

# USER GUIDE

## Submitting HR Systems Support Requests (non-HR users)

User support for HR systems such as Capital HR, LMS and WiTS is managed by the HR Systems Support (HRSS) Team within the HR Systems, Analytics and Information Division (HR SAID). Requests for assistance with these systems are submitted via the online HRSS form on the OHR website:  
<https://intrahr.od.nih.gov/wits/index.htm>

### Accessing the HRSS Form

From the HR Requests Page, click on “Initiate New Request” and select **Need Help?** to access the HRSA form:

## Office of Human Resources

at the National Institutes of Health

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[IC Access to WITS Reports](#)  
(Access Required)

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[IC Access to WITS Time to Hire Dashboard](#)  
(Access Required)

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**Access to other HR Systems (non-WiTS)**

[Capital HR](#)  
(Login Required)

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[HHS Careers - Selection Manager](#)  
(Login Required)

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[HR CARDS](#)

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[LMS](#)  
(Login Required)

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[EBIS](#)  
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[ITAS](#)  
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[myPay](#)  
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[NIHITS](#)  
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[eOPF](#)  
(Login Required)

### Human Resources Requests

Welcome: Samantha Lubel

[Return to Main Menu](#)

HR Request Type	Description	Guide	Tutorial
<a href="#">Need Help?</a>	Submit a request for assistance for a number of HR Systems		
<a href="#">Need Access?</a>	Submit a request for new, modified or deleted access to HR Systems		
<a href="#">Considering Retirement</a>	Submit a request to the Benefits office to obtain a Retirement Estimate		
<a href="#">Need to initiate a Senior Level Pay Case?</a>	Submit a request to the CSSED for a Senior-Level Pay case		

Important Notice About Access Requests

The HR Requests Page is only compatible with Internet Explorer (IE) versions 7 or 8 and Mozilla Firefox versions 3.5 and higher.

If you experience technical difficulties with this page, please submit an [HR Systems Support Request](#).

If this is not possible due to system issues, please contact the HR Systems Support Team via email at [hrss@nih.gov](mailto:hrss@nih.gov)

### Completing the HRSS Form

On the *Ticket Information* tab, you will need to **complete the following information about yourself (the “User”)** and information about the issue you are having:

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**Ticket Information**

\* Required Fields

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**SECTION 1 - Ticket Information**

Ticket #	<input type="text"/>	Date Initiated	06/16/2014 08:59 AM
Status*	Pending	Priority Code*	Moderate
Full Name of User* <small>(/NEP Lookup)</small>	Samantha Lubel	User Email*	samantha.lubel@nih.gov
User Phone# <small>(no dashes)</small>	3015948242	Organization*	<input type="text"/>
Total Number of Users Affected	<input type="text"/>	IC*	<input type="text"/>
System*	<input type="text"/>	Issue Category*	<input type="text"/>
Description of Issue or Request	<input type="text"/>		

Note: Do NOT enter SSN information in this area or attach any documents containing such information to this request.

 [Add Attachment](#)

- *Full Name of User:* This field will be populated from your NIH login.
- *User Email:* This field will be populated from your NIH login. You may enter additional email addresses in this field, separated by a semi-colon, if needed.
- *User Phone #:* This field will be populated from your NIH login.

**Note: It is important to provide the best way to reach you in the event that the HRSS Team needs to contact you to troubleshoot your issue. You may edit these fields to provide alternate contact information if needed (to list a home number, personal email, etc).**

- *Organization:* Select your organization. If you work in an Institute or Center, select 'IC User.'
- *IC:* Select your Institute or Center.
- *Total Number of Users Affected:* Enter the number of users affected by the issue you are reporting. If it only affects you, enter '1.'
- *System:* Select the system that you need assistance with.
- *Issue Category:* Select the issue category that best describes your issue – if none fit, select "Other – Specify in description."
- *Description of Issue or Request:* Enter a description of the specific problem, issue or request. Give as much detail as possible and attach a screenshot of any error messages you are receiving, if applicable. The more descriptive you are, the quicker our HRSS Team will be able to assist you.

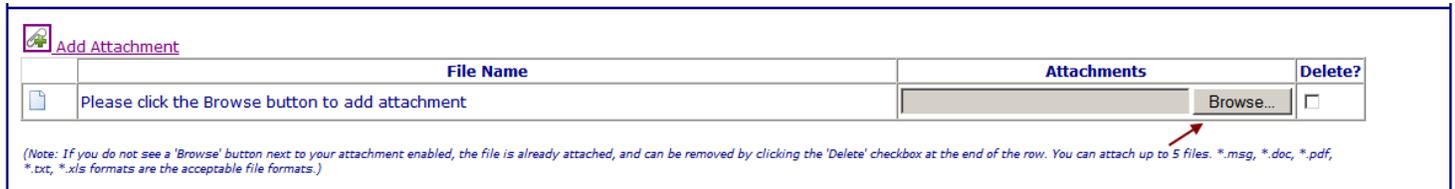
## Attaching Documents

You can attach any necessary documents to your request by using "Add Attachment" icon at the bottom of the page:

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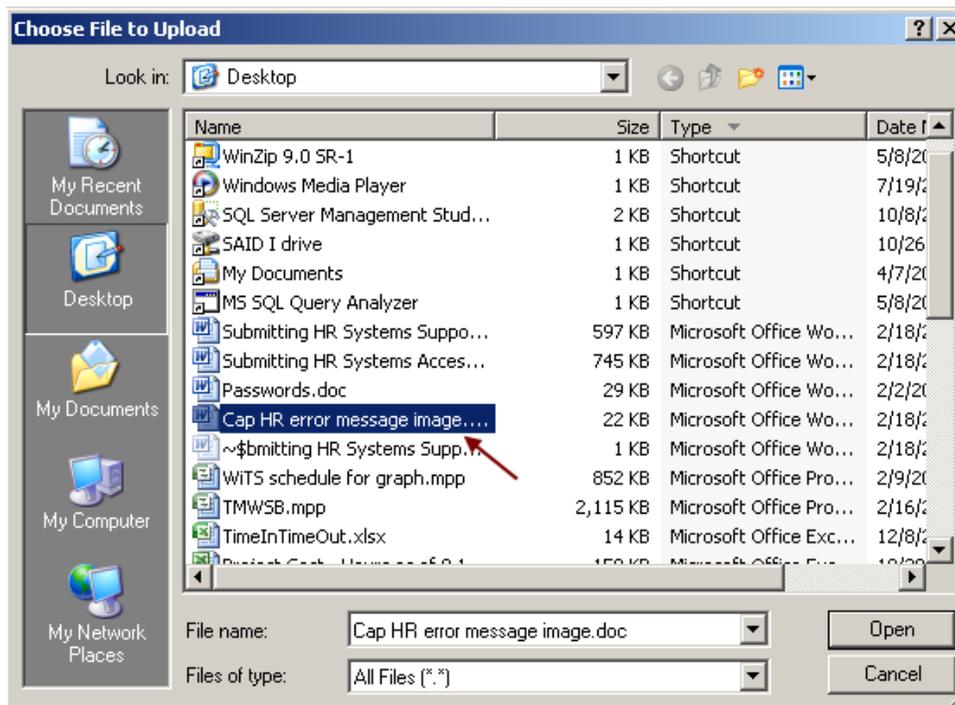
## Add Attachment

After clicking the attachment icon, click the “Browse” button and select the file you would like to attach:

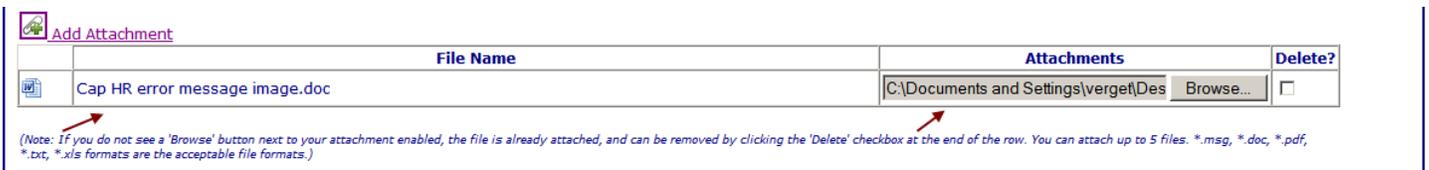


	File Name	Attachments	Delete?
	Please click the Browse button to add attachment	<input type="button" value="Browse..."/>	<input type="checkbox"/>

(Note: If you do not see a 'Browse' button next to your attachment enabled, the file is already attached, and can be removed by clicking the 'Delete' checkbox at the end of the row. You can attach up to 5 files. \*.msg, \*.doc, \*.pdf, \*.txt, \*.xls formats are the acceptable file formats.)



The name of your attached document and its path will appear.



	File Name	Attachments	Delete?
	Cap HR error message image.doc	C:\Documents and Settings\verget\Des <input type="button" value="Browse..."/>	<input type="checkbox"/>

(Note: If you do not see a 'Browse' button next to your attachment enabled, the file is already attached, and can be removed by clicking the 'Delete' checkbox at the end of the row. You can attach up to 5 files. \*.msg, \*.doc, \*.pdf, \*.txt, \*.xls formats are the acceptable file formats.)

## Saving / Submitting Your HRSS Request

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At any time during this process, you may click the *Save Request* button to save the information for submission at a later date.



After you save, you will receive a pop-up notice confirming that the form has been saved and stating the WiTS transaction number.

**HR Systems Support Request Saved**

Your HR Systems Support Request has been saved, and assigned # **9438** as the ticket number.  
You may retrieve this ticket from the "View My Drafts" section of this page for further completion and/or final submission.

The HR Systems Support team is available to assist you from 8:00am to 4:30pm (EST) Monday through Friday. The office is closed on all Federal Holidays.

When you are ready to send your information to the HR Systems Support Team, you may submit your request by clicking the *Submit Request* button.



After the request has been submitted, you will receive a pop-up notice confirming that your request was sent and stating the WiTS transaction number. You should reference this number when contacting HR Systems Support.

**HR Systems Support Request Submitted**

Thank you for submitting an HR Systems Support Request. Your request has been assigned # **9440**, as the ticket number. Please reference this ticket number with any inquires.  
Please note: you may confirm your submission and track the status of your request from the "View Submitted Requests" section of this page.

The HR Systems Support Team is available to assist you from 8:00a to 4:30p (EST), Monday through Friday. The office is closed on all Federal holidays.

## ***Reviewing Your Submissions and Drafts***

You may return to the page to view your draft forms as well as requests that you have submitted by clicking either “View My Drafts” or “View Submitted Requests.”

The screenshot shows the NIH Office of Human Resources website. The main heading is "Human Resources Requests". Below the heading, there is a paragraph explaining the purpose of the page: "This page has been developed to facilitate the initiation and submission of HR actions to OHR. All requests submitted via this form are forwarded to the respective representative. Authorized users can now initiate HR requests directly from this page." Another paragraph states: "This page is powered by the Workflow Information Tracking System (WITS). WITS is a web-based business process management tool that provides corporate consistency to HR business processes. Requests initiated from this page will create an action in WITS and will allow the OHR and the ICs to monitor, track, and report on a variety of activities in near real-time." At the bottom of the page, there are three buttons: "Initiate New Request", "View My Drafts", and "View Submitted Requests". Red arrows point to the "View My Drafts" and "View Submitted Requests" buttons.

### View My Drafts

By clicking on View My Drafts, you will be able to view a list of requests that you have initiated but have not yet submitted.

Welcome: Terrye Verge

The screenshot shows the "View My Drafts (HR Systems Support Requests)" page. At the top right, there is a "Return to Main Menu" link. Below the heading, there is a "Select HR Request:" dropdown menu. To the right, there is an "Export My Drafts to:" option with Excel and Word icons. The main content is a table with the following columns: Ticket #, Issue Type, Issue Category, System(s), Employee, Last Updated, Status, Contacts, Guide, and Delete. The table contains one row of data:

Ticket #	Issue Type	Issue Category	System(s)	Employee	Last Updated	Status	Contacts	Guide	Delete
<a href="#">Modify</a> 9438	HRSS	System Issues	Capital HR (EHRP)	Terrye Verge	Feb 18 2011 2:25PM	DRAFT	→	📄	✖

At the bottom of the page, it says "Page 1 of 1".

You may click on Modify to open the draft, update it and either save it again or submit it. You can also export this list to Excel or Word by clicking the Excel or Word icons.

### View Submitted Requests

By clicking on View Submitted Requests, you will be able to view a list of requests that you have submitted.

## View Submitted Requests (HR Systems Support Requests)

Select HR Request:  Select Status:  Export My Submitted Requests to:  

<u>Ticket #</u>	<u>Issue Type</u>	<u>Issue Category</u>	<u>System (s)</u>	<u>Employee</u>	<u>Last Updated</u>	<u>Status</u>	<u>Assigned Category</u>	<u>View More</u>	<u>Contacts</u>
9428	HRSS	HHS Careers (USAS) - Selection Manager	HHS Careers (USAS)	Terrye Verge	Feb 18 2011 2:40PM	PENDING			
9438	HRSS	System Issues	Capital HR (EHRP)	Terrye Verge	Feb 18 2011 2:37PM	PENDING			

You may click on the “View More” icon  to view additional information:



<b>Date Last Updated:</b>	Feb 18 2011 2:37PM
<b>Ticket #:</b>	9438
<b>Customer:</b>	Terrye Verge
<b>System(s):</b>	Capital HR (EHRP)
<b>Assigned Category:</b>	
<b>Problem Description:</b>	System Issues - Attempting to approve Cap HR Job Req #12345, but receiving the attached error message when clicking 'Approve'
<b>Comments:</b>	Hi Terrye, We are working on your issue and will let you know when it has been fixed. Thanks, HRSS Team
<b>Final Resolution:</b>	

[Close Window](#)

You can export this list to Excel or Word by clicking the Excel or Word icons. After you have submitted a request, you will not be able to edit it.

### ***Next Steps – After Your Request Has Been Submitted***

You may be contacted by the HR Systems Support Team via email throughout the process.

If the HR Systems Support Team needs additional information from you to troubleshoot your issue, you will receive a follow up email that you will need to respond to:

From: HR Systems Support (NIH/OD)  
To: Verge, Terrye (NIH/OD) [E]  
Cc:  
Subject: Response Requested - Follow up to HR Systems Support Ticket

Message | DWITSSystemAttachmentsWITSFileUploadsHRSS59438Cap HR error message image.doc (22 KB)

The status of your request for support for Capital HR (EHRP), #9438 is as follows:

Problem: Attempting to approve Cap HR Job Req #12345, but receiving the attached error message when clicking 'Approve'

**Please respond to the following:** Hi Terrye, What type of Job Req is it that you are trying to approve? We see that you have XYZ access. Thanks, HRSS Team

Thank you.

If they cannot immediately resolve your issue, the Team may also send you an informational email with the status of your request:

From: HR Systems Support (NIH/OD)  
To: Verge, Terrye (NIH/OD) [E]  
Cc:  
Subject: Information Only - Follow up to HR Systems Support Ticket

The status of your request for support for Capital HR (EHRP), #9438 is as follows:

Problem: Attempting to approve Cap HR Job Req #12345, but receiving the attached error message when clicking 'Approve'

Comments: Hi Terrye, We are working on your issue and will let you know when it has been fixed. Thanks, HRSS Team

You will also receive a final email confirmation when your issue has been resolved.

From: HR Systems Support (NIH/OD) Sent: Fri 2/18/2011 3:33  
To: Verge, Terrye (NIH/OD) [E]  
Cc:  
Subject: Resolution of HR Systems Support ticket number 9438

Message | DWITSSystemAttachmentsWITSFileUploadsHRSS59438Cap HR error message image.doc (22 KB)

Your issue / problem with Capital HR (EHRP), as referenced in HR Systems Support ticket #9438, has been resolved as follows:

Problem: Attempting to approve Cap HR Job Req #12345, but receiving the attached error message when clicking 'Approve'

Resolution: Hi Terrye, We have identified and fixed the system bug that was causing your issue. You are able to approve this action now. Thanks, HRSS Team

Please take a few moments to provide feedback on our service by completing a brief on-line customer service survey. Your participation in this survey is voluntary and all information that you provide will be kept confidential and anonymous. The survey results will help HRSS better address customer needs and facilitate continuous improvement. This survey does not record user data and should not be used to reopen a ticket. If the issue has not been resolved to your satisfaction, please submit an HR Systems Support ticket via [hssystemssupport@od.nih.gov](mailto:hssystemssupport@od.nih.gov). Thank you in advance for your feedback.

[Click here to take the survey](#)

If you have difficulty accessing the survey, please contact NIH HR Systems Support at [hssystemssupport@od.nih.gov](mailto:hssystemssupport@od.nih.gov).

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