



HRSS Overview

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Purpose

The purpose of this guide is to provide assistance around how to submit, follow-up or view a previous submitted HR ticket. Also included is information on how to fill out, submit, and modify paperwork under the **New Hire Forms** menu.

HRSS OVERVIEW GUIDE

The HR Service System is a user-friendly website where, in just a couple of clicks, Goodwill team members can submit questions or requests to Human Resources.

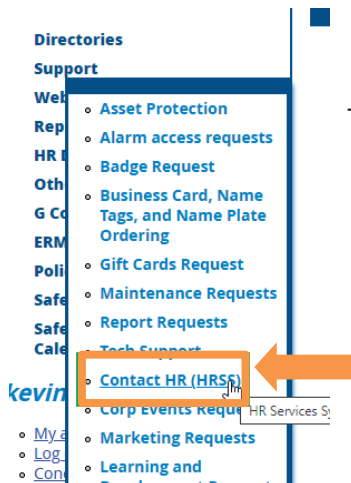
User login

Username: *

Password: *

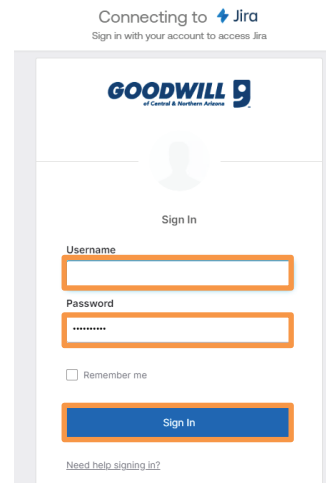
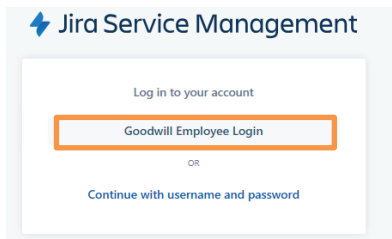
Navigation

- [Concur](#)
- [Good Times Newsletters](#)



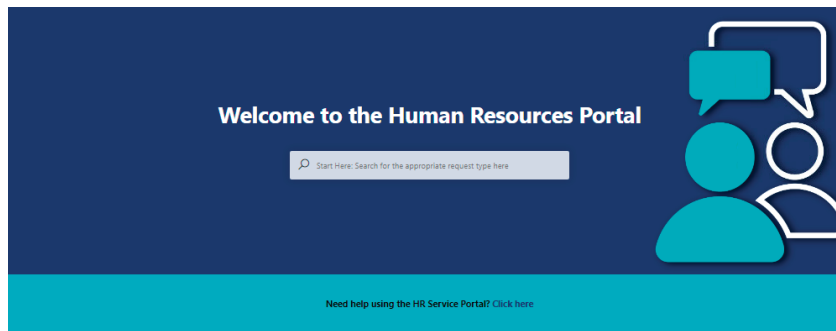
To access HRSS:

1. Login to the Gazette.
2. Once the Gazette is open, navigate to the **Goodwill Menu** section on the left and hover over the **Support** section until a list of options appear.
3. Click the **Contact HR (HRSS)** link.



4. The system redirects you to the Jira Service Management login screen, then click on Goodwill Employee Login, next type your Goodwill general computer username and password, then click **Sign-in**.

HR SERVICES SYSTEM OVERVIEW, CONTINUED



Request Types

Request Type Categories

- Most Popular Requests**
- Benefits and Compensation
- Crisis Management Resources
- HR Services
- HRIS (Human Resources Information Systems)
- Leadership Development
- Leave of Absence
- Manage My Team
- Payroll
- Recruiting
- Report a Workplace Concern
- Team Member Experience

<p>Attendance</p> <p>Use this option for questions on attendance or for guidance on attendance concerns.</p>	<p>Candidate did not Receive Background Email</p> <p>Managers can use this option if a candidate has not received an email to initiate their background check.</p>	<p>Drug Screen Requests and Status Updates</p> <p>Use this option for inquiries related to drug screens.</p>
<p>Employment Verification Request</p> <p>Use this option to request an Employment or Termination Verification letter (VOE) or to submit DES forms for completion or a loss of wages letter.</p>	<p>Rehire Inquiry</p> <p>Use this option to request information for a rehire or reinstatement.</p>	<p>Replacement ID Card</p> <p>Use this option for assistance with replacement ID cards.</p>
<p>Report a Workplace Concern</p> <p>Use this option to report a concern about your workplace.</p>	<p>Request for Team Member Leave or Accommodation Status</p> <p>Use this option if you are a manager requesting an update of the status of a leave, return to work, or extension for a team member.</p>	<p>Team Member Behavior or Performance Guidance</p> <p>Leaders: use this option to request support with, or guidance in addressing team member behavior or performance.</p>
<p>Team Members Referred to Leaves</p> <p>Use this option if you are a leader who referred a team member to contact the Leaves department.</p>	<p>Time Card Edit</p> <p>Use this option for time card assistance or missed time / missing time / missed pay / missing pay (e.g. hours worked, vacation, sick, holiday and unpaid time, etc).</p>	<p>401(k) Enrollment</p> <p>Use this option for assistance with 401k enrollment.</p>

To submit a request:

1. Click a section from the appropriate HR category.
2. Enter in all relevant information in the request form. Use a clear meaningful title to help HR expedite your request appropriately.
3. To add an attachment, click browse to locate the file or drag and drop your file into the dotted line box area. (This step is optional)
4. Once the request form is complete, click the Create button.

Annual Open Enrollment ✕

Human Resources

If you have any attachments that may be helpful, please include them here (optional)

📎 Drag and drop files, paste screenshots, or [browse](#)

Are you opening this ticket for you or for someone else?

This ticket is for me ▼

Best contact number

Please provide a brief summary of this request

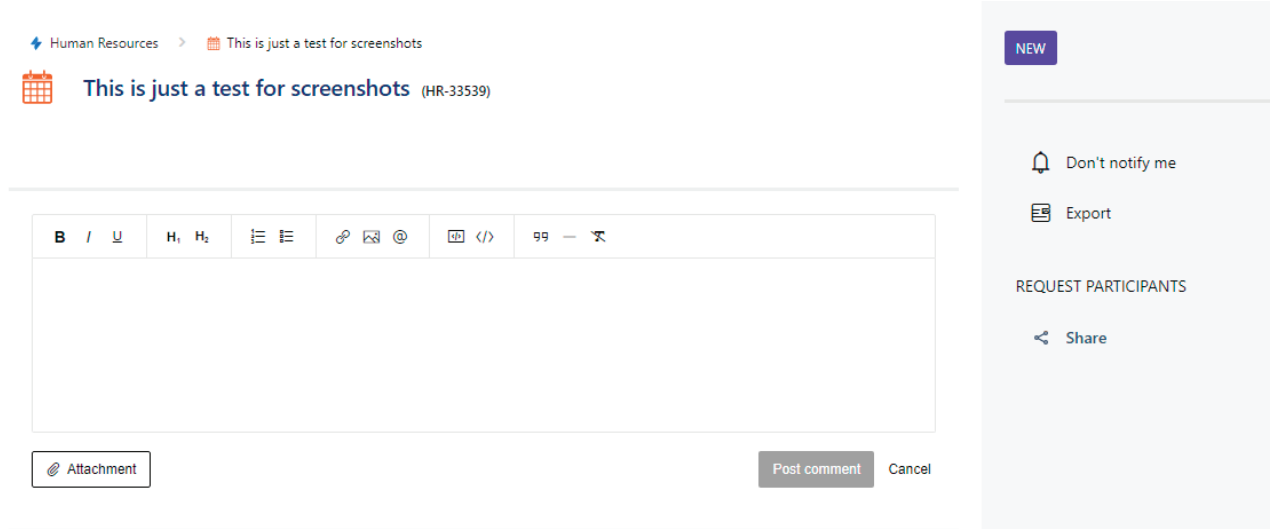
ie. "I need help with my annual open enrollment"

How can we help / what is needed?

Aa ▼ B I ... | ☰ ▼ | 📎 @ + ▼

Create
Cancel

HR SERVICES SYSTEM OVERVIEW, CONTINUED

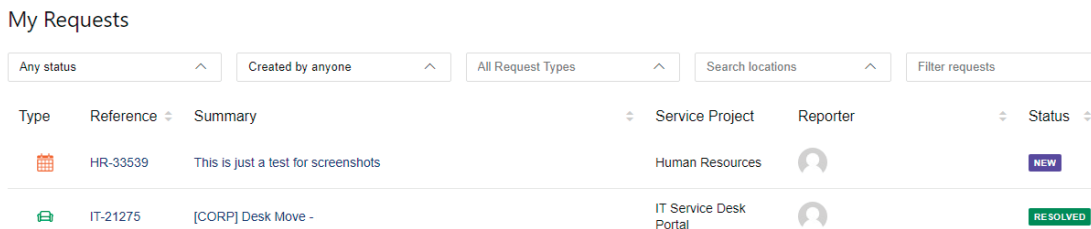


To add notes or follow up on a submitted request:

1. Open the ServiceNow notification email for the submitted request or clicthe HR Requests I Submitted button in the top navigation menu.
2. Click Reply and type a message. Responses are placed back in the queue forreview. Most responses are handled within 3 days.

Note: If your request is urgent and needs immediate attention, follow-up by calling HRsupport at (602) 535-4100, option 1.

CHECK STATUS OF SUBMITTED REQUEST



To add notes or follow up on a submitted request:

1. Open the ServiceNow notification email for the submitted request or clicthe HR Requests I Submitted button in the top navigation menu.
2. Click Reply and type a message. Responses are placed back in the queue forreview. Most responses are handled within 3 days.