



Raise a Helpdesk Ticket

This Guide is for Line Managers and Employees

Author	Version	Edit Date
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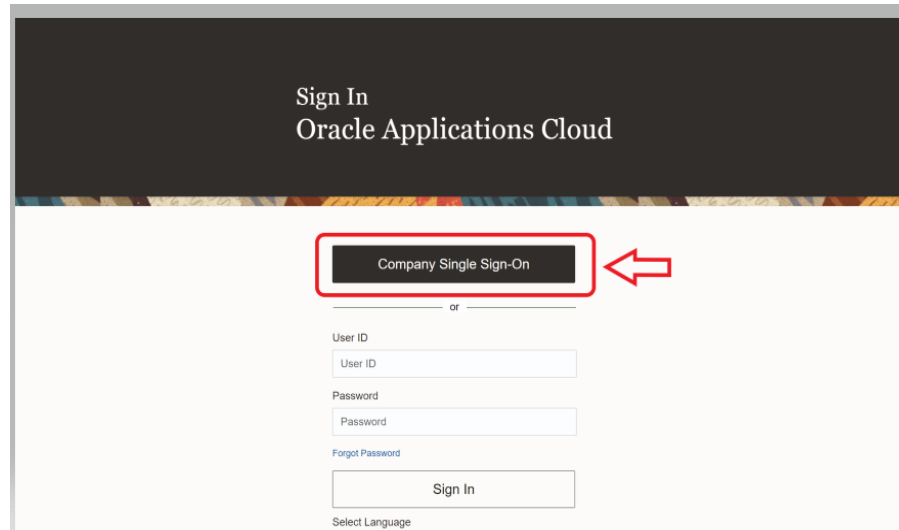


**Step
Number**
1

Step Description

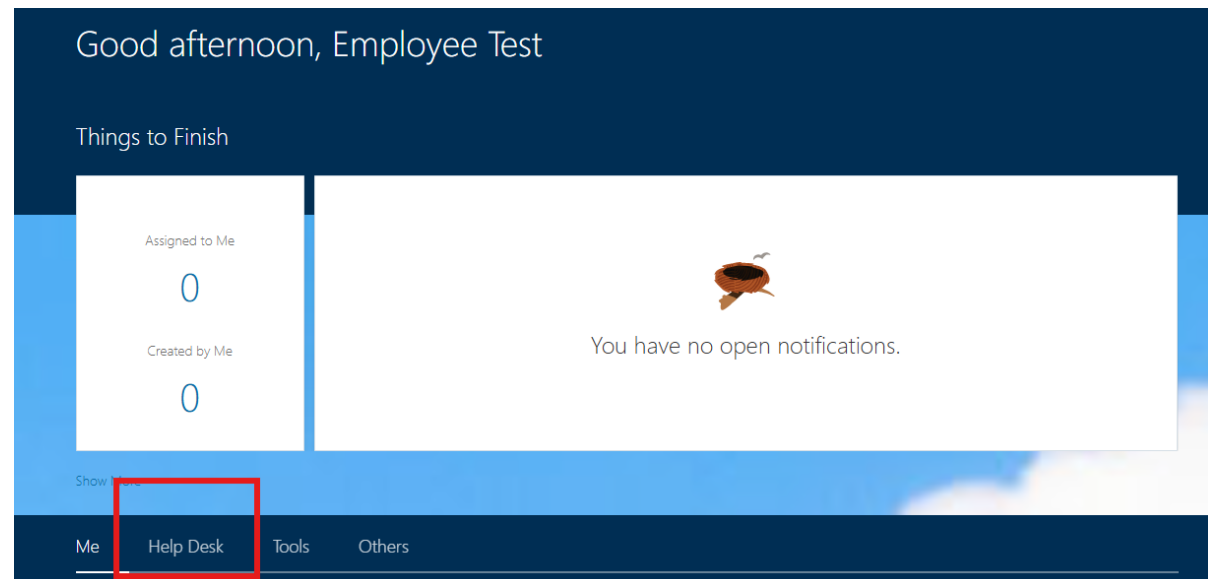
Sign into OneSource with your username and password or use Single Sign On.

Step Image



2

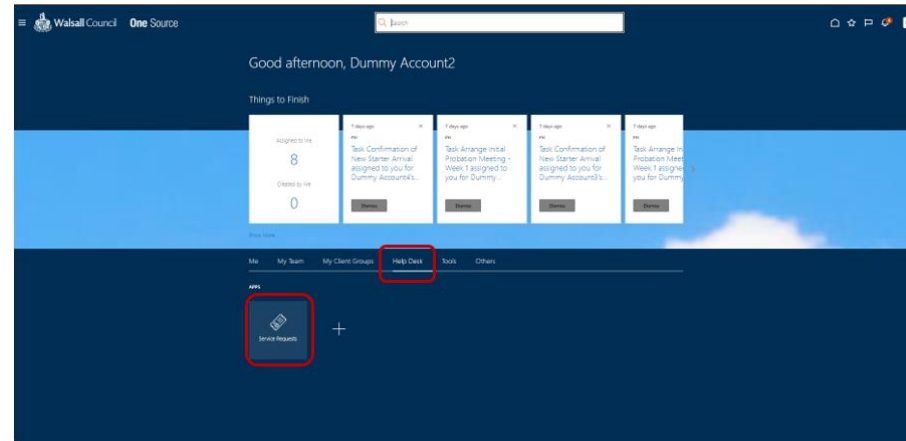
From the homepage, find and select the helpdesk area





Walsall Council

- 3 Select the Service Request tile

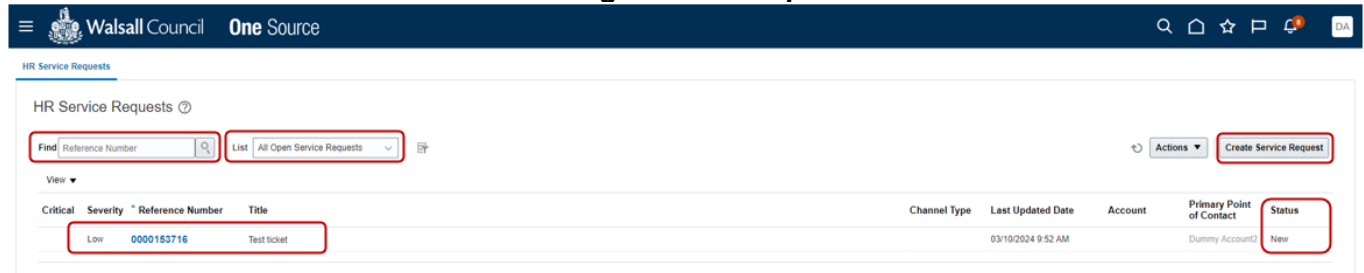


Existing Service Requests

- 4 All existing Service Requests will show on this page in a list in the lower part of the screen.

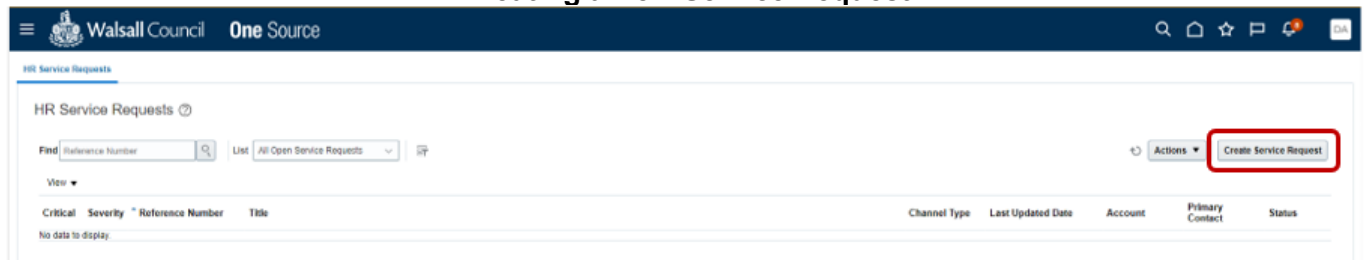
Use the search function to find a service request if you know the reference number

The status is shown on the right-hand side of the service request



Creating a New Service Request

- 5 To create a new Service Request, select Create Service Request in the top right of the screen





6

Input information for the ticket

- Title: Short description about the issue.
- Category: Select or search relevant category for the issue.
- Attachment: Attach relevant screenshot if required.
- Service Request Details: Enter more information about the issue, if required, which could help Service Agents resolve the issue.

The severity is defaulted as Low and can only be changed by the Admin/Agent based upon the details contained in their request.

Select Save and Close when complete

HR Service Requests Create Service Request x

Create Service Request ?

Save and Continue Save and Close Cancel

Title Unable to approve expense claim

Primary Point of Contact Dummy Account2

Severity Low

Status New

Category Expenses

Attachments lolipop.jpg + X

Service Request Details

I cannot approve an expense claim submitted for approval by me. I have attached a screenshot of the page. The reference number of the expense claim is 00123456A8

837 characters remaining



Searching and Selecting Categories

- 7 Select the Category based on the type of service request you are raising by typing and it will auto suggest based on your input.
- Alternatively, you can select the dropdown to view all categories or select the folder icon to view in the hierarchy list.

Status New

*** Category**  

Attachments None 



8

If you select the folder icon it will open new window where you can drilldown by area by selecting to arrow

You can also search in the category name field.

When the correct category has been selected,
Click "OK" to proceed.

Select: Category

Category Name

Search All ▼ Reset

Browse

Category Name

- ▶ Accounts Payable
- ▶ Continuous Improvement Conversation
- ▶ HR
- ▶ Health and Safety Query
- ▶ Honorarium- Additional Duties
- ▶ Income Team
- ▶ Job Evaluation
- ▶ Learning and Development
- ▶ One Source Support Team
- ▶ Payroll Team
- ▶ Procurement
- ▶ Recruitment Team
- ▶ School Related Queries HR



9

Add attachments if you have any using the + symbol.

Adding Attachments to Service Requests

Status **New**

* Category

Attachments **None** **+**



10

A new window will open,
select choose file to upload
attachment from your device.
Select OK when uploaded and
it will attach to your service
request



Updating/Responding to a Service Request Ticket

- 11 On the Helpdesk Homepage select the reference number of the Service Request to view or edit or use the Find Search function. This will open the service request details

HR Service Requests

HR Service Requests ?

Find List

View ▼

Critical	Severity	* Reference Number	Title
	Low	<input type="text" value="0000186857"/>	Test Ticket

- 12 This will open the service request summary. The status may be changed if this had been picked up by the category team.

HR Service Requests 0000153717 x

Service Request - Details

Title Unable to approve expense c...
Severity Low
Status New ←

Primary Point of Contact Dummy Account2
Primary Contact Phone

Edit Service Request: 0000153717 : Summary ?

Summary
Messages
Contacts
Relationships

* Title Unable to approve expense claim
Date Reported 03/10/2024 10:03 AM
Reported By Dummy Account2
Primary Point of Contact Dummy Account2
Severity Low
Status New

Last Updated Date 03/10/2024 10:23 AM
Last Updated By Dummy Account2
* Category Expenses
Queue
Assigned To
Attachments (1) lolipop.jpg + X

Actions ▼ Save Save and Close Cancel

Service Request Details
I cannot approve an expense claim submitted for approval by me. I have attached a screenshot of the page. The reference number of the expense claim is 00123456AB.



- 13 Select messages on the left-hand side of the screen. Select compose on the right-hand side of the screen to update the ticket.

- 14 A text box will appear. Type updates in this field and add attachments if needed. You can reference attachments already uploaded to this ticket. Select Post once complete to save the message.

- 15 New messages will show here. The message will have a time and date stamp on the right-hand side.



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16

Once all updates have been made, Select Save and Close.

Walsall Council One Source

HR Service Requests 0000153717 x

Service Request - Details

Title Unable to approve expense c...
Severity Low
Status New

Primary Point of Contact Dummy Account2
Primary Contact Phone

Edit Service Request: 0000153717: Summary

Summary
Messages
Contacts
Relationships

* Title Unable to approve expense claim
Date Reported 03/10/2024 10:03 AM
Reported By Dummy Account2
Primary Point of Contact Dummy Account2
Severity Low
Status New

Last Updated Date 03/10/2024 10:46 AM
Last Updated By Dummy Account2
* Category Expenses
Queue One Source Support Team
Assigned To
Attachments (1) lolipop.jpg

Service Request Details
I cannot approve an expense claim submitted for approval by me. I have attached a screenshot of the page. The reference number of the expense claim is 00123456AB.

Actions Save Save and Close Cancel