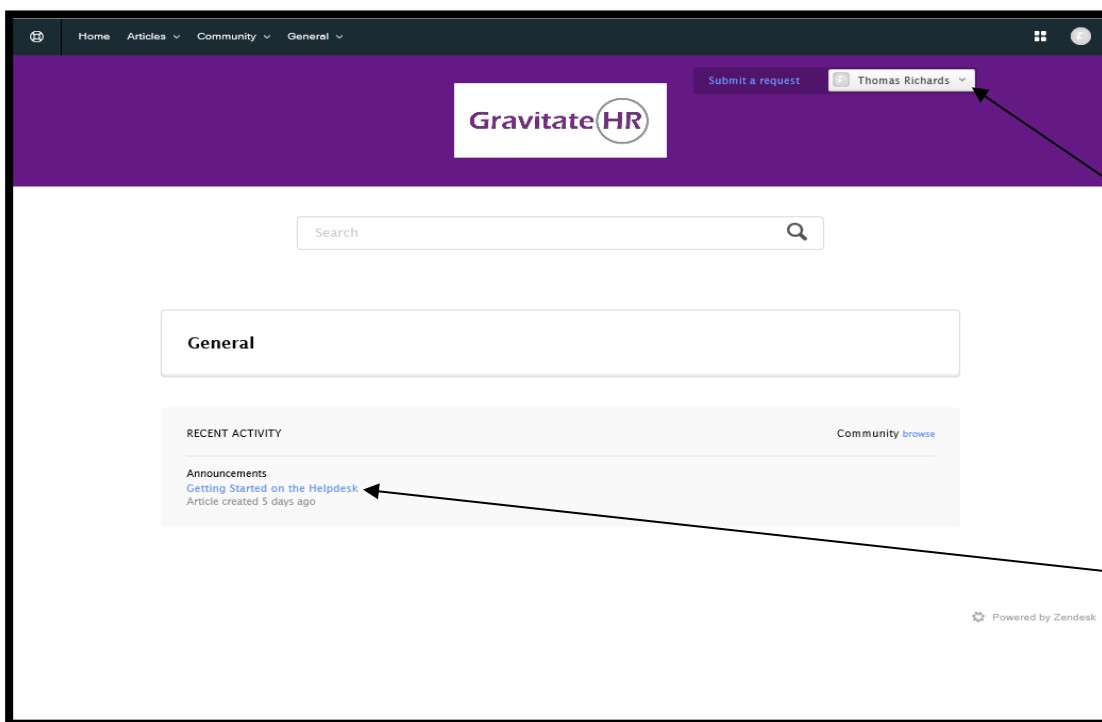


Steps to take

1. Log into <http://helpdesk.gravitatehr.co.uk>
2. Register email and password on your first visit – remember for future visits
3. Click on the “Submit a Request button”
4. Fill in the boxes telling us
 - Description of the issue
 - How you would like us to respond
 - When you would like us to respond – so that we call you when it is suitable
 - The name of your organisation



Clicking here will allow you to 'See Activities'. This is where you will be able to see any tickets you have submitted. This button will also direct you to see 'Your Profile' or to 'Log Out'.

New users who sign up to our helpdesk will be able to find a copy of this guide here.

5. Press submit ticket and this will send your ticket to us
6. You will receive an automated email response
7. You will then receive either an email or telephone response from us and we will start dealing with your query.
8. The ticket will remain open until we agree that the issue has been resolved and ticket is closed.
9. If the ticket is open and you have not come back to us you will be sent reminders
10. If you do not respond within a certain timeframe and respond to alert emails then the ticket may be closed automatically.

You can also access Gravitate HR Helpdesk on your mobile device through using a mobile version. This will allow you to access and log tickets whilst on the move on your iphone, ipad or android device.