

The steps for how access HR Support through Oracle Fusion will be outlined in this guide.



1. Navigate to the HR Helpdesk



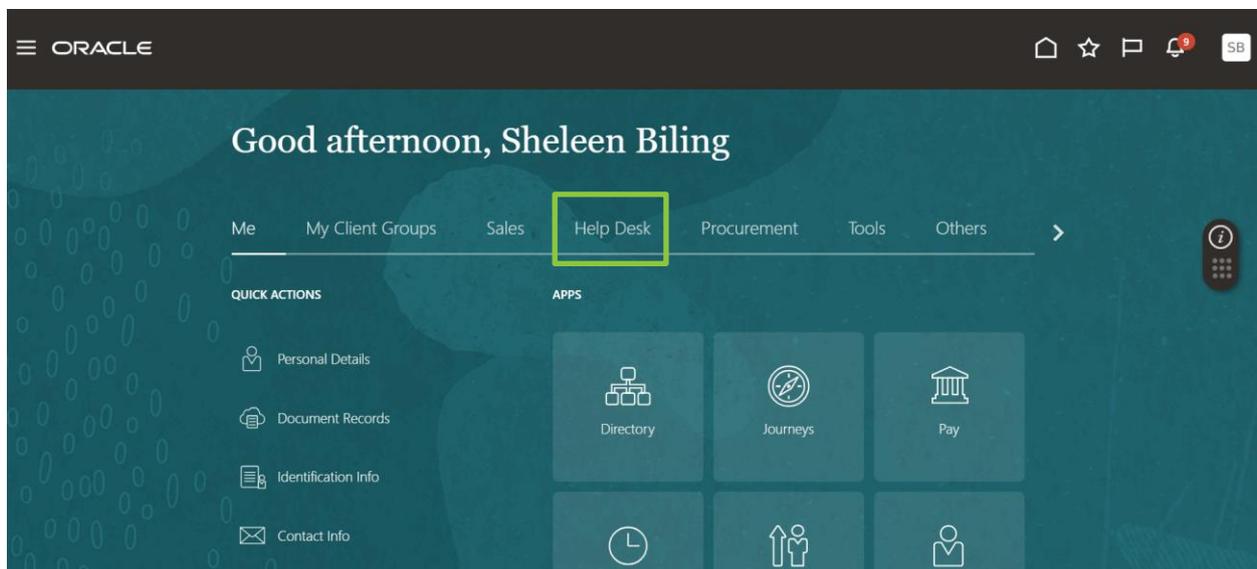
2. View Knowledge Base articles



3. Raise a HR Helpdesk support request

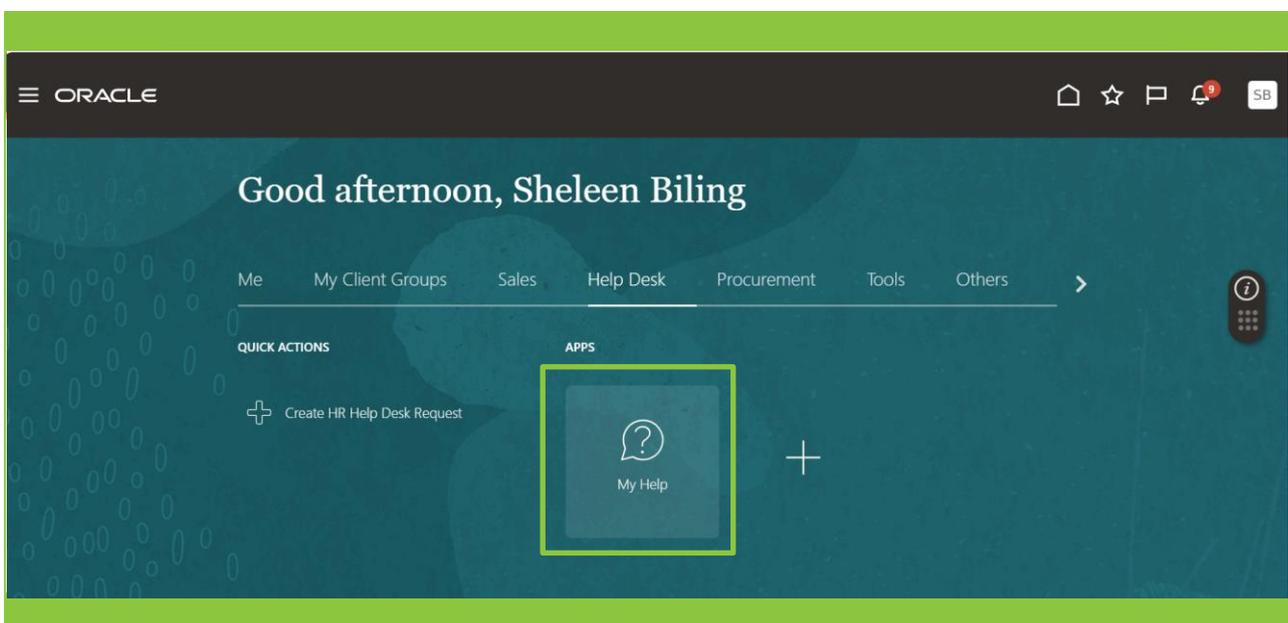
## 01

HR advice and support can be accessed within Oracle Fusion. You can search for and access HR policy and guidance within the HR Knowledge Base and you can ask for assistance from the HR Team by raising a support request.



## 02

To access the HR policy and guidance Knowledge Base, select the **My Help** tile.

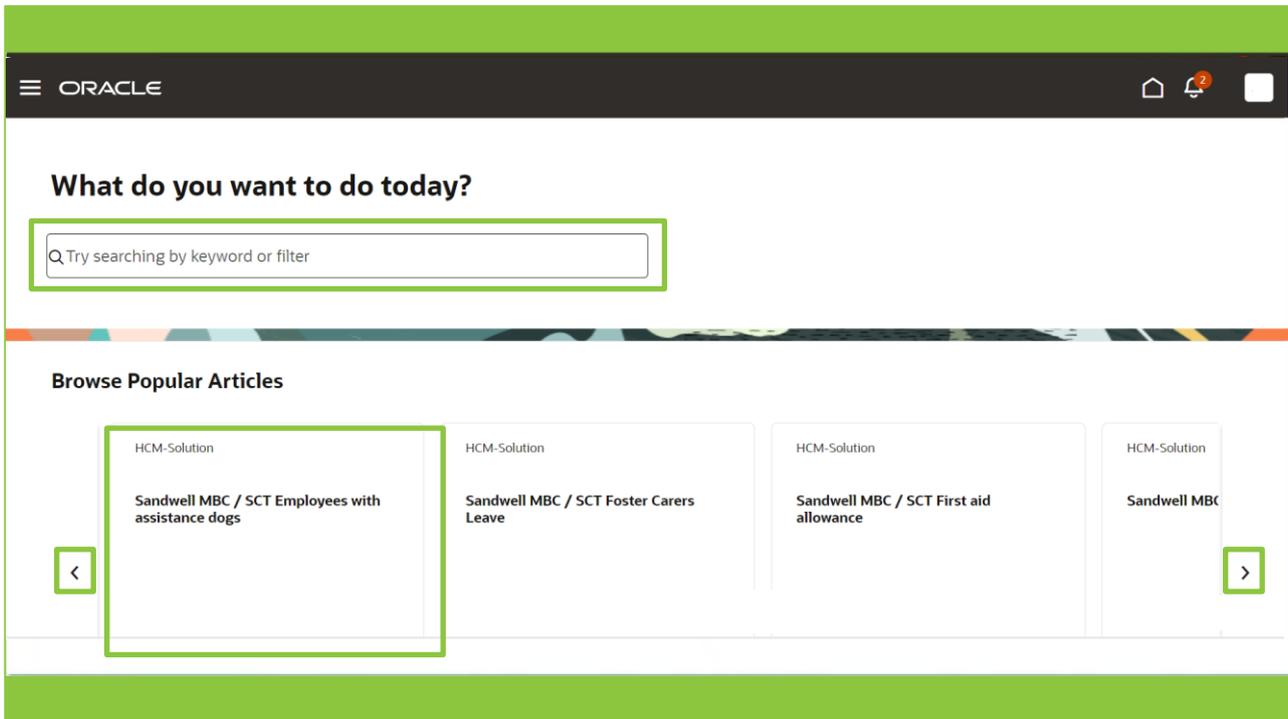


03

The **What do you want to do today?** page will now be displayed.

From here you can search the Knowledge Base for HR policy and/or guidance by entering keywords into the **Search bar**. Alternatively you may browse through the most popular items by using the **left and right scroll arrows** to cycle through the different articles.

Select the item that you would like to view.

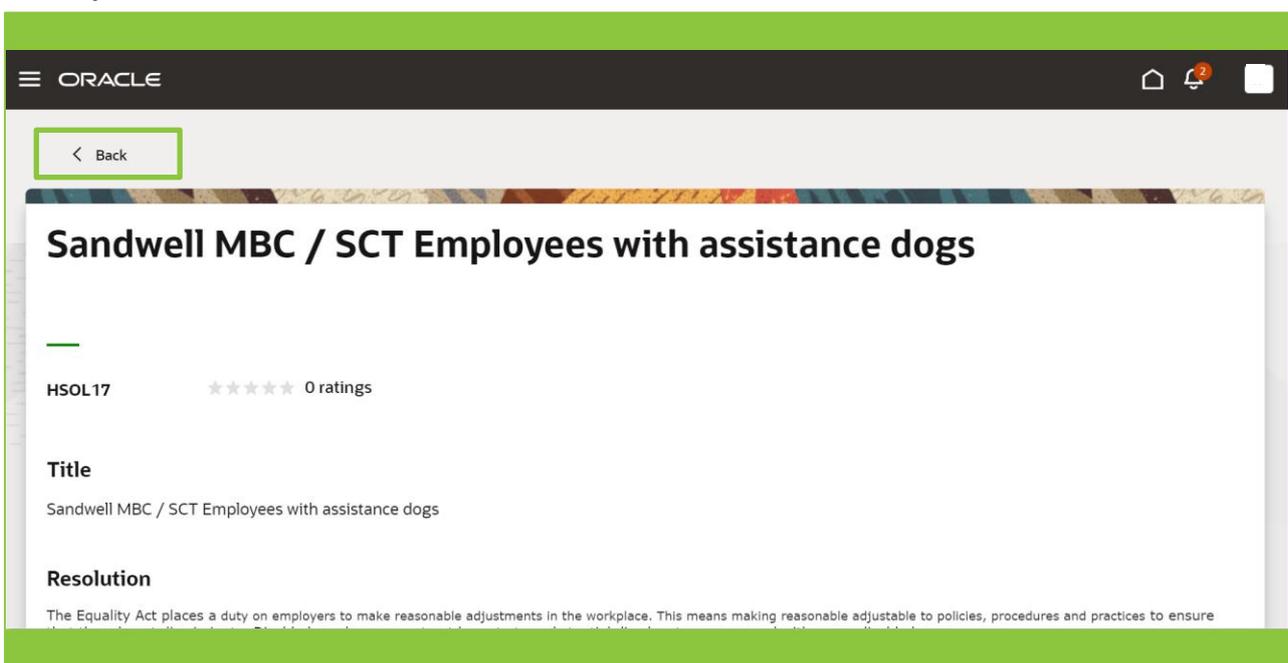


04

In the example below, the user has selected an item to view. You may use the scroll bar to move up and down the document to view all the information.

At the bottom of the page, you can award a star rating that relates to how helpful the document is in respect of your query.

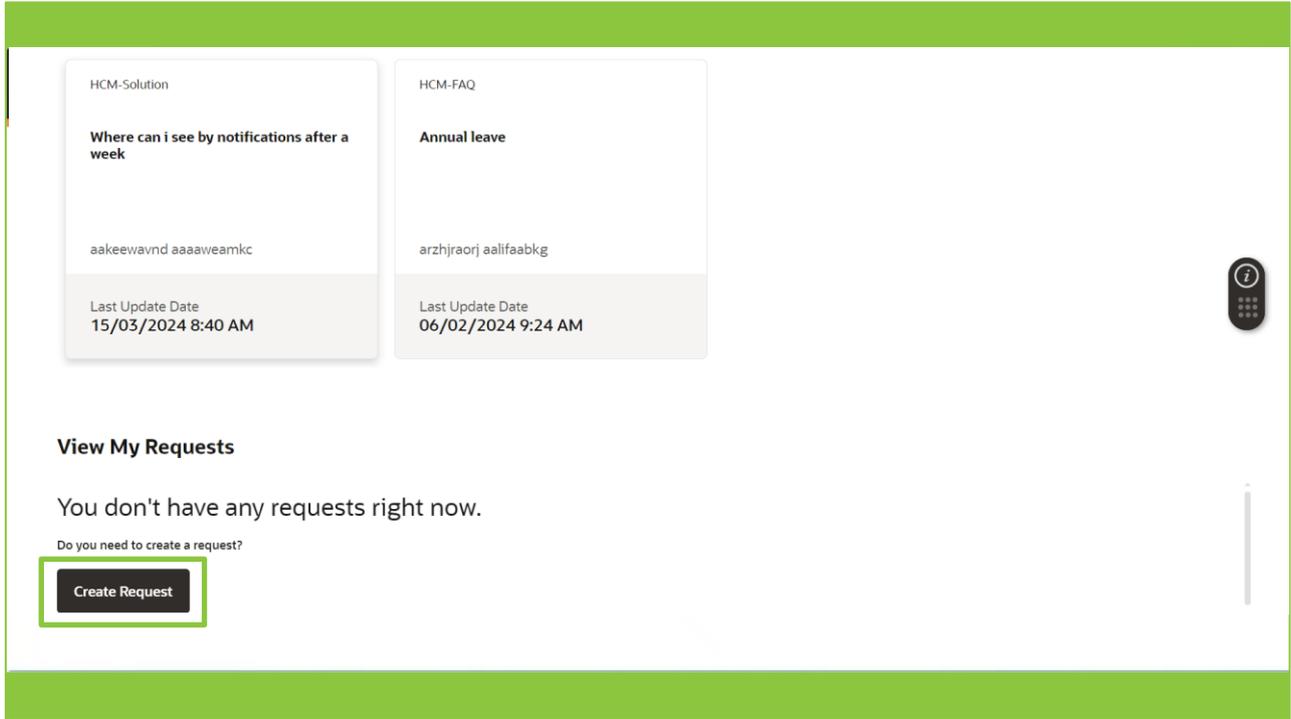
When you have finished reviewing the item, select the **Back** button to return to the **What do you want to do today?** screen.



05

If you cannot find the information you are looking for, and wish to obtain support from the HR Team, you can raise a support request.

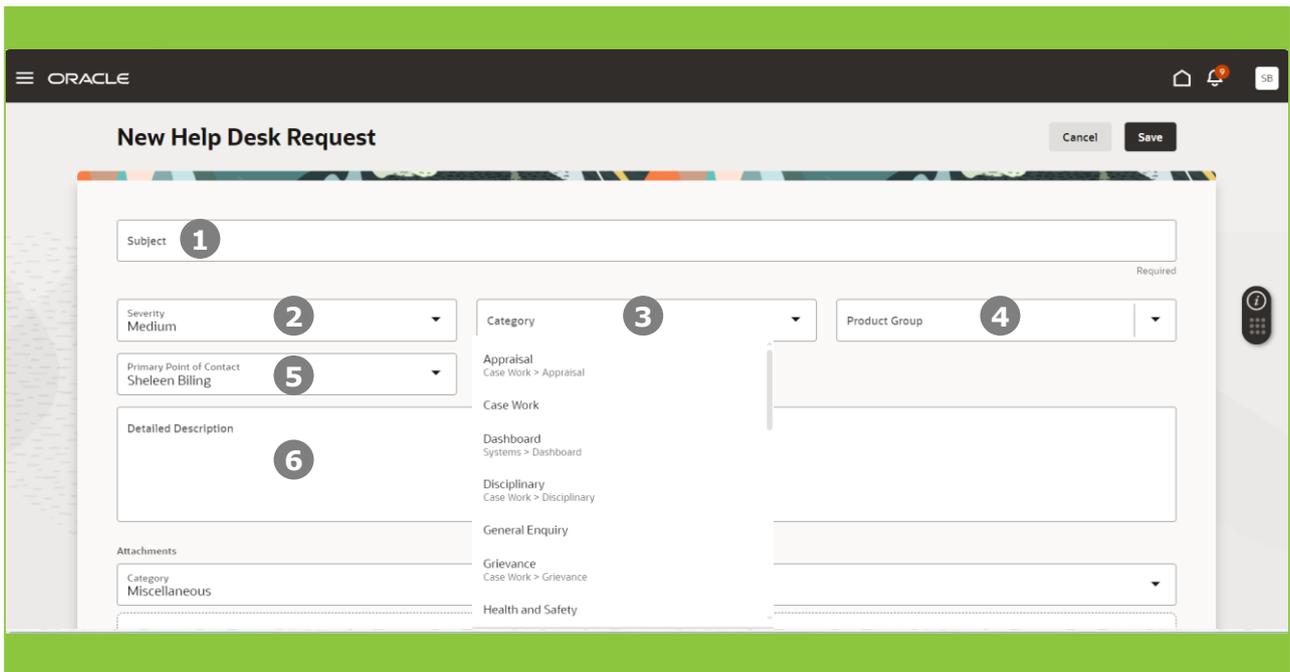
To do this, scroll down to the bottom of the **What do you want to do today page?**, and select the **Create Request** button.



06

The **New Help Desk Request** page is displayed.

Complete the fields at the top of the page as per the table on the following page.



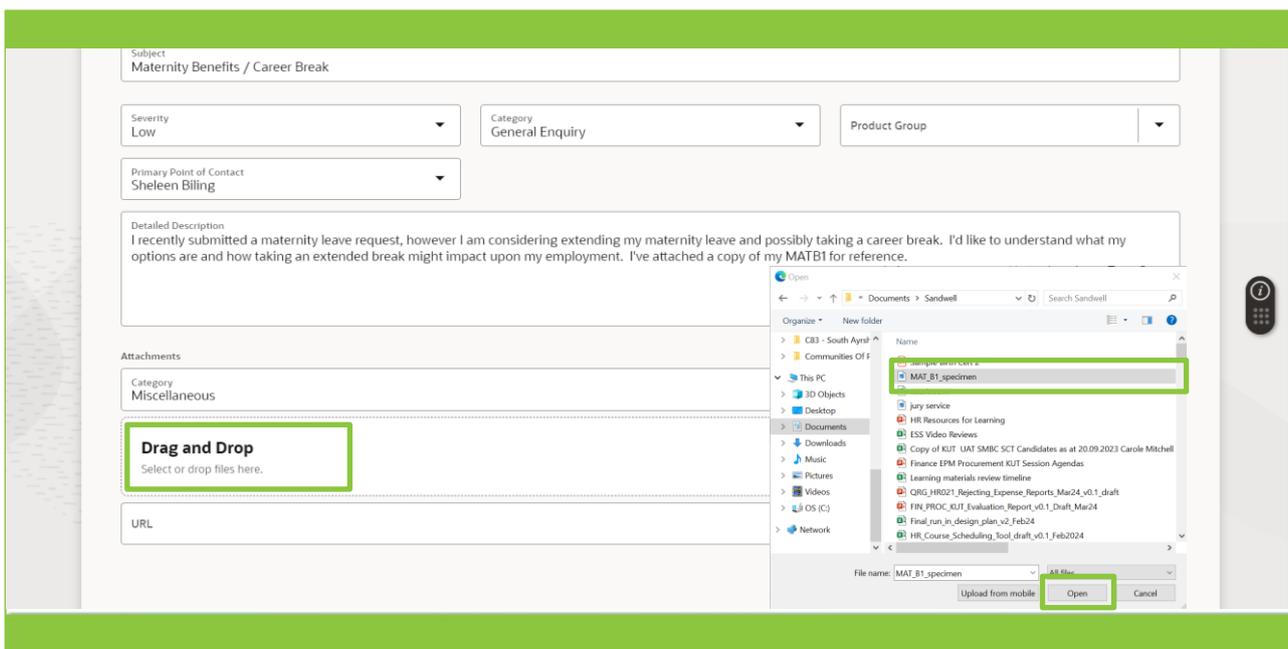
| Section Title                      | Description   |
|------------------------------------|---|
| <b>1. Subject</b>                  | Add a subject title for your request. This is a free-format field.  |
| <b>2. Severity</b>                 | Select either High, Medium or Low from the drop-down option list.   |
| <b>3. Category</b>                 | Select a category that most closely reflects the nature of your request from the drop-down options list. You can use the scroll bar to scroll through the list of options.  |
| <b>4. Product Group</b>            | This field is not currently used and may be ignored.  |
| <b>5. Primary Point of Contact</b> | Here add the name of the main point of contact that you would like the reply to be forwarded to. In most instances this would be the person raising the request.<br>If you are a line manager, you can raise a support request on behalf of one of your direct reports by selecting their name from the drop-down list. |
| <b>6. Detailed Description</b>     | This is a free text field that allows you to add a description of your query and your request for support. By providing as much relevant information and detail as possible, you will be helping the HR Team to supply you with the most helpful and relevant response.   |

07

Once all the fields in the top part of the page are complete, if required, you can add an attachment to the request.

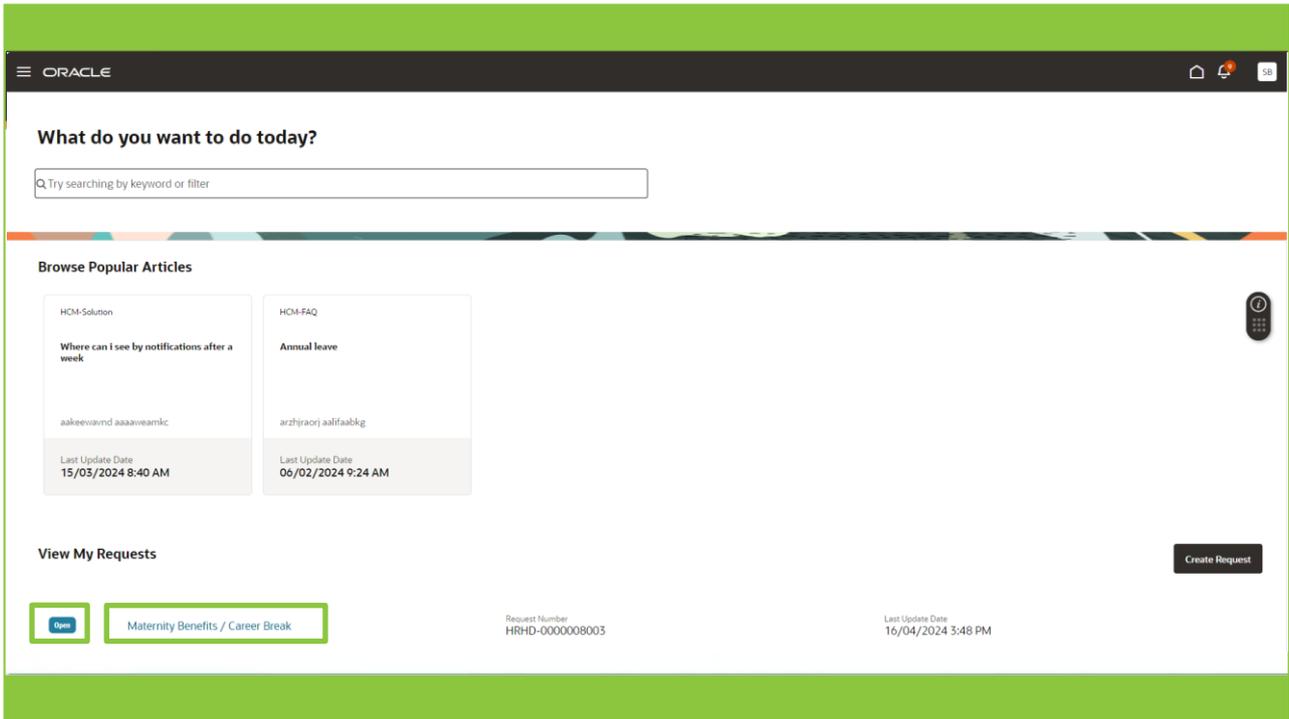
Scroll down the page and click in the **Drag and Drop** box. That opens a file explore window. Highlight the required document and either drag in across into the **Drag and Drop** box or select **Open** and the file will be downloaded and attached to the request.

Once the form is complete, scroll back to the top of the page and select the **Save** button. The request will now be submitted to the HR team for attention.



The submitted request is now visible on the **What do you want to do today?** page. The status is showing as **Open**. The request has also been allocated a reference number.

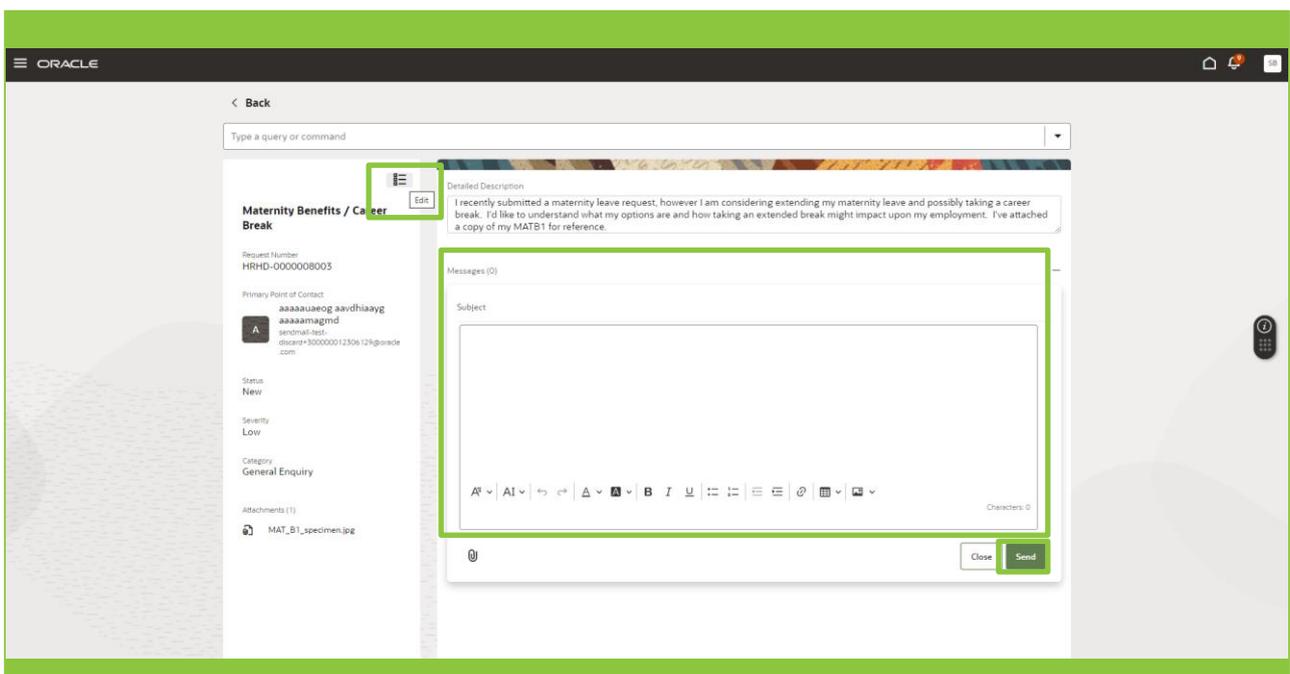
The request can be opened by selecting the **blue text**.



Once the request has been opened, you will be able to view any responses received. In this example the request is still open and the request has not yet had a response.

You can edit any of the information submitted by selecting the **Edit** icon.

You can also add a message or further details to the request by completing the **Message** fields and selecting the **Send** button.



That brings this Quick Reference Guide to a close