

### 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:


##### Need Help Finding Someone? *Blue Help Box*

First, make sure the text box on the form is cleared. Then, click on the magnifying glass  icon for advanced searching capabilities. In

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

--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...*

The information presented in the dropdown is structured as follows:  
Record Number | Job Code | Job Title | Department Code | Supervisor

3) ✓ --Choose an appointment--

0 | 7584U | Business Systems Analyst 3 | AZHRS | Janet Speer

4) \* Will this employee experience a change in salary/compensation?

 More information

Your HR Partner will work with you to figure out the new compensation amount.

Yes

*If you are unsure, make your best guess and discuss it with your HR Partner after submitting this form.*

No


##### How do Approvals Work? *Blue Help Box*


Your request must be reviewed and endorsed by two Approvers before it can be completed by CSS HR/APS. Please select will be able to edit or comment on your request until its final approval.

Upon submission, your request will be reviewed by Approver 1, and if endorsed, will move to Approver 2. If granted final approval, your request will automatically be cancelled.


To view the status of your request, go to the Approval section of your case. For any questions about the Approval process, please contact your HR Partner.

5) \* Select the first approver *If you are unsure who your Approvers are, check with your Approver [Gatekeeper](#).*

 More information



6) \* Select the second approver

 More information

