

Create and Monitor a Help Center Case

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OVERVIEW

Help Center Cases are inquiries that may be made by Teammates for HR Partners to assist and resolve related to various HR programs and functional areas. This guide covers how Teammate create a case for HR assistance & how cases can be checked for updates after they have been submitted.

CREATE A HELP CENTER CASE

The steps below walk through creating a new Help Case for Teammates:

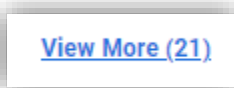
1. Log into the Employee Work Center (“EWC”) by going to <https://link.nebraska.gov> and clicking on the Employee Work Center option.
2. After logging in, click the “Menu” button in the upper left-hand side of the Welcome page.



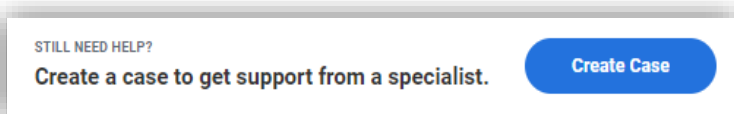
3. Click the “Help” icon to go to the Help Center, where you can review Help Articles and create Help Cases.



4. Review the library of Help Articles to see if your specific question is already answered by clicking on “View More.”



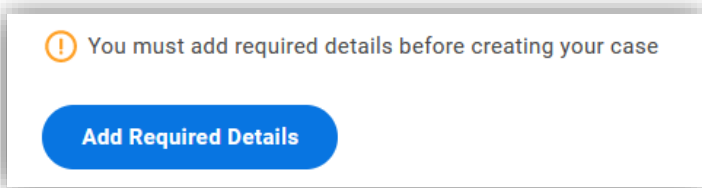
5. If your question is not answered by the Help Articles, proceed to creating a Help Case by clicking the “Create Case” button in the Help Center.



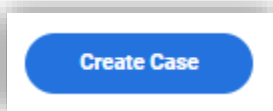
6. Fill out the Case's form domains, as applicable.

- **Create For** will automatically populate your name. However, if you are submitting a ticket on behalf of someone else, delete your name and add theirs.
- **Created About** is an optional domain that can be used if you are submitting a case about someone else, but not for them (i.e. a supervisor submitting an Exiting Teammate Notification Case about a teammate that will be leaving their supervision).
- **Case Type:** From the drop-down menu, select the subject that most closely relates to your case.
- **Case Title** is a brief summary of what your case is about.
- **Description** should contain all necessary details about your request.

7. Depending on the Case Type you may be prompted for additional information. If this is necessary an "Add Required Details" button will appear towards the bottom of the page with subsequent questions and/or document requirements.



8. After all required information has been filled out, click the "Create Case" button at the bottom of the page.



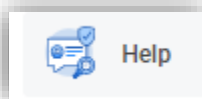
MONITOR A HELP CENTER CASE

The steps below walk through checking a Help Case that you've previously made for updates:

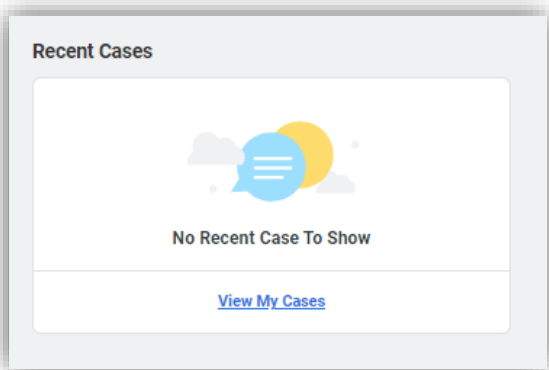
1. Log into the Employee Work Center ("EWC") by going to <https://link.nebraska.gov> and clicking on the Employee Work Center option.
2. After logging in, click the "Menu" button in the upper left-hand side of the Welcome page.



3. Click the "Help" icon to go to the Help Center, where you can review Help Articles and create Help Cases.



4. Recently submitted cases are shown to the right; click the name of a case to view it or click the "View Your Cases" to see all cases you have submitted.



5. After clicking the name of a case, you can review the details, communicate with the Case Solver, upload applicable documents, etc. The bottom of the page will contain any updates made to the case. You can click the "Reply" or "Add Attachment" button to add additional information, if needed.

FURTHER ASSISTANCE

For further assistance you can reach out to your HR team or the LINK help desk:

- For assistance logging into and navigating the Employee Work Center, contact the LINK help desk at as.linkhelp@nebraska.gov.
- For assistance with specific matters related to a Help Case, reach out to your HR support team.