

Create and Monitor a Help Center Case

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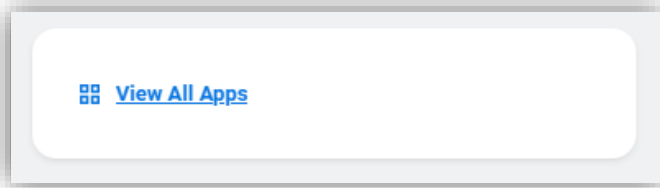
OVERVIEW

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.

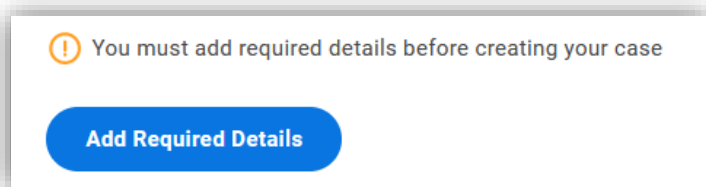
CREATE A HELP CENTER CASE

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

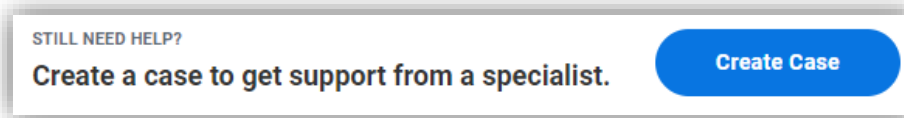
1. Log into the Employee Work Center (“EWC”) by going to <https://link.nebraska.gov> and clicking on the Employee Work Center option.
2. After logging in, click the “View All Apps” link on the right side of the Welcome page.



3. Click the “Help” icon to go to the Help Center, where you can review knowledge articles, existing cases, and create new cases.
4. Fill out the form with the requested info:
 - **Case Type** should be the subject most closely related to your case.
 - **Case Title** is a brief summary of what your case is about.
 - **Description** should contain all necessary details about your request.
5. 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.



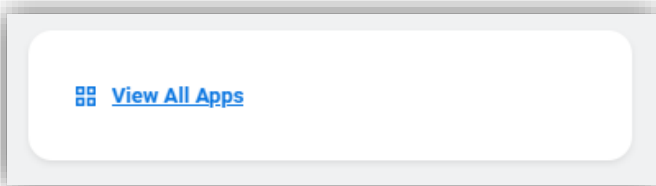
6. After all required information has been filled out, click the “Create Case” button at the bottom of the page to submit your case to HR.



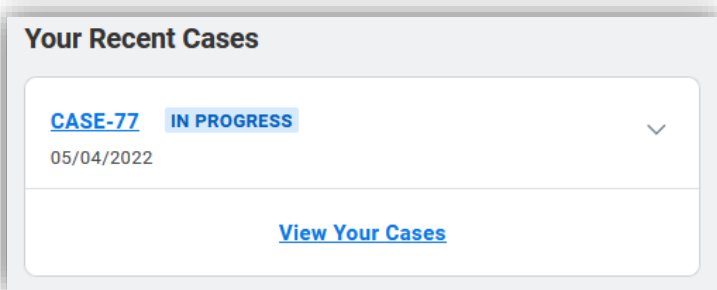
MONITOR A HELP CENTER CASE

This section walks through checking a Help Case you have 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 “View All Apps” link on the right side of the Welcome page.



3. Click the “Help” icon to go to the Help Center, where you can review knowledge articles, existing cases, and create new 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; 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.