



# GETTING HELP - WiTS

## USE WiTS TO GET ASSISTANCE WITH HR SYSTEMS

You can use WiTS to request assistance with the following HR Systems: Capital HR, DW/HRDB, E-Induction, eOPF, ER/LR-EWITS, HHS Careers, HR Portal, HRIBS, LMS, QuickClassification, USAJOBS, and WiTS.

### TIERS OF SUPPORT

- **Tier 0** = User Guides, Quick Reference Guides (QRGs), FAQs and online resources.
- **Tier I** = Branch PRUG representatives (WiTS SuperUsers). These are members of your organization with an advanced level of knowledge and troubleshooting skills related to WiTS. These staff members are available to assist you in resolving some of the more common problems / issues. A list of the current PRUG members can be found on the WiTS Community on the NIH Portal.
- **Tier II** = SPD's HR Systems Support (HRSS) Team which also includes the WiTS Team. Support at the Tier II level and beyond is only accessible via HR Systems Support.
- **Tier III** = The WiTS Technical Support Team.

## HOW TO GET ASSISTANCE WITH WiTS

### FIRST:

- Read the guidance (User Guides, Quick Reference Guides, FAQ, etc.) located on the **WiTS Community on the NIH Portal** to see if their issue is addressed in any of these documents.

### SECOND (IF YOUR ISSUE IS NOT RESOLVED):

- Consult your **PRUG representative (WiTS SuperUser)** to see if the issue can be resolved internally.

### THIRD (IF YOUR ISSUE IS NOT RESOLVED):

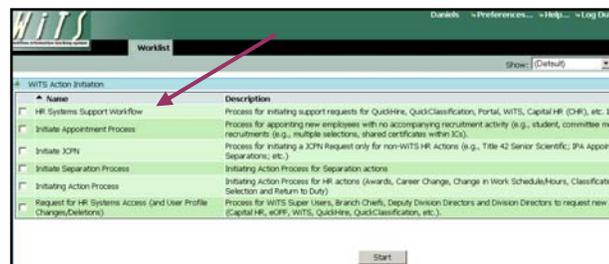
- **Contact HR Systems Support** by putting in a ticket. If you are unable to submit a ticket, contact HRSS via phone or email. HRSS will then make the determination as to where the ticket needs to be directed. You may be contacted by HRSS via email or telephone if more information is needed to troubleshoot your issue. When the ticket has been resolved, you will receive e-mail notification summarizing the problem and resolution.

## CONTACTING HR SYSTEMS SUPPORT

The preferred method for contacting HR Systems Support is to enter a WiTS (Help Desk) ticket. By using a WiTS Ticket, your response will receive priority and will be completed faster! Contacting HRSS can be done in one of two ways:

### I. FROM YOUR WiTS WORK AREA PAGE:

- Place a check in the checkbox next to "HR Systems Support Workflow" and click on "Start"
- Next, complete only Section I – Ticket Information on the HRSS ticket form



Enter your contact information here

Select the system you need assistance with

Enter your contact information here

Select the issue category that best describes your issue here – if none fit, select "Other"



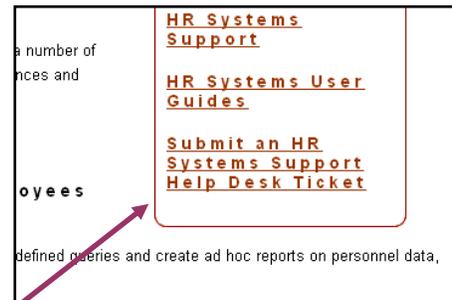
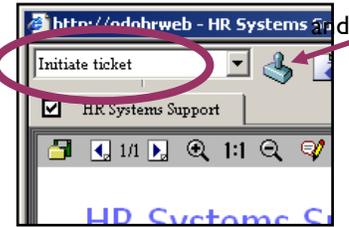
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- Next, submit your request by selecting "Initiate Ticket" from the drop down menu clicking on the rubberstamp

## 2. FROM THE HCG WEBPAGE

<http://hr.od.nih.gov/HRSystems/>

- Click on "Submit an HR Systems Support Help Desk Ticket"  
Next, complete the HR Systems Support Ticket



Enter your name and phone number and email address

Select the system you need assistance with

Select the issue category that best describes your issue here – if none fit, select "Other"

Write a short description of the situation you need assistance with

Click on "Submit Ticket" to initiate your request

### HR Systems Support Ticket - Help Desk

Date Initiated: 07/25/2008 15:03:00 \* Required Fields

Status: Pending

Full Name of User\*: Terrye Verge

Phone Number\* (No Dashes): 3015941461

System\*: WITS

Priority Code\*: Moderate

User Email\*: verget@od.nih.gov

Organization\*: SPD - SCWSB

Issue Category\*: Other - Specify in Description

Problem Description: enter your specific problem here with as much detail as possible (and screenshots of any error messages)

WITS #: enter the WITS # in question if applicable

Please verify that you entered a correct phone number and e-mail address so that HRSS can contact you.

Submit Ticket