Manage a Help Center Case

Table of Contents

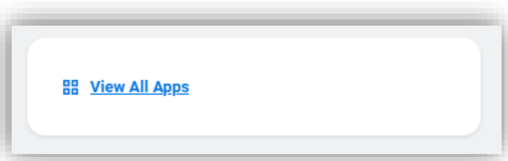
Overview

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 HR Partners can work with Help Center Cases.

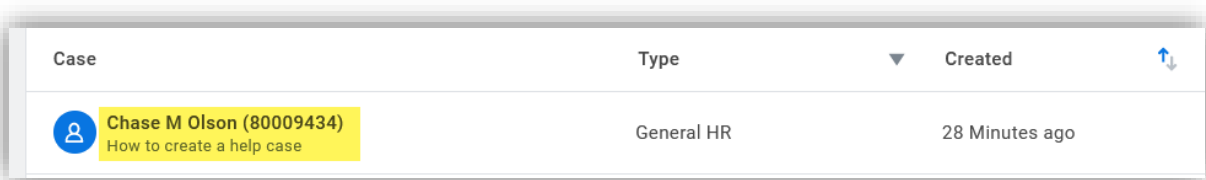
Access a Help Center Case

This section covers how to find Help Cases that have been submitted and to open them for management.

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.

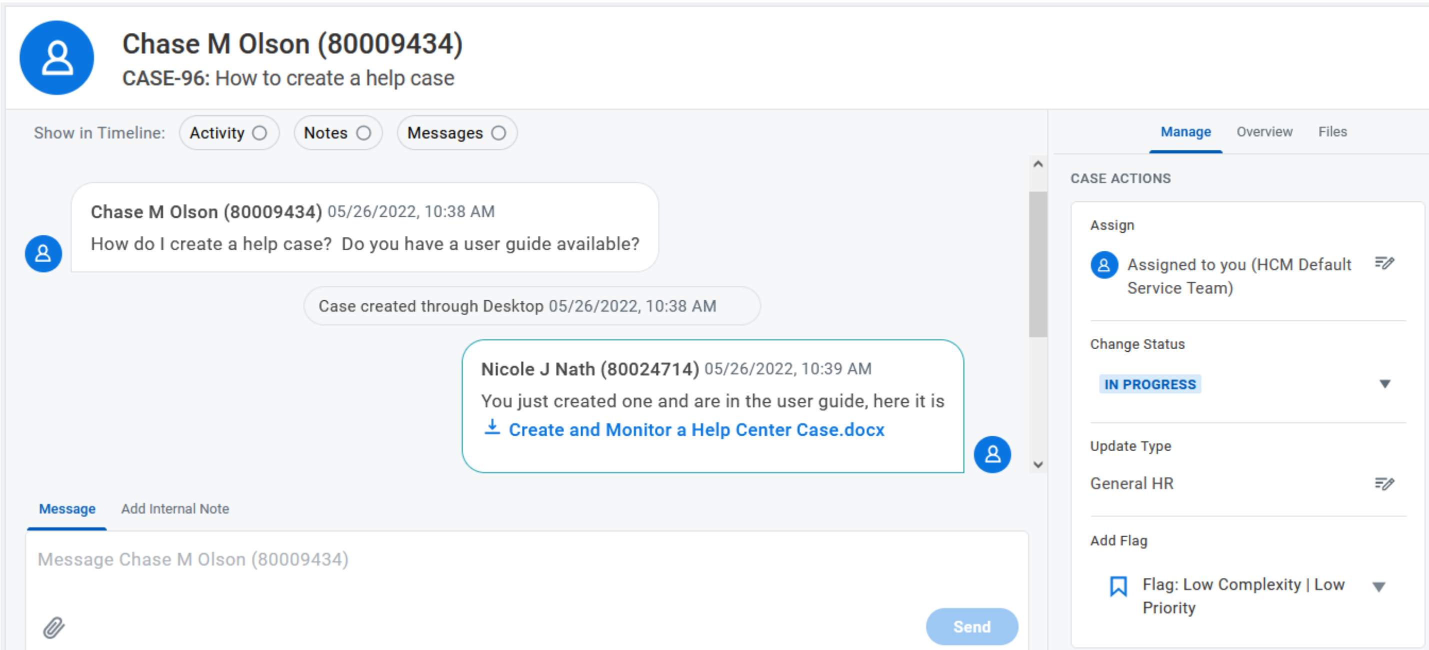


3. Click the "Help Workspace" icon to get a list of all Help Cases.
4. Locate the case you wish to work with – there are a few ways to filter the list of cases shown:
   - The categories on the left side of the screen can be used to show cases based on case type, cases you're watching, or archived cases.
   - Above the list of cases and to the right you can choose to show all cases, only cases that have been assigned to you, or cases that have not been assigned to anyone.
   - The "@" icon in the upper-right will notify you if you were mentioned in a case; click the icon to view cases you were mentioned in.
   - Use the Search box above the list of cases to find cases by subject or person.
5. After finding the case click its name to work with it.



Working with Help Center Cases

This section covers how to work with a case. Open a case as detailed above, then see below for additional information covering how cases can be managed.



- The timeline in the middle of the page contains information submitted with the case, additional info required by the case type, as well as actions and comments that have been taken on the case – newest updates are at the bottom.
- The functions on the right side of the case allow you to assign the case, change its status, update the Case Type (if necessary), and set prioritization flags.
- Typically when you are working a case you will want to make sure it is assigned to yourself and update the status accordingly – after a case has been finished, change the status to Resolved.
- Below the timeline is a reply box you can use to add notes and information to the case:
  - The ‘Add Internal Note’ tab can be used to record internal messages for yourself or your team related to the case. These internal notes will not be visible to the Teammate the case is created for.
  - The ‘Message’ tab can be used to add a general update to the case, which will be visible by the Teammate and other HR staff viewing the case.
- The upper-right corner of the page has additional functions for keeping track of the case or notifying other support staff:
  - The “Watch” function can be used to place yourself on the watchlist for any ticket, whether you are the case solver or not – this allows you to easily find the case in the Help Workspace (see the first section of this guide).
  - The “@” function in the upper right-hand corner of the screen to message another case solver within the appropriate Service Team to join the case for assistance.

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.