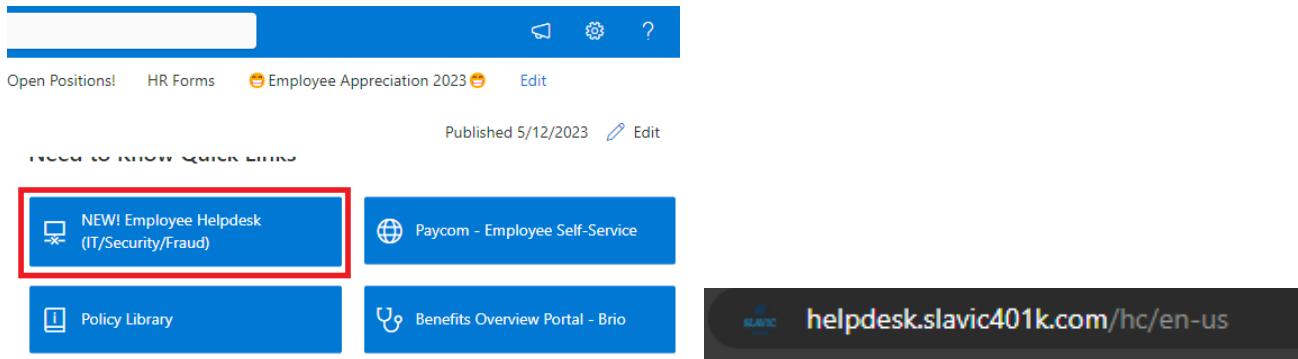


How to submit a request (Web Form)

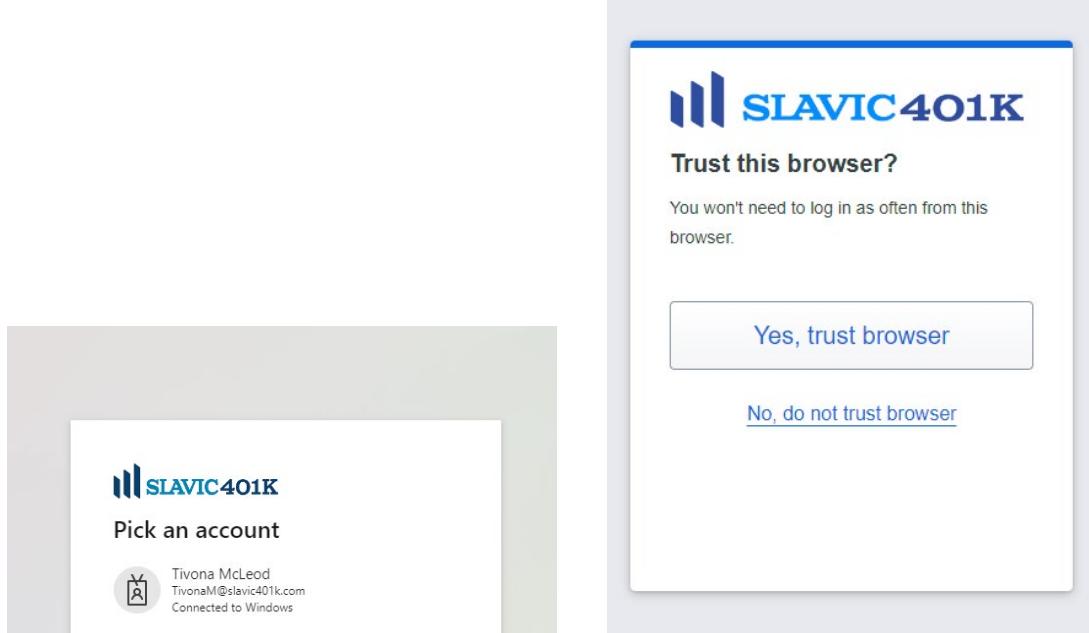
Open a browser and click on the Employee Helpdesk link or visit
<https://helpdesk.slavic401k.com>



Click Submit a request in the top right corner of the screen.



If you are signed into your edge browser, you will be automatically signed into Employee Helpdesk via SSO. If you are not, you will be prompted to sign in with SSO. Please sign in.



How to submit a request (Web Form)

Once you are signed in your request page will look like the one below. Click the drop-down arrow to select the type of request you would like to complete.

When submitting a request be sure to complete all required information as the system will not allow you to submit a request without all required fields.

Descriptions are very important to your request being solved. Here are some examples of proper and improper descriptions:

Examples of proper descriptions:

- I am currently having issues with accessing SIMIS this morning. I have logged in and nothing happens. I have tried this 2 times and there has been no change.
- I am unable to get into remote desktop. Whenever I try to access it, I get an error message that states (copy and paste error message) or attach a screenshot. This has been happening since I got back from lunch.
- This morning I was working on my laptop and the screen went black. I cannot see anything on the laptop or the Secondary monitor.
- I need a (report name) report(s) for (client name).

How to submit a request (Web Form)

Examples of Improper descriptions:

- I need help.
- I can't login.
- My computer/laptop is broke.
- Can't access the shared mailbox.

When filling out the description it should be able to answer a number of these questions when read by the agent.

Who? (Examples. Who is my issue effecting?)

What? (Examples. What is happening? What is the error message? What application do I need help with?)

How? (Examples. How long has this issue been going? How often does this happen?)

When? (Examples. When did was the issue noticed? When did the issue take place?)