



Help Desk powered by Illinois workNet

Submitting a new Help Request

December 2023 v6

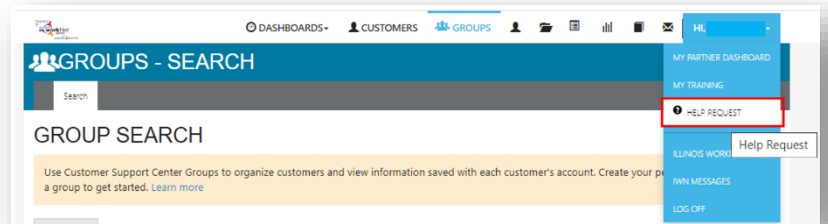
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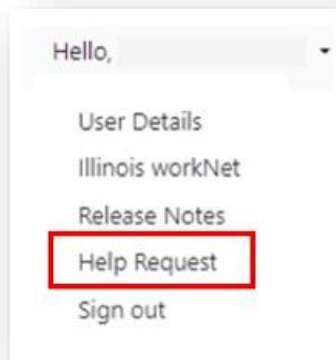
Accessing the Help Desk

There are two ways to access the Help Desk in the Customer Support Center/IWIS.

Option 1 – Click **Help Request** from the dropdown menu in the Customer Support Center/IWIS.



Option 2 – Click **Help Request** from the dropdown menu in Program tools. (IPATS and IEBS)



Help Desk Features

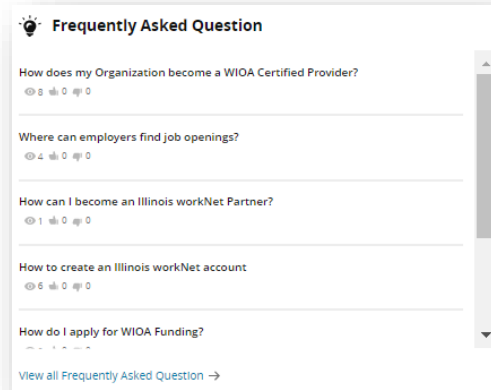
Clicking the Help Request button provides access to the *Help Desk powered by Illinois workNet*.

Features of the Help Desk include:

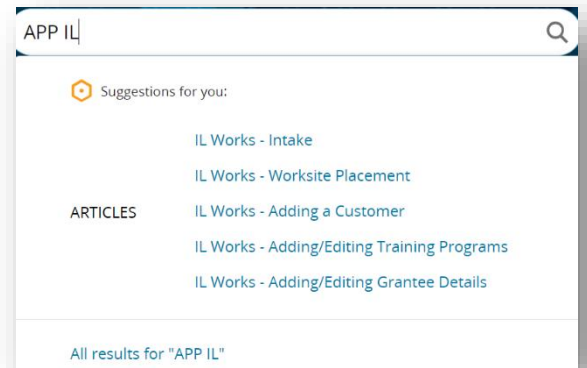
- Submit a new Help Request.
- Browse the Knowledge Base for answers to questions.
- Browse Frequently Asked Questions.
- Visit program partner pages.
- Return to Illinois workNet.
- View a video tutorial and/or written instructions.

Before submitting a new 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.

Frequently Asked Questions

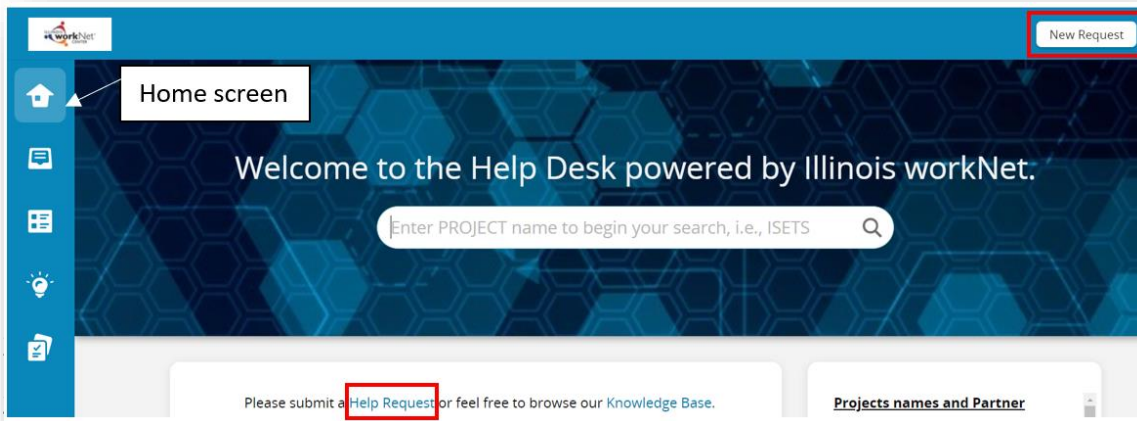


Articles



Submitting a new Help Request

1. On the **Home** screen, a new Help Request can be submitted by clicking **Help Request** in the middle of the screen or by clicking **New Request** at the top right.



New Request

Help Request*

Customer status will not Save.

Description

On the Overview page, I selected "Enrolled" from the status field, then clicked "Save". The new status did not save. The link to the page where the issued occurred is, <http://www.linktostatuspage.com>. I also included a screen shot of the page with the field high-lighted. |

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The **Help Request** field is a summary of the issue.

For example, *Customer status will not Save.*

This field is required.





The **Description** field is for providing more details and information about the issue.


- If customer information needs to be corrected, enter those details here.
- If you are getting an error message, enter that here.
- Include a link to the page where the problem occurred.
- Provide the steps of what you clicked on prior to getting the error.

A description example might be, *On the Overview page, I selected “Enrolled” from the status dropdown, then clicked “Save”. The new status did not save. The link to the page where the issued occurred is, <http://www.linktostatuspage.com>. I also included a screen shot of the page with the field high-lighted.*

This field is required.

The **Description** box allows the user to:

-  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. 

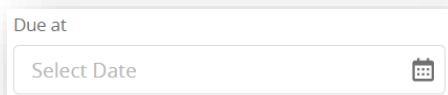
4. Select **Category** – specific program name from dropdown.


This field is required.

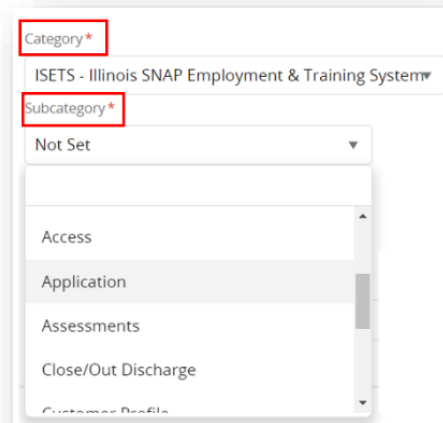
5. Select **Subcategory** – the type of issue.

This field is required.

6. The **Due at** field is not required.



Due at
Select Date 



Category*
ISETS - Illinois SNAP Employment & Training System
Subcategory*
Not Set
Access
Application
Assessments
Close/Out Discharge
Customer Profile

7. The **CC field** is not a required field.

Include co-worker email addresses only.

CC

8. **Requester First Name, Requester Last Name, and Requester Email Address** are for the person submitting the request.

These are required fields.

Requester First Name *


Requester Last Name *

Requester Email Address *

9. **Error Message/Attachments** is not a required field. Additional images can be attached here.

Hover your mouse over the information bubble for more information.

Error Message/Attachments

Attach file 

If you acquire an error message, please type the error message in the description box above or attach a screen shot. Please upload any related screen shots or documentation to help identify the issue. **DO NOT include attachments with personal identifiable information (PII) like birth certificate, date of birth, driver's license, or social security number.**

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

Are you a Partner/Provider? *

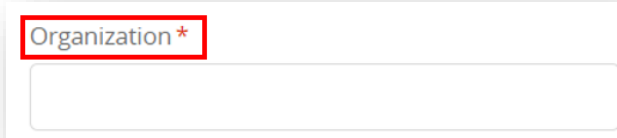
Not Set ▼

Not Set

No

Yes

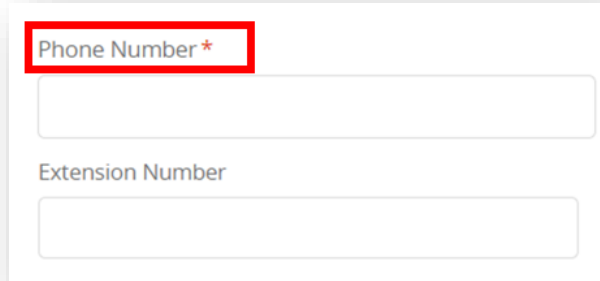
11. The **Organization** field is **required for Partners/Providers**.



A screenshot of a form field labeled "Organization *". The label is enclosed in a red rectangular box. Below the label is an empty text input box.

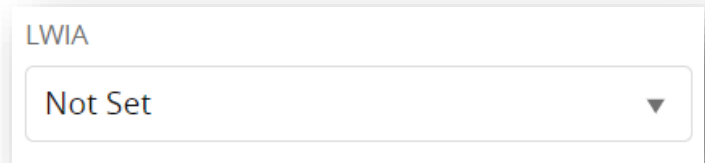
12. **Phone Number** is a **required field**.

Enter an **Extension Number** if it is required to reach you.



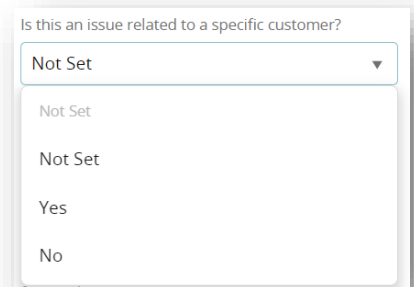
A screenshot of two form fields. The top field is labeled "Phone Number *" and is enclosed in a red rectangular box. Below it is an empty text input box. The bottom field is labeled "Extension Number" and is also an empty text input box.

13. **LWIA** is not a required field. This field only needs to be completed when LWIA number applies.



A screenshot of a dropdown menu labeled "LWIA". The menu is currently set to "Not Set" and has a downward arrow on the right side.

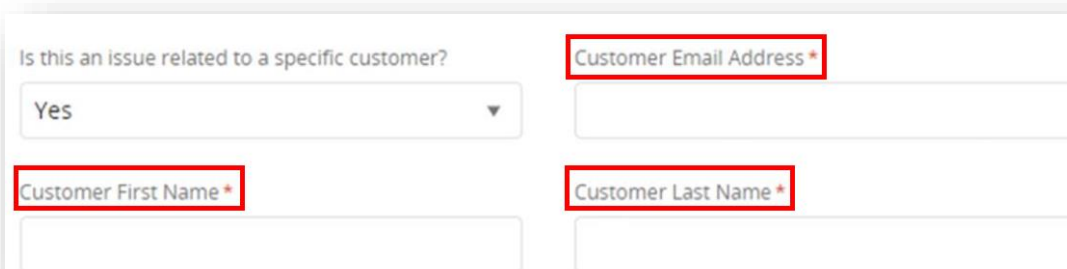
14. **Is this an issue related to a specific customer** is not a required field.



A screenshot of a dropdown menu titled "Is this an issue related to a specific customer?". The menu is currently set to "Not Set" and has a downward arrow on the right side. The dropdown list is open, showing the following options: "Not Set", "Not Set", "Yes", and "No".

15. A customer related issue requires **Customer Email Address**, **Customer First Name**, and **Customer Last Name**.

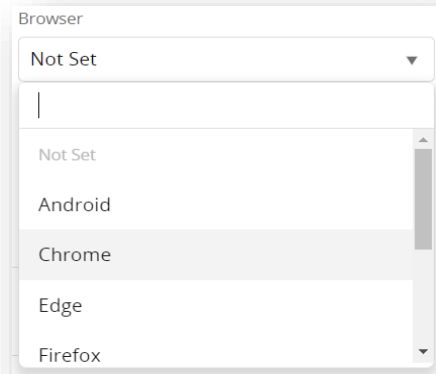
These are all required fields. This is how Illinois workNet matches customer records.



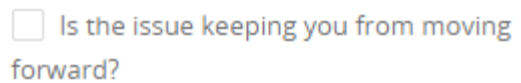
A screenshot of four form fields. The top-left field is a dropdown menu labeled "Is this an issue related to a specific customer?" with "Yes" selected. The top-right field is labeled "Customer Email Address *" and is enclosed in a red rectangular box. The bottom-left field is labeled "Customer First Name *" and is enclosed in a red rectangular box. The bottom-right field is labeled "Customer Last Name *" and is enclosed in a red rectangular box.

16. **Browser** helps to provide more detail about the issue.

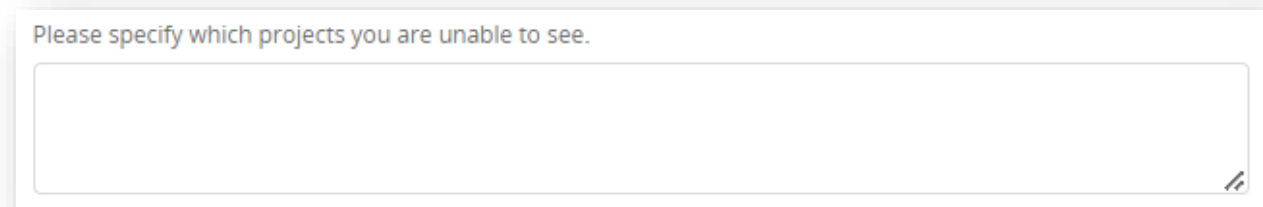
This is not a required field.



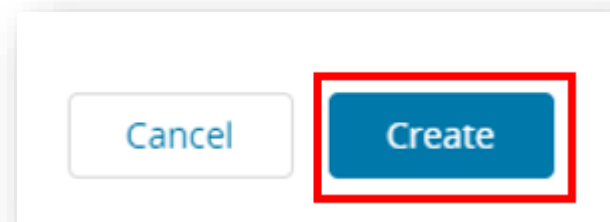
17. **Is the issue keeping you from moving forward** is not a required field.



18. **Please specify which projects you are unable to see** is not a required field.



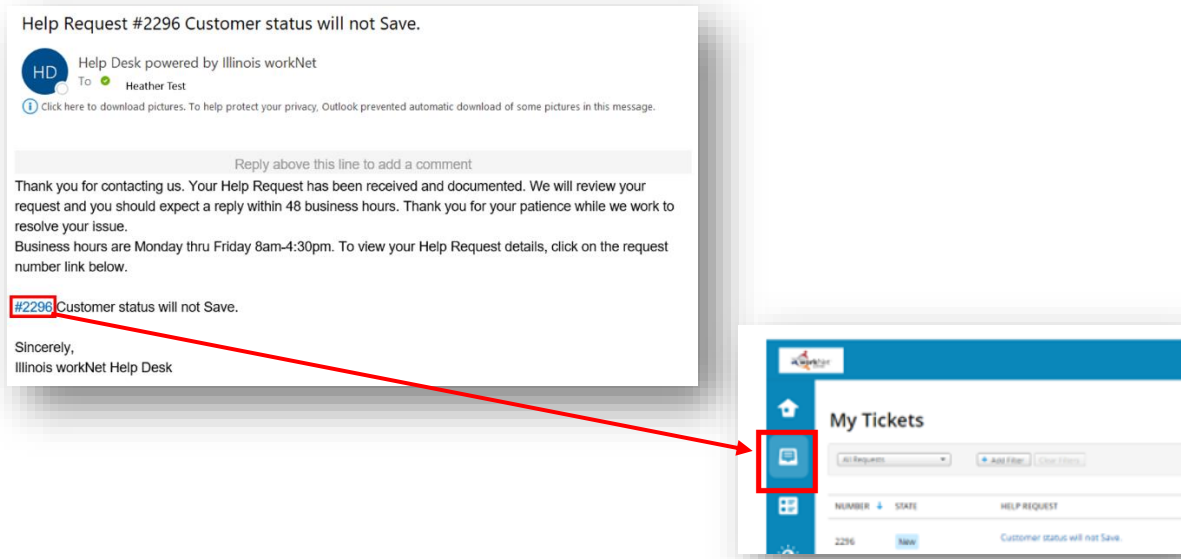
19. After reviewing the information entered, click **Create** at the bottom of the page to submit the new Help Request.



Notification Emails

1. A **notification email** is sent (within minutes) following the submission of the Help Request. Check your inbox for an email from the *Help Desk powered by Illinois workNet*. Be sure to check your SPAM folder if the email is not in your main mailbox.

Clicking on the blue number will take you to the **My Tickets** section of the Help Desk.



2. When more information is needed or comments are made on the Help Request, additional email notifications will arrive. Please reply to the email to answer the questions.

Reply to the email messages within 14 business days or the Help Request will be closed. Once the request is closed, a new Help Request will need to be created.

3. After all the questions have been answered and your issue has been resolved, a final email notification will arrive letting you know the Help Request has been Resolved.

Only reply to the final email if there are still additional questions that you have.

Viewing Ticket Status in the Help Desk

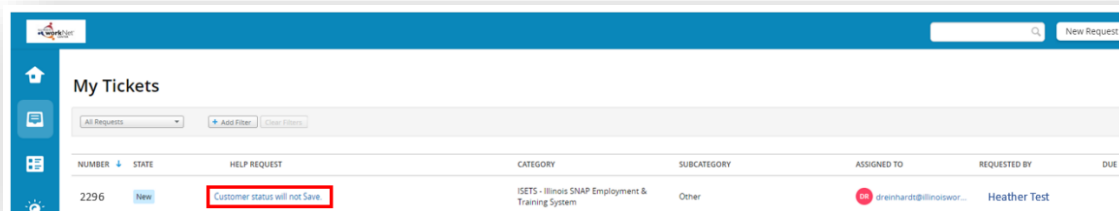
There are two ways to check the status and communicate about your Help Request.

Option1: You will receive email notifications mentioned above. You can reply to these emails with comments or additional questions.

Option 2 – When you click the **My Tickets icon**, it will show you all the requests you have submitted, been cc'd, or mentioned on.



Click the **highlighted request title** to see details.



You can see ticket status, comments, and other details about the request. To respond to comments or questions, click inside the open text box at bottom, type answers or details, and click **Post**.

