MOBIUS QUICK GUIDE – HR HELP DESK – EMPLOYEES

Employees can use the HR Help Desk to search knowledge articles for instant and 24/7 access to information. Employees may also initiate and track a customer service request.

Mobius HR Help Desk Tile:

Search Knowledge Articles

1. From **Me,** click on the **My Help** tile.
2. Locate the search bar under "What do you want to do today?"
3. Enter any **keywords** you wish to seach, click the magnifying glass icon to the left of the search bar.
4. Click on the article that best applies.

Create a Request

1. From **Me,** click on the **My Help** tile.
2. Click on Create Request
3. Complete the Create Request page required and desired details.
4. Subject: add a brief heading about the concern being raised.
5. Severity: select as appropriate High/Medium/Low. By default, the severity is set to Low.
6. Category: select the required category from the list.
7. Primary Point of Contact: by default, it is the employee's name who is raising the SR.
8. Service Request Details: provide the complete description of your concern.
9. Attachments: add additional documents if you wish to provide back-up for your request.
10. URL: You may also add a linkable webpage to your request, if applicable
11. After reviewing it, click Save.
12. You will receive an acknowledgment bell notification within Mobius.

Reopen a Request

1. From **Me,** click on the **My Help** tile.
2. Open Help Desk Requests – Open Details.
3. Request Summary page opens.
4. You can see the status of the ticket, along with any notations that have been made.

Definitions Related to this Quick Guide

- HR Help Desk: A centralized support system that manages and resolves customer issues and inquiries. It serves as a point of contact for users seeking assistance and support for products or services.
- Incident: An individual user's request for assistance or a reported problem.
- Knowledge Base: A repository of information that contains articles, guides, troubleshooting steps, and solutions for known issues.
- Request: A user's formal request for a service or assistance that is not related to a specific incident or problem.
- Ticket: A record or entry created to track and manage an incident or request within the help desk system. It contains relevant information such as the description of the issue, priority level, status and assigned service agent.