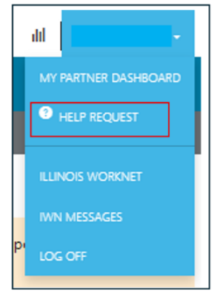
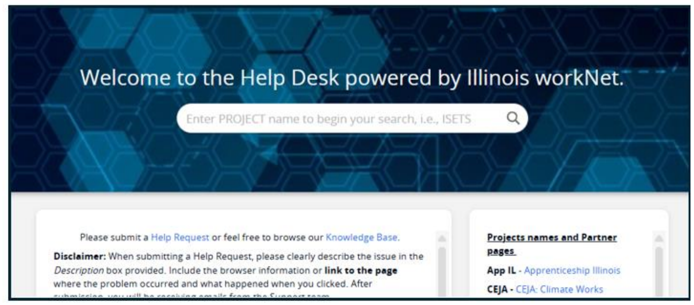
Accessing the Help Desk

Click Help Request from the dropdown menu in Customer Support Center tools.
Clicking Help Request provides access to the *Help Desk powered by Illinois workNet*.

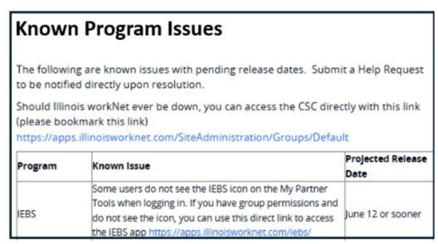


Access options include:

- Submit a Help Request
- Return to Illinois workNet
- View known system issues
- Visit program partner pages
- View submitted help requests
- Browse Frequently Asked Questions
- View a video tutorial and/or written instructions
- Browse the knowledge base for answers to questions

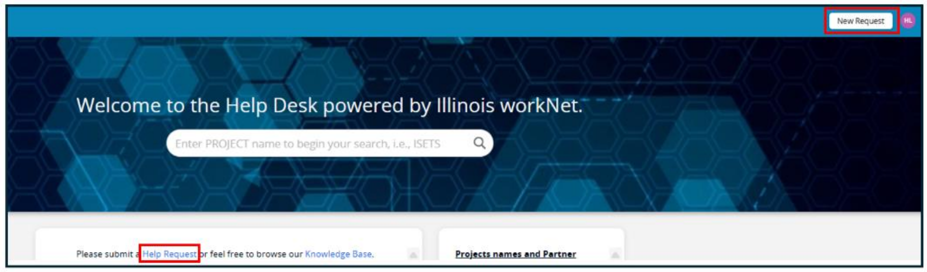


Before submitting a Help Request, utilize the Knowledge Base by browsing the **Frequently Asked Questions** and **specific program articles**. Articles can be searched by typing the program name in the search box at the top.
Known program issues will also be listed.



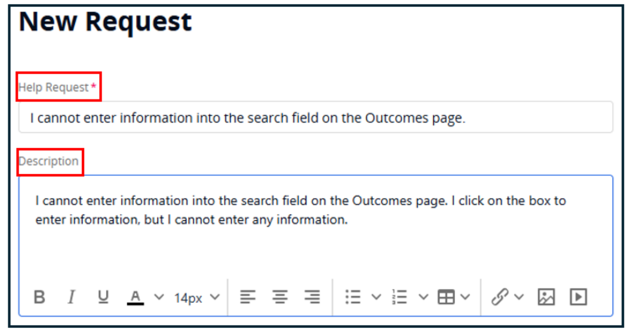
Submitting a Help Request

On the Home screen, submit a new request by clicking Help Request in the middle of the page or by clicking New Request at the top right.



Fill out the new Request

1. Complete the Help Request and Description fields.
The Help Request field is a summary of the issue.



For example, *I cannot enter information into the search field on the Outcomes page*. This field is required.

The Description field is for:

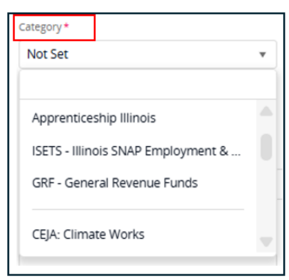
- providing more details about the issue
- describing the issue
- including links to the page where the issue is occurring
- screenshots of error messages

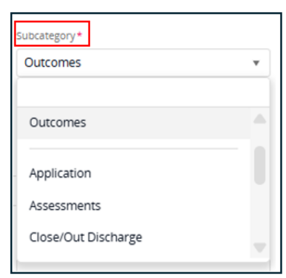
A description example might be, *I cannot enter information into the search field on the Outcomes page. I click on the box to enter information, but I cannot enter any information*. This field is required.

The Description box has the following features to assist with submitting the help request:

- Attach documents using the paperclip feature under the box
- Insert pictures
- Insert videos
- Insert links

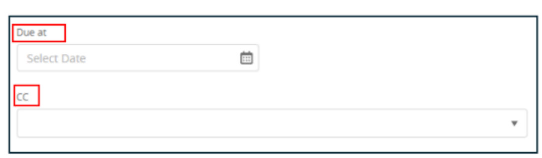
To redisplay features and font abilities click the this icon Aa





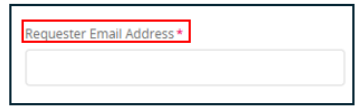
2. Add Category – specific program name from dropdown. This field is required.
3. Add Subcategory – the type of issue. This field is required.

4. The Due at field is not a required field.
5. The CC field is not a required field, but this field allows you to include co-worker email address only.



6. Requester First Name and Requester Last Name are for the person submitting the request. These are required fields.

7. Requester Email address is for the person submitting the request. This information is required.

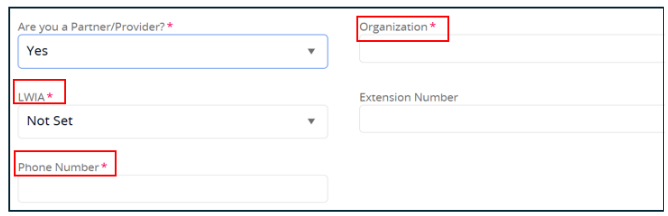


8. Are you a Partner/Provider is a required field. Select Yes or No.

9. The Organization field is not required for individual users. The Organization field is required for Partner/Providers.

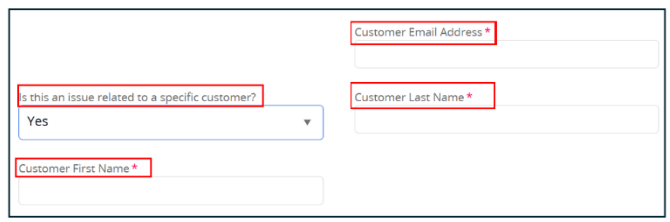
10. The Phone number field is required for Partner/Providers. Add an Extension Number if applicable.

11. The LWIA field is required for *some programs. If it is not required for your program, choose LWIA #0.

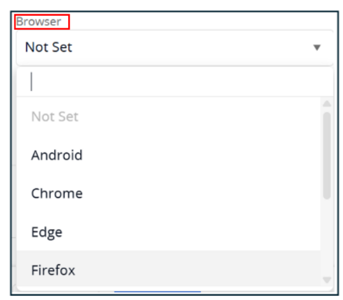


12. Is this an issue related to a specific customer is a required field. If it is related to a specific customer, then the following information is required:

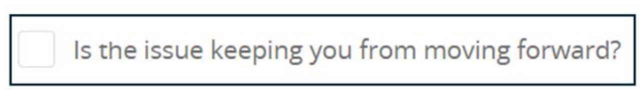
- Customer First Name
- Customer Last Name
- Customer Email Address



13. Browser helps to provide more details about the issue. This is not a required field.



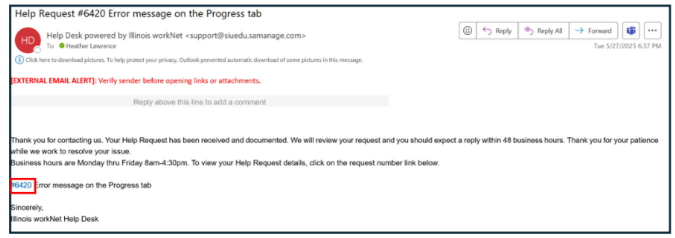
14. Click the box next to the question if the issue is *keeping you from moving forward*.



15. *Some programs require the project number to provide specific details about the issue.

16. After reviewing the information entered, click Create at the bottom of the page to submit the Help Request.

Notification Emails



1. A notification email is sent (within minutes) following submission of the Help Request. Check spam folder for emails from the *Help Desk powered by Illinois workNet*.

Clicking on the highlighted request number will take you to the My Tickets section of the Help Desk.

2. Additional email notifications will arrive with follow-up comments and questions when necessary. *Reply quickly to email messages or the help request will be closed.*

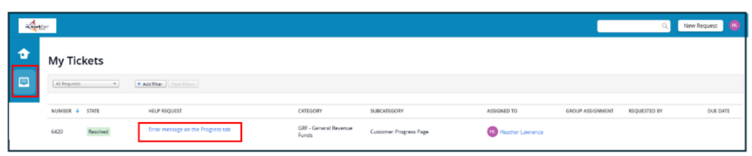
3. A final email notification is sent when requests are Resolved.

Viewing Ticket Status in the Help Desk Portal

There are two ways to check the status and communicate regarding your Help Request.

Option 1: You will receive the email notifications mentioned above. You can reply to these emails with comments or additional questions.

Option 2: You can click the My Tickets icon on the left side of the screen in the portal to check the status of Help Requests. When you click the icon, it will show all the requests you have submitted, been cc'd, or mentioned on.



Click the highlighted request to see details.

You will see the ticket status, comments, and other details about the request.

To respond to the comments or questions, click inside the open box at the bottom, type answers or details, and click Post.

To return to the portal, click the house icon on the top left.

To view the knowledge base, click the lightbulb icon.