

How to Search for UCPath Guidance

Topic Based Zoom

Today's Topics

- 1 Types of guidance and where to go
- 2 What to do when you don't know what to do
- 3 Finding resources
- 4 Q&A

Types of guidance and where to go

1

Guidance on **What to enter**

- This is something you will need to gather from your **department or the employee**
- For policy guidance or union related guidance contact **Employee Relations / Labor Relations**

2

Guidance on **How to enter (Happy Path)**

- **UC San Diego local support teams** can help if you need additional guidance on deciding which transaction to use or understanding the resources.

3

Guidance on **How to correct (Unhappy Path)**

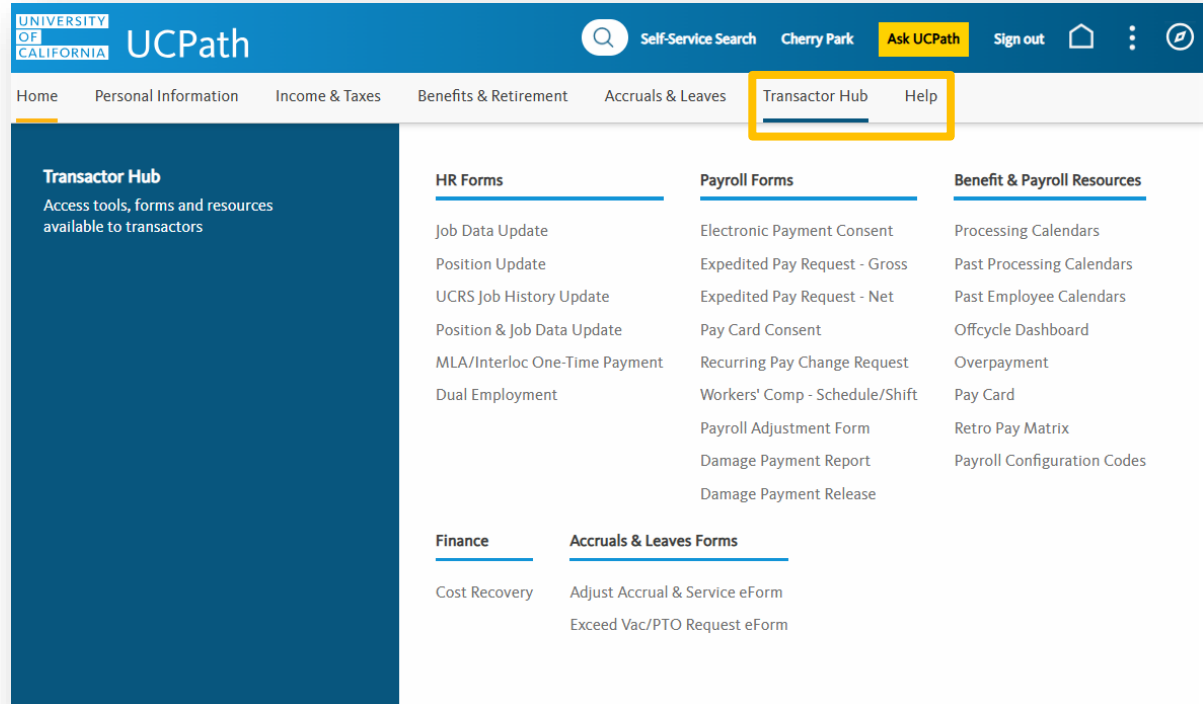
- All the scenarios are not documented so will need guidance from **UCPath Center**
- [Job Aid: Job Data Corrections](#) and [Retro Pay Matrix](#)
- To escalate submit an Employee Center case and provide Ask UCPath case number

What to do when you don't know what to do



UCPath

- The Transactor Hub drop down is where you can find the various forms and resources
- The Help tab has a link to a self-service, repository for support materials for UCPath.



UNIVERSITY OF CALIFORNIA UCPath

Self-Service Search Cherry Park Ask UCPath Sign out

Home Personal Information Income & Taxes Benefits & Retirement Accruals & Leaves **Transactor Hub** Help

Transactor Hub
Access tools, forms and resources available to transactors

HR Forms

- Job Data Update
- Position Update
- UCRS Job History Update
- Position & Job Data Update
- MLA/Interloc One-Time Payment
- Dual Employment

Payroll Forms

- Electronic Payment Consent
- Expedited Pay Request - Gross
- Expedited Pay Request - Net
- Pay Card Consent
- Recurring Pay Change Request
- Workers' Comp - Schedule/Shift
- Payroll Adjustment Form
- Damage Payment Report
- Damage Payment Release

Benefit & Payroll Resources

- Processing Calendars
- Past Processing Calendars
- Past Employee Calendars
- Offcycle Dashboard
- Overpayment
- Pay Card
- Retro Pay Matrix
- Payroll Configuration Codes

Finance

- Cost Recovery

Accruals & Leaves Forms

- Adjust Accrual & Service eForm
- Exceed Vac/PTO Request eForm

Ask UCPATH

- Ask UCPATH has a knowledge base
- Use the search bar to search keywords

The screenshot displays the UCPath website interface. At the top, a blue navigation bar contains the University of California logo, the text "UCPath", and links for "Home", "My Inquiries", "Submit An Inquiry", "Other Resources", and "UCPath". Below the navigation bar is a search bar with the placeholder text "How can we help?" and a magnifying glass icon. The main content area features a "Trending Topics" section with three orange buttons labeled "Benefits Support", "Payroll Support", and "W-2". Below this is a "Quick Search" section with six image-based categories: "Paycheck / Payroll Issues", "Benefits", "Employment / Wage Verification", "Direct Deposit", "Update Personal Info", and "Leave Balances & Accruals". The "Frequently Asked Questions" section is partially visible at the bottom, showing questions like "Who can answer my questions about deductions on my paycheck?" and "How many years of retirement service credit have I earned?". A "Featured Videos" section is also present on the right side of the FAQ area.

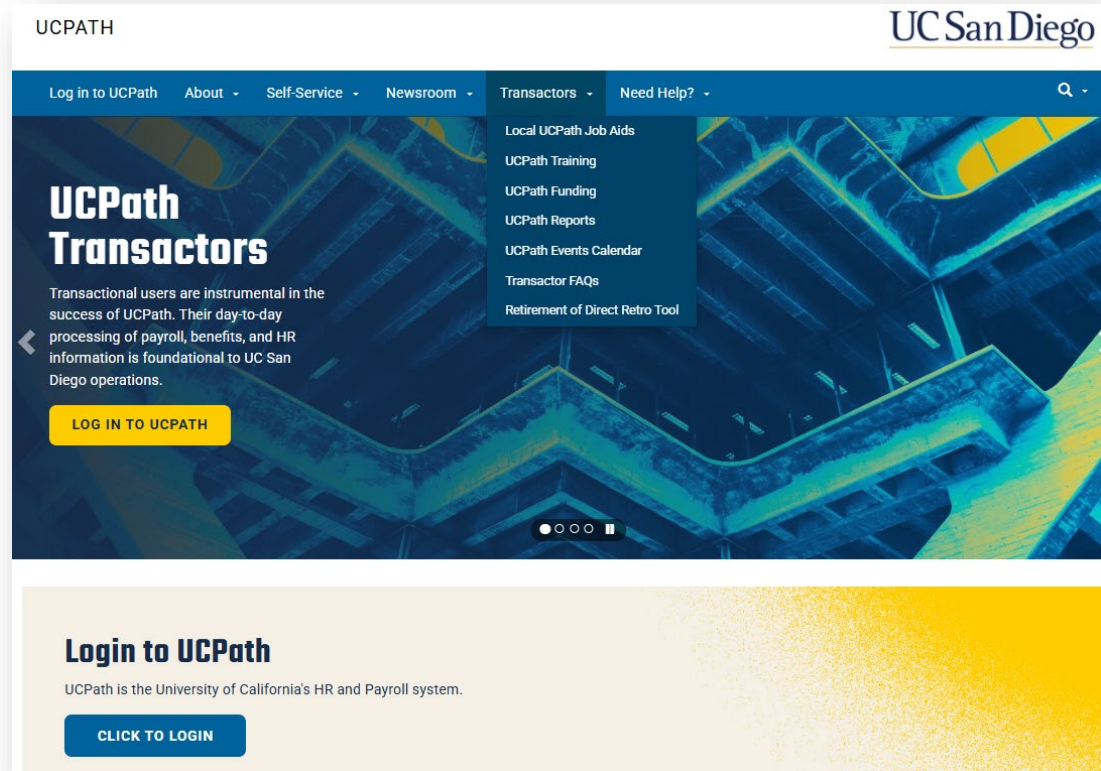
Ask UCPATH (cont)

- Click the magnifying glass icon to retrieve all knowledge articles
- Side bar with options to filter

The screenshot displays the UCPath website interface. At the top, the navigation bar includes links for Home, My Inquiries, Submit An Inquiry, Other Resources, and UCPATH. A search bar with the placeholder text "How can we help?" and a magnifying glass icon is prominently displayed. Below the search bar, the "KNOWLEDGE" tab is selected in the navigation menu. A sidebar on the left provides filtering options under the "Topics" section, including "UCPath Help site (520)", "Location Users (PS Modules) (460)", and "Self Service Users (UCP... (60)". The "Knowledge Type" section offers filters for "How_To (323)", "Job_Aid (186)", and "Videos (11)". The "Audience" section includes "Employee (56)", "Manager (4)", and "Super User (460)". The "Source" section lists "UCPath (520)". A yellow arrow points from the "Location Users (PS Modules) (460)" filter to a detailed view of this category, which lists various modules such as "Workforce Administration...", "TAM (PS Module) (84)", "Payroll (PS Module) (53)", "General Ledger (PS Mod... (46)", "Absence Management (... (45)", "Basics and Navigation (P... (39)", "ePerformance (PS Module) (31)", "System Administration (P... (9)", and "Benefits (PS Module) (7)".

Local UCPATH help site

- Transactors page has curated information important for doing transactions in UCPATH



The screenshot displays the UCPath Transactors help site. At the top, the 'UCPATH' logo is on the left and the 'UC San Diego' logo is on the right. A dark blue navigation bar contains links: 'Log in to UCPath', 'About', 'Self-Service', 'Newsroom', 'Transactors', and 'Need Help?'. A search icon is located on the far right of this bar. Below the navigation bar, the main content area features a large background image of a modern building. The heading 'UCPath Transactors' is prominently displayed. Below it, a paragraph states: 'Transactional users are instrumental in the success of UCPath. Their day-to-day processing of payroll, benefits, and HR information is foundational to UC San Diego operations.' A yellow button labeled 'LOG IN TO UCPATH' is positioned below the text. To the right of the main content, a vertical menu lists several resources: 'Local UCPath Job Aids', 'UCPath Training', 'UCPath Funding', 'UCPath Reports', 'UCPath Events Calendar', 'Transactor FAQs', and 'Retirement of Direct Retro Tool'. At the bottom of the page, a white section titled 'Login to UCPath' contains the text 'UCPath is the University of California's HR and Payroll system.' and a blue button labeled 'CLICK TO LOGIN'.

UCPATH

UC San Diego

Log in to UCPath About Self-Service Newsroom Transactors Need Help?

Local UCPath Job Aids
UCPath Training
UCPath Funding
UCPath Reports
UCPath Events Calendar
Transactor FAQs
Retirement of Direct Retro Tool

UCPath Transactors

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LOG IN TO UCPATH

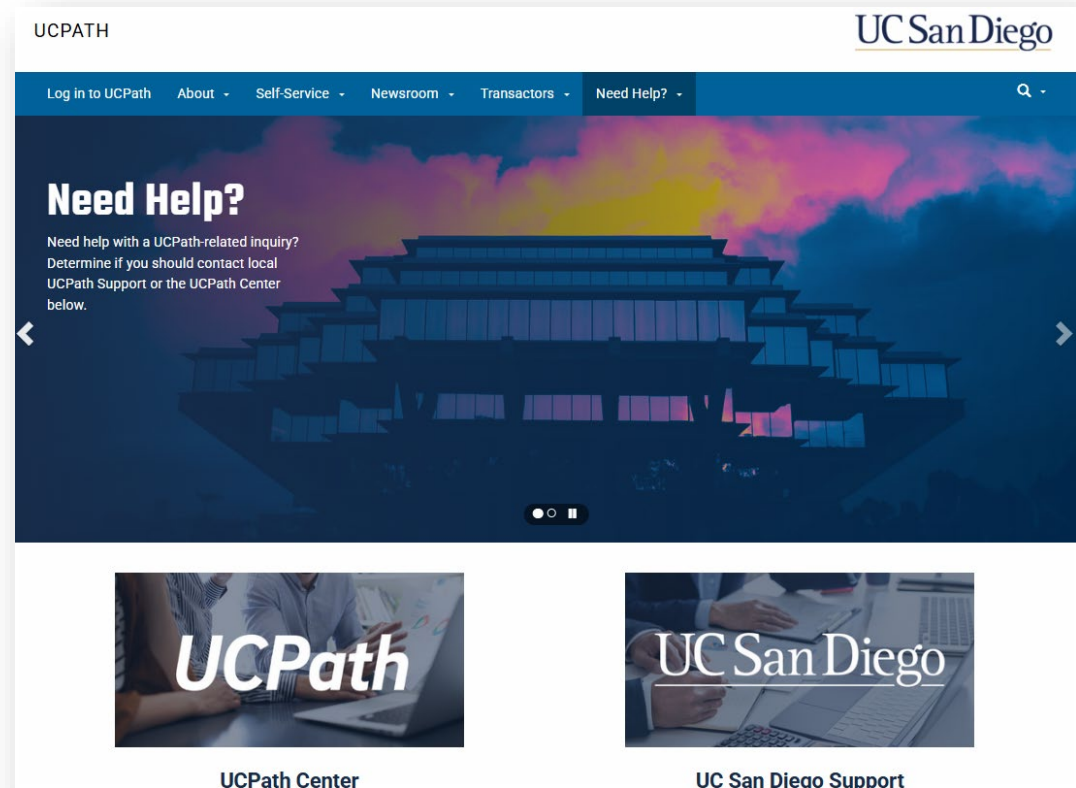
Login to UCPath

UCPath is the University of California's HR and Payroll system.

CLICK TO LOGIN

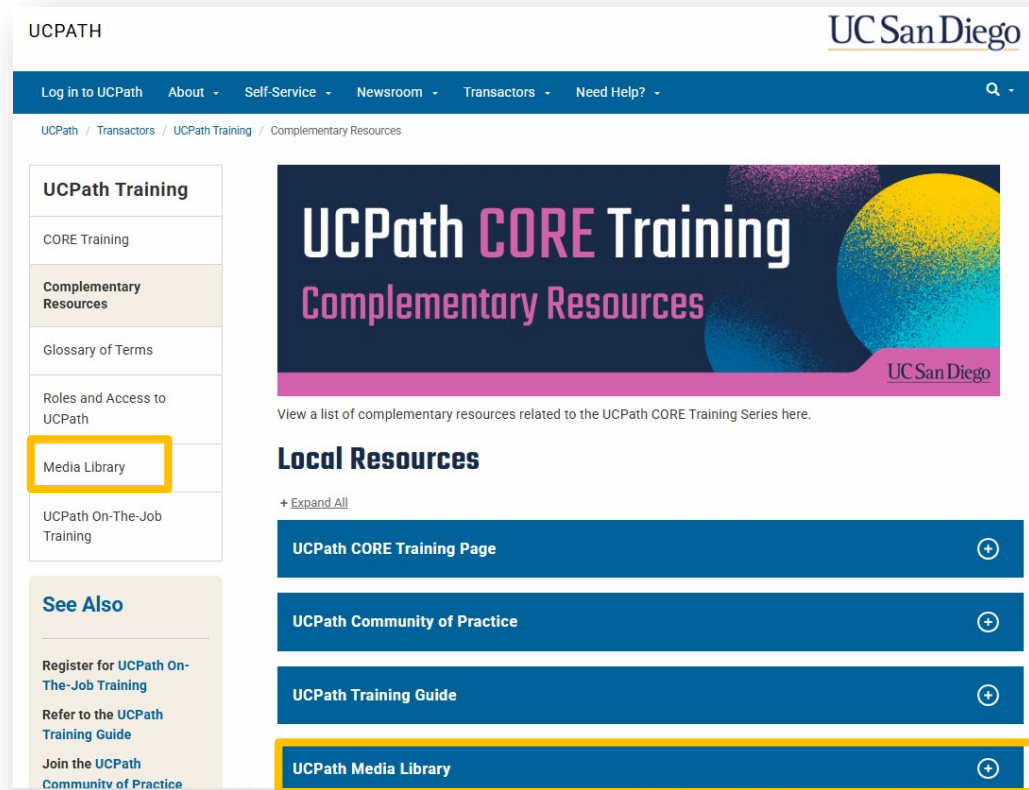
Local UCPATH help site (cont)

- Need Helps page lists the escalation contacts



Complementary Resources

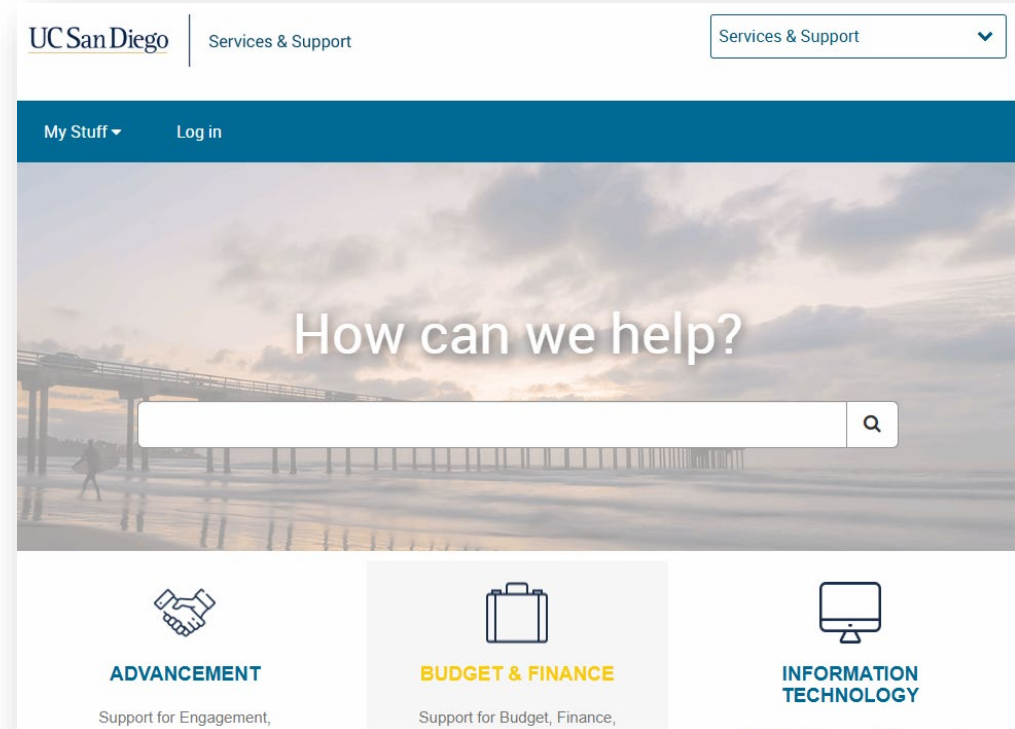
- Complementary Resources page lists all the different types of UCPATH resources available



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Services & Support / Employee Center

- Use Search Bar to search by keyword or browse by folders
- UCPATH GL content only in Services & Support
- UCPATH WFA content in both Services & Support and Employee Center



TritonGPT Resources

- [TritonGPT Blink page](#)
- TritonGPT features **[multiple specialized AI assistants](#)** designed to help you navigate UC San Diego resources efficiently.
- Explore the [TritonGPT Interface Guide](#) to learn the basics for navigating the tool.
- If you have any questions, concerns, or feedback regarding TritonGPT, please email: TritonGPT@ucsd.edu.

TritonGPT for UCPATH Guidance

- Not great at giving detailed steps yet
- Not great at answering detailed steps type of questions yet
- For now, just use it to point you to the resources or help getting started

TIP!

- Prompting determines how helpful TritonGPT is:
 - Make sure you are using **UCPath** in your prompt
 - Ask it to provide a link to the KBA

Your Voice Matters!

- Do the thumbs up and thumbs down on TritonGPT to help it provide better answers.
- Email ucpathproject@ucsd.edu to provide feedback about the KBAs.
- Whenever you get guidance from UCPC that is not documented anywhere, ask them to please create or update a job aid to document the steps for others who may encounter the same issue in the future

Thank you!

