LOP Help Center - Creating Requests

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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:

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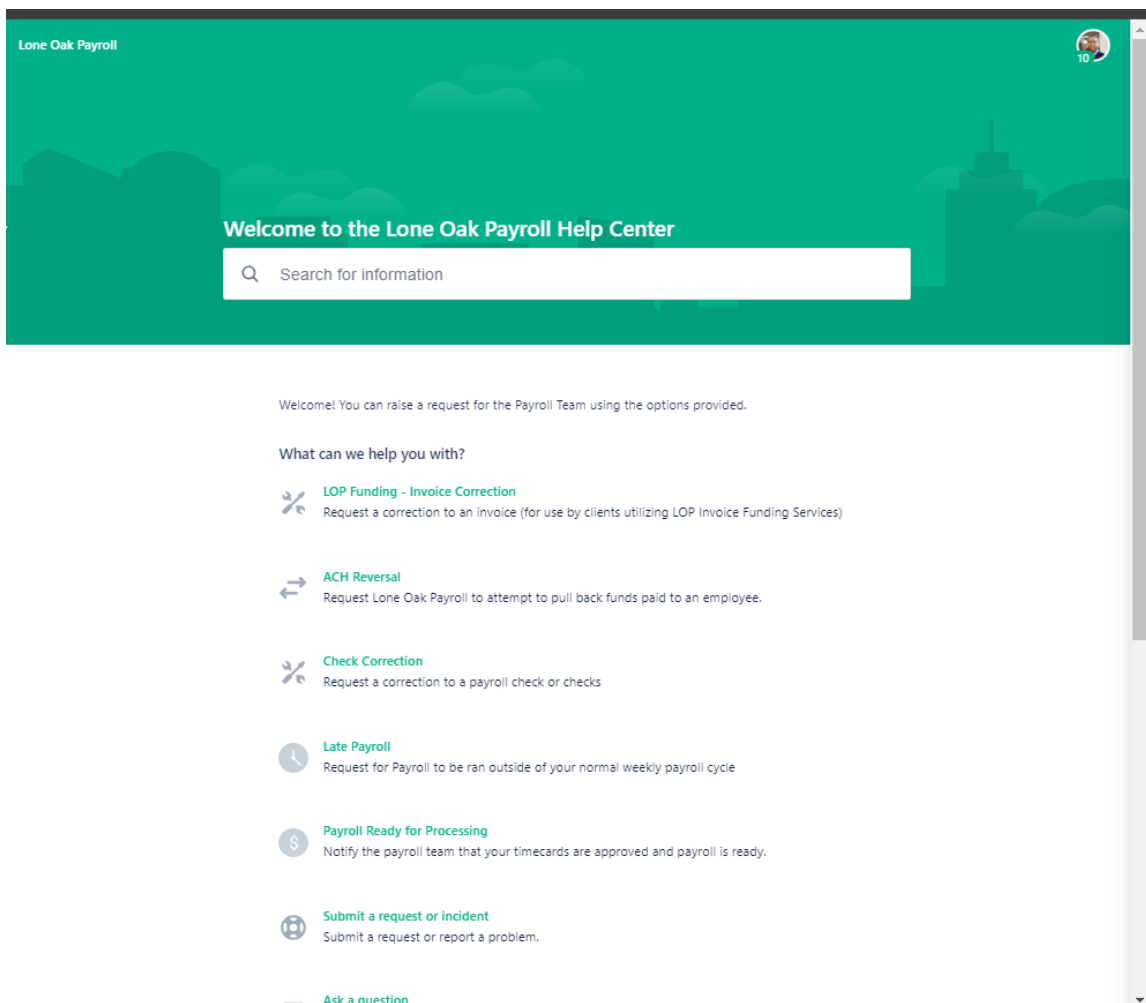

Main Page

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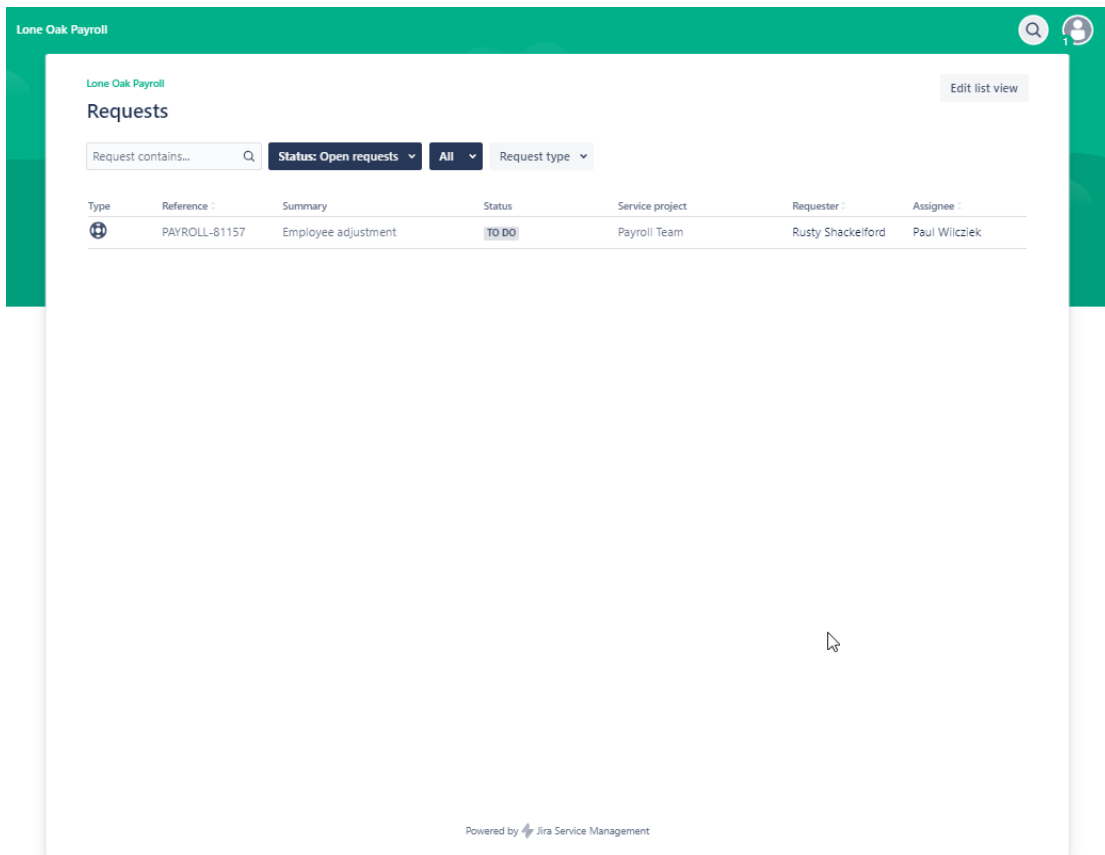
You may also submit a generic request by selecting "Submit a request or incident".

View Open Requests

To view your outstanding requests, click on the profile button in the top right corner of the screen and choose "Requests":
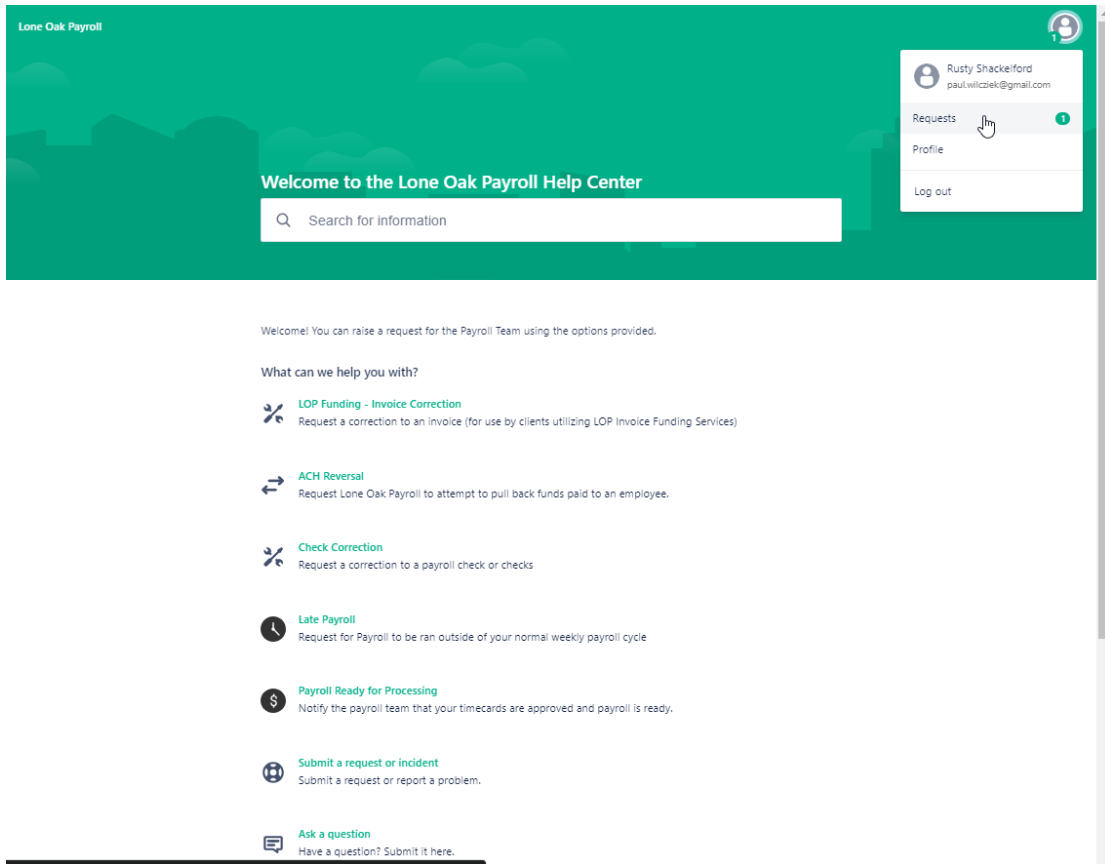
This will bring you to a screen that automatically displays all of your open requests:

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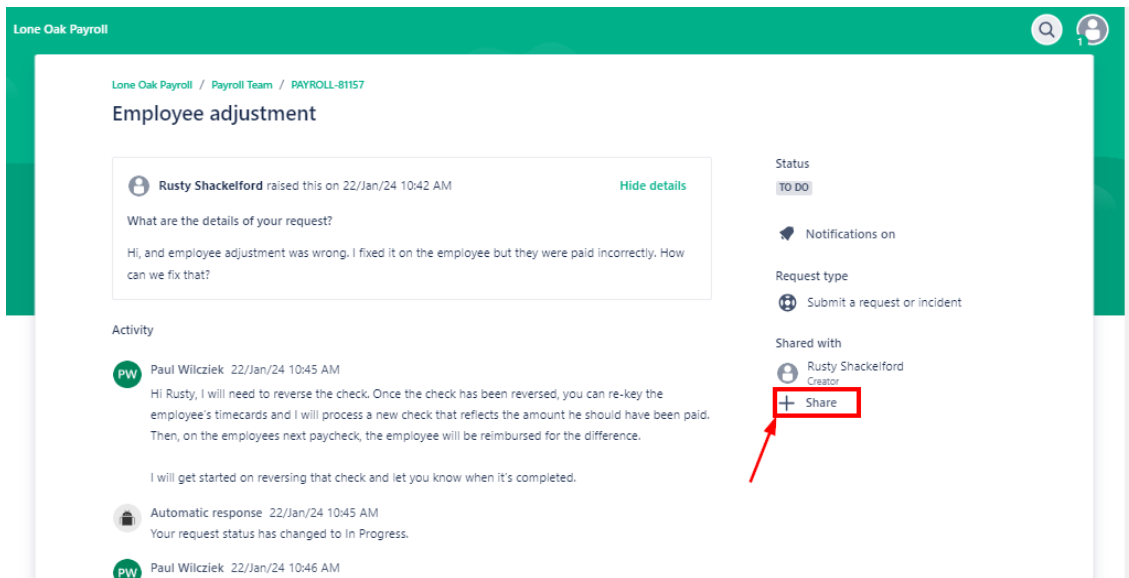
Communication

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 Specialists 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.

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