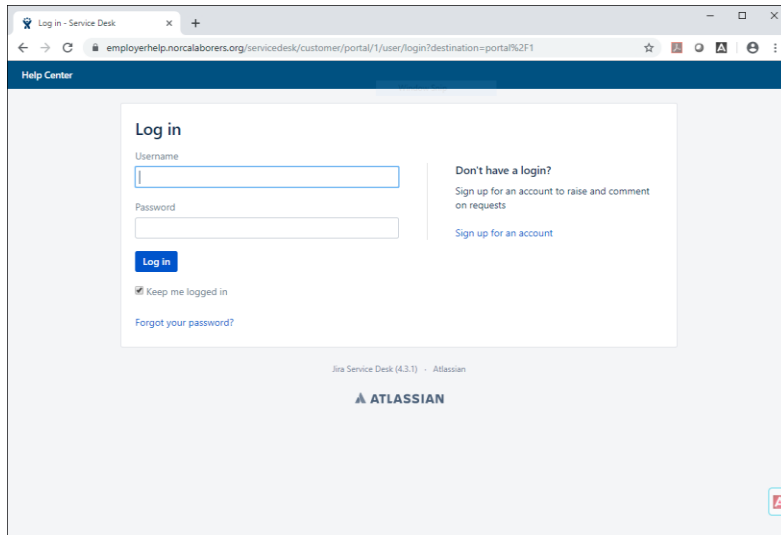


# Employer Services Help Desk How-To

## URL

<https://employerhelp.norcalaborers.org:8443>

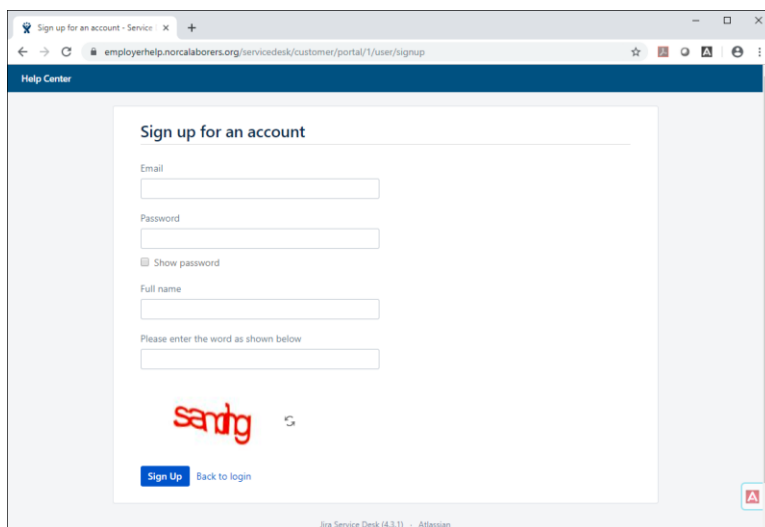


The screenshot shows a web browser window with the URL <https://employerhelp.norcalaborers.org:8443>. The page is titled "Log in - Service Desk" and features a "Log in" form. The form includes fields for "Username" and "Password", a "Log in" button, and a checkbox for "Keep me logged in". A link for "Forgot your password?" is also present. To the right of the form, there is a section titled "Don't have a login?" with two links: "Sign up for an account to raise and comment on requests" and "Sign up for an account". The footer of the page indicates "Jira Service Desk (4.3.1) - Atlassian" and the Atlassian logo.

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

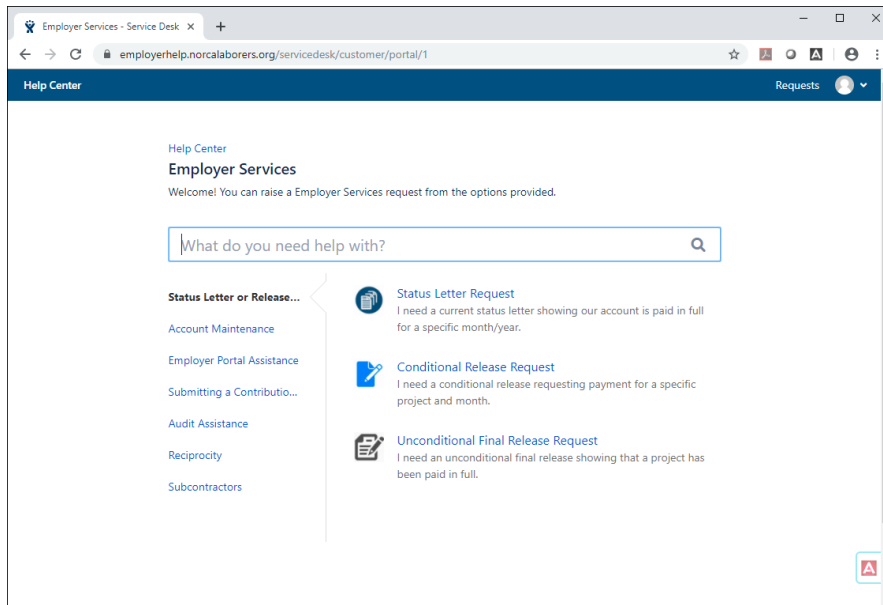
Signing up for an account is easy. Fill out your email address, preferred password, Full Name and complete the verification word. If you’re unable to make out the word, press the refresh icon next to the letters to generate a new verification word.



The screenshot shows a web browser window with the URL <https://employerhelp.norcalaborers.org:8443>. The page is titled "Sign up for an account - Service" and features a "Sign up for an account" form. The form includes fields for "Email", "Password", "Full name", and a verification word. There is a "Show password" checkbox and a "Please enter the word as shown below" instruction. The verification word is "sandhg" with a refresh icon next to it. At the bottom of the form, there are "Sign Up" and "Back to login" buttons. The footer of the page indicates "Jira Service Desk (4.3.1) - Atlassian" and the Atlassian logo.

## Home Screen

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

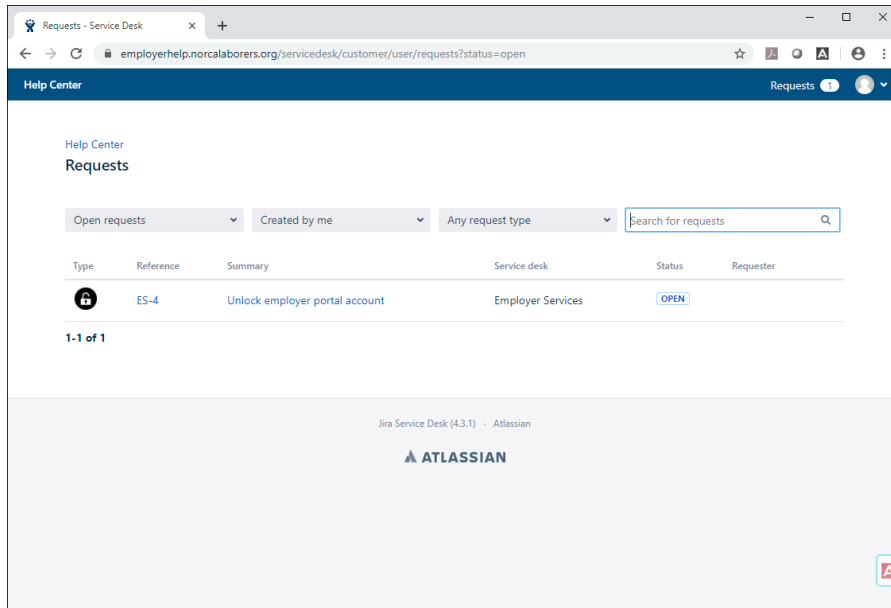


Frequent topics have been broken down into major categories, with each grouping having topics within. For example: Status Letter or Release has Status Letter Request, Conditional Release Request and Unconditional Final Release Request. You can also type what you're looking for in the search bar such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