Employer Services Help Desk How-To

URL
https://employerhelp.norcalaborers.org:8443

You can either login using your registered email address or if this is the first time you can sign up for an account by clicking “Sign up for an account” on the right hand side.

Registering

Signing up for an account is easy. Fill out your email address, preferred password, Full Name and complete the verification word. If you’re unable to make out the word, press the refresh icon next to the letters to generate a new verification word.
Home Screen

Once you login, you will be taken to the home screen as shown below:

Frequent topics have been broken down into major categories, with each grouping having topics within. For example: Status Letter or Release has Status Letter Request, Conditional Release Request and Unconditional Final Release Request. You can also type what you’re looking for in the search bar such as “Account Unlock”.
Submitting a ticket

When you find the topic you want to open a ticket on, click the associated topic on the right side and fill out the information (i.e. Employer Name, Employer Number, etc...)

Once submitted you will get a confirmation email along with your ticket number (ES-##) for reference. You can also view any open tickets by clicking on the “Requests” link in the top right that will show any open tickets you have for reference.

When responding to tickets, please do not reply in the email. For any comments or responses from our team please log them within the ticket window. Replying by email will be a feature in the near future.