

# Support Help Center - Creating Requests

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## Overview

At TempWorks Software, we utilize a request management system to manage all of our incoming requests. Our clients may use the Support 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 TempWorks Support Help Center may be accessed [here](#).

## Logging In

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

- Enter your email address and select "Next".

**\*Note\*** If you are an existing TempWorks Software client who has communicated with the Support team by emailing [support@tempworks.com](mailto:support@tempworks.com), there is already a Support Help Center 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 Support Help Center.
- If you have not communicated with the Support 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 Support Help Center page. From here, you can navigate to make new requests, review your existing requests, or modify your profile:

Internal Help Center / Support

**Support**

Welcome! You can raise a Support request from the options provided.

What can we help you with?



Request assistance related to Beyond, such as system access, troubleshooting, or other Beyond-related issues.



Request assistance related to Enterprise, such as system access, troubleshooting, or other Enterprise-related issues.



Request assistance related to HRCenter, such as HRCenter administration, form requests, or HRCenter-related training and troubleshooting.



Request assistance related to Integrations.



Request assistance related to Reports, such as submitting a new report, modifying an existing report, requesting a new timecard feed, or creating a new import/export.



Request assistance related to WebCenter, such as WebCenter administration, form requests, or WebCenter-related training and troubleshooting.



Request assistance for an issue or need that does not fall under one of the categories above.

# New Request

Having an issue or questions about our software? Skip the phone call and create a ticket here to get help from support.

1. Select the appropriate option based on the request you would like to submit:

- o In the event the request does not fall under one of the included categories, select "Submit a Request":

## Support

Welcome! You can raise a Support request from the options provided.

What can we help you with?



### Beyond

Request assistance related to Beyond, such as system access, troubleshooting, or other Beyond-related issues.



### Enterprise

Request assistance related to Enterprise, such as system access, troubleshooting, or other Enterprise-related issues.



### HRCenter

Request assistance related to HRCenter, such as HRCenter administration, form requests, or HRCenter-related training and troubleshooting.



### Integrations

Request assistance related to Integrations.



### Reports

Request assistance related to Reports, such as submitting a new report, modifying an existing report, requesting a new timecard feed, or creating a new import/export.



### WebCenter

Request assistance related to WebCenter, such as WebCenter administration, form requests, or WebCenter-related training and troubleshooting.



### Submit a Request

Request assistance for an issue or need that does not fall under one of the categories above.

2. Within the form, enter the requested information:

- **Summary:** This should be a short description of the issue you are having.
- **Description:** Enter the full description of the issue you are having:
  - What were you doing when you ran into the issue?
  - What software were you using?
  - If there was an error message, what did it say?
  - Has this issue happened multiple times or to multiple users?
  - What was your hierarchy level when you encountered the issue?

## Support

Welcome! You can raise a Support request from the options provided.

What can we help you with?



**Submit a Request**

Request assistance for an issue or need that does not fall under one of the categories above.

Please describe the issue in detail. Include any steps we can use to replicate it, such as the hierarchy level you're working at, the username(s) affected, whether it impacts one or multiple users, and the exact action you were taking with the desired resolution. We recommend including full-shot screenshots to help us understand the issue.

Required fields are marked with an asterisk\*

Summary\*

Description\*

Normal text **B** *I* ... **A** **≡** **≡** **♂** **♀** **↔** **⌚** **〃** **+**

Components or products

### 3. If applicable, attach any relevant files/screenshots:

- Screenshots of the full screen are the most helpful.
- If you are taking a picture of an error message, make sure to extend any additional details before taking the screenshots.

## Support

Welcome! You can raise a Support request from the options provided.

What can we help you with?



**Submit a Request**

Request assistance for an issue or need that does not fall under one of the categories above.

Please describe the issue in detail. Include any steps we can use to replicate it, such as the hierarchy level you're working at, the username(s) affected, whether it impacts one or multiple users, and the exact action you were taking with the desired resolution. We recommend including full-shot screenshots to help us understand the issue.

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Summary\*

Description\*

Normal text **B** *I* ... **A** **≡** **≡** **♂** **♀** **↔** **⌚** **〃** **+**

Components or products

Attachment

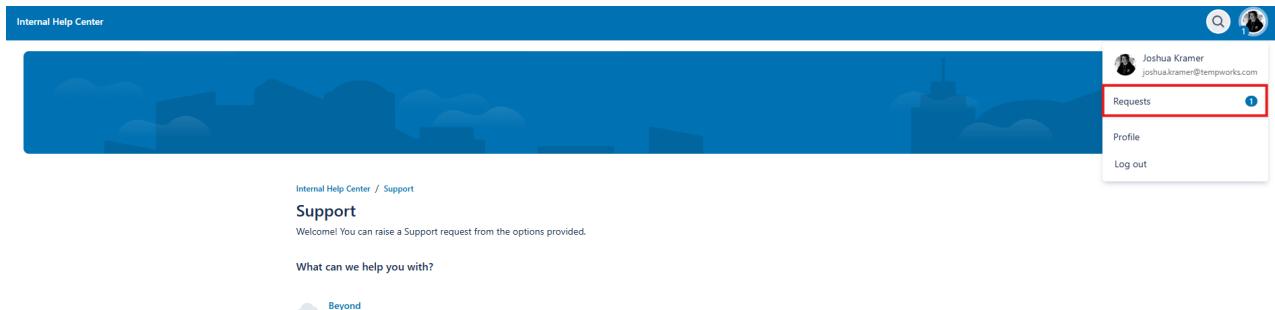
Drag and drop files, paste screenshots, or browse

**Browse**

### 4. Select "Send" to submit the ticket to TempWorks Support.

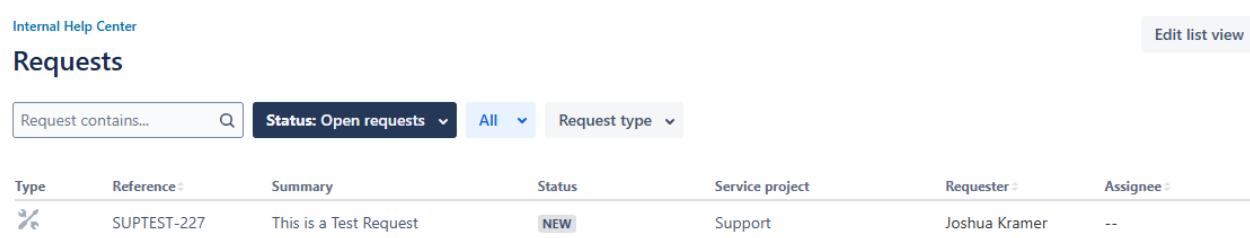
# View Open Requests

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



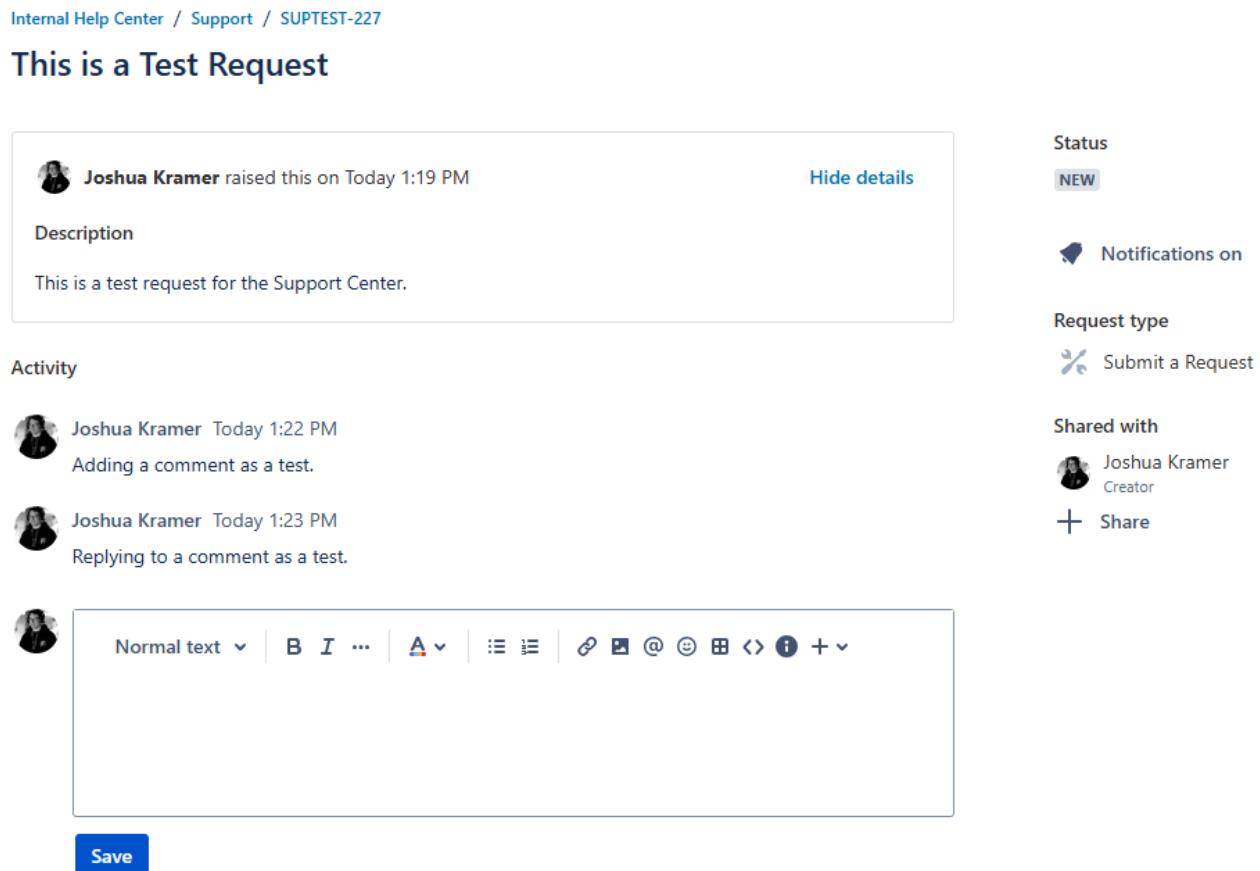
The screenshot shows the Internal Help Center Support page. In the top right corner, there is a user profile dropdown menu. The "Requests" option is highlighted with a red box. Other options in the menu include "Profile" and "Log out".

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



The screenshot shows the "Requests" list view page. At the top, there is a search bar, a dropdown for "Status: Open requests", and buttons for "All" and "Request type". Below this is a table with columns: Type, Reference, Summary, Status, Service project, Requester, and Assignee. One request is listed: Type is "Ticket", Reference is "SUPTEST-227", Summary is "This is a Test Request", Status is "NEW", Service project is "Support", Requester is "Joshua Kramer", and Assignee is "--".

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



The screenshot shows a single request details page for "SUPTEST-227". The title is "This is a Test Request". On the left, there is a "Description" section with the text "This is a test request for the Support Center." and an "Activity" section with two entries from "Joshua Kramer". On the right, there are "Status" (NEW), "Notifications on" (Notifications on), "Request type" (Submit a Request), "Shared with" (Joshua Kramer, Creator), and a "Share" button.

**Activity**

Joshua Kramer Today 1:22 PM  
Adding a comment as a test.

Joshua Kramer Today 1:23 PM  
Replying to a comment as a test.

**Description**

This is a test request for the Support Center.

**Status**

NEW

**Notifications on**

Notifications on

**Request type**

Submit a Request

**Shared with**

Joshua Kramer  
Creator

**Share**

Normal text **I** **A** **+**

Save

# Communication

## Add a comment

Within the request, you can communicate directly with your assigned TempWorks Support Representative by adding a comment:

[Internal Help Center](#) / [Support](#) / [SUPTEST-227](#)

### This is a Test Request

 **Joshua Kramer** raised this on Today 1:19 PM [Hide details](#)

**Description**  
This is a test request for the Support Center.

**Activity**

 [Add a comment](#)

**Status**  
NEW

 **Notifications on**

**Request type**  
 [Submit a Request](#)

**Shared with**  
 **Joshua Kramer**  
Creator

**\*Note\*** In the event you need to re-open a ticket that has been closed, simply add a comment to the closed ticket.

In the event the issue is not exactly the same as presented within a previously closed Support ticket, please submit a new ticket.

## 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:

## This is a Test Request

 **Joshua Kramer** raised this on Today 1:19 PM [Hide details](#)

**Description**

This is a test request for the Support Center.

**Activity**

 Joshua Kramer Today 1:22 PM  
Adding a comment as a test.

 Joshua Kramer Today 1:23 PM  
Replying to a comment as a test.

 [Normal text](#) [B](#) [I](#) [...](#) [A](#) [≡](#) [≡](#) [🔗](#) [✉](#) [@](#) [✉](#) [✉](#) [🔗](#) [i](#) [+](#)

[Save](#)

**Status**  
NEW

 [Notifications on](#)

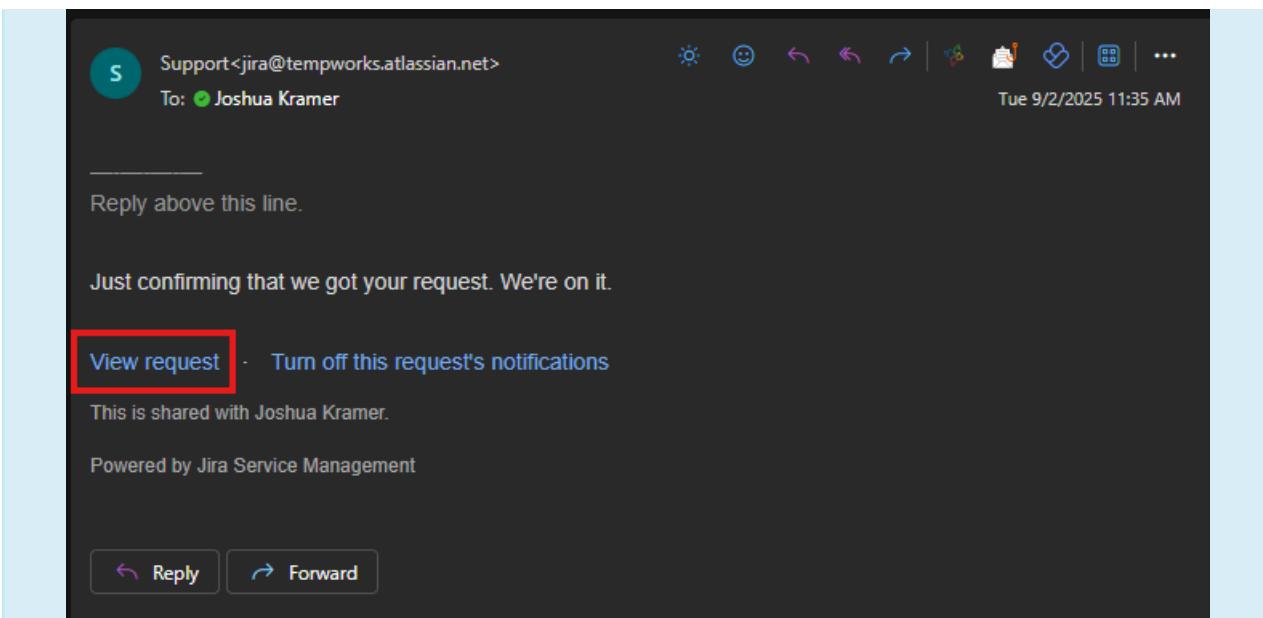
**Request type**  
 [Submit a Request](#)

**Shared with**  
 **Joshua Kramer**  
Creator  
[Share](#)

## Email Notifications

You receive an email every time a TempWorks Support Representative 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 Support Help Center.

**\*Note\*** Selecting the “View Request” link within the email will automatically pull up the request in the Support Help Center and display the entire discussion chain:



A screenshot of a Jira Service Management support request detail page for 'SUPPORT-227'. The title is 'This is a Test Request'. The request was raised by 'Joshua Kramer' on 'Today 1:19 PM'. The status is 'NEW'. The description is 'This is a test request for the Support Center.' The activity log shows two comments from 'Joshua Kramer' at 'Today 1:22 PM' and 'Today 1:23 PM'. The right sidebar shows the request type is 'Submit a Request', it is shared with 'Joshua Kramer (Creator)', and there is a 'Share' button. A rich text editor is visible with a 'Save' button at the bottom.

## Related Articles