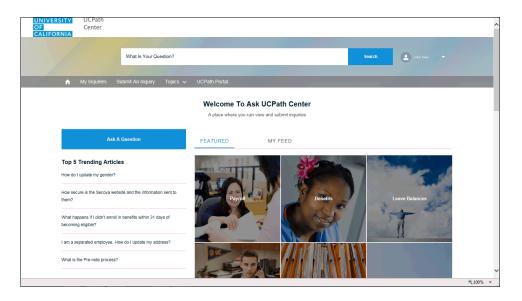


Use this task to submit an inquiry to UCPath Center via the UCPath website.

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

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.	The Welcome To Ask UCPath Center page appears. The Submit An Inquiry option appears as a link at the top of the page. Click the Submit An Inquiry link. Submit An Inquiry

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CALIFORNIA UCPa	LII

OF CALIFORNIA	Center								^
		What Is Your Qu	estion?				Search	🕭 John Emp. 💌	
^	My Inquiries	Submit An Inquiry	Topics 🗸	UCPath Portal					
		Submit	Inquiry			Need Answers Check out these a			
	Topic O*			•		How secure is the Secova website and the Sep 27, 2017	he information se	int to them?	
	Category			•	1	How do I update my gender? Sep 27, 2017			
	Subject O*					What happens if I didn't enroll in benefits Sep 27, 2017	s within 31 days o	f becoming eligible?	
	Description ()*					l am a separated employee. How do l up Sep 27, 2017	odate my address	?	
						What is the Pre-note process? Sep 27, 2017			
									* 100% ×

Step	Action
2.	In this example, enter a payroll inquiry to ask when your direct deposit begins.
	Click the button to the right of the Topic field.
	•
3.	Choose the topic area associated with your inquiry.
	In this example click the Payroll list item.
	Payroll
4.	Click the button to the right of the Category field.
	▼
5.	A list of categories associated with the selected topic appears. Choose the category associated with your inquiry.
	For this example, click the General Inquiry Payroll list item.
6.	Click in the Subject field.
7.	Enter the desired information into the Subject field. For this example, enter Direct deposit start date? .
8.	Click in the Description field.
9.	Enter the desired information into the Description field. For this example, enter Only one of my two .



LIFORNIA		
	What Is Your Question?	Search 🖉 John Emp. 🔻
🔒 My Inquiries	Submit An Inquiry Topics V UCPath Portal	
	Submit Inquiry	Need Answers Fast? Check out these articles
Topic 🔘 *		What happens if I lost or did not receive my direct billing statement?
Payroll	•	Sep 27, 2017
Category *		How do I adjust my accrual rate while on ERIT? / I am still accruing vacation/sick Sep 27, 2017
General Inquir	/ Payroll 👻	
Subject 0*		How many direct deposit accounts can I have at one time? Sep 27, 2017
Direct deposit s	start date?	Can my pay be split between a paper check and direct deposit?
Description ()*		Sep 27, 2017
	two active direct deposits happened on my last check. Why deposit to my savings account happen?	Can direct deposit be split into separate accounts by percentage or a flat dollar a Sep 27, 2017
		What is the Pre-note process? Sep 27, 2017

Step	Action
10.	In this example, the full Description was completed on your behalf.
	Click the scroll bar.

	Sep 27, 2017	
General Inquiry Payroll		
Subject 🔘 *	How many direct deposit accounts can I have at one time? Sep 27, 2017	
Direct deposit start date?	Can my pay be split between a paper check and direct deposit?	
Description ()*	Sep 27, 2017	
Only one of my two active direct deposits happened on my last check. Why didn't the direct deposit to my savings account happen?	Can direct deposit be split into separate accounts by percentage or a flat dollar a Sep 27, 2017	
	What is the Pre-note process? Sep 27, 2017	
Requested By		
Employee		
Best Contact Phone Number		
Best Contact Email 0 *		
10003079@ucoptest.edu		
Add Attachment		
Submit		
	mia UC Office of the President University of California Terms of use	
		€ 100% -

Step	Action
11.	Notice that the Requested By field defaults to Employee , which means you are submitting a request on your own behalf.
12.	Click in the Best Contact Phone Number field.
13.	Enter the desired information into the Best Contact Phone Number field. For this example, enter 951-555-2323 .



Step	Action
14.	The email automatically defaults from your Salesforce record. You can override the email by clicking in the Best Contact Email field and entering a new email address.
	In this example the default email is the best contact email.
15.	You can attach only one file during initial entry of your inquiry, but you can attach unlimited files after submitting.
	Accepted formats includes MS Office suite, PDF, JPG, TIFF, PNG or WAV.
16.	Click the Add Attachment link.
	Add Attachment

10 m				Sep 27, 2017	
Choose File to Upload			*		^
O Desktop	✓ 49 Sea	arch Desktop	Q	How many direct deposit accounts can I have at one time?	
Organize - New folder		88	- 1 0	Sep 27, 2017	
Favorites	Widget	UCPC_PHC MPOR120_	UCPC_PHC MSEC30JA_	Can my pay be split between a paper check and direct deposit? Sep 27, 2017	
Develop Develop Develop	Heal and Welfare.jpg	ManagerAc tionDash	Dashboard draft_Pag	Sep 27, 2017	
Recent Places		phone in		Can direct deposit be split into separate accounts by percentage or a flat dollar a Sep 27, 2017	
Cibraries	Cloud	Paycheck.	UCPC_PHC	000 21, 2017	
 Documents Music Pictures 	Desktop	pdf	MGEN121J A_GLDirect RetroProc	What is the Pre-note process? Sep 27, 2017	
Videos	The second s				
💻 Computer	UCPC_PHC MSYS301JA				
Local Disk (C:)	_Dashboard _Rev00.pdf		-		
File name:	→ All Fi	iles (*.*)	-		
		Open	Cancel		
Best Contact Email 0 *			in.		
10003079@ucoptest.edu					
Add Attachment					
e Gud Auszinieny					
	Submit				
	Submit				
			University of Cs	lifornia I UC Office of the President	
		0		e University of California Terms of use	
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Step	Action
17.	Navigate to the document you want to attach. In this example, the document is located on the desktop.
18.	For this example, click the _Paycheck.pdf list item.
19.	Click the Open button.



	Sep 27, 2017	
General Inquiry Payroll	How many direct deposit accounts can I have at one time?	· · · · ·
Subject 0 *	Sep 27, 2017	
Direct deposit start date?	Can my pay be split between a paper check and direct deposit?	
Description ()*	Sep 27, 2017	
Only one of my two active direct deposits happened on my last check. Why didn't the direct deposit to my savings account happen?	Can direct deposit be split into separate accounts by percentage or a flat dollar a Sep 27, 2017	
. ,	What is the Pre-note process? Sep 27, 2017	
Requested By		
Employee		
Best Contact Phone Number		
951-555-2323		
Best Contact Email 👔 *		
10003079@ucoptest.edu		
Attachments		
Paycheck.pdf ×		
Submit		
		🔍 100% 🛛 👻

Step	Action
20.	The file name appears in the Attachments box.
21.	Click the Submit button.

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What is Your Question?		Search 🔕 some frage 👻	
🗙 My Inquiries Submit An Inquiry Topics 🗸 🗉	UCPath Portal		
Case 00180568 Subject Status Enclovee Direct deposit start date? New John Empl		+ Follow	
Details Feed		Add a new comment	
Case Information		Submit comment to the UCPath Center	
	Date/Time Opened 10/11/2017 11:44 AM Submitter Name	Case Comments (0) New	
General Inquiry Payroll		C Attachments (1) Upload Files	
	Case Origin Portal	Paycheck.pdf	
Description (Status	Ø 11:44 AM • Atta	
Only one of my two active direct deposits happened on my last check. Why didn't the direct deposit to my savings account happen?	New		~
		% 10	0% 👻 _

Step	Action
22.	A case number was assigned to the inquiry. You can review the inquiry in the Details section.
23.	Comments can be added to the case and then reviewed in the Case Comments section. Because this is a new inquiry, no comments appear yet.
24.	Existing attachments can be reviewed and new attachments can be added in the Attachments section.
25.	Click the scroll bar.



Payroli	10/11/2017 11:44 AM	Case Comments (0) New	~
Category	Submitter Name		
General Inquiry Payroll			
Subject 🔘	Case Origin	C Attachments (1) Upload Files	
Direct deposit start date?	Portal	Paycheck.pdf	
Description ()	Status	Ø 11:44 AM • Atta	
Only one of my two active direct deposits happened last check. Why didn't the direct deposit to my savin account happen?			
Parent Case	Reopen Reason		
Case Resolution		View All	J,
Resolution Comments 0	Date/Time Closed		
		Related Cases (0)	
Employee Information			
Best Contact Phone Number	Best Contact Email	Emails (1)	1
951-555-2323	10003079@ucoptest.edu	SUBJECT FROM ADDRE	
Employee Name			
John Employee		Sandbox: UCPath Center: Inquir test-ucpath@un	
Sour Employee		>	
		View All	
	University of California UC Office of the © 2015 Regents of the University of California		
			~

Step	Action
26.	Related inquiries can be reviewed in the Related Cases group box. No related cases exist for this new inquiry Public email messages associated with the case can be reviewed in the Emails section.
27.	Click the scroll bar.

UCPath Center			
Wh	at Is Your Question?	Search (2)	
A My Inquiries Submit	An Inquiry Topics 🗸 UCPath Portal		
Case 00180568			+ Follow
Subject Direct deposit start date?	Status Employee Name Reopen Reason New John Employee		
		Add a new comment	Ø
Direct deposit start date?		Add a new comment Submit comment to	
Direct deposit start date? Details Feed			
Direct deposit start date? Details Feed Case Information	New John Employee		
Direct deposit start date? Details Feed Case Information Topic	New John Employee	Submit comment to	the UCPath Center
Direct deposit start date? Details Feed Case Information Topic Payroll	New John Employee Date/Time Opened 10/11/2017 11:44 AM	Submit comment to t	Now
Direct deposit start date? Details Feed Case Information Topic Payroll Category	New John Employee Date/Time Opened 10/11/2017 11:44 AM	Submit comment to	the UCPath Center
Direct deposit start date? Details Feed Case Information Topic © Payroll Category General Inquiry Payroll	New John Employee Date:Time Opened 10/13/2017 11:14 AM Submitter Name	Submit comment to Case Comments (0) Attachments (1) Psycheck.pdf	Now
Direct deposit start date? Details Feed Case Information Topic Payrol Category General Inquiry Payrol Subject	New John Employee Date/Time Opened 10/11/2017 11:44 AM Submitter Name Case Origin	Eddmit comment to Case Comments (0)	Now

Step	Action
28.	The status of a case updates throughout the life of the case. This helps to provide an indication of what is happening with the case. For example, this new inquiry displays the status New .



Step	Action
29.	You have submitted an inquiry to UCPath Center via the UCPath website.
	End of Procedure.