


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



#### 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.

**NOTE:** The position you are recruiting for must be classified before recruitment begins. Best practice: If not classified, go to [HR Service Catalog](#), select 'Classification and Compensation' from menu (3<sup>rd</sup> option on right side) and submit online Classification form.

### FORM REQUIRED FIELDS:


1) \* Who is the Hiring Manager or main point of contact for this recruitment?

This individual will be the main point of contact for the recruitment. If it is not you, then you will still receive email


Me

Someone Else

2) \* What is the name of the Hiring Manager?


*This question only appears if "Someone Else" is selected in question above.* 

**Need Help Finding the Department? 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. Department Code (e.g., "Shared Services", "AZCSS").

Also, using an asterisk ( \* ) at the beginning of your search term will act as a wildcard in the search - meaning the asterisk will substitute "Department of Cal Oskibear," searching for "Cal Oskibear" might not return the correct result. Instead, use "Cal Oskibear." Note that

3) \* What is the hiring department?

*Either department name (e.g. Shared Services) or code (e.g. AZCSS) can be used.* 

4) \* How many positions do you wish to fill for this recruitment?

*This form can be used for 1-9 positions needing recruitment.* 

*(Use 'Multiple/Mass Hiring' form for ten (10) or more positions needing recruitment.)*

5) \* Do you have a position number for this posting?

More information

The position number is needed in order to create the job posting. In addition, at the time of hire, the position number will <http://hr.berkeley.edu/hr-network/hr-systems/position-management> If you do not know your position number, work with your HR Partner.

- Yes, I have the position number. • If 'Yes,' you will be prompted to enter the position number in a new field that will appear below this question.
- No, the position needs a position number. • You can submit this form without a number but HR will need to assign one before recruitment can begin.
- Unsure, need assistance from HR Partner • This will prompt your HR Partner to contact you.

\* What is the position number?

(This field only appears if you answered 'Yes' to the question above.)

6) \* Does this position need to be classified?

- Yes, it needs to be classified • If "Yes," classification will be completed before recruitment can begin (see note in green box on page 1).
- No, it has already been classified by the Compensation Department (Central HR)
- Unsure if this has been classified • Selecting this will prompt your HR Partner to contact you.

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 the first and second Approvers designated by your unit to 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 go to CSS HR/APS for fulfillment.

To view the status of your request, go to the Approval section of your case. For any questions about the Approval process, please visit the [CSS ServiceNow Resources](#) webpage or contact your HR Partner.

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

More information



8) \* Select the second approver

More information

