Ignite Service Desk

*How to Submit a Service Request to the Ignite Service Desk*

*For All Baylor Employees*
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Document Overview and Purpose

This document is intended to outline how to use the Ignite Service Desk within the Ignite System. The steps in this guide describe how to navigate to this module and how to use it properly to ensure the Ignite Service Desk properly receives all service requests.

This document can be used by any Baylor employees seeking assistance with an HR/Payroll/Finance related issue. The steps outlined below should be performed to submit a service request to the Ignite Service Desk and obtain the fastest resolution possible.
How to Create a New Service Request

1. Open **Google Chrome** and navigate to the **Baylor Ignite System**:
   a. Direct Link: [https://hcm-idp.baylor.edu/idp/profile/SAML2/Redirect/SSO?execution=e1s1](https://hcm-idp.baylor.edu/idp/profile/SAML2/Redirect/SSO?execution=e1s1)
   b. You can also find this link by navigating to: [https://www.baylor.edu/ignite/](https://www.baylor.edu/ignite/)
      i. On the top right, click **Ignite Login**

2. Once you arrive to the log in page, **log in** using your Baylor credentials.
3. After logging in, on the home screen click **Ignite Service Center**
4. Click on **Ignite Service Center Requests**:

5. Now, you will find yourself in the Ignite Service Center. To log a new request, click on **Create Service Request** on the right side of the screen:

6. You will now be prompted to fill out a form to submit your service request. All fields of the form should be filled out to the best of your ability, providing the Ignite Service Desk with as much information as possible. Remember that the more information you provide, the sooner your request will be resolved!
   
a. Begin by entering a **Title**. This is a free text field, so be sure to enter a title that summarizes your request.
   
   *For example, you may enter: My Paycheck Is Wrong*
b. The **Primary Point of Contact** field will auto-fill with your name.

c. Be sure to enter a topic- this ensures that your service request will be routed to the appropriate team within the Ignite Service Desk. Use the drop down to Search for a topic. Click **Search:**

d. You will now see a list of topics in a drop-down structure to choose from.
e. To Select a Topic, click the arrow within the area you believe your topic resides to expand the options and find the best topic for your service request. For example, if your issue is about your paycheck, click into the Payroll arrow.

![Image of a select topic interface]

i. You will see any sub-options under the broader categories as you click further into the drop down. For this example, we will select “My pay is wrong…” and click OK:

![Image of a select topic interface with the topic selected]

Note that the topic you have selected will be highlighted in blue.
f. Select a **Category** based on your employee type:

![Select a Category](image)

- Faculty
- Non-Employee
- Staff
- Student

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g. Select the **Pay Impacted** check box if your pay was impacted:

![Select Pay Impacted](image)

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h. Now, describe your reason for contacting the Ignite Service Desk in the **Service Request Details** area. Be sure to be as thorough as possible to ensure a prompt response.

![Service Request Details](image)

Hello,

My most recent paycheck that hit my bank account on 1/15/2021 was significantly smaller than my previous paychecks. I am wondering if someone can look into this and tell me why it was smaller. I did not sign up for any new deductions.

Thanks!
7. Once all fields are completed and your description has been provided, click **Save and Close**.

   ![Image of a service request form](image)

   a. Your request will now be routed to the Ignite Service Desk team for review and resolution.
   b. You will also receive an email notifying you of your Service Request ID number. The email will also contain the Ignite Service Desk’s phone number should you need to call for an urgent update.

   ![Email example](image)

**How to Check On Your Service Requests:**

Once you submit a Service Request, the Ignite Service Desk will respond to your inquiry within Ignite. Though you will receive these responses over email, it is best practice to respond to any correspondence with an Ignite Service Desk agent directly within the Ignite Portal. You can do so by following the below steps:

1. Open Google Chrome and navigate to the Baylor Ignite System:
a. Direct Link: https://hcm-idp.baylor.edu/idp/profile/SAML2/Redirect/SSO?execution=e1s1
b. You can also find this link by navigating to: https://www.baylor.edu/ignite/
   i. On the top right, click **Ignite Login**

2. Once you arrive to the log in page, **log in** using your Baylor credentials.
3. After logging in, on the home screen, click into the **Ignite Service Center**:
4. Click on “Ignite Service Center Requests”:

5. Now, you will find yourself in the Ignite Service Center.

6. To check on your service request, click into the Reference Number:

7. You will now find yourself on the Service Request Details page, on the Summary tab:
8. Though you will receive an email notification if your request has a new response, you may also navigate to the response within the system to continue to correspond with your service agent. To review if your request has a response, navigate to the Messages tab:

   ![Messages Tab](image)

   In green highlighted, you will see a response from your Service Agent.

9. If the response is sufficient and you would like to thank the Agent, or if you’d like to respond to answer a question, click Compose:

   ![Compose Button](image)

10. Type out your response, and click Post:

   ![Post Button](image)
11. Should your correspondence with the Service Agent continue, follow the above steps again to continue to check for a reply and respond back to the Service Agent. When the service agent offers a solution to your inquiry, you will receive an email notification with the details.

![Email Example](image1)

12. Once the agent has offered you a solution, you will have 48 hours to respond to their message asking for further clarification. After this time has passed, the agent will mark the Service Request as Resolved, and you will get an email notification. Additionally, the Service Request will no longer show up under the default Ignite Service Center landing page.

![Email Example](image2)