Ask UCPath Center

Employees are able to submit a case to the UCPath Center for oneself or direct report. Users are urged to review trending inquiries, which may directly relate to their issue before a new submittal.

Type https://ucpathsupport.force.com/askucpath/s/ in your browser’s address bar to access the Ask UCPath page.

Submit a Case Screen Sample

♦ Home: Navigate to the Ask UCPath Center homepage.
♦ My Inquires: Users are able to view My Open Inquiries, My Closed Inquiries, On Behalf of Open Inquiries, and On Behalf of Closed Inquiries.
♦ Submit an Inquiry: Submit an Inquiry for yourself or direct report.
♦ UCPath: Navigate to the UCI UCPath Environment.
Job Aid: Submit UCPath Center Case

1. **Topic:** Add the topic of the inquiry. Options include i.e. Open Enrollment, Benefit, HR, etc...
2. **Category:** Choose the correct category to diagnose the inquiry correctly.
3. **Subject:** Key the proper subject to define the inquiry appropriately.
4. **Description:** Use the description field to specify the details about the inquiry.
5. **Requested By:** UCPath recognizes who is submitting the inquiry.
6. **Best Contact Phone Number:** Enter best phone number to reach inquirer.
7. **Best Contact Email:** Enter best email address to reach inquirer.
8. **Add Attachment:** Add any attachment that may support your inquiry.
9. **Submit Button:** Submit inquiry to UCPath Center.
10. **Need Answers Fast:** Review the Need Answers Fast Section to browse previous inquiries that may support the request.