

How to Submit Your RTS Request

Visit the [RTS Portal Link](#)

1. Log in to the Request Tracking System (RTS)

Complete the RTS authentication process to access the system (*See quick reference guide at the top of the Request Portal*).

2. Select the Request Category

On the request submission page, under **Request Category**, select **Statewide Training (Learning Management)**.

The screenshot shows the 'New Request' page in the CalHR Request Portal. The page has a header with 'CalHR Request Portal', a 'Need Help?' link, and a user status 'invaliduseremailaddress' with an 'Unlink' button. On the left, there are tabs for 'New Request' and 'My Requests'. The main content area is titled 'New Request' and contains a section for 'CalHR Requests'. This section has a search bar with a dropdown menu for 'Request Category' set to 'Statewide Training (Learning Management)'. Below this, there is a 'Statewide Training Support' section with a list of request types: 'Access to or a problem with the CalHR LMS Data synchronization process.' and 'Questions regarding CTIS training records upload process or issues.' A 'Start Request' button is circled in red.

3. Start a New Request

Under **Statewide Training Support**, click **Start Request**.

4. Enter Contact Information

On the next screen:

Enter your **work email address**

Select your **department** from the Requesting Department dropdown menu

The screenshot shows the 'EntHR LMS and CTIS Support Intake Form'. The form has a header with the CalHR logo and the text 'CAL HR CALIFORNIA DEPARTMENT OF HUMAN RESOURCES'. Below the header, there is a section titled 'User Information' with a question mark icon and the text 'Please provide the following information to continue ...'. This section contains an 'Email Address' input field and a 'Requesting Department' dropdown menu. An 'Update' button is located at the bottom right of the form.