

# QRG

## Quick Reference Guide (9-11 Steps)

How to Submit a Help Desk Ticket  
Regarding Health & Welfare Benefits



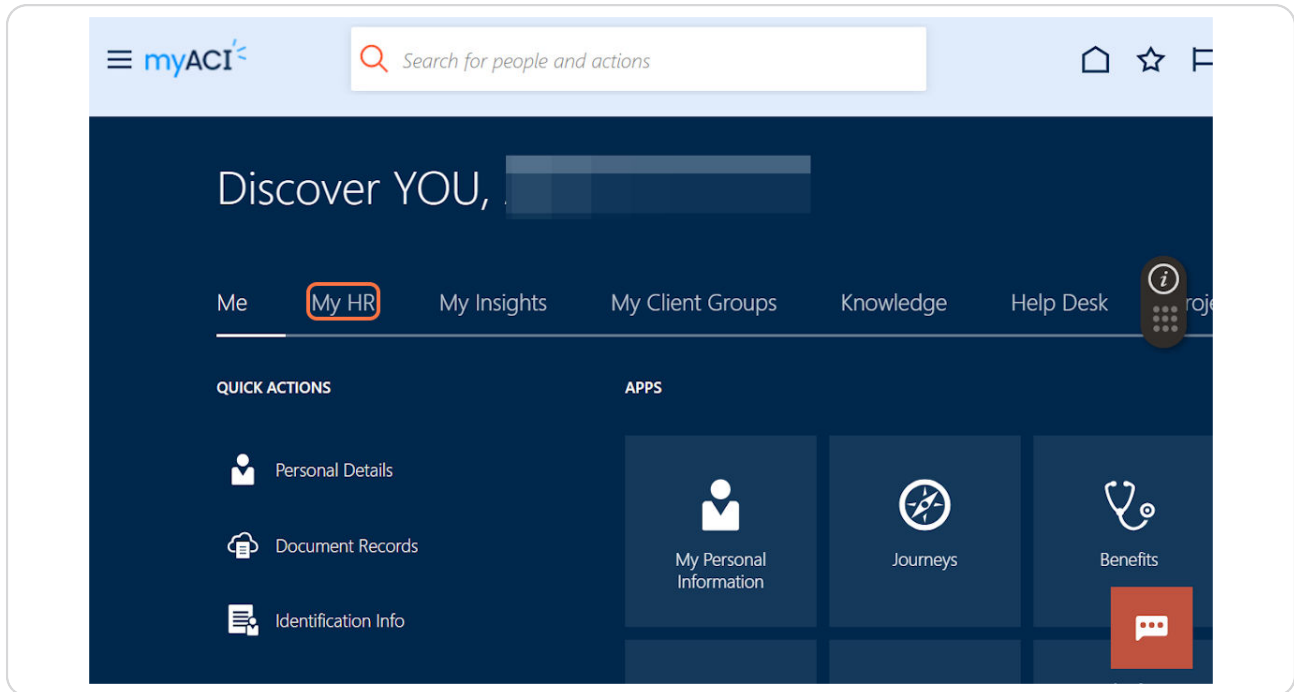
September 23, 2024

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.

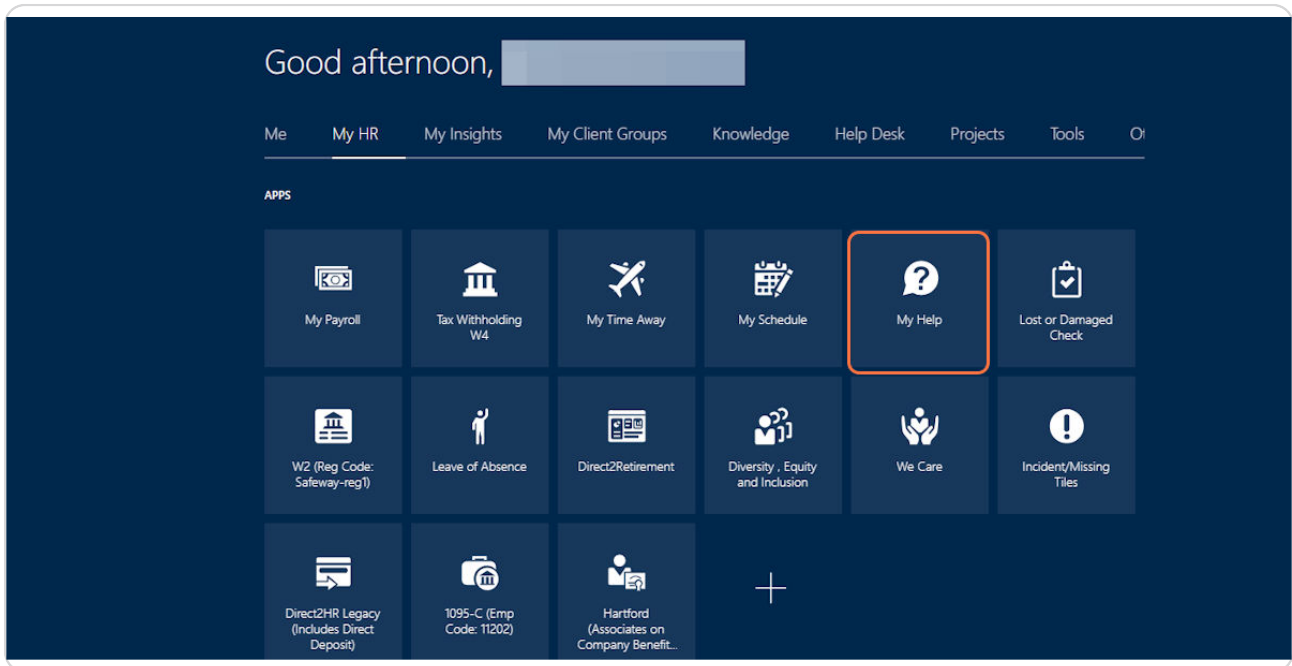
## STEP 1

**Sign into myACI then click on My HR.**



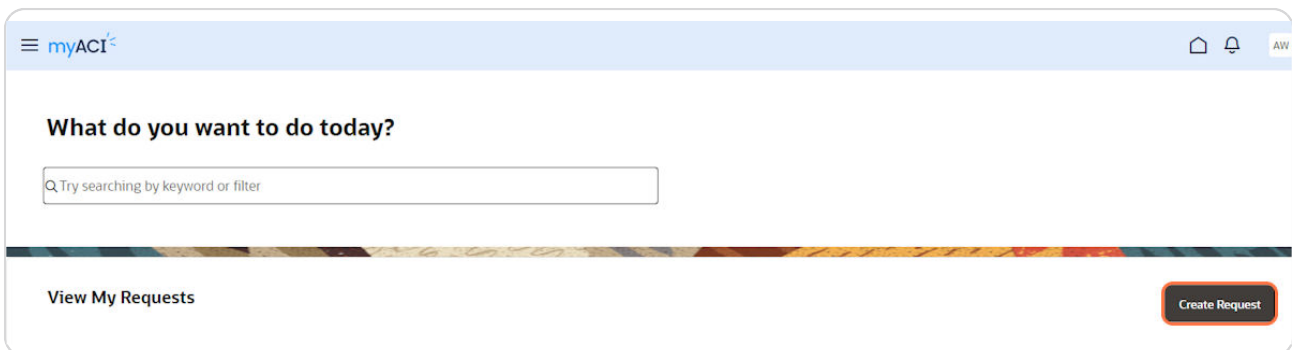
## STEP 2

### Click on My Help



## STEP 3

### Click on Create Request in the upper right hand corner.



## STEP 4

### Enter the subject for your health & welfare benefit request.

Example Subject: "Loss benefit coverage."

myACI

### New Help Desk Request

Cancel Save

Subject  
Loss of benefits coverage Required

Primary Point of Contact

Request Category Required

## STEP 5

### Select Benefits from the request category.

### New Help Desk Request

Cancel Save

Subject  
Loss of benefits coverage

Primary Point of Contact

Request Category

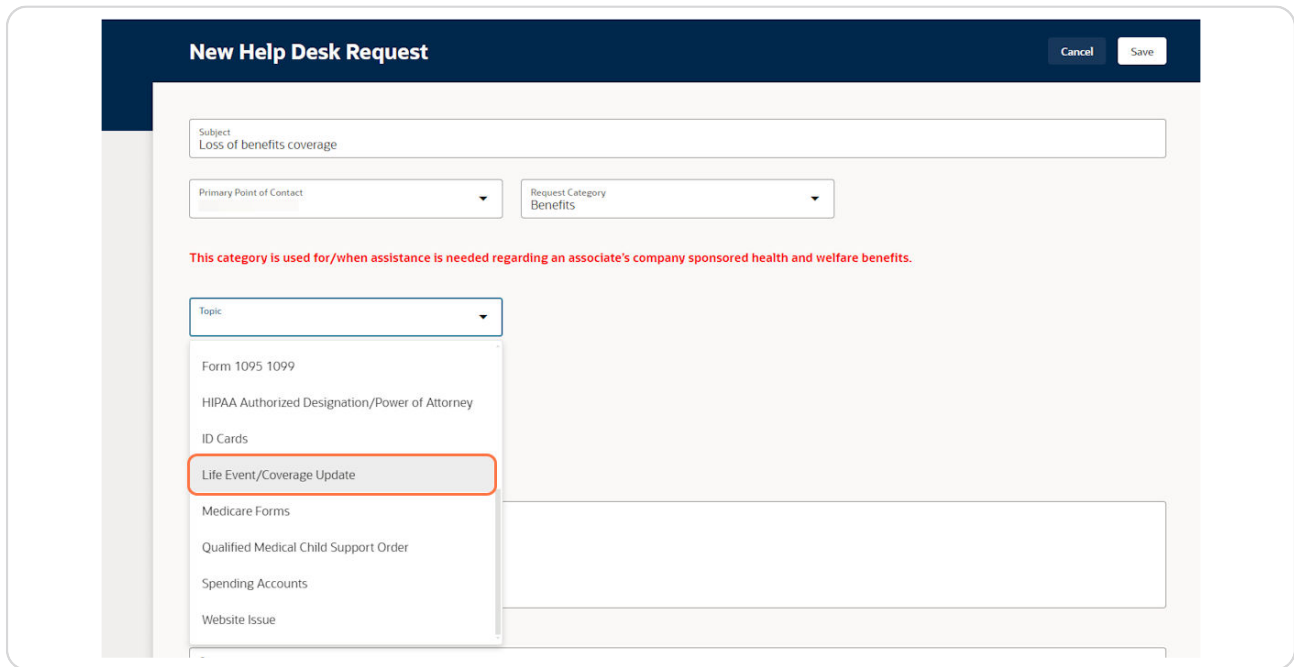
- Benefits
- Gift Card / Cash Award
- Learning Course Issues
- Leave of Absence
- Merger Inquiry
- Onboarding / New Hire issues
- PTO, VAC, OTHER
- Pay Inquiry

Detailed Description

Category  
Miscellaneous

## STEP 6

Select Life Event/Coverage Update from the Topic section.

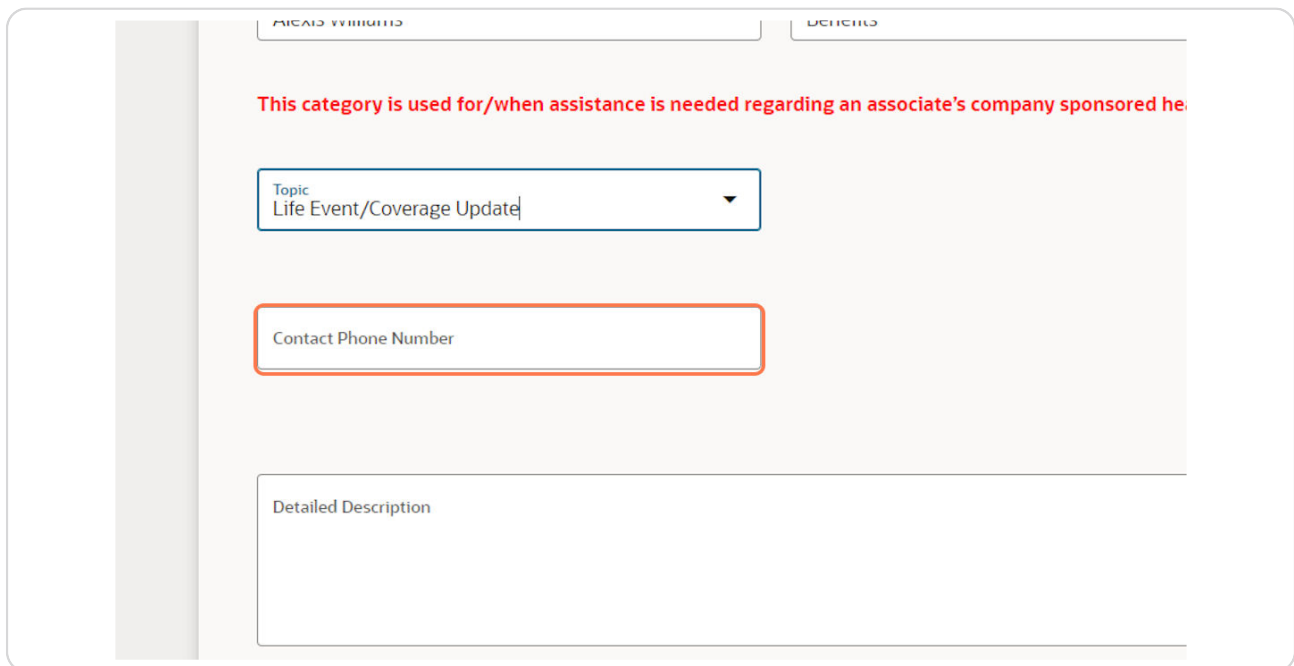


The screenshot shows a web form titled "New Help Desk Request" with a dark blue header. In the top right corner of the header are "Cancel" and "Save" buttons. The form contains the following fields:

- Subject:** A text box containing "Loss of benefits coverage".
- Primary Point of Contact:** A dropdown menu.
- Request Category:** A dropdown menu containing "Benefits".
- Red text:** "This category is used for/when assistance is needed regarding an associate's company sponsored health and welfare benefits."
- Topic:** A dropdown menu with a list of options: "Form 1095 1099", "HIPAA Authorized Designation/Power of Attorney", "ID Cards", "Life Event/Coverage Update" (highlighted with a red border), "Medicare Forms", "Qualified Medical Child Support Order", "Spending Accounts", and "Website Issue".

## STEP 7

Enter a valid phone number.



The screenshot shows the same "New Help Desk Request" form, but with the following changes:

- The "Topic" dropdown menu is now filled with the text "Life Event/Coverage Update".
- The "Contact Phone Number" text box is highlighted with a red border.
- The "Detailed Description" text area is visible at the bottom of the form.

## STEP 8

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

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

Topic:  
Life Event/Coverage Update

Contact Phone Number  
Enter 80 or fewer characters.

Detailed Description

Category:  
Miscellaneous

## 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  
Loss of benefits coverage

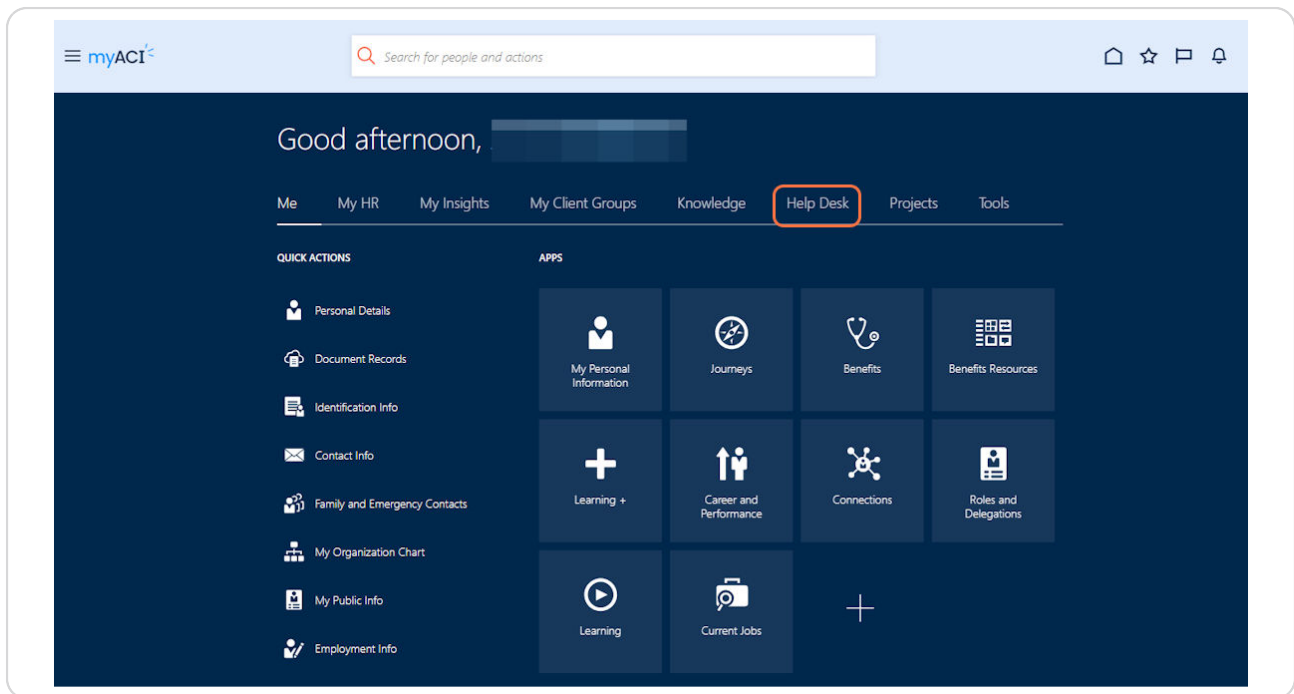
Primary Point of Contact

Request Category  
Benefits

**i** If you are a People Leader, start here.

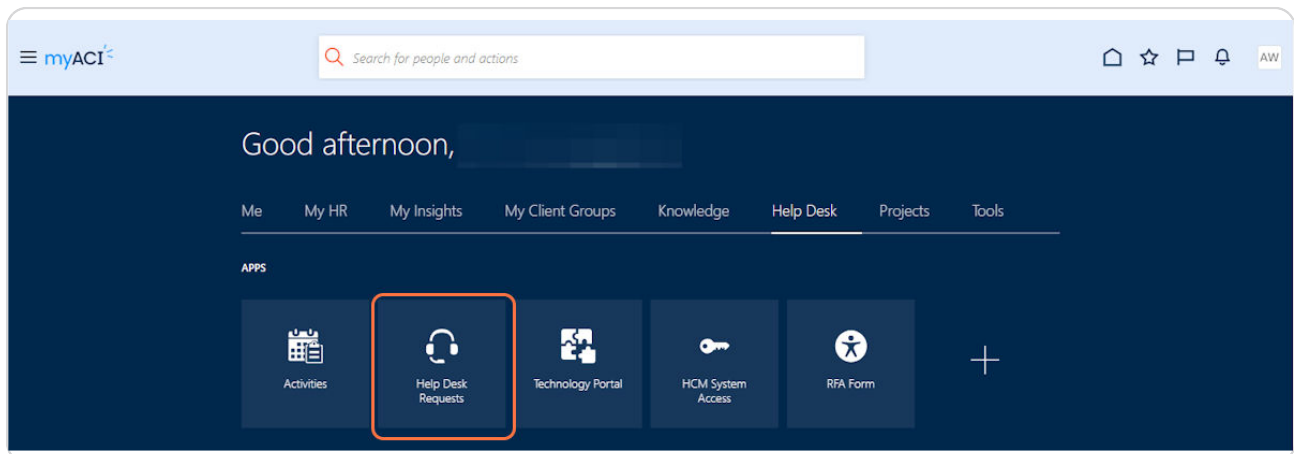
## STEP 10

**Sign into myACI then click on Help Desk.**



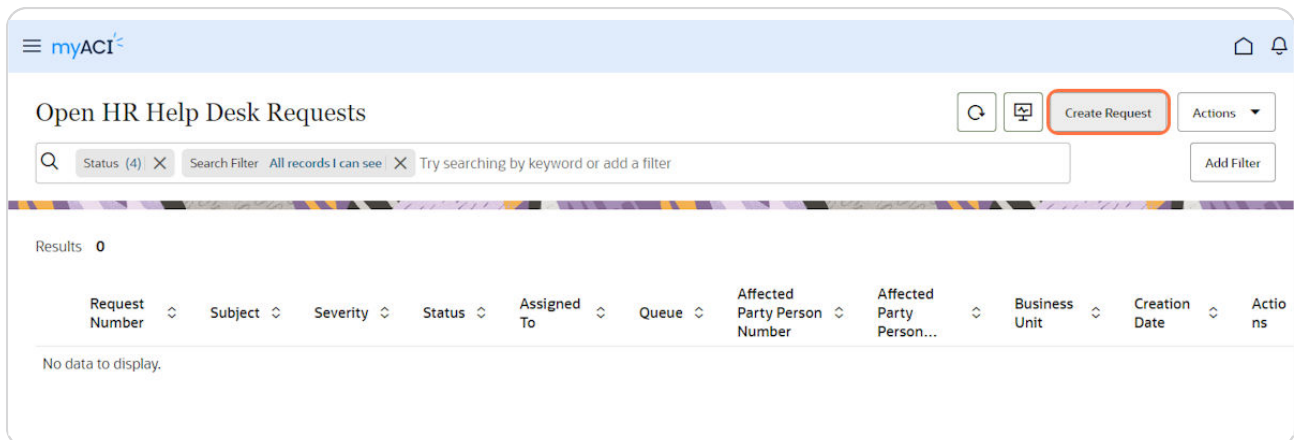
## STEP 11

**Click on Help Desk Request**



## STEP 12

**Click on Create Request in the upper right hand corner.**

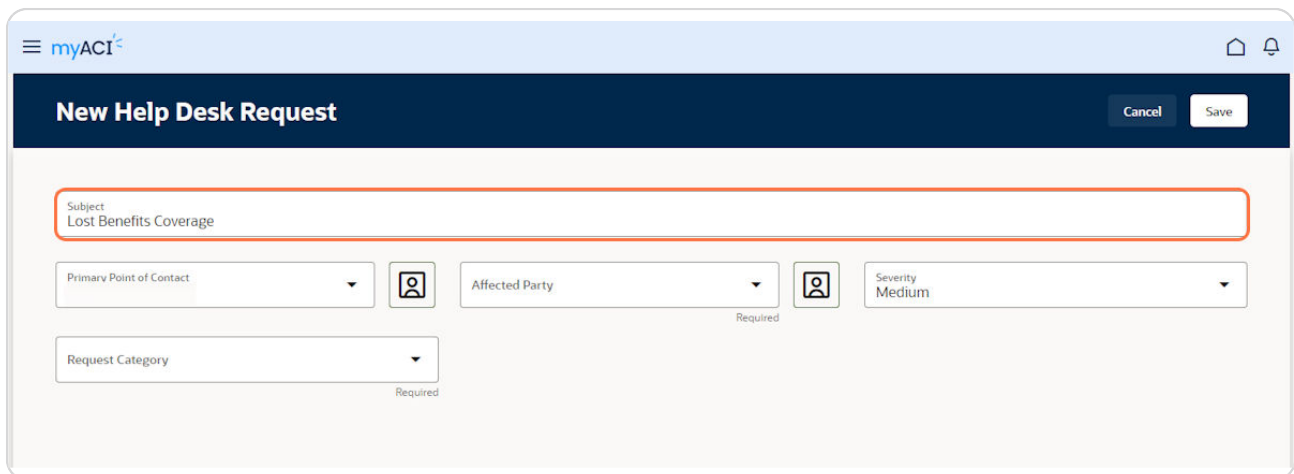


The screenshot shows the myACI interface for 'Open HR Help Desk Requests'. The page title is 'Open HR Help Desk Requests'. In the top right corner, there is a 'Create Request' button highlighted with a red box, along with an 'Actions' dropdown menu. Below the title, there is a search bar with filters 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 message 'No data to display.'

## STEP 13

**Enter the subject for your health & welfare benefit request.**

Example subject: "Lost benefit coverage"



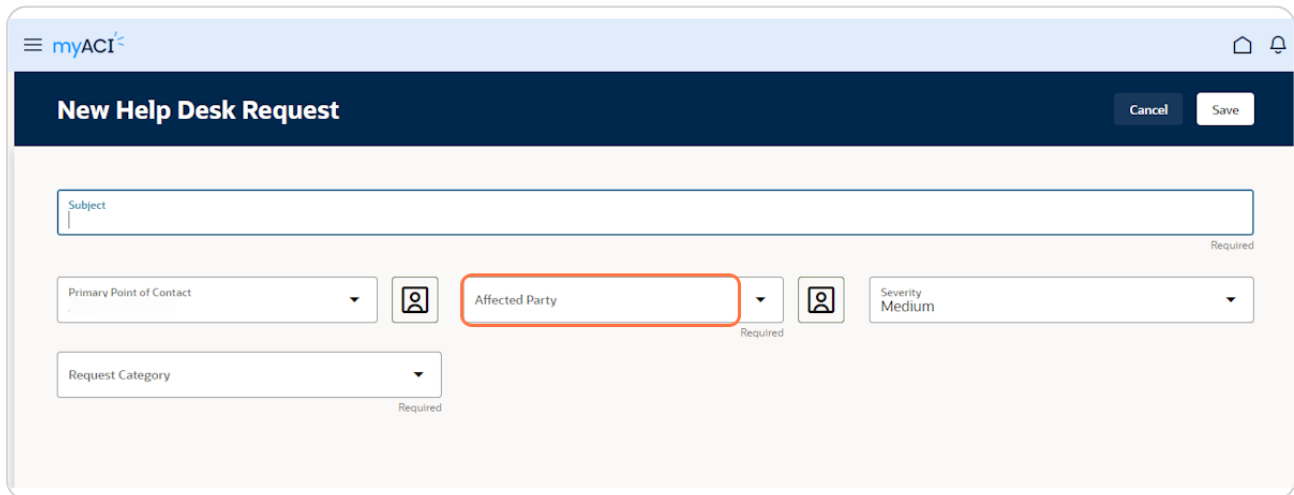
The screenshot shows the 'New Help Desk Request' form in the myACI interface. The form has a dark blue header with the title 'New Help Desk Request' and 'Cancel' and 'Save' buttons. The 'Subject' field is highlighted with a red box and contains the text 'Lost Benefits Coverage'. Below the subject field, there are several required fields: 'Primary Point of Contact' (dropdown), 'Affected Party' (dropdown with a person icon), 'Severity' (dropdown with 'Medium' selected), and 'Request Category' (dropdown). The 'Request Category' field is marked as 'Required'.



## STEP 14

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

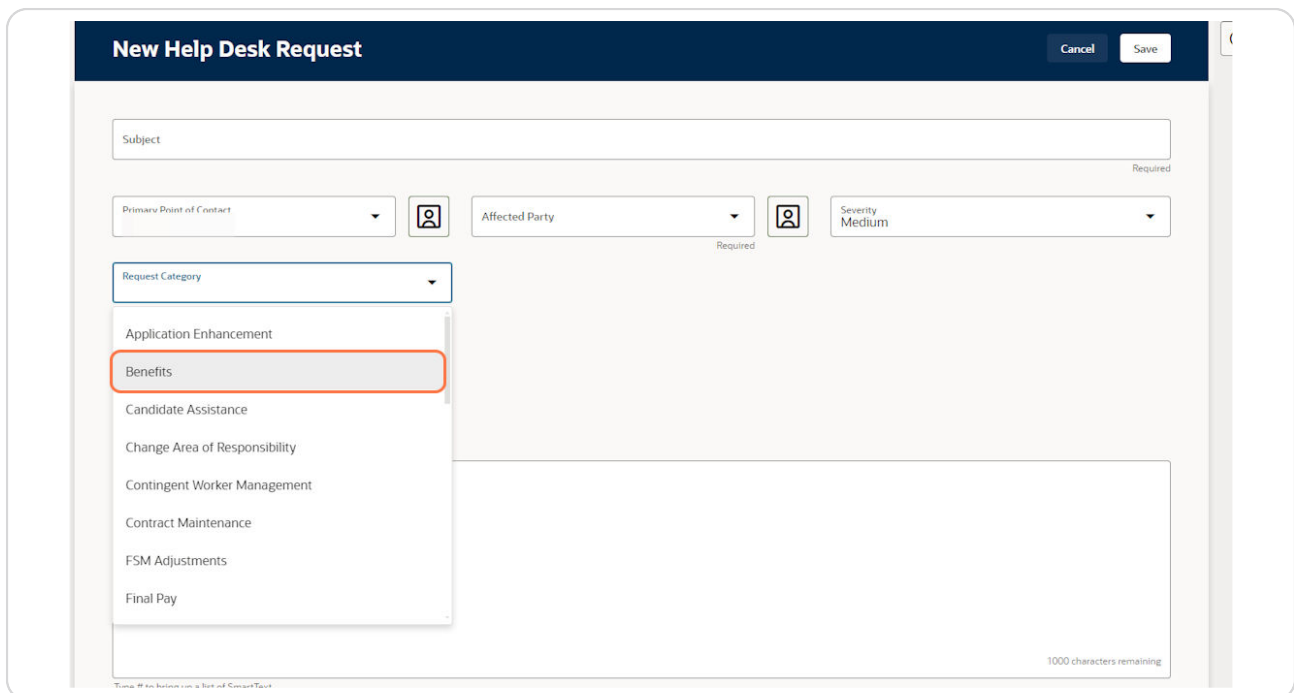
An Affected Party refers to the associate impacted by this ticket.



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, an 'Affected Party' dropdown (highlighted with an orange border), a 'Severity' dropdown set to 'Medium', and a 'Request Category' dropdown. The 'Affected Party' field is marked as 'Required'.

## STEP 15

Select Benefits from the request category.



The screenshot shows the 'New Help Desk Request' form with the 'Request Category' dropdown menu open. The 'Benefits' option is highlighted with an orange border. Other options in the dropdown include 'Application Enhancement', 'Candidate Assistance', 'Change Area of Responsibility', 'Contingent Worker Management', 'Contract Maintenance', 'FSM Adjustments', and 'Final Pay'. The 'Affected Party' field is still highlighted with an orange border. The form also includes a '1000 characters remaining' indicator at the bottom right.

## STEP 16

### Select Life Event/Coverage Update from the Topic section.

Subject Required

Primary Point of Contact Required Affected Party Required Severity Medium

Request Category Benefits

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

Topic Required Benefit Source Required

- Form 1095 1099
- HIPAA Authorized Designation/Power of Attorney
- ID Cards
- Life Event/Coverage Update**
- Medicare Forms
- Qualified Medical Child Support Order
- Spending Accounts
- Website Issue

## STEP 17

### Select Company Sponsored Benefits or Non Company Sponsored in the Benefits Source Section.

If your benefits are sponsored through the Union, select Non Company sponsored.

Subject Required

Primary Point of Contact Required Affected Party Required Severity Medium

Request Category Benefits

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

Topic Life Event/Coverage Update Required Benefit Source Required

- Company Sponsored Benefits**
- Non Company Sponsored**

**For step-by-step instructions for creating a qualifying life event:**  
[Adoption or Birth of Child](#)  
[Marriage](#)  
[Divorce](#)  
[Gain of Other coverage](#)  
[Lost of Other coverage](#)  
[Death of a Dependent](#)  
[Dependent Care FSA Cost Change](#)  
[HSA Contribution Change](#)

Contact Phone Number

## STEP 18

Enter a valid associate phone number.

For step-by-step instructions for creating a qualifying life event, please click here:

- [Adoption or Birth of Child](#)
- [Marriage](#)
- [Divorce](#)
- [Gain of Other coverage](#)
- [Lost of Other coverage](#)
- [Death of a Dependent](#)
- [Dependent Care FSA Cost Change](#)
- [HSA Contribution Change](#)

Contact Phone Number

## STEP 19

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

Contact Phone Number

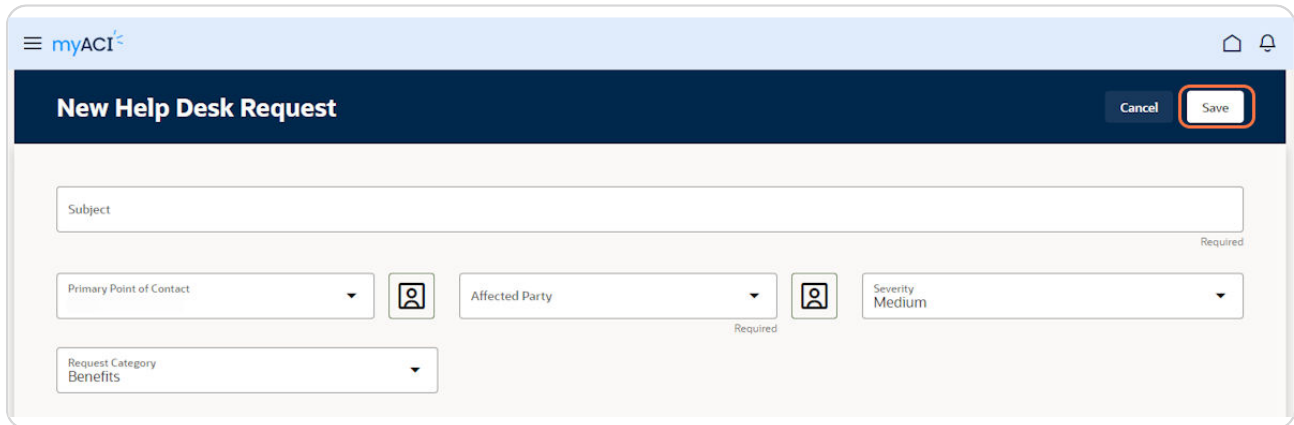
Detailed Description  
Type # to bring up a list of SmartText.

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 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 rectangle. The form contains the following fields:

- A text input field labeled 'Subject' with a 'Required' label to its right.
- A dropdown menu for 'Primary Point of Contact' with a person icon to its right.
- A dropdown menu for 'Affected Party' with a person icon to its right and a 'Required' label below it.
- A dropdown menu for 'Severity' with 'Medium' selected.
- A dropdown menu for 'Request Category' with 'Benefits' selected.