|   | **Navigate to Service Now:** [https://ucop.service-now.com](https://ucop.service-now.com)  

*For the best result, please use the Chrome or Firefox browser.* |
|---|---|
| 2 | **Log in using your user name and single sign on password – dual authentication is required**  

<table>
<thead>
<tr>
<th>User name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password</td>
</tr>
<tr>
<td>Forgot Password?</td>
</tr>
<tr>
<td>---</td>
</tr>
</tbody>
</table>
| 3 | **Select ‘Request Service’ from the menu**  

- Report Service Interruption  
  - Service Interruption Report: Something Broken (Incident)  
  - Report Something Lost or Stolen (Incident)  

- Get Help: Submit Other Requests, Ask a Question, Password reset, Contact Service Desk, Check Incident response time  

- Information: Search KB articles, FAQs, and other resources  

- Request Service: Request Services, software, or hardware |
| 4 | **Select ‘Human Resources’ from the menu**  

- Human Resources  
  - UCOP local HR Requests  

- Collaboration: Zoom, Sharepoint, Box  
  - General Requests for 3rd Party Audio, Desktop video and Web collaboration tools  

- Work Equipment: Computers, Phones and Software  
  - General Requests and support for UCOP Computers, Phones, Jabber and Software
5 Select Staff Appreciation and Recognition (STAR) Form

Human Resources

UCOP local HR Requests

- Staff Appreciation and Recognition (STAR) Form
- UCOP STAR Awards Nomination Form

6 Enter information as prompted

- Create a Watchlist if you wish others to view and be notified as the nomination advances through the process.

UCOP STAR Awards Nomination Form

Award Eligibility (all criteria must be met):

- Nominee is a policy-covered PSS employee, MSP employee, or exclusively represented employee in the Clerical Unit (CX)
- Nominee is an active pay status or on an approved unpaid leave
- Nominee has a minimum performance rating of "Successfully Meets Expectations" on their most recent annual performance evaluation. New employees who have not yet received a performance rating are not eligible.
- Nominee has worked a significant portion of the year to achieve above and beyond the normal scope of their regular job responsibilities

If nominating a team or a group of individuals, complete a separate request for each nominee.

Nominees who are not UCOP employees must be submitted on an attached form: STAR Program nomination form (doc).

[Image of User Information]

Requested by: Morleth Yakoman
Your phone: (510)537-9500

Nominees:
- UCOP Employee
- Non-UCOP Employee (must be submitted on STAR Program nomination form)
7. **Enter Nominee information, amount of, and reason for the award**

   - **Nominee Information**
     - Select Nominee
     - Employee Department Code
     - Employee Department Name
     - Amount Awarded

   - Briefly describe how the employee completed work on a specific project or event that is above and beyond the normal scope of an employee’s regular job responsibilities that warrants a STAR Award (1000 character limit).

8. **Include the FAU and submit the request.**

   - **Nominator Information**
     - Nominee Name
     - Nominee's Email
     - Nominee Department
     - Nominee Department Name

   - FAU