INTEGRATED RENEWAL PROGRAM

Integrated Service Centre (ISC) Support Guide Cheat Sheet

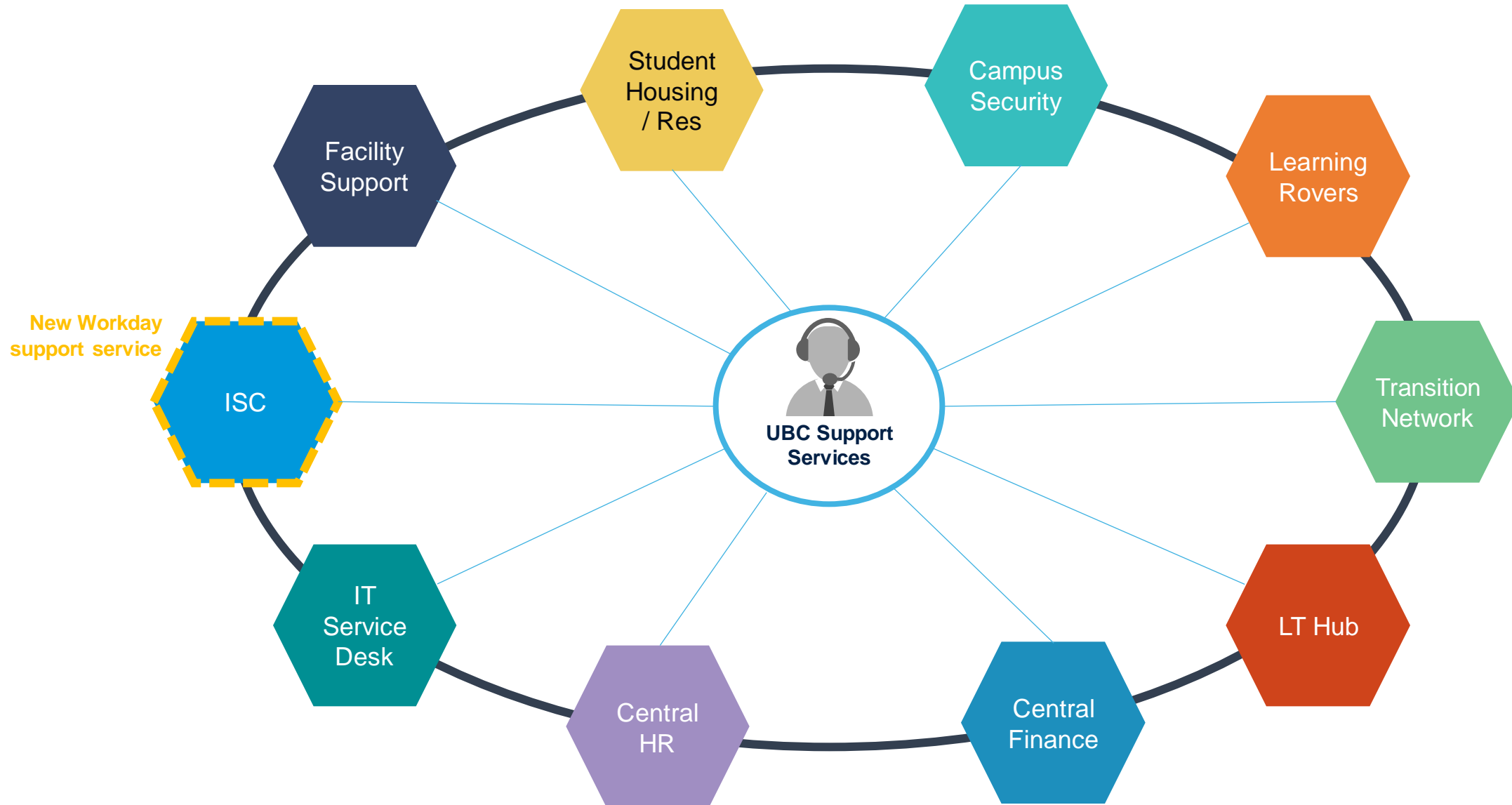Version 1.1

HOW TO USE THIS DOCUMENT

In this document you will find guidelines for accessing support, contact details, and common examples of where to get support for key groups at UBC.

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UBC SUPPORT ECOSYSTEM

The integrated service centre (ISC) will be an added support to UBC's ecosystem.

New Workday support service

- Facility Support
- Student Housing / Res
- Campus Security
- Learning Rovers
- ISC
- UBC Support Services
- Transition Network
- IT Service Desk
- Central HR
- Central Finance
- LT Hub

GUIDELINES FOR ACCESSING SUPPORT

1 Contact the **ISC** if you have questions or need support with:
- Workday (e.g., navigate, resolve issues, or request access)
- Finance and HR queries (e.g., how to execute Finance or HR tasks in Workday)

2 For **confidential or sensitive** HR queries, contact HR.

3 **If you are a departmental administrator supporting HR or Finance tasks,** continue to work directly with your existing contact in HR or Finance. Examples include non-workday questions related to:
- Procurement
- Return to Work
- Revenue Accounting
- Coaching
- UBCO Finance
- Financial Reporting
- Comptroller's Office
- Research Grants
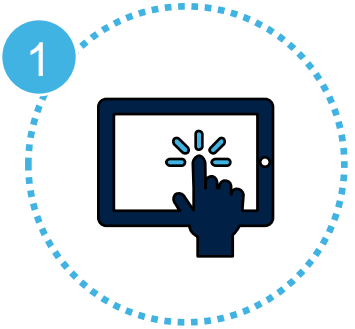- Payroll
- Etc.

4 **All other support services remain unchanged**, and can be accessed through typical channels (e.g., LT Hub, IT Service Centre, Salesforce, Facilities, AEP applications).

5 Still not sure? Contact the ISC and we will help direct you to the right place!

HOW TO ACCESS SUPPORT

1

Search the [Workday knowledge base](#) online

Find answers quickly using our searchable knowledge base.

2

[Submit a ticket](#)

Submit and track the status of your queries. This will replace current email correspondence.

3

Connect with an IRP Learning Rover

Connect virtually through Learning Rover Office Hours or reach out to your Transition Network Lead to learn more about how to connect with your unit or faculty Rover.

Book through your TN Lead ([UBCV](#) | [UBCO](#))
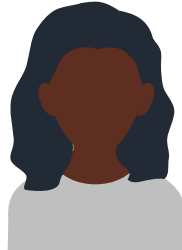
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Talk to a representative

Connect with an ISC service representative to receive direct support.

Vancouver | 604-822-8200
Okanagan | 250-807-8163

SUPPORT JOURNEY
For Faculty

	Common questions	Knowledge Base **1**	Request Help **2**	Talk to a Rep **3**
ISC	*"I need support in assigning someone as my timekeeper. I also would like to know the access they will have once assigned."*	Search the **Workday knowledge base**	Submit a ticket to the **ISC**	Call the **ISC**
	"I need help submitting expenses for my research project, what do I do?"	Search the **Workday knowledge base**	Submit a ticket to the **ISC**	Call the **ISC**
	"I have questions about my pay statement, what do I do?"	Search the **Workday knowledge base**	Submit a ticket to the **ISC**	Call the **ISC**
	"How do I change the delegations and notification settings in Workday?"	Search the **Workday knowledge base**	Submit a ticket to the **ISC**	Call the **ISC**
HR	*"I have questions about the tenure and promotion process."*	Search UBC's **HR website** for guidelines, policies, and procedures	Contact **HR**	Contact **HR**
Finance	*"I need to make a purchase from a specific supplier, what do I do?"*	Search the **Finance website** to find more information on policies and procedures	Contact your faculty or unit **Buyer**	Contact your faculty or unit **Buyer**
IT	*"My CWL isn't working, what do I do?"*	Search the **IT knowledge base**	Submit a ticket to the **IT Service Centre**	Call the **IT Service Centre**

SUPPORT JOURNEY
For Staff

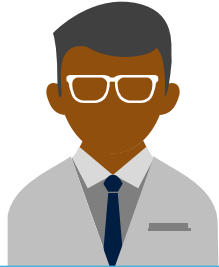|	**Common questions**	**Knowledge Base** ①	**Request Help** ②	**Talk to a Rep** ③
ISC	*"I submitted overtime in the last pay period but don't think I was paid for it."*	Search the **Finance website** to find more information on policies and procedures	Submit a **ticket to the ISC**	Call the **ISC**
	"I would like to view and update my personal information but don't know how."	Search the Workday **knowledge base**	Submit a **ticket to the ISC**	Call the **ISC**
	"Why am I not eligible for group benefits?"	Search UBC's **HR website** for information on benefits	Submit a **ticket to the ISC**	Call the **ISC**
	"I don't have the right access in Workday, what should I do?"	Search the Workday **knowledge base**	Submit a **ticket to the ISC**	Call the **ISC**
HR	*"I need to report a workplace ethics violation."*	N/A	Contact **HR**	Contact **HR**
Finance	*"I need to make a purchase from a specific supplier, what do I do?"*	Search the **Finance website** to find more information on policies and procedures	Contact your faculty or unit **Buyer**	Contact your faculty or unit **Buyer**
IT	*"I can't connect to the VPN, what do I do?"*	Search the IT **knowledge base**	Submit a ticket to the **IT Service Centre**	Call the **IT Service Centre**

SUPPORT JOURNEY
For Managers

	Common questions	**Knowledge Base** ①	**Request Help** ②	**Talk to a Rep** ③
ISC	*"I'm trying to create a purchase requisition using a punchout catalogue, however, it isn't connecting to the supplier's website from Workday."*	Search the **Workday knowledge base**	Submit a ticket to the **ISC**	Call the **ISC**
	"I need to update my sup org chart but don't know how to do it through Workday."	Search the **Workday knowledge base**	Submit a ticket to the **ISC**	Call the **ISC**
HR	*"I have a question on how to hold a performance conversation."*	Search UBC's **HR website** for guidelines, policies, and procedures	Contact **HR**	Contact **HR**
Finance	*"I need to purchase from a specific supplier, what do I do?"*	Search the **Finance website** to find more information on policies and procedures	Contact your faculty or unit **Buyer**	Contact your faculty or unit **Buyer**
	"My staff member is requesting an ROE or income verification letter, what do I do?	N/A	Contact your faculty or unit **Payroll Representative**	Contact your faculty or unit **Payroll Representative**
	"I missed the deadline to approve hours for several of my hourly workers, an off-cycle payment now needs to be issued. What should I do?"	N/A	Contact your faculty or unit **Payroll Representative**	Contact your faculty or unit **Payroll Representative**
IT	*"My CWL isn't working, what do I do?"*	Search the **IT knowledge base**	Submit a ticket to the **IT Service Centre**	Call the **IT Service Centre**

SUPPORT JOURNEY
For Departmental Administrators supporting HR and Finance tasks

Common questions | **Knowledge Base** (1) | **Request Help** (2) | **Talk to a Rep** (3)

Category	Common questions	Knowledge Base (1)	Request Help (2)	Talk to a Rep (3)
ISC	*"I want to know if this expense is eligible for reimbursement. What do I do?"*	Search the **Workday knowledge base**	Submit a ticket to the **ISC**	Call the **ISC**
ISC	*"I would like to view and approve time in lieu for my faculty but can't find where in Workday."*	Search the **Workday knowledge base**	Submit a ticket to the **ISC**	Call the **ISC**
ISC	*"The automatic notifications set in Workday to check my inbox are not sending."*	Search the **Workday knowledge base**	Submit a ticket to the **ISC**	Call the **ISC**
HR	*"I would like support interpreting a collective agreement."*	Search the **HR website** for collective agreements	Contact **HR**	Contact **HR**
HR	*"Do I qualify for long term disability?"*	Search the **HR website**	Contact **HR**	Contact **HR**
Finance	*"I need to make a purchase from a specific supplier, what do I do?"*	Search the **Finance website** to find more information on policies and procedures	Contact your faculty or unit **Buyer**	Contact your faculty or unit **Buyer**
Finance	*"I have a group of staff who submitted overtime in the last pay period but weren't paid for it."*	Search the **Finance website** to find more information on policies and procedures	Contact your faculty or unit **Payroll Representative**	Contact your faculty or unit **Payroll Representative**
IT	*"My CWL isn't working, what do I do?"*	Search the **IT knowledge base**	Submit a ticket to the **IT Service Centre**	Call the **IT Service Centre**