

Quick Reference Guide:

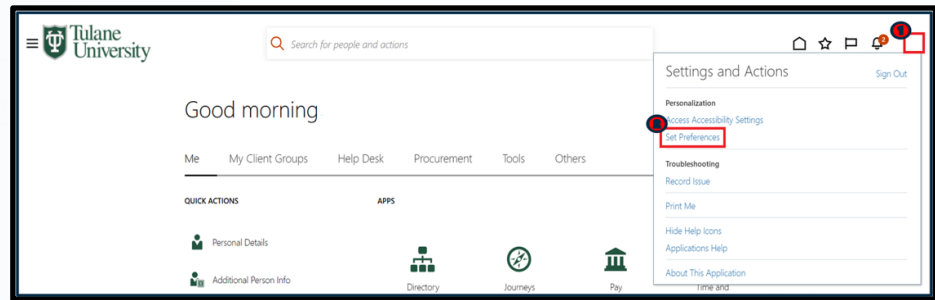
How to use HR Help Desk (All employees)

Purpose:

Use HR Help Desk to search for answers and submit service requests related to HR, payroll, benefits, and other HR support areas.

Step-by-Step:

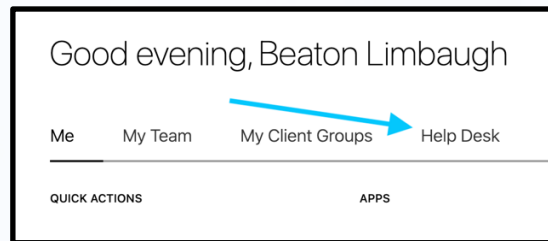
1. **One-time initial setup:** Click on your initials in the upper right of the WaveWorks homepage, then select **Set Preferences**.



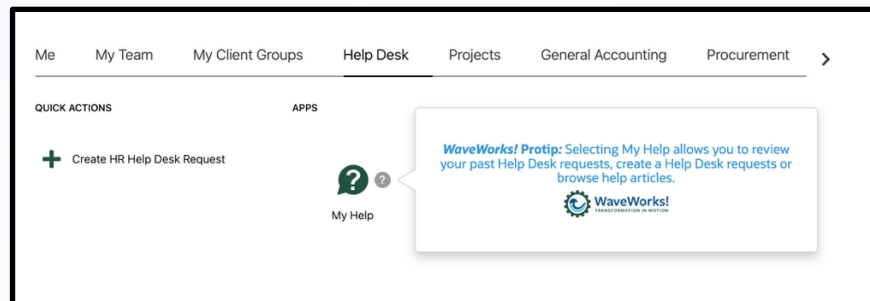
2. Select **Set Preferences**, then under **Preferred Knowledge Locale**, change from None to **English – United States**. Click **Save and Close** to exit.



3. Return to WaveWorks Homepage and click on **Help Desk**.



4. Click on **My Help** to search available topics related to your question or **Create HR Help Desk Request** by clicking on the + icon.



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5. Enter the required details, including Subject, Severity, Subject Category, etc.
6. Click **Save** to submit your Help Desk request.

New Help Desk Request [Cancel] [Save]

Subject: Additional pay

Severity: Medium Primary Point of Contact: Beaton Limbaugh Category: [Dropdown]

Detailed Description: Looking for pay advice information related to my April additional pay.

Attachments: Category: Miscellaneous

Drag and Drop: Select or drop files here.

URL: [Field] [Add URL]

7. Search **Knowledge Articles** for past Q&A related to your Subject category.

What do you want to do today?

Q: pay [Try searching by keyword or filter]

Knowledge Articles

Knowledge Articles Found

- Emergency closure (HFAQ9)
Go to <https://hr.tulane.edu/emergency-and-limited-closure> to find information for all employees relating to pay, timekeeping, employee assistance, and other resources relating to an emergency closure.
- Where can I find guidance on an emergency or limited closure? (HSOL9)
<https://hr.tulane.edu/emergency-and-limited-closure> to find information for all employees relating to pay, timekeeping, employee assistance, and other resources relating to an emergency closure. Production
- Separation resources (HFAQ8)
to find a variety of information on benefits, pay, system access, and other important topics relating to separation from the University. This information applies to both voluntary and involuntary terminations.
- Where can I find guidance and resources for transitioning out of employment from Tulane University? (HSOL8)
to find a variety of information on benefits, pay, system access, and other important topics relating to separation from the University. This information applies to both voluntary and involuntary terminations.

8. To track your requests, review open and past requests under **View My Requests**. Click a request to add comments or review updates.

What do you want to do today?

Q: Try searching by keyword or filter

Browse Popular Articles

| | | | |
|--|--|---|--|
| HCM-Solution How do I find Tulane's Policy Library? qtweppcc wtjkwzr Last Update Date 08/21/2025 2:56 AM | HCM-Solution How do I report an incident of discrimination or harassment? qtweppcc wtjkwzr Last Update Date 08/21/2025 2:56 AM | HCM-Solution When are University Holidays? qtweppcc wtjkwzr Last Update Date 08/21/2025 2:57 AM | HCM-Solution What are Restorative Practices, and how can I learn more about them? qtweppcc wtjkwzr Last Update Date 08/21/2025 2:57 AM |
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View My Requests ←