

# TSC Ticketing System User Resource Guide

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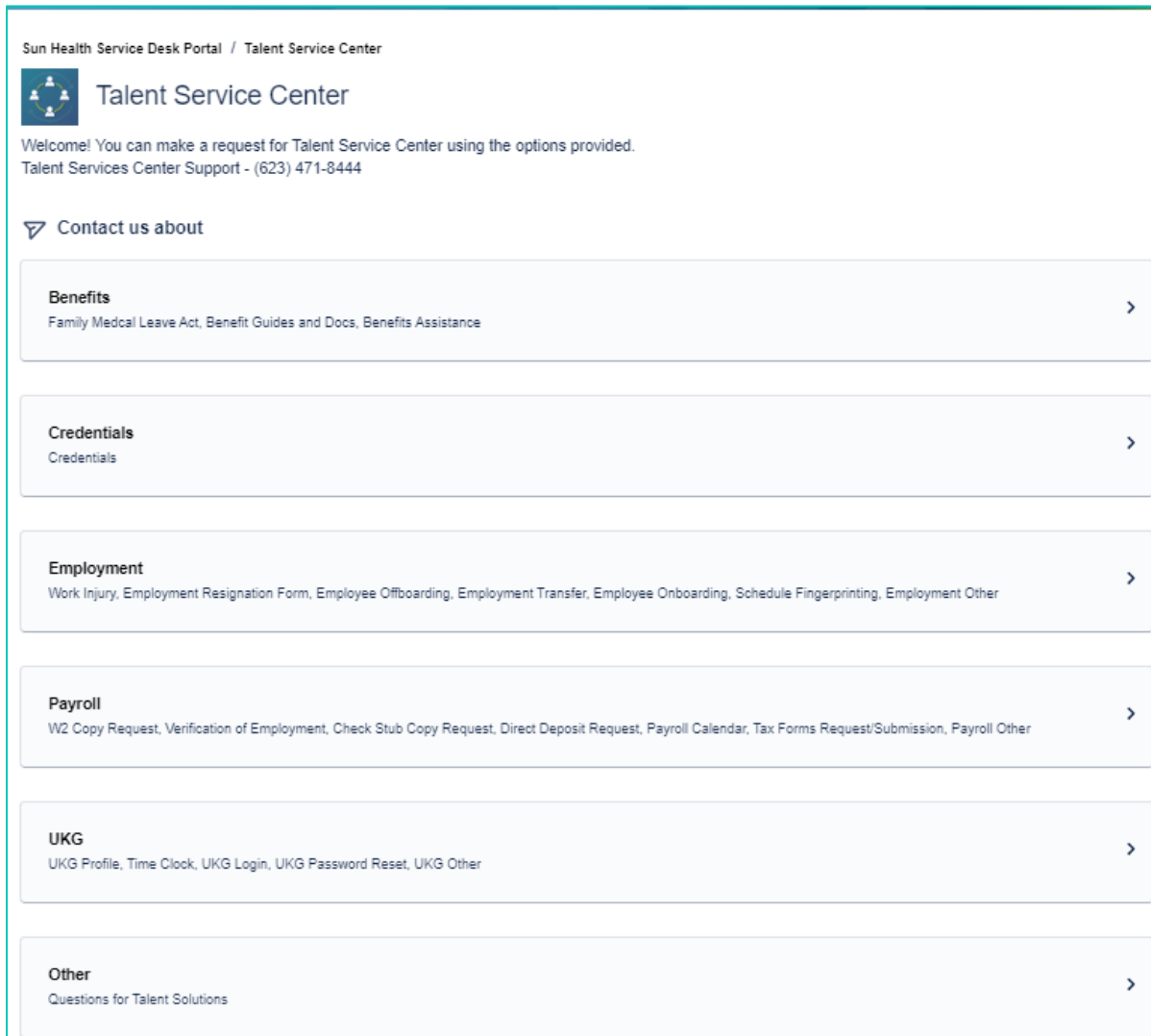
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## Overview

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.

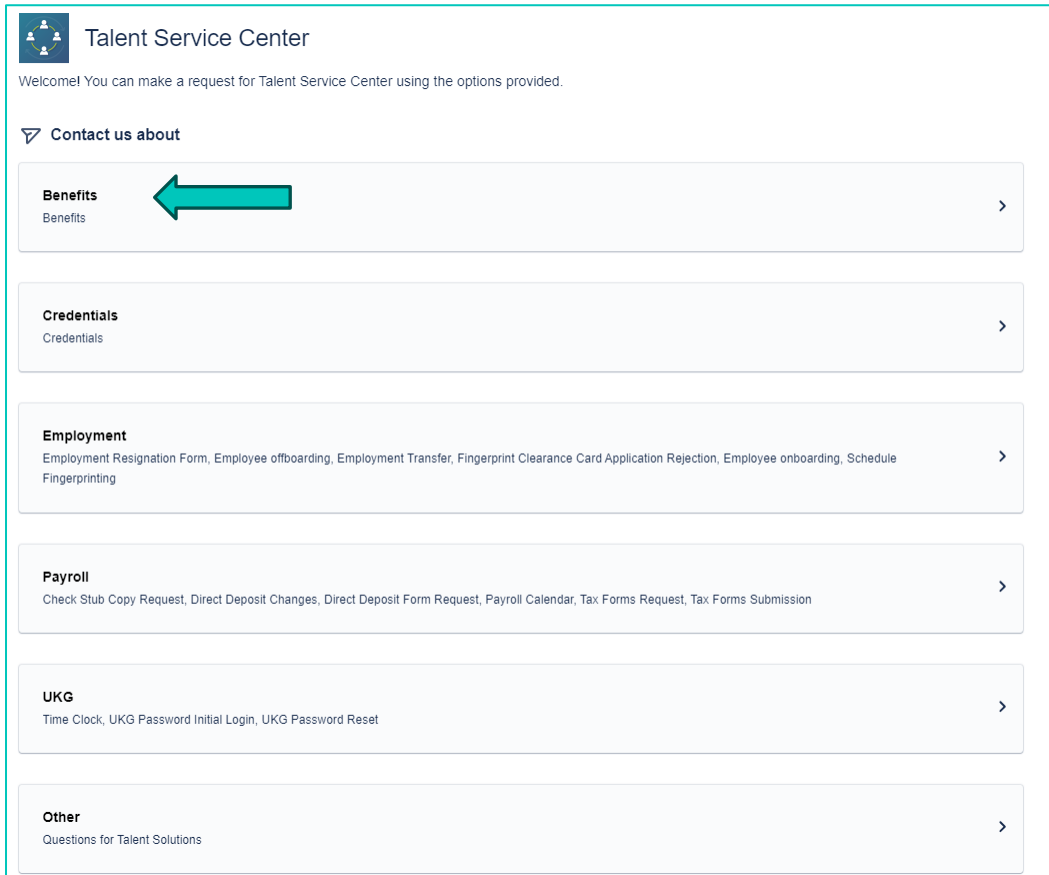


The screenshot shows the Sun Health Service Desk Portal / Talent Service Center interface. At the top, there is a navigation breadcrumb and a logo for the Talent Service Center. Below the logo, a welcome message states: "Welcome! You can make a request for Talent Service Center using the options provided. Talent Services Center Support - (623) 471-8444". A section titled "Contact us about" with a dropdown arrow contains six category cards, each with a right-pointing chevron:

- Benefits**  
Family Medical 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

## **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.

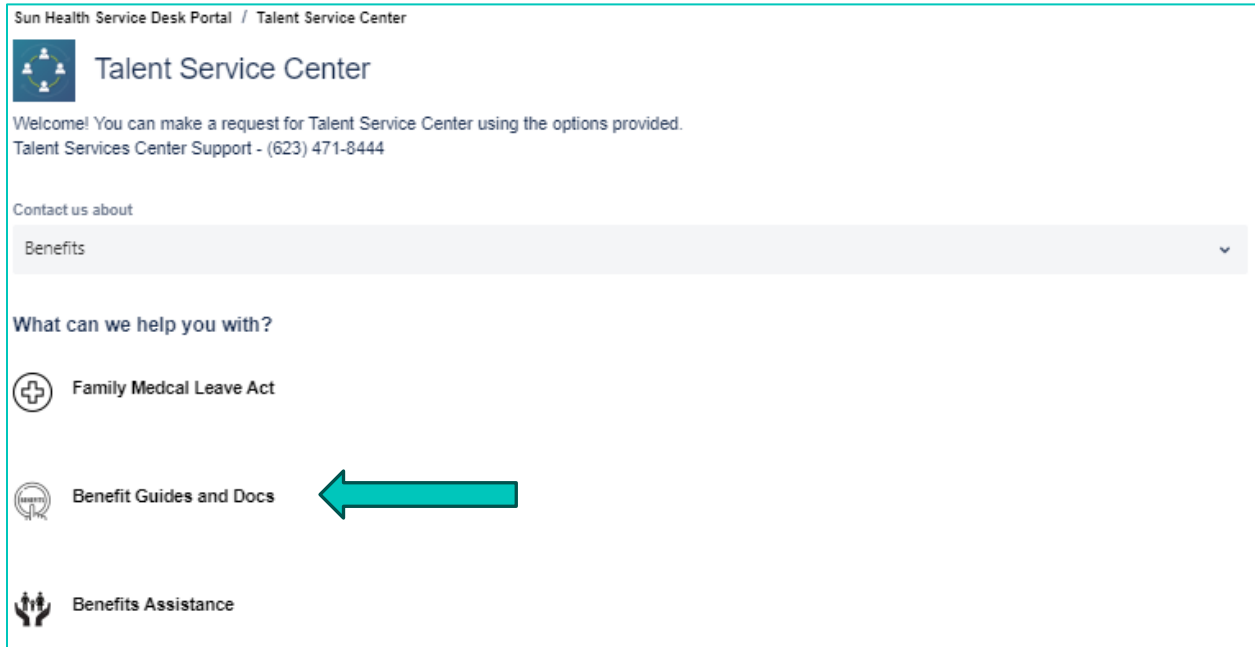
**Contact us about**

- 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 >



### **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 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.

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

What can we help you with?

Benefit Guides and Docs

Raise this request on behalf of\*

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

Description

Normal text | B | I | ... | A | | | | @ | | <> | ! | ” | +

What is the topic of your question?

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

[Click here to Download Benefit Enrollment Guide](#)

**Send** Cancel

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.

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.

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* ... | | | @ +

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 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.

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.

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* | ... | | | | | @ | | | | | | +

What is the topic of your question?

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

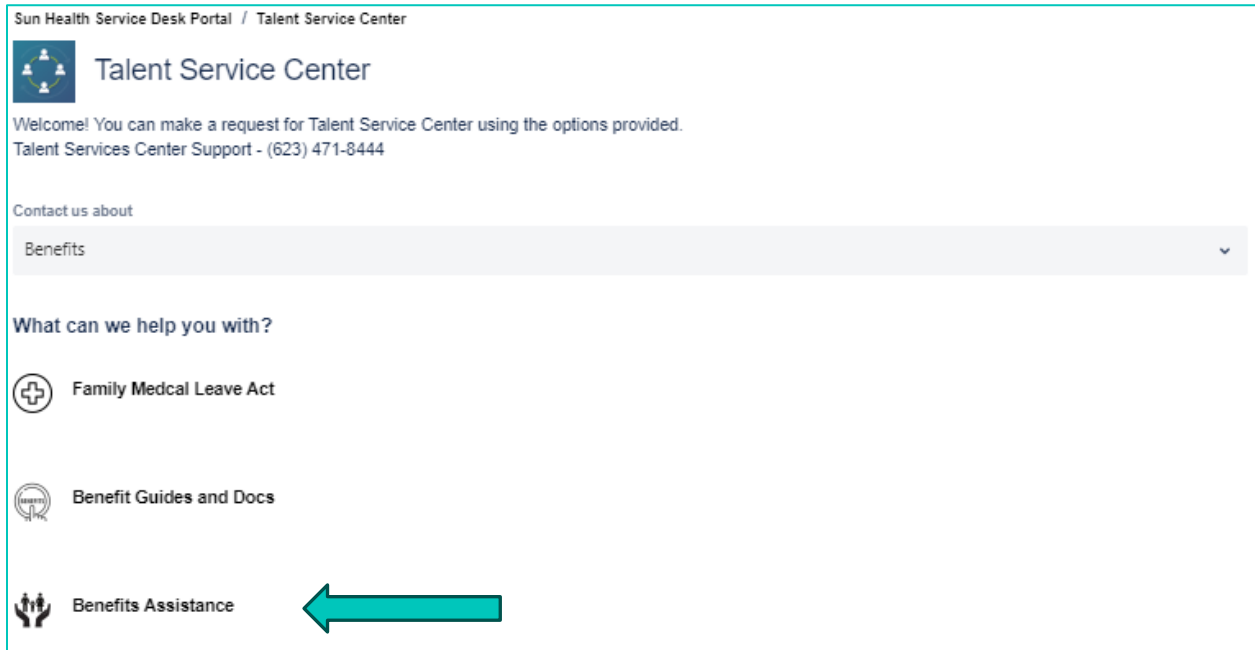
**Bereavement** – An employee may be eligible for paid time off (not to be deducted from his or her PTO balance) in the event of a death of an employee's immediate and extended family members. Regular full-time employees will be eligible for up to 40 hours of paid bereavement leave for immediate family members, and 24 hours for extended family. Regular benefit part-time employees will be eligible for up to 20 hours of paid bereavement leave. Immediate family is defined as; children, spouses, parents, grandparents, grandchildren, brother/sister, stepbrother/sister, and father/mother/sister/brother in-laws. Extended family may be an adult who stood in loco parentis to the employee or other close familial tie. The employee's direct supervisor will partner with the Executive Leader and Human Resources to approve any paid time off for an employee requesting paid extended family bereavement leave.

Additional time-off must be approved by the employee's supervisor. In order to be paid for any additional time, the employee must apply accrued PTO for the time missed from their normally scheduled shift.

**Send** Cancel

## **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.

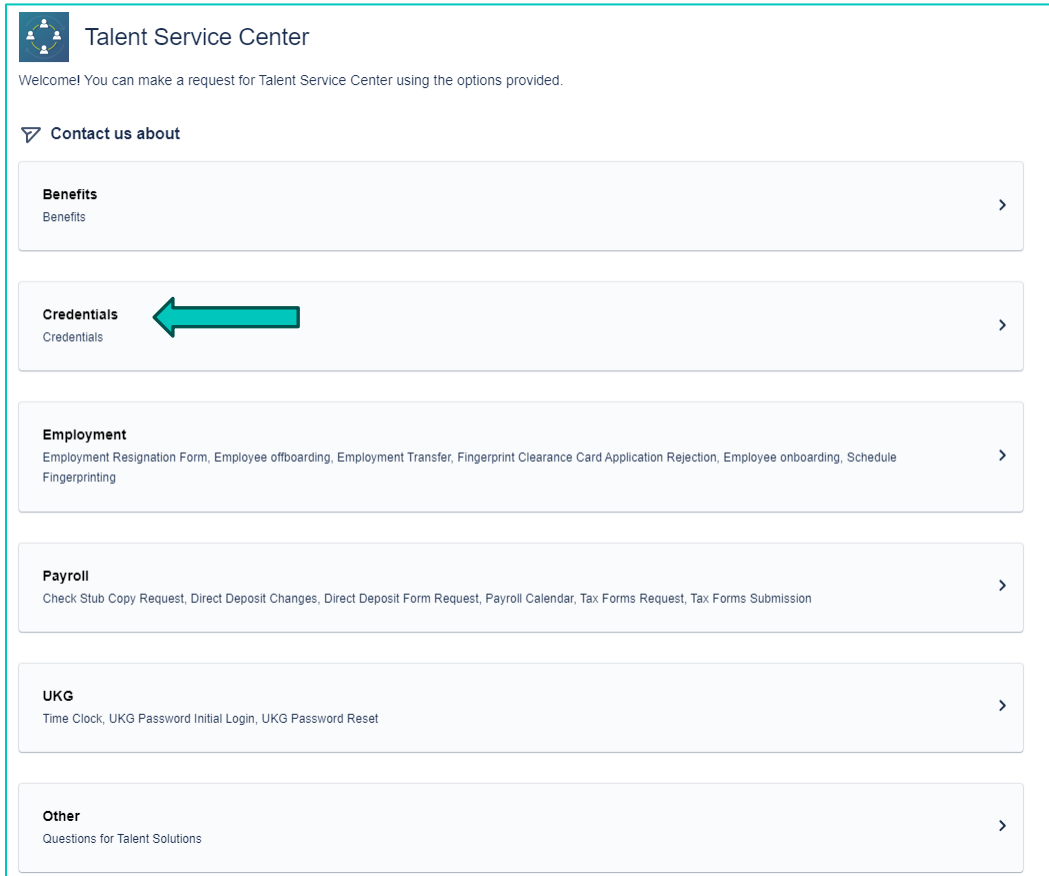






## Credentials Category

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

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.

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.


Contact us about

Credentials

What can we help you with?

 Credentials

Raise this request on behalf of\*


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

First Name

Last Name

Contact Information (Email and/or Phone #)


Select the radial button of your topic?

Credential Renewal 

Submit Credential Renewal


Credential Type

Credential Expiration Date

e.g. 2/20/2024 

Existing Level 1 Fingerprint Clearance Card?


Notes

Normal text 

**Send** Cancel

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.

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.


Contact us about

Credentials

What can we help you with?

 Credentials

Raise this request on behalf of\*

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


First Name

Last Name


Contact Information (Email and/or Phone #)

Select the radial button of your topic?


Credential Renewal

Submit Credential Renewal 

Upload Credential Renewal

 Drop files to attach or browse

Notes


Normal text 

**Send** Cancel



## Employment Category

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

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.

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  
Employment

What can we help you with?  
Work Injury

Raise this request on behalf of\*  
Joshua Willis (Contractor) (c-joshua.willis@sunhealth.org)

Summary\*

First Name

Last Name

Contact Information (Email and/or Phone #)

Notes

Send Cancel

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 screenshot displays the 'Talent Service Center' interface. At the top, there is a header with the title 'Talent Service Center' and a welcome message: 'Welcome! You can make a request for Talent Service Center using the options provided.' Below this, there is a 'Contact us about' dropdown menu set to 'Employment'. Underneath, a section titled 'What can we help you with?' contains a list of options, with 'Employment Resignation Form' highlighted and a red arrow pointing to it. Below the list, there is a field to 'Raise this request on behalf of\*' with the user 'Joshua Willis (Contractor) (c-joshua.willis@sunhealth.org)' selected. There are input fields for 'First Name' and 'Last Name', and a 'Contact Information (Email and/or Phone #)' field. A rich text editor for 'Notes' is also present. At the bottom of the form, a red box highlights the 'Link to the Resignation Form:' section, which includes the title 'Voluntary Employee Resignation Form', an 'Upload Resignation Form' section with a dashed border and a 'Drop files to attach or browse' prompt, and another rich text editor with the question 'Did the documentation provide you with the answer you are looking for?'. At the very bottom, there are 'Send' and 'Cancel' buttons.

The next ticket type in the **Employment** Category is "Employment Offboarding." Selecting this option allows the user to input required information about the offboarding 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).

**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  
Employment

What can we help you with?  
**Employee Offboarding**   
Submit an offboarding request for an employee leaving the company.

Raise this request on behalf of\*  
Joshua Willis (Contractor) (c.joshua.willis@sunhealth.org)

Job title

Attachment  
Drag and drop files, paste screenshots, or browse  
Browse

First Name  Last Name

Notes  
Normal text | B | I | ... |

Direct Manager  Secondary Manager  Timesheet Approver

Labor Level 1\*  Labor Level 2  Labor Level 3

Last Working Day?  e.g. 4/17/2024

Termination Type  
 Voluntary  
 Involuntary

Reason

Did the employee have a company phone?  
 Yes  
 No

Did the employee have a company computer?  
 Yes  
 No

What applications does the employee need removed from? (Select All that Apply)

Type Full Name as Signature\*

**Send** Cancel

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.

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

Employment

What can we help you with?

Employment Transfer

Raise this request on behalf of\*

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

**Current Career Opportunities at Sun Health**  
See current career opportunities that are available at Sun Health

**Sun Health**

sunhealth.applicantpro.com

**Send** Cancel

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.

**Employee Onboarding**  
Submit an onboarding request for a new hire. ←

Raise this request on behalf of\*  
Joshua Willis (Contractor) (c-joshua.willis@sunhealth.org)

Employee Onboarding\*

(Please enter the new team members' information not your own.)

---

First Name\*  Last Name\*  Preferred Name?

Contact Email

Contact Phone Number

Desired Start Date?\*  
e.g. 4/17/2024

---

Direct Manager\*  Secondary Manager\*  Timesheet Approver\*

Labor Level 1\*  Labor Level 2\*  Labor Level 3\*

Is this new team member eligible for VPPP?\*  
 Yes  
 No

Is this new team member a leader?\*  
 Yes  
 No

TB needed?\*  
 Yes  
 No

Does the new team member need a company phone?  
 Yes  
 No

Does the new team member need a company computer?\*  
 Yes  
 No

Does the new team member need an email address?\*  
 Yes  
 No

What applications does the new team member need? (Select All that Apply)

**Send** Cancel








## Payroll Category

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

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.

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

Payroll

What can we help you with?

**W<sup>2</sup> 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* | ... | | | | | | | | | | | +

**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.

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

Payroll

What can we help you with?

Verification of Employment

Raise this request on behalf of\*

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

Description

Normal text | B | I | ... | A | | | | @ | | | <> | | +

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Send Cancel

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.

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.

Contact us about

Payroll

What can we help you with?

Check Stub Copy 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 | | | | @ | | <> | | +

Send Cancel



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

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

Payroll

What can we help you with?

Payroll Calendar

---

Raise this request on behalf of\*

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

[Click here to Download FY 2023-2024 Payroll Calendar PDF](#)

[Click here to Download FY 2024-2025 Payroll Calendar PDF](#)

## Payroll Calendar

Owned by Tina Chaffins ...  
Last updated: Mar 02, 2024 • 1 min read • 9 people viewed

### 2023-2024 Fiscal Year Calendar

Month	Su	M	Tu	W	Th	F	Sa
July '23							1
	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30	31					
August '23							1
	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30	31					
September '23							1
	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30						
October '23							1
	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30	31					
November '23							1
	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30						
December '23							1
	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30	31					
January '24							1
	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30	31					
February '24							1
	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30						
March '24							1
	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30	31					

**Alternating Pay Periods**  
Payroll Mondays  
Pay Days

**Recognized Holidays**  
July 4 - Independence Day  
Sept 4 - Labor Day  
Nov 23 - Thanksgiving Day  
Dec 25 - Christmas Day  
Jan 1 - New Year's Day

Powered by Confluence

**Send** Cancel

30

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.

What can we help you with?

Tax Forms Request/Submission

Raise this request on behalf of\*

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

Submit Tax Forms as attachments here

Drag and drop files, paste screenshots, or browse

First Name

Last Name

Contact Information (Email and/or Phone #)

Notes

Normal text | **B** | *I* | ... | | | | | @ | | | | ” | +

[Click here to download Arizona A-4 Tax Form](#)

[Click here to download W-4 Federal Tax Form](#)

Did the documentation provide you with the answer you are looking for?


Normal text | **B** | *I* | ... | | | | | | | | ” | - |





## UKG Category

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





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.

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

UKG

What can we help you with?

UKG Login ←

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 | | | | @ | | <> | | +

Summary \*

Send Cancel

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.

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.

Contact us about

UKG

What can we help you with?

UKG Password Reset

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 | ... | @ | ... | <> | ... | +

Send Cancel

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.

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  
UKG

What can we help you with?  
UKG 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 #)


Notes

Normal text | **B** | *I* | ... | | | | | @ | | | | | | +

**Send** Cancel

## Other Category

The final category is “Other”. Select this category to review the available 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 >

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.

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.

Contact us about

Other

What can we help you with?

**Questions for Talent Solutions** ←  
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 | : | : | | @ | | <> | | +

**Send** Cancel