

Introduction

The SP HR Portal application is designed with two audiences in mind, the HR department staff and all other employees (end users). The core processing of the SP HR Portal application is to capture, track and manage HR service requests (or tickets), automate service request status communications with the employee, and to manage employee data, certifications, and department policies and documents.

HR Portal: Staff Portal

Service Request Management

Click **Service Request List** to view or edit all requests, and to create a new request.

A. Create New Service Request

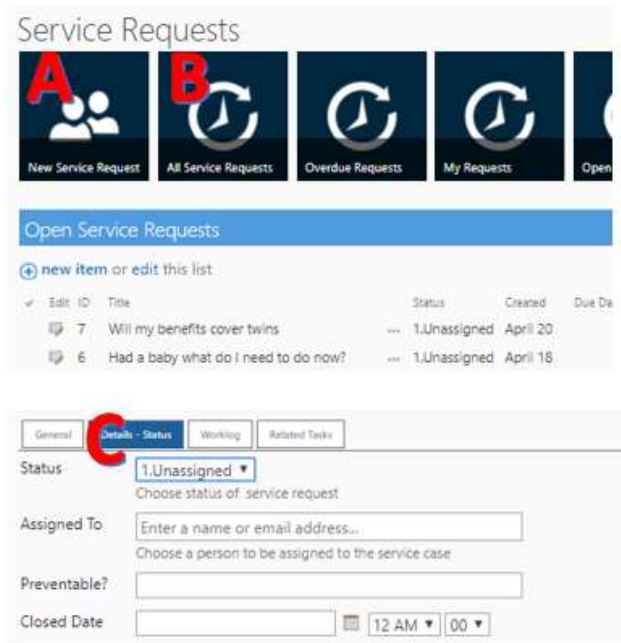
1. Click **New Service Request** tile
2. Fill out required and optional fields
3. Click the **Save** button

B. View Service Requests

1. Click **All Service Requests** tile to see all service requests in queue and sort as desired
2. Click the ellipses (...) to see additional requests views
3. Click **My Service Requests** to see your assigned requests
4. Click **Unassigned** to see all unassigned requests

C. Assign, Close or Edit Service Request

1. Click **All Service Requests** tile to see all requests in queue and sort as desired
2. Open desired request by clicking on the **Edit** icon
3. Click **Detailed-Status** tab to Assign request
4. Click **Detailed-Status** tab to close:
 - 3. Resolved** means dept staff has completed their work to solve issue and is awaiting employee confirmation of resolution;
 - 4. Closed** means all work is completed and issue is confirmed to be resolved



A: Create New Service Request

B: View Service Requests

C: Assign, Resolve Service Request

Employee Data Management

To manage employee data, click **D: Employee Record Management** tile to perform the following functions.

E. Add New Employee Record

- Click **E1: Add New Employee & Non-Confidential Data** tile, enter non-confidential employee data
- Click **E2: Add New Employee Confidential Data** tile, enter confidential employee data
- See the tabs below for additional instructions

F. Manage Employee Records

- Click **F1: Update Employee Non-Confidential Data** tile, update non-confidential employee data
- Click **F2: Update Employee Confidential Data** tile, enter confidential employee data
- Click **F3: Manager Employee Change Requests** to see the employee status changes submitted by managers
- Click **F4: Employee Info Change Requests** to see the employee data changes submitted by employees

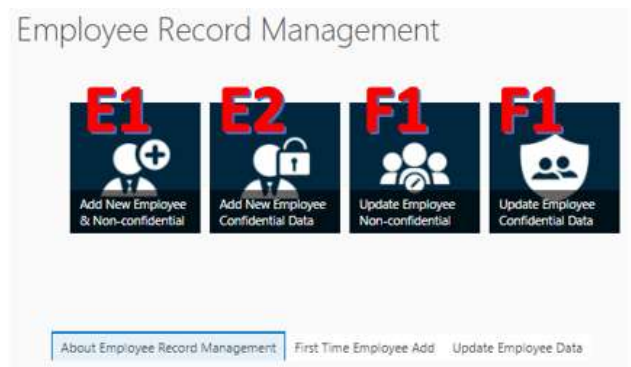
G. Employee List Management

- Click **G1: Non-Confidential Employee List** tile to see all employees and work the base employee list
- Click **G2: Confidential Employee List** tile to see and work the supporting employee list that contains confidential data

H. Manage Other Employee Information

- Click **Employee Benefits List** tile to manage the list of benefits employees have signed up for
- Click **Certifications** tile to see the certifications assigned to employees

- Click **Employee Documents** tile to see the HR documents submitted by employees



- E1: Add New Employee & Non-Confid Data**
- E2: Add New Employee Confid Data**
- F1: Update Employee Non-Confid Data**
- F2: Update Employee Confid Data**
- F3: Manage Employee Change Requests**
- F4: Employee Info Change Requests**
- G1: Manage Non-Confid Employee List**
- G2: Manage Confid Employee List**
- H: Manage Employee Benefits List, Certifications, and Confid Documents**

Other Staff Portal Functions

I. Benefit Plans

Add the benefits that are made available to employees (only summary of plans)

J. Team Collaboration

From the Staff Portal menu select:

- **Tasks** for task management
- **Documents** for the staff document library
- **Calendar** to manage the dept team calendar
- **Links** to add resource links for the team

K. Manage Content Appearing on Employee Portal

From the Staff Portal menu select:

- **Portal Content** to manage the news, announcements and events appearing on the end user Employee Portal

L. Manage the Knowledgebase

Click the Knowledgebase tile to manage the KB articles

M. Access the HR Applications

- **Hiring** tile to manage the hiring process
- **Onboarding** tile to manage the new hire or extermination onboard/offboard process
- **Policy** tile to manage the review and acknowledgement of company policies
- **Reviews** tile to manage the review process



I: Add Benefit Plans

J: Team Collaboration

K: Manage Employee Portal content

L: Manage Knowledgebase

M: Access HR Applications