ADOA-HRD Human Resources Division

Instructions for submitting a History Correction Request electronically
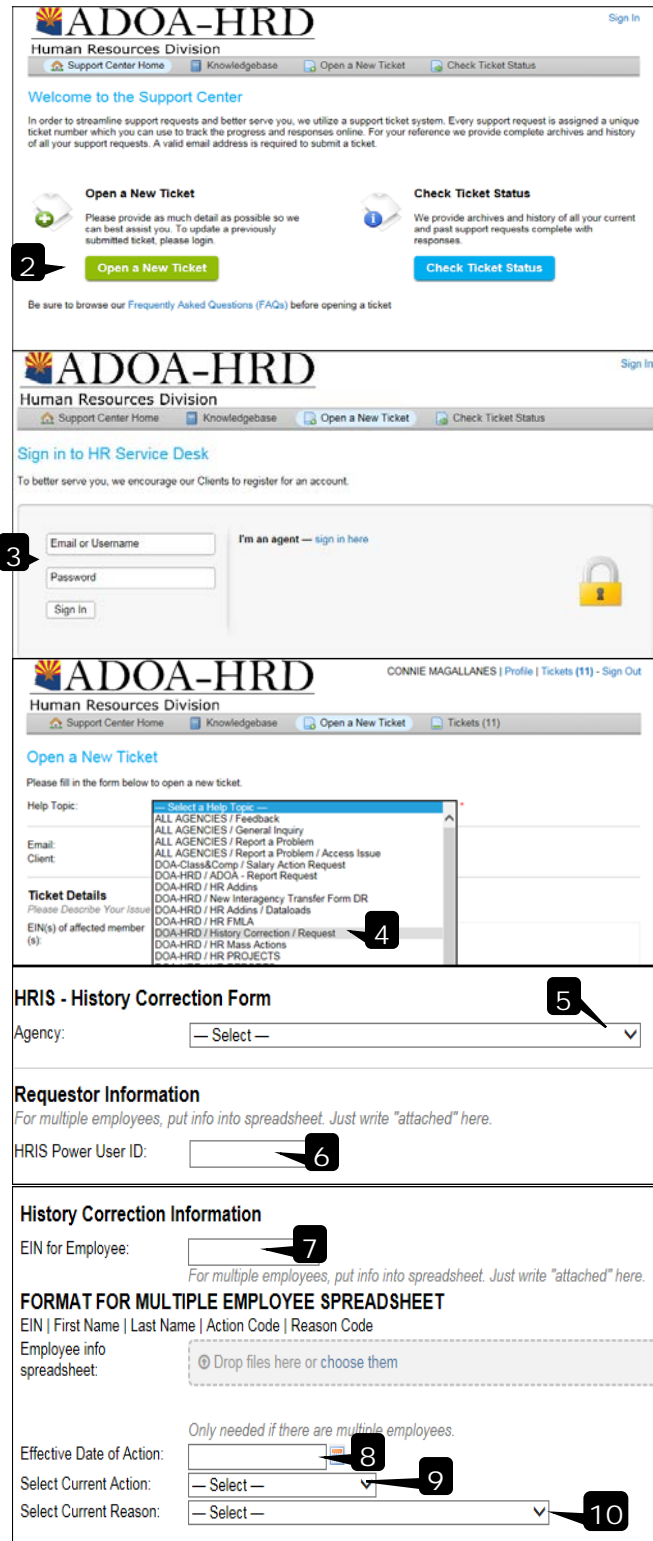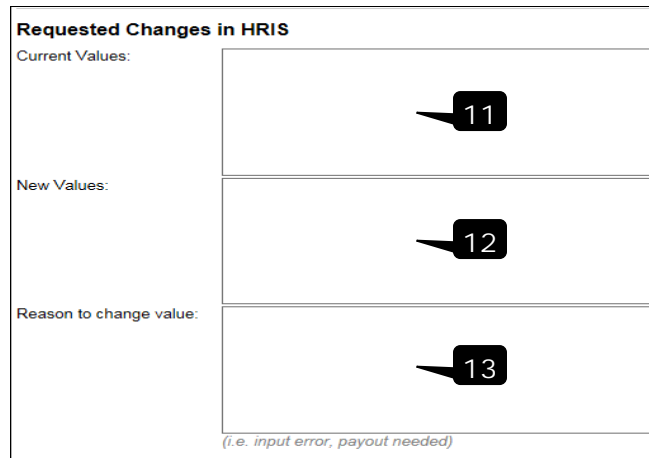
1. Go to https://hrservicedesk.azdoa.gov/osticket/index.php
2. Click on Open a New Ticket

3. To sign in enter your EIN and your "YES" password then click on the "Sign in" button.

4. **Required:** Click on the Help Topic drop down and select **"DOA-HRD / History Correction / Request"**

5. Optional: Agency: Select agency from the drop down menu
6. Optional: HRIS Power User ID: Input your User ID

7. Optional: EIN for Employee: Input the employee's EIN that needs correcting in HRIS. *NOTE: If you have more than one employee that needs the same correction use Format given and attach spreadsheet*
8. Optional: Effective Date of Action: Input the effective date of the action that needs to be changed.
9. Optional: Select Current Action: Select an ACTION from the drop down list
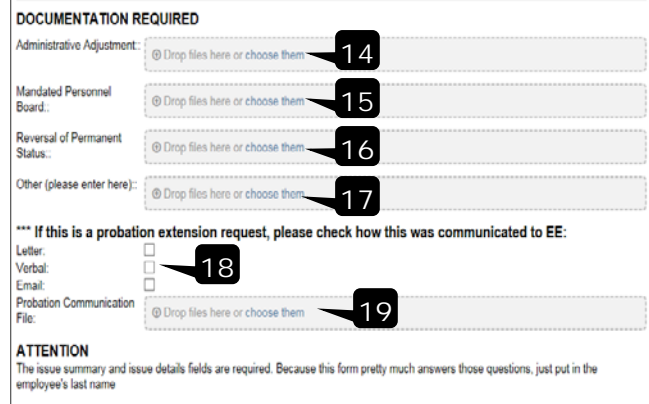10. Optional: Select Current Reason1: Select REASON1 from the drop down list

11. <u>Optional:</u> Current Values: Input current value in HRIS.
12. <u>Optional:</u> New Values: Input new value, this will replace the old value in HRIS.
13. <u>Optional:</u> Reason to change value: Input the reason why the value needs to be changed.

Requested Changes in HRIS
Current Values: 〔11〕
New Values: 〔12〕
Reason to change value: 〔13〕
(i.e. input error, payout needed)

14. <u>Optional:</u> Administrative Adjustment: Attach form only if it pertains to correction.
15. <u>Optional:</u> Mandated Personnel Board: Attach form only if it pertains to correction
16. <u>Optional:</u> Reversal of Permanent Status: Attach form only if it pertains to correction.
17. <u>Optional:</u> Other (please enter here): Attach form only if it pertains to correction
18. <u>Optional:</u> If this is a probation extension request, please check how this was communicated to EE: If this pertains to the history correction, click on one of the appropriate boxes.
19. <u>Optional:</u> Probation Communication File: Attach form only if it pertains to correction.
20. **Required:** EIN(s) of affected member(s):
21. **Required:** Issue Summary: Input History Correction
22. **Required:** Issue Details: Input more data if necessary
23. **Required:** Click on Create Ticket Button

NOTE: Number 20, 21, and 22 are required by the ticketing system, but not applicable to the History Correction Request. Please type NA into these fields.

DOCUMENTATION REQUIRED
Administrative Adjustment: ⊕ Drop files here or choose them 〔14〕
Mandated Personnel Board: ⊕ Drop files here or choose them 〔15〕
Reversal of Permanent Status: ⊕ Drop files here or choose them 〔16〕
Other (please enter here): ⊕ Drop files here or choose them 〔17〕

*** **If this is a probation extension request, please check how this was communicated to EE:**
Letter: ☐
Verbal: ☐ 〔18〕
Email: ☐
Probation Communication File: ⊕ Drop files here or choose them 〔19〕

ATTENTION
The issue summary and issue details fields are required. Because this form pretty much answers those questions, just put in the employee's last name

Ticket Details
Please Describe Your Issue
EIN(s) of affected member (s): 〔20〕

List the EIN(s) of all users that this request is for. You may also include other information about each user like First and Last name.

Issue Summary: 〔21〕 *

Issue Details:
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Details on the reason(s) for opening the ticket. 〔22〕

⊕ Drop files here or choose them

〔23〕 → Create Ticket Reset Cancel