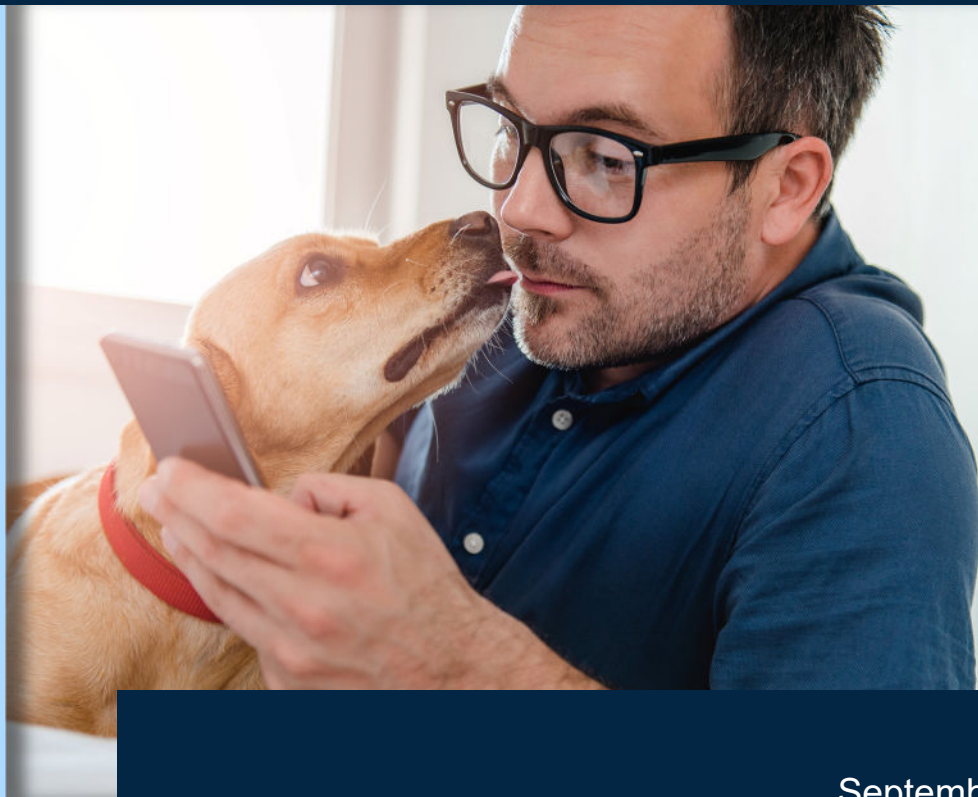


QRG

Quick Reference Guide (9-11 Steps)

How to Submit a Help Desk Ticket
Regarding Disability Pay



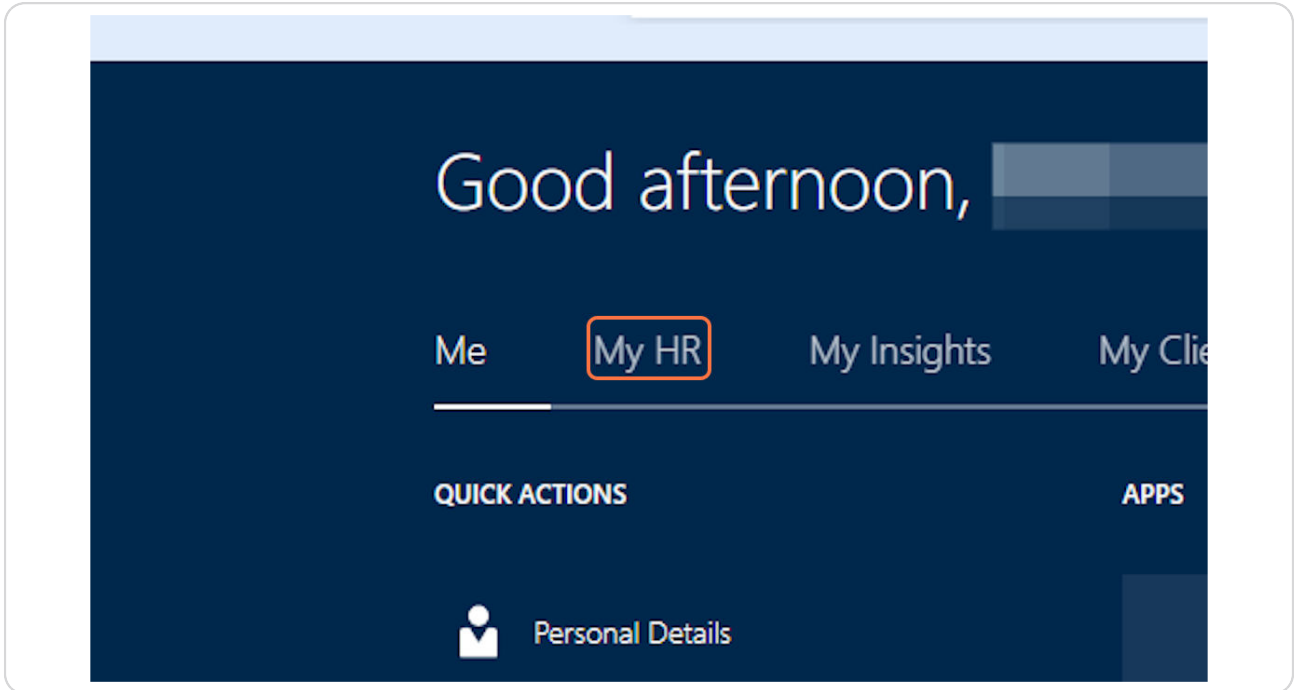
September 23, 2024

If you are an Associate, follow steps 1 - 9.

- i** If you are a People Leader submitting on behalf of an associate, proceed to steps 10 - 20.

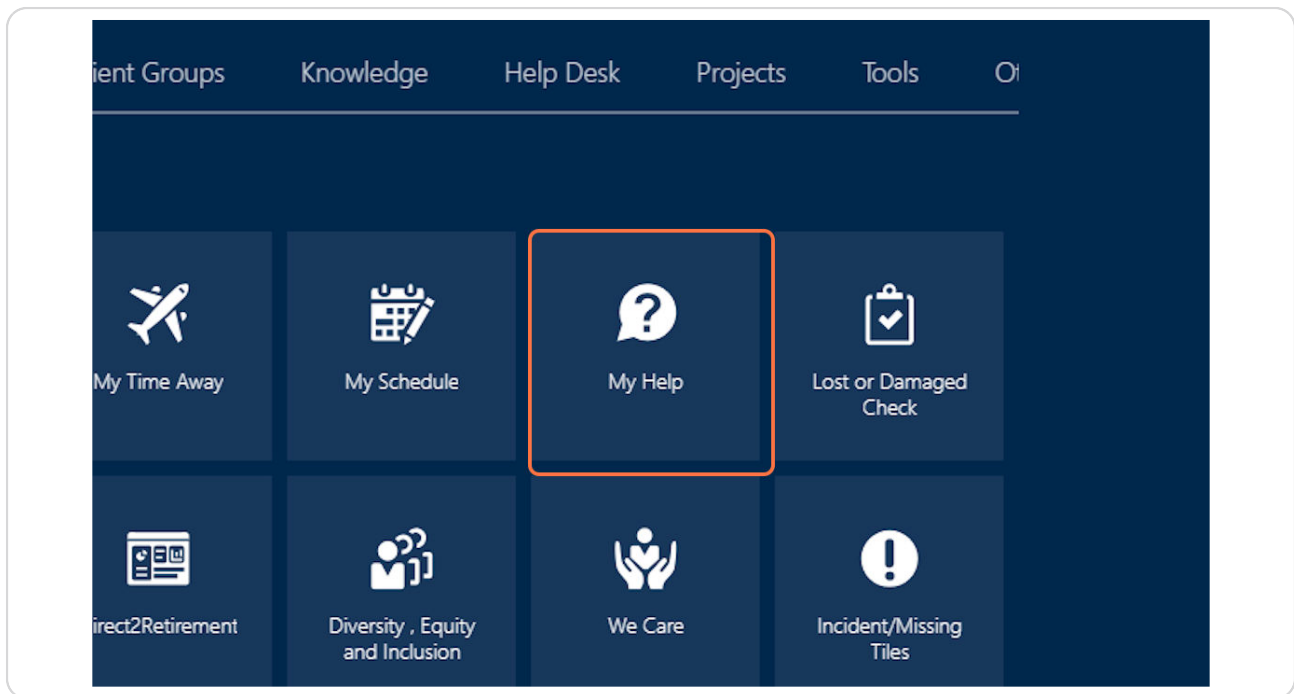
STEP 1

Sign into myACI then click on My HR.



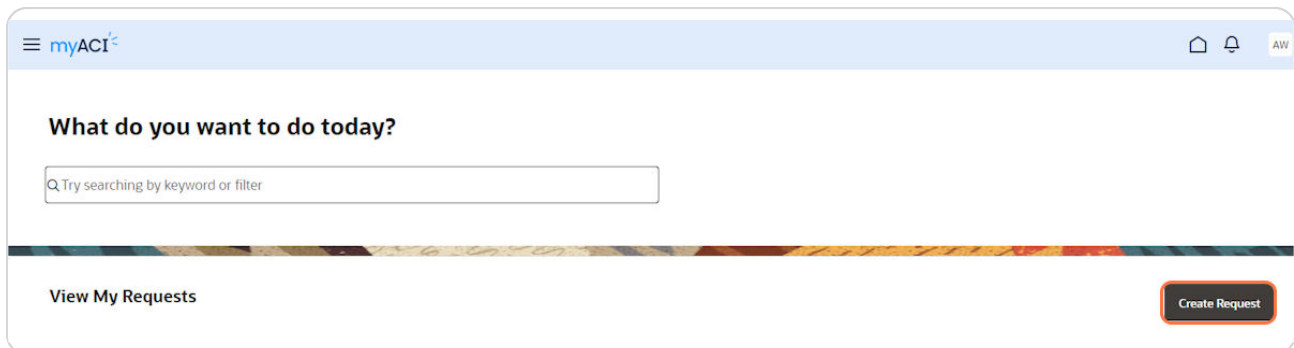
STEP 2

Click on My Help.



STEP 3

Click on Create Request in the upper right hand corner.



STEP 4

Enter the subject for your disability pay request.

Example subject: "Missing disability pay"

myACI

New Help Desk Request

Cancel Save

Subject
Missing disability pay Required

Primary Point of Contact Required

Request Category Required

STEP 5

Select Benefits from the request category.

myACI

New Help Desk Request

Cancel Save

Subject
Missing disability pay

Primary Point of Contact

Request Category

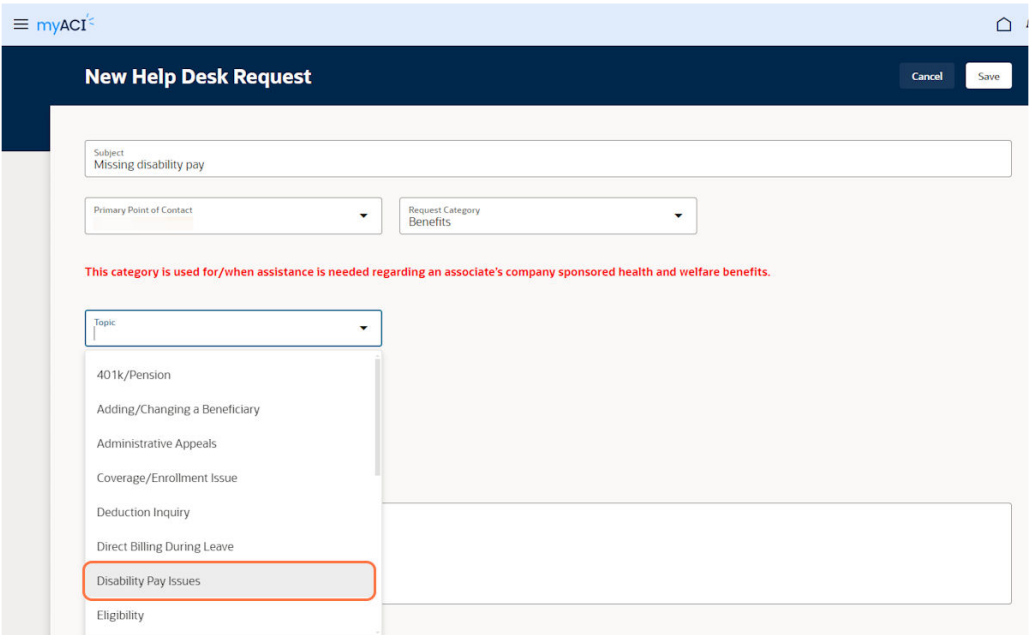
- Benefits
- Gift Card / Cash Award
- Learning Course Issues
- Leave of Absence
- Merger Inquiry
- Onboarding / New Hire issues
- PTO, VAC, OTHER
- Pay Inquiry

Detailed Description

Category
Miscellaneous

STEP 6

Select Disability Pay Issues from the Topic section.



myACI

New Help Desk Request

Cancel Save

Subject
Missing disability pay

Primary Point of Contact

Request Category
Benefits

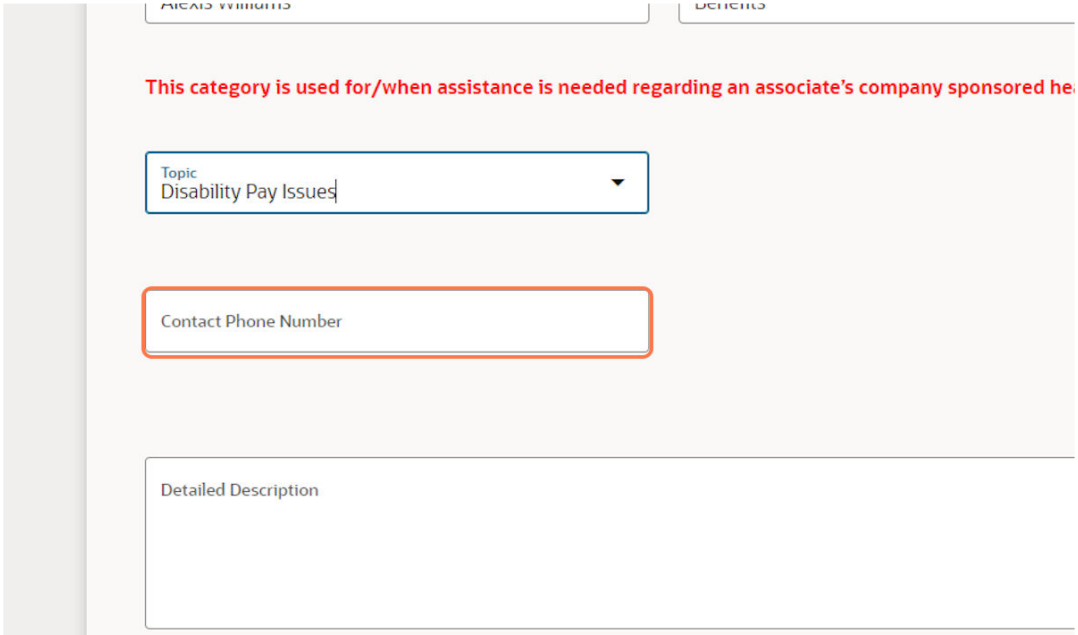
This category is used for/when assistance is needed regarding an associate's company sponsored health and welfare benefits.

Topic

- 401k/Pension
- Adding/Changing a Beneficiary
- Administrative Appeals
- Coverage/Enrollment Issue
- Deduction Inquiry
- Direct Billing During Leave
- Disability Pay Issues**
- Eligibility

STEP 7

Click on Contact Phone Number



This category is used for/when assistance is needed regarding an associate's company sponsored he

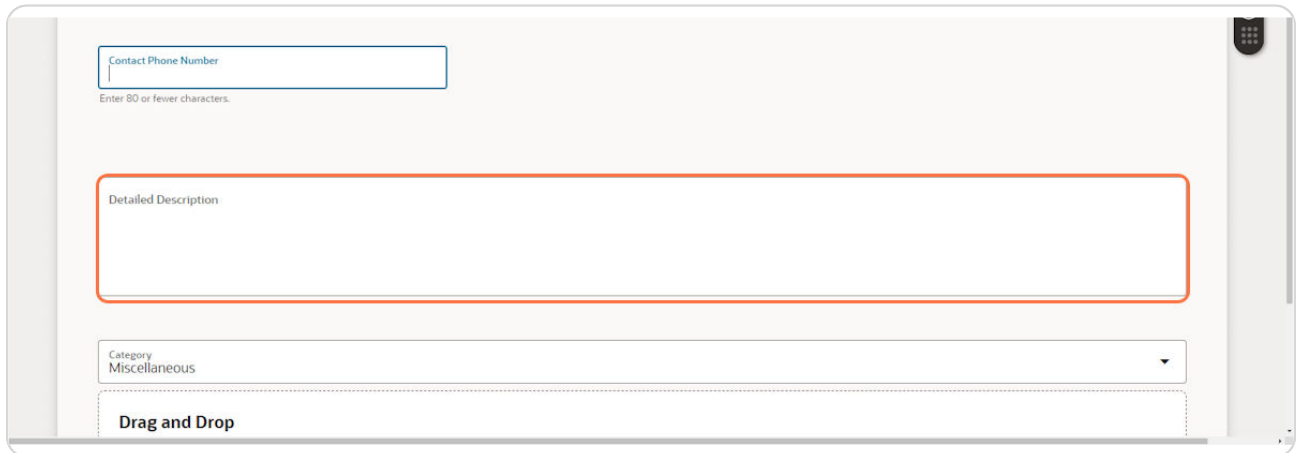
Topic
Disability Pay Issues

Contact Phone Number

Detailed Description

STEP 8

Use the detailed description box to enter detailed information regarding your benefit inquiry.



Contact Phone Number
Enter 80 or fewer characters.

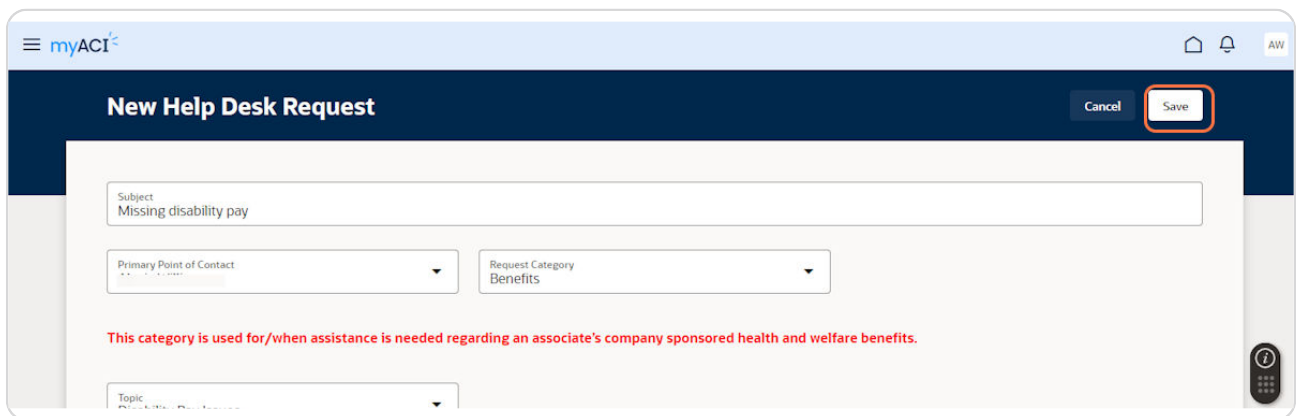
Detailed Description

Category
Miscellaneous

Drag and Drop

STEP 9

Click on Save in the upper right corner of the screen to save and submit the help desk request.



myACI

New Help Desk Request

Cancel Save

Subject
Missing disability pay

Primary Point of Contact

Request Category
Benefits

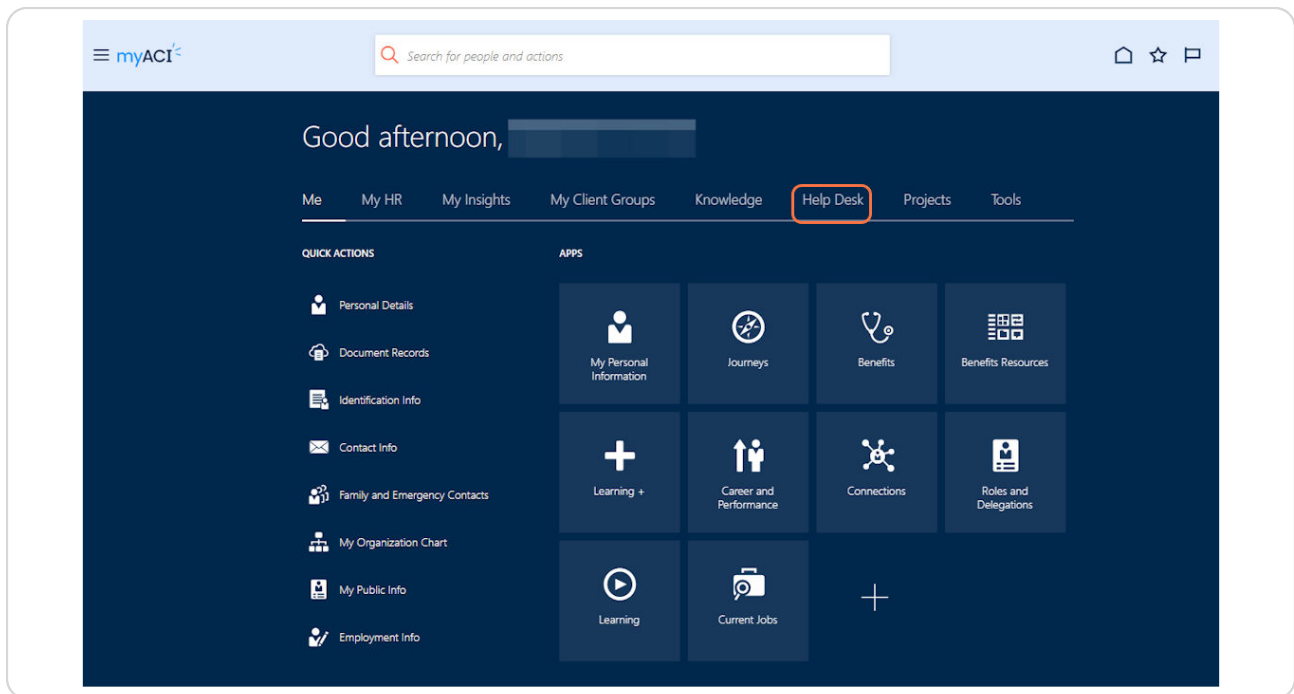
This category is used for/when assistance is needed regarding an associate's company sponsored health and welfare benefits.

Topic

i If you are a People Leader, start here.

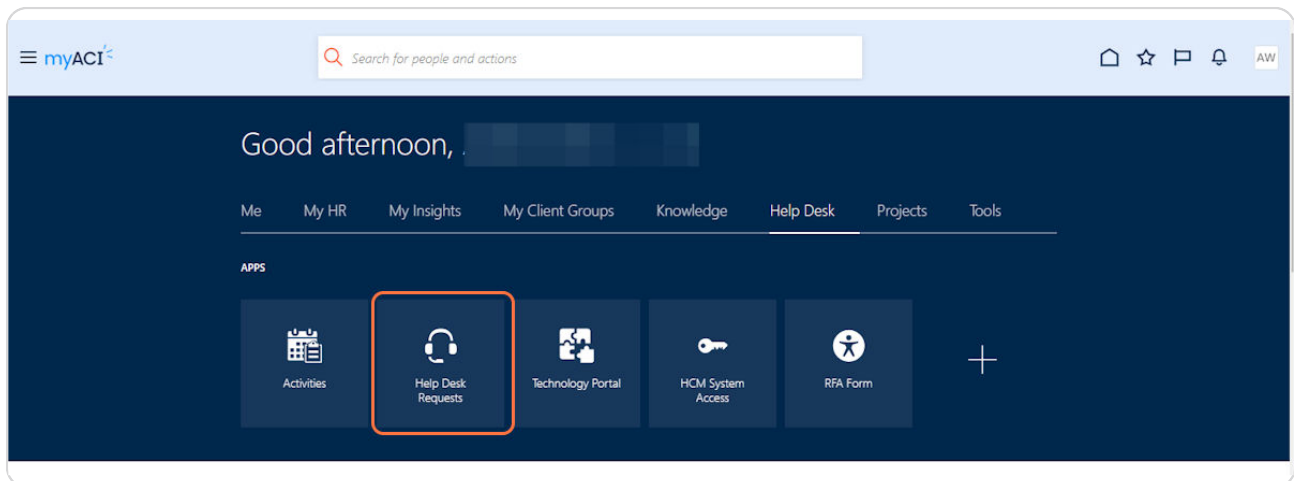
STEP 10

Click on Help Desk Request.



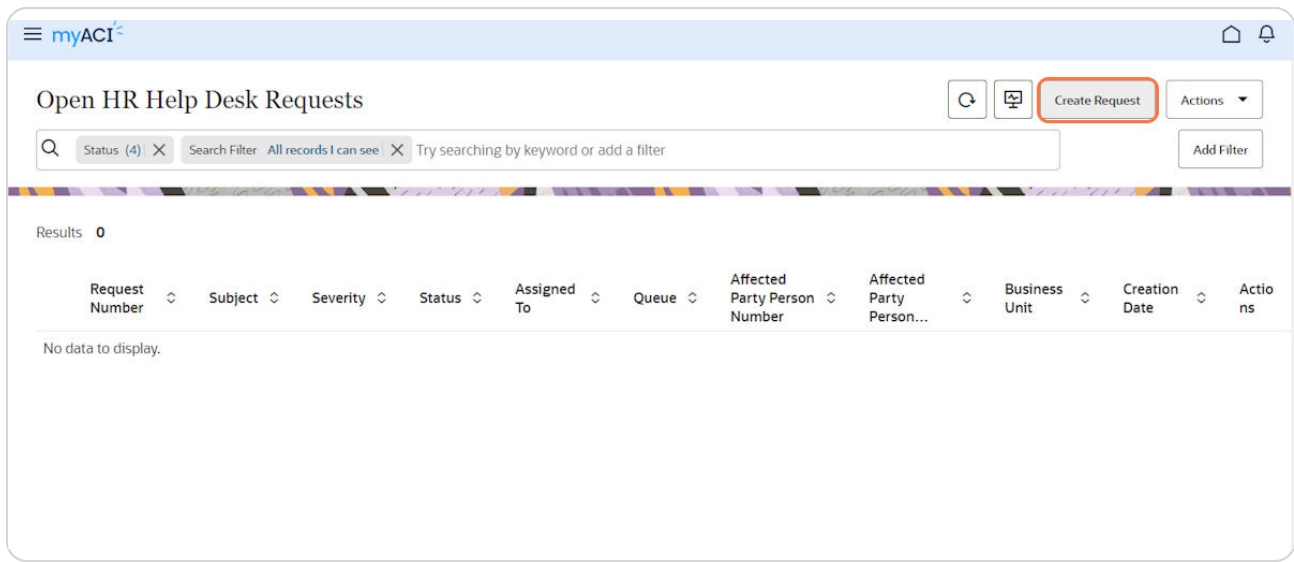
STEP 11

Click on Create Request in the upper right hand corner.



STEP 12

Click on Create Request in the upper right hand corner.

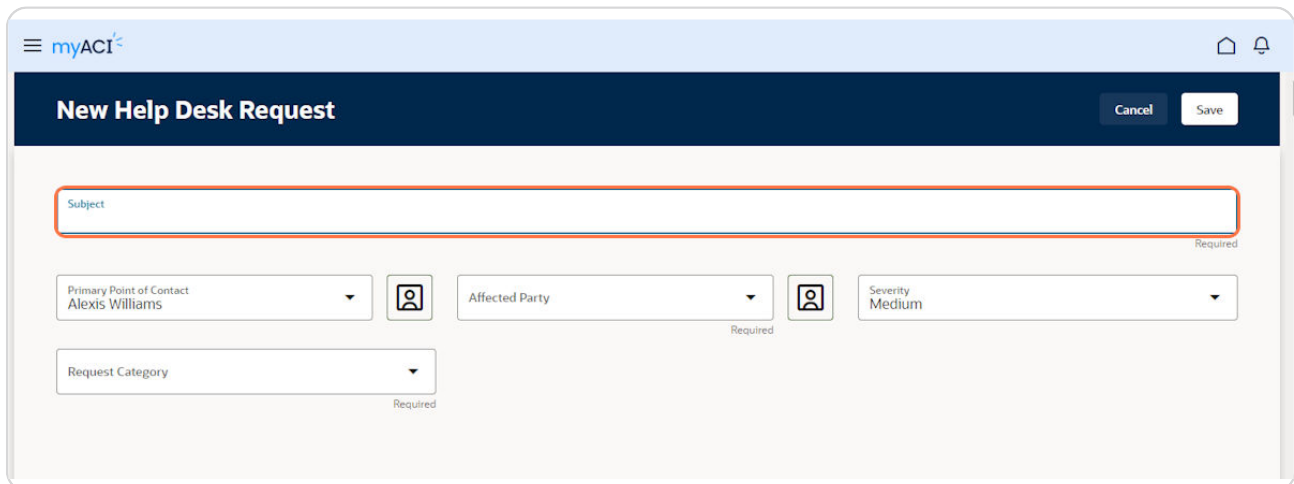


The screenshot shows the 'myACI' interface for 'Open HR Help Desk Requests'. At the top right, there is a 'Create Request' button highlighted with a red box. Below the header, there is a search bar with filters for 'Status (4)' and 'Search Filter All records I can see'. The main content area shows 'Results 0' and a table with columns: Request Number, Subject, Severity, Status, Assigned To, Queue, Affected Party Person Number, Affected Party Person..., Business Unit, Creation Date, and Actions. The table is currently empty with the text 'No data to display.'

STEP 13

Enter the subject for your disability pay request.

Example subject: "Missing disability pay"



The screenshot shows the 'New Help Desk Request' form. The 'Subject' field is highlighted with a red box. Below the subject field, there are several required fields: 'Primary Point of Contact' (Alexis Williams), 'Affected Party' (Alexis Williams), 'Severity' (Medium), and 'Request Category'. Each field has a 'Required' label below it. There are 'Cancel' and 'Save' buttons at the top right of the form.

STEP 14

In the Affected Party Box, enter the Employee ID of the associate who is inquiring about their disability pay.

The screenshot shows the 'New Help Desk Request' form in the myACI system. The form includes a 'Subject' text box, a 'Primary Point of Contact' dropdown menu with 'Alexis Williams' selected, an 'Affected Party' dropdown menu (highlighted with a red box), a 'Severity' dropdown menu with 'Medium' selected, and a 'Request Category' dropdown menu. The 'Affected Party' field is marked as 'Required'. There are 'Cancel' and 'Save' buttons in the top right corner.

STEP 15

Select Benefits from the request category.

The screenshot shows the 'New Help Desk Request' form in the myACI system. The 'Request Category' dropdown menu is open, showing a list of categories: Application Enhancement, Benefits (highlighted with a red box), Candidate Assistance, Change Area of Responsibility, Contingent Worker Management, Contract Maintenance, FSM Adjustments, and Final Pay. The 'Affected Party' field is marked as 'Required'. There are 'Cancel' and 'Save' buttons in the top right corner.

STEP 16

Select Disability Pay Issues from the Topic section.

The screenshot shows the 'New Help Desk Request' form. The 'Topic' dropdown menu is open, and 'Disability Pay Issues' is highlighted with a red box. Other visible fields include 'Subject', 'Primary Point of Contact', 'Affected Party', 'Severity Medium', 'Request Category Benefits', and 'Benefit Source'. A red note states: 'This category is used for/when assistance is needed regarding an associate's company sponsored health and welfare benefits.'

STEP 17

Select Company Sponsored Benefits or Non Company Sponsored in the Benefits Source section.

If your short-term disability pay is through the union, select Non Company Sponsored.

The screenshot shows the 'New Help Desk Request' form. The 'Benefit Source' dropdown menu is open, and 'Non Company Sponsored' is highlighted with a red box. Other visible fields include 'Subject', 'Primary Point of Contact Alexis William', 'Affected Party', 'Severity Medium', 'Request Category Benefits', 'Topic Disability Pay Issues', and 'Contact Phone Number'. A red note states: 'For initial questions regarding your disability pay, please co'.

STEP 18

Enter a valid associate phone number.

Required

Required

Required

This category is used for/when assistance is needed regarding an associate's company sponsored health and welfare benefits.

Required

For initial questions regarding your disability pay, please contact your disability provider directly.

STEP 19

Use the detailed description box to enter detailed information regarding your benefit inquiry.

For initial questions regarding your disability pay, please contact your disability provider directly.

Type # to bring up a list of SmartText.

1000 characters remaining

Type # to bring up a list of SmartText.

STEP 20

Click on Save in the upper right corner of the screen to save and submit the disability pay help desk request.

The screenshot shows a web interface for submitting a help desk request. At the top left is the 'myACI' logo. The main heading is 'New Help Desk Request'. In the top right corner, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted by a red rectangular box. Below the heading is a large text input field labeled 'Subject' with a 'Required' label to its right. Underneath are three dropdown menus: 'Primary Point of Contact' (selected: Alexis Williams), 'Affected Party' (with a 'Required' label below it), and 'Severity' (selected: Medium). A fourth dropdown menu, 'Request Category' (selected: Benefits), is located below the first three. Each dropdown menu has a person icon to its right.