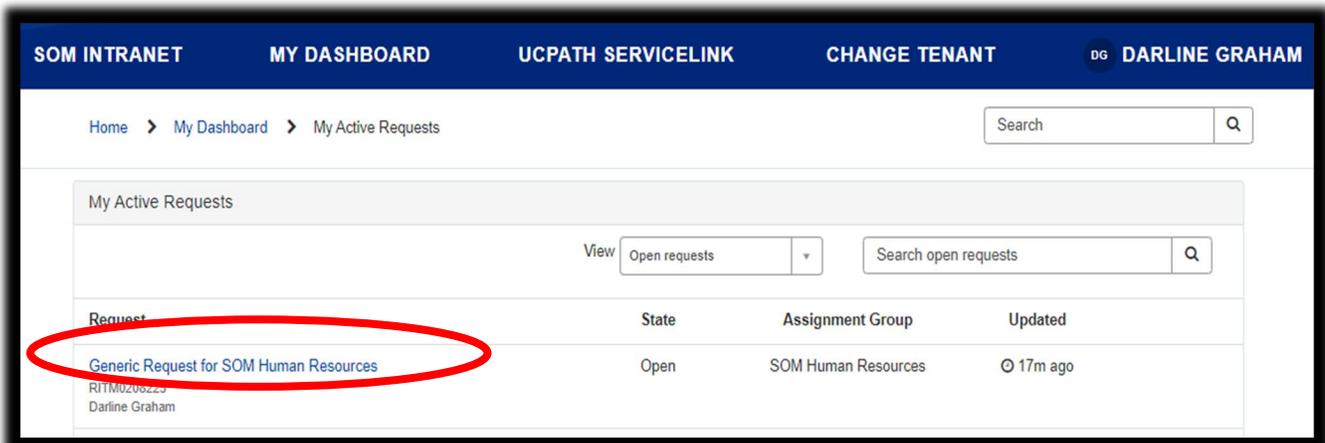
4m ago

## Viewing a Request

1. In the main ServiceLink portal go to “My Dashboard,” select “Active Requests.”



2. All active requests will be displayed. Click on the request.



3. After clicking on the request, the status updates and comments will be displayed.

