



LinkUW November 2025 Town Hall

LinkUW Team

November 6, 2025



Overview of LinkUW

Project Sponsors





LinkUW is providing services!

Thanks to:

- Units who are participating in Phase One
- The Operations Teams employees
- Project team for planning this for over one year
- Everyone engaged and requesting services





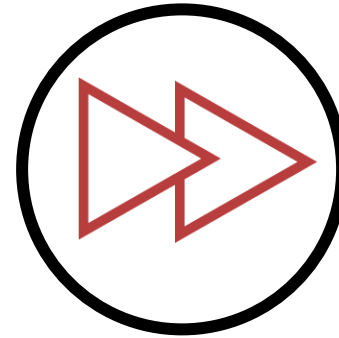
LinkUW is...



Performing high-volume or time-bound operational services



Providing customer-focused support and quality service



Transforming the way administrative work gets done



Tracking metrics to ensure efficiency and quality



Services LinkUW Provides

Human Resources Services

Benefits

- Open Enrollment Outreach & Monitoring
- New Hire Set-up & Facilitate Benefit Changes
- Facilitate Retirement Counseling

Payroll

- Time & Absence
- Payroll Validation
- Leave Corrections

Audits (other than Payroll)

- Audit Leave
- Monitor reports for Position of Trust

Finance Services

Buying and Receiving Goods and Services

- P-card
- Travel & Expense
- Purchasing
- Payments

Policy and Procedure Support

- General support
- Event Support

Non-salary cost transfers





Meet the LinkUW Team

Alisha Arnold and Kristen Hendrickson





Managers of LinkUW

Nicole Mootz - HR



Tegan Maier - Finance





LinkUW Operations Team Members - HR



Amanda
Kampen



Shane
Allen



Cady
Wolf



Michelle
Sloniker



Kong
Thao



Jennifer
Frisch



Maria
Hegge



Theresa
Neisius



Caitlin
Ziolkowski



Leticia
Krumscheid



Barb
Hendrickson

Not pictured:
Michael Loggie



LinkUW Operations Team Members – Finance

Andrew
Hanson



Natalie
Watts



Robin
Higgins



Samantha
Mireles





How to Request Services

Kristen Hendrickson



How to request services

- LinkUW Request Form
- Email LinkUW
- Phone
- Walk In Office Hours





How to request services – Online Form

Business Process Impacted *

Select... ▼

Select... ▼

Reporting Division *

Please select the division that represents your home unit

Select... ▼

Request Summary *

e.g. email subject line

Request Detail *

Please do not include any restricted data

Normal text ▼ | B I ... | ≡ ▼ | A ▼ | ☰ ☷ | 🔗 <> ⓘ ” – ABC

Attachment

☁ Drop files to attach or [browse](#)

Alternate Email

Alternate email if creating request for someone else

Submit

Cancel

1. **Business Process Impacted** – First choose either HR or Finance, then the service you are requesting.
2. **Reporting Division** – Select the school, college, or division you report to, from the drop-down.
3. **Request Summary** – Enter a short description of the request. No more than one sentence long.
4. **Request Detail** – Fill in more information about your request. Provide as much detail as you can for your request **but do not provide sensitive information.**
5. Attachment (optional)
6. Alternate Email (optional) – add an email if you are creating this request for someone else



How to request services – Email and Phone

Email LinkUW

Email: help.linkuw@wisc.edu

Provide the following information:

- Email Subject Line: Your Request Summary
- Email Body
 - Your reporting division
 - What service you need help with (HR or finance)
 - More details on your specific request

Phone

To reach LinkUW by phone, the number is: 608-262-8100.





How to request services – Walk In Office Hours

**LinkUW Hours of Operation:
Monday – Friday from 8:00 a.m. – 4:30 p.m.**

Standard Walk In Office Hours

- **HR:** Tuesdays and Thursdays from 8 a.m. to 4:30 p.m.
- **Finance:** Tuesdays from 8 a.m. to 4:30 p.m.

Located in Suite 5301 at 21 North Park Street





Special Virtual Help Desk Hours

Via Teams at least through 2025

- HR
 - For all unit employees: Thursdays from 10 – 11 a.m.
 - For unit HR staff: Fridays from 1 – 1:30 p.m.
- Finance
 - For all unit employees: Wednesdays from 10 – 11 a.m.
 - For unit Finance staff: Fridays from 10 – 11 a.m.

These times are for technical questions that can be utilized by employees and finance or HR staff. This time is to ask questions about the service catalog, business processes, or ask for help setting up Jira accounts.



How to get to the Form

Alisha Arnold



LinkUW

Your connection to expert service

[Home](#)

[Request Services](#)

[About](#) ▾

[Project Implementation](#) ▾

[Finance Services](#)

[Human Resources Services](#)



Request Services

Any employee from [Phase One participating units](#) can now request services from LinkUW in the following ways:



- Complete the [LinkUW Request Form](#) (*Recommended method*)
 - [This document can help you fill out the form](#)
 - **Note:** To submit a request for the first time, you'll need to create an account. If you need assistance, [follow this step by step guide](#) or reach out to LinkUW using one of the contact options below.
 - If your unit does not appear in the form drop down, please contact your local HR or finance professional.
- Email your request to help.linkuw@wisc.edu, please use your wisc.edu email
- Walk-in hours at **21 North Park Street, Floor 5, Suite 5301**. [Click to view map](#)
 - **HR Hours:** Tuesdays and Thursdays from 8 a.m. to 4:30 p.m.
 - **Finance Hours:** Tuesdays only from 8 a.m. to 4:30 p.m.
- Call LinkUW at 608-262-8100

Enter your email to log in or sign up

Email address

Next

Request Services

Any employee from [Phase One participating units](#) can now request services from LinkUW in the following ways:

- Complete the [LinkUW Request Form](#) (*Recommended method*)
 - [This document can help you fill out the form](#)
 - **Note:** To submit a request for the first time, you'll need to create an account. If you need assistance, [follow this step by step guide](#) or reach out to LinkUW using one of the contact options below.
- If your unit does not appear in the form drop down, please contact your local HR or finance professional.
- Email your request to help.linkuw@wisc.edu, please use your wisc.edu email
- Walk-in hours at **21 North Park Street, Floor 5, Suite 5301**. [Click to view map](#)
 - **HR Hours:** Tuesdays and Thursdays from 8 a.m. to 4:30 p.m.
 - **Finance Hours:** Tuesdays only from 8 a.m. to 4:30 p.m.
- Call LinkUW at 608-262-8100

LinkUW

Your Connection to Expert Service

