Business Request Instructions for HRGs: Part-time to Full-time Benefits Eligible

**1.** **Go to Extranet.Personnel.ky.gov and click on Resources>HR Administrators.**

1A. **Or go directly to**
https://hr.personnel.ky.gov/_layouts/15/Sp.Login.Custom/Login.aspx?ReturnUrl=%2f_layouts%2f15%2fAuthenticate.aspx%3fSource%3d%252F&Source=%2F

2. **Sign in.**

3. **Click on Business Request in the first paragraph OR scroll down to the blue charm box and click on Business Request.**

Welcome to the Personnel Cabinet's human resource website! Specifically designed for agency HR staff, this website is intended to serve as a primary resource in fulfilling your HR responsibilities. Below you will find charm blocks offering quick links to a number of frequently used documents, forms, etc. These correspond with the options available above under Resources. If you find yourself unable to locate an item, please feel free to contact us by submitting a business request, and we will be more than happy to assist. You can also share comments and suggestions in that same manner.
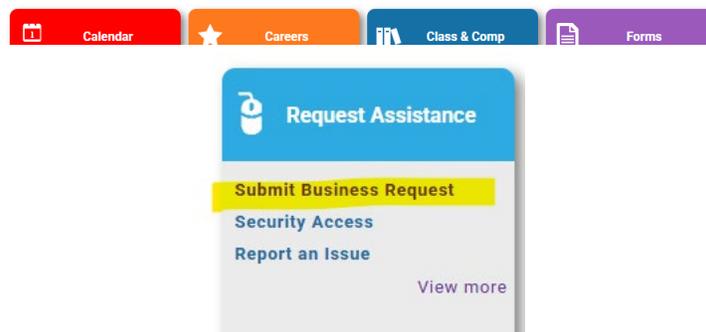
4.　　　**Enter the initial information needed to begin the Business Request. Click Next.**

Business Request Form

DO NOT enter sensitive data such as SSN or DOB to this field.

Give a short title to help you keep track of future communications *	Test New Hire ESS Tiles
Please enter your full name *	Jessica Hetrick
Email address at which you want to be contacted? *	Jessica.Hetrick@ky.gov
Phone Number *	5025645324

Next

5.　　　**Select appropriate agency. Click Next.**

Business Request Form

Which agency does this request concern?　　Please Select...

Please Select...
10-XXX__LEGISLATIVE BRANCH
20-XXX__JUDICIAL BRANCH
31-030__UNIFIED PROSECUTORIAL SYSTEM
31-035__DEPT OF AGRICULTURE
31-040__ATTORNEY GENERAL
31-045__AUDITOR OF PUBLIC ACCOUNTS
31-066__REGISTRY OF ELECTION FINANCE
31-070__GOVERNOR

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6.　　　**Select Insurance Coordinator. Click Next.**

ness Request Form

What is your business responsibility?　　Please Select...

Please Select...
Agency HR Liaison
Financial Reporting
Human Resource Administrator
Insurance Coordinator
Performance Evaluation Liaison
Time Administrator

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7.　　　**To create a ticket to process "PT to FT Benefits Eligible" members, click the box marked Here.**

For the new enrollment application, click here.
For all other support requests contact DEI's Enrollment Information Branch.
To create a ticket to process "PT to FT Benefits Eligible" members, click Here

8. **Enter the necessary info.** Example – *PerNr 12345/last name SMITH is going from an Interim status to Full-time employee effective 3/16/2026. Please update the eligibility for this member's benefits and add ESS new hire tiles for online enrollment.*

9. **Submit!**

Business Request Form

In an effort to expedite a resolution to your request, please provide as much detail as possible in your support request description below. You may provide an attachment by selecting the "Add Attachment" button below and selecting your file. It will upload upon clicking the Submit button when you are finished.

DO NOT enter sensitive data such as SSN or DOB to this field.

Add Attachments

Previous | Submit | Cancel

10. **HRG should see the confirmation screen and receive an email notification.**

Business Request Form

You have successfully submitted your Business Support Request.

New Business Request: 355411 RE: Test New Hire ESS Tiles

To return to the Support Portal CLICK HERE, or simply close your browser.
To submit another Business Request, please CLICK HERE.

Regards,
Your Personnel Cabinet Support Team

Business Request: 355411, RE: Test New Hire ESS Tiles

D   DoNotReply@ky.gov
     To ✅ Hetrick, Jessica L (PERS)

Dear Agency HR Professional,

11. **Make sure to submit this ticket after the Employee's action has cleared workflow.**

12. **Should your employee encounter any issues in ESS after you have received the *closed ticket* email notification, email EIB@ky.gov.**