



HR Ticketing System Manual

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Introduction

The HR Ticketing System Manual provides a comprehensive guide for employees on how to use the HR ticketing platform based on OSTicket. This manual aims to ensure that all employees can effectively navigate and utilize the system to address their HR-related needs efficiently. By following the instructions and guidelines outlined in this document, employees will be able to submit, track, and manage their HR requests with ease.

Purpose

This document's purpose is to equip employees with the knowledge and tools necessary to interact with the HR ticketing system. It serves as a step-by-step guide to submitting various HR requests, managing tickets, and understanding the processes involved. This manual is designed to enhance the user experience by providing clear instructions, visual aids, and troubleshooting tips.

Scope

This manual covers the following areas:

1. System Access: How to log in and navigate the HR ticketing system.
2. Ticket Submission: Detailed instructions on submitting HR requests through the system.
3. Ticket Management: Guidance on tracking the status of submitted tickets, responding to updates, and managing ongoing requests.
4. Common Requests: Information on the most frequent types of HR requests and the appropriate procedures for each.
5. Escalation Procedures: Steps for escalating issues when necessary.
6. FAQs: Answers to common questions about using the system.
7. Support Contact Information: How to get additional help if needed.

HR Ticketing System Manual

1. Introduction

Welcome to the **HR Ticketing System Manual**. This document is designed to assist employees in navigating and using our HR ticketing system. The system is a crucial tool for efficiently managing and addressing HR-related requests across the organization. By following the guidelines outlined in this manual, you will be able to submit, track, and manage your HR requests effectively.

This manual provides employees with clear instructions on how to use the HR ticketing system. The system is designed to streamline the process of handling HR requests, ensuring that all inquiries, issues, and needs are addressed in a timely and organized manner. Whether you need to request leave, inquire about benefits, or report a workplace concern, this manual will guide you through the necessary steps to get your requests processed efficiently.

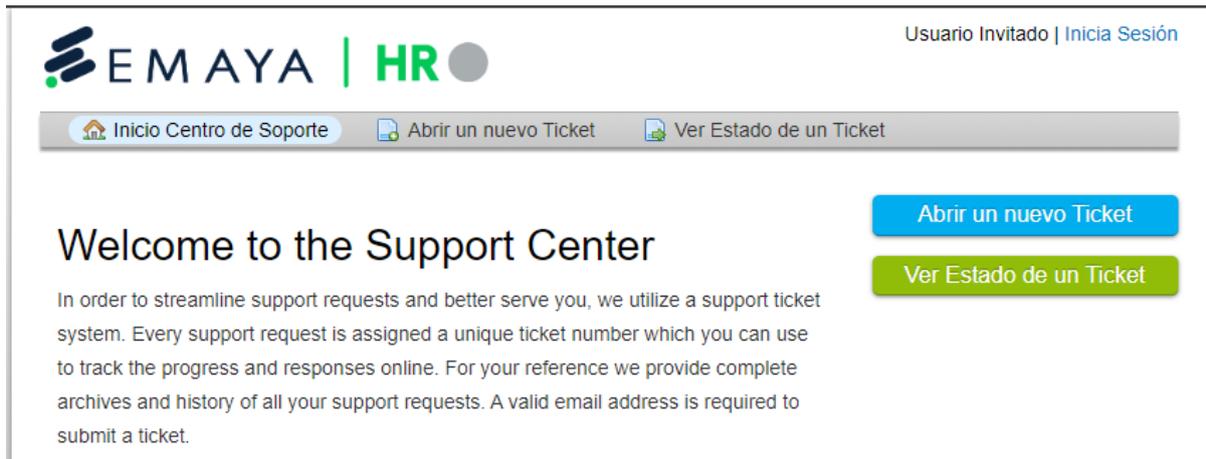
By using the HR ticketing system, employees can benefit from:

- **Efficient Request Handling:** Ensures that all HR requests are tracked and processed systematically.
- **Transparency:** Provides visibility into the status of your requests, allowing you to track progress and receive timely updates.
- **Centralized Communication:** Facilitates clear and consistent communication between employees and the HR team, reducing the likelihood of miscommunication or missed requests.

2. Accessing the HR Ticketing System

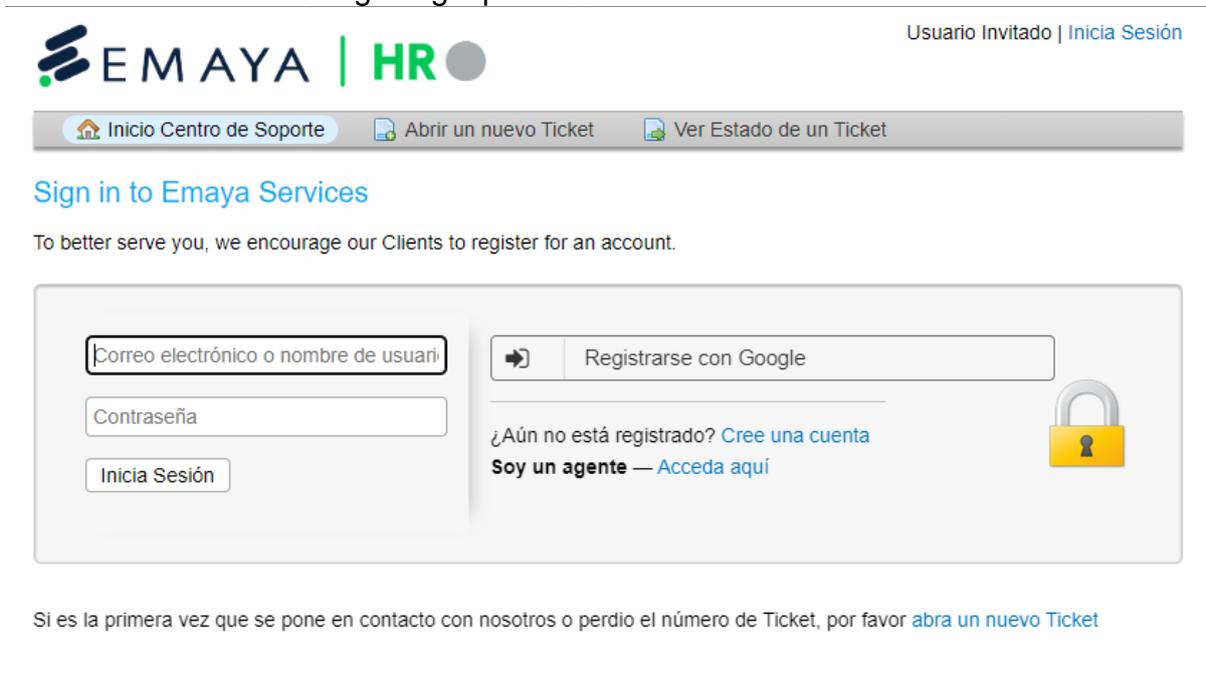
To access the HR ticketing system, follow these steps:

1. **Open your web browser:** Start by opening your preferred web browser (e.g., Chrome, Firefox, Edge).
2. **Navigate to the HR ticketing system URL:** In the address bar, type the following URL: <https://hr.emayaservices.com> and press Enter. This will take you to the login page of the HR ticketing system.
3. **Go to the login page:** click on the login link on the top right this will bring you to the login page.



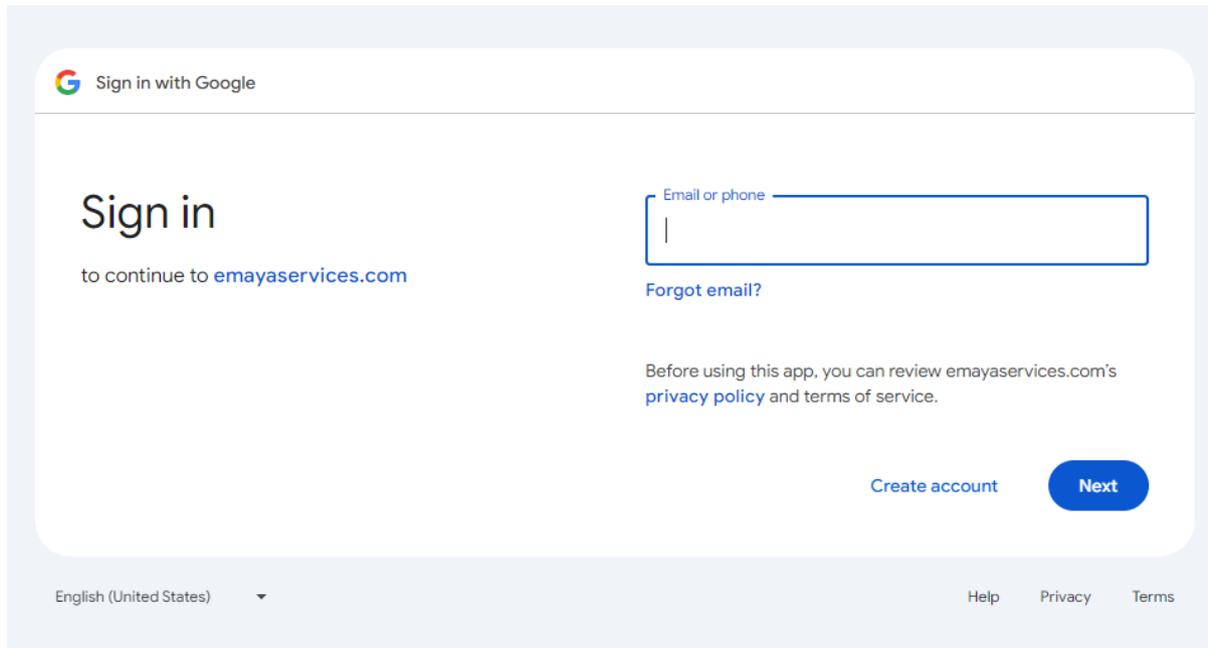
The screenshot shows the top navigation bar with the Emaya HR logo and a user status of 'Usuario Invitado | Inicia Sesión'. Below the navigation bar are three menu items: 'Inicio Centro de Soporte', 'Abrir un nuevo Ticket', and 'Ver Estado de un Ticket'. The main content area features a 'Welcome to the Support Center' heading, a paragraph explaining the support ticket system, and two buttons: 'Abrir un nuevo Ticket' (blue) and 'Ver Estado de un Ticket' (green).

4. **On the login page, select "Sign in with Google":** On the right side of the regular login fields, you'll see a "Sign in with Google" button. Click this button to initiate the Google login process.



The screenshot shows the login page with the Emaya HR logo and 'Usuario Invitado | Inicia Sesión' status. The navigation bar is identical to the previous screenshot. Below the navigation bar is the heading 'Sign in to Emaya Services' and a sub-heading 'To better serve you, we encourage our Clients to register for an account.' The login form contains a text input for 'Correo electrónico o nombre de usuario', a password input for 'Contraseña', and an 'Inicia Sesión' button. To the right, there is a 'Registrarse con Google' button, a link for '¿Aún no está registrado? Cree una cuenta', and a link for 'Soy un agente — Acceda aquí'. A yellow padlock icon is positioned to the right of the registration links.

5. **Choose your Google account:** A new window will appear, if you are already signed in to Google, simply click on your account. If not, you will be asked to enter your Google email and password.

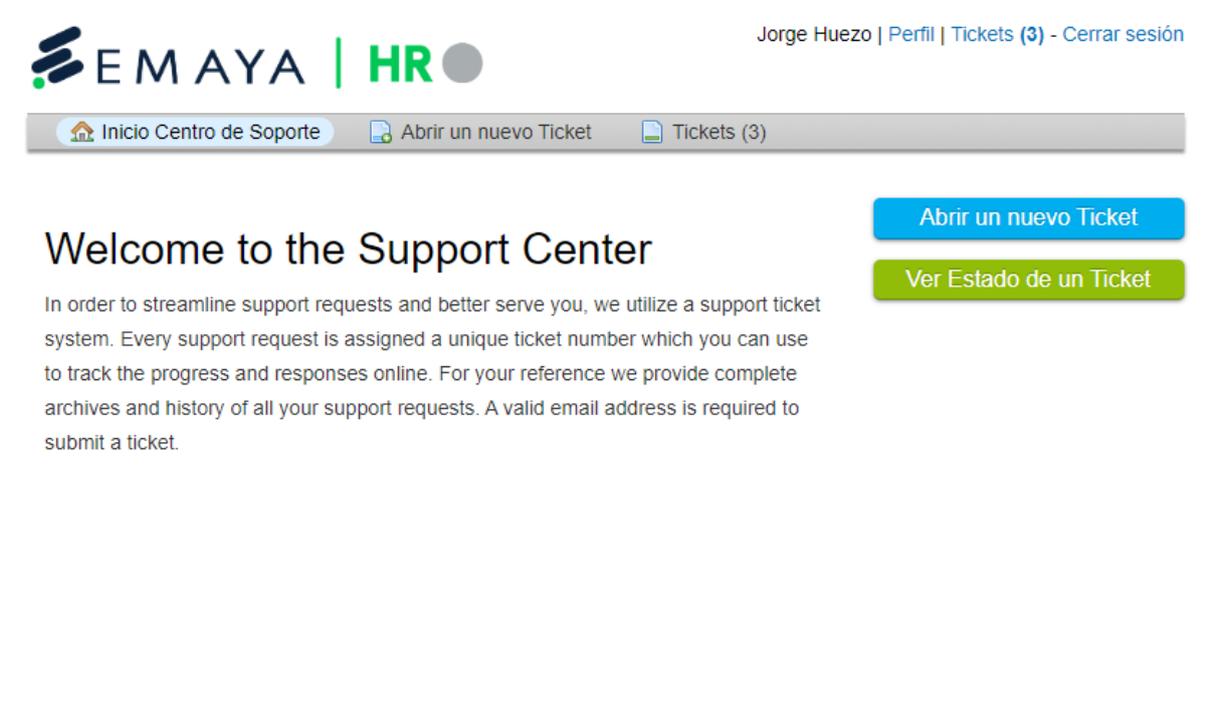


The screenshot shows a sign-in page for emayaservices.com. At the top left, there is a "Sign in with Google" button. Below it, the text "Sign in" is displayed, followed by "to continue to emayaservices.com". On the right side, there is a text input field labeled "Email or phone" with a vertical cursor. Below the input field is a link for "Forgot email?". At the bottom right, there are two buttons: "Create account" and "Next". At the very bottom of the page, there is a language selector set to "English (United States)" and links for "Help", "Privacy", and "Terms".

6. **Access your account:** Once the permissions are granted, you will be redirected to the HR ticketing system dashboard, where you can start submitting and managing your tickets.

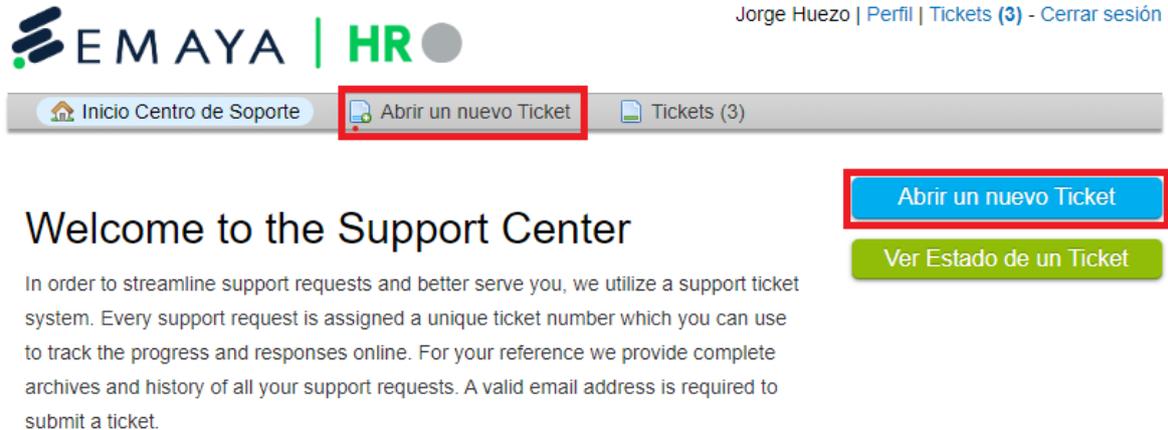
3. Navigating the Dashboard

You are now logged in and have access to open tickets and look at the status of the tickets you have opened or have been opened on your behalf.



The screenshot shows the Emaya HR dashboard. At the top left is the Emaya logo with "HR" in green. At the top right, the user is identified as "Jorge Huevo" with links for "Perfil", "Tickets (3)", and "Cerrar sesión". Below the header is a navigation bar with three items: "Inicio Centro de Soporte", "Abrir un nuevo Ticket", and "Tickets (3)". The main content area features a "Welcome to the Support Center" heading. Below the heading is a paragraph explaining the support ticket system. To the right of the text are two buttons: "Abrir un nuevo Ticket" (blue) and "Ver Estado de un Ticket" (green).

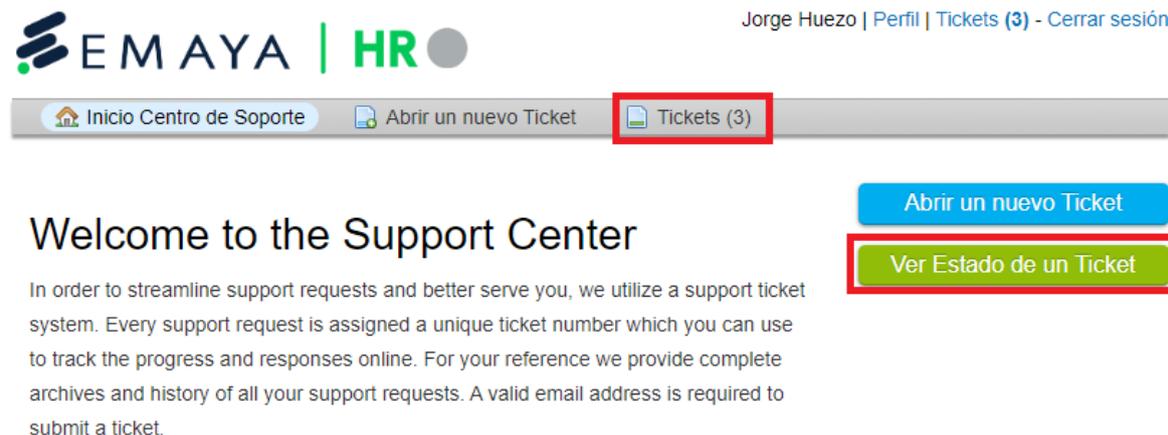
Submitting a New Ticket



The screenshot shows the top navigation bar with the EMAYA | HR logo on the left and the user profile 'Jorge Huevo | Perfil | Tickets (3) - Cerrar sesión' on the right. Below the logo, there are three navigation items: 'Inicio Centro de Soporte', 'Abrir un nuevo Ticket' (highlighted with a red box), and 'Tickets (3)'. On the right side of the page, there are two buttons: 'Abrir un nuevo Ticket' (highlighted with a red box) and 'Ver Estado de un Ticket'.

Either link will take you to the new ticket page where you can submit your request to HR.

Tracking the status of your Ticket



The screenshot shows the top navigation bar with the EMAYA | HR logo on the left and the user profile 'Jorge Huevo | Perfil | Tickets (3) - Cerrar sesión' on the right. Below the logo, there are three navigation items: 'Inicio Centro de Soporte', 'Abrir un nuevo Ticket', and 'Tickets (3)' (highlighted with a red box). On the right side of the page, there are two buttons: 'Abrir un nuevo Ticket' and 'Ver Estado de un Ticket' (highlighted with a red box).

Either link will take you to the ticket status page where you can track and manage your requests.

4. Submitting a New Ticket

You are now on the “Open a New Ticket” page to submit a request. You need to select a category and fill out all the required fields. Please be mindful that your request will be fulfilled only if you submit all the required information.

Abrir un nuevo Ticket

Favor de completar el siguiente formulario para crear un nuevo ticket.

Correo electrónico: jhuevo@emayaservices.com
Cliente: Jorge Huevo

Temas de ayuda

*

[Crear Ticket](#) [Restablecer](#) [Cancelar](#)

Select the Correct Category

- You will be prompted to choose a category for your ticket. Categories may include options like "Leave Request," "Benefits Inquiry," "Payroll Issue," etc.
- Selecting the correct category ensures your ticket is routed to the appropriate HR team member.

Abrir un nuevo Ticket

Favor de completar el siguiente formulario para crear un nuevo ticket.

Correo electrónico: jhuevo@emayaservices.com
Cliente: Jorge Huevo

Temas de ayuda

*

[Crear Ticket](#) [Restablecer](#) [Cancelar](#)

These are the current categories for which a ticket can be submitted:

Category	Description
Benefits Enrollment	Request to enroll in or change benefits plans
Candidate Interview Scheduling	Request to schedule interviews for candidates

Candidate Sourcing	Request for sourcing candidates for an open position
Carta de Renta	Requests for tax forms
General Inquiry	Handling general questions and inquiries
Leave Requests	Submission of requests for leave of absence
Medical Leave Submission	Submitting evidence for medical leaves
Onboarding Scheduling	Scheduling orientation sessions for new hires
Performance Improvement Plans	Initiation and management of performance improvement plans
Performance Review Scheduling	Scheduling performance reviews
Policy Questions & Clarifications	Requests for clarification on company policies
Salary Discrepancies	Reporting and resolving discrepancies in salary payments
Salary Letter Request	Request for a letter stating the employee's current salary

Fill Out the Necessary Fields

Once you have selected the category a form displaying the required fields will appear.

Temas de ayuda

Salary Letter Request *

Employee Services - Salary Letter Request

EID *

Employee Name *

Place where the request will be sent to *

Details

Adjuntos

📎 Soltar archivos aquí o [elegirlos](#)

Crear Ticket

Restablecer

Cancelar

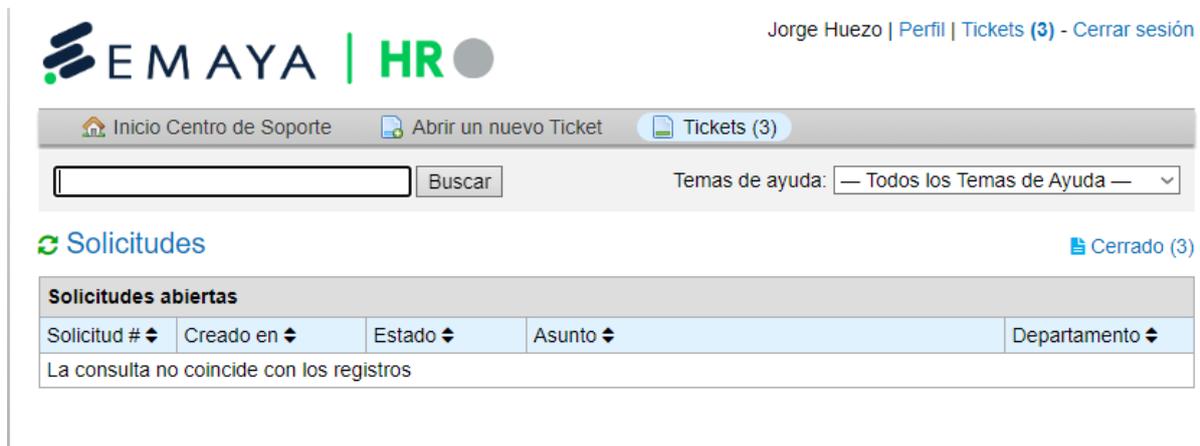
Please provide the requested information as accurately as possible and click on submit a ticket.

The forms are similar for every category, but each has different requirements.

5. Tracking and Managing Tickets

You are now on the “Tickets” page, this is where you may review all the tickets that you have submitted.

First open tickets will be displayed.



The screenshot shows the EMAYA HR interface. At the top left is the EMAYA | HR logo. At the top right, the user is identified as Jorge Huevo, with links for Perfil, Tickets (3), and Cerrar sesión. Below the header is a navigation bar with links for Inicio Centro de Soporte, Abrir un nuevo Ticket, and Tickets (3). A search bar with a 'Buscar' button and a dropdown menu for 'Temas de ayuda' (set to 'Todos los Temas de Ayuda') is present. The main content area is titled 'Solicitudes' and shows a 'Cerrado (3)' filter. A table titled 'Solicitudes abiertas' is displayed, but it is empty, showing the message 'La consulta no coincide con los registros'. The table has columns for Solicitud #, Creado en, Estado, Asunto, and Departamento.

You can visualize closed tickets by clicking on the “Closed”, the view will be the same.

Inicio Centro de Soporte | Abrir un nuevo Ticket | Tickets (3)

Buscar [] Temas de ayuda: — Todos los Temas de Ayuda —

Solicitudes

Cerrado (3)

Mostrando 1 - 3 de 3 Solicitudes Cerradas

Solicitud #	Creado en	Estado	Asunto	Departamento
000014	09/08/24	Resolved	Benefits Enrollment	RRHH
000010	08/08/24	Closed	Candidate Interview Scheduling	RRHH
000009	08/08/24	Closed	Candidate Sourcing	RRHH

Página: [1]

Viewing Submitted Tickets

In the "Tickets" section, you'll see a list of your submitted tickets. Each entry will include the ticket number, status, and submission date.

Click on the ticket number or subject to view the detailed information about that specific ticket.

Inicio Centro de Soporte | Abrir un nuevo Ticket | Tickets (3)

Benefits Enrollment #000014

Imprimir | Editar

Información básica del ticket

Estado de la solicitud:	Resolved
Departamento:	RRHH
Creado en:	09/08/24 11:24

Información de usuario

Nombre:	Jorge Huevo
Correo electrónico:	jhuevo@emayaservices.com
Teléfono:	

Employee Services - Benefits Enrollment

Benefit Plan:	Test Plan
Details:	This is a test

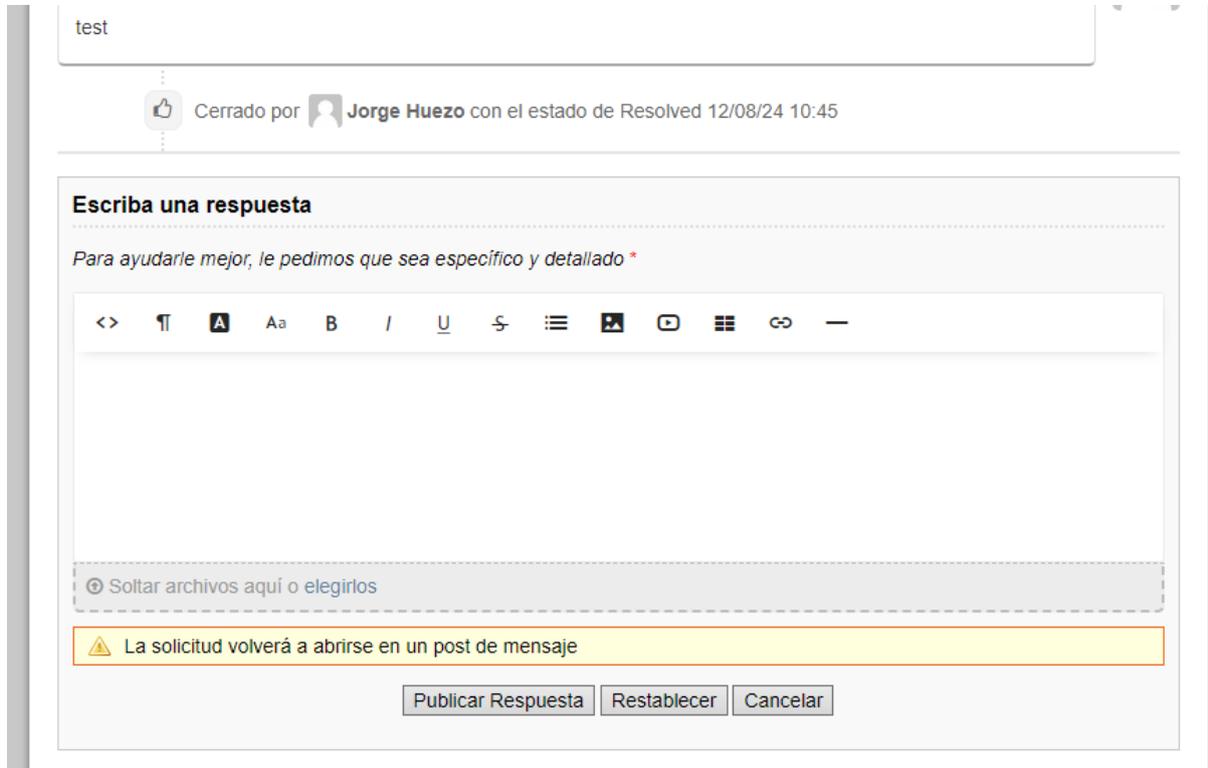
Creado por Jorge Huevo 09/08/24 11:24

Nancy Moran publicado 09/08/24 11:39

OK!

Updating Tickets

Once you scroll to the bottom of the page you will see the post a response section.



test

Cerrado por  Jorge Huevo con el estado de Resolved 12/08/24 10:45

Escriba una respuesta

Para ayudarle mejor, le pedimos que sea específico y detallado *

<> T A Aa B I U S ☰ 📎 📺 ☰ 🔗 —

📎 Soltar archivos aquí o elegirlos

⚠️ La solicitud volverá a abrirse en un post de mensaje

Publicar Respuesta Restablecer Cancelar

Here you may add information, request an update or add any comment you wish to communicate to your HR representative.

6. Escalating Issues

While the HR ticketing system is designed to handle requests efficiently, there may be times when an issue requires escalation. This section provides guidance on when and how to escalate a ticket to ensure your concern is addressed promptly.

When to Escalate

You should consider escalating a ticket if:

- **Urgency:** The issue is time-sensitive and needs immediate attention (e.g., payroll errors, urgent leave requests, or workplace safety concerns).
- **Lack of Resolution:** Your ticket has been open for an extended period without satisfactory progress or communication from HR.
- **Incorrect Handling:** You believe your request is not being handled properly or has been assigned to the wrong department.

Escalating a ticket ensures that your concern is brought to the attention of HR management for quicker resolution.

Escalation Procedure

If you need to escalate a ticket, please follow these steps:

1. Send an Email to HR:

- Open your email client and compose a new email for hr@emayaservices.com.

2. Include Key Information:

- In the subject line, include the word "Escalation" along with your ticket number and a brief description of the issue. For example:
 - **Subject:** Escalation - Ticket #12345 - Urgent Leave Request
- In the body of the email, provide the following details:
 - **Ticket Number:** Mention the unique ticket number that you want to escalate.
 - **Reason for Escalation:** Explain why you believe the issue needs escalation. Be specific about the urgency or any delays you've experienced.
 - **Summary of the Issue:** Provide a brief summary of the original request and any relevant updates or communications so far.
 - **Desired Outcome:** Indicate what you expect from the escalation, such as faster resolution or reassignment to a different HR representative.

3. Attach Supporting Documents (if applicable):

- If you have any documents that support your escalation, such as previous emails, screenshots, or files related to the issue, attach them to the email.

4. Send the Email:

- Once you've reviewed the information, click "Send." Your escalation will be forwarded to HR management, who will review and take appropriate action.

5. Follow-Up:

- After sending the escalation, you should receive an acknowledgment from HR. You can track any further updates through the email or by checking the status of your original ticket in the HR ticketing system.

7. Contact Support

Open a ticket on the IT Ticketing System:

1. Access the Ticketing System:

- To request support, start by visiting the IT ticketing system at <https://helpdesk.emayaservices.com>.

2. Log In to Your Account:

- Use your credentials or Google Sign-In to log in, as detailed in the "Accessing the HR Ticketing System" section.

3. Submit a New Ticket:

- Follow the steps outlined in the "Submitting a New Ticket" section to create and submit your support request. Be sure to select the appropriate category that best describes your issue.

4. Track and Respond:

- Once your ticket is submitted, you can track its progress, respond to any updates from HR, and view its status through the "My Tickets" section.