



# **HR and Payroll Support Portal**

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**System User Guide**

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# Acting Appointment Inquiry

Download the “[Acting Appointment Form](#)” from the UHR website. If you have any questions related to the form or the proposed acting appointment prior to submitting the personnel transaction in ROCS, please proceed to the following steps. Below are some general guidelines:

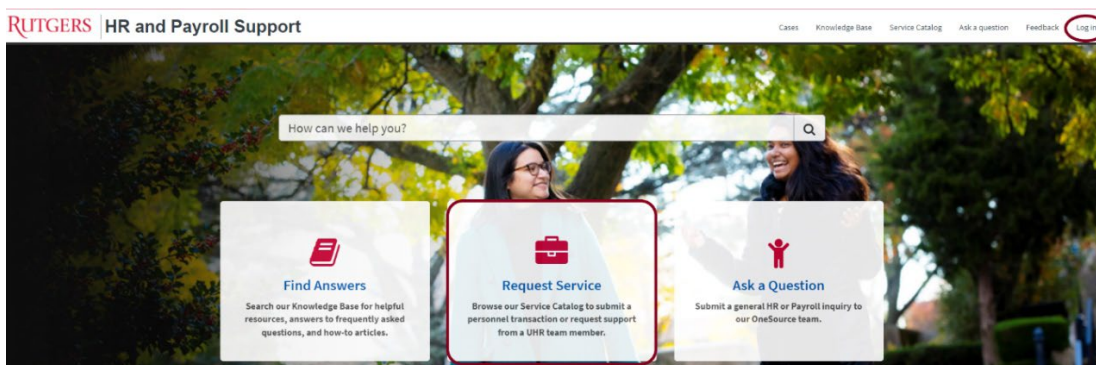
**Acting Appointment:** When an employee temporarily assumes the responsibilities of a higher-level position, requiring greater professional responsibility and competence, the employee has assumed an acting appointment.

- **Acting Temporary Assignment:** The action of adding or replacing job duties to an employee's existing position on a temporary basis. Depending on the situation, Temporary Assignments may not result in a change in title or compensation.
- **Acting Position Appointment:** The action of appointing an employee to a different position on a temporary basis, where there is a vacancy and/or operational need that is anticipated to exceed 30 consecutive calendar days. Employees appointed to an Acting Appointment may receive a temporary title change and a compensation adjustment.

Refer to [Rutgers Policy 60.4.7](#) and your respective [Negotiations Agreement](#) for additional guidance.

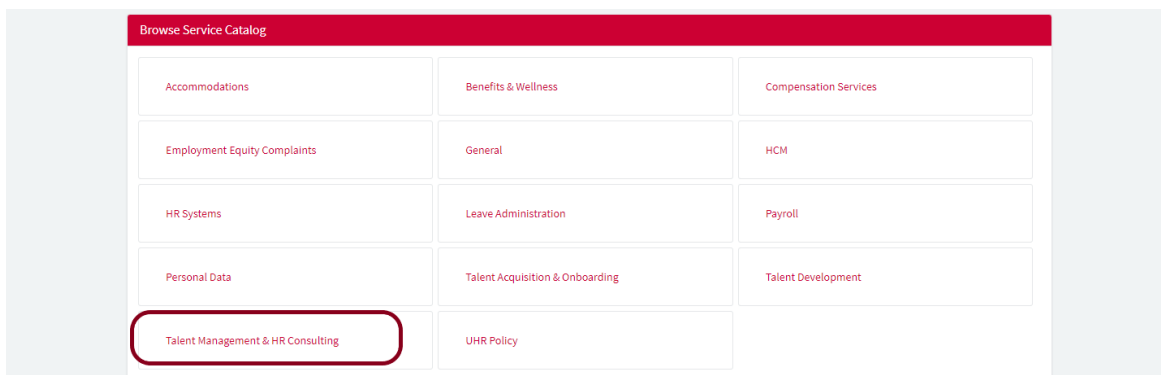
## Step 1

Log into the [Rutgers HR and Payroll Support Portal](#) utilizing your NetID and password by clicking on “Log In” or “Request Service”.



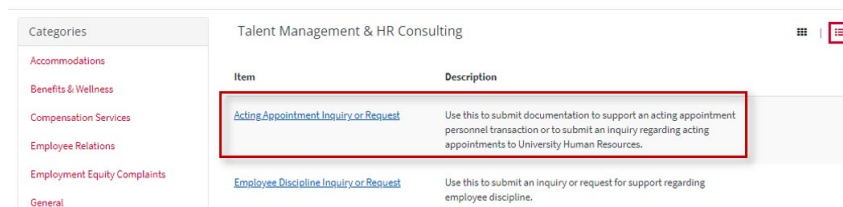
## Step 2

In the Browse Service Catalog section, select “Talent Management & HR Consulting”.



## Step 3

Select “[Acting Appointment Inquiry](#)”



## **Step 4**

In the “Describe your request” field, enter a brief description of the inquiry (please refer to your previously assigned case number if applicable). Attach any files that may help describe your inquiry.

**Acting Appointment Inquiry or Request**  
Use this to submit documentation to support an acting appointment personnel transaction or to submit an inquiry regarding acting appointments to University Human Resources.

When an employee temporarily assumes the responsibilities of a higher-level position, requiring greater professional responsibility and competence, the employee has assumed an acting appointment. In addition to completing an acting appointment form in its entirety, please attach a current CARF/job description for the acting position and the employee's resume with your request. Refer to Rutgers Policy 60.4.7 or URA-AFT Negotiations Agreement Article 2 (Acting Appointments) for additional guidance. Incomplete requests may result in processing delays.

▪ Indicates required

▪ Supervisor

▪ Describe your request

[Add attachments](#)

[Submit](#)

Required information  
[Supervisor](#) [Describe your request](#)

## **Step 5**

Click on “Submit” to send the request to UHR. You will receive a Case Number for your records.

**Acting Appointment Inquiry or Request**  
Use this to submit documentation to support an acting appointment personnel transaction or to submit an inquiry regarding acting appointments to University Human Resources.

[Submit](#)

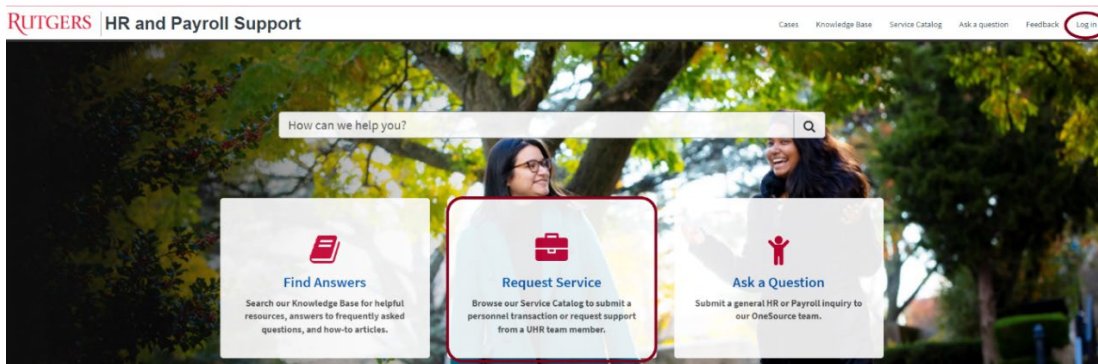
# Background Check Assistance

The Background Check Assistance service may be used to submit an inquiry or request assistance with background checks including but not limited to:

- Checks in the central registry of offenders against individuals with developmental disabilities,
- Criminal history searches with fingerprinting through the NJ State Police or Department of Education
- International degree evaluation
- Invitations sent to a new hire for immunization compliance
  - For inquiries on the status of immunization compliance processing, please email [Employee Vaccination](#).

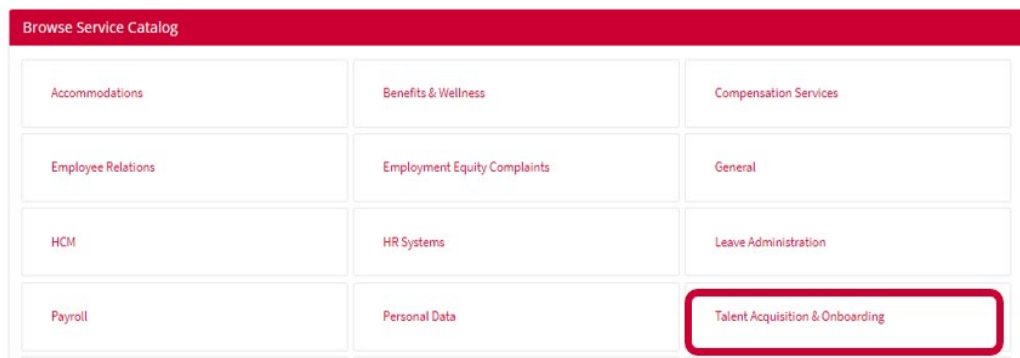
## Step 1

Log into the [Rutgers HR and Payroll Support Portal](#) utilizing your NetID and password by clicking on “Log In” or “Request Service”.



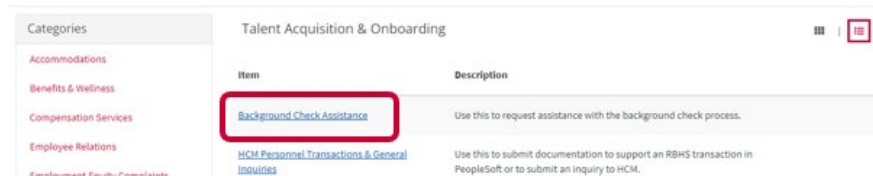
## Step 2

In the Browse Service Catalog section, select “Talent Acquisition & Onboarding”.



## Step 3

Select “[Background Check Assistance](#)”



## Step 4

Fill in the requested information in the required fields.

In the “Describe your request” field, enter a brief description of the inquiry or request.

You may add supporting documents via the Add attachments button:

The screenshot shows a web form titled "Background Check Assistance". The form includes a header with the title and a sub-header "Use this to request assistance with the background check process." Below this is a paragraph of text explaining the background check process. There are two bullet points: "• Indicates required" and "• Describe your request". Under the second bullet point is a large text input field. At the bottom right of the form is a button labeled "Add attachments" with a paperclip icon, which is highlighted with a red rounded rectangle. To the right of the form is a separate box containing a red "Submit" button and a "Required information" section with a red "Describe your request" button.

**Step 5**

Click on "Submit" to send the request to UHR. You will receive a Case Number for your records.

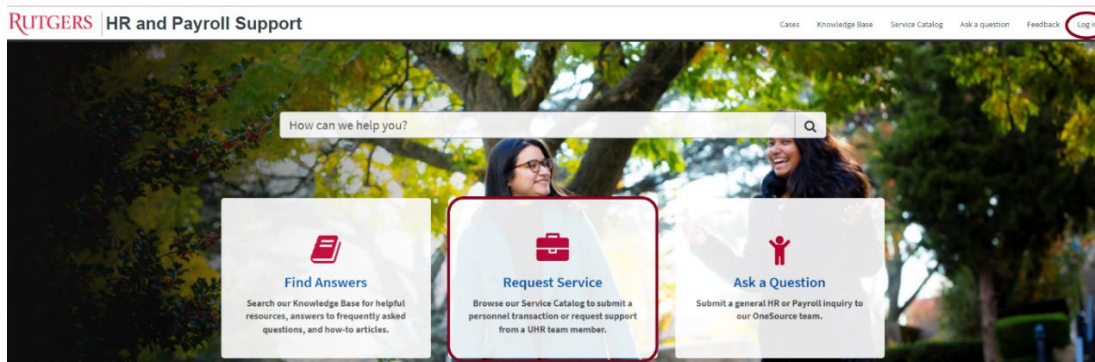
This screenshot is similar to the one above, showing the "Background Check Assistance" form. In this version, the "Submit" button in the red box on the right is highlighted with a red rounded rectangle. The "Add attachments" button is no longer visible.

# I-9 Assistance

Before submitting an inquiry or request for I-9 or E-Verify assistance, please visit our [I-9 and E-Verify](#) webpage, which includes links to training materials and the access request form. If you have additional questions after reviewing these materials, please follow the steps outlined below to submit an inquiry.

## Step 1

Log into the [Rutgers HR and Payroll Support Portal](#) utilizing your NetID and password by clicking on “Log In” or “Request Service”.



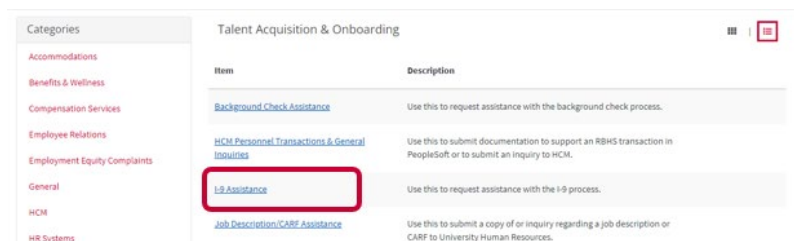
## Step 2

In the Browse Service Catalog section, select “Talent Acquisition & Onboarding”.



## Step 3

Select [“I-9 Assistance”](#)



## Step 4

Fill in the requested information in the required fields.


In the “Describe your request” field, enter a brief description of the inquiry or request.

You may add supporting documents via the Add attachments button:

**I-9 Assistance**  
Use this to request assistance with the I-9 process.

Before submitting an inquiry or request for I-9 or E-Verify assistance, please visit our website at <https://uhr.rutgers.edu/talent-acquisition/i-9-and-e-verify> which includes links to our training materials and access request form.

- Indicates required
- Describe your request

 Add attachments

**Submit**

Required information  
**Describe your request**

**Step 5**

Click on “Submit” to send the request to UHR. You will receive a Case Number for your records.

**I-9 Assistance**  
Use this to request assistance with the I-9 process.

**Submit**



## **Job Description/CARF Assistance**

Please use this service if you need guidance or assistance with a job description or CARF. Below are some general guidelines:

Complete the [Classification and Recruitment Form \(CARF\)](#), providing details about the position, position's attributes, responsibilities, duties, qualifications, and reporting relationship.

### **Do...**

- Consider the normal day-to-day responsibilities
- Use a factual and impersonal style when writing the Job Description/CARF
- Write clear, concise, and complete sentences
- Begin each task with a present tense action verb
- Focus on key responsibilities critical to the position
- Base the content on the responsibilities and duties of the position
- Include expectations of a fully proficient incumbent meeting all position requirements
- When indicating the percentage of time spent on each duty, consider what is performed over a given period of time
- Use explanatory phrases telling why, how, where, or how often to add meaning and clarity
- If feasible, identify comparators looking for employees in similarly situated positions including those who are:
  - Performing the same or very similar job
  - Within the same or similar industry
  - Within a department providing the same or similar services
  - Within the same or similar organization size, with the same or similar number of employees, students and/or population served.
  - Same or similar geographic location

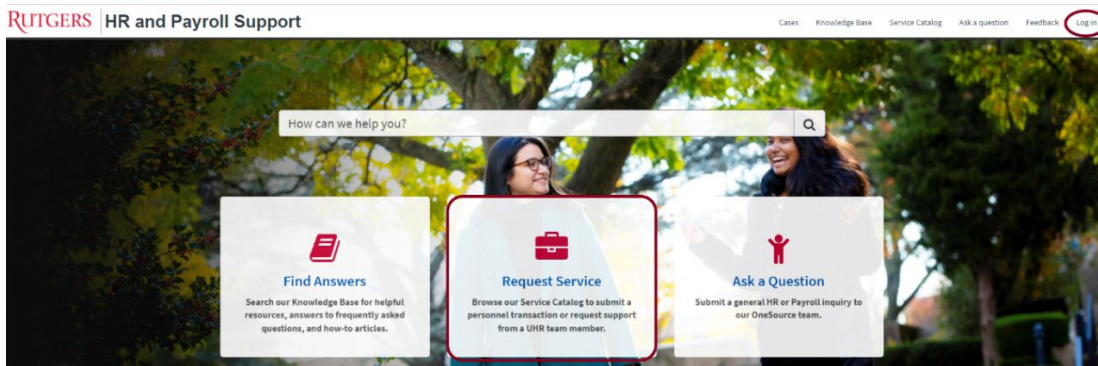
### **Don't...**

- Cut and paste information from job profiles, matrices or any other reference tools
- Use narrative, first person form, or specific individual names
- Use unnecessary words that add "fluff" to the duty
- Base the content on what the person doing the position can or can't do
- Include one-time, short-term assignments or an exhaustive list of all, minor, or occasional tasks
- Write the Job Description/CARF based on the desired classification outcome
- Write the Job Description/CARF as a procedure manual on how to do the position
- Utilize template Job Description/CARFs when positions have notable differences

If you need additional support, please following the steps outlined below:

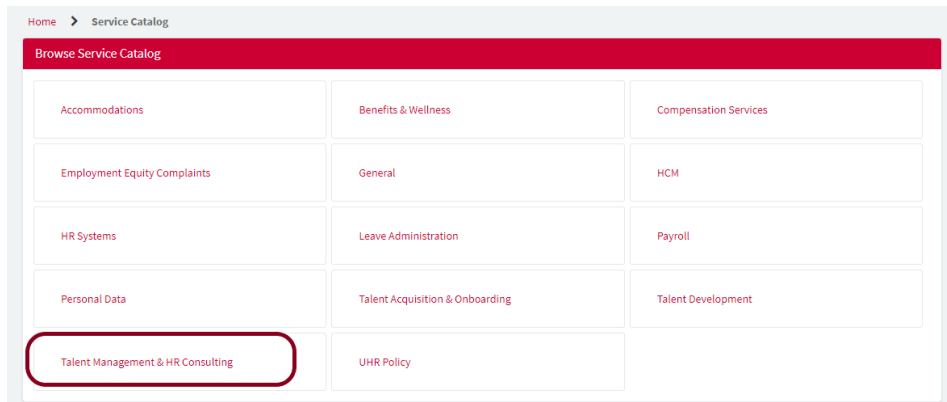
### **Step 1**

Log into the [Rutgers HR and Payroll Support Portal](#) utilizing your NetID and password by clicking on "Log In" or "Request Service".



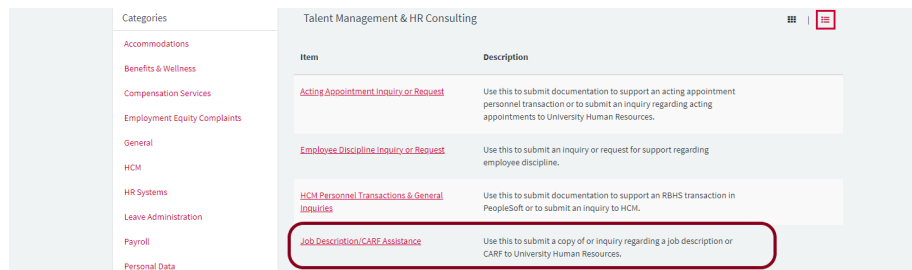
## Step 2

In the Browse Service Catalog section, select “Talent Management & HR Consulting”.



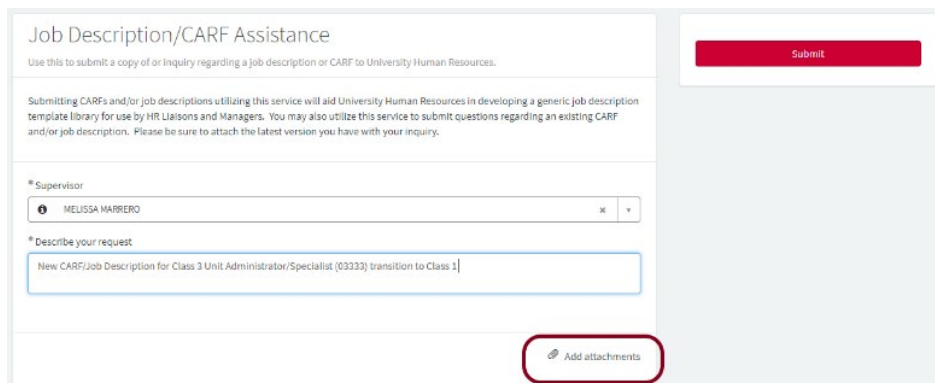
## Step 3

Select “Job Description/CARF Assistance”



## Step 4

Fill in the requested information and attach any files that may help describe your inquiry.



## Step 5

Click on “Submit” to send the request to UHR. You will receive a Case Number for your records.

# Layoff Assistance Request

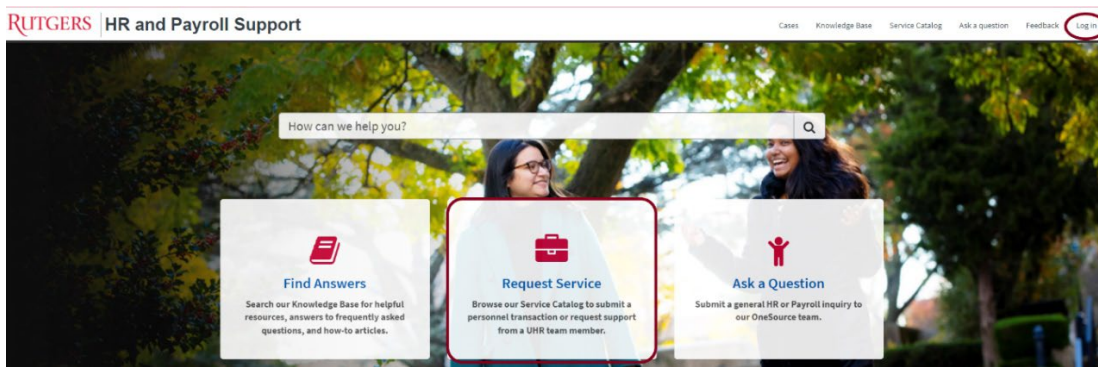
The basis of any non-aligned employee layoff decision must be a determination as to which positions can be eliminated with the least consequence to the unit’s ability to perform its most critical functions. For additional information, please visit the [Layoff Guidelines](#) webpage.

For assistance with aligned employee layoffs, please contact the [Office of University Labor Relations](#).

If you have questions regarding non-aligned employee layoffs, please follow the steps outlined below.

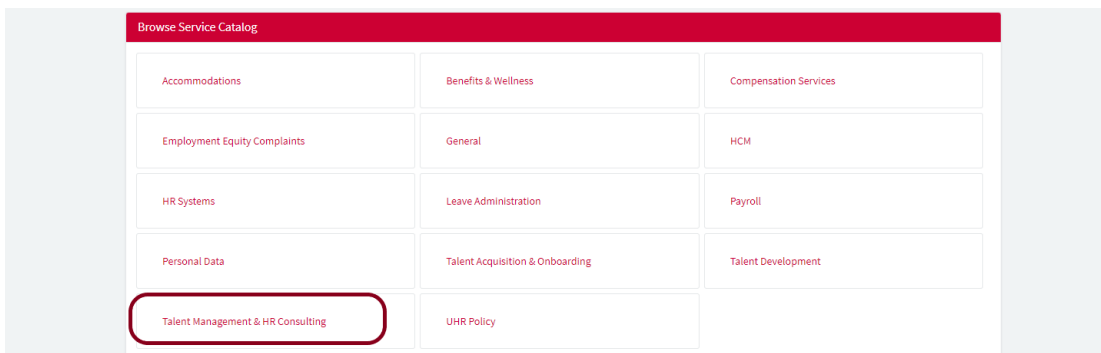
## Step 1

Log into the [Rutgers HR and Payroll Support Portal](#) utilizing your NetID and password by clicking on “Log In” or “Request Service”.



## Step 2

In the Browse Service Catalog section, select “Talent Management & HR Consulting”.



## Step 3

Select “[Layoff Assistance](#)”

Item	Description
<a href="#">Acting Appointment Inquiry or Request</a>	Use this to submit documentation to support an acting appointment personnel transaction or to submit an inquiry regarding acting appointments to University Human Resources.
<a href="#">Employee Discipline Inquiry or Request</a>	Use this to submit an inquiry or request for support regarding employee discipline.
<a href="#">HCM Personnel Transactions &amp; General Inquiries</a>	Use this to submit documentation to support an RBHS transaction in PeopleSoft or to submit an inquiry to HCM.
<a href="#">Job Description/CARF Assistance</a>	Use this to submit a copy of or inquiry regarding a job description or CARF to University Human Resources.
<a href="#">Layoff Assistance</a>	Use this to submit documentation to support a layoff request or to submit an inquiry regarding a layoff to University Human Resources.

## Step 4

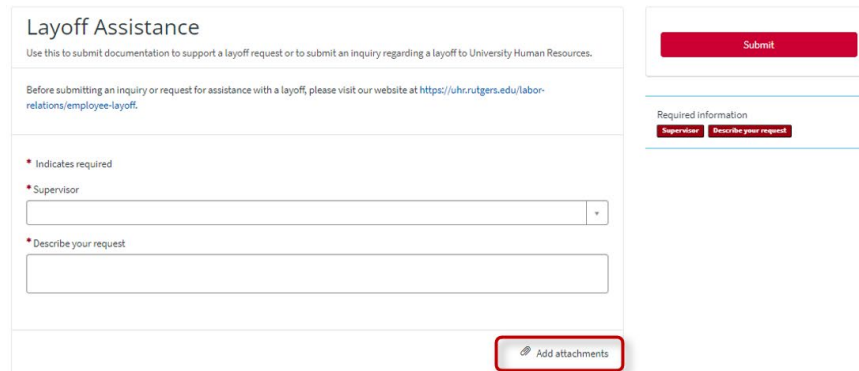
Fill in the requested information in the required fields.

In the “Supervisor” field, select the name for the individual that will be supervising the position.

In the “Describe your request” field, enter a detailed proposal for the layoff request.

Please add the following supporting documents via the “Add attachments” button:

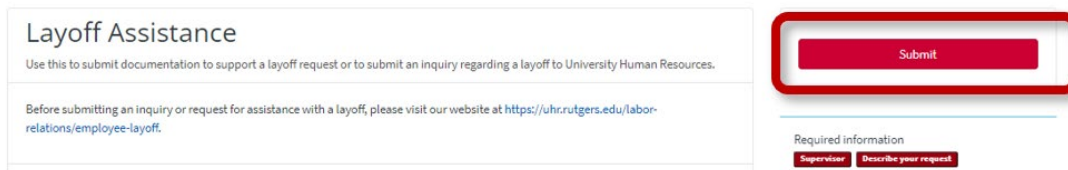
- an organizational chart (current and proposed)
- CARF/Job Description(s)



The screenshot shows the 'Layoff Assistance' form. The form title is 'Layoff Assistance' and the subtitle is 'Use this to submit documentation to support a layoff request or to submit an inquiry regarding a layoff to University Human Resources.' Below the subtitle, there is a link: 'Before submitting an inquiry or request for assistance with a layoff, please visit our website at <https://uhr.rutgers.edu/labor-relations/employee-layoff>.' The form contains several fields: a red asterisk indicates required fields; the 'Supervisor' field is a dropdown menu; the 'Describe your request' field is a text area; and the 'Add attachments' button is highlighted with a red box. To the right of the form, there is a 'Submit' button and a 'Required information' section with 'Supervisor' and 'Describe your request' buttons.

## Step 5

Click on “Submit” to send the request to UHR. You will receive a Case Number for your records.



The screenshot shows the 'Layoff Assistance' form. The form title is 'Layoff Assistance' and the subtitle is 'Use this to submit documentation to support a layoff request or to submit an inquiry regarding a layoff to University Human Resources.' Below the subtitle, there is a link: 'Before submitting an inquiry or request for assistance with a layoff, please visit our website at <https://uhr.rutgers.edu/labor-relations/employee-layoff>.' The form contains several fields: a red asterisk indicates required fields; the 'Supervisor' field is a dropdown menu; the 'Describe your request' field is a text area; and the 'Submit' button is highlighted with a red box. To the right of the form, there is a 'Required information' section with 'Supervisor' and 'Describe your request' buttons.

# New Hire Onboarding Assistance Request

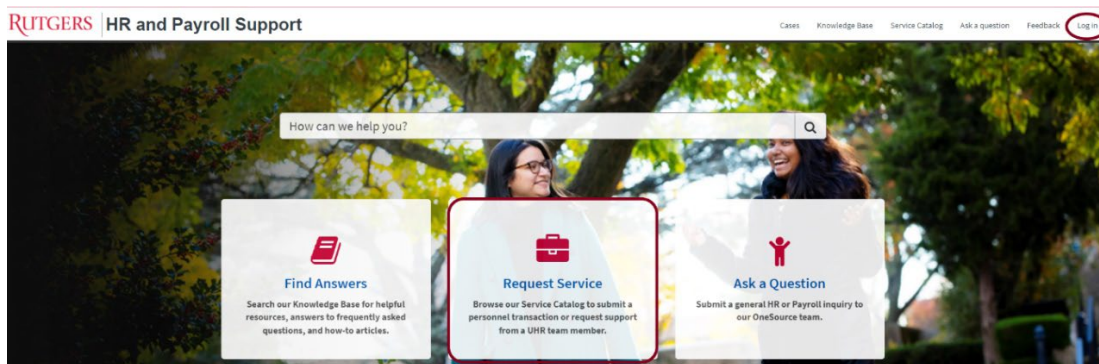
Before submitting an inquiry, please visit our [Recruitment, Hiring and Onboarding Roadmap for Managers](#) webpage for additional information.

The New Hire Onboarding Assistance service should be utilized to submit requests pertaining to UHR processes only, including:

- Offer letter assistance and/or access to offer letter templates for Non-RBHS units
- Offer status for RBHS staff hiring
- RBHS staff onboarding tasks such as:
  - Physical exams and drug screens
  - Start date confirmation and HCM submission status

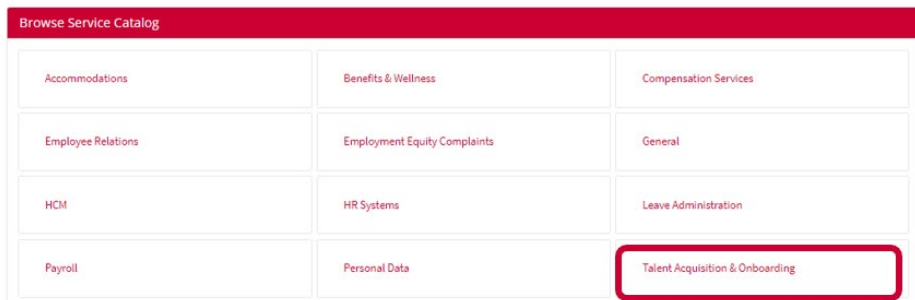
## **Step 1**

Log into the [Rutgers HR and Payroll Support Portal](#) utilizing your NetID and password by clicking on “Log In” or “Request Service”.



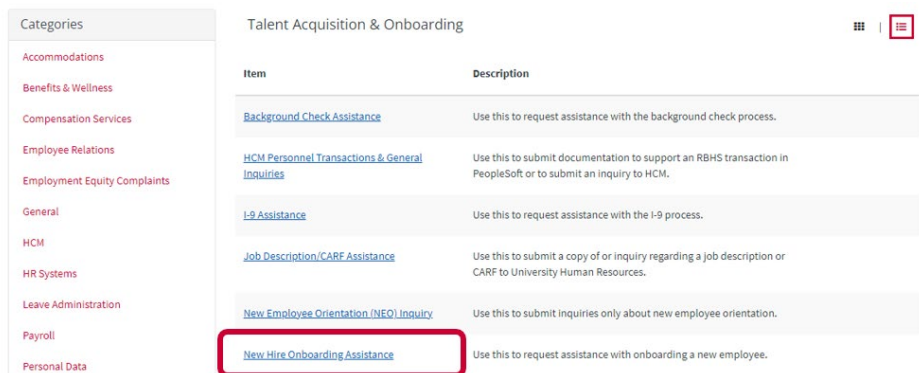
## **Step 2**

In the Browse Service Catalog section, select “Talent Acquisition & Onboarding”.



## **Step 3**

Select “[New Hire Onboarding Assistance](#)”

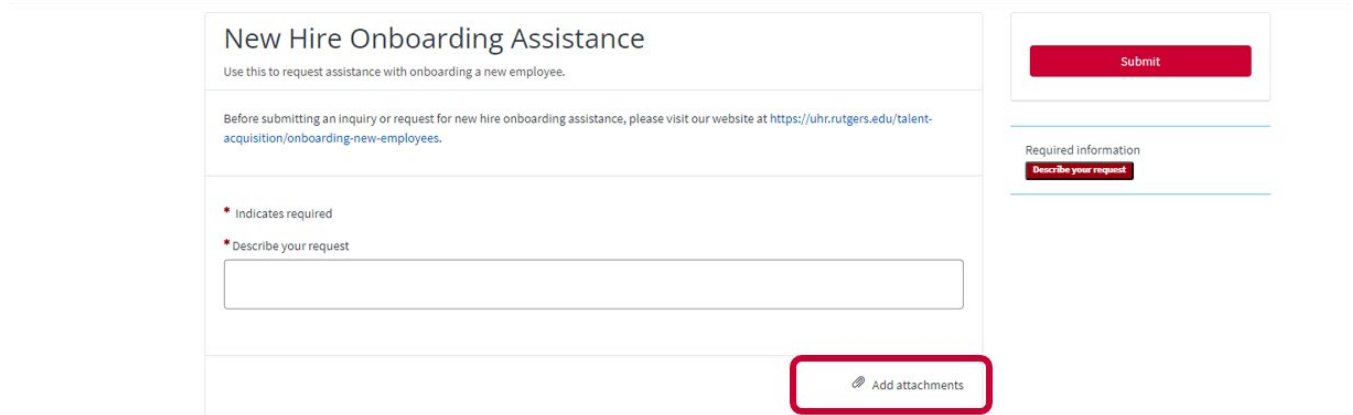


## **Step 4**

Fill in the requested information in the required fields.

In the “Describe your request” field, enter a brief description of the inquiry or request.

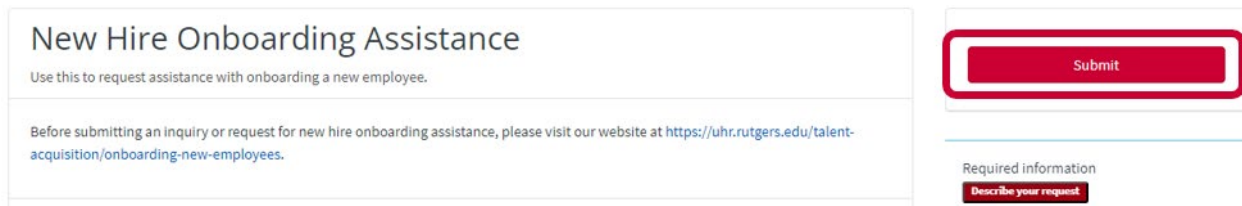
You may add supporting documents via the Add attachments button:



The screenshot shows a web form titled "New Hire Onboarding Assistance" with the subtitle "Use this to request assistance with onboarding a new employee." Below the title is a link: "Before submitting an inquiry or request for new hire onboarding assistance, please visit our website at <https://uhr.rutgers.edu/talent-acquisition/onboarding-new-employees>." There are two red asterisks indicating required fields: "Indicates required" and "Describe your request". A large text input field is provided for the request description. At the bottom right of the form is a red button labeled "Add attachments". To the right of the form is a separate box containing a red "Submit" button and a "Required information" section with a red "Describe your request" button.

## **Step 5**

Click on “Submit” to send the request to UHR. You will receive a Case Number for your records.



This screenshot is identical to the one in Step 4, but the red "Submit" button in the right-hand box is highlighted with a red rectangular border, indicating the final step of the process.

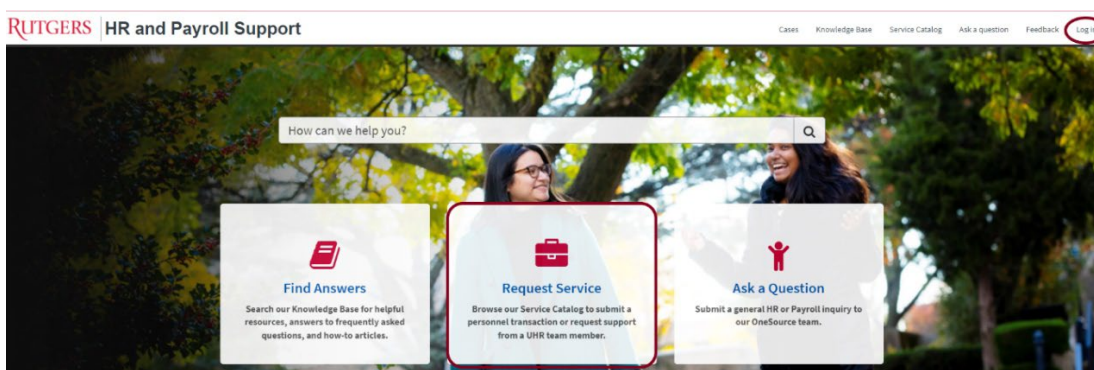
# Non-Aligned Employee Discipline Inquiry or Request

In most cases, the purpose of discipline is to instruct and correct rather than to punish. It is the manager/supervisor’s responsibility to explain to the employee those areas in which they are expected to improve, to make suggestions about how to improve, and to allow time for the employee to make improvements.

Departmental HR Liaisons should be notified when a manager/supervisor is seeking to take disciplinary action against a non-aligned employee. If the employee is covered by a collective bargaining agreement, please contact the [Office of University Labor Relations](#) for further guidance.

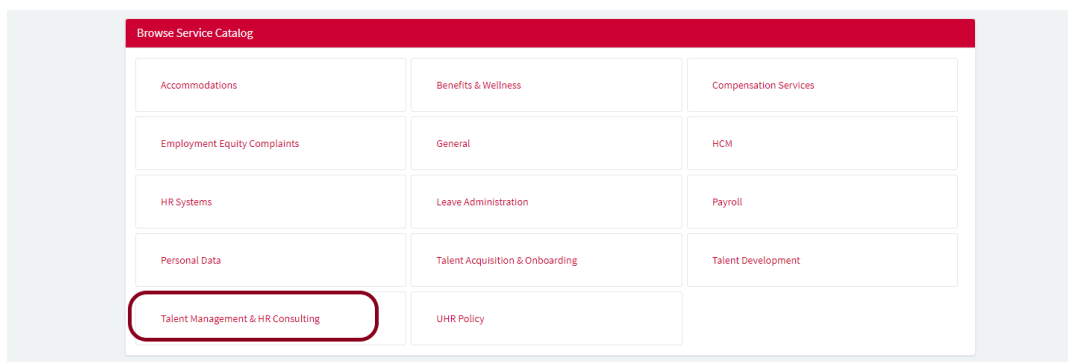
## Step 1

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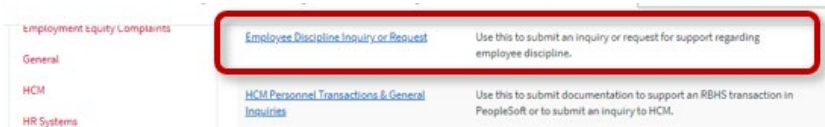
## Step 2

In the Browse Service Catalog section, select “Talent Management & HR Consulting”.



## Step 3

Select “[Employee Discipline Inquiry or Request](#)”



## Step 4

Fill in the requested information in the required fields.

In the “Supervisor” field, select the name for the individual that will be supervising the position.

In the “Describe your request” field, enter a brief description of the inquiry or request along with the employee’s name, employee number, and job title.

You may add supporting documents via the Add attachments button:

**Employee Discipline Inquiry or Request**  
Use this to submit an inquiry or request for support regarding employee discipline.

For assistance with non-aligned employee discipline, please use the form below. For assistance with aligned employee matters, please contact the Office of University Labor Relations at <https://laborrelations.rutgers.edu/contact>.

• Indicates required

• Supervisor

• Describe your request

Add attachments

Submit

Required information

Supervisor Describe your request

### **Step 5**

Click on “Submit” to send the request to UHR. You will receive a Case Number for your records.

**Employee Discipline Inquiry or Request**  
Use this to submit an inquiry or request for support regarding employee discipline.

For assistance with non-aligned employee discipline, please use the form below. For assistance with aligned employee matters, please contact the Office of University Labor Relations at <https://laborrelations.rutgers.edu/contact>.

Submit

Required information

Supervisor Describe your request



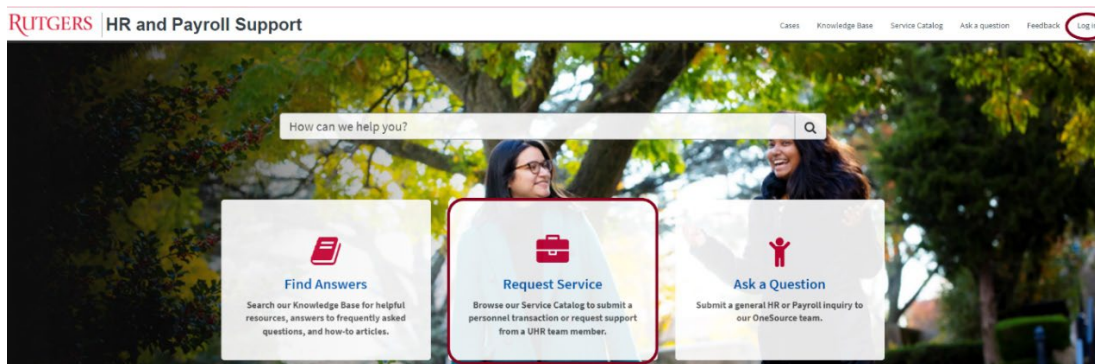
# Reclassification Inquiry

Please utilize this service only to ask questions regarding a proposed reclassification prior to submitting the personnel transaction in ROCS. Below are some general guidelines:

*If a position has undergone change because the supervisor has added, deleted, or changed the duties and responsibilities resulting in significant change in terms of scope, level of responsibility, accountability, and/or impact, the position may be reviewed to ensure appropriate classification.*

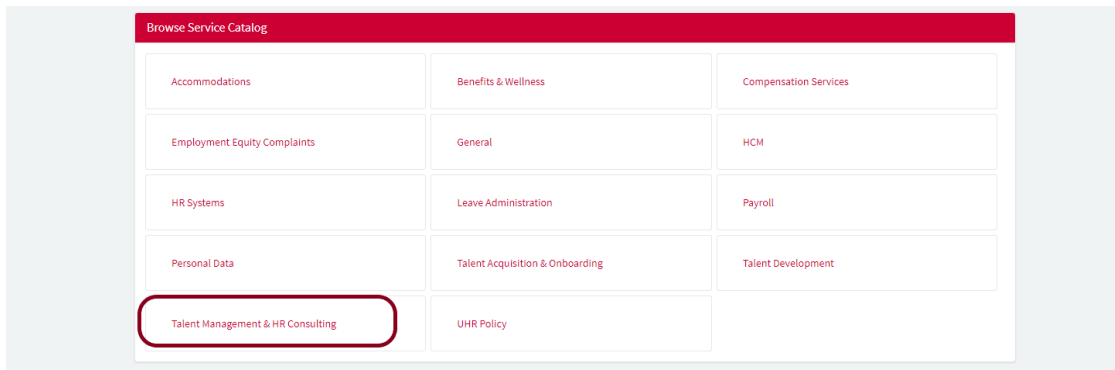
## Step 1

Log into the [Rutgers HR and Payroll Support Portal](#) utilizing your NetID and password by clicking on “Log In” or “Request Service”.



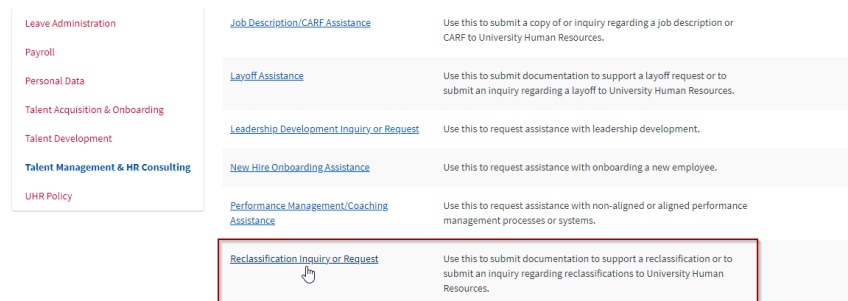
## Step 2

In the Browse Service Catalog section, select “Talent Management & HR Consulting”.



## Step 3

Select “Reclassification Inquiry”



## Step 4

Fill in the requested information in the required fields and attach any files that may help describe your inquiry.

**Reclassification Inquiry or Request**

Use this to submit documentation to support a reclassification or to submit an inquiry regarding reclassifications to University Human Resources.

If a position has undergone change because the supervisor has added, deleted, or changed the duties and responsibilities resulting in significant change in terms of scope, level of responsibility, accountability, and/or impact, the position may be reviewed to ensure appropriate classification. In addition to completing a department- or self-initiated reclassification request, please attach a current CARF/job description, the proposed CARF/job description, a current organizational chart, a proposed organizational chart, and the employee's resume with your request. Incomplete requests may result in processing delays.

- Indicates required
- Supervisor

- Describe your request

Required information

## Step 5

Click on "Submit" to send the request to UHR. You will receive a Case Number for your records.

**Reclassification Inquiry or Request**

Use this to submit documentation to support a reclassification or to submit an inquiry regarding reclassifications to University Human Resources.

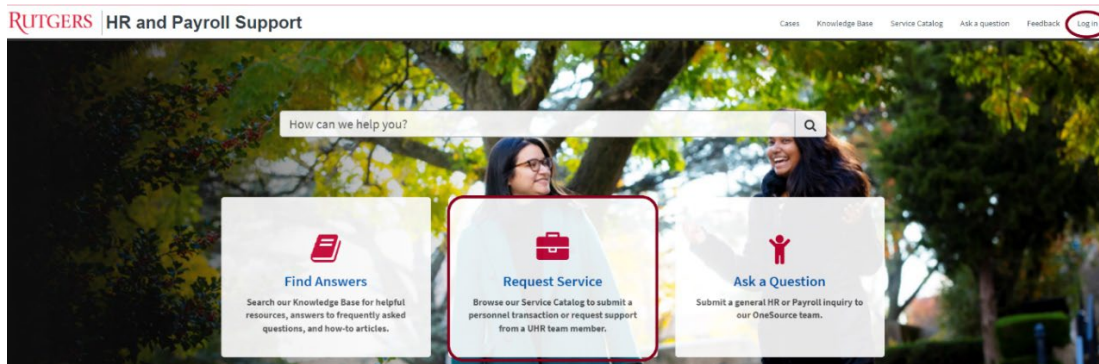
If a position has undergone change because the supervisor has added, deleted, or changed the duties and responsibilities resulting in significant change in terms of scope, level of responsibility, accountability, and/or impact, the position may be reviewed to ensure appropriate classification. In addition to completing a department- or self-initiated reclassification request, please attach a current CARF/job description, the proposed CARF/job description, a current organizational chart, a proposed organizational chart, and the employee's resume with your request. Incomplete requests may result in processing delays.

# Reorganization Planning Assistance Request

Please utilize this service to request assistance with assessing your organizational needs, goals, and restructuring strategies.

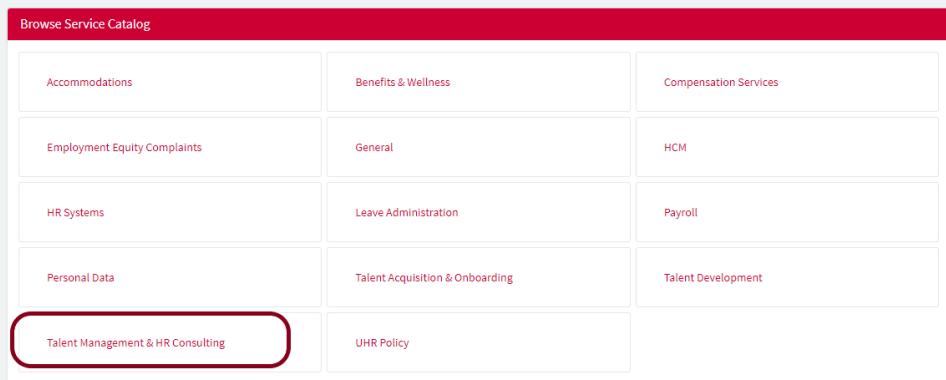
## Step 1

Log into the [Rutgers HR and Payroll Support Portal](#) utilizing your NetID and password by clicking on “Log In” or “Request Service”.



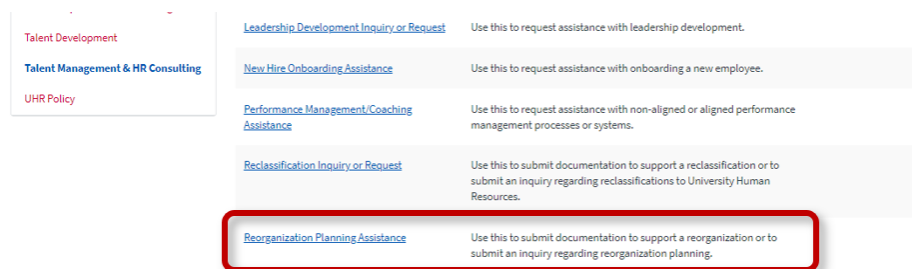
## Step 2

In the Browse Service Catalog section, select “Talent Management & HR Consulting”.



## Step 3

Select “[Reorganization Planning Assistance](#)”



## Step 4

Fill in the requested information in the required fields.

In the “Supervisor” field, select the name for the individual that will be supervising the position.

In the “Describe your request” field, enter proposal detailing the reorganization request along with an organizational chart (current and proposed) and CARF/Job Description.

You may add supporting documents via the Add attachments button:

**Reorganization Planning Assistance**  
Use this to submit documentation to support a reorganization or to submit an inquiry regarding reorganization planning.

To initiate discussions regarding a reorganization plan based on department need or budget constraints, please fill out the below. If you have a proposal and organizational chart, please include those as attachments to your request to facilitate the discussions with the UHR Business Partner Services team.

- Indicates required
- Supervisor
- Describe your request

Required information

**Step 5**

Click on "Submit" to send the request to UHR. You will receive a Case Number for your records.

**Reorganization Planning Assistance**  
Use this to submit documentation to support a reorganization or to submit an inquiry regarding reorganization planning.

To initiate discussions regarding a reorganization plan based on department need or budget constraints, please fill out the below. If you have a proposal and organizational chart, please include those as attachments to your request to facilitate the discussions with the UHR Business Partner Services team.

- Indicates required
- Supervisor
- Describe your request

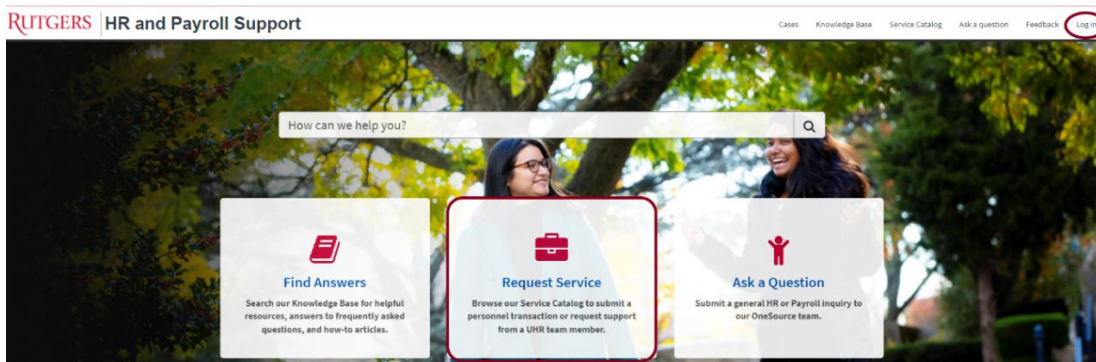
Required information

# ROCS Assistance

The Recruitment, Onboarding and Classification System (ROCS) is a recruitment, hiring and onboarding tool, used university-wide at Rutgers. For access and training resources, please first visit the Talent Acquisition- website at <https://uhr.rutgers.edu/talent-acquisition/home> before submitting an inquiry below.

## Step 1

Log into the [Rutgers HR and Payroll Support Portal](#) utilizing your NetID and password by clicking on “Log In” or “Request Service”.



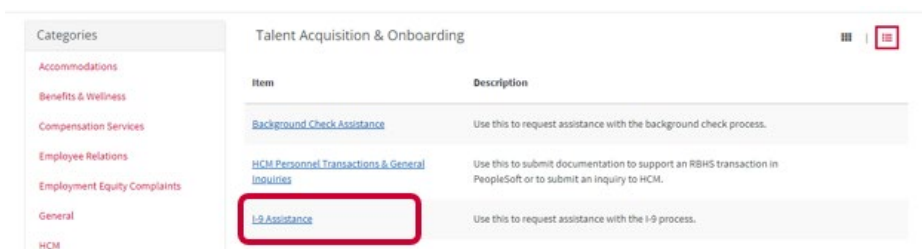
## Step 2

In the Browse Service Catalog section, select “Talent Acquisition & Onboarding”.



## Step 3

Select [“I-9 Assistance”](#)



## Step 4


Fill in the requested information in the required fields. In the “Describe your request” field, enter a brief description of the inquiry or request.

You may add supporting documents via the Add attachments button:

**ROCS Assistance**  
Use this to request assistance with using ROCS or related processes.

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- Indicates required
- Describe your request

 Add attachments

**Submit**

Required information  
**Describe your request**

### **Step 5**

Click on “Submit” to send the request to UHR. You will receive a Case Number for your records.

### **ROCS Assistance**

Use this to request assistance with using ROCS or related processes.

**Submit**

# Salary In-Range/Grade Inquiry or Self-Initiated Request

Download the “[Classification and Recruitment Form \(CARF\)](#)” and “[Salary In-Range / Grade Adjustment Request](#)” forms from the UHR website. If you have any questions related to the forms or the proposed salary in-range/grade request prior to submitting it into ROCS, please proceed to the following steps. Below are some general guidelines:

**In-Grade:** A Salary In-Range/Grade request is submitted to review a position for an increase in salary with no change to the position’s grade if there has been a:

- Permanent change in level of duties and responsibilities (additional duties as defined below)
- Employment offer or active recruitment from outside the University (counter offer as defined below)
- Market-related pressures (equity as defined below)
- Misalignment of salary relationships (equity as defined below)

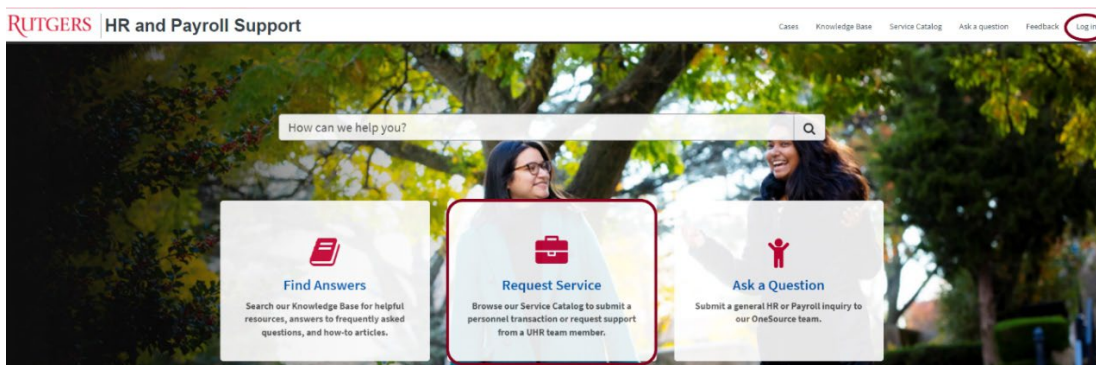
## Definitions:

- **Additional Duties:** When job duties significantly change, and the employee’s scope of work includes permanent additional responsibilities/job duties that become a regular part of the job. Please note: an increase in the volume of activity or transactions without additional duties does not justify an increase in pay.
- **Counteroffer:** Can be used to retain an employee who has a comparable external job offer. The external position must be comparable in terms of scope and complexity to the employee’s current position within the University.
- **Equity:** Equity may be used to address salary inequities among individuals who are in positions that require similar skills, responsibilities, and experience. Equity reviews may also be requested to address pay compression, pay inequity, or to ensure that an employee’s salary appropriately reflects his/her skills, knowledge, experience, and performance. Equity requests may be as a result of internal misalignment or external market-related pressures.

For additional information, refer to Rutgers [Policy 60.4.10](#) or [collective negotiations agreement](#) for additional guidance.

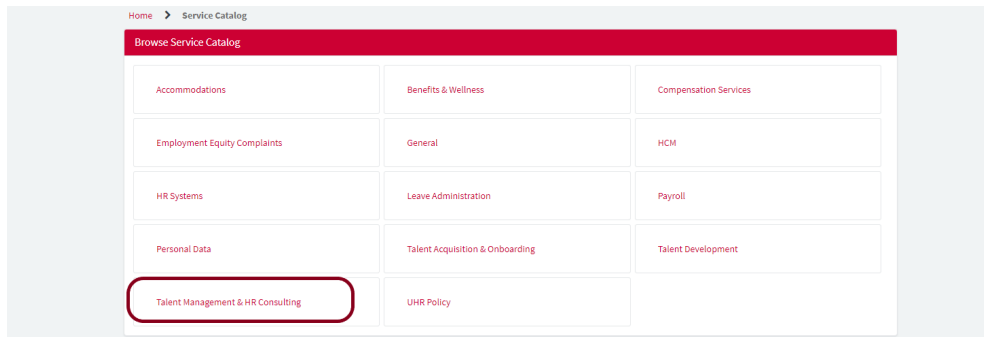
## Step 1

Log into the [Rutgers HR and Payroll Support Portal](#) utilizing your NetID and password by clicking on “Log In” or “Request Service”.

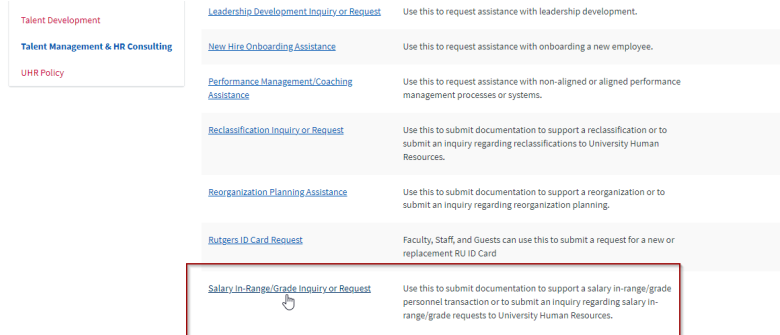


## Step 2

In the Browse Service Catalog section, select “Talent Management & HR Consulting”.



**Step 3**  
 Select “Salary In-Range/Grade Inquiry”



**Step 4**

In the “Describe your request” field, enter the type of Salary In-Range/Grade and a brief description of the inquiry (please refer to your previously assigned case number if applicable). Attach any files that may help describe your inquiry.

In the “Supervisor” field, select the name for the individual that will be supervising the position.

**Salary In-Range/Grade Inquiry or Request**  
 Use this to submit documentation to support a salary in-range/grade personnel transaction or to submit an inquiry regarding salary in-range/grade requests to University Human Resources.

All requests for in-range/grade salary adjustments will be submitted to University Human Resources to determine if the proposed changes are appropriate within the current grade. In addition to completing a Salary In-Range/Grade form in its entirety, please attach a current CARR job description, proposed CARR job description highlighting the new and/or removed responsibilities, an updated organizational chart, and the employee's resume with your request. If the request is for a counteroffer, please include the external offer letter with your request. Refer to Rutgers Policy 60-4.10 or URAAFT Negotiations Agreement Article 39 for additional guidance.

**Additional Duties:** When job duties significantly change, and the employee's scope, depth and complexity of work includes permanent additional responsibilities that become a regular part of the job which do not warrant an upward reclassification of the employee's grade. Salary adjustment cannot exceed 10% without a policy exception requiring the Senior Vice President for Human Resources approval. Please note: an increase in the volume of activity or transactions without additional duties does not justify additional pay or increase in pay.

**Lateral transfer to new position:** When an employee transfers to a different position within the same salary grade and assumes a demonstrable increase in the scope, depth and complexity of job functions and their outcomes as a result of the new position. Salary adjustment cannot exceed 10% without a policy exception requiring the Senior Vice President for Human Resources approval.

**Retention/Counter Offer:** When an employee received a written external employment offer where the external position is at a comparable level to the employee's current position at Rutgers and within a comparable job market, and a counteroffer would not result in internal equity issues within the requesting department.

**Equity:** Used to address salary inequities among individuals who are in positions that require similar skills, responsibilities and experience. Equity review may also be requested to address pay compression, pay inequity, or to ensure that an employee's salary appropriately reflects his/her skills, knowledge, experience, and performance in order to provide for an equity adjustment as a result of substantiated internal and/or external market conditions.

Incomplete requests may result in processing delays.

\* Indicates required

\* Supervisor

\* Describe your request

Required information

**Step 5**

Click on “Submit” to send the request to UHR. You will receive a Case Number for your records.

**Salary In-Range/Grade Inquiry or Request**

Use this to submit documentation to support a salary in-range/grade personnel transaction or to submit an inquiry regarding salary in-range/grade requests to University Human Resources.

Salary adjustment cannot exceed 10% without a policy exception requiring the Senior Vice President for Human Resources approval. Please note: an increase in the volume of activity or transactions without additional duties does not justify additional pay or increase in pay.

Lateral transfer to new position: When an employee transfers to a different position within the same salary grade and assumes a



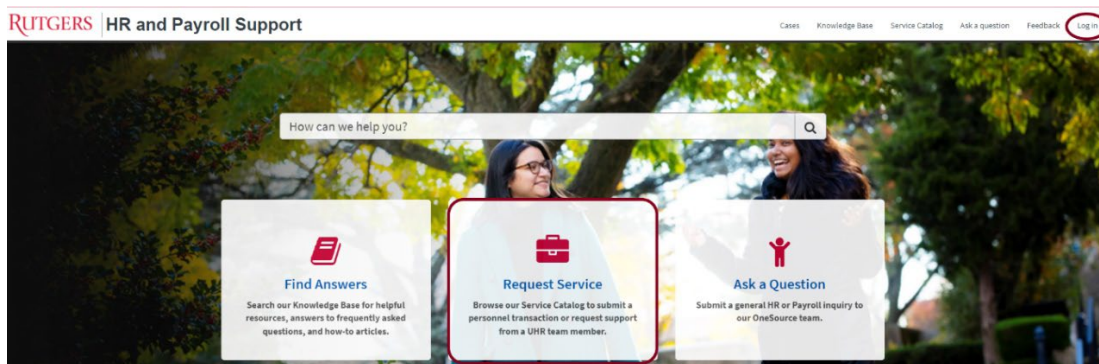
# UHR Policy Assistance

The Policy & Employment Practices team is responsible for developing, maintaining, interpreting, and monitoring UHR policies, assuring that there is alignment across the university. We monitor employment legislation and coordinate the implementation of applicable regulations with the various units within UHR and the university. With the proper advice we can pave the pathway for us to achieve the highest standards of excellence and ensure compliance and wellbeing of the overall Rutgers community.

If applicable, please include the specific policy number when submitting your inquiry.

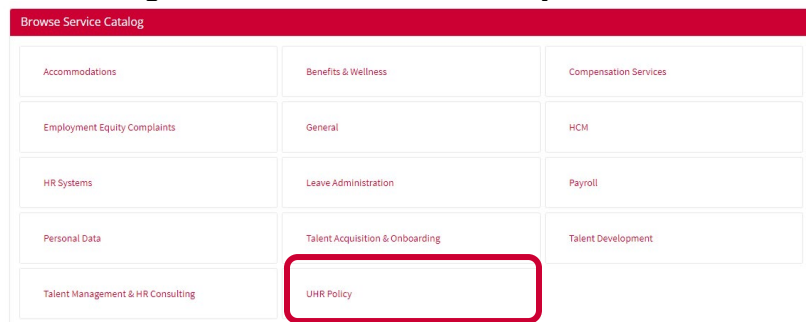
## Step 1

Log into the [Rutgers HR and Payroll Support Portal](#) utilizing your NetID and password by clicking on “Log In” or “Request Service”.



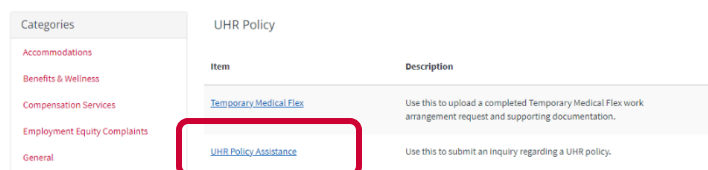
## Step 2

In the Browse Service Catalog section, select “UHR Policy”.



## Step 3

Select [“UHR Policy Assistance”](#)



## Step 4

In the “Describe your request” field, enter a brief description of the inquiry or request.

You may add supporting documents via the Add attachments button:

**UHR Policy Assistance**  
Use this to submit an inquiry regarding a UHR policy.

The Policy & Employment Practices team is responsible for developing, maintaining, interpreting, and monitoring UHR policies, assuring that there is alignment across the university. We monitor employment legislation and coordinate the implementation of applicable regulations with the various units within UHR and the university. With the proper advice we can pave the pathway for us to achieve the highest standards of excellence and ensure compliance and wellbeing of the overall Rutgers community.  
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- Indicates required
- Describe your request

[Add attachments](#)

[Submit](#)

Required information  
[Click the your request](#)

## Step 5

Click on “Submit” to send the request to UHR. You will receive a Case Number for your records.

 **HR and Payroll Support** To-dos Cases Knowledge Base Service Catalog Ask a question

Home > Human Resources Catalog > UHR Policy > UHR Policy Assistance

**UHR Policy Assistance**  
Use this to submit an inquiry regarding a UHR policy.

[Submit](#)