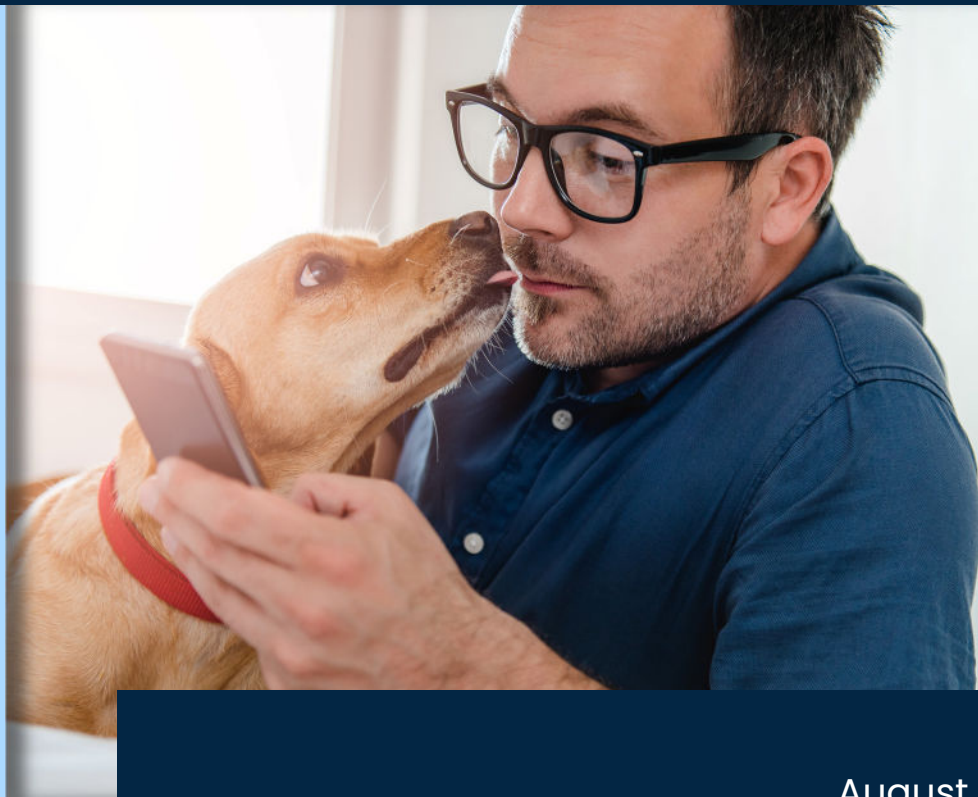


QRG

Quick Reference Guide (11 Steps)

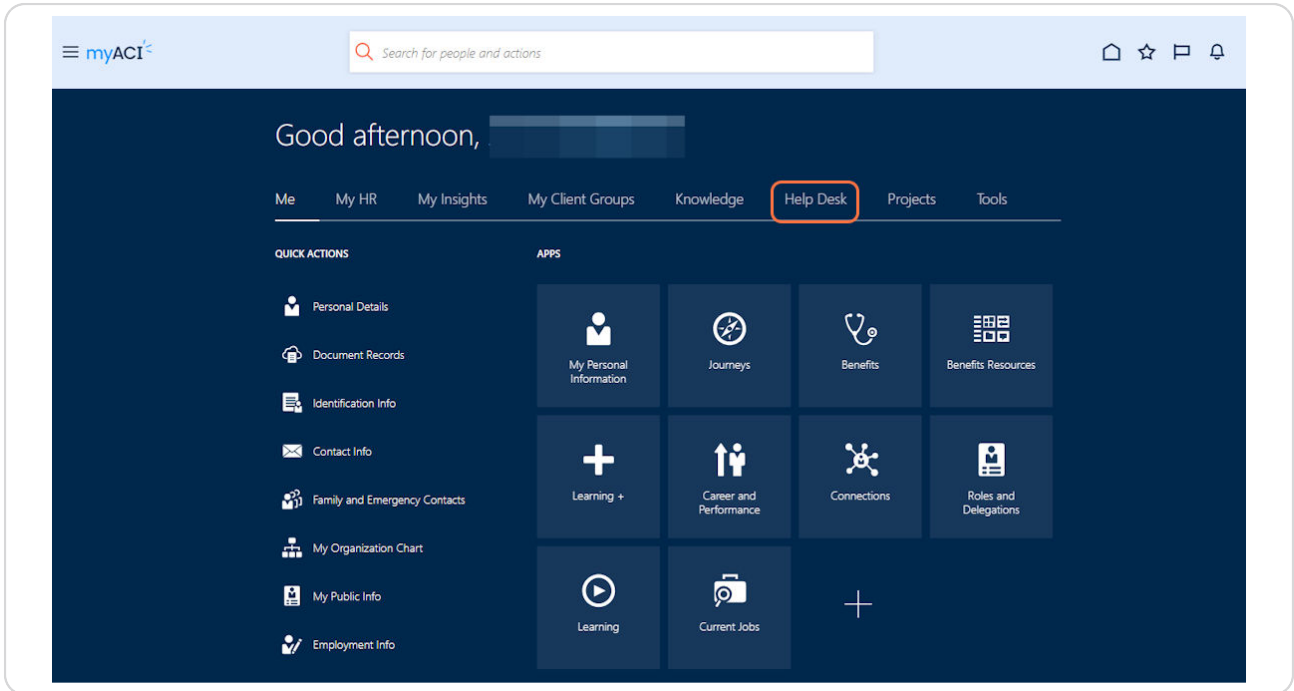
How to Submit a Help Desk Ticket
Regarding Disability Pay



August 28, 2024

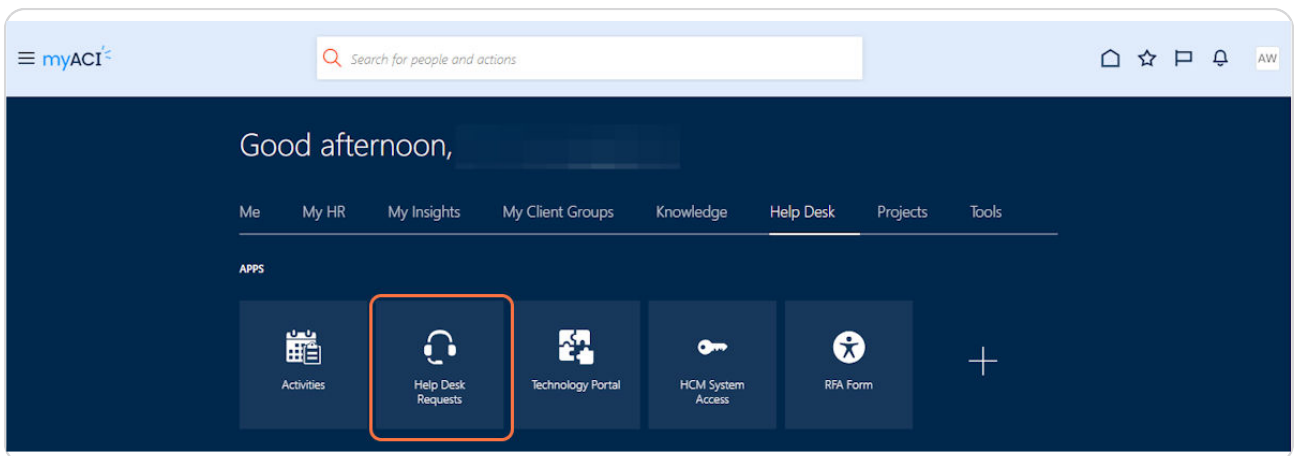
STEP 1

Sign into myACI then click on Help Desk.



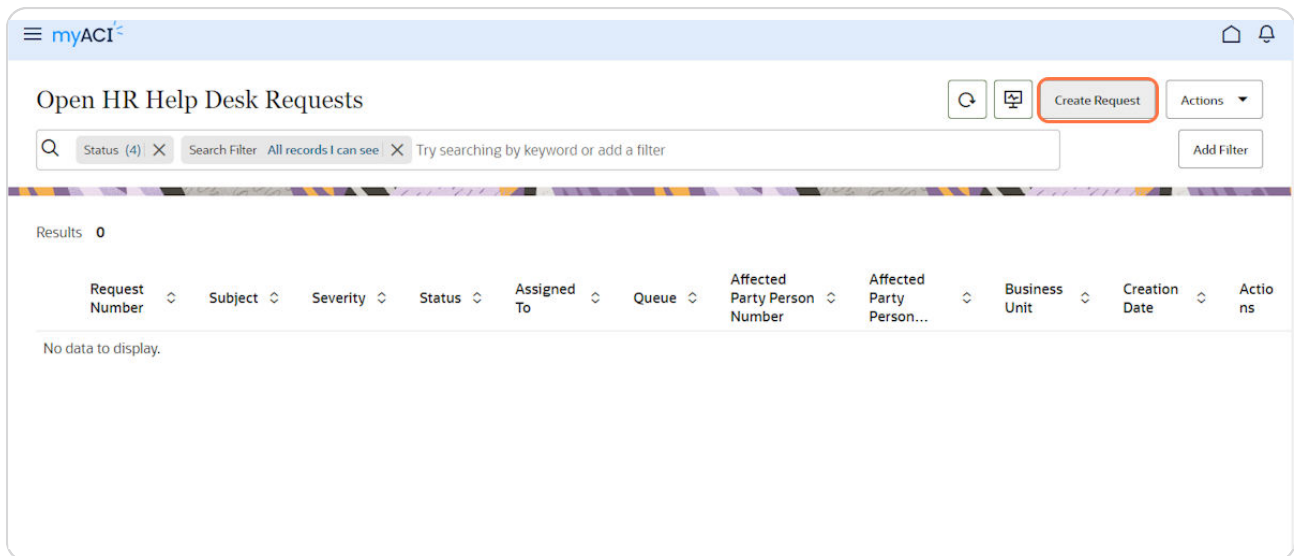
STEP 2

Click on Help Desk Request



STEP 3

Click on Create Request in the upper right hand corner.

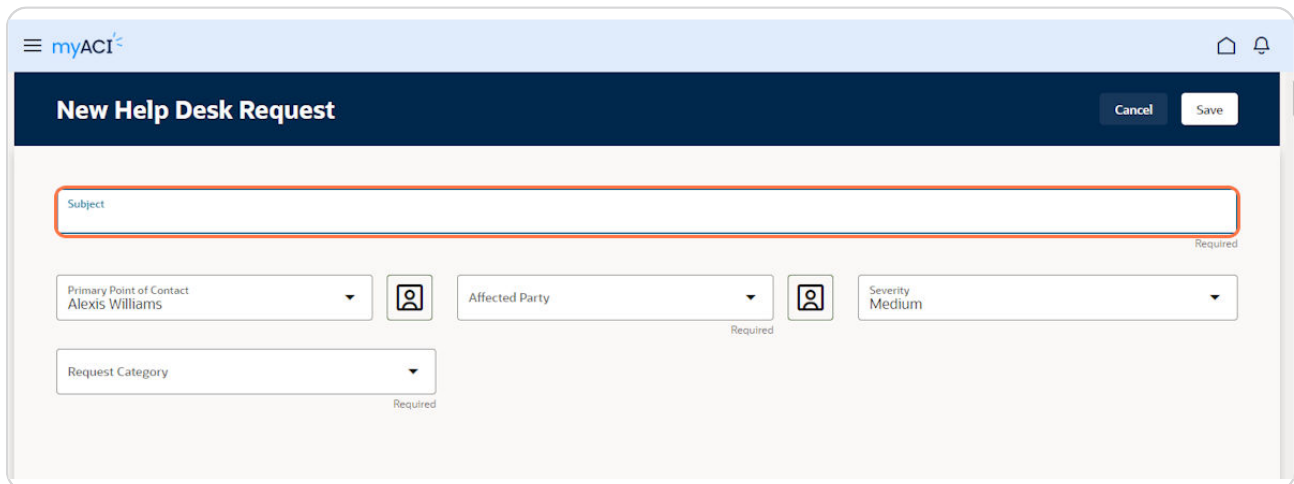


The screenshot shows the 'myACI' interface for 'Open HR Help Desk Requests'. At the top right, there is a 'Create Request' button highlighted with a red box. Below the header, there is a search bar with filters for 'Status (4)' and 'Search Filter All records I can see'. The main content area shows 'Results 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 message 'No data to display.'

STEP 4

Enter the subject for your disability pay request.

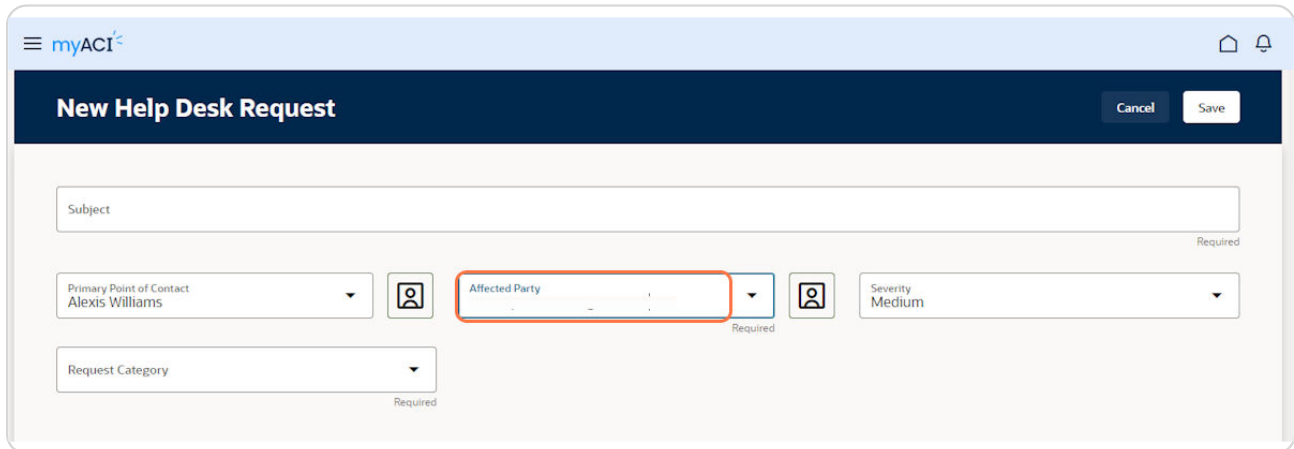
Example subject: "Missing disability pay"



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 5

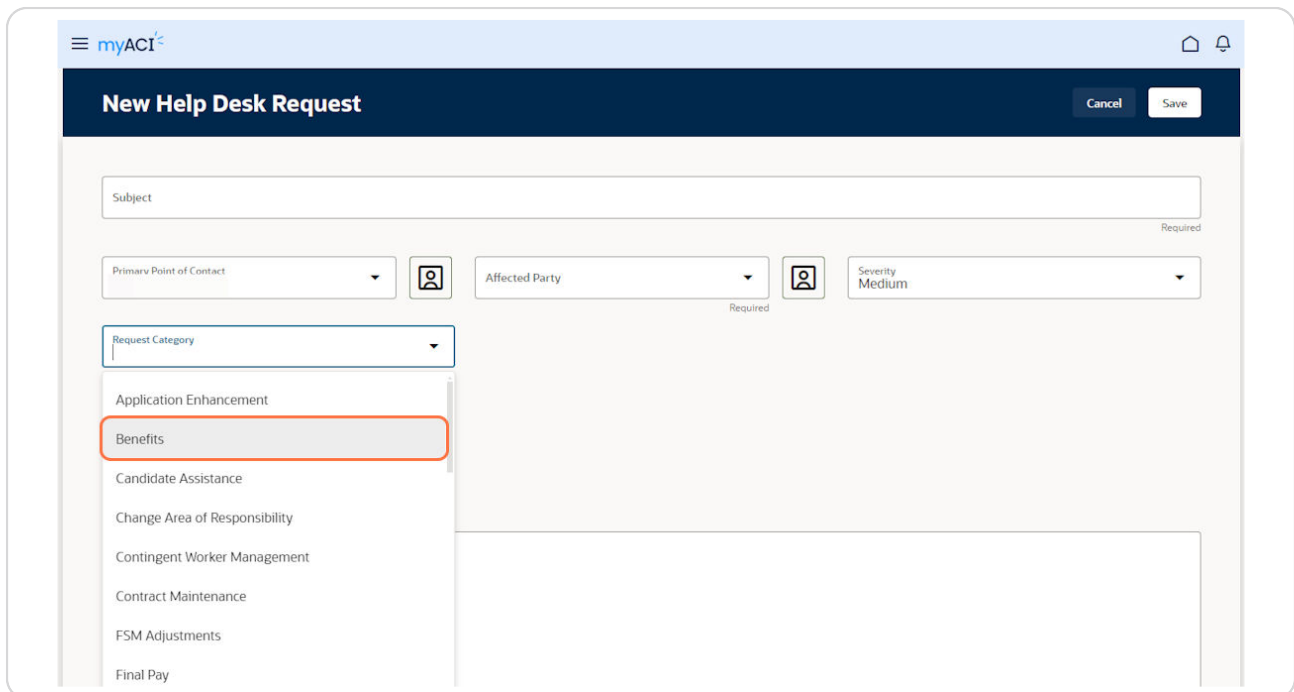
In the Affected Party Box, enter the Employee ID of the associate who is inquiring about their disability pay.



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

STEP 6

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, and 'Benefits' is highlighted with a red box. Other options in the dropdown menu include 'Application Enhancement', 'Candidate Assistance', 'Change Area of Responsibility', 'Contingent Worker Management', 'Contract Maintenance', 'FSM Adjustments', and 'Final Pay'. The 'Affected Party' field is marked as 'Required'.

STEP 7

Select Disability Pay Issues from the Topic section.

The screenshot shows the 'New Help Desk Request' form. The 'Topic' dropdown menu is open, displaying a list of options: 401k/Pension, Adding/Changing a Beneficiary, Administrative Appeals, Coverage/Enrollment Issue, Deduction Inquiry, Direct Billing During Leave, Disability Pay Issues (highlighted with a red box), and Eligibility. Other fields include 'Subject', 'Primary Point of Contact', 'Affected Party', 'Request Category: Benefits', and 'Benefit Source'.

STEP 8

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 with the 'Benefit Source' dropdown menu open. The options are 'Company Sponsored Benefits' and 'Non Company Sponsored' (highlighted with a red box). The 'Topic' dropdown is now set to 'Disability Pay Issues'. Other fields include 'Subject', 'Primary Point of Contact: Alexis William', 'Affected Party', 'Request Category: Benefits', and 'Contact Phone Number'.

STEP 9

Enter a valid associate phone number.

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 10

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.

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

1000 characters remaining

Type # to bring up a list of SmartText.

STEP 11

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). At the bottom left is a 'Request Category' dropdown menu (selected: Benefits). Each dropdown menu has a person icon to its right.

