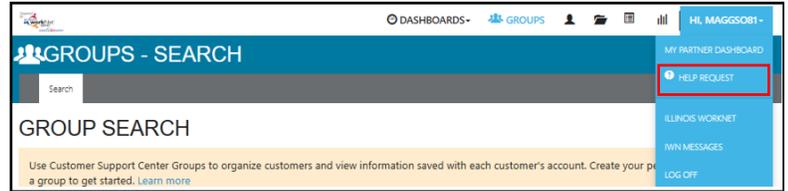


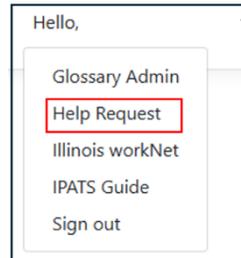
Accessing the Help Desk

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

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



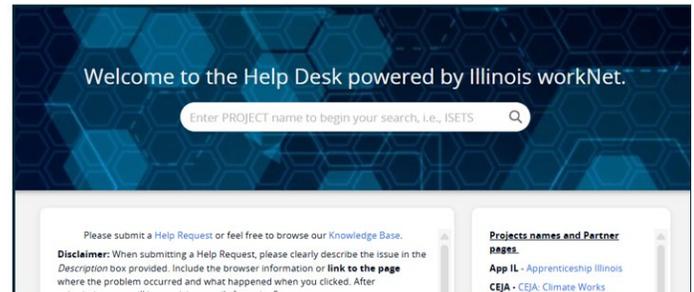
Option #2 – Click **Help Request** from the dropdown menu in Program tools. (IPATS and IEBS)



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 Ask 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.



Known Program Issues

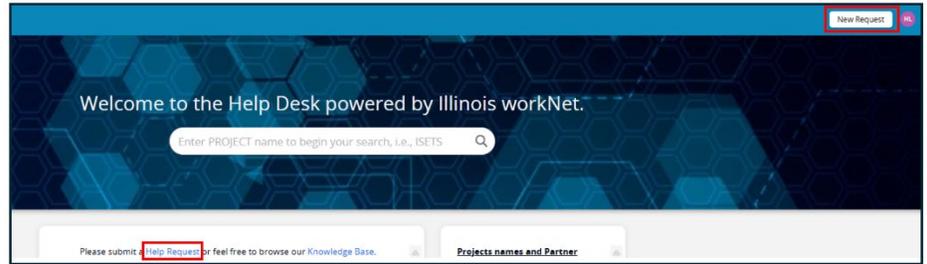
The following are known issues with pending release dates. Submit a Help Request to be notified directly upon resolution.

Should Illinois workNet ever be down, you can access the CSC directly with this link (please bookmark this link)
<https://apps.illinoisworknet.com/SiteAdministration/Groups/Default>

| Program | Known Issue | Projected Release Date |
|---------|---|------------------------|
| IEBS | Some users do not see the IEBS icon on the My Partner Tools when logging in. If you have group permissions and do not see the icon, you can use this direct link to access the IEBS app https://apps.illinoisworknet.com/iebs/ | June 12 or sooner |

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
- screen shots 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 

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.**

Requester First Name * Requester Last Name *

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

Requester Email Address *

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

Are you a Partner/Provider? *
Not Set

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.

Are you a Partner/Provider? *
Yes

Organization *

LWIA *
Not Set

Extension Number

Phone Number *

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**

Customer Email Address *

Is this an issue related to a specific customer?
Yes

Customer Last Name *

Customer First Name *

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

Browser
Not Set

Not Set

Android

Chrome

Edge

Firefox

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

Is the issue keeping you from moving forward?

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

Please specify which projects you are unable to see.

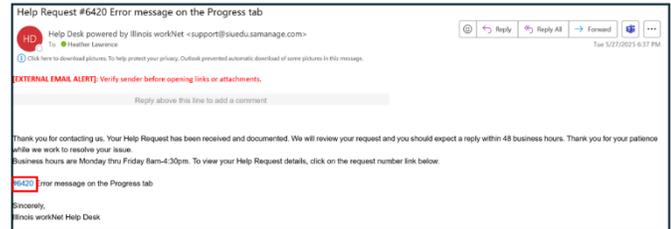
16. After reviewing the information entered, click **Create** at the bottom of the page to submit the Help Request.

Cancel Create

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.

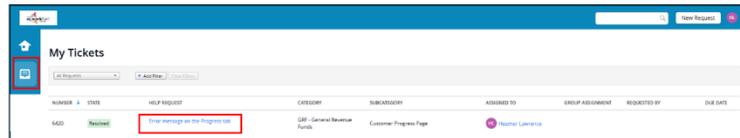
Viewing Ticket Status in the Help Desk Portal

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.