***Please distribute this alert to any users within your agency who are responsible for personnel administration and time administration in SAP.***

**New Resource Account for the HRSC Agency Services Division**

* Information regarding the use of the OA, HRSC Additional Requests Resource Account.

Effective November 11, 2021, the OA, HRSC Additional Requests

([ra-oahrscaddrequests@pa.gov](mailto:ra-oahrscaddrequests@pa.gov)) resource account should be used for the following inquiries to the HRSC Agency Services Division:

* **Passport Photos Required for I-9 Verifications**
* **Edits Required for I-9 Verification Forms**
* **Discrepancies identified by the Department of Homeland Security with the case details submitted to E-Verify for employees**
* **Independent Agency (not participating in ServiceNow) requests for the Manual Running of Time Transfer, Time Evaluation, and Forced Time Evaluation**

**Questions?**   
If you have any questions regarding the New Resource Account for the HRSC Agency Services Division, you may call the HR Service Center, Agency Services Division at 877.242.6007 and select option 1.