

LOP Help Center - Creating Requests

Last Modified on 10/23/2024 11:03 am CDT

Overview

At Lone Oak Payroll, we utilize the request management system Jira to manage all of our incoming requests. Our clients may use the Lone Oak Payroll Help Center to track and manage the requests that they have submitted. This article is to provide you with an overview of this tool.

The LOP Help Center may be accessed here: <https://tempworks.atlassian.net/helpcenter/lop/>

Logging In

When you access the link to the Help Center, you will be prompted to log in. If it's your first time logging into the Help Center, please review the steps below.

Enter your email address and select "Next"

Note If you are an existing Lone Oak Payroll client who has communicated with the Payroll Team by emailing PaperlessProcessor@tempworks.com, there is already a Jira account associated with your email address.


On the next screen, select "Forgot password" and follow the instructions to create a password and log into the Help Center:

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Log in to continue

Email address
paul.wilczek@gmail.com

Password
| 

Continue

[Forgot password?](#)

If you have not communicated with the Payroll Team through that email address, you do not have an account. Select “Sign up with password”:

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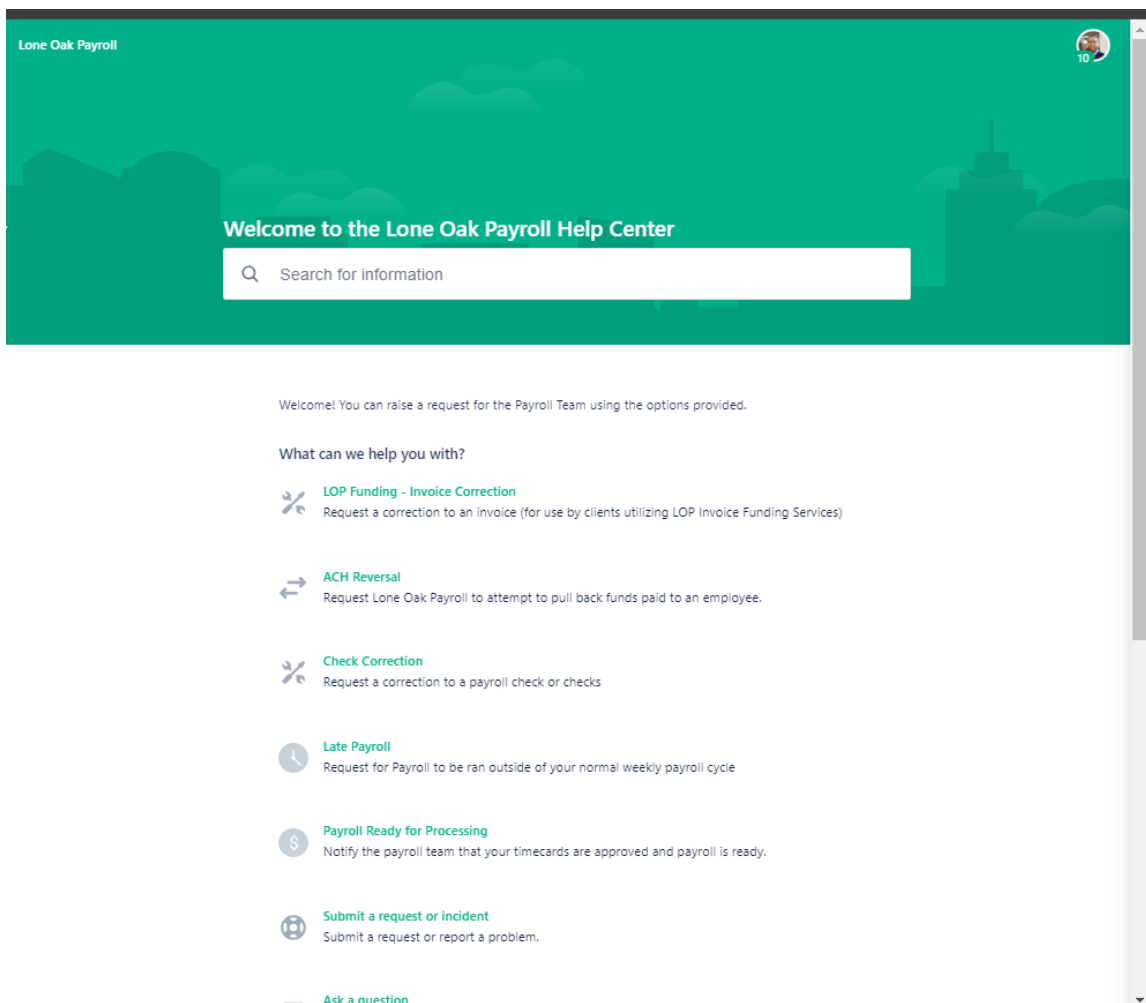
Sign up to continue

Email address
paul.wilczek@yahoo.com

Sign up with password

Main Page

Once logged in, you will see the main Help Center page. From here, you can navigate to make new requests, review your existing requests, or modify your profile:



New Request

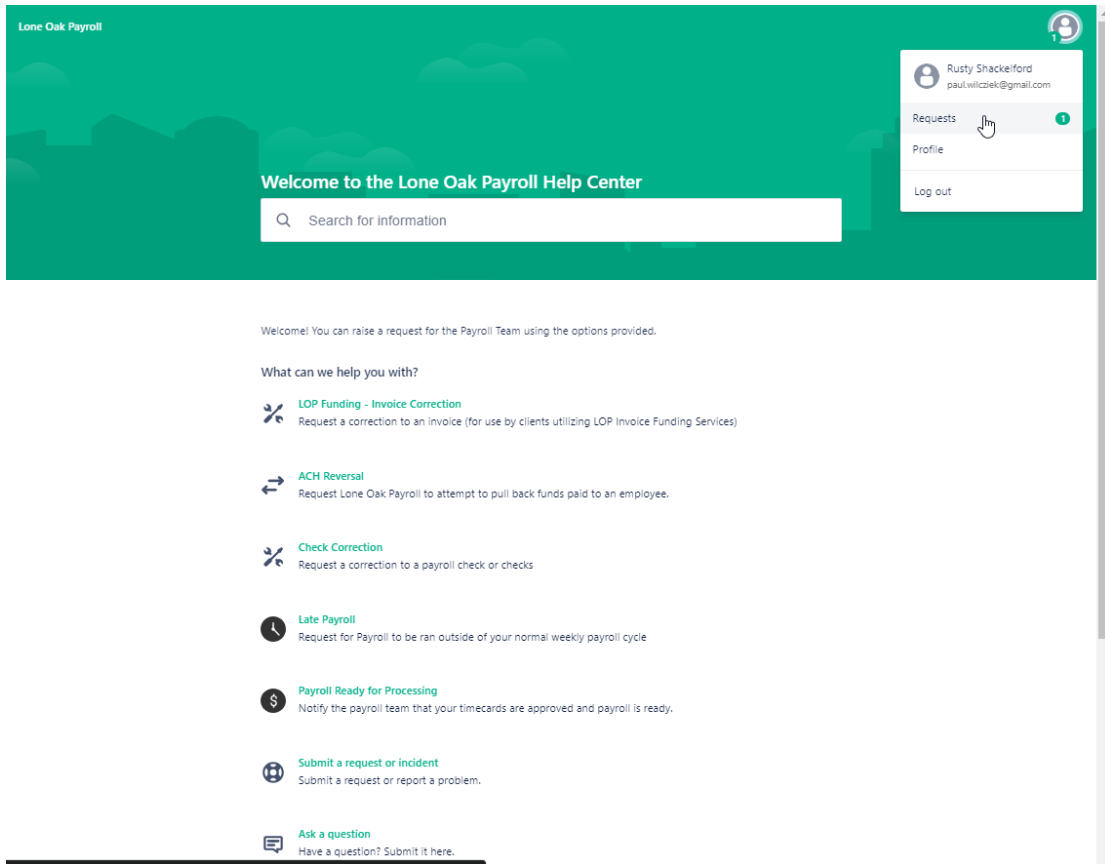
Make a new request by selecting one of the options under “What can we help you with?”

Note Not sure what option to choose? See the following article for more information about when to use each of the options: [Lone Oak Payroll Help Center - Request Types](#)

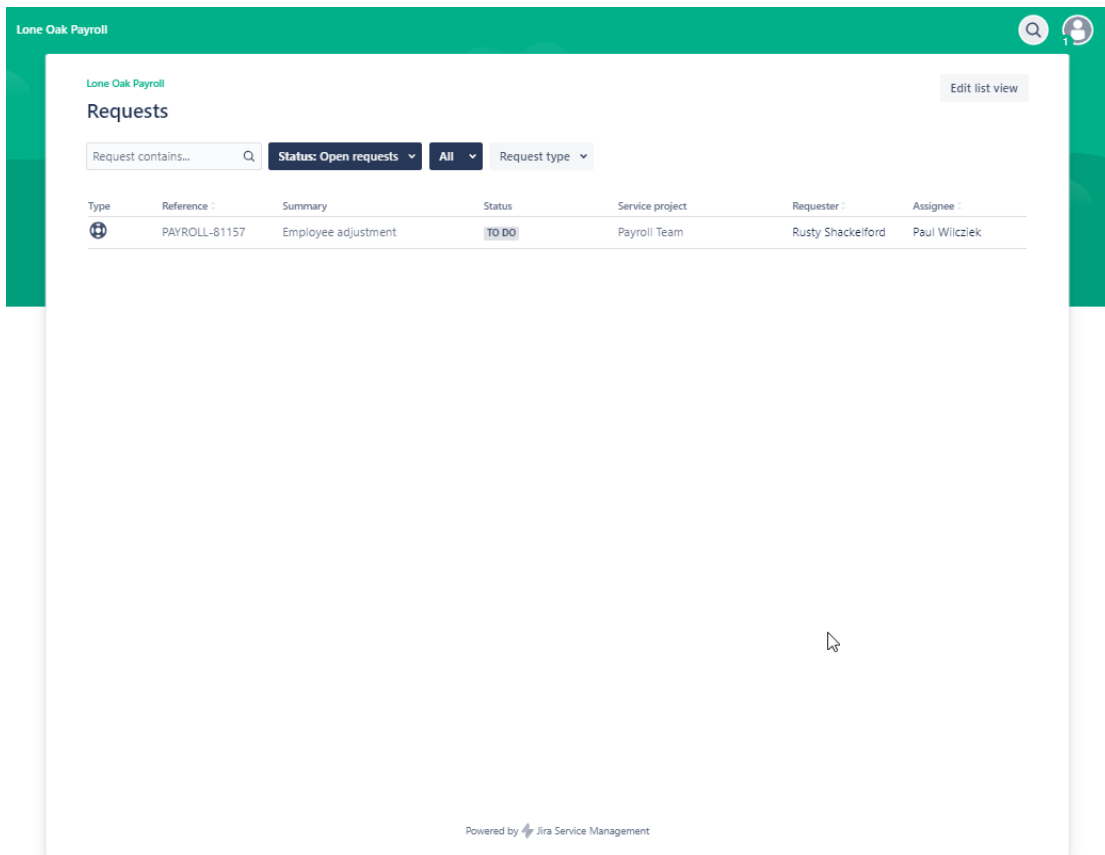
You may also submit a generic request by selecting “Submit a request or incident”.

View Open Requests

To view your outstanding requests, click on the profile button in the top right corner of the screen and choose “Requests”:



This will bring you to a screen that automatically displays all of your open requests:



Click into the request to view the details and full information about the request:

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Lone Oak Payroll / Payroll Team / PAYROLL-81157

Employee adjustment

Rusty Shackelford raised this on 22/Jan/24 10:42 AM [Hide details](#)

What are the details of your request?

Hi, and employee adjustment was wrong. I fixed it on the employee but they were paid incorrectly. How can we fix that?

Status
TO DO

Notifications on

Request type
Submit a request or incident

Shared with
 Rusty Shackelford
 Creator
 Share

Activity

Paul Wilczek 22/Jan/24 10:45 AM
 Hi Rusty, I will need to reverse the check. Once the check has been reversed, you can re-key the employee's timecards and I will process a new check that reflects the amount he should have been paid. Then, on the employees next paycheck, the employee will be reimbursed for the difference.

I will get started on reversing that check and let you know when it's completed.

Automatic response 22/Jan/24 10:45 AM
 Your request status has changed to In Progress.

Paul Wilczek 22/Jan/24 10:46 AM
 Ok, the check has been reversed. Please re-key the hours in time entry and let me know when that has been completed so I can process the check. I will place the ticket on hold until I hear back from you.

Automatic response 22/Jan/24 10:46 AM
 Your request status has changed to On Hold.

Rusty Shackelford 22/Jan/24 10:53 AM
 Hi Paul, time has been entered. Go ahead and complete the payroll!

Paul Wilczek 22/Jan/24 10:53 AM
 Done!

Automatic response 22/Jan/24 10:53 AM
 Your request status has changed to Done.

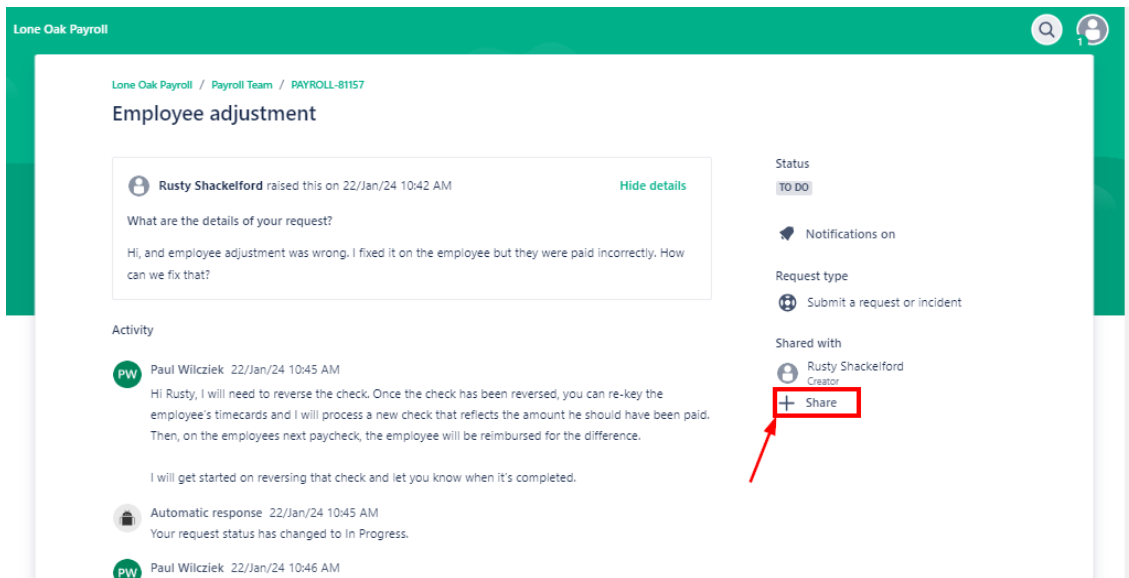
Communication

Add a comment

Within the request, you can communicate directly with your assigned Payroll Specialist by adding a comment.

Share the Request

Click the "Share" button to add a member of your team to the request; anyone added to the request will be able to view it, add comments, and will be notified via email of relevant updates:



Email Notifications

You receive an email every time a Payroll Specialist adds a comment to the request. You may reply directly to that email to respond; responding to this email behaves exactly the same way as adding a comment through the Help Center

Note Click the "View Request" link in the email to automatically pull up the request in the Help Center.

Related Articles