

Navigator – ASK HR Quick Reference Guide

How do I view all my ASK HR tickets?

1. From the NTT DATA MyHub portal, select **Navigator** from the **My Links** menu. You will be brought to the Navigator Home Page.



2. Once you are in Navigator, click on **ASK HR Tab**. It will launch the ASK HR Request Assistance Portal.



3. The ASK HR Request Assistance Portal provides information and links to perhaps even answer your question without creating an ASK HR ticket.

Welcome to the Ask HR Request Assistance Portal

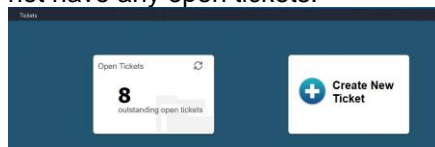
You can find answers to many of your HR questions or be directed to the correct ticketing tool. We'd like to help you be as self-sufficient as possible so that you don't even have to open a ticket. If you don't find the HR answers you're looking for here, you can always submit an ASK HR ticket.

Keep scrolling below to see information on everything from pay and performance management to time keeping and benefits. It's all in one place – right on this page!



ASK HR Ticketing System
(Click the picture)

4. Click on the **OpenTickets** tile even if you do not have any open tickets.



5. The ASK HR ticket dashboard will be displayed. It defaults to display your open tickets.

ASK HR Ticket Dashboard

| Tickets (13) | | | | | | | |
|--------------|---------------------|---------------|-------------|------------|------------|-----------------|----------|
| Ticket ID | Subject | Chang... | User Status | Service... | Service... | Date Complet... | Completo |
| 409 | Test | 10/07/2016 1: | New | CA_1 | Compensat | 10/11/2016 | |
| 366 | Ticketing Test 9/30 | 09/30/2016 3: | New | | | 10/02/2016 | |

1. **Create Ticket** button allows you to create a new ticket.
2. **Ticket View** dropdown which lists the available ways to view your tickets.

| Tickets (8) | | | | | | | |
|-------------|-------------------|---------------|---------------|---------|--------------|---------|-------------|
| Ticket ID | Subject | Chang... | Created | Cont... | Contact Name | Cont... | Status |
| 193206 | High Priority | 02/12/2019 12 | 02/08/2019 1: | | | | In Progress |
| 193207 | Need Confirmation | 02/08/2019 1: | 02/08/2019 1: | | | | In Progress |
| 193207 | Need Confirmation | 02/08/2019 1: | 02/08/2019 1: | | | | In Progress |
| 193207 | Need Confirmation | 02/08/2019 1: | 02/08/2019 1: | | | | In Progress |
| 193207 | Need Confirmation | 02/08/2019 1: | 02/08/2019 1: | | | | In Progress |
| 193207 | Need Confirmation | 02/08/2019 1: | 02/08/2019 1: | | | | In Progress |
| 193207 | Need Confirmation | 02/08/2019 1: | 02/08/2019 1: | | | | In Progress |

- **Open Tickets** – open tickets in any non-completed status
- **High Priority** – displays any tickets marked as a high priority ticket.
- **Need Confirmation** – currently only listing completed tickets.
- **No Recent Updates** – displays open tickets that haven't been updated recently.
- **All Tickets** – lists all tickets you've created.

3. Resets all filters back to the defaults.
4. Displays the Advanced Search panel.

| Tickets (40) | | | | | | | |
|--------------|--|---------------|---------------|---------|--------------|---------|-------------|
| Ticket ID | Subject | Chang... | Created | Cont... | Contact Name | Cont... | Status |
| 175026 | Navigator Security Role Change - Fed Sec | 02/12/2019 8: | 02/12/2019 8: | | | | In Progress |
| 193296 | Navigator Security Role Change - Fed Sec | 02/11/2019 12 | 02/11/2019 12 | | | | In Progress |
| 193207 | Navigator Security Role Change - Fed Sec | 02/08/2019 10 | 02/08/2019 10 | | | | In Progress |
| 169202 | Navigator Security Role Change - Fed Sec | 02/08/2019 10 | 02/08/2019 10 | | | | In Progress |

Enter your search criteria and click the GO button.

Click to close the advanced search panel.

5. Allows you to download your tickets in the displayed list to a .csv file.

ASK HR Ticket Dashboard (cont'd)

Reordering Columns in the Ticket List

By clicking and holding the left mouse button on the column heading you can reposition it to your desired location by releasing the mouse button.

| Tickets (8) | | | | | | | |
|-------------|--|------------------------|------------------------|------------------------|-------------|---------------|-------------|
| Ticket ID | Subject | Created On (Central) | Changed On (Central) | Date Completed | Category | Main Category | Status |
| 175026 | Navigator Security Role Change - Fed Sec | 02/12/2019 8:45:23 AM | 02/12/2019 8:45:23 AM | 02/12/2019 7:58:21 AM | In Progress | HRIS Requests | In Progress |
| 193296 | Navigator Security Role Change - Fed Sec | 02/11/2019 12:52:47 PM | 02/11/2019 12:52:47 PM | 02/11/2019 10:45:58 AM | In Progress | HRIS Requests | In Progress |

Filtering and Sorting Any Column in the Ticket List

Left click on any column heading in the ticket list will allow you to sort ascending or descending or filter the list by entering your criteria in the filter field.

| Ticket ID | Subject | Chang... | Created | Cont... | Contact Name | Cont... | Status |
|-----------|--|---------------|---------------|---------|--------------|---------|-------------|
| 175026 | Navigator Security Role Change - Fed Sec | 02/12/2019 8: | 02/12/2019 8: | | | | In Progress |
| 193296 | Navigator Security Role Change - Fed Sec | 02/11/2019 12 | 02/11/2019 12 | | | | In Progress |
| 193207 | Navigator Security Role Change - Fed Sec | 02/08/2019 10 | 02/08/2019 10 | | | | In Progress |
| 169202 | Navigator Security Role Change - Fed Sec | 02/08/2019 10 | 02/08/2019 10 | | | | In Progress |

Now what?

From the ASK HR Ticket Dashboard, you can create a new ticket, view a ticket you've already created by clicking on the ticket number, view a list of your open tickets, view all your tickets, and even download them to a file.