The AlaskaNow IT Service Portal – Here’s Some Help

The IT Service Portal will become the most common place to submit a request or a help ticket.

The portal offers several methods to locate and submit a request or to submit a help ticket:

1. Clicking on **Get Help** will take you to the place in the catalog where the catalog item for creating a help ticket resides.

2. Clicking the **IT Catalog** link in the top navigation bar will take you to the catalog to request a catalog item.

3. Typing in the **auto-search bar** will return a list of catalog items that match the search criteria.

4. Clicking the **Request Something** link will take you to the catalog to request a catalog item.
Submitting a Help Ticket from the Portal

The Service Portal will become the most common place to submit a help ticket.

1. Clicking on Get Help will present the catalog category page and the Create Help ticket catalog item.

2. Clicking on the Create Help ticket catalog item presents the Create Help ticket form.

The form has been designed to capture basic information and allow the user to declare the urgency of their issue.
Viewing the Status of Your Help Ticket or Request

1. Clicking on My Requests presents a list of your requests and help tickets.

2. Clicking on a specific item presents the status of that item.
Submitting a Request from the Portal using Search

The search function from the main Service Portal page is designed to search the catalog and knowledge base.

This is useful when you may not know exactly what you are looking for, AlaskaNow intelligently uses what you enter to find what is available.

To search, type the search keyword in the search box at the top right and click on the search icon.

Selecting a catalog item in the search list will take you to the form for requesting that item.
Submitting a Request from the Portal using Catalog link or Request Something Link

When clicking the Catalog link or Request Something link, you are directed to the main catalog category page.

From this page you can click each category on the left and view the associated catalog items on the right.

Selecting a catalog item on the right will take you to the form for requesting that item.
Navigating to the AlaskaNow Employee Service Center

The Employee Service Center allows you to get answers on a variety of Human Resource (HR) topics. It also allows you to request a HR service such as an employee address change or an EEOP inquiry.

To get to the Employee Service Center, click the Employee Service Center link on the IT Service Portal as shown above.
The AlaskaNow Employee Service Center

The Employee Service Center will become the most common place to find answers to your HR questions and to submit requests for HR services.

Within the Employee Service Center, you can:

1. Click **Knowledge** to gain access to articles that provide answers to common HR questions.
2. Click **Catalog** to request HR services such as EEOP or Benefits inquiries.
Getting Answers to Common HR Questions

The Employee Service Center can help you get answers to common HR questions.

1. Clicking on **Knowledge** will present the knowledge Categories, the top-rated articles, and the most viewed articles.
2. Clicking on a **Category** will present the knowledge articles within that category.
3. Clicking on an **Article** will present the contents of the article. The contents are designed to answer your questions. For example, clicking on Update Direct Deposit Information displays the information below.

![Update Direct Deposit Information]

**Question**
As a current employee, how do I update my direct deposit information?

**Answer**
The protocol for establishing or updating your direct deposit information. If you want all your paychecks to go into a single account, to update if yourself through HR’s Employee Self Service (ESS). The ESS Reference Guide is available to assist you with this process, which is located on the ESS Portal Reference & Resources ESS page at [http://click.absolutegov.com/](http://click.absolutegov.com/). Scroll down to Job & Payroll and click on the Reference Guide, which will open a new tab containing the Reference Guide. Page 21 provides you step-by-step instructions for processing this action. If you want to include a flat amount going to a secondary account, then you would need to Complete the Direct Deposit Authorization Change Form, which you can find on the HR Forms website here [http://click.absolutegov.com](http://click.absolutegov.com/). Once completed, you’ll need to submit the form to Payroll Service for processing. It’s important to note that each new deposit or change will require at least two payroll periods to process. The first pay period after establishing or changing your direct deposit information, a payslip process is initiated where information regarding your account is sent to the banking institution, but no payments are sent. During this process your payroll will be mailed to your mailing address that is currently reflected in your payroll system. Once the process has been verified, which usually takes only a few pay periods, you can expect that during the next pay period your net deposits will be direct deposited.
Requesting Help from HR

In the Employee Service Center, you can also request services from HR.

1. Clicking on **Catalog** displays the Categories of HR service requests and the most popular service requests.

2. Clicking on a **Category** displays the HR service requests available within that category.

3. Clicking on a **Service Request** displays a form so that you can provide the information HR needs to fulfill your request. For example, clicking on the Equal Employment Opportunity Program Inquiry displays the form below. Once you complete and submit the form, the request is sent to the appropriate HR Specialist for support.

4. You can view the status of any request you have submitted by clicking **Requests** at the top of the page.