

October

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For Immediate
Release

Update on UIC HR Help Desk

UIC Human Resources provides a Help Desk serving the campus and job applicants primarily in two ways:

1. HR Technology Issues – Users of the various University HR systems can contact the UIC HR Help Desk to obtain assistance with login, navigation, or general HR system issues.
2. Walk-In Support – Both employees and applicants may need assistance in person completing various forms or applications online. Login and navigation support in the various forms and applications is provided. (The Help Desk does not provide the content the individual may need for the forms and applications). This support is available on a first come first serve basis in Room 109 of the Human Resources Building at 715 S. Wood.

While we experience a significant increase in Help Desk requests during certain periods (e.g. start of Academic Year, start of semesters, open enrollment, etc.), we are finding that walk-ins can require lengthy time periods to help them complete forms online. In order to better serve the entire campus community, effective Monday, October 10th we are taking the following actions:

1. Walk-In Support will be provided as stated below. A dedicated resource (reporting to the Help Desk Supervisor – Alpay Sarabi) will focus on Walk-Ins while the Help Desk staff can stay focused on Help Desk issues. We have found the times below to be the periods of highest walk-in traffic and will be the hours for walk-in support:
 - a. Monday and Wednesday: 9AM – 1PM
 - b. Tuesday: 8:30AM – 1PM
 - c. Thursday: 12noon – 5PM
 - d. Friday: not available
 - e. These hours will be expanded, when necessary, during peak periods around the start of a new semester, open enrollment, and other appropriate times.
2. Help Desk support remains available Monday – Friday 9AM – 4:30PM. Please contact the Help Desk at uichelpdesk@uillinois.edu or call (312) 413-4848. The Help Desk provides support for the following University HR systems:
 - a. HR Front End/Banner
 - b. HireTouch
 - c. Tracker I-9
 - d. NESSIE Newhire