**ESS Employee Requests FAQ’s**

**How do I apply for Remote Working or Flexible Working for Caring Purposes?**

Log into Employee Self Service [ESS], on the Employee Dashboard choose the My Time tab, scroll down and you will see Employee Requests widget. Click Create Request

**Is there a step-by-step guide available on completing the digital form?**

Yes please see the step by step guide for employees [Employee Guide](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.ucc.ie%2Fen%2Fmedia%2Fsupport%2Fcoreportal%2FESSGuideApplyingRemoteWorkingorFlexibleWorkingforCaringPurposes.pdf&data=05%7C02%7CMODonovan%40ucc.ie%7C3aaa04c30a2a43afa75f08dde0cce1b4%7C46fe5ca5866f4e4292e9ed8786245545%7C0%7C0%7C638913892740884378%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=Yc9MHN9a3H8by1vmabswsdn3XlBBCzdedN0jT9CaIoY%3D&reserved=0)

**Is there a step-by-step guide available for Managers approving the requests submitted?**

Yes please click on the following link [Manager Approval Guide](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.ucc.ie%2Fen%2Fmedia%2Fsupport%2Fcoreportal%2FESSManagerEmployeeRequestsApprovalGuide.pdf&data=05%7C02%7CMODonovan%40ucc.ie%7C3aaa04c30a2a43afa75f08dde0cce1b4%7C46fe5ca5866f4e4292e9ed8786245545%7C0%7C0%7C638913892740893687%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=dBhKkMnskyOQlGgvOYT5moK%2BdJlwqfl4fTelui1zlUE%3D&reserved=0)

**I can’t see the option to Create Request when I log into my Employee Self Service?**

Make sure to scroll down on the My Time tab on the Employee Dashboard, if you don’t have this option, please log a ticket on the UCC Services portal

**How do I log a ticket on the UCC Services portal?**

Go to <https://ucc-amc.ivanticloud.com/Modules/SelfService/#home> choose People & Culture and Log an ESS or HRIS issue

**How do I know that my request has been submitted to my Line Manager for approval?**

When your request is submitted you will receive an email from ‘UCC People & Culture’ confirming your request has been submitted for approval.

**How do I know when my Remote Working request has been approved?**

When your Remote Working request has been approved by your Line Manager you will receive an email from ‘UCC People & Culture’ confirming the approval

**How do I know when my Flexible Working for Caring purposes request has been completed?**

When your Flexible Working for Caring purposes request has been completed you will receive an email from ‘UCC People & Culture’ confirming the approval

**Can I cancel either the Remote Working or Flexible Working request online?**

It is not possible for the employee to cancel either request online, but the Manager can reject the request. Please refer to the policy for further guidelines on cancelling [Remote Working](https://www.ucc.ie/en/media/support/hr/policies/Work-LifeBalance-RemoteWorking-Feb25.pdf) or [Flexible Working for Caring Purposes](https://www.ucc.ie/en/media/support/hr/policies/Work-LifeBalance-FlexibleWorking-Feb25.pdf)

**Can I amend either the Remote Working or Flexible Working request online?**

Once a request has been submitted online via ESS it cannot be amended. You will need to submit a new request including any amendments