How to find the new online ServiceNow forms (CSS HR/APS Service Catalog):

Start: Campus Shared Services homepage

Click: Submit a Ticket
(Under REQUEST SERVICE’)

Click: Get HR Help
(Service Catalog appears)

Select: ‘Staff Recruitment and Appointment’

Helpful Hints:
✓ Questions marked with a red asterisk (✱) MUST be answered for this form to be submitted. Completing more questions = faster processing.
✓ Review required questions and gather needed information before starting – this form does NOT save progress and allow you to resume later.
✓ Read all blue ‘Help Boxes’ within the form for detailed instructions on how to find or provide requested information and best navigate the form.
✓ Click ‘More Information’ triangles ( ▶️ ) to reveal additional details.
✓ Screenshots shown in this job aid are truncated – see form for full view.
✓ Asterisks will change color (red to gray) as required fields are completed.

Search Tips:
✓ For best results, click on the magnifying glass icon for advanced search capabilities in any field.
✓ Using an asterisk (*) before any search term will expand results – see example at right: *

Search Term

✓ To clear a search text field, delete any entered text, click outside the text field to clear, click back inside the field to resume typing.

FORM REQUIRED FIELDS:

1) ✱ What is the name of the person to whom this change applies?
   Search by name, email, Employee ID or UID.

2) ✱ Select the record you want to impact.
   More Information
   The information presented in the dropdown is structured as follows:
   Record Number | Job Code | Job Title | Department Code | Supervisor

3) — Choose an appointment —
   Once an employee’s name is entered in the previous field, this question’s dropdown menu will display the current job appointment(s) associated with that employee. Click on the job you wish to extend – see example below…

4) ✱ Will this employee experience a change in salary/compensation?
   More Information
   If you are unsure, make your best guess and discuss it with your HR Partner after submitting this form.

5) ✱ Select the first approver
   More Information
   If you are unsure who your Approvers are, check with your Approver Gatekeeper.

6) ✱ Select the second approver
   More Information