HR Service Requests or HR Help Desk: Creating a Service Request

Overview

- All employees can create a service request within Ignite to have a staff member from Human Resources help address any issues or questions that they may have.
    - *Example: If an employee does not understand the Parental Leave benefit, they can submit a service request to obtain more information on this benefit. A Human Resource Associate will help answer questions and provide additional information to the employee.*

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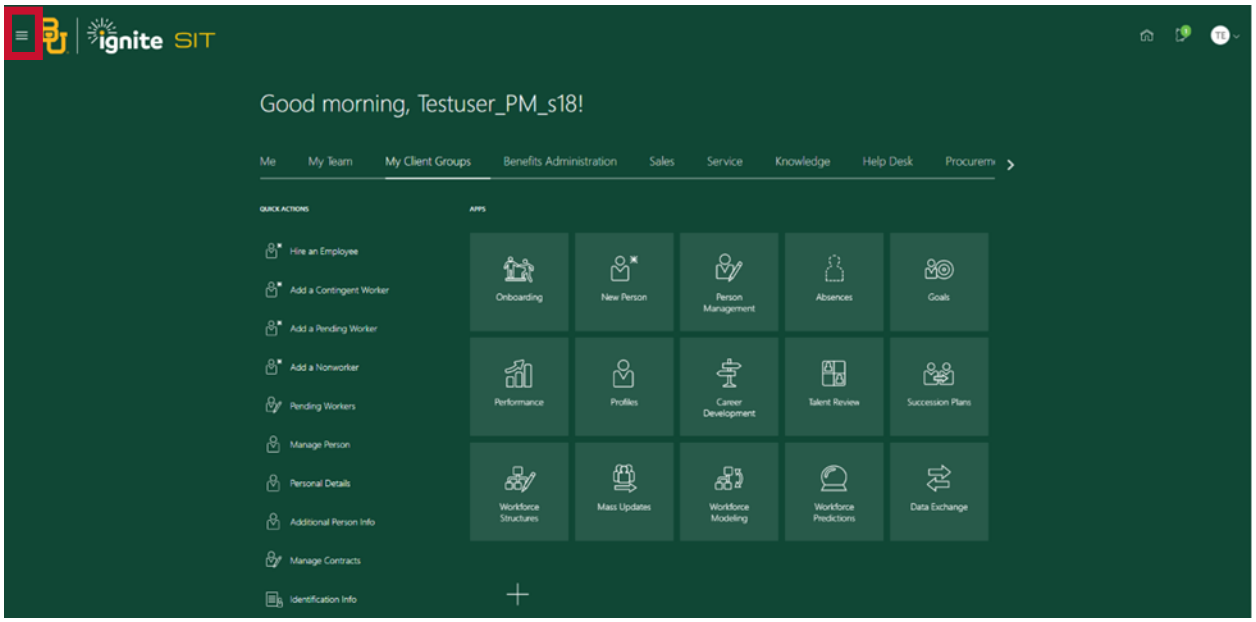
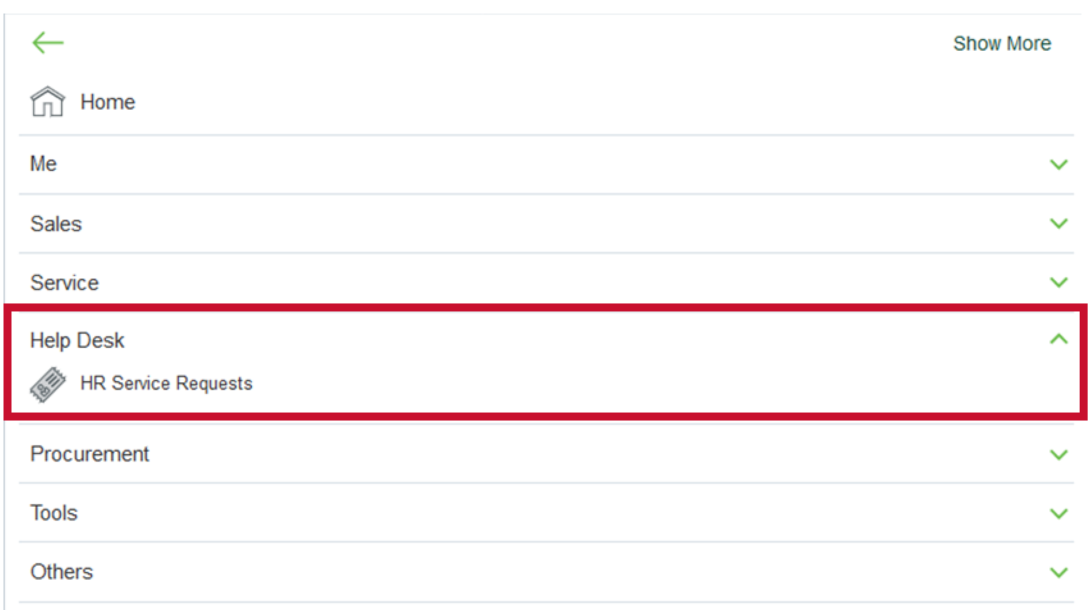
1. Navigating to the Help Desk Module

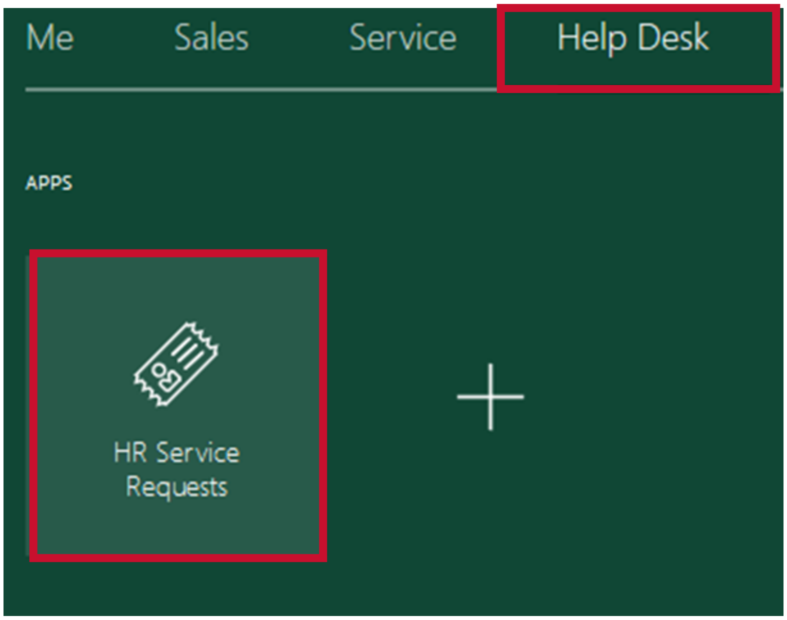
1. You can access the **Create a Service Request** task in two ways:
    a. Click the Navigator icon in the upper left-hand corner of the Ignite Landing page.



    b. Under the "Help Desk" section click the drop-down arrow and select "HR Service Requests" from the drop-down list.

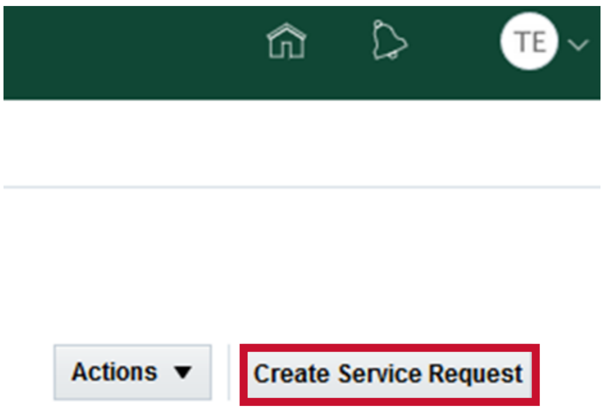


c. Under the "Help Desk" heading on the home page, you can scroll down and click on the HR Service Requests tile on the Main Page to access the **Create a Service Request** task.

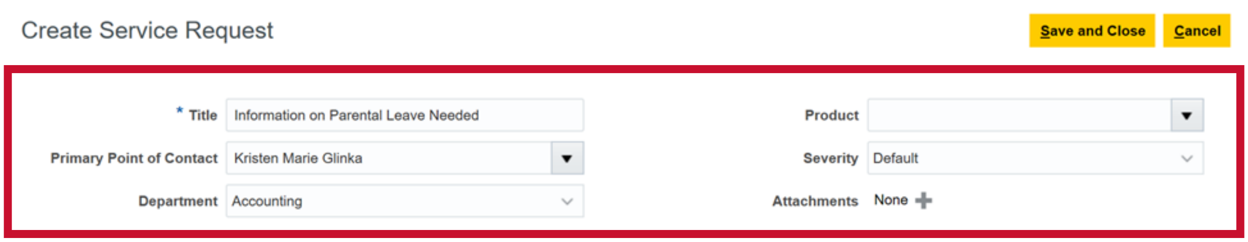


2. Creating a Service Request

1. Upon entering the HR Service Requests tile, click the Create Service Request tab in the bottom right-hand corner of the screen.



2. When creating a service request, you will need to enter a minimum of the required information indicated by an asterisk in several fields:



a. a. *__Title__: In the initial "Title" open text field, you will need to enter a title indicating an issue or question that you would like more information or assistance on.
b. **Primary Point of Contact**: Use the drop-down arrow to select the primary point of contact which will default to your information.
c. *__Department__: Use the drop-down arrow to select a department.
d. **Product**: Use the drop-down arrow to select a product if relevant to the question or issue you are needing help with. This is an optional field, but the product will select a category for the question you are asking.
e. *__Severity__: Use the drop-down arrow to choose a severity type and select "Default."

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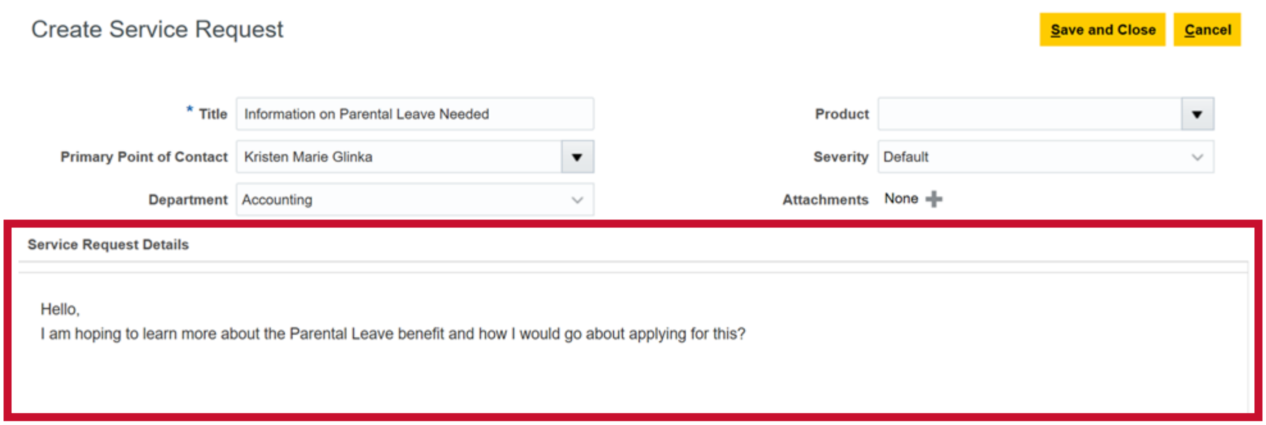
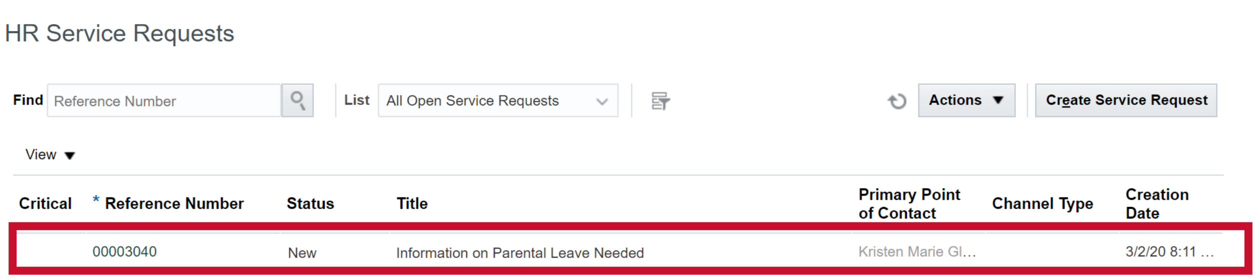
3. After entering the minimum required information, you will then enter your service request details by typing a description of the issue or question that you would like more information or help with.



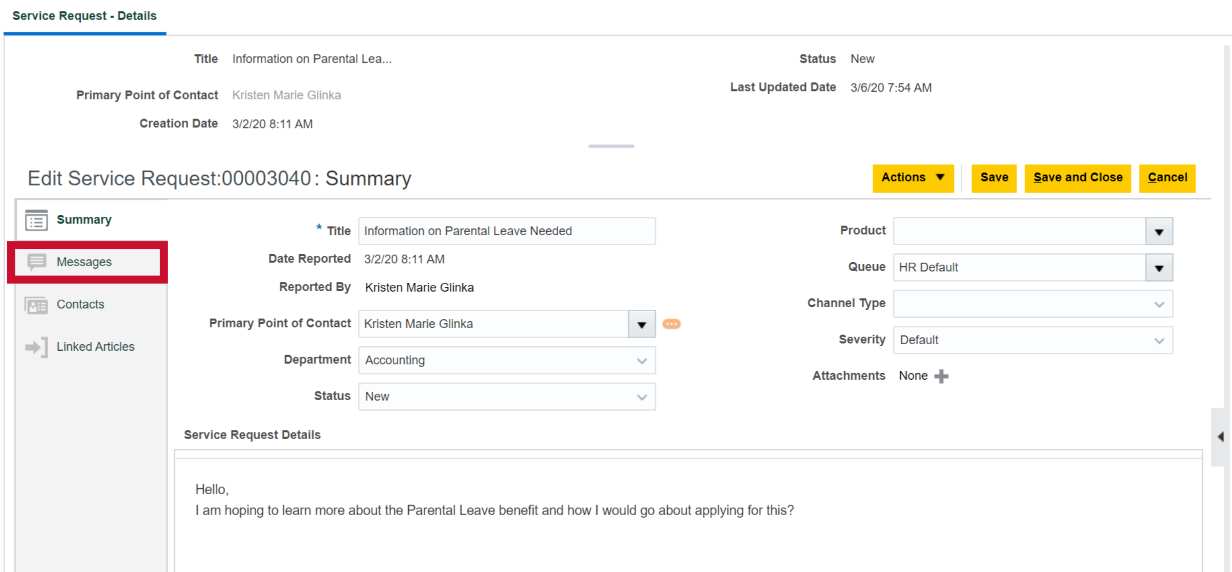
4. Click **Save and Close** which will submit your request and bring you back to the service request landing page.

5. After you click **Save and Close** you will return to the service request landing page where you can click your service request number to view any responses. There will be no bell notifications for replies, but you should receive an email advising a solution has been offered.

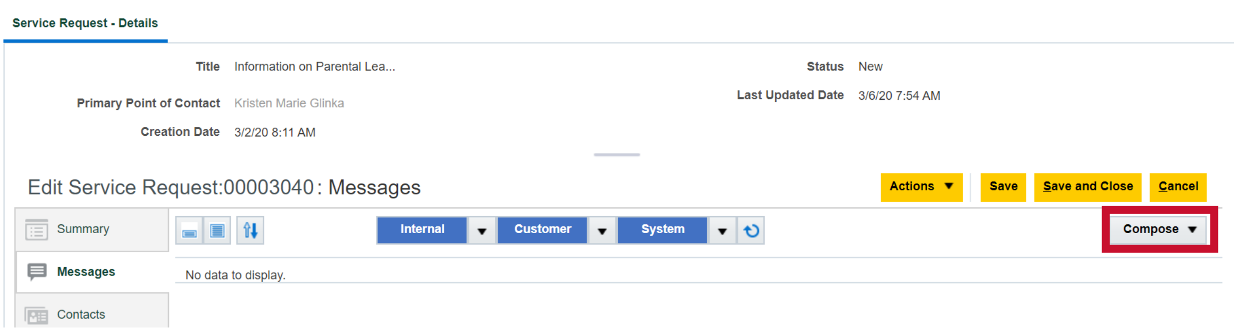


3. Replying to a Comment

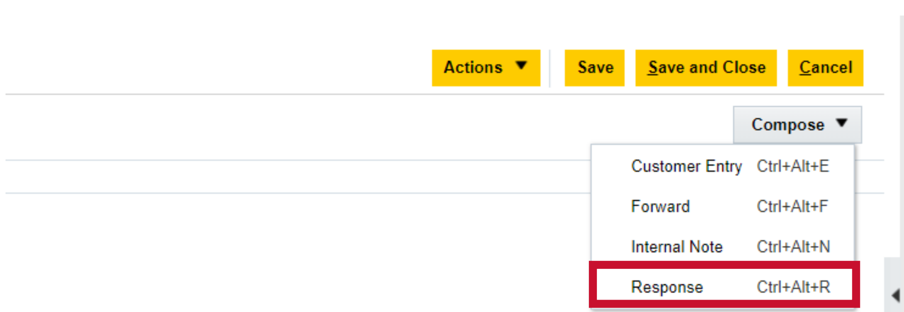
1. To view any messages from the HR team regarding your questions, click the messages tab in the left-hand side of the screen in the service request landing page.



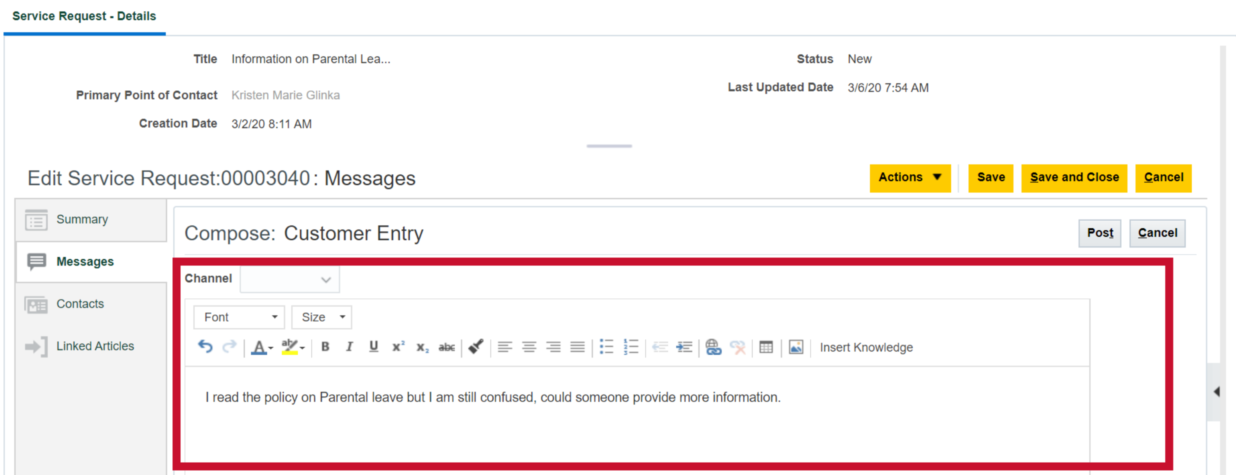
2. To reply with additional follow-up questions or confirm your question has been resolved, click **Compose** in the far right-hand side of the screen.



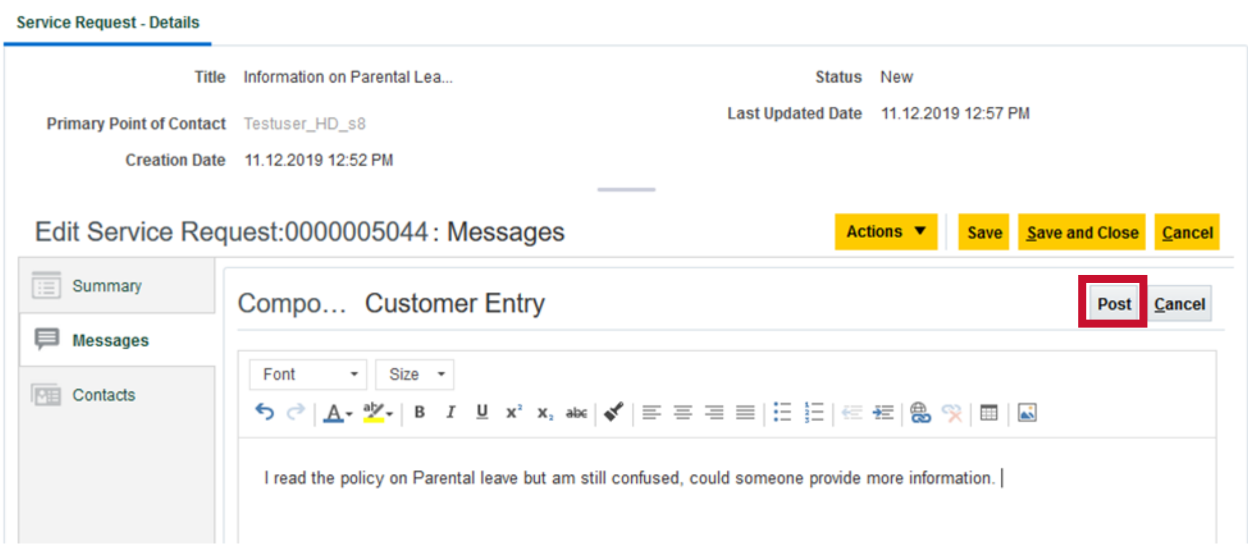
a. Select **Customer Entry** to compose a message.



b. Type a message to reply or add additional information.



3. Click **Post** to submit your reply.



4. Finally, click **Save and Close** which will take you back to the service request landing page.