Sun Health®

TSC Ticketing System User Resource Guide

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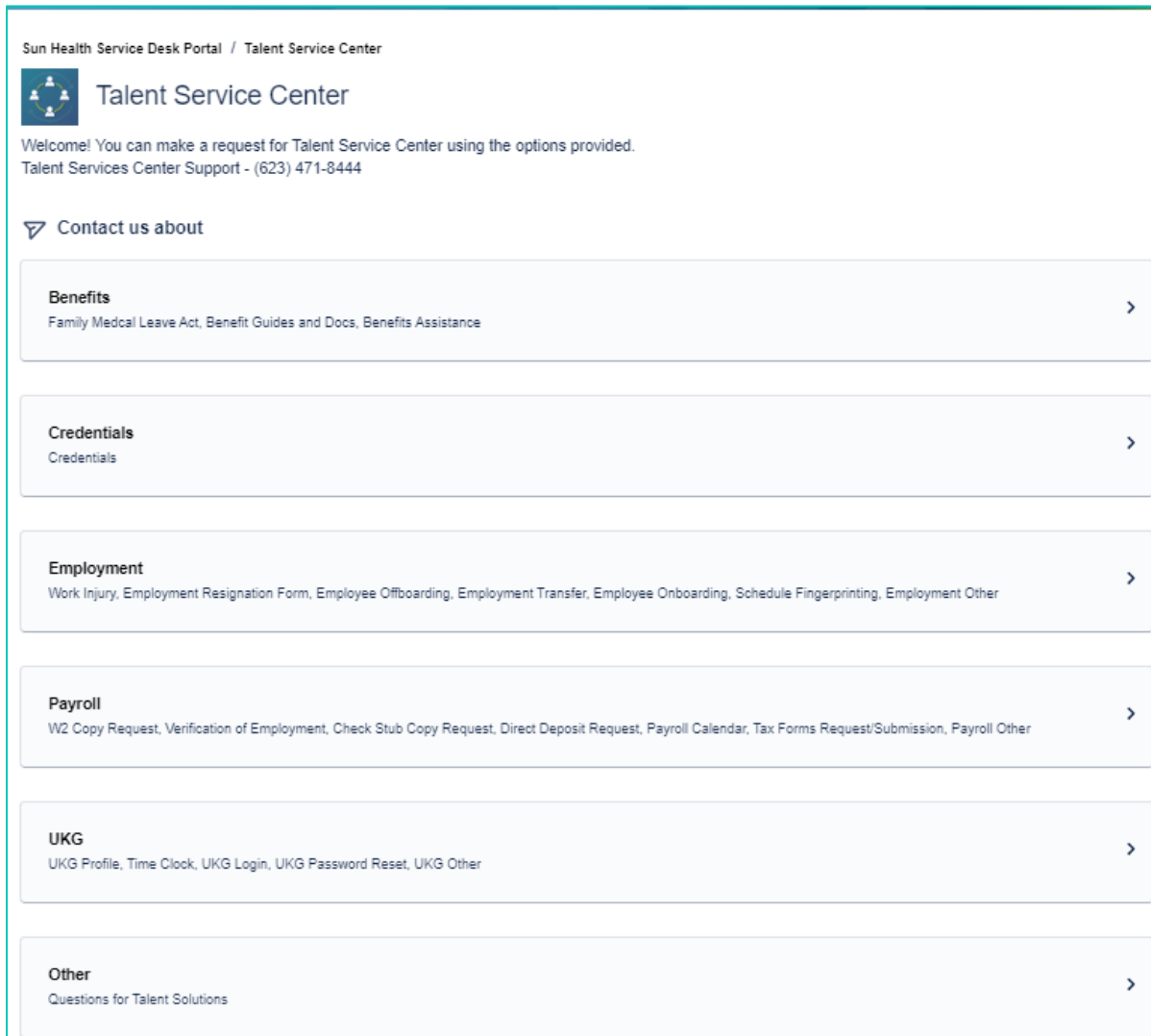
Overview

Sun Health Talent Solutions has created a ticketing system for team members to use when communicating with Talent Solutions and the Talent Service Center. This Reference Guide provides a step-by-step guide for all ticket types.

Main Landing Page

The Main Landing Screen prompts you to select a "Category" of ticket types. There are many sub-categories of tickets per category.
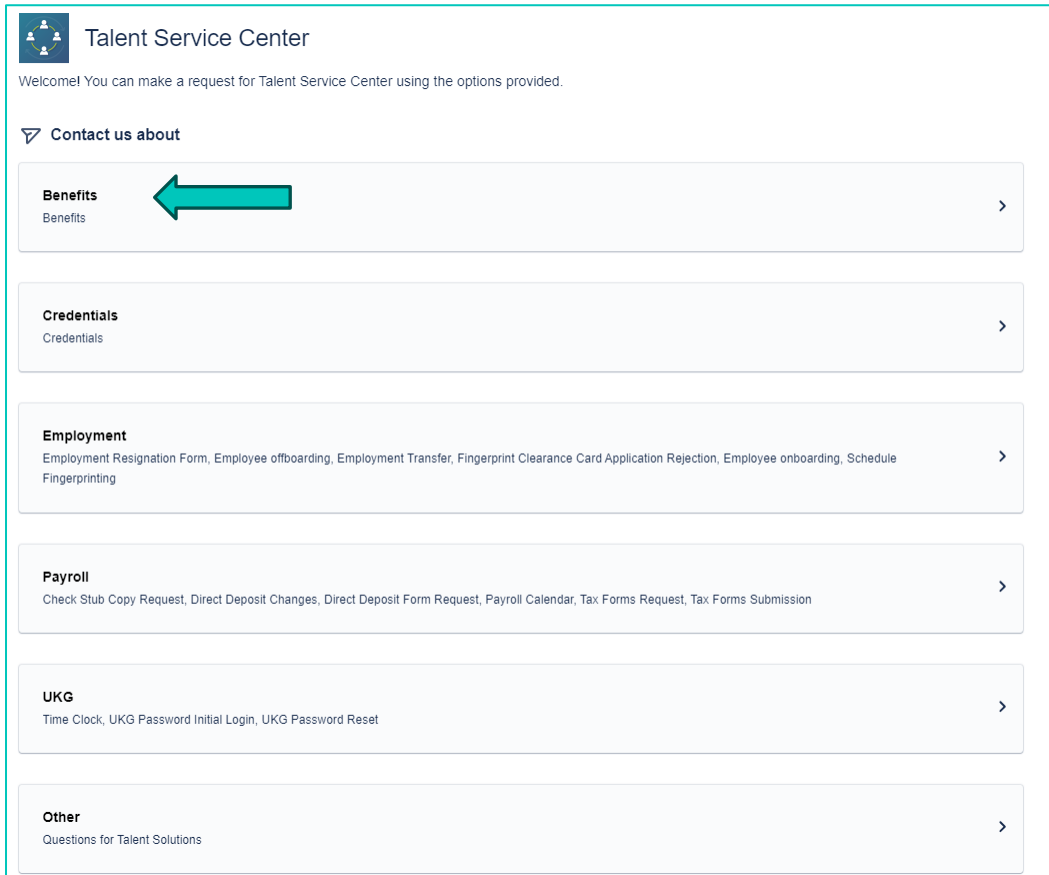
Sun Health Service Desk Portal / Talent Service Center

Talent Service Center

Welcome! You can make a request for Talent Service Center using the options provided.
Talent Services Center Support - (623) 471-8444

▽ Contact us about

Benefits
Family Medcal Leave Act, Benefit Guides and Docs, Benefits Assistance

Credentials
Credentials

Employment
Work Injury, Employment Resignation Form, Employee Offboarding, Employment Transfer, Employee Onboarding, Schedule Fingerprinting, Employment Other

Payroll
W2 Copy Request, Verification of Employment, Check Stub Copy Request, Direct Deposit Request, Payroll Calendar, Tax Forms Request/Submission, Payroll Other

UKG
UKG Profile, Time Clock, UKG Login, UKG Password Reset, UKG Other

Other
Questions for Talent Solutions

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Benefits Category

The first category is "Benefits". Select **Benefits** to review the available sub-types and tickets.

Talent Service Center

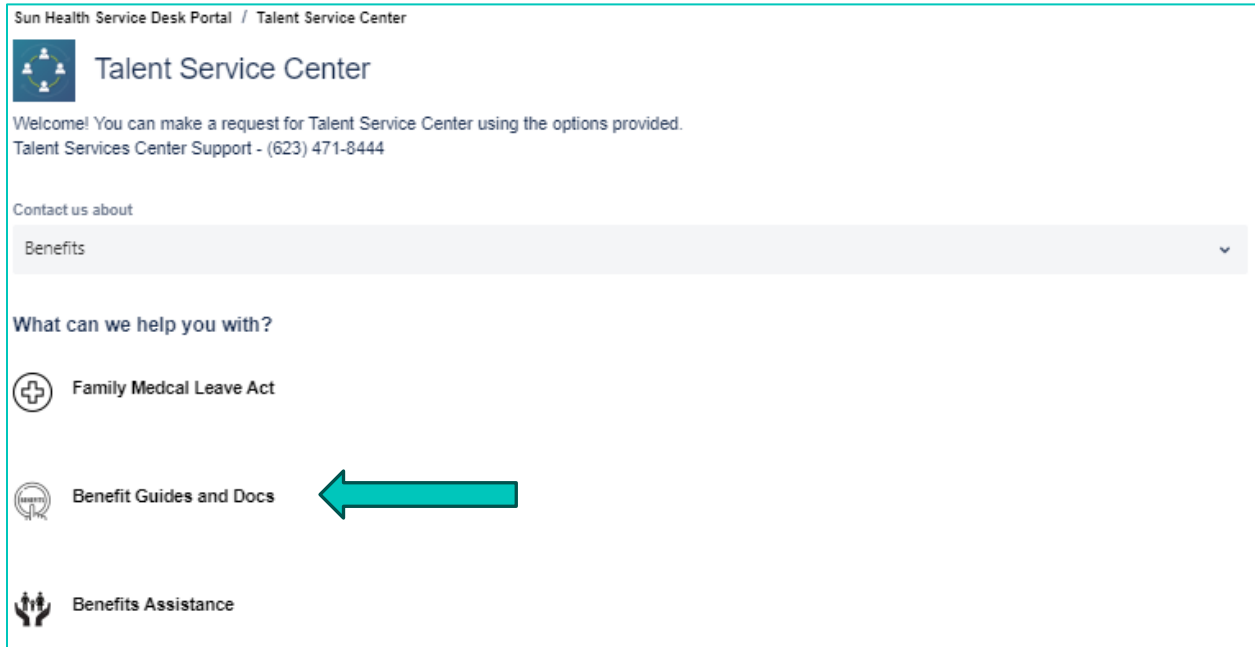Welcome! You can make a request for Talent Service Center using the options provided.

▽ **Contact us about**

| Benefits | > |
| Benefits | |

| Credentials | > |
| Credentials | |

| Employment | > |
| Employment Resignation Form, Employee offboarding, Employment Transfer, Fingerprint Clearance Card Application Rejection, Employee onboarding, Schedule Fingerprinting | |

| Payroll | > |
| Check Stub Copy Request, Direct Deposit Changes, Direct Deposit Form Request, Payroll Calendar, Tax Forms Request, Tax Forms Submission | |

| UKG | > |
| Time Clock, UKG Password Initial Login, UKG Password Reset | |

| Other | > |
| Questions for Talent Solutions | |

![Sun Health logo]

The first ticket type in the **Benefits** category is the "Family Medical Leave Act". Selecting this option provides the user a link to download the FMLA Guide and/or submit a question to the Talent Solutions Team.

Benefits Guide and Docs

The first sub-category in the **Benefits** Category is "Benefit Guides and Docs". Selecting this option provides the user a link to several different ticket types.

The first ticket type in the **Benefit Guides and Docs** sub-category is the "Benefit's Guide." Selecting this option provides the user a link to download the Sun Health Benefit Guide in either English or Spanish and/or submit a question to the Talent Solutions Team.

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The next ticket type in the **Benefit Guides and Docs** sub-category is the "Benefit Enrollment Guide." Selecting this option provides the user a link to download the Sun Health Benefit Enrollment Guide and/or submit a question to the Talent Solutions Team.

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The next ticket type in the **Benefit Guides and Docs** sub-category is the "EAP, Counseling services." Selecting this option provides the user a link to download the Sun Health EAP Flier and/or the Sun Health Counseling Wellness Customer flyer and/or submit a question to the Talent Solutions Team.

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Talent Service Center

Welcome! You can make a request for Talent Service Center using the options provided.

Contact us about

Benefits

What can we help you with?

Benefits

Raise this request on behalf of *

Joshua Willis (Contractor) (c-joshua.willis@sunhealth.org)

Description

Normal text ∨ | **B** *I* … | A ∨ | ≔ ≔ | 🔗 @ ☺ ⊞ <> ⓘ 99 + ∨

What is the topic of your question?

○ Benefit's Guide
○ Benefit Enrollment Guide
● EAP, Counseling services
○ Fidelity 401k
○ Bereavement

Click here to Download EAP flier

Click here to Download Counseling Wellness Customer Flyer

Send Cancel

The next ticket type in the **Benefit Guides and Docs** sub-category is "Fidelity 401k". Selecting this option provides the user a link to download the Sun Health Fidelity 401k flyer and/or submit a question to the Talent Solutions Team.

The final ticket type in the **Benefit Guides and Docs** sub-category is "Bereavement."
Selecting this option provides the user information on Sun Health's Bereavement Policy
and how to request it from their direct manager. Team members can also submit a
question to the Talent Solutions Team.

Benefits Assistance

The final sub-category in the **Benefits** Category is "Benefits Assistance". Selecting this option provides the user a link to several different ticket types.

The first ticket type in the **Benefits Assistance** sub-category is "Need assistance with benefits sign-up". Selecting this option provides the user submit a question or request to the Talent Solutions Team for assistance with benefits sign-ups.

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Contact us about

Benefits

What can we help you with?

Benefits Assistance

Raise this request on behalf of *

Joshua Willis (Contractor) (c-joshua.willis@sunhealth.org)

◉ Need assistance with benefits sign up
○ Questions about my benefits

Notes

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Send   Cancel

The final ticket type in the **Benefits Assistance** sub-category is "Questions about my benefits". Selecting this option provides the user submit a question to the Talent Solutions Team about their benefits.

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Contact us about

Benefits

What can we help you with?

Benefits Assistance

Raise this request on behalf of *

Joshua Willis (Contractor) (c-joshua.willis@sunhealth.org)

○ Need assistance with benefits sign up
● Questions about my benefits

Notes

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Send   Cancel

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Credentials Category

The next category is "Credentials". Select **Credentials** to review the available tickets.

The first ticket type in the **Credentials** Category is "Credential Renewal." Selecting this option allows the user to indicate who the credential renewal is for, which credential is being renewed, the credential expiration date, along with an indicator as to whether the credential is a Level 1 Fingerprint Clearance Card. Note: submittals of the credential documentation will occur on the "Submit Credential Renewal" ticket option.

The final ticket type in the **Credentials** Category is "Submit Credential Renewal." Selecting this option allows the user to upload renewed credential documentation from their electronic device.

Employment Category

The next category is "Employment". Select **Employment** to review the available tickets.

The first ticket type in the **Employment** Category is "Work Injury." Selecting this option allows the user to provide a summary of the injury, first and last name of the injured team member and contact information. Questions or comments can also be submitted to the Talent Solutions Team.

The next ticket type in the **Employment** Category is "Employment Resignation Form." Selecting this option allows the user to download the "Voluntary Employee Resignation Form" and to upload their form from their electronic device.

Note: Talent Solutions STRONGLY encourages team members to submit their resignation to their direct manager as well as to the Talent Service Center.

The next ticket type in the **Employment** Category is "Employment Offboarding." Selecting this option allows the user to input required information about the off-boarding team member and indicate which IT systems need to be deactivated (this information will be shared directly with the IT team, so you do not need to submit an additional ticket).

The next ticket type in the **Employment** Category is "Employment Transfer." Selecting this option allows the user to inquire and/or apply for a current open position. Selecting the link provided, it will take the user directly to the Employee Portal where they can view current openings and complete an internal transfer application for the selected job. From there, the application will go directly to the Talent Acquisition team for further review.

The next ticket type in the **Employment** Category is "Employee Onboarding." Selecting this option allows the user to input required information about the onboarding team member. Please answer ALL questions about the onboarding to expedite the experience for our new team member.

The next ticket type in the **Employment** Category is "Schedule Fingerprinting." Selecting this option allows the user to input required information about obtaining an appointment for a team member fingerprinting. Please use the Notes field to describe reason for scheduling. Please note, fingerprint renewals can be completed up to four months prior to expiration.

The final ticket type in the **Employment** Category is "Employment Other." Selecting this option allows the user to submit a question to the Talent Solutions Team regarding employment.

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Contact us about

Employment

What can we help you with?

(ooo)   Employment Other

Raise this request on behalf of *

Joshua Willis (Contractor) (c-joshua.willis@sunhealth.org)

First Name

Last Name

Contact Information (Email and/or Phone #)

Description

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Employment Other

Send   Cancel

Payroll Category

Then next category is "Payroll". Select **Payroll** to review the available tickets.

The first ticket type in the **Payroll** Category is "W2 Copy Request." Selecting this option allows the user to obtain a copy of their most recent W2.

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Contact us about

Payroll

What can we help you with?

W2 Copy Request
Send us a question or make a general request.

Raise this request on behalf of *

Joshua Willis (Contractor) (c-joshua.willis@sunhealth.org)

First Name

Last Name

Contact Information (Email and/or Phone #)

Notes

Normal text ∨ | B I ... | A ∨ | ☰ ☰ | 𝒫 @ ☺ ⊞ <> ❶ 𝟿 + ∨

Send   Cancel

The next ticket type in the **Payroll** Category is "Verification of Employment." Selecting this option allows the user to obtain a verification of employment.

The next ticket type in the **Payroll** Category is "Check Stub Copy Request." Selecting this option allows the user to obtain a copy of their check stub.

The next ticket type in the **Payroll** Category is "Direct Deposit Request." Selecting this option allows the user to download the Direct Deposit Form to complete and submit. Team members can also submit direct deposit change requests to the Talent Solutions Team.

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The next ticket type in the **Payroll** Category is "Payroll Calendar." Selecting this option allows the user to download recent Payroll Calendar PDF's.

The next ticket type in the **Payroll** Category is "Tax Forms Request." Selecting this option allows the user to download and/or upload certain tax forms.

The final ticket type in the **Payroll** Category is "Payroll Other." Selecting this option allows the user to submit a question or request to the Talent Solutions Team.

UKG Category

The next category is "UKG". Select this category to review the available tickets.

The first ticket type in the **UKG** Category is "UKG Profile" Selecting this option allows the user to request an UKG Profile or submit questions or issues with their profile.

The first ticket type in the **UKG** Category is "Time Clock." Selecting this option allows the user to download the UKG Time Clock Training document.

The next ticket type in the **UKG** Category is "UKG Login." Selecting this option allows the user to request a log-in or submit a question for the UKG platform.

The next ticket type in the **UKG** Category is "UKG Password Reset." Selecting this option allows the user to request a reset of their UKG platform login password.

The final ticket type in the **UKG** Category is "UKG Other." Selecting this option allows the user to submit a question or request to the Talent Solutions Team regarding UKG.

Other Category

The final category is "Other". Select this category to review the available tickets.

The sole ticket type in the **Other** Category is "Questions for Talent Solutions." Selecting this option allows the user to submit a question or request to the Talent Service Center.