

The steps for how access HR Support through Oracle Fusion will be outlined in this guide.



01

HR advice and support can be accessed within Oracle Fusion. You can search for and access HR policy and guidance within the HR Knowledge Base and you can ask for assistance from the HR Team by raising a support request.

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	Good afternoon,	, Shele	een Bili	ng			
	Me My Client Groups	Sales	Help Desk	Procurement Too	ols Others	_ >	0
	QUICK ACTIONS	APP	S				
	Personal Details		P				
	Document Records		۵۵۵ Directory	Journeys	Pay		
0000	Contact Info		Ŀ	îĉ	Š		and the second

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To access the HR policy and guidance Knowledge Base, select the **My Help** tile.

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0.000	Good afternoon, S	heleen Bilin	ıg			
	Me My Client Groups Sales	Help Desk F	Procurement Too	ls Others	_ >	<i>(i)</i>
	QUICK ACTIONS	APPS				
	දි Create HR Help Desk Request	(?) My Help	+			
0000000						

The What do you want to do today? page will now be displayed.

From here you can search the Knowledge Base for HR policy and/or guidance by entering keywords into the **Search bar**. Alternatively you may browse through the most popular items by using the **left and right scroll arrows** to cycle through the different articles.

Select the item that you would like to view.

What do you want to do toda	y?		
Q Try searching by keyword or filter			
Browse Popular Articles			-
HCM-Solution	HCM-Solution	HCM-Solution	HCM-Solution
Sandwell MBC / SCT Employees with assistance dogs	Sandwell MBC / SCT Foster Carers Leave	Sandwell MBC / SCT First aid allowance	Sandwell MBC
<			>
Browse Popular Articles HCM-Solution Sandwell MBC / SCT Employees with assistance dogs	HCM-Solution Sandwell MBC / SCT Foster Carers Leave	HCM-Solution Sandwell MBC / SCT First aid allowance	HCM-Solution Sandwell MBC

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In the example below, the user has selected an item to view. You may use the scroll bar to move up and down the document to view all the information.

At the bottom of the page, you can award a star rating that relates to how helpful the document is in respect of your query.

When you have finished reviewing the item, select the **Back** button to return to the **What do you want to do today?** screen.



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If you cannot find the information you are looking for, and wish to obtain support from the HR Team, you can raise a support request.

To do this, scroll down to the bottom of the **What do you want to do today page?**, and select the **Create Request** button.

HCM-Solution	HCM-FAQ	
Where can i see by notifications after a week	Annual leave	
aakeewavnd aaaaweamkc	arzhjraorj aalifaabkg	
Last Update Date 15/03/2024 8:40 AM	Last Update Date 06/02/2024 9:24 AM	
View My Requests You don't have any requests r ^{Do you need to create a request?}	ight now.	
Create Request		

The **New Help Desk Request** page is displayed.

Complete the fields at the top of the page as per the table on the following page.

	Le			<u> 4</u> 38
_	New Help Desk Request			Cancel Save
	Subject 1			Required
	Severity Medium	Category	Product Group	· 0
	Primary Point of Contact Sheleen Biling	Appraisal Case Work > Appraisal Case Work		
	Detailed Description	Dashboard Systems > Dashboard	1	
		Disciplinary Case Work > Disciplinary		
	Attachments	General Enquiry		
	Category Miscellaneous	Grievance Case Work > Grievance		•
		Health and Safety		

Section Title	Description
1. Subject	Add a subject title for your request. This is a free-format field.
2. Severity	Select either High, Medium or Low from the drop-down option list.
3. Category	Select a category that most closely reflects the nature of your request from the drop-down options list. You can use the scroll bar to scroll through the list of options.
4. Product Group	This field is not currently used and may be ignored.
5. Primary Point of Contact	Here add the name of the main point of contact that you would like the reply to be forwarded to. In most instances this would be the person raising the request. If you are a line manager, you can raise a support request on behalf of one of your direct reports by selecting their name from the drop-down list.
6. Detailed Description	This is a free text field that allows you to add a description of your query and your request for support. By providing as much relevant information and detail as possible, you will be helping the HR Team to supply you with the most helpful and relevant response.

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Once all the fields in the top part of the page are complete, if required, you can add an attachment to the request.

Scroll down the page and click in the **Drag and Drop** box. That opens a file explore window. Highlight the required document and either drag in across into the **Drag and Drop** box or select **Open** and the file will be downloaded and attached to the request.

Once the form is complete, scroll back to the top of the page and select the **Save** button. The request will now be submitted to the HR team for attention.

Severity Low	▼ Category General Enquiry	Produce	t Group 🗸
Primary Point of Contact Sheleen Biling	•		
Detailed Description I recently submitted a maternity leave request, h options are and how taking an extended break n	wever I am considering extending my maternity lear ight impact upon my employment. I've attached a cr	ve and possibly taking a care opy of my MATB1 for referer	eer break. I'd like to understand what my nce.
		C Open	>
		← → × ↑ 🖡 « Docu	ments > Sandwell v 🖸 Search Sandwell 🔎
		Organize * New folder	III • 🔟 🥝
Attachments		C83 - South Ayrsh A	Name
Coheren		✓ ⇒ This PC	MAT_B1_specimen
Miscellaneous		> 🧊 3D Objects	R inventor
		Desktop Documents	HR Resources for Learning
Drag and Drop		> 🕹 Downloads	 ESS Video Reviews Copy of KUT_UAT SMBC SCT Candidates as at 20.09.2023 Carole Mitchell
Select or drop files here.		> Music	Finance EPM Procurement KUT Session Agendas
L		> 🗮 Videos	 QRG_HR021_Rejecting_Expense_Reports_Mar24_v0.1_draft
		> 🐛 OS (C:)	 FIN_PROC_KUT_Evaluation_Report_v0.1_Draft_Mar24 Final run in design plan v2 Feb24
ORL		> 🔮 Network	HR_Course_Scheduling_Tool_draft_v0.1_Feb2024
			NAT Di manimum
		File fidThe	E MAI_BI_speamen

The submitted request is now visible on the **What do you want to do today?** page. The status is showing as **Open**. The request has also been allocated a reference number.

The request can be opened by selecting the **blue text**.

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What do you want to do	today?]			
Browse Popular Articles						
HCM-Solution	HCM-FAQ					
Where can i see by notifications after a week	Annual leave					
aakeewavnd aaaaweamkc	arzhiraorj aalifaabkg					
Last Update Date 15/03/2024 8:40 AM	Last Update Date 06/02/2024 9:24 AM					
View My Requests					Create Reques	:
Maternity Benefits / Caree	er Break	Request Number HRHD-0000008003		Last Update Date 16/04/2024 3:48 PM		

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Once the request has been opened, you will be able to view any responses received. In this example the request is still open and the request has not yet had a response.

You can edit any of the information submitted by selecting the Edit icon.

You can also add a message or further details to the request by completing the **Message** fields and selecting the **Send** button.

		o 🥏 💿
< Back		
Type a query or command	•	
Maternity Benefits / Ca	Detailed Description Irrecently submitted a maternity leave request, however I am considering extending my maternity leave and possibly taking a career break. T dilk extended break might impact upon my employment. Twe attached a copy of my MATB1 for reference.	
Request Number HRHD-0000008003	Messages (0) -	
Primary Point of Contact aaaaauaeog aavdhiaayg aaaaamagmd serdinait-test- discard=30000012306 129@orade com	Subject	e
Status New		
Severity Low		
Category General Enquiry		
Attachments (1)	$A^{\circ} \vee A1 \vee \hookrightarrow \Leftrightarrow A \vee \square \vee B I U := := \bigcirc \boxdot \vee \square \vee \square \vee$ Creaters 0	
MAT_B1_specimen.jpg	0 Cose Send	

That brings this Quick Reference Guide to a close