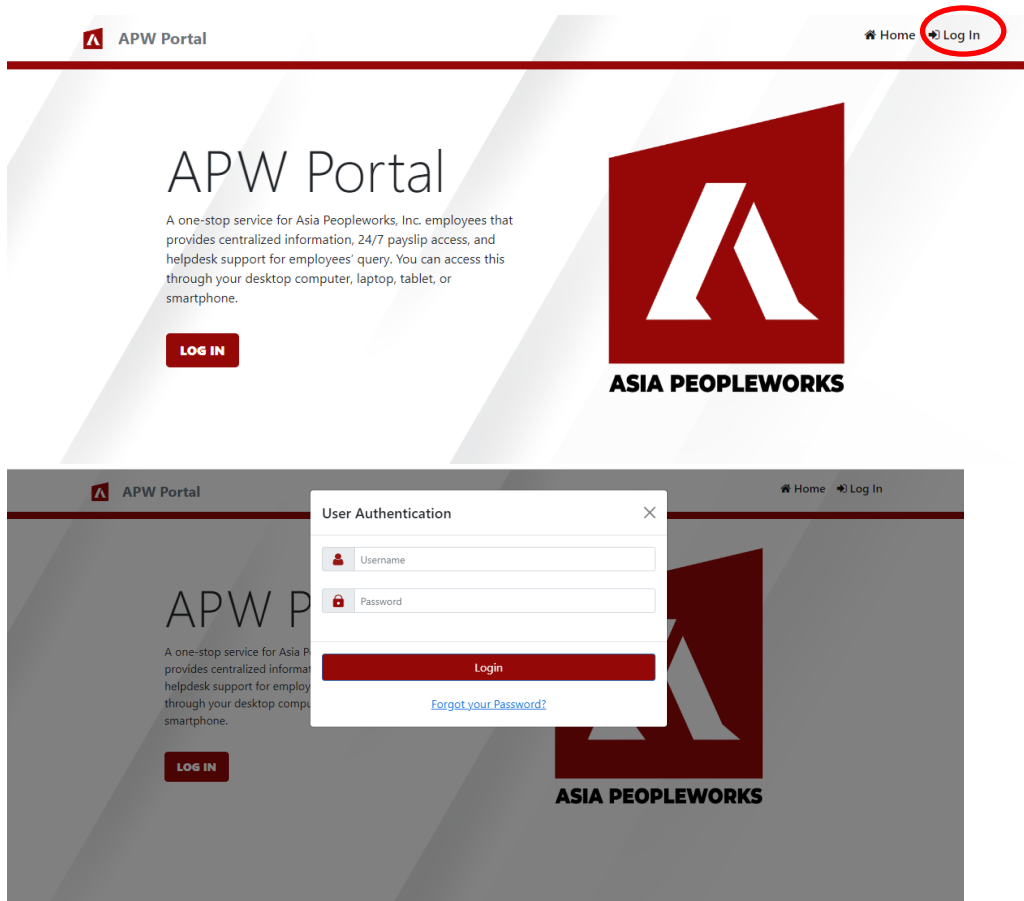

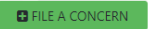
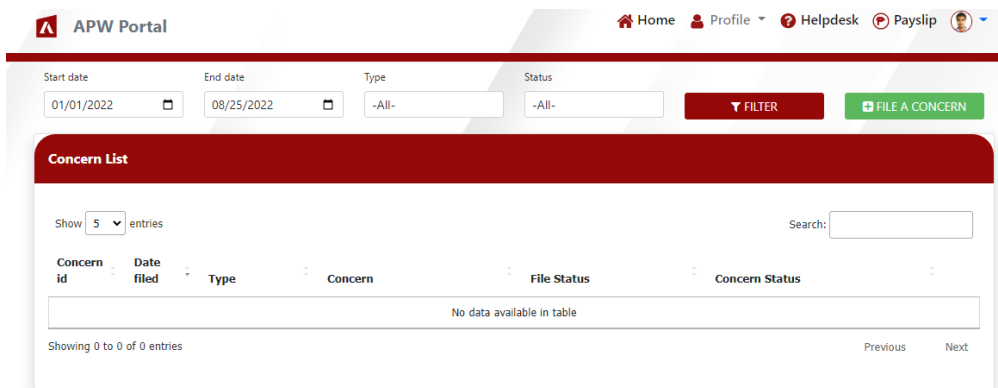


How to file and post concerns/inquiries on the helpdesk portal?

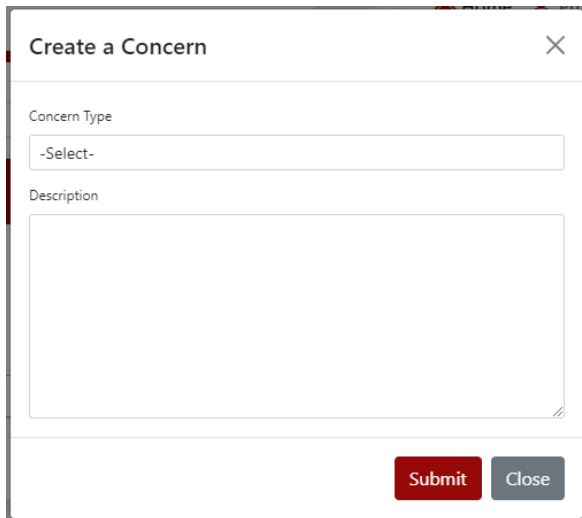
1. Log in to the helpdesk portal using your APW portal account.



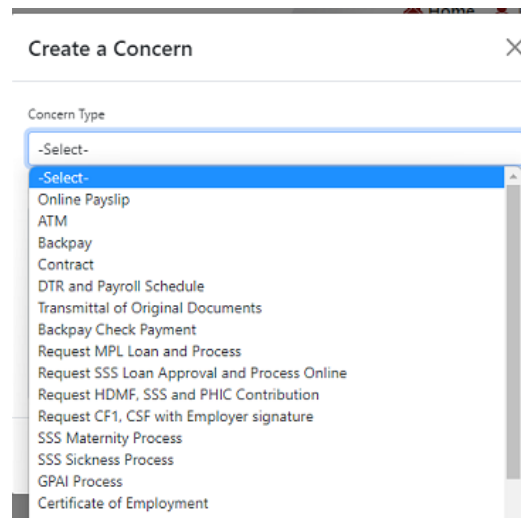
2. Click the  Helpdesk button.
3. Then click the  button.



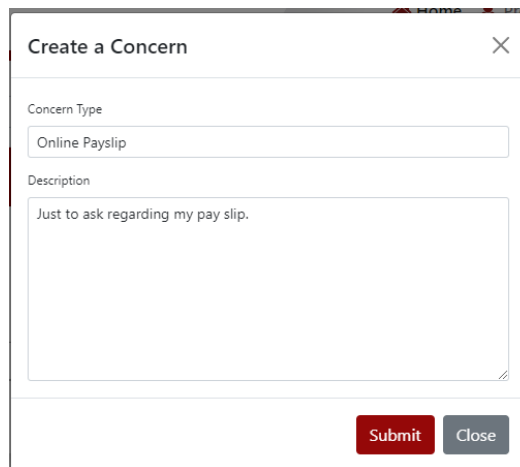
4. Select a concern type by clicking the dropdown menu and type the description of your concern then click the submit button.





The screenshot shows the 'Create a Concern' form. The 'Concern Type' dropdown menu is open, displaying a list of options including 'Online Payslip', 'ATM', 'Backpay', 'Contract', 'DTR and Payroll Schedule', 'Transmittal of Original Documents', 'Backpay Check Payment', 'Request MPL Loan and Process', 'Request SSS Loan Approval and Process Online', 'Request HDMF, SSS and PHIC Contribution', 'Request CF1, CSF with Employer signature', 'SSS Maternity Process', 'SSS Sickness Process', 'GPAL Process', and 'Certificate of Employment'. The 'Description' text area is empty. The 'Submit' and 'Close' buttons are at the bottom right.



This is another view of the 'Create a Concern' form, showing the same dropdown menu and empty description field.



The screenshot shows the 'Create a Concern' form with the dropdown menu closed. The 'Concern Type' field now displays 'Online Payslip'. The 'Description' text area contains the text 'Just to ask regarding my pay slip.' The 'Submit' and 'Close' buttons are at the bottom right.

5. Once you've clicked the submit button, you may now post your concern by clicking the  button and you will receive an email notification as acknowledgment, or if you have any changes to your concern, before you post it, just click the  button to edit your concern.

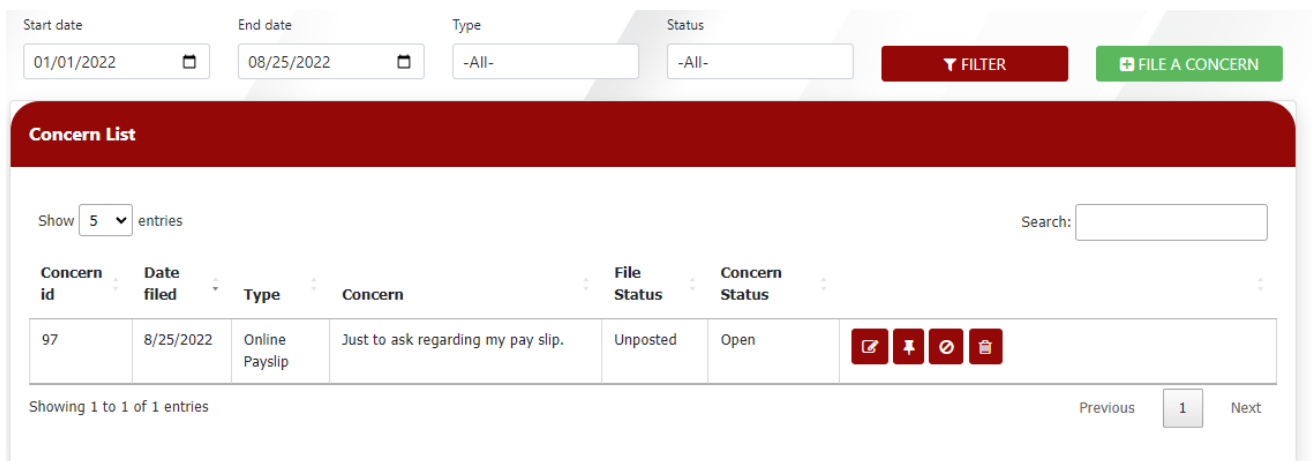
The other buttons are:




, to cancel the concern and



, to delete you concern.



The screenshot shows the 'Concern List' interface. At the top, there are filters for 'Start date' (01/01/2022), 'End date' (08/25/2022), 'Type' (-All-), and 'Status' (-All-). There are buttons for 'FILTER' and 'FILE A CONCERN'. Below the filters is a table with the following columns: 'Concern id', 'Date filed', 'Type', 'Concern', 'File Status', and 'Concern Status'. The table contains one entry with id 97, dated 8/25/2022, of type 'Online Payslip', with the description 'Just to ask regarding my pay slip.', and status 'Unposted' and 'Open'. To the right of the table are four action buttons: edit, pin, cancel, and delete. At the bottom, there is a pagination bar showing 'Showing 1 to 1 of 1 entries' and 'Previous 1 Next'.

6. Once you posted the concern, if you have any other additional details for your concern, you may send a message by clicking the  button.

Start date

01/01/2022

End date

08/31/2022

Type

-All-

Status

-All-



FILTER

FILE A CONCERN

Concern List

Search:

Show 5 entries

Concern id	Date filed	Type	Concern	File Status	Concern Status	
97	8/25/2022	Online Payslip	Just to ask regarding my pay slip.	Posted	Open	 

Showing 1 to 1 of 1 entries

Previous 1 Next



- 6.1 Then click **Post a comment**, a dialog box will pop up. You may now add or post a comment to your concern, then click post.

Conversation History

Post a comment

Refresh

Show 5 entries

Date	Time	User	Comments	Command
8/25/2022	9:27 PM	ecvillanueva	Just to ask regarding my pay slip.	 

Showing 1 to 1 of 1 entries

Previous 1 Next

Post a comment

Comment

Post

Close