

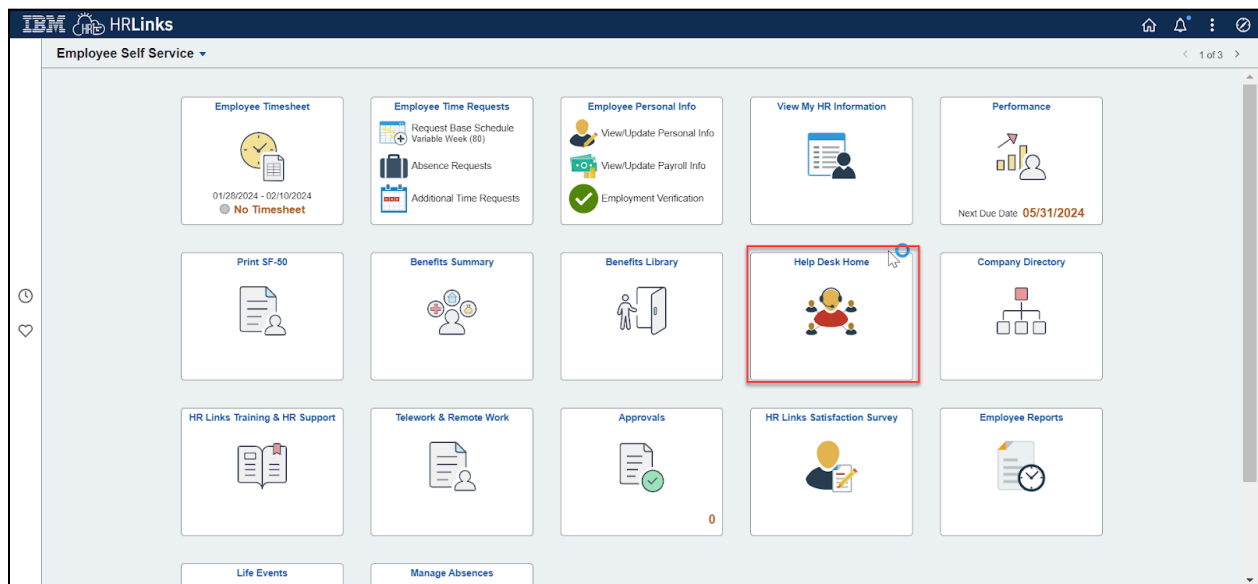


# Submitting a Phire Ticket in HR Links

Follow this job aid to learn how to submit a phire ticket in HR Links when you encounter an issue in the system.

## Submit a Phire Ticket

1. Select the **Help Desk Home** tile.



2. Select **Create Issue** to create a phire ticket.



# Submitting a Phire Ticket in HR Links

IBM HRLinks

Favorites > Main Menu > Employee Self Service > HR Links Help Desk Home

Phire Help Desk Home Phire v12.2.02

**Create Issue**  
Create a new Issue in the system.

**View Issues**  
View my Issues.


**Suggestion Box**  
Submit suggestions to the PeopleSoft Support Team.

**My Preferences**  
Display/Update my profile and preferences.

**DO NOT ENTER ANY PII / MEDICAL / FINANCIAL DATA IN THIS TICKETING SYSTEM. (GSA / NCUA / OPM / RRB) employees are prohibited from entering PII, medical, or financial information types in the HR Links Phire ticketing system consistent with agency information security and privacy policies and controls**

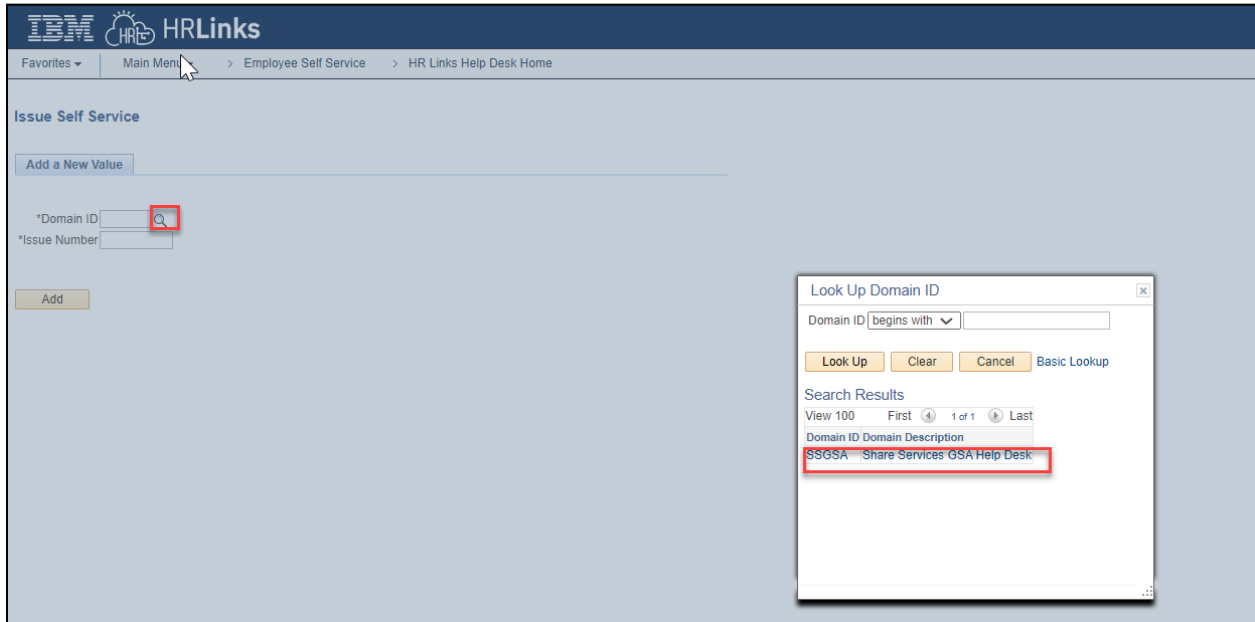
Users that enter this type of information in the HR Links Phire Ticketing System will have the data removed by HR Links Help Desk Analysts, the ticket will be closed, and the user will be notified to resubmit the ticket without including prohibited PII / medical / financial information.

The main HR Links application is authorized by HR Links agencies (GSA / NCUA / OPM / RRB) to collect Federal employee data such as Name, Social Security Number (SSN), Employee Number, Date of Birth/Age, Home address and telephone number, Race and National Origin data, Gender, Handicap Code, Birth Date, Marital Status, Reprimands and Warnings, Education History, and Benefits. This Personally Identifiable Information (PII) is generally the most sensitive information included in the system. Other information includes payroll, accounting, pay and leave entitlement records, payroll deduction and withholding, and time and attendance records.

3. Select the magnifying glass icon  and select Domain ID **SSGSA** when the pop up window opens.



# Submitting a Phire Ticket in HR Links



4. Select **Add**.



5. Input the details of your issue within the Phire ticket. Enter the following details in HR Links:




# Submitting a Phire Ticket in HR Links

- A Title for the phire ticket
- A Functional Area
- A description of the issue (remove the wording highlighted below)
- Attach any screenshots or other documentation that can help explain the issue encountered

IBM HRLinks

Favorites ▾ Main Menu ▾ > Employee Self Service > HR Links Help Desk Home

Phire  Phire v12.2.02

Create an Issue

Issue Number: NEXT

\*Title:

\*Type: Issue ▾

\*Functional Area: ▾

\*Priority: Low ▾

Description:

Please enter the description of your issue here. Please include navigation of the page, name of query and/or detailed instructions on how to replicate the issue as well as employee id, effective date and effective sequence if referencing a HR action. This will greatly assist IBM in replicating the issue or diagnosing the issue as quickly as possible.

Please also refer to the comments section, the yellow scroll in the upper right hand corner when communicating back and forth with IBM. To reassign a ticket back to IBM please update the status field to assigned and update the assigned field to the name that is labeled in the notified field.

*If the View button fails to open the attachment, then try holding "ctrl" key while clicking the button, or checking your browser security settings.*

Attachments			
Type	Description	File Name	Attach
<input type="text"/>	<input type="text"/>		<input type="button" value="Attach"/> <input type="button" value="+"/> <input type="button" value="-"/>

Back To Help Desk Home

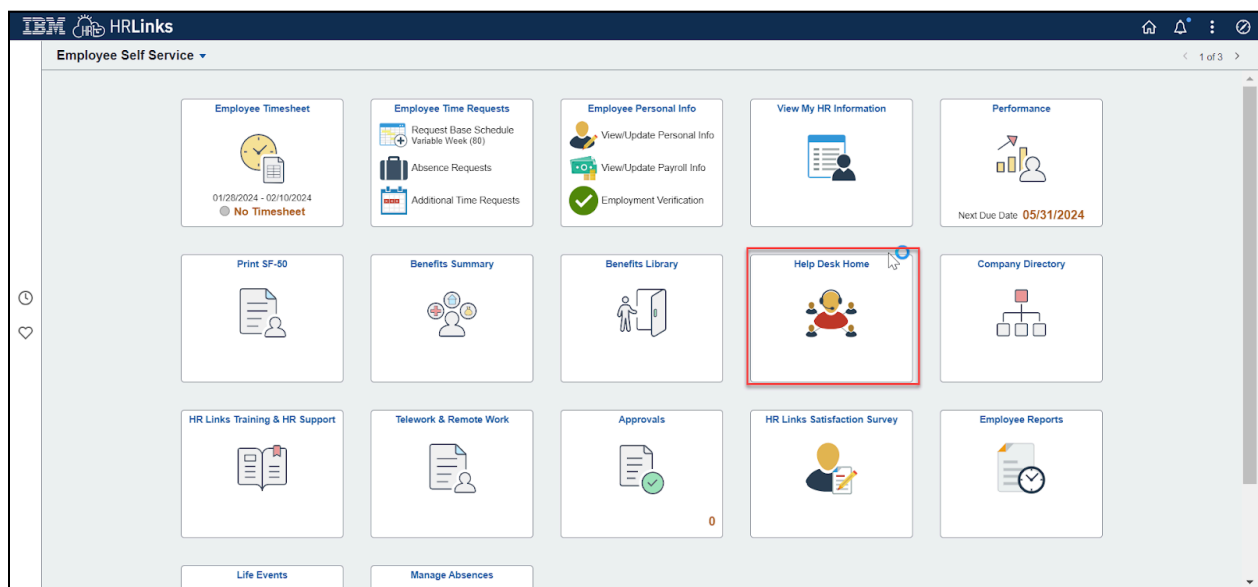
6. Select **Submit**. The phire ticket will be submitted for review by the vendor. You have successfully submitted a phire ticket in HR Links. Your phire ticket will be assigned a ticket number. You will receive an email from HR Links with details of your phire ticket submission.



# Submitting a Phire Ticket in HR Links

## Respond to a Phire Ticket

7. Select the **Help Desk Home** tile.



8. Select **View Issues** to respond or update a phire ticket.



# Submitting a Phire Ticket in HR Links



**IBM** **HRLinks**

Favorites ▾ | Main Menu ▾ > Employee Self Service > HR Links Help Desk Home

**Phire**  Phire v12.2.02

**Help Desk Home**

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9. Select your phire ticket to update.



# Submitting a Phire Ticket in HR Links

The screenshot shows the IBM HR Links interface. At the top, there is a navigation bar with 'IBM HRLinks' and a breadcrumb trail: 'Favorites > Main Menu > Employee Service > HR Links Help Desk Home > My Issues'. Below this, there are tabs for 'Assigned to Me' and 'My Issues'. The user information is 'User: GSA( ) - Erin S'. There are 'Refresh' and 'Add' buttons. A checkbox for 'Only Show Open Issues:' is checked. The main content is a table of tickets with columns for 'Issue Number', 'Title', 'Functional Area', 'Open Date', and 'Status'. The ticket with ID 'SSGSA-IS021857' is highlighted with a red box.

Issue Number	Title	Functional Area	Open Date	Status
SSGSA-IS020940	HR Links Training & HR Support Tile update url it links to	Training	05/22/2023 4:20PM	Hold
SSGSA-IS021524	CR 234 - Adding the Print SF52 access to the GSA HR Spec role	Human Resources	08/24/2023 1:56PM	Assigned
SSGSA-IS021857	Accessibility Issues	Performance Management	10/11/2023 12:40PM	In Research
SSGSA-IS022147	HR Links Training & HR Support Tile update for CABS	Training	11/16/2023 12:29PM	Hold

10. Select the yellow scroll icon  to view updates on your phire ticket and see response from the vendor. Add additional comments in the open text box and **Post** or Select **Ok** to close. Select **Ok** to close out of updating the phire ticket. You have successfully updated your ticket.



# Submitting a Phire Ticket in HR Links

The screenshot shows the HR Links interface for submitting a Phire ticket. The main window displays the ticket details for issue SSOSA-IS021857. A 'Notes' dialog box is open, allowing the user to add a comment to the ticket. The dialog box has a 'Comment' text area, a 'Note Type' dropdown menu, and a 'Post' button. Below the dialog box, a table shows the history of notes added to the ticket.

Create Date	Created By	Comment	Note Type
11/08/2023 2:50PM	lspingola - Liz Spingola	Hello, This issue will be fixed within the first release in 2024.	Status Update
11/02/2023 12:59PM	lspingola - Liz Spingola	Hi Erin, Thanks for your ticket. I am putting in a ticket for you to change the alt text of the icon and the link so that it is not read twice by the screen reader. I will update you when that change has been made live. As for the adding in comments, there was a fix that was pushed. Please let me know if you have any issues with this still. Thanks, Liz	Status Update
10/26/2023 4:07PM	lkennell - Logan Kennell - IBM	IBM is still researching the issue.	Status Update
10/11/2023 1:11PM	lkennell - Logan Kennell - IBM	Hello, We have received your case.	Status Update

The 'Notes' dialog box has an 'OK' button highlighted with a red box. The main window also has an 'OK' button highlighted with a red box at the bottom left.