

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

ĪĪ	M 🚠 HRLinks						ଜ	∆*	:	Ø
	Employee Self Servi	ce 🔻						<	1 of 3	>
										^
		Employee Timesheet	Employee Time Requests	Employee Personal Info	View My HR Information	Performance				
			Request Base Schedule Variable Week (80)	View/Update Personal Info		$\overline{\mathcal{A}}_{n}$				
			Absence Requests	View/Update Payroll Info						
		01/28/2024 - 02/10/2024	Additional Time Requests	Employment Verification						
		No limesneet				Next Due Date 05/31/2024				
		Print SF-50	Benefits Summary	Benefits Library	Help Desk Home	Company Directory				
~										
()			() () () () () () () () () () () () () (Gr (<u>⊷</u>					
\bigcirc			\square	w L	2-2					
		HR Links Training & HR Support	Telework & Remote Work	Approvals	HR Links Satisfaction Survey	Employee Reports				
						_				
			Es			\odot				r.
				0						
		Life Events	Manage Absences							•

1. Select the Help Desk Home tile.

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





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



IB派 (禍) HRLinks	
Favorites - Main Menu > Employee Self Service > HR Links Help Desk Home	
Issue Self Service	
Add a New Value	
*Domain ID	
Add	Look Up Domain ID
	Domain ID begins with 🗸
	Look Up Clear Cancel Basic Lookup
	Search Results
	View 100 First 🕢 1 of 1 🕟 Last Domain ID Domain Description
	SSGSA Share Services GSA Help Desk
	::

4. Select Add.

IBM	لی HRL	inks	
Favorites 🗸	Main Menu 🗸	> Employee Self	Service > H
Issue Self Se	ervice		
Add a New V	alue		
*Domain ID *Issue Number			
Add			

5. Input the details of your issue within the Phire ticket. Enter the following details 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

IBM (he HRLinks
Favorites • Main Menu • > Employee Self Service > HR Links Help Desk Home
Phire
Create an Issue
Issue Number: NEXT
*Title:
*Type: Issue V
Functional Area:
*Priority: Low V
diagnosing the issue as quickly as possible. Please also refer to the comments section, the yellow scroll in the upper right hand corner when communicating back and forth with IBM. To reassign a ticket back to IBM please update the status field to assigned and update the assigned field to the name that is labeled in the notified field.
If the View button fails to open the attachment, then try holding "ctrl" key while clicking the button, or checking your browser security settings.
Type Description File Name Attach
Attach 🛨 🖃
Back To Help Desk Home

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.



Respond to a Phire Ticket

7. Select the Help Desk Home tile.

11	M 🚠 HRLinks						ធ	۵.	. 0	ð
	Employee Self Servi	ce 🔻						< 1 c	f3 >	
										Â
		Employee Timesheet	Employee Time Requests	Employee Personal Info	View My HR Information	Performance				
			Request Base Schedule Variable Week (80)	View/Update Personal Info						
			Absence Requests	View/Update Payroll Info						
		01/28/2024 - 02/10/2024	Additional Time Requests	Employment Verification						
		No Timesheet				Next Due Date 05/31/2024				
		Print SF-50	Benefits Summary	Benefits Library	Help Desk Home	Company Directory				
~										
()			BOO	ĝe l	<u>↓</u> ↓					
\bigcirc		<u>L-2</u>	23	WЦ)						
					<u> </u>					
		HR Links Training & HR Support	Telework & Remote Work	Approvals	HR Links Satisfaction Survey	Employee Reports				
						\odot				-
				0						
		Life Events	Manage Absences							-

8. Select **View Issues** to respond or update a phire ticket.





Information (PII) is generally the most sensitive information included in the system. Other information includes payroll, accounting, pay and leave entitlement records, payroll deduction and withholding, and time and attendance records.

9. Select your phire ticket to update.



Favorite	s▼I	Main Menu → Employee S	> HR Links Help Desi	k Home > My Issues	
Assigne	d to Me	My Issues			
User:	GSA(- Erin 🗧 📜 🗖	(¢F	Refresh) 🥻 🕻 Add	
Only St	now Open I	ssues: 🗹			
			Personalize Find Vie	ew All 🔄 🔣 🛛 Firs	t 🕢 1-4 of 4 🕑 Last
Title	Details				
Issue Nur	nber	Title	Functional Area	Open Date	Status
SSGSA-I	S020940	HR Links Training & HR Support Tile update url it links to	Training	05/22/2023 4:20PM	Hold
SSGSA-I	S021524	CR 234 - Adding the Print SF52 access to the GSA HR Spec role	Human Resources	08/24/2023 1:56PM	Assigned
SSGSA-	S021857	Accessibility Issues	Performance Management	10/11/2023 12:40PM	In Research
SSGSA-I	S022147	HR Links Training & HR Support Tile update for CABs	Training	11/16/2023 12:29PM	Hold

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.



Assigned: tspingola Liz Spingola GSA0100017072 Erin Sviain Taylor Notity: tspingola Liz Spingola Liz Spingola Liz Spingola Liz Spingola Liz Spingola Liz Spingola Liz Spingola Liz Spingola Liz Spingola Refease: April Ticket Assignment: Y IBM IBM Triage Team: Ixemell Logar Kennell Nevigation:	Favorites - Main M	tenu	ice > HR Links Help De:	κ Home → My Issues					Related Content - New Win
Title: Accessibility issues Type: Defed Functional Area: Partornance Management DB Ham: Priority: Low Dopende By: Opende Date: 11/10/2023 Status: In Research Opende By: GSA0100017072 Ensigned: Lis Sengola Costomer: GSA0100017072 Ensigned: Lis Sengola Costomer: GSA0100017072 Ensigned: Lis Sengola Costomer: SA0100017072 Ensigned: Ensigned: Costomer: SA0100017072 Ensigned: Lis Sengola Costomer: SA0100017072 Ensigned: Lis Sengola Costomer: Sangola Costomer: Sangola Priority: Lison Research Norigation: Costomer: Priority: Lison Research Norigation: Costomer: Priority: Lison Research Norigation: Percendition: Priority: Lison Research Norigation: Percendition: Priority: Lison Research Norigation: Percendition: Priority: Lison Research Norigation: And Desc	Issues iForms								
Process Defect Opened By: Op	Issue Number:	SSGSA-IS021857		🗘 📣 🚟 🖉 http: [2 8				
Upber: Ueter: In Research Si Riv 00 2095 Principal Ares: Performance Management De Date: 11/10/2023 Status: In Research Open Date: 11/10/2023 Comment: Principal Ares: G8A0100017072 Enins Signification First Information First Information First Information Open Edit: In Research Open Date: 10/11/2023 12:40PM Post Personalize [Find] Wew All (20) First Information Assignabi: Ispingola Liz Spingola Liz Spingola Liz Spingola First Information First Information Release: APR April Ticket Assignment: Y IBM Information Bissistion Status Update Norigation: Essentition: Instation: Instati	Title:	Accessibility Issues							
Particity: Low Data Mass: Dive Data: 11/10/2023 Status: In Research Open Data: 11/10/2023 12/40PM Opened By: GSA0100017072 Erin Swain Taylor Note Type: Post Ostigned: Ippngola Liz Spingola Note Type: Post Cistomer: GSA0100017072 Erin Swain Taylor Note Type: Post Cistomer: GSA0100017072 Erin Swain Taylor Note Type: Post Cistomer: GSA0100017072 Erin Swain Taylor Note Type: Post Cistomer: SA0100017072 Erin Swain Taylor Note Type: Post Cistomer: SA0100017072 Erin Swain Taylor Note Type: Post Refease: AFR April Trickit Assignment: Y IBM IbM Triage Team: Ikonnell Liz Spingola Liz Spingola Liz Spingola Spingola Status Update IbM Triage Team: Ikonnell Ligaga Kennell Ligaga Kennell Ligaga Kennell Ligaga Kennell Status Update IbM Triage Team: Ikonnell Ligaga Kennell Ligaga Kennell<	Туре:	Defect	Tracking #:	STRY0012095	Notes				1
Statis: In Research Open Date: In 11/12/23 12.4 JPM Opened By: GSA0100017072 Ein Swain Taylor Statignes: Ispngola Liz Spingola Outtomer: GSA0100017072 Ein Swain Taylor Notify: Ispingola Liz Spingola Refease: AFR Aril Ticket Assignent: Vertigation Ispingola Lig Spingola Notify: Ispingola Lig Spingola Lig Spingola Lig Spingola Lig Spingola Lig Spingola Spingola Lig Spingola	Functional Area:	Performance Management	DB Name:		Comment:			۲.	
Opened By: G SA0100017072 Ein Swain Taylor Assigned: Isgangola Liz Spingola Custome: GSA0100017072 Ein Swain Taylor Custome: Egrangola Liz Spingola Notry: Ispingola Liz Spingola Penese:: APR April Ticket Assigned: Logan Kennell Navigation: Penese:: Refease::	Priority:	Low	Due Date:	11/10/2023					
A ssigned: tspinpola Liz Spinpola Liz Spinpola Liz Spinpola Personaliza Find View Al [2] First (+ 14 of 4) Last Visitomer: GSA010017072 Ein Swian Tuylor Keike Type <	Status:	In Research	Open Date:	10/11/2023 12:40PM					
Assignand: tspingpla Lic Spingpla Customer: GSA100017072 Ein Swain Taylor Otory: Itspingla Lic Spingla Customer: GSA100017072 Ein Swain Taylor Customer: Customer: Customer: Referese: APR April Ticket Assignmeit: Y IBM IBM Trage Team: Isonell Borcription: Nassisting a visualy impaired employee today in the Part Mgmt module there were a few Items Resolution: Nassisting a visualy impaired employee today in the Part Mgmt module there were a few Items Resolution: Please click on the yellow scroll in the upper right-hand corner for further details. Thank your Items item and in comments (copy and paste) in comments totab to x the totab item and the in the upper right-hand corner for further details. Thank your	Opened By:	GSA0100017072	Erin Swain Taylor		Noto Tupo:	-	×	Post	
Case Date Case Date Comment Comment Motion Notify: Ispingla Li2 Spingla Li2 Spingla Status Update Release: April The April The April The April Ticket Assignment: Y IBM Ispingla Li2 Spingla IDM Trape Team: Ikennell Logan Kennell Ispingla Status Update IDM Trape Team: Ikennell Logan Kennell Ispingla Status Update IDM Trape Team: Ikennell Logan Kennell Ispingla Status Update IDM Trape Team: Ikennell Logan Kennell Ispingla Status Update IDM Trape Team: Ikennell Logan Kennell Ispingla Status Update IDM Trape Team: Ikennell Logan Kennell Ispingla Status Update IDM Trape Team: Ikennell Logan Kennell Ispingla Status Update IDM Trape Team: Ikennell Logan Kennell Ispingla Status Update IDM Trape Team: Ikennell Logan Kennell Ispingla Status Update IDM Trape Team: Ikennell Logan Kennell Ispingla Status Update IDM Trape Team: Ikennell Teamal Mathemeth socion: Status Update <	Assigned:	Ispingola	Liz Spingola		Note Type.				First () & d add () facet
Ispingola LL2 Spingola Hello, This issue will be fixed within the first release in 2024. Status Update Release: APR APR Ticket Assignment: APR Y APR BM APR BM Hello, This issue will be fixed within the first release in 2024. Status Update Release: APR BM APR BM BM Hi Em, BM Hi Em, BM <t< th=""><th>Customer:</th><th>GSA0100017072</th><th>Erin Swain Taylor</th><th></th><th>Create Date</th><th></th><th>Created Ru</th><th></th><th></th></t<>	Customer:	GSA0100017072	Erin Swain Taylor		Create Date		Created Ru		
Exclusion Init stole will be tool with the first research in 2024. Release: AFR April Ticket Assignment: Y IBM IM Trispe Team: Ikennell Logan Kennell Maringation: Imassitup a vicualy impaired employee today in the Pert Mgmt module there were a few items Init socient the data for a data for data for a da	Notify:	Ispingola	Liz Spingola					Hello,	
Release: APR April Ticket Assignme: Y IBM IDM Triage Team: Ikennell Logan Kennell IDM Triage Team: Ikennell Logan Kennell Iken Triage Team: Not New Teams					11/06/2023	2.50FW	ispingola - Liz opingola		Status Opuate
Ticket Assignment Y IBM UBM Triage Team: lsennel Logan Kennel Bardgation: Inscription: Inscription: </th <th>Release:</th> <th>APR</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>Thanks for your ticket. I am putting in a ticket for you to change the alt text of the icon and the link so that it is not read twice by</th> <th></th>	Release:	APR						Thanks for your ticket. I am putting in a ticket for you to change the alt text of the icon and the link so that it is not read twice by	
IBM Triage Team: Ikennell Logan Kennell IBM rightion: Image:	Ticket Assignment:	Y	IBM		11/02/2023	12-59PM	Ispingola - Liz Spingola	made live.	
Resolution: IN assisting a visually impaired employee today in the Perf Mgmt module there were a few items do covered that need to be looked at: In assisting a visually impaired employee today in the Perf Mgmt module there were a few items do covered that need to be looked at: In assisting a visually impaired employee today in the Perf Mgmt module there were a few items do covered that need to be looked at: In assisting a visually impaired employee today in the Perf Mgmt module there were a few items do covered that need to be looked at: In assisting a visually impaired employee today in the Perf Mgmt module there were a few items do covered that need to be looked at: In assisting a visually impaired employee today in the Perf Mgmt module there were a few items to be covered that need to be looked at: In assisting a visually impaired employee today in the Perf Mgmt module there were a few items to be covered that need to be added at: In assisting a visually impaired employee today in the Perf Mgmt module there were a few items to be covered that need to be added at: In added to be added at: Status Update In 11/2023 1:1FPM Reneel - Logan Kennel - IBM Helio, We have received your case. Status Update In 11/2023 1:1FPM Reneel - Logan Kennel - IBM Helio, We have received your case. Status Update In 11/2023 1:1FPM Reneel - Logan Kennel - IBM Helio, We have received your case. Status Update	IBM Triage Team:	Ikennell	Logan Kennell				iopaigona caropaigona		oluluo opuulo
Bescription: Interpretent and the product of the original interpretent with interpretent with interpretent with interpretent with interpretent with interpretent with an and or one of them Interpretent and one work of the canal interpretent with sciences and the canal work of the canal interpretent with sciences and the canal work of the canal interpretent with sciences and the canal work of the canal interpretent with sciences and the canal work of the canal interpretent with sciences and the canal work of the canal interpretent with sciences and the canal work of the canal interpretent with sciences and the canal work of the canal interpretent with the sciences and the canal work of the canal interpretent work of the canal work of the cana	Navigation:							still. Thanks,	
Called out twice with screen reader - change the name of one of them Unable to add in comments (copy and paste) in comments text box of the crtical elements Lection Please click on the yellow scroll in the upper right-hand corner for further details. Thank you	Description:	discovered that need to be looked	lat			4:07PM	Ikennell - Logan Kennell - IBM		Status Update
Resolution:		The Add Attachments section - sa called out twice with screen reade	me word for icon and link - ca r - change the name of one c	using Add Attachments to be f them	10/11/2023	1:11PM	- Ikennell - Logan Kennell - IBM	Hello, We have received your case.	Status Update
Resolution:		Unable to add in comments (copy	-						
Please click on the yellow scroll in the upper right-hand corner for further details. Thank you.	Deselution	section			ОК	Ca	ncel		
ack To Phire Home Back To Issue Tracking Home Phire v12.2.02	 Resolution: 	Please click on the yellow scroll in	the upper right-hand corner	for further details. Thank you.					
cki To Phire Home Back To Issue Tracking Home Phire v12.2.02					_				
nck To Phire Home Back To Issue Tracking Home Phire v12.2.02					11				
	ack To Phire Home B	ack To Issue Tracking Home		Phire v12 2 02					
		ack to looue tracking HUIIIB		1100 412.2.02					