



## User Guide



# Contents

Contents..... 2

How Do I Raise a Help Request?..... 3

How Do I Reply to a Message or View the Current Status For a Help Request? ..... 6

How Do I Search for an Existing Help Request or Help Topic? ..... 7

How Do I View the Articles within the Help Topics Section? ..... 8




## How Do I Raise a Help Request?

1. Click on the 'eHelp' icon from the left hand menu.
2. Click on the 'Login' sub menu option.



**Figure 1 – eHelp Icon**

3. A new internet browser tab will open. This will display all of your current help requests that you have previously created.
4. Click the 'New Help Request' button.

 Example Employee

New Help Request

	Status
	New
	New

**Figure 2 – New Help Request Button**

5. Select an option from the 'Type' dropdown menu.

Once you have selected an option from the 'Type' menu, the related options will populate in the 'Category' dropdown menu.

6. Select an option from the 'Category' dropdown menu.

- Based on your selection in the 'Type' and 'Category' field, you will be presented with any articles that may assist you with resolving your help request prior to raising the help request.

**New Help Request**

Type:

Category:

Have you tried these articles ?

**eExpense**

[eExpense User Guide](#)

Can't find what you're looking for ?

**Figure 3 – eHelp Self-Help Articles**

**Note:** If no articles have been assigned to the Type or Category you have selected you will be presented with the screen shown in figure 4.

**New Help Request**

Type:

Category:

No articles are available, proceed to create new help request.

**Figure 4 – No Articles Available**

- If the articles suggested do not allow you to resolve the issue yourself or there are no articles available, click the 'Raise a Help Request' button.
- Enter a descriptive message in the 'Message' field of the matter you are raising the help request in relation to, to ensure the support team have as much detail as possible to allow them to resolve your query.

10. If required, click the 'Choose File' button to attach any supporting documentation for the query.

## New Help Request

Type

Category

Message 


I cannot view my payslip for January 2016 in ePay.  
There is no file available to select the 'Show Report' button.

Attachment  ePay Screenshot.bmp

**Figure 5 – Example Query**

11. To submit the query, click the 'Submit' button. To return to the 'Type' and 'Category' selection screen, click the 'Back' button.
12. Once you have clicked the 'Submit' button, you will be notified that your query has been successfully submitted.

## New Help Request

 Successful submission

Type

Category

Message 

I cannot view my payslip for January 2016 in ePay.  
There is no file available to select the 'Show Report' button.

**Figure 6 – Successful Submission**

## How Do I Reply to a Message or View the Current Status For a Help Request?

1. From the 'My Help Requests' screen, click the help request on the grid you wish to view.
2. You will be presented with the detail of the help request that you had previously raised, with the current Status, Priority, Category and Status Owner displayed at the top of the screen.



**My Help Requests - MA-000048**

Created By: Example Employee      Created Date: 11-Dec-2016 14:00

Company	Country	Status	Priority	Category	Status Owner
<input type="text"/>	Philippines	New	Low	I Can't View My Payslip	Unassigned

**Figure 7 – Help Request Properties**

3. To reply to a message that you have been sent via eHelp, type your reply in the message field at the top of the screen.
4. If required, click the 'Choose File' button to attach any supporting documentation.
5. Click the 'Send' button to issue the reply to the team dealing with the query.



I have provided you with the incorrect date of the payslip, it should be February 2016.

Attach File:  ePay Screenshot 2 with Correct Date.bmp

---

 Example Employee to Unassigned Posted Date: 11-Dec-2016 14:00

I cannot view my payslip for January 2016 in ePay  
There is no file available to select the 'Show Report' button.

---

Attached Files:

ePay Screenshot.bmp

**Figure 8 – Example Reply**

## How Do I Search for an Existing Help Request or Help Topic?

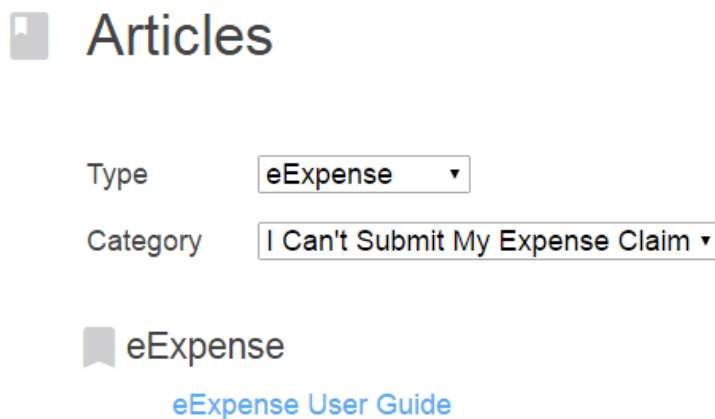
1. In the header bar, below your name which is presented in the top right corner click in to the 'Search' field.
  2. Type a full or partial search value in the 'Search' field and press the 'Return' or 'Enter' key on your keyboard.
  3. You will be presented with all of the matching help requests or help topics that meet your search criteria.
-

## How Do I View the Articles within the Help Topics Section?

1. Click the 'Help Topics' option in the left hand menu, under the 'eHelp icon.
2. Select an option from the 'Type' dropdown menu.

Once you have selected an option from the 'Type' menu, the related options will populate in the 'Category' dropdown menu.

3. Select an option from the 'Category' dropdown menu.
4. Based on your selection in the 'Type' and 'Category' field, you will be presented with any articles meeting your criteria.



The screenshot shows the 'Articles' section of a help system. At the top, there's a header with a document icon and the word 'Articles'. Below this, there are two dropdown menus. The first is labeled 'Type' and has 'eExpense' selected. The second is labeled 'Category' and has 'I Can't Submit My Expense Claim' selected. Below the filters, there's a sub-header with a document icon, the text 'eExpense', and a blue link 'eExpense User Guide'.

**Figure 9 – Help Topic Article**

5. Click the blue link to open the article in a new tab of your internet explorer.

**Note:** If no articles have been assigned to the Type or Category you have selected you will be presented with the screen shown in figure 4.



The screenshot shows the 'Articles' section with the same filters as Figure 9. However, instead of a list of articles, there is a message that says 'No articles available.' with a question mark icon to the left.

**Figure 10 – No articles available**

---

**End of Document**