

Using the Help Center – Jira Service Management

This guide instructs on how to use the Payroll & Tax Services [Help Center](#) in Jira Service Management.

Signing Into the Help Center

1. Enter your ttu.edu or ttuhsc.edu email address in the email address field and click “Next”. Then enter your Jira Service Management Help Center password that was created during registration and click “Continue”.

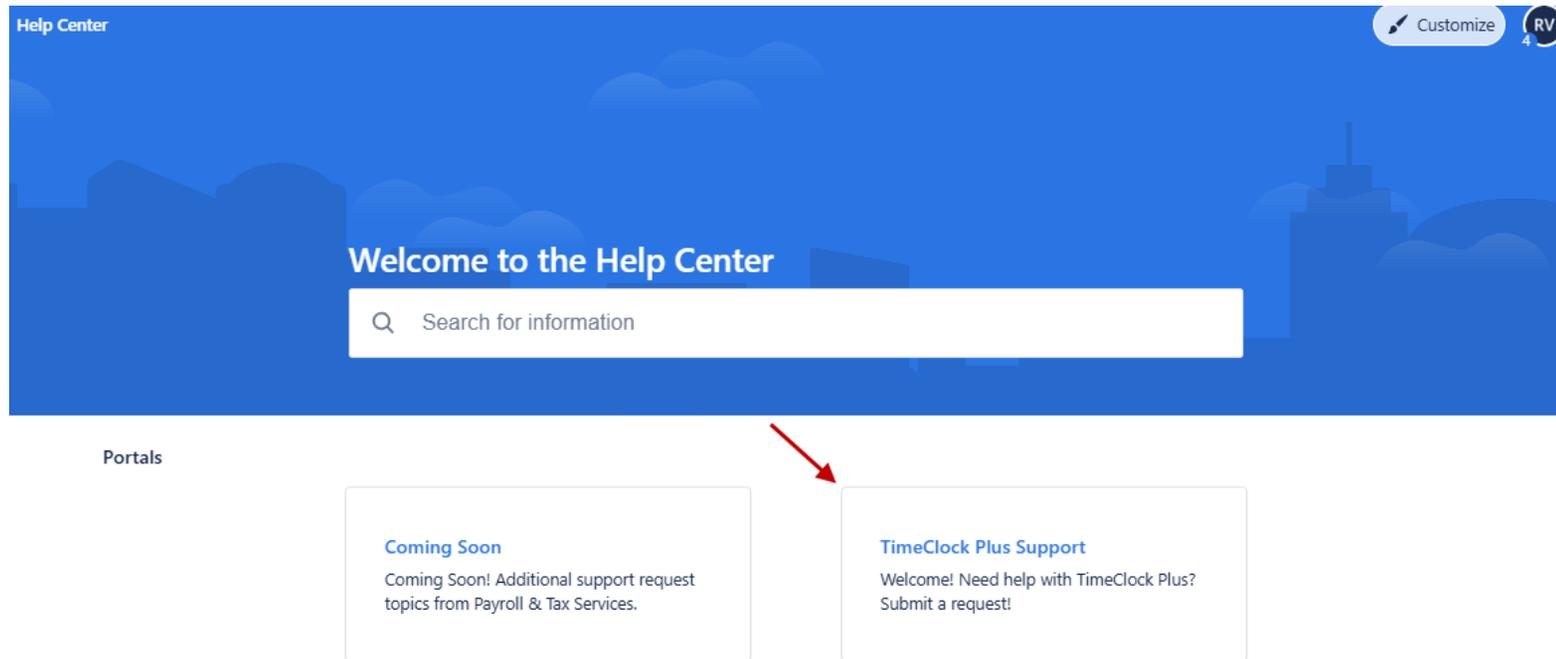
The diagram illustrates the login process in two stages, connected by a red arrow pointing from left to right.

Stage 1 (Left): The screen is titled "Help Center" and "Enter your email to log in or sign up". It features an "Email address" field containing "testmail@ttu.edu" and a blue "Next" button. Both the email field and the "Next" button are highlighted with red boxes.

Stage 2 (Right): The screen is titled "Help Center" and "Log in to continue". It features an "Email address" field containing "testmail@ttu.edu" and a "Password" field containing a masked password (represented by dots). A blue "Continue" button is located below the password field. A "Back" link is visible at the top left. A "Forgot password?" link is located at the bottom center. The "Password" field and the "Continue" button are highlighted with red boxes.

Using the Help Center

2. Click on the Help Center portal for the Payroll & Tax Services area you need assistance with.



The screenshot displays the Help Center interface. At the top left, it says "Help Center". In the top right corner, there is a "Customize" button with a pencil icon and a user profile icon labeled "RV" with a notification count of "4". The main header area has a blue background with a city skyline silhouette and the text "Welcome to the Help Center". Below this is a white search bar with a magnifying glass icon and the placeholder text "Search for information". Underneath the search bar, the word "Portals" is displayed. Two portal cards are shown: the first is titled "Coming Soon" and contains the text "Coming Soon! Additional support request topics from Payroll & Tax Services."; the second is titled "TimeClock Plus Support" and contains the text "Welcome! Need help with TimeClock Plus? Submit a request!". A red arrow points to the "TimeClock Plus Support" card.

- Once the appropriate portal is chosen, you will see available support request types. To submit a support request, click on the topic you would like assistance with. Follow the request instructions to submit your support request for review.

Help Center

Help Center / TimeClock Plus Support

TimeClock Plus Support

Welcome! Need help with TimeClock Plus? Submit a request!

What can we help you with?

-  **User Maintenance**
Use this request to make user (Approver, Administrator, Exporter) changes within TimeClock Plus Manager
-  **Problem With a Time Clock**
Use this request for help when there are problems with a physical time clock.
-  **WebClock/Mobile Clock Problem**
Use this request if you or your employees are experiencing issues with the TimeClock Plus WebClock or mobile app.

- To view support requests that you have submitted, change your password, or log out of the Help Center, click the profile icon in the top, right corner. Then select the desired choice.

Help Center

Welcome to the Help Center

Search for information

Art Vandalay
theroman01@gmail.com

- Requests 12
- Profile
- Log out

5. While viewing requests, you may change the filter to display requests that fall into other statuses (closed, canceled, etc.)

Help Center

Help Center

Requests

Request contains... **Status: Open requests** All Request type

Type	Reference	Summary	Status	Service project	Requester
!	TEST-110	Test	WAITING FOR SUPPORT	TEST Project	Art Vandalay
💡	TEST-127	Can TCP Work Overseas	WAITING FOR CUSTOMER	TEST Project	Art Vandalay
👤	TEST-126	Add and Remove Approvers	WAITING FOR CUSTOMER	TEST Project	Art Vandalay
💡	TEST-122	Help Me	WAITING FOR SUPPORT	TEST Project	Art Vandalay

6. After selecting a support request, you can view replies to your request and reply to Payroll & Tax Services.

Help Center / TEST Project / TEST-122

Help Me

Art Vandalay raised this on 13/Feb/25 3:45 PM [Show details](#)

Status
WAITING FOR SUPPORT

Notifications on

Request type
💡 TEST - TimeClock Plus Question

Shared with
Art Vandalay (Creator)
+ Share

Activity

Show 5 more

Request activity and comments

- Automatic response 13/Feb/25 3:49 PM
Your request status has changed to Waiting for customer.
- Art Vandalay 13/Feb/25 3:49 PM
thanks
- Automatic response 13/Feb/25 3:49 PM
Your request status has changed to Waiting for support.

Add a comment

Add your own comment

Request Statuses

Request Status	Description
Waiting for Support	Request is received. Awaiting assignment to Payroll & Tax representative.
Waiting for Customer	Request requires additional information or action from the requestor.
In Progress	Request is being worked.
Pending	Request awaiting action from another group/team.
Canceled	Request is canceled.
Resolved	Request is resolved.
Closed	Request is closed.

Notes

- Utilizing the Jira Service Management self-service portal is recommended for all users who need assistance with TimeClock Plus, however, requests for TimeClock Plus will still be accepted via an email to support.payrollservices@ttu.edu. Please note that responses to emailed requests may take longer than requests that are submitted via the self-service portal.
- Emails sent to support.payrollservices@ttu.edu will generate a basic help request within the Jira Service Management platform. Responses to email requests will come from the Jira Service Management platform (email address jira@ttupayroll.atlassian.net).
- Responses to requests can be viewed in the Help Center, However, support requests will also generate an email notification when a comment is added by a Payroll & Tax Services representative. Changes to a request's status will also generate email notifications.
- Because emails are generated from atlassian.net, email notifications may show a caution warning. This is normal and should be dismissed if you are expecting an email response from the Help Center.