

HR PORTAL - It's our new HR solution at Imperial college for logging HR requests and raising queries with the HR Staff Hub.

- The **HR PORTAL** allows you to track your enquiry on-line in addition to using emails if preferred.

HR PORTAL (HOME PAGE)

The **HR Portal** is synced to all College email accounts, so you will still be able to use your email to contact the Staff Hub. Email your query, plus all the necessary information or completed forms, to hrstaffhub@imperial.ac.uk.

You will also have the option to log your query via the **HR Portal** itself <https://staff-hub.imperial.ac.uk/support/home>.

The *main benefit* of this implementation is to improve service levels to you and instead of an inbox, the HR Staff Hub will now use the **HR Portal** to manage your queries.

You will also receive emails when your query is received and completed, and when the Staff Hub team contact you to require further information.

The screenshot shows the HR Portal home page with several key elements highlighted by callouts:

- HR Staff Hub Phone number:** (020 759) 41001
- View your queries or requests:** A button in the top navigation bar.
- HR Staff Hub Announcements and Alerts:** A callout pointing to the 'Announcements' section.
- Create a Query or Request:** A callout pointing to the 'New Ticket' button.
- Hover over:** A callout pointing to the 'Your Tickets' card.
- In a future release approvers will click here to see on-line forms awaiting approvals:** A callout pointing to the 'Pending Approvals' card.

The page content includes:

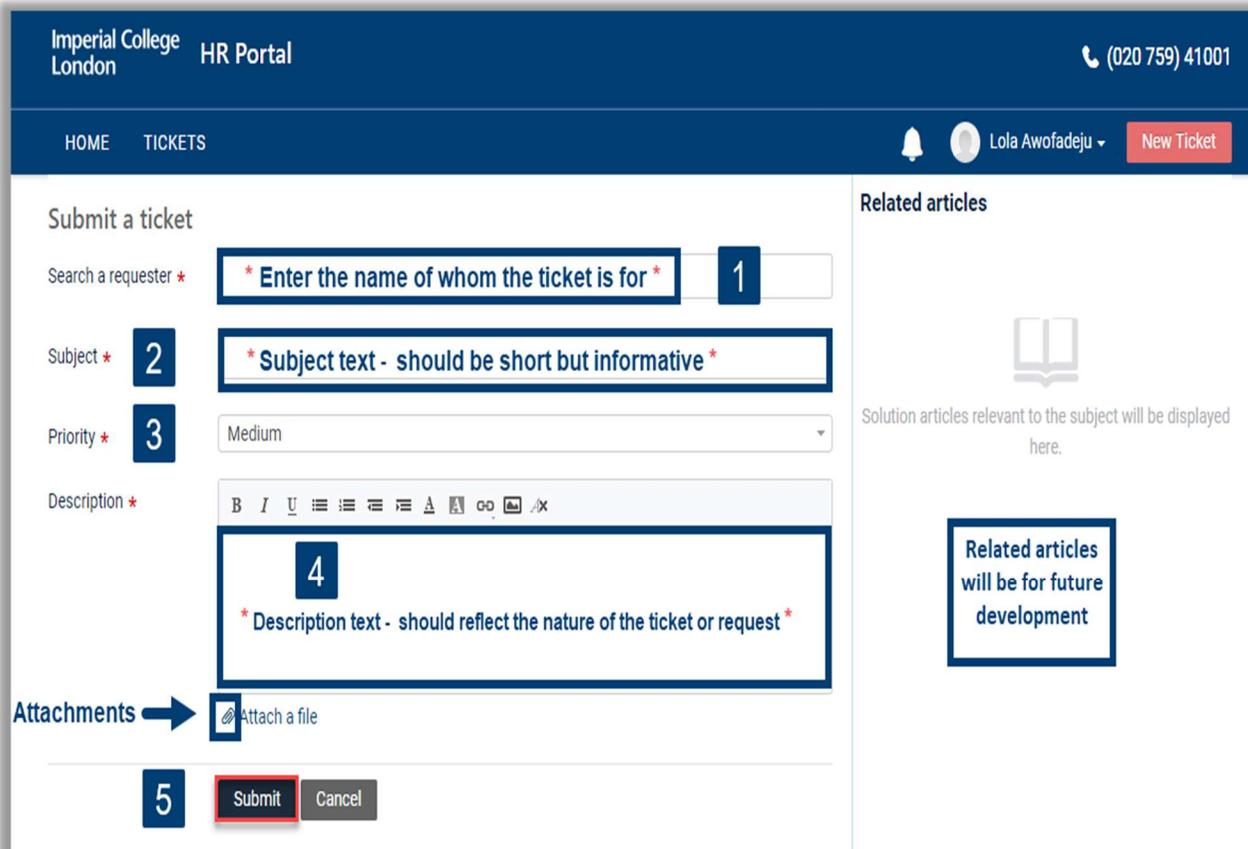
- Imperial College London HR Portal
- Notifications / Preferences / Sign-Out
- HOME TICKETS
- Search bar: Enter your search term here
- Announcements: Welcome to Freshservice
- Your Tickets: All your tickets, responses & activities
- Pending Approvals: Requests waiting for your Approval
- Ask the Staff Hub: Submit a query or request
- Example tickets:
 - TEST - Printer is out of toner #INC-377
Created on Fri, 14 Jun at 1:14 PM
 - TEST - My outlook doesnt work - no emails are leaving my outbox #INC-359
Created on Thu, 13 Jun at 3:50 PM

Ways of creating & managing tickets - There are **TWO** ways:

- Via email hrstaffhub@imperial.ac.uk inbox (this will generate a ticket which you can track progress (under **TICKETS** in the **HR Portal**.) **Or** directly on the **HR Portal** (see below under *submit a ticket*.) When your query is received an auto generated email is sent to you with a **ticket number** and **link** that takes you to the **HR Portal**.
- The **link** allows you to **check ticket progress**. Only if further information is required will you receive emails \ notifications . Once the ticket is completed you'll get a final resolution email with the agent's reply and a notification.

HR PORTAL

Submit a ticket – This can be done via the **HR Portal** Interface, CLICK  or on Ask the Staff Hub.



Imperial College London HR Portal (020 759) 41001

HOME TICKETS Lola Awofadeju New Ticket

Submit a ticket

Search a requester * * Enter the name of whom the ticket is for * 1

Subject * 2 * Subject text - should be short but informative *

Priority * 3 Medium

Description * 4 * Description text - should reflect the nature of the ticket or request *

Attachments → Attach a file

5

Related articles

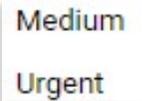
Solution articles relevant to the subject will be displayed here.

Related articles will be for future development

Important



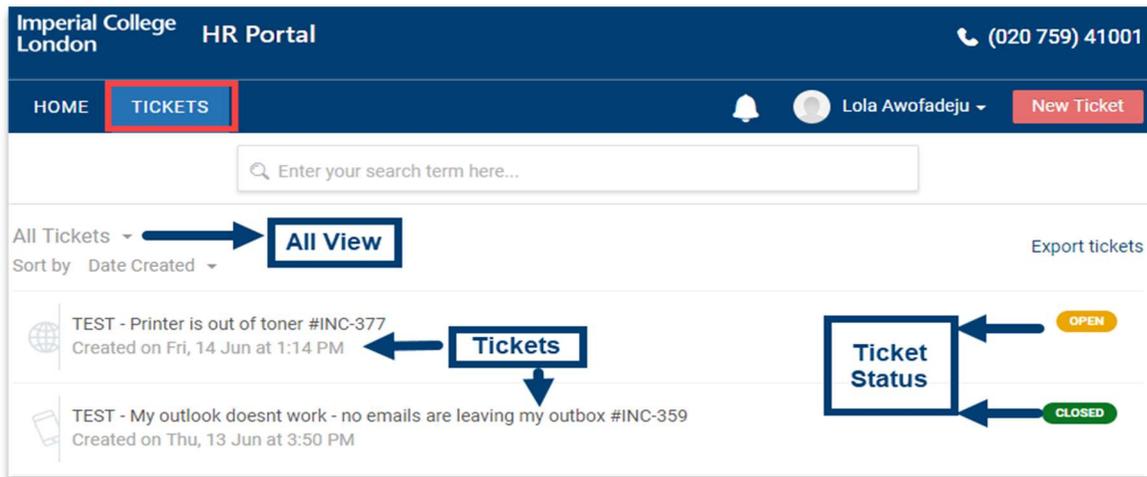
To provide you with the *best service possible*, we need to treat each change as a **separate enquiry**, so that they can be tracked individually. This means that **you will need to raise each enquiry or change separately**.

1 Search a requester	Enter the name of whom the ticket is for. Normally it will be you as the requester (but you may also raise tickets on behalf of another.)
2 Subject	The subject is what the ticket refers to.
3 Priority	This can be changed to either Medium or Urgent . 
4 Description	Text entered here should be as informative as possible.
5 Submit	Once all mandatory fields * are filled, then Submit .

HR PORTAL – This area allows you to review the status of your enquiries and will allow you to update or re-open them. Do Remember: **Each enquiry or change needs to be raised separately.**

Viewing Tickets and Ticket Statuses

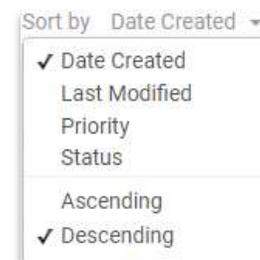
On the home page, CLICK **TICKETS**, what shows depends on what is selected in  the drop down.



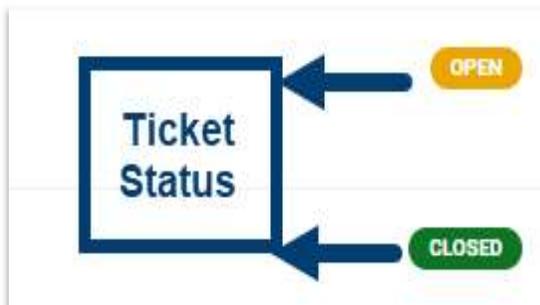
- You may view All Tickets.



- Or **Sort by** other criteria.



Ticket Status



- Each ticket created by either sending an email to the Staff hub mail box or those created via the HR Portal will appear **here**.
- You can visually see the status of your ticket(s). Additionally, CLICK on the ticket to add **Notes** to the ticket.
- In the background, an alert will go to the team dealing with tickets. Any **REPLY / ATTACHMENTS** you add on **HR Portal** is visible to the team and stays in the ticket history.

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Updating and Reopening Tickets

Imperial College London HR Portal (020 759) 41001

HOME **TICKETS** Lola Awofadeju New Ticket

The ticket has been updated.

Enter your search term here...

/ Tickets list

Ticket status → Closed since 18 hours 53 minutes

#INC-359 TEST - My outlook doesnt work - no emails are leaving my outbox

Lola Awofadeju reported 5 days ago

I am unable to send out emails - help!

Refreshes the ticket status → Update

Lola Awofadeju said 5 days ago

test

Kind regards

Lola

Lola Awofadeju said 4 days ago

Dear Lola,

A member of the HR Staff Hub team has replied to your enquiry. Please see their comments below:

To respond, just reply to this email. Alternatively if you would like to comment via the new HR Portal, you can do so by visiting <https://staff-hub.imperial.ac.uk/helpdesk/tickets/359>. (You will only be able to access the HR Portal if you are signed in to the Imperial College network)

Many thanks,
HR Staff Hub
Human Resources
By Phone: +44 (0) 2017 594 1001
Website: www.imperial.ac.uk/HR

Closed since 18 hours 53 minutes **Reply**

To update and reopen a CLOSED ticket, Click REPLY

TO MAKE THE CHANGES

- On the home page, CLICK **TICKETS** . CLICK the ticket that needs updating or re-opening.

- CLICK **Reply** to send further updates or re-open the ticket.

Lola Awofadeju

formatting tools

My ticket is still outstanding and hasnt been resolved

Add Attachment (optional) → Attach a file

Reply Cancel

REPLY - to update or reopen the ticket