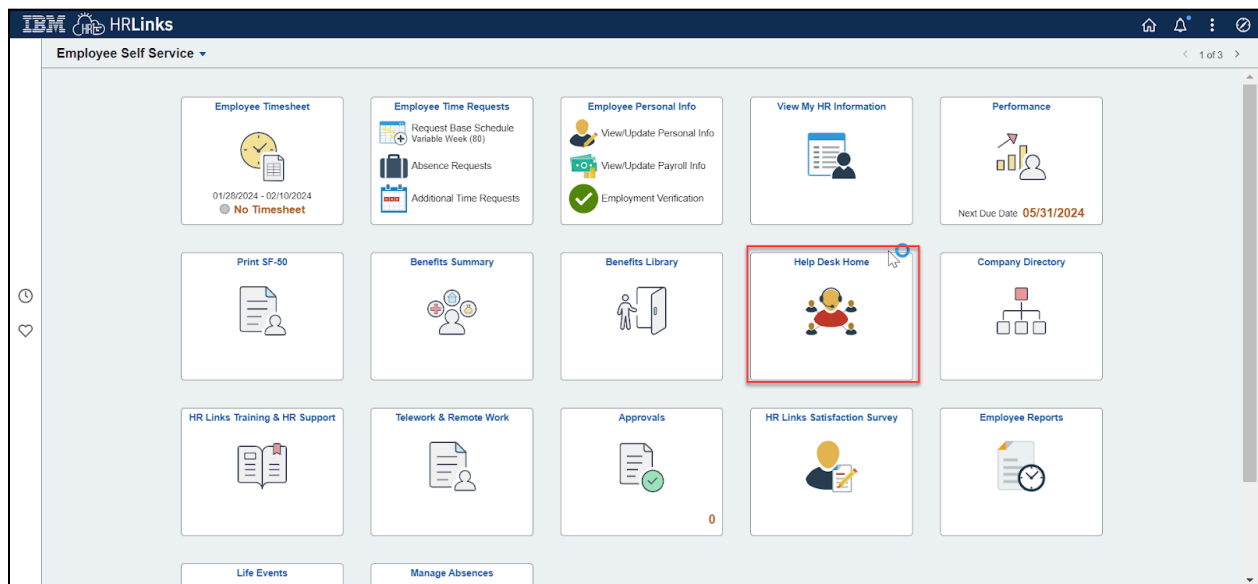# Submitting a Phire Ticket in HR Links

Follow this job aid to learn how to submit a phire ticket in HR Links when you encounter an issue in the system.

Submit a Phire Ticket

1. Select the **Help Desk Home** tile.

2. Select **Create Issue** to create a phire ticket.

Submitting a Phire Ticket in HR Links

3. Select the magnifying glass icon 🔍 and select Domain ID **SSGSA** when the pop up window opens.

Submitting a Phire Ticket in HR Links
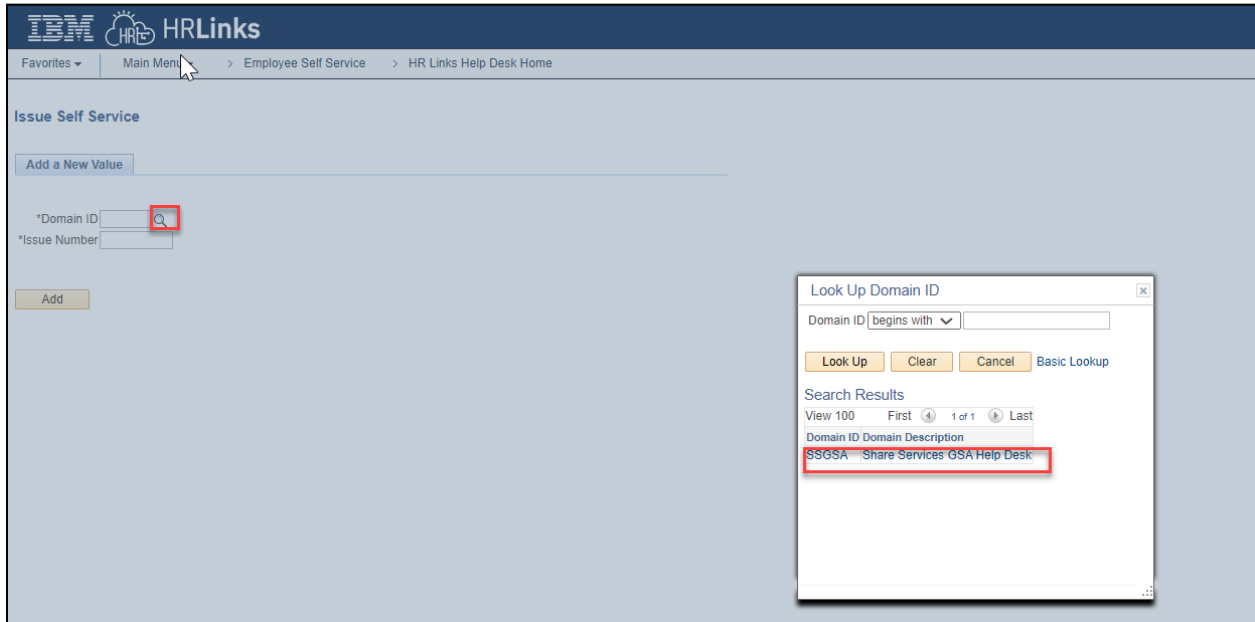
4. Select **Add.**

5. Input the details of your issue within the Phire ticket. Enter the following details in HR Links:

Submitting a Phire Ticket in HR Links

a. A Title for the phire ticket
b. A Functional Area
c. A description of the issue (remove the wording highlighted below)
d. Attach any screenshots or other documentation that can help explain the issue encountered

6. Select **Submit.** The phire ticket will be submitted for review by the vendor. You have successfully submitted a phire ticket in HR Links. Your phire ticket will be assigned a ticket number. You will receive an email from HR Links with details of your phire ticket submission.

![HR Links logo] **Submitting a Phire Ticket in HR Links**

Respond to a Phire Ticket

7. Select the **Help Desk Home** tile.
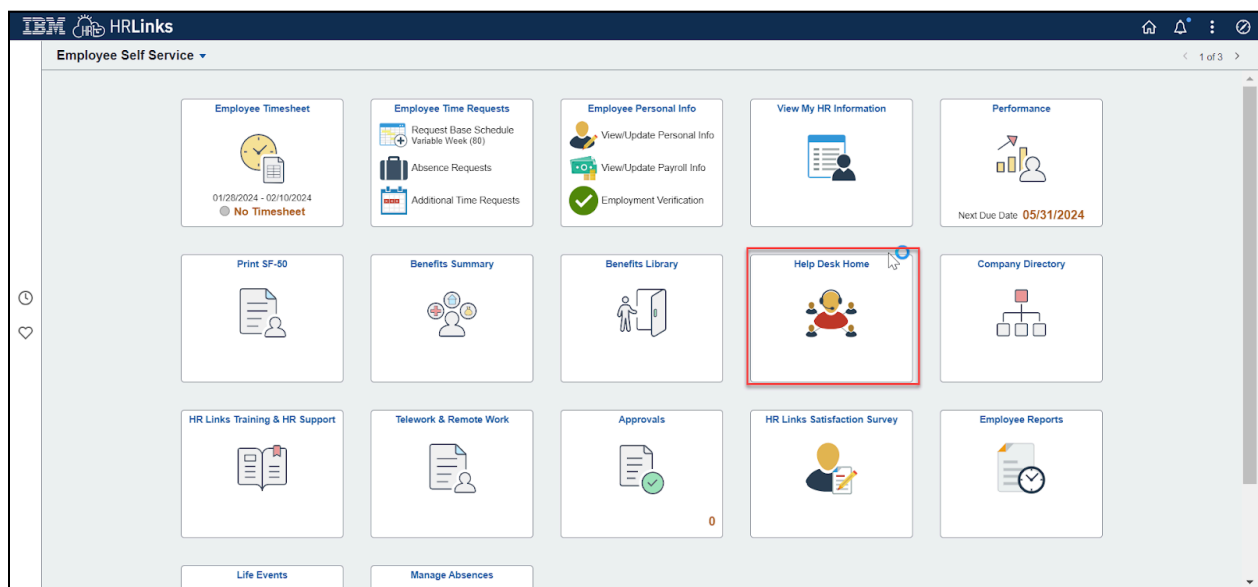
8. Select **View Issues** to respond or update a phire ticket.

Submitting a Phire Ticket in HR Links

9. Select your phire ticket to update.

Submitting a Phire Ticket in HR Links

10. Select the yellow scroll icon 📜 to view updates on your phire ticket and see response from the vendor. Add additional comments in the open text box and **Post** or Select **Ok** to close. Select **Ok** to close out of updating the phire ticket. You have successfully updated your ticket.

Submitting a Phire Ticket in HR Links