

JOB AID: ePortal
FOR: Employees
SUBJECT: ePortal Ticket Requests

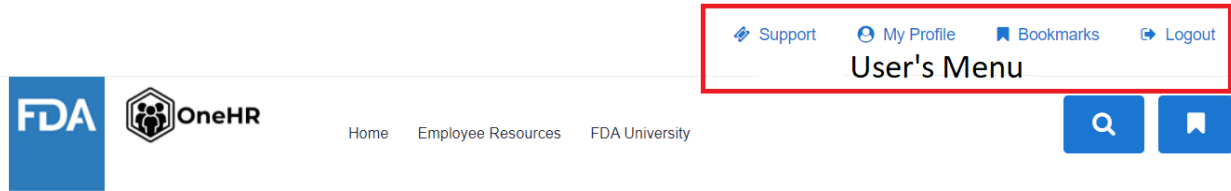
This job-aid is intended for all employees. It covers creating, viewing, and communicating about support requests, also called “tickets”.

Table of Contents

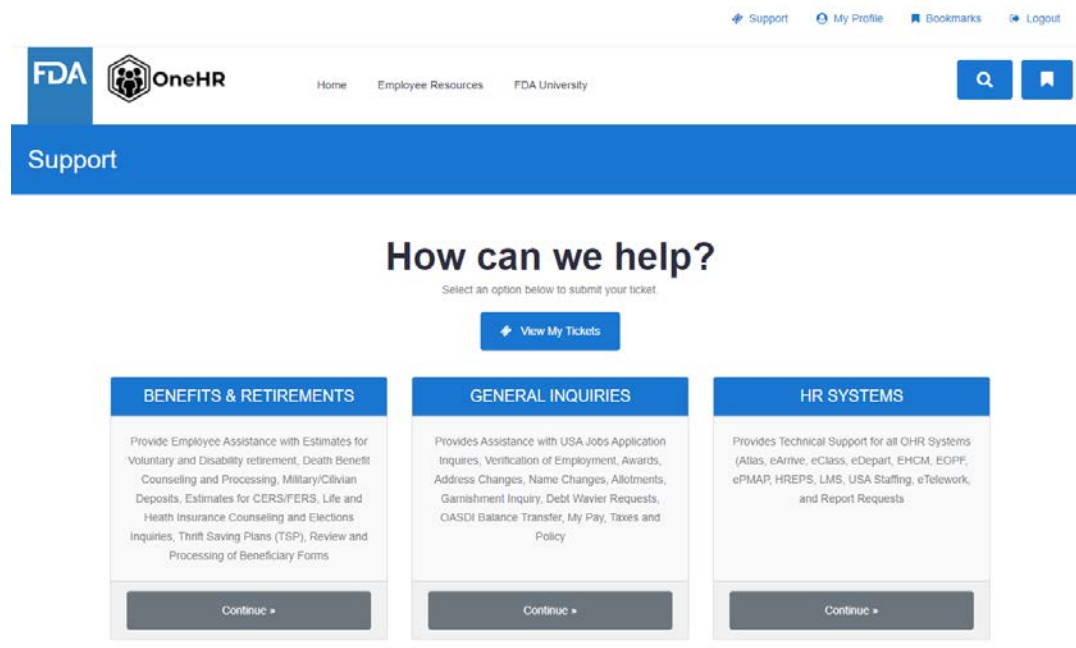
Table of Contents.....	1
How to Navigate to Support	2
How to Select the Support Topic	3
How to Submit the Request Form	4
How to View All My Tickets	6
How to Search My Tickets.....	7
How to View a Tickets’ Detail	8
How to Communicate About a Ticket.....	9
Conclusion.....	10

How to Navigate to Support

Once logged in to the ePortal application click the Support link in the User's Menu shown in the following figure.



This takes you to the Support Dashboard, shown here:



How to Select the Support Topic

Each support topic has a brief description of what it covers. If a topic looks like it might be or is a good fit for the subject of your request, click the “Continue” button. This will either show subtopics from which to pick **or** will show the ticket request form.

If none of the topics or subtopics appear to be a match, scroll to the bottom of the page where you will see a General Inquiry topic for inquiries that don’t match any of the offered topics.

How to Submit the Request Form

When you have reached the request form, you'll see one like this one.

Submit Ticket for Other General Inquiries

Please make your selections to fit your needs of this ticket, not all options are available.

Requestor Information

Employee Name: Jeffrey Davis

Request Details

Category

Sub Category

Choose a specific area to better direct your request.

Short Description

A quick description of your issue.

Full Issue Description

The more information you can provide here, the easier the support organization can meet your needs in a timely manner.

It will have captured the topic you selected, in this example “Other General Inquiries”. It also prefills your name and email address.

Now you select a sub-category by clicking on the down-arrow at the end of the subcategory box and clicking the subcategory most closely matching the request you are making.

Enter a brief one sentence description of your request into the Short Description field.

In the Full Description field, describe in detail what you are asking or requesting.

Then click the Submit Ticket button.

You'll see a confirmation like this:

Your ticket has been submitted. You will receive an email verification.

Subject	INQUIRY/REQUEST - CHANGE OF ADDRESS-MODIFICATION
Ticket ID	379AA1FB5056
Short Description	Moving from Virginia to Durham, NC
Detailed Description	Moving change from x to y for address

If you click on the Ticket ID field, it will show a more detailed view of your request like this:

Ticket Details

Your ticket has successfully been submitted. You will receive a copy of this in your email.

Ticket ID		Subject	
55EC4A98EDBC		Inquiry/Request - Employee Verification-Talk Referred	
Created	Last Updated	Assigned	
02-02-2022 1:55 PM		Not Assigned	
Short Description		Status	
Requesting check of my access to the ALM system		New	
Detailed Description			
Have received an account and instructions for working within the ALM system but having difficulty getting logged in. I think the issue is the format of the user name, it doesn't accept any punctuation, so it isn't my email address. Since First name followed by Last Name didn't work, I tried the "Forgot my password" function but have not received a password reset email.			

If you wish you can bookmark this page and use that to come back to it. Or see “How to View My Tickets” and “How to Search My Tickets”

How to View All My Tickets

To see all the tickets you have submitted, click the Support link in the User’s Menu and then the “View My Tickets” button as seen here:

The screenshot shows the OneHR Support page. At the top right, there are links for Support, My Profile, Bookmarks, and Logout. The main navigation bar includes the FDA logo, OneHR logo, and links for Home, Employee Resources, and FDA University. A search icon and a notification icon are also present. Below the navigation bar is a blue header with the word "Support". The main content area features the heading "How can we help?" and a sub-heading "Select an option below to submit your ticket." A red box highlights the "View My Tickets" button, with a red arrow pointing to it from the right. Below this are three categories: "BENEFITS & RETIREMENTS", "GENERAL INQUIRIES", and "HR SYSTEMS", each with a description and a "Continue >" button.

This will bring up a list view of all tickets created by or for you.

My Tickets

Search tickets

Ticket Number	Subject	Status	Created	Last Updated
55EC4A98EDBC	Inquiry/Request - Employee Verification-Talk Referred	New	02-02-2022 1:55 PM	
E864241C928F	Inquiry/Request - Usa Staffing-Applicant-Usajobs Support	New	01-31-2022 10:52 AM	

Filter: All Filter: All Filter: All Filter: All Filter: All

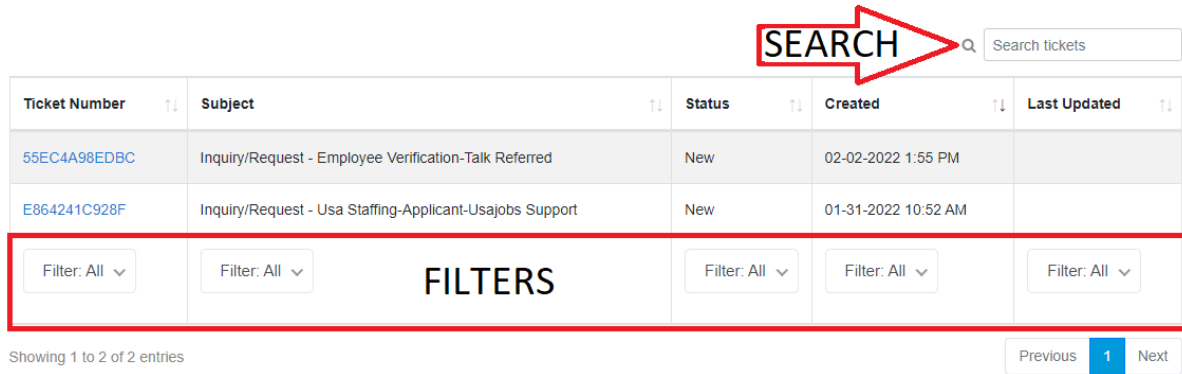
Showing 1 to 2 of 2 entries

Previous **1** Next

How to Search My Tickets

After navigating to the Support dashboard and clicking View My Tickets button, you will see a list view of your tickets like this:

My Tickets



SEARCH

Ticket Number	Subject	Status	Created	Last Updated
55EC4A98EDBC	Inquiry/Request - Employee Verification-Talk Referred	New	02-02-2022 1:55 PM	
E864241C928F	Inquiry/Request - Usa Staffing-Applicant-Usajobs Support	New	01-31-2022 10:52 AM	

FILTERS

Filter: All Filter: All Filter: All Filter: All Filter: All

Showing 1 to 2 of 2 entries Previous **1** Next

The difference between the Search and the Filters, is that the search looks for whatever characters you type across all the columns or fields of your records. So, for instance, a search for “New” would find all records with a status of “New” but also any records whose subject contained the word “new”.


Filters search or act only on the column they are under and when you click the “Filter All” you are offered the unique values found in that column.

An important feature to remember is that ePortal combines the search and **all** filters in effect and shows the records that match all those things.

How to View a Tickets' Detail

Once you have searched and filtered down to see a specific ticket in your ticket list view, you can view the details by clicking the Ticket Number.

Ticket Details

Ticket ID		Subject	
E864241C928F		Inquiry/Request - Usa Staffing-Applicant-Usajobs Support	
Created	Last Updated	Assigned	
01-31-2022 10:52 AM		Not Assigned	
Short Description		Status	
I see an opening at Department of Labor that better utilizes my skill		New	
Detailed Description			
I see an opening at Department of Labor that better utilizes my skill set, can I get help applying?			
Begin your ticket feedback here. There is a 5 character minimum.			
			<input type="button" value="Send Message"/>

How to Communicate About a Ticket

When viewing a tickets’ details, as shown in the following figure, you can see at the bottom of the ticket, any messages associated with that ticket request.

Ticket Details

Ticket ID		Subject	
E864241C928F		Inquiry/Request - Usa Staffing-Applicant-Usajobs Support	
Created	Last Updated	Assigned	
01-31-2022 10:52 AM		Not Assigned	
Short Description		Status	
I see an opening at Department of Labor that better utilizes my skill		New	
Detailed Description			
I see an opening at Department of Labor that better utilizes my skill set, can I get help applying?			

Begin your ticket feedback here. There is a 5 character minimum.

Ticket Comments

Send Message

Typing in the area where you see “Begin your ticket feedback here. There is a 5 character minimum” and clicking “Send Message” will attach that comment to your ticket.

Members of support groups working with your ticket will see that and can in turn type messages the same way.

Conclusion

This concludes this document.

For questions or to make comments, please email OO-OHCM-ePORT@fda.hhs.gov