



Peoplesoft (ERP) Human Resources Access Request Form User Guide

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REVISION CONTROL

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Revision History

Revision Date	Revised By	Summary of Revisions	Section(s) Revised
5/3/13	Lori Arthur-Carmichael	Updated guide to reflect that paper ARFs are no longer accepted. Made ATI formatting changes.	
8/8/13	Lori Arthur-Carmichael	Made minor style and formatting changes.	

Review / Approval History

Review Date	Reviewed By	Action (Reviewed, Recommended or Approved)
5/3/13	Kerry Boyer, Joe Luzzi	Approved
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1.0 Access Request Form Overview

In order to access any PeopleSoft functionality campus users must complete a PeopleSoft (ERP) Access Request Form. These forms are available online through the campus portal. A separate form is required for each of the following functional areas: Human Resources, Finance, and Student Administration. **Prior to accessing the form all popup blockers must be disabled.**

Who completes the ARF?

An Access Request Form can be initiated either by an individual employee or another person within the division.

When is the access granted?

Once the manager electronically approves the ARF, IT Training will assign the necessary training courses. All training requirements must be completed before any access to PeopleSoft is granted.

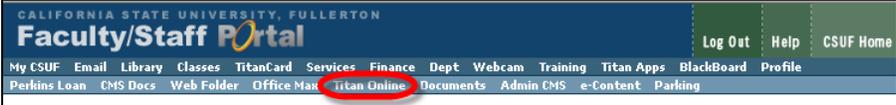
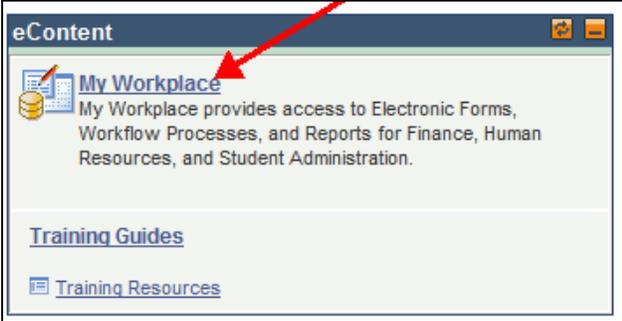


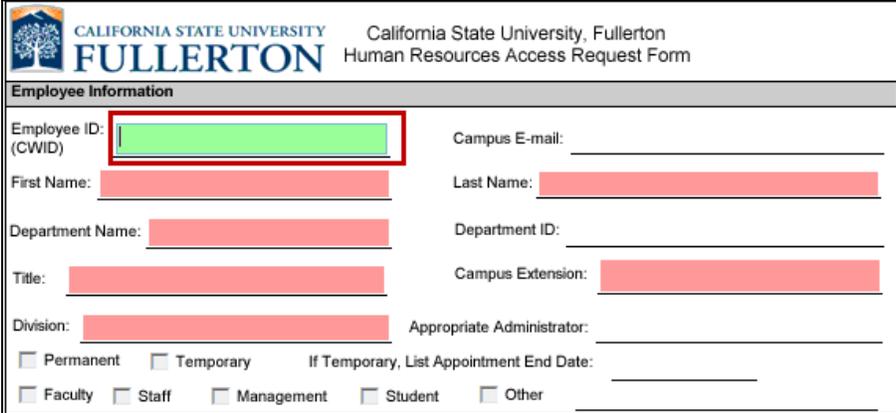
Please use the appropriate browser to successfully access the web based access request form:

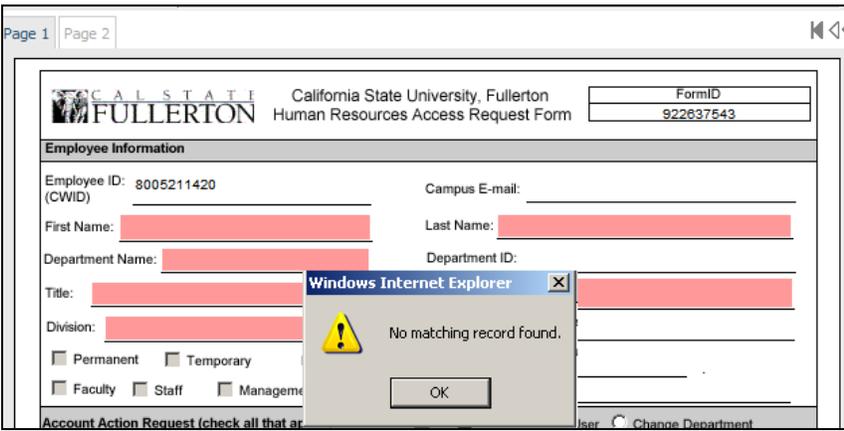
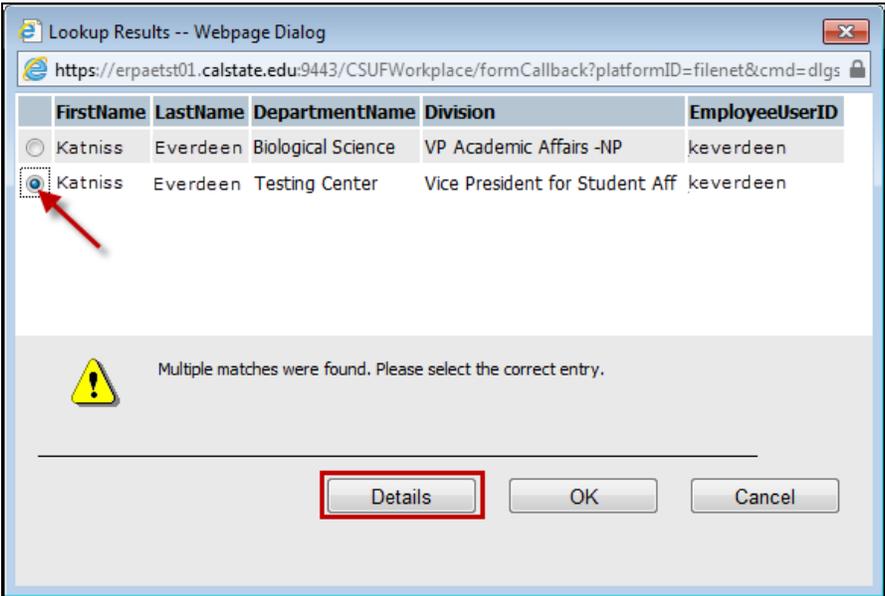
- PC – use Internet Explorer
- MAC – use Safari

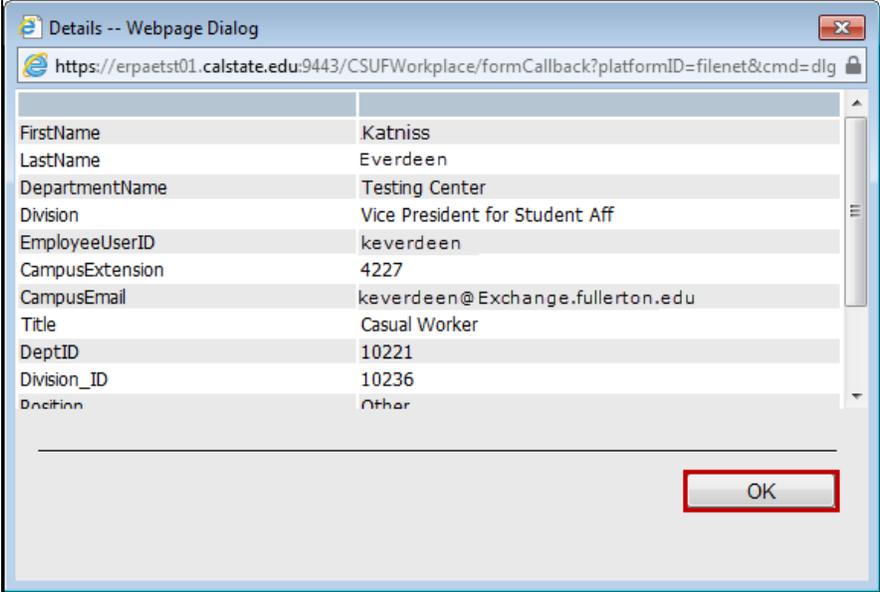
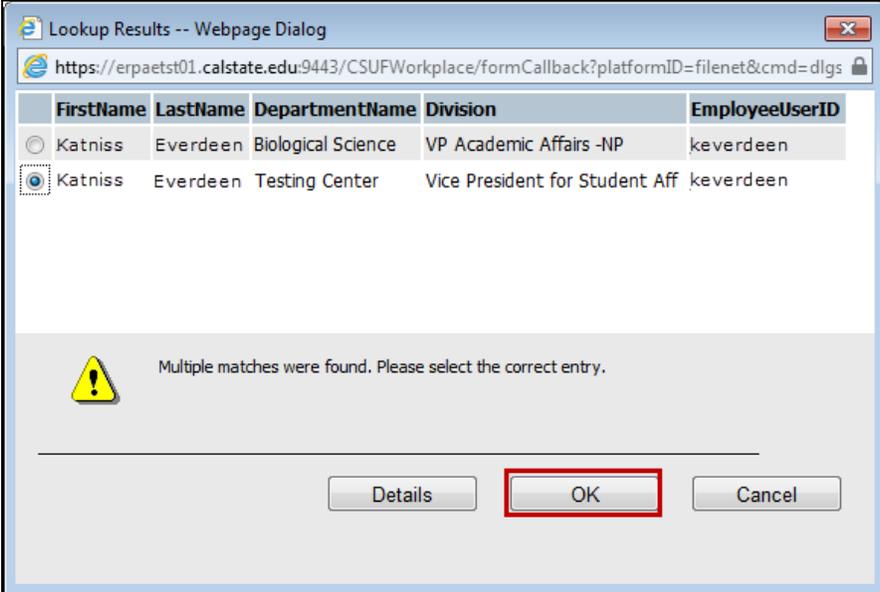
2.0 Access Request Form (ARF) Data Entry for Human Resources

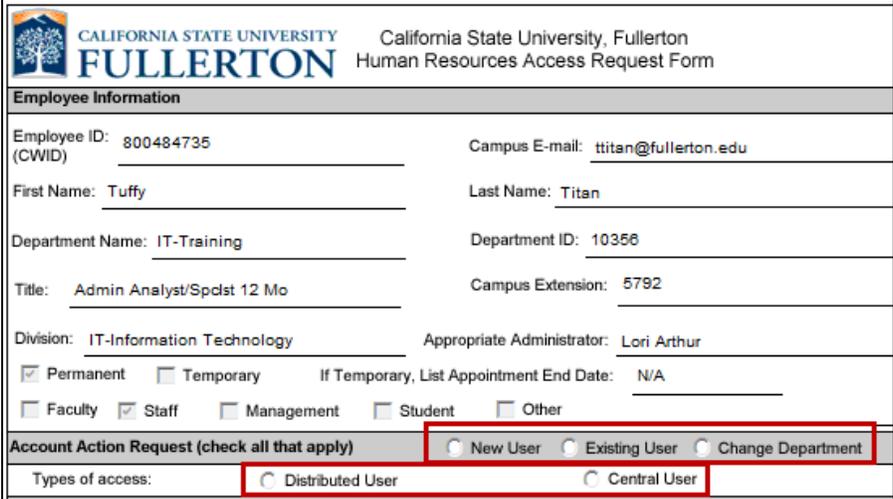
To begin the process, first create a new Human Resources Access Request Form.

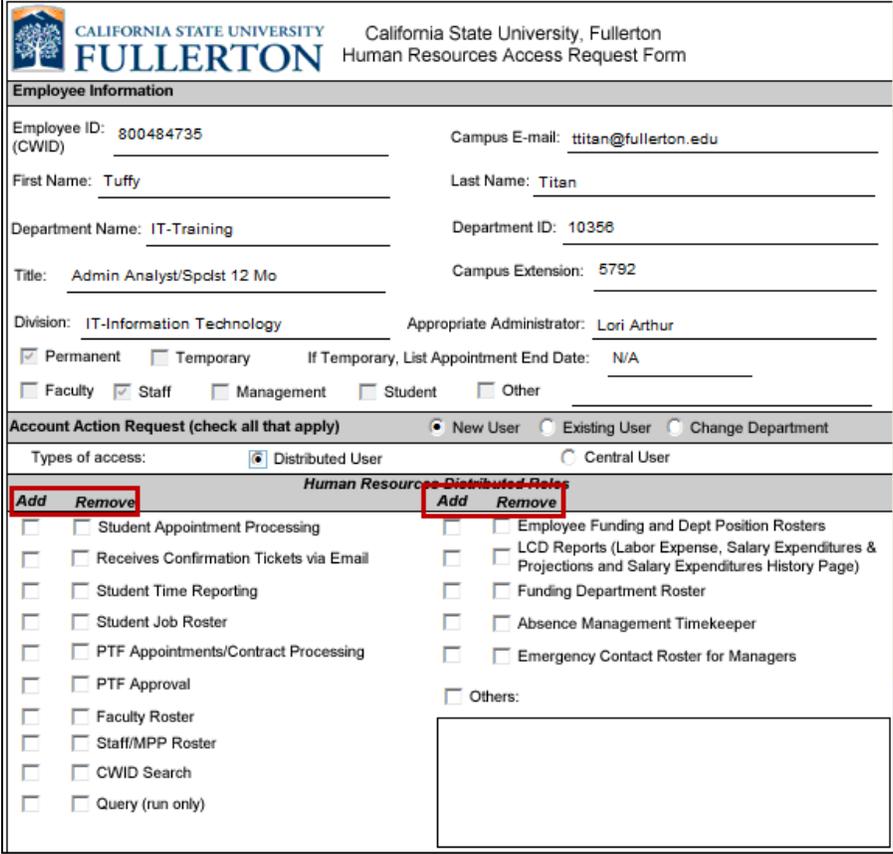
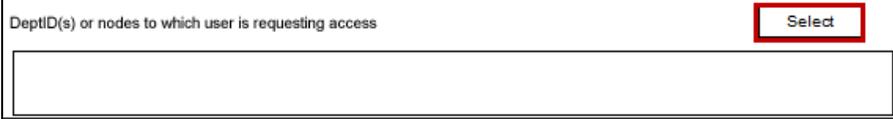
Processing Steps	Screen Shots
<p>Step 1: Log into the campus portal.</p> <p>Enter your campus username and password.</p> <p>Then, click Login.</p>	
<p>Step 2: Next, select the Titan Online tab.</p>	
<p>Step 3: Next, select My Workplace under the eContent section.</p>	
<p>Step 4: Depending upon your access you may see additional forms and reports.</p> <p>To access the Access Request Form, select the IT Access Request Form link.</p>	

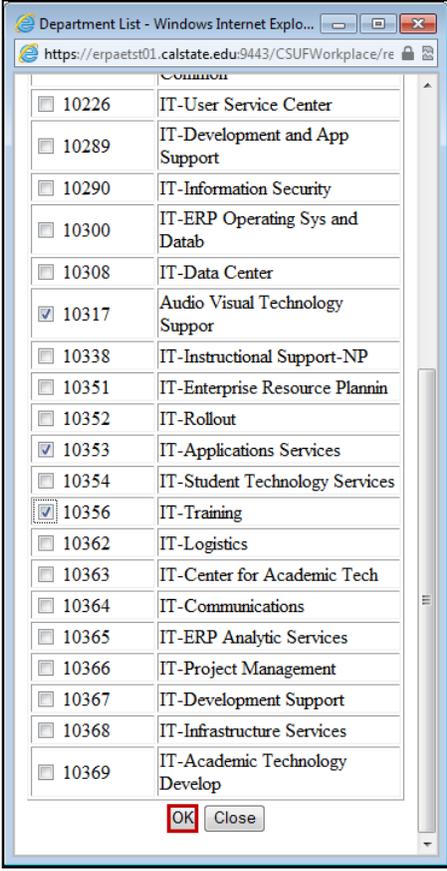
Processing Steps	Screen Shots
<p>Step 5: Next, select the appropriate form for the required access:</p> <ul style="list-style-type: none"> • HR Access Request Form <p> <i>Prior to accessing the form all popup blockers must be disabled.</i></p>	
<p>Step 6: The form opens in a new window.</p> <p>First, enter the Employee ID (CWID).</p> <p>Then, tab to the next field. Additional fields on the page will auto populate.</p> <p> Fields in green should be completed first. This will auto populate other fields on the form with PeopleSoft data.</p> <p> Verify that the employee's Appropriate Administrator is correct since this form will automatically be routed to that person for approval.</p> <p> If the form populates with incorrect personal data, contact Human Resources and close the form without continuing. This form should <u>not</u> be used until that data has been corrected.</p>	

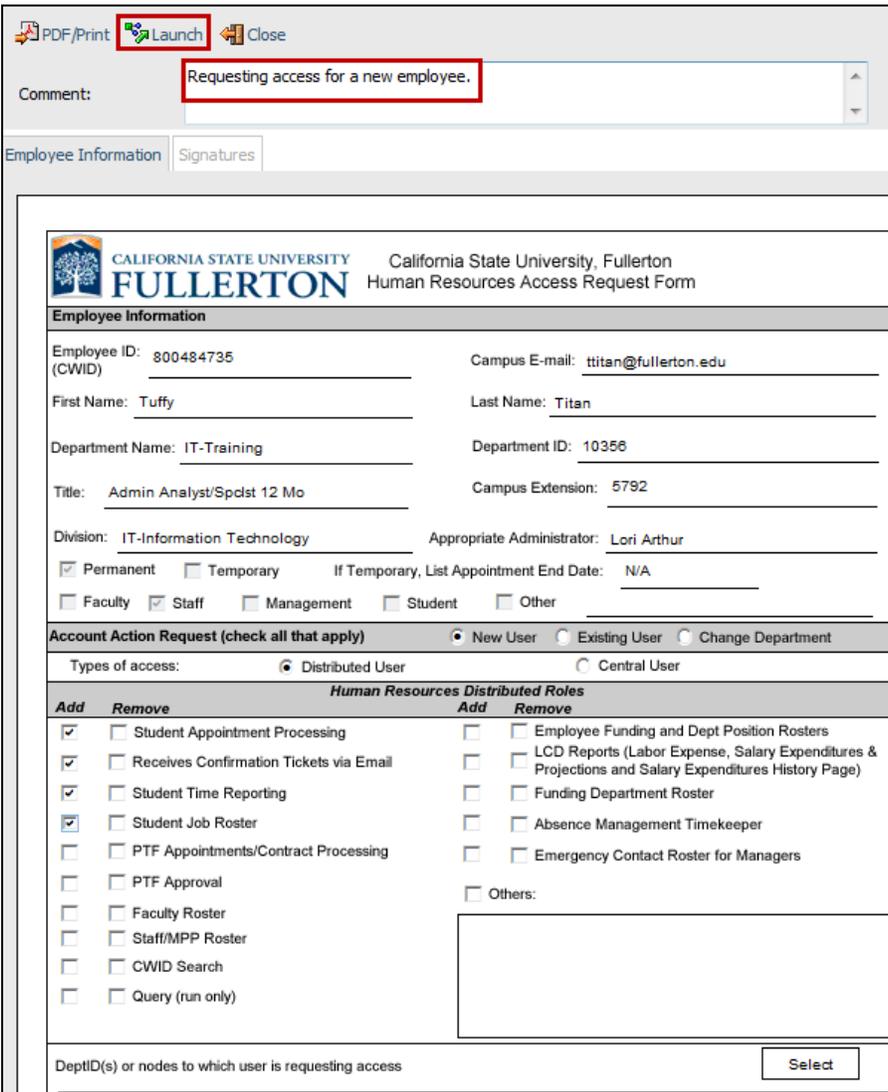
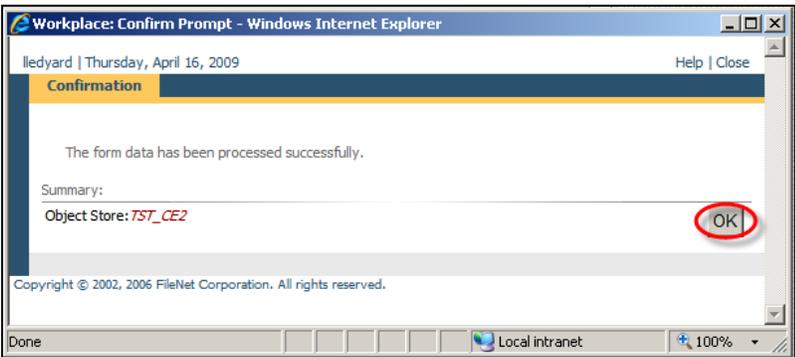
Processing Steps	Screen Shots																	
<p>Step 6a: If the CWID is not listed in PeopleSoft an error message will pop up indicating “no matching record found.”</p> <p>Contact CMS Security at cmssecurity@fullerton.edu with the employee’s name and CWID if you get this error message. Security personnel will assist you in getting the user added to the system.</p>	 <p>The screenshot shows a web browser window displaying the 'California State University, Fullerton Human Resources Access Request Form'. The form includes fields for Employee ID (8005211420), Campus E-mail, First Name, Last Name, Department Name, Department ID, Title, and Division. A 'Windows Internet Explorer' dialog box is overlaid on the form, displaying a yellow warning icon and the text 'No matching record found.' with an 'OK' button.</p>																	
<p>Step 6b: If the employee has multiple jobs on campus you will be prompted to choose the appropriate position for the form.</p> <p>To review the position information, select a position and click Details.</p>	 <p>The screenshot shows a 'Lookup Results -- Webpage Dialog' window. It contains a table with the following data:</p> <table border="1"> <thead> <tr> <th>FirstName</th> <th>LastName</th> <th>DepartmentName</th> <th>Division</th> <th>EmployeeUserID</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>Katniss</td> <td>Everdeen</td> <td>Biological Science</td> <td>VP Academic Affairs -NP</td> <td>keverdeen</td> </tr> <tr> <td><input checked="" type="radio"/></td> <td>Katniss</td> <td>Everdeen</td> <td>Testing Center</td> <td>Vice President for Student Aff</td> <td>keverdeen</td> </tr> </tbody> </table> <p>Below the table, a yellow warning icon is displayed with the text: 'Multiple matches were found. Please select the correct entry.' At the bottom of the dialog, there are three buttons: 'Details', 'OK', and 'Cancel'. The 'Details' button is highlighted with a red rectangular box.</p>	FirstName	LastName	DepartmentName	Division	EmployeeUserID	<input type="radio"/>	Katniss	Everdeen	Biological Science	VP Academic Affairs -NP	keverdeen	<input checked="" type="radio"/>	Katniss	Everdeen	Testing Center	Vice President for Student Aff	keverdeen
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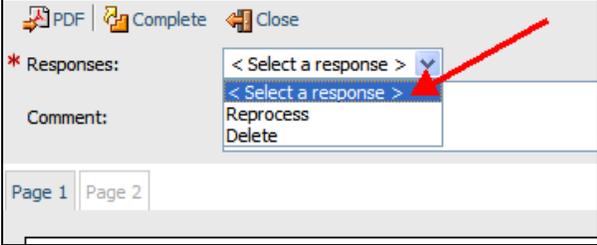
Processing Steps	Screen Shots																						
<p>Step 6c: The job details will be displayed. Select OK to return to the position selection screen.</p>	 <p>The screenshot shows a web browser window titled "Details -- Webpage Dialog" with the URL https://erpaetst01.calstate.edu:9443/CSUFWorkplace/formCallback?platformID=filenet&cmd=dlg. The window displays a list of employee details:</p> <table border="1"> <tr><td>FirstName</td><td>Katniss</td></tr> <tr><td>LastName</td><td>Everdeen</td></tr> <tr><td>DepartmentName</td><td>Testing Center</td></tr> <tr><td>Division</td><td>Vice President for Student Aff</td></tr> <tr><td>EmployeeUserID</td><td>keverdeen</td></tr> <tr><td>CampusExtension</td><td>4227</td></tr> <tr><td>CampusEmail</td><td>keverdeen@Exchange.fullerton.edu</td></tr> <tr><td>Title</td><td>Casual Worker</td></tr> <tr><td>DeptID</td><td>10221</td></tr> <tr><td>Division_ID</td><td>10236</td></tr> <tr><td>Division</td><td>Other</td></tr> </table> <p>An "OK" button is highlighted with a red box at the bottom right of the dialog.</p>	FirstName	Katniss	LastName	Everdeen	DepartmentName	Testing Center	Division	Vice President for Student Aff	EmployeeUserID	keverdeen	CampusExtension	4227	CampusEmail	keverdeen@Exchange.fullerton.edu	Title	Casual Worker	DeptID	10221	Division_ID	10236	Division	Other
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Division_ID	10236																						
Division	Other																						
<p>Step 6d: When the correct position has been identified, select the position and click OK to continue.</p>	 <p>The screenshot shows a web browser window titled "Lookup Results -- Webpage Dialog" with the URL https://erpaetst01.calstate.edu:9443/CSUFWorkplace/formCallback?platformID=filenet&cmd=dlgs. The window displays a table of search results:</p> <table border="1"> <thead> <tr> <th>FirstName</th> <th>LastName</th> <th>DepartmentName</th> <th>Division</th> <th>EmployeeUserID</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>Katniss</td> <td>Everdeen</td> <td>Biological Science</td> <td>VP Academic Affairs -NP</td> <td>keverdeen</td> </tr> <tr> <td><input checked="" type="radio"/></td> <td>Katniss</td> <td>Everdeen</td> <td>Testing Center</td> <td>Vice President for Student Aff</td> <td>keverdeen</td> </tr> </tbody> </table> <p>Below the table, a yellow warning triangle icon is displayed next to the text: "Multiple matches were found. Please select the correct entry." At the bottom, there are three buttons: "Details", "OK" (highlighted with a red box), and "Cancel".</p>	FirstName	LastName	DepartmentName	Division	EmployeeUserID	<input type="radio"/>	Katniss	Everdeen	Biological Science	VP Academic Affairs -NP	keverdeen	<input checked="" type="radio"/>	Katniss	Everdeen	Testing Center	Vice President for Student Aff	keverdeen					
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Processing Steps	Screen Shots
<p>Step 7: Next, identify the action request:</p> <ul style="list-style-type: none"> • New User: a user who does not currently have Human Resources access. • Existing User: a user whose Human Resources access needs to be modified. • Change Department: a user who has moved from one department to another and their Human Resources access needs to be modified. <p>Then, select the type of access:</p> <ul style="list-style-type: none"> • Distributed User: a user who works in a campus department. • Central User: a user who works in a Human Resources department such as Payroll, Human Resources Operations, etc. <p> Central Users may submit ARFs for distributed access (i.e. to be the department timekeeper). When doing so, they should select Distributed User.</p>	 <p>The screenshot shows the 'California State University Fullerton Human Resources Access Request Form'. The 'Employee Information' section contains the following data: Employee ID (CWID) 800484735, Campus E-mail ttitan@fullerton.edu, First Name Tuffy, Last Name Titan, Department Name IT-Training, Department ID 10356, Title Admin Analyst/Spclst 12 Mo, Campus Extension 5792, Division IT-Information Technology, and Appropriate Administrator Lori Arthur. The 'Account Action Request (check all that apply)' section has radio buttons for 'New User', 'Existing User', and 'Change Department'. The 'Types of access:' section has radio buttons for 'Distributed User' and 'Central User', with 'Distributed User' selected. A red box highlights the 'New User', 'Existing User', and 'Change Department' radio buttons, and another red box highlights the 'Distributed User' and 'Central User' radio buttons.</p>

Processing Steps	Screen Shots
<p>Step 8: Based upon the type of access selected, the appropriate columns become available.</p> <p>Select the Add box next to each role needed.</p> <p>If necessary, you can also remove any roles no longer required by choosing the Remove box next to the role.</p>	
<p>Step 9: Next, click the Select button to identify for which department ID(s) this access is being requested.</p>	

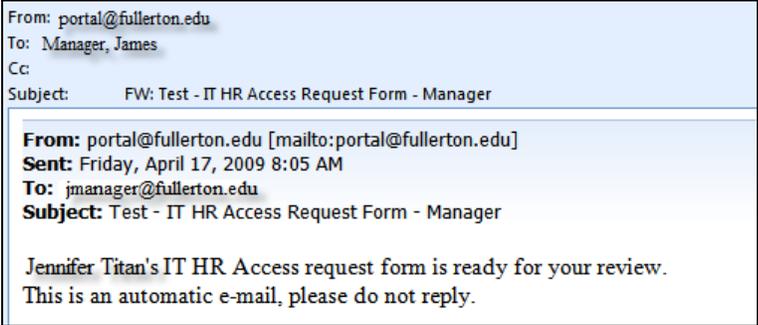
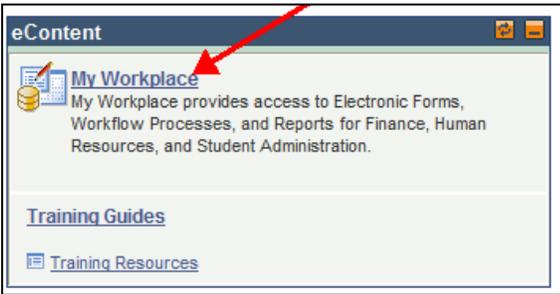
Processing Steps	Screen Shots																																										
<p>Step 10: Only the Department IDs for the identified division are listed.</p> <p>Choose the appropriate department(s) and select OK.</p>	 <p>The screenshot shows a web browser window with the address bar displaying 'https://erpaetst01.calstate.edu:9443/CSUFWorkplace/re'. The main content area contains a table with the following data:</p> <table border="1"><thead><tr><th>Department ID</th><th>Department Name</th></tr></thead><tbody><tr><td><input type="checkbox"/></td><td>10226 IT-User Service Center</td></tr><tr><td><input type="checkbox"/></td><td>10289 IT-Development and App Support</td></tr><tr><td><input type="checkbox"/></td><td>10290 IT-Information Security</td></tr><tr><td><input type="checkbox"/></td><td>10300 IT-ERP Operating Sys and Datab</td></tr><tr><td><input type="checkbox"/></td><td>10308 IT-Data Center</td></tr><tr><td><input checked="" type="checkbox"/></td><td>10317 Audio Visual Technology Suppor</td></tr><tr><td><input type="checkbox"/></td><td>10338 IT-Instructional Support-NP</td></tr><tr><td><input type="checkbox"/></td><td>10351 IT-Enterprise Resource Plannin</td></tr><tr><td><input type="checkbox"/></td><td>10352 IT-Rollout</td></tr><tr><td><input checked="" type="checkbox"/></td><td>10353 IT-Applications Services</td></tr><tr><td><input type="checkbox"/></td><td>10354 IT-Student Technology Services</td></tr><tr><td><input checked="" type="checkbox"/></td><td>10356 IT-Training</td></tr><tr><td><input type="checkbox"/></td><td>10362 IT-Logistics</td></tr><tr><td><input type="checkbox"/></td><td>10363 IT-Center for Academic Tech</td></tr><tr><td><input type="checkbox"/></td><td>10364 IT-Communications</td></tr><tr><td><input type="checkbox"/></td><td>10365 IT-ERP Analytic Services</td></tr><tr><td><input type="checkbox"/></td><td>10366 IT-Project Management</td></tr><tr><td><input type="checkbox"/></td><td>10367 IT-Development Support</td></tr><tr><td><input type="checkbox"/></td><td>10368 IT-Infrastructure Services</td></tr><tr><td><input type="checkbox"/></td><td>10369 IT-Academic Technology Develop</td></tr></tbody></table> <p>At the bottom of the window, there are two buttons: 'OK' (highlighted with a red box) and 'Close'.</p>	Department ID	Department Name	<input type="checkbox"/>	10226 IT-User Service Center	<input type="checkbox"/>	10289 IT-Development and App Support	<input type="checkbox"/>	10290 IT-Information Security	<input type="checkbox"/>	10300 IT-ERP Operating Sys and Datab	<input type="checkbox"/>	10308 IT-Data Center	<input checked="" type="checkbox"/>	10317 Audio Visual Technology Suppor	<input type="checkbox"/>	10338 IT-Instructional Support-NP	<input type="checkbox"/>	10351 IT-Enterprise Resource Plannin	<input type="checkbox"/>	10352 IT-Rollout	<input checked="" type="checkbox"/>	10353 IT-Applications Services	<input type="checkbox"/>	10354 IT-Student Technology Services	<input checked="" type="checkbox"/>	10356 IT-Training	<input type="checkbox"/>	10362 IT-Logistics	<input type="checkbox"/>	10363 IT-Center for Academic Tech	<input type="checkbox"/>	10364 IT-Communications	<input type="checkbox"/>	10365 IT-ERP Analytic Services	<input type="checkbox"/>	10366 IT-Project Management	<input type="checkbox"/>	10367 IT-Development Support	<input type="checkbox"/>	10368 IT-Infrastructure Services	<input type="checkbox"/>	10369 IT-Academic Technology Develop
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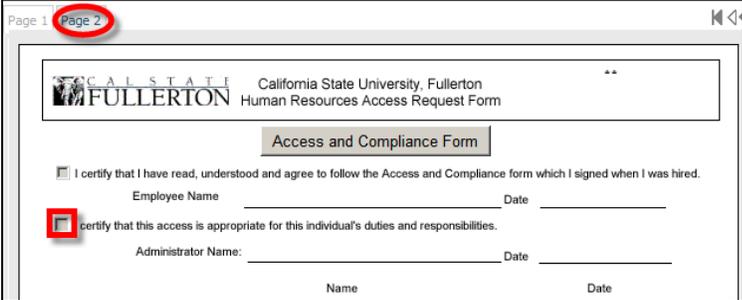
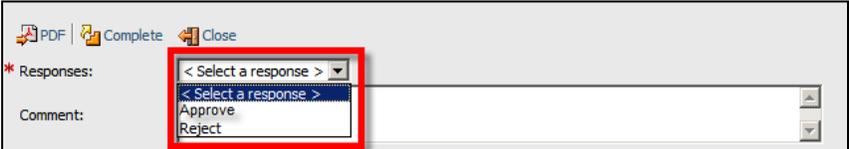
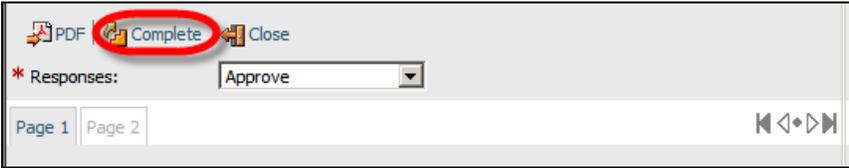
Processing Steps	Screen Shots
<p>Step 11: If necessary, add any comments in the 'Comment' field.</p> <p>Then, click the Launch button to complete processing of the form.</p>	 <p>The screenshot shows the 'Human Resources Access Request Form' for California State University, Fullerton. The 'Comment' field is highlighted with a red box and contains the text 'Requesting access for a new employee.'. The 'Launch' button is also highlighted with a red box. Below the comment field, there are tabs for 'Employee Information' and 'Signatures'. The form includes fields for Employee ID (800484735), Campus E-mail (ttitan@fullerton.edu), First Name (Tuffy), Last Name (Titan), Department Name (IT-Training), Department ID (10356), Title (Admin Analyst/Spclst 12 Mo), and Campus Extension (5792). It also has checkboxes for 'Permanent', 'Temporary', 'Faculty', 'Staff', 'Management', 'Student', and 'Other'. The 'Account Action Request' section has radio buttons for 'New User', 'Existing User', and 'Change Department'. The 'Types of access' section has radio buttons for 'Distributed User' and 'Central User'. There is a table of 'Human Resources Distributed Roles' with checkboxes for various roles like 'Student Appointment Processing', 'Receives Confirmation Tickets via Email', etc. At the bottom, there is a 'Select' button for 'DeptID(s) or nodes to which user is requesting access'.</p>
<p>Step 12: The form is now complete.</p> <p>The appropriate manager is notified via email to electronically approve the access request form.</p> <p>Once routed to the manager, changes cannot be made to the form; however, the manager can reject the form and it will be routed back to the initiator.</p>	 <p>The screenshot shows a 'Workplace: Confirm Prompt - Windows Internet Explorer' dialog box. The title bar includes the URL 'lledyard Thursday, April 16, 2009' and 'Help Close'. The main content area has a yellow header with the word 'Confirmation'. Below the header, it says 'The form data has been processed successfully.' followed by a 'Summary:' section containing 'Object Store: TST_CEE2'. An 'OK' button is highlighted with a red circle. At the bottom, there is a copyright notice: 'Copyright © 2002, 2006 FileNet Corporation. All rights reserved.' and a status bar showing 'Done', 'Local intranet', and '100%' zoom.</p>

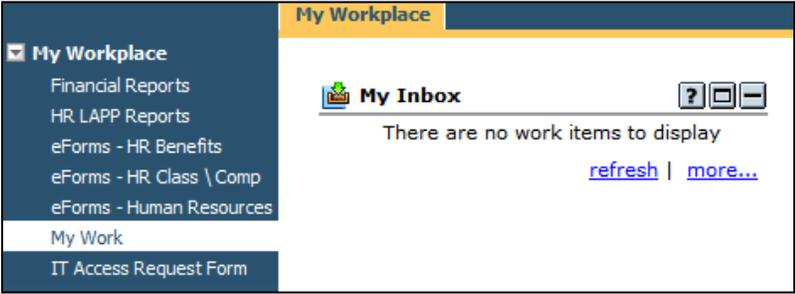
Processing Steps	Screen Shots
<p>Rejected Form: If the form is rejected and returned to the initiator:</p> <ul style="list-style-type: none">• The initiator can update and reprocess the form• The initiator can delete the form and start over.	 <p>The screenshot shows a software window with a title bar containing 'PDF', 'Complete', and 'Close' buttons. Below the title bar, there is a section labeled '* Responses:' with a dropdown menu. The dropdown menu is open, showing three options: '< Select a response >', 'Reprocess', and 'Delete'. A red arrow points to the 'Reprocess' option. Below the dropdown menu, there is a 'Comment:' field. At the bottom of the window, there are two tabs labeled 'Page 1' and 'Page 2'.</p>

3.0 Manager Approval Process

Once a form is complete the appropriate manager is notified via email to review the Access Request Form (ARF).

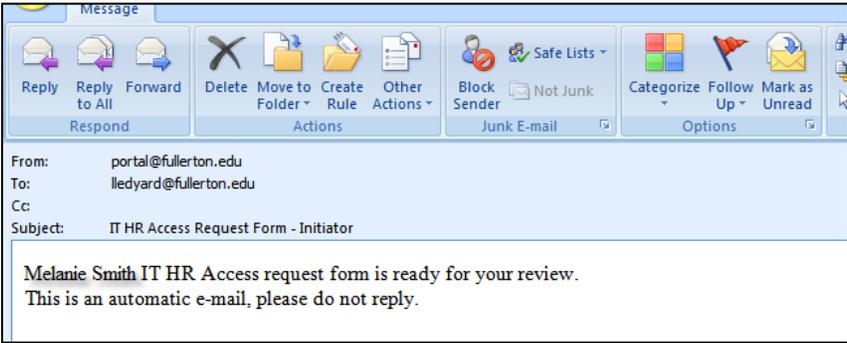
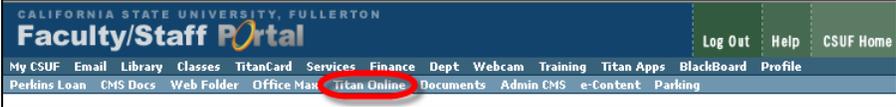
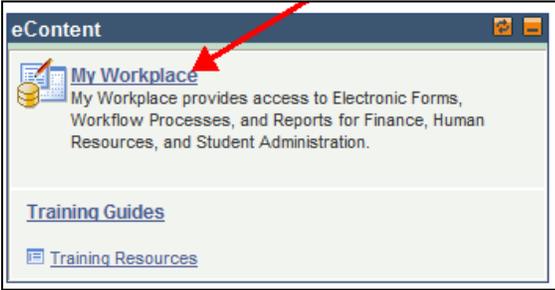
Processing Steps	Screen Shots
<p>Step 1: The appropriate manager receives an email to review the Access Request form electronically.</p>	
<p>Step 2: Log into the campus portal. Enter your campus username and password. Then, click Login.</p>	
<p>Step 3: Next, select the Titan Online tab.</p>	
<p>Step 4: Next, select My Workplace under the eContent section.</p>	

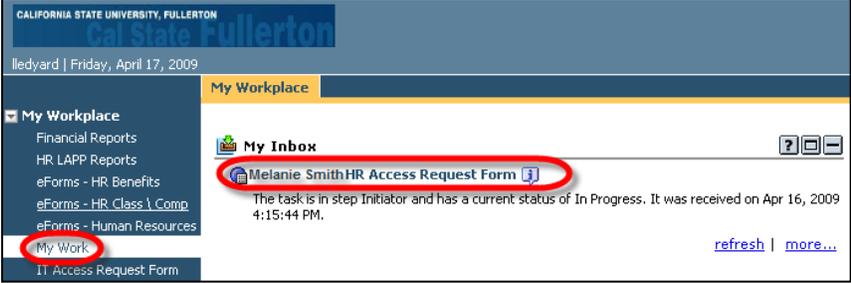
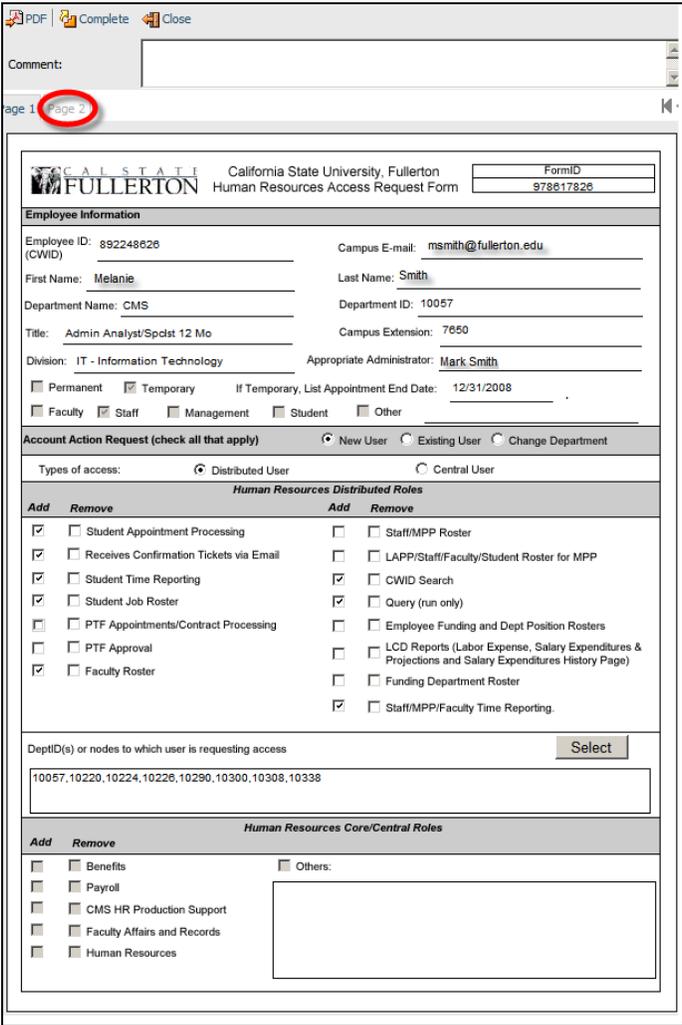
Processing Steps	Screen Shots
<p>Step 5: Then select My Work.</p> <p>The pending Access Request form will appear.</p> <p>Click on the form you want to review.</p>	
<p>Step 6: Review the access request form.</p> <p>Select the Signatures page and certify the access is appropriate.</p>	
<p>Step 7: Next, either "Approve" or "Reject" the form.</p> <p>If the request is rejected it will return to the form initiator.</p>	
<p>Step 8: Once the response is selected, click the Complete button.</p> <p>Note:</p> <ul style="list-style-type: none"> • If the request is rejected it will return to the form initiator. • If the request is approved the form will move to the next appropriate party for processing. <p> If the request is approved by the ISO admin office, the manager will be notified via email.</p>	

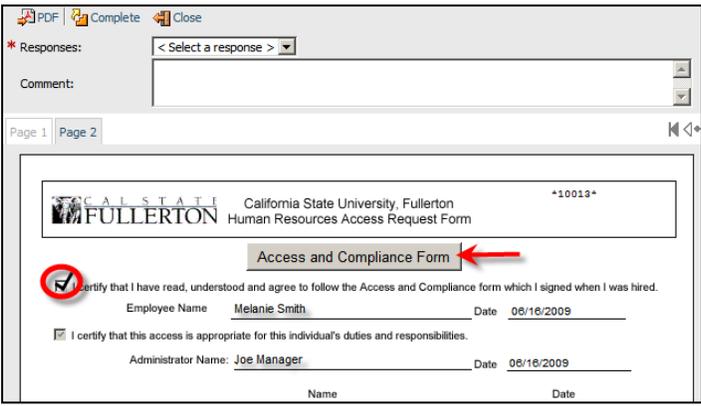
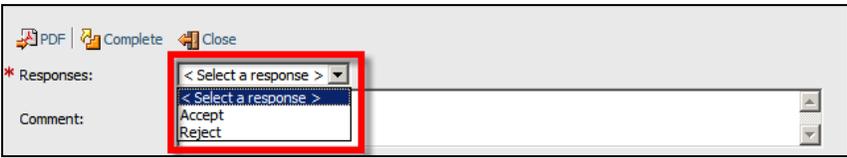
Processing Steps	Screen Shots
<p>Step 9: The Access Request form is approved and removed from the list of pending ARF's.</p>	 <p>The screenshot shows a web interface with a dark blue sidebar on the left and a main content area on the right. The sidebar contains a 'My Workplace' section with a dropdown menu listing: Financial Reports, HR LAPP Reports, eForms - HR Benefits, eForms - HR Class \ Comp, eForms - Human Resources, My Work, and IT Access Request Form. The main content area has a yellow header 'My Workplace' and a 'My Inbox' section. The 'My Inbox' section displays the text 'There are no work items to display' and includes a 'refresh' link and a 'more...' link. There are also icons for help, refresh, and close in the top right of the 'My Inbox' section.</p>

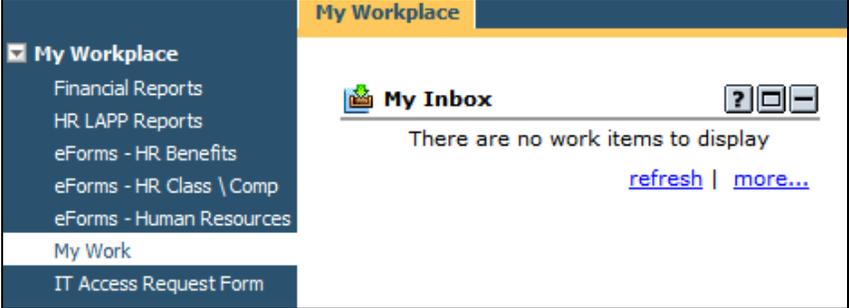
4.0 Employee Review Process

The employee must review and accept the form electronically, even if the employee initiated the Access Request Form.

Processing Steps	Screen Shots
<p>Step 1: Employee receives an email to review the Access Request form electronically.</p>	
<p>Step 2: Log into the campus portal. Enter your campus username and password. Then, click Login.</p>	
<p>Step 3: Next, select the Titan Online tab.</p>	
<p>Step 4: Next, select My Workplace under the eContent section.</p>	

Processing Steps	Screen Shots
<p>Step 5: Then select My Work.</p> <p>The pending Access Request form will appear.</p> <p>Click on the form you wish to electronically sign.</p>	 <p>The screenshot shows the 'My Workplace' interface. On the left, a navigation menu includes 'My Workplace', 'My Work', and 'IT Access Request Form'. The 'My Work' item is circled in red. The main area shows a 'My Inbox' with a message from 'Melanie Smith HR Access Request Form', which is also circled in red. The message text indicates it is in progress and was received on April 16, 2009.</p>
<p>Step 6: The Access Request form is displayed.</p> <p>Review the fields on the page for accuracy.</p> <p>To approve the form, select the Signatures page.</p> <p> If the employee rejects the access request form it is routed back to the appropriate administrator. If the appropriate administrator agrees, he/she can also reject the form. The rejected form is returned to the initiator.</p>	 <p>The screenshot shows the 'Human Resources Access Request Form' for California State University, Fullerton. The form includes fields for Employee Information (Employee ID, Campus E-mail, First Name, Last Name, Department Name, Department ID, Title, Division, Appropriate Administrator), Account Action Request (New User, Existing User, Change Department), Types of access (Distributed User, Central User), Human Resources Distributed Roles (checkboxes for various roles like Student Appointment Processing, Staff/MPP Roster, etc.), DeptID(s) or nodes to which user is requesting access (with a 'Select' button), and Human Resources Core/Central Roles (checkboxes for Benefits, Payroll, CMS HR Production Support, Faculty Affairs and Records, Human Resources, and Others).</p>

Processing Steps	Screen Shots
<p>Step 7: Click the Access & Compliance Form button to review the document.</p> <p>Electronically sign the form by checking the statement “I certify that I have read, understood and agree to follow the Access and Compliance form.”</p> <p>By checking this statement your name and date will auto-populate.</p> <p>If necessary, add any comments into the ‘Comment’ field.</p>	
<p>Step 8: Next, either “Accept” or “Reject” the form.</p> <p>If the request is rejected it will return to the form to your appropriate administrator.</p>	
<p>Step 9: To complete the approval process, select the Complete link.</p>	

Processing Steps	Screen Shots
<p>Step 10: The Access Request form is approved and removed from the list of pending ARF's.</p> <p>The form is routed to the Division of Information Technology.</p> <p> The Access Request form cannot be changed once approved by the employee. Please contact the ISO security admin Pat Nelson for assistance.</p> <p>Once access has been granted, the employee will be notified by the ISO administrative office.</p>	 <p>The screenshot shows a web interface titled "My Workplace". On the left is a navigation menu with the following items: "My Workplace" (expanded), "Financial Reports", "HR LAPP Reports", "eForms - HR Benefits", "eForms - HR Class \ Comp", "eForms - Human Resources", "My Work", and "IT Access Request Form". The main content area is titled "My Inbox" and contains the text "There are no work items to display" with links for "refresh" and "more...". There are also help, close, and refresh icons in the top right of the inbox area.</p>