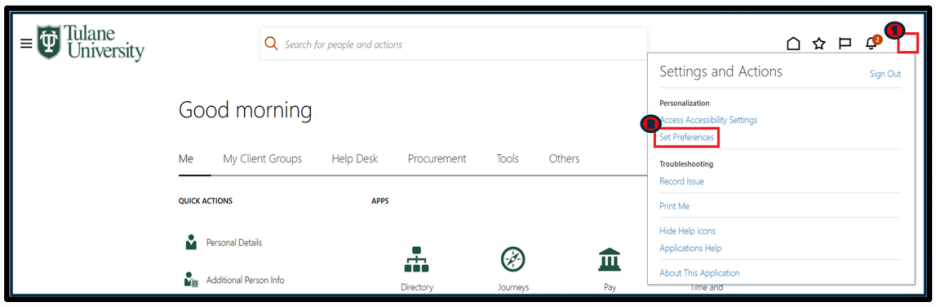
Quick Reference Guide:
How to use HR Help Desk (All employees)

Purpose:

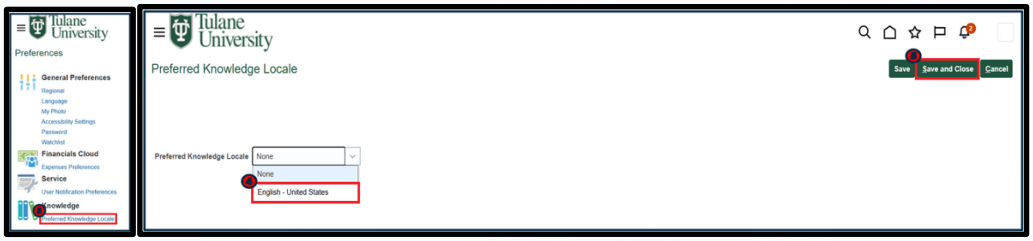
This Quick Reference Guide explains how to use HR Help Desk in WaveWorks to search for answers and submit service requests related to HR, payroll, benefits, and other HR support areas. Return to HR Help Desk in WaveWorks to check your requests for comments, updates, and responses.

Step-by-Step:

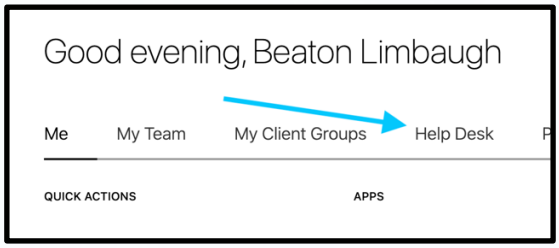
1. **One-time initial setup:** Click on your initials in the upper right of the WaveWorks homepage, then select **Set Preferences**.



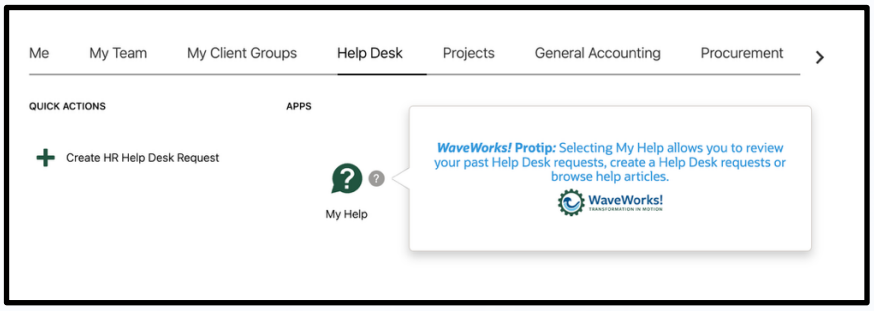
2. Select **Set Preferences**, then under **Preferred Knowledge Locale**, change from None to **English – United States**. Click **Save and Close** to exit.



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

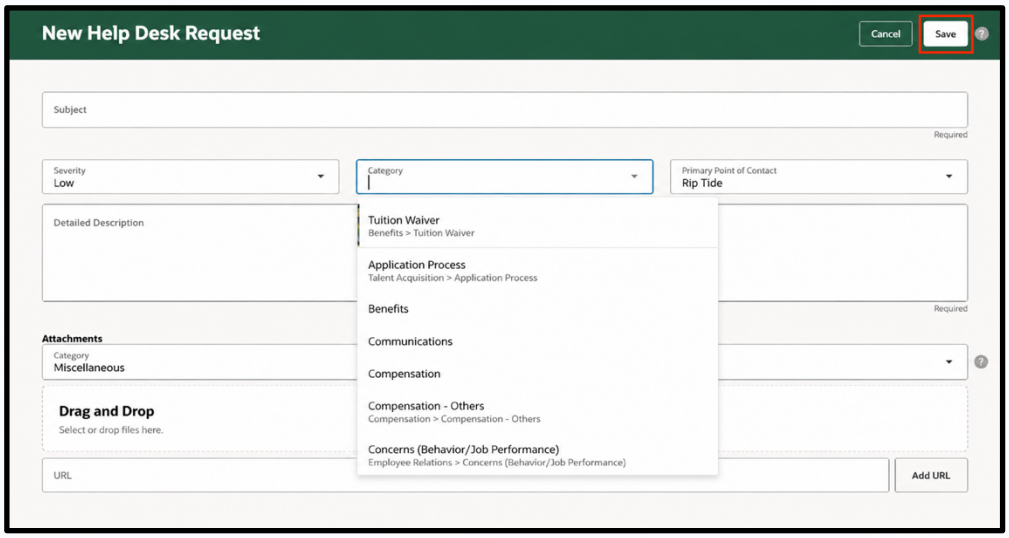


4. Click on **My Help** to search available topics related to your question or **Create HR Help Desk Request** by clicking on the + icon.



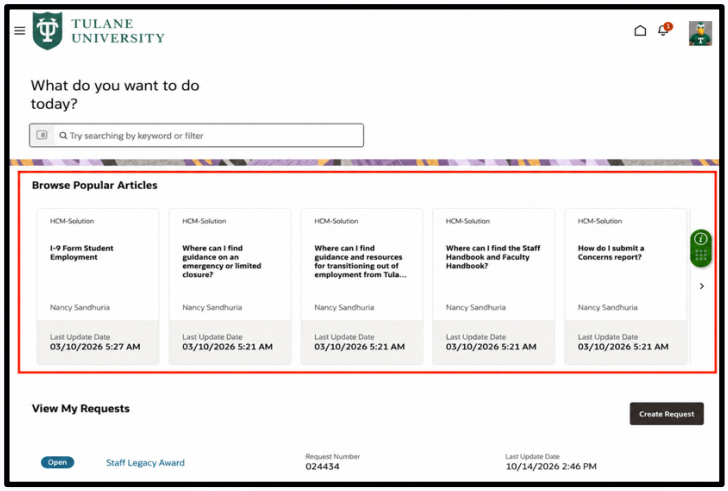
5. Enter the required details, including Subject, Severity, Category, etc.

   Click **Save** to submit your Help Desk request.



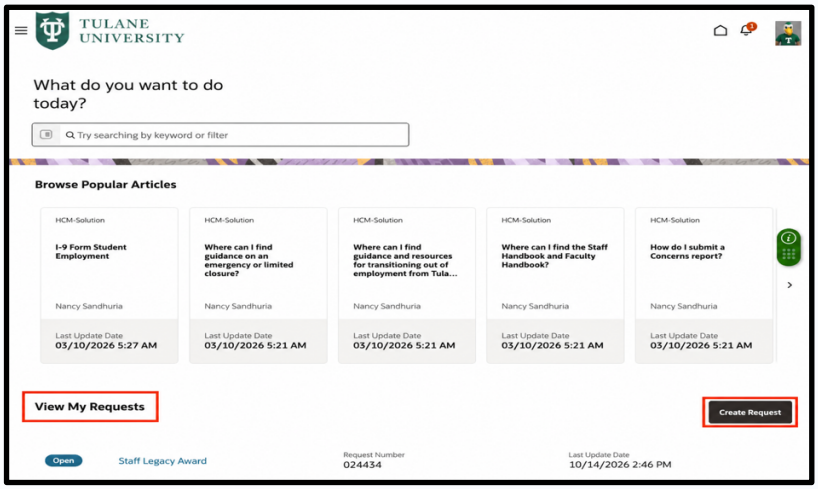
6. In the search bar, enter keywords related to your question or issue.

   Review the results under **Browse Popular Articles** for existing articles or answers that may help resolve your request.



7. Under **View My Requests**, review your existing requests to track their status and view updates or comments. Select a request to review its details, read comments, or add a comment.

   To start another Help Desk request, select **Create Request** and follow steps 4-6.



HR Service Areas

Where to submit your request

Submit through the HR Help Desk in WaveWorks

Talent Acquisition

- Post a position
- Recruit for a vacancy
- Student employment
- Background checks
- Onboarding
- Extend an offer
- Job advertising

Talent Development

- Required and compliance training
- Professional development
- Leadership programs
- Workshops

Benefits & Leave

- Medical/Dental/Vision
- Retirement
- FSA/HSA
- Open Enrollment
- Life Events
- FMLA
- Leave questions

Compensation

- Job descriptions
- Reclassification
- Salary adjustments
- Market reviews
- Pay grades
- FLSA questions

Payroll*

- Paychecks
- Direct deposit
- W-4/W-2
- Deductions
- Timekeeping
- Final paycheck

Employee Relations

- Policy guidance
- Workplace concerns
- Corrective Actions
- Performance management
- Investigations
- HRBP support

HR Records

- Employment verification
- Personnel records
- Verification letters
- Copies of HR records

How to Submit

Log in to WaveWorks and select the HR Help Desk to submit your request.

Submit through ServiceNow

Access Requests

WaveWorks system access via the Access Form

Finance (ERP)

Finance and ERP questions via the Help Request Form

IT Requests

Technical and IT-related support requests (WaveWorks issues, Line Manager corrections, ICP support, etc.)

**Payroll is a separate department from Human Resources, but requests should still be submitted through the HR Help Desk*