



User Manual For Employees (HC HelpDesk)

Table of Contents

Introduction:	2
User Login	2
HC Service Categories - Overview	4
Create HC Helpdesk Request	5
Terminologies:	10

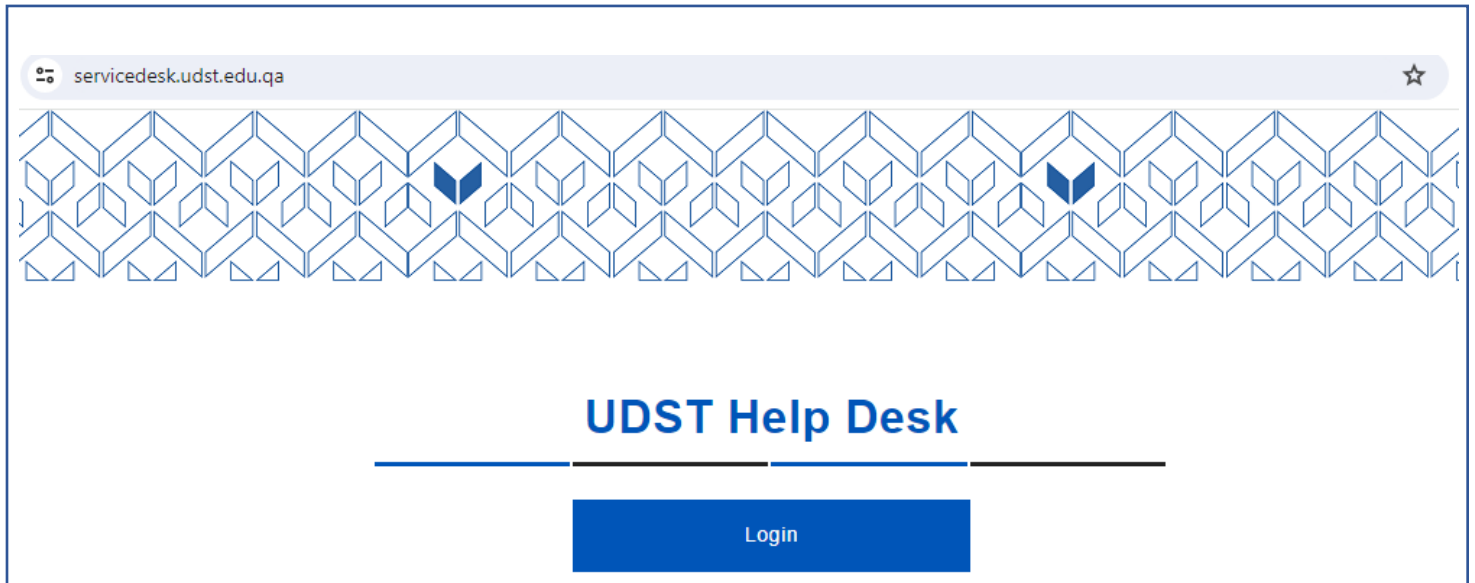
Introduction:

This User Manual is designed to guide users on how to create request in HC Helpdesk

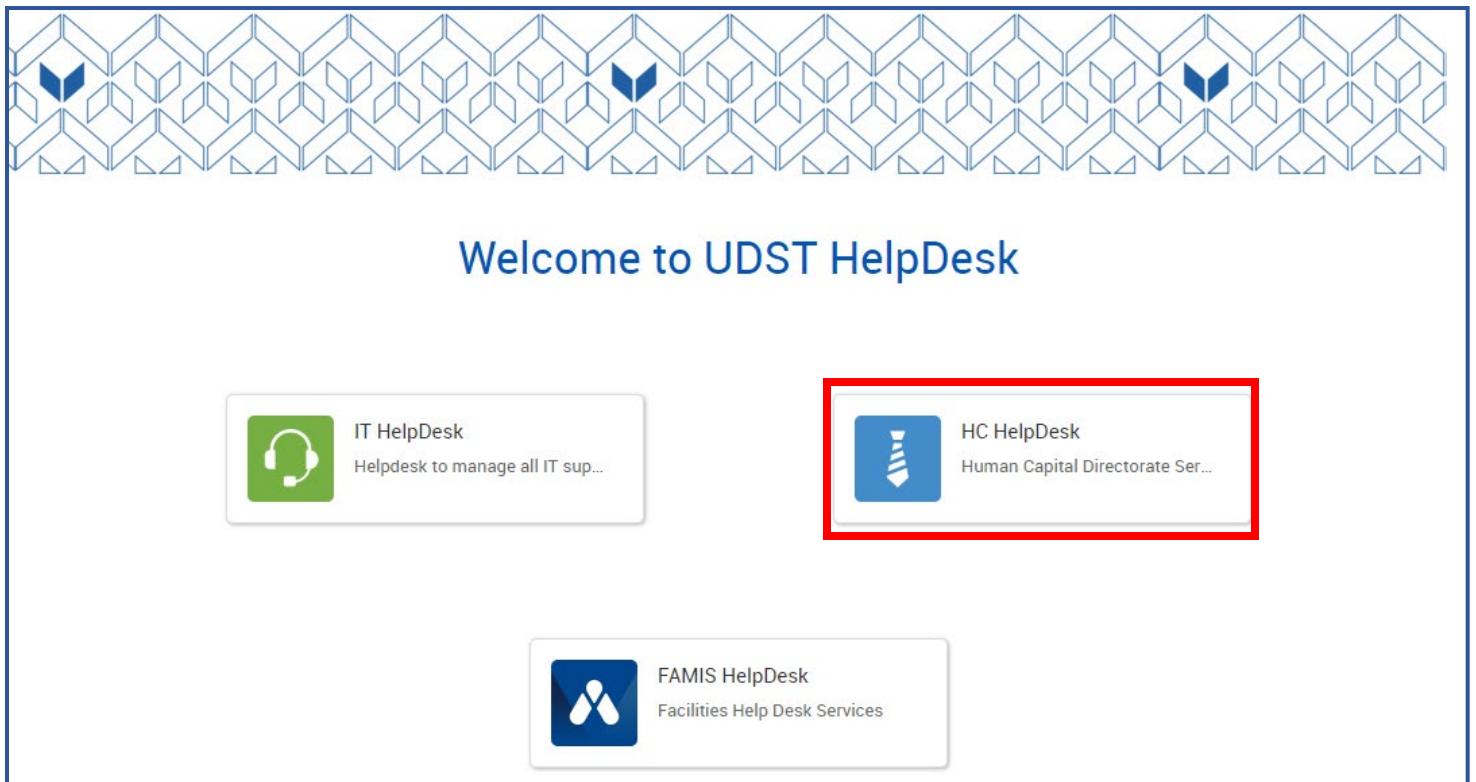
User Login

Kindly use the below URL to access HC HelpDesk platform. For login, click on the Login button and provide your UDST email account as username (e.g. 60XXXXXX@udst.edu.qa) and password for the verification. Once email and passwords are verified then you will be navigated to main dashboard.

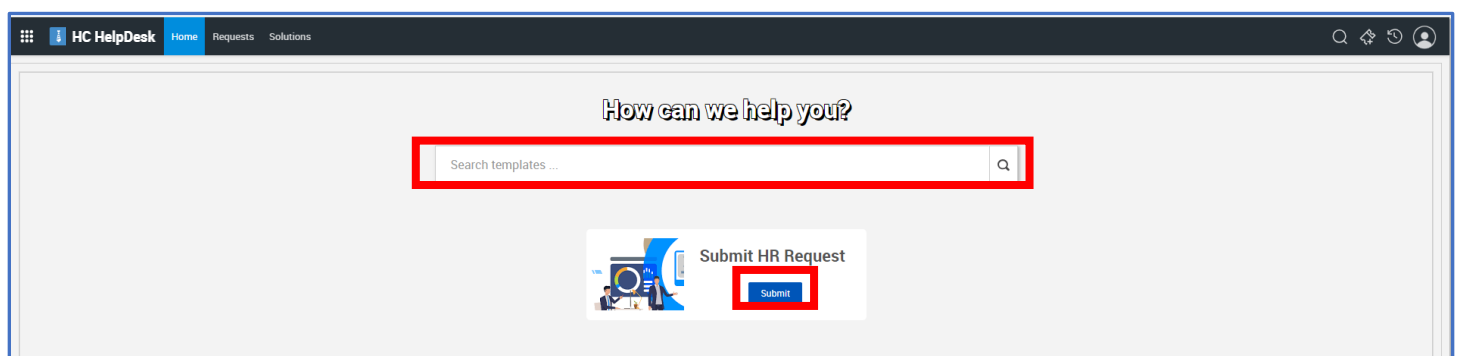
<https://servicedesk.udst.edu.qa/>



On successful login, you can see the below home screen. Please select HC HelpDesk option to raise request with Human Capital Directorate.



On the next screen, you will see the main landing page from where you can submit a new request. To Submit a new request, you can click on submit button to view different request categories or you can do quick search by typing text in search bar and it will show you all the matching request categories as per the search string.



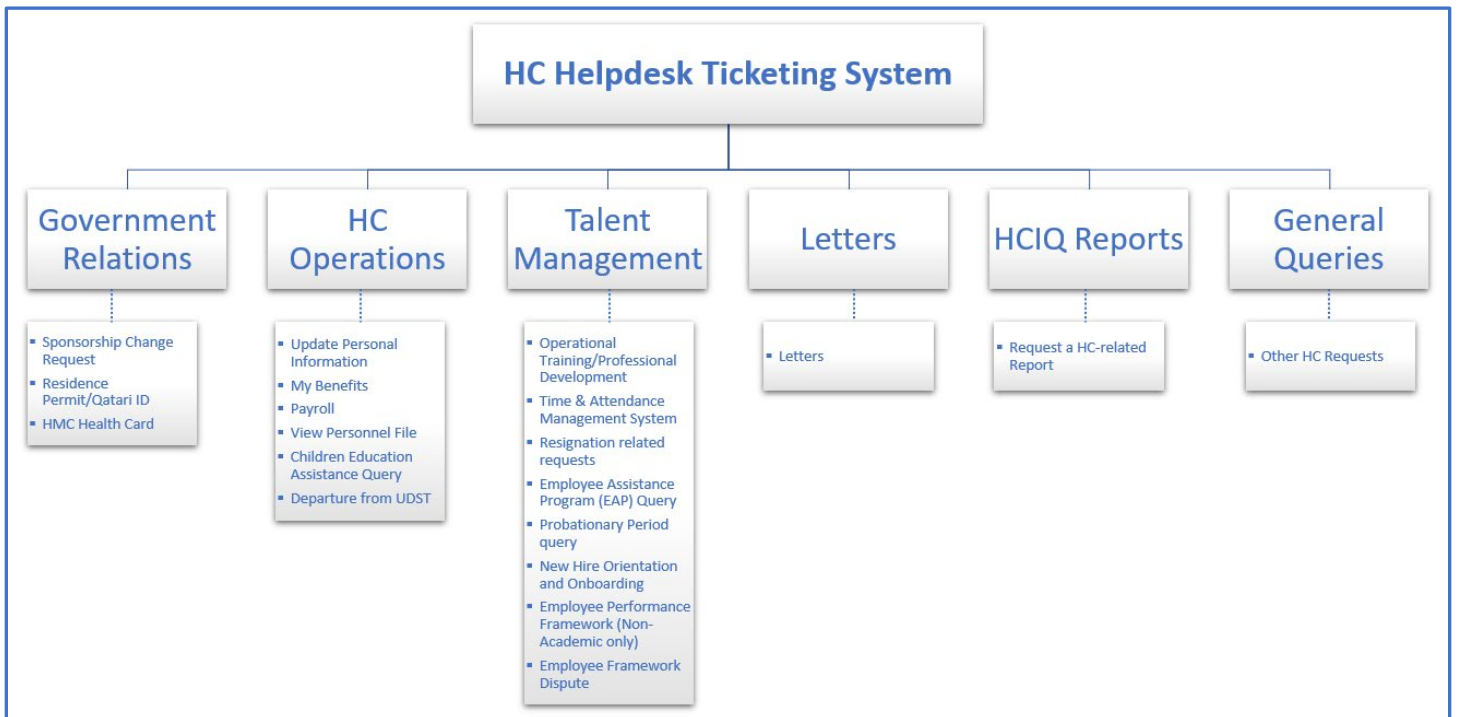
After you click on the submit button, you will be directed to the HC Service Categories and select the appropriate categories depending on the request. Each main HC Service Categories are defined several sub-categories.

HC Service Categories - Overview

HC Request Process Flow:

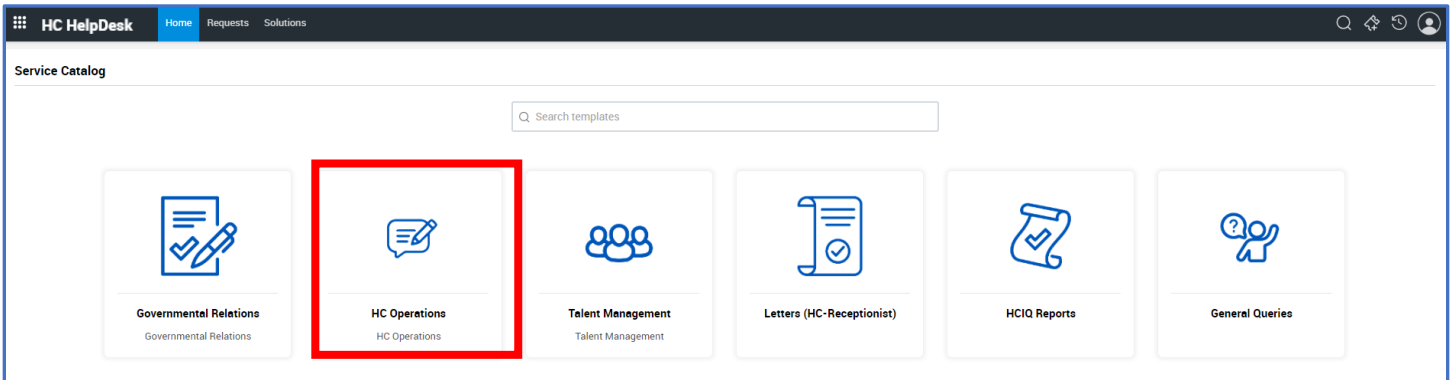


HC Service Categories:

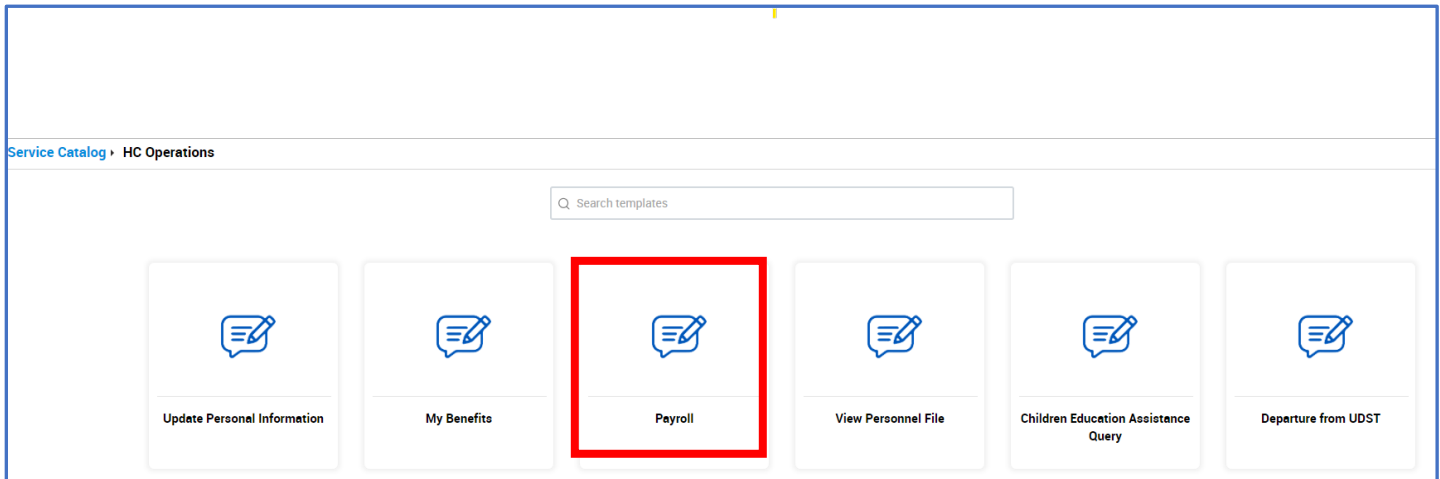


Create HC Helpdesk Request

For Example: Click on the HC Operations tile and on next screen you can view sub categories



Click on any of the below sub category to view the request form and submit the request.



Example: Click on the Payroll tile on the previous screen and you can see the below request form.

The screenshot shows the 'Payroll' request form in the HC HelpDesk system. The form includes the following fields and sections:

- Requester:** SD-HamadTest
- Category:** Payroll
- Status:** Open
- Subcategory:** Salary Pay Query
- Subject:** Salary Pay Query
- Description:** A large empty text area for providing details about the request.
- Help Card:** A sidebar on the right with the following text:
 - Help Card**
 - Should you wish to **change your payroll bank account** please make sure to submit:
 - (1) NOC from your previous payroll bank
 - (2) IBAN certificate of your new payroll bank
 - Please make sure that you submit documents to C&B Specialist to move forward with this request.
- Resources:** A section at the bottom of the form.
- Buttons:** Add request, Reset, Cancel, and a refresh icon.

Subcategory: Select the request type from the drop own list

Description: Provide more information regarding your request in this text area

Help Card: Help note is available on the right side of the page for any further instruction or notes related to the service request

Fields required to be filled on request form will differ based on the service catalog category you select. Make sure all mandatory fields are updated and if any attachment is mandatory then kindly upload the same.

Once all the required information is filled. Click on the submit button to submit this request.

Upon successful submission of request, you will receive an acknowledgement email mentioning Request ID and other request details.

HR HelpDesk

Mon 4/29/2024 8:17 AM

جامعة الدوحة
للعلوم والتكنولوجيا
UNIVERSITY OF DOHA
FOR SCIENCE & TECHNOLOGY

HC Help Desk

Acknowledgment Mail For You

Dear Nawale, Pranit Rajendrakumar,

Thank you for reaching out to our HC Helpdesk system. This email is to confirm that we have received your request.

Your request has been created with id 400001095.
You may track the status of your request at <https://servicedesk.udst.edu.qa/WorkOrder.do?woMode=viewWO&woID=400001095&PORTALID=4201>

Please note:

- The majority of requests will take up to 3 days to be processed.
- For letter or Document Request: If you are unable to pick up your document or letter within 15 days, it will be kept in your file within the Human Capital Directorate.

If you have any further questions or concerns, please do not hesitate to reach out to us.


Best Regards,
HC Helpdesk Team
4495 - 2501

Disclaimer: Please do not reply to this message; it is an automatically generated system message.

Al Tarafa, Jelaiah Street
Duhail North
P.O. Box 24449
Doha, Qatar
Tel.: +974 4495 2222

udst.edu.qa


HC staff will be working on the request and for any additional details or clarification they may communicate with you via emails. At the end when request is processed, then HC staff will change status to completed and you will receive email notification.



HR HelpDesk
To [Redacted]

Reply Reply All Forward ...

Mon 4/29/2024 8:20 AM



HC Help Desk

Acknowledgment Mail For You

Dear Nawale, Pranit Rajendrakumar,


We are pleased to inform you that your request has been completed.


You may view the complete details of your request at
<https://servicedesk.udst.edu.qa/WorkOrder.do?woMode=viewWO&woID=400001095&PORTALID=4201>

If you have any further questions or concerns, please do not hesitate to reach out to us.

Best Regards,
HC Helpdesk Team
4495 - 2501

Disclaimer: Please do not reply to this message; it is an automatically generated system message.


Al Tarafa, Jelaiah Street
Duhail North
P.O. Box 24449
Doha, Qatar
Tel.: +974 4495 2222

udst.edu.qa


To view any existing request status, go to the Home page of the HC Helpdesk and click on the Request tab

ID	Subject	Requester	Assigned To	DueBy Date	Status	Created Date	Site	Priority	Group
400001269	View Personnel File	SD-HamadTest	Unassigned	Mar 17, 2024 10:42 AM	Open	Mar 12, 2024 10:42 AM	-	-	HC Ops
400001268	Confirmation of Employ...	SD-HamadTest	SD-MahaTest	Mar 17, 2024 09:16 AM	Open	Mar 12, 2024 09:16 AM	-	-	HC Ops - Letter
400001265	Confirmation of Address	SD-HamadTest	SD-MahaTest	Mar 13, 2024 09:09 AM	Open	Mar 10, 2024 09:09 AM	-	-	HC Ops - Letter
400001264	Sponsorship Chang...	SD-HamadTest	SD-MonabelTest	Apr 14, 2024 09:08 AM	Open	Mar 10, 2024 09:08 AM	-	-	HC Ops
400001254	Cancellation of QID	SD-HamadTest	SD-IbrahimTest	Mar 11, 2024 01:29 PM	Open	Mar 6, 2024 01:29 PM	-	-	Governmental Relations

Click the request to check the details

#400001254 Cancellation of QID
by SD-HamadTest on Mar 6, 2024 01:29 PM
DueBy: Mar 11, 2024 01:29 PM (Delay by 40 days) 3 Days SLA

Status: Open
DueBy Date: Mar 11, 2024 01:29 PM

Employee ID: SD-HamadTest
Department Name: Finance
Phone: 123123
Office Location: UDST
QID: [Redacted]
Job title: [Redacted]
Reporting To: SD-WataaTest
Mobile: 123123
Paygroup: OSD

Category	Departure from UDST	Priority	Not Assigned
Subcategory	Cancellation of QID	Employee ID	SD-HamadTest
Comments History	-	Last Working Date	Mar 25, 2024 01:28 PM
		Travel Date	Apr 3, 2024 01:29 PM

Description:	test
Note:	Please attach your QID(mandatory) and your Spouse' QID (mandatory if applicable)
Site:	Not associated to any site
Status:	Open
HR Staff:	SD-IbrahimTest
Created By:	SD-HamadTest
Template:	Departure from UDST
DueBy Date:	Mar 11, 2024 01:29 PM
Group:	Governmental Relations
Service Category:	HC Operations
Department:	Finance
Created Date:	Mar 6, 2024 01:29 PM
Last Update Time:	-

Terminologies:

SN	Term	Description
1	Service Level Agreement (SLA)	this is the target working days to take action and complete on the request
2	Requester	the employee who the request is created for
3	Status:	
	- Open	newly submitted request
	- In Progress	the request is in progress and action from the support team has been initiated
	- Assigned	the request has been assigned to designated HC Support Member
	- On Hold	the request has been put on hold due to certain reason
	- Pending for Approval	if the request requires approval from certain approval levels
	- Resolved	the request has been delivered by the HC Support Member
	- Closed	the request has been closed that may or may not require the requester's confirmation and no further action is required
4	HR Staff	Assigned HC Support Member on the request
5	Category	HC Service Category type
6	Subcategory	HC Service Subcategory under the category type
7	Help Card	Located at the right side of the request creation page where notes and detail instruction from the HC Team are written