Know your Way around the HR PORTAL

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.

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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 [New Ticket] or on Ask the Staff Hub.

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**.

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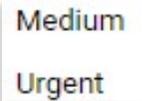
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HR PORTAL – This area allows you to review the status of your enquiries and will allow you to update or re-open them. Do Remember: **Each enquiry or change needs to be raised separately.**

Viewing Tickets and Ticket Statuses

On the home page, CLICK **TICKETS, what shows** depends on what is selected in ⌄ the drop down.
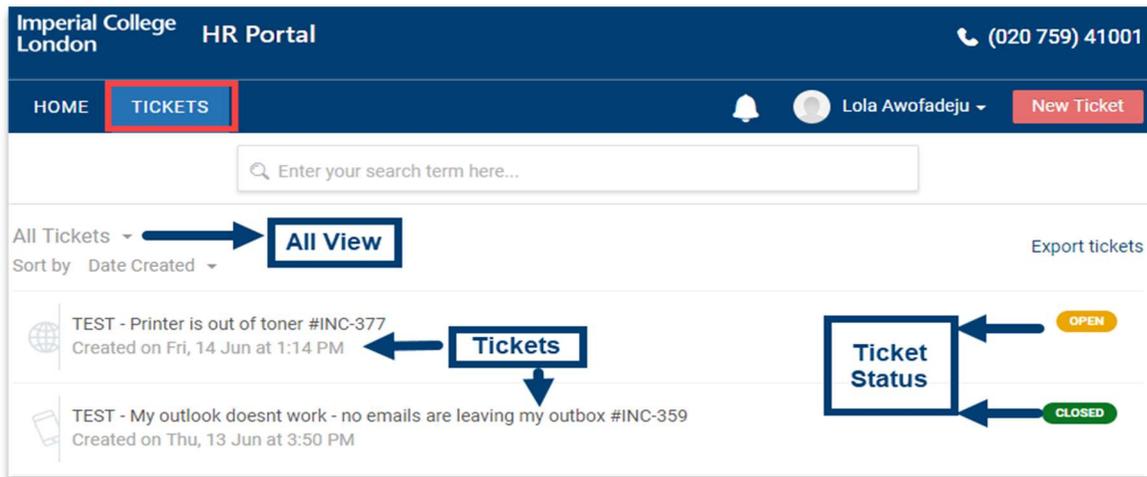
- You may view All Tickets.

- Or **Sort by** other criteria.
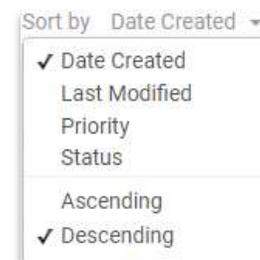
Ticket Status
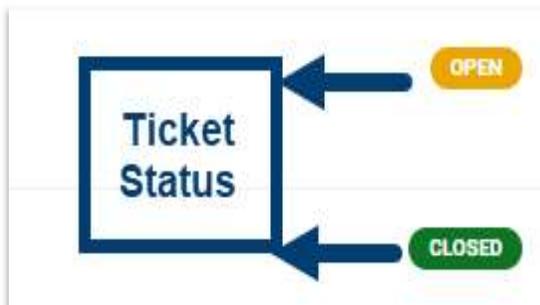
- Each ticket created by either sending an email to the Staff hub mail box or those created via the HR Portal will appear **here.**

- 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

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.

formatting tools

Add Attachment (optional)

REPLY - to update or reopen the ticket