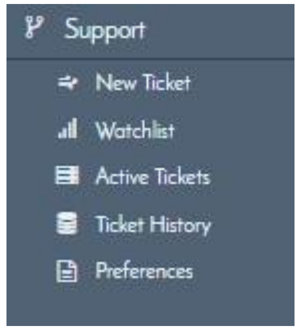
EmployeeConnect

USER MANUAL:
SUPPORT

SUPPORT



EmployeeConnect has built-in Support functionality, which allows designated Support Contacts to lodge relevant issues or questions that may arise.

When a designated Support Contact logs into EmployeeConnect with System Administrator privileges and navigates to the Advanced > System Management menu, they will see a menu group entitled ‘Support’ in the left-hand menu.

To become a designated Support Contact for your organisation, please contact your current system administrator or your EmployeeConnect representative.

NEW TICKET

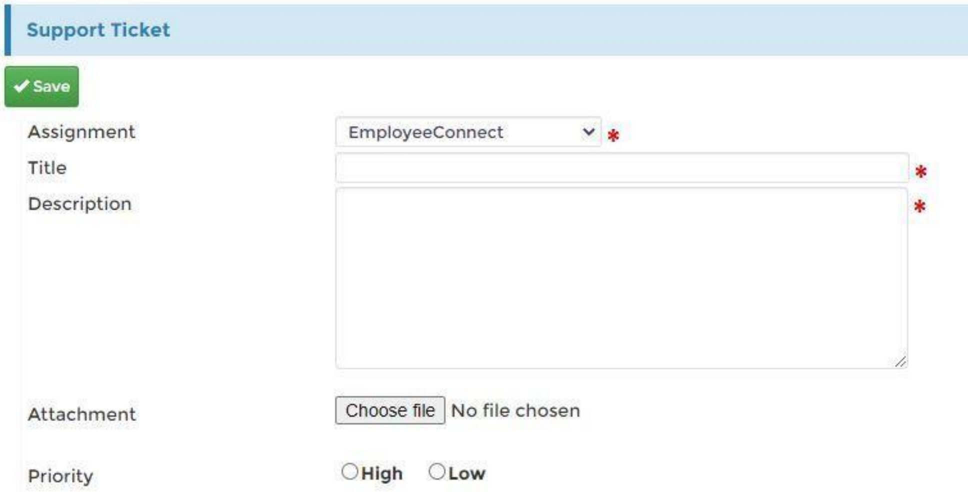
New Ticket

To lodge a new support ticket, navigate to:

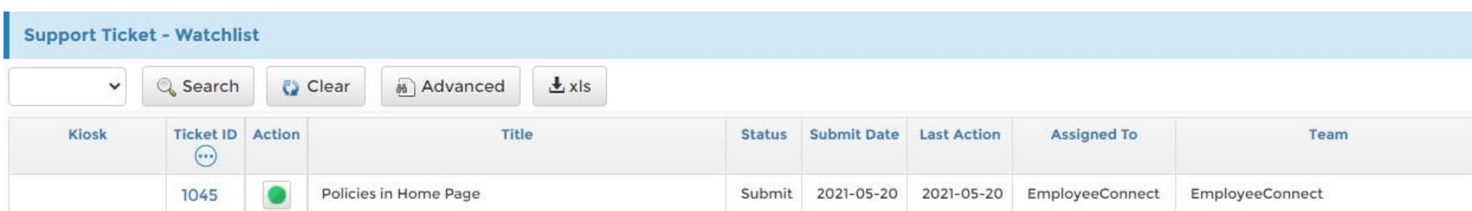
- Advanced > System Management > Support > New Ticket
- Fill out the relevant fields on the form:
  - Title
    - Please provide a relevant title that summarises your issue/question
  - Description
    - Please provide specific details such as any error messages received, the exact page of the system, who was logged in, the time, and related Person IDs, Workflow IDs, Position IDs, etc.
  - Attachment
    - Click the Choose File button to attach a supporting document, such as a screenshot of the page or the error message.
  - Priority
    - Please indicate whether the ticket you are lodging is of high, or low priority.
- Click the Save button to lodge the Ticket

NOTE: Please do not change the Assignment field to your name. It is assigned

to EmployeeConnect by default.



WATCHLIST



Watchlist

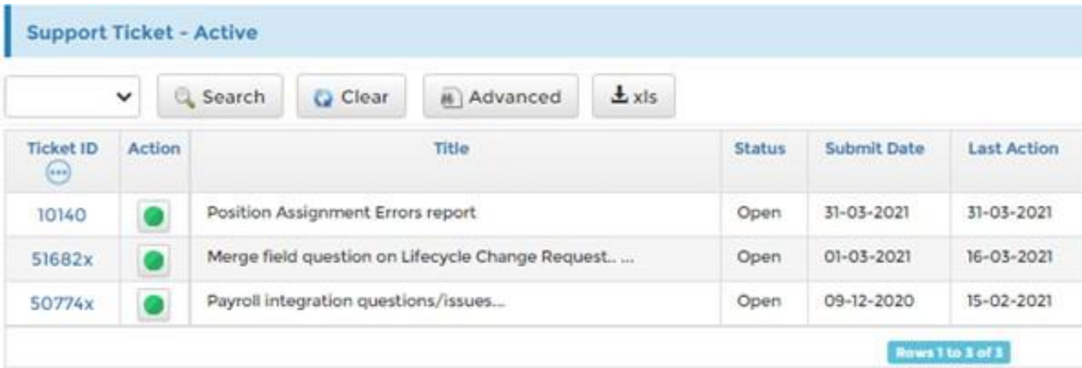
To see a list of support tickets that match criteria of your choosing, such as tickets currently assigned to yourself, navigate to:

- Advanced > System Management > Support > Watchlist

Note: You can define which tickets you see in your Watchlist via the Preferences menu link.

Version 2. February 2025

ACTIVE

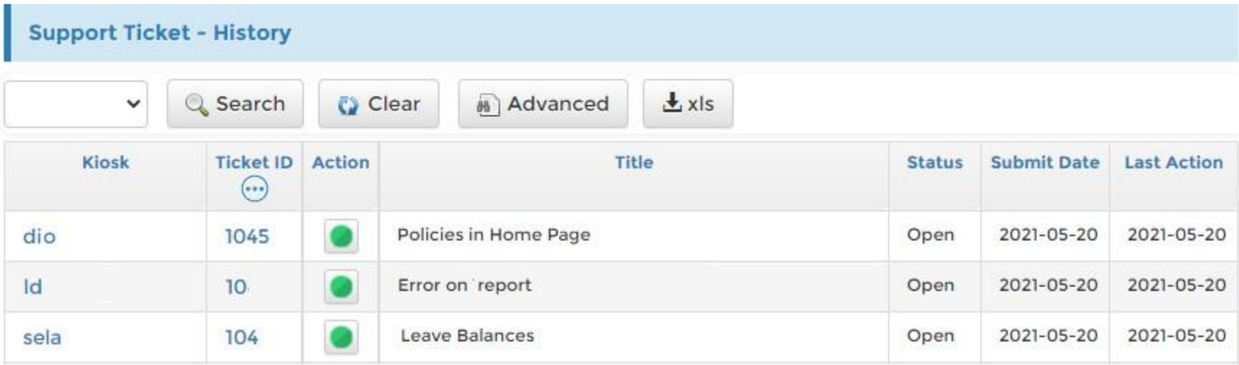


Active Tickets

To see a list of all *active* support tickets for your organisation, navigate to:

- Advanced > System Management > Support > Active Tickets

TICKET HISTORY



Support Ticket - History

Search | Clear | Advanced | xls

Kiosk	Ticket ID	Action	Title	Status	Submit Date	Last Action
dio	1045		Policies in Home Page	Open	2021-05-20	2021-05-20
ld	10		Error on report	Open	2021-05-20	2021-05-20
sela	104		Leave Balances	Open	2021-05-20	2021-05-20

Ticket History

To see a list of *all* support tickets for your organisation, navigate to:

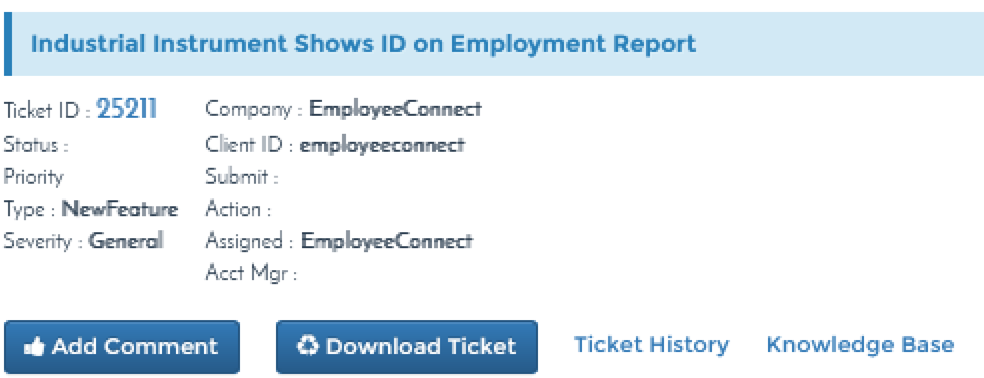
- Advanced > System Management > Support > Ticket History

How to view a ticket

How to view a ticket

From any of the three reports listed above, click on the Ticket ID to display the Ticket Tracking form for the selected Support Ticket. The Ticket Tracking form will show the current assignment for the ticket, along with the Status, the Priority, the Submit Date, and the Last Action Date. It will also display all of the Comments associated with this ticket since it was submitted.

- Click the Add Comment button to display the Support Action form for this Support Ticket.
- Click the Download Ticket button to export the Support Ticket details to a text file.
- Click the Ticket History to view all the ticket created under your Organisation
- Click the Knowledge Base to redirect to our Knowledge Base page


Industrial Instrument Shows ID on Employment Report

Ticket ID : 25211
Status :
Priority
Type : NewFeature
Severity : General

Company : EmployeeConnect
Client ID : employeeconnect
Submit :
Action :
Assigned : EmployeeConnect
Acct Mgr :

Add Comment Download Ticket Ticket History Knowledge Base

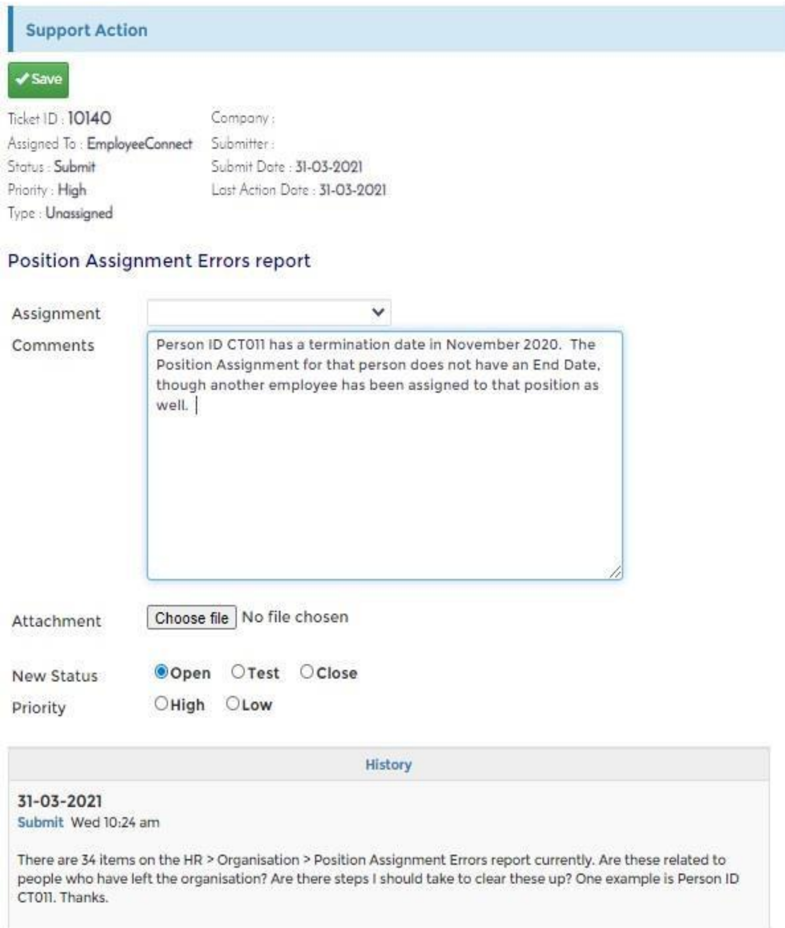
How to update a ticket

How to update a ticket:

The Support Action form allows you to enter additional comments, assign the Support Ticket to another person or team, add an Attachment, or change the Status or Priority of the ticket. To do so, simply click on the Ticket ID of a specific ticket on any of the above reports, and then click the Add Comment button.

When you're done, click the Save button.

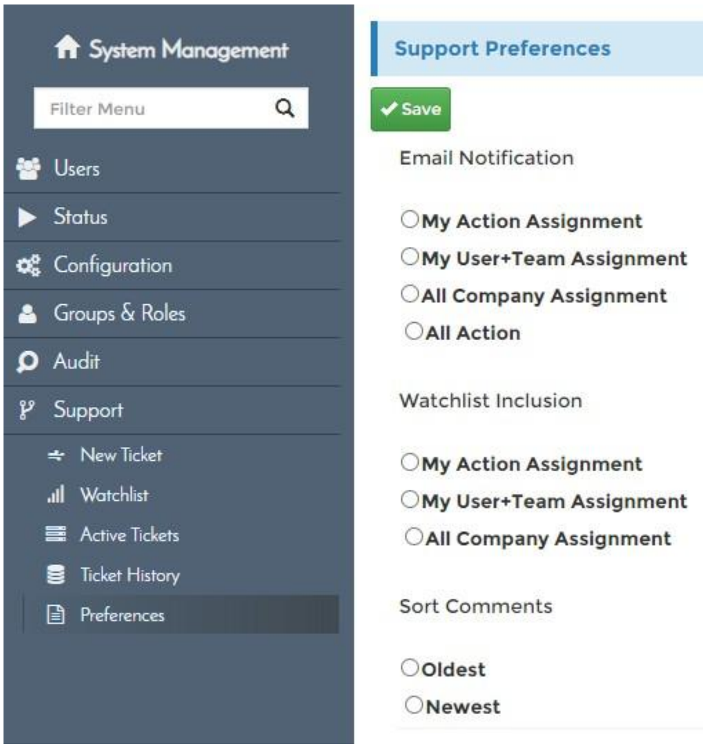
NOTE: Please ensure that the name selected from the Assignment field is not under your name before saving. It should be assigned to the person who will work on the ticket.



You can also respond to the email notification that you received once the ticket has been updated. The difference between manually adding a comment on the ticket is that when you reply to the notification, it will take 1-2 hours before response will be shown in the ticket. Unlike, adding manually a comment on the ticket, your update will show real time.

PREFERENCES

Preferences



To set your email notification, watchlist inclusion, and sort comments preferences, navigate to:

- Advanced > System Management > Support > Preferences
  - Email Notification allows you select whether to receive an email when:
    - a ticket is assigned to you
    - a ticket is assigned to you and your team
    - a ticket is assigned to your company
    - all of the above
  - Watchlist Inclusion allows you to select which tickets will appear in the Watchlist:
    - view tickets assigned to yourself

        - view tickets assigned to you and your team
        - view all tickets assigned to your company
    - Sort Comments allows you to select how comments will appear in tickets
        - oldest to newest
        - newest to oldest
- Click Save