

User Manual CampusLine

1. Initial Access

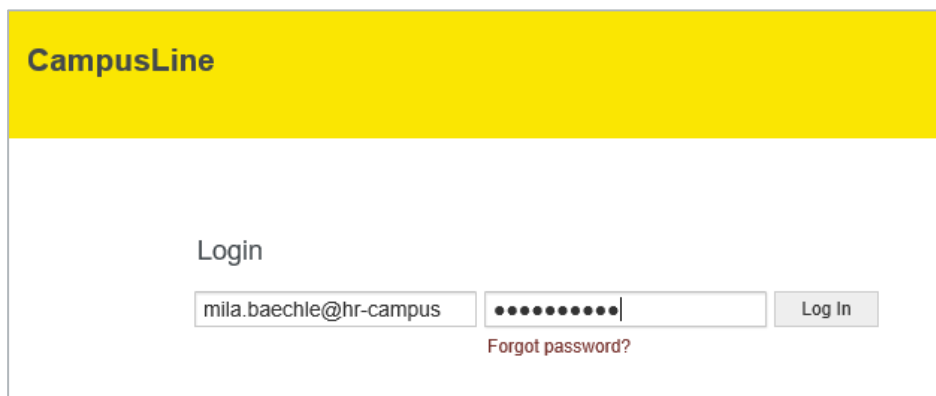
As a registered key user, you can log in online with your e-mail address and your password at <https://campusline.hr-campus.ch>. You have received your access data by e-mail.

You can easily record your individual questions and software issues in a ticket.

If you have never logged in before, use the "Forgot password?" function on the login screen to obtain an initial password via e-mail.

1.1. Login

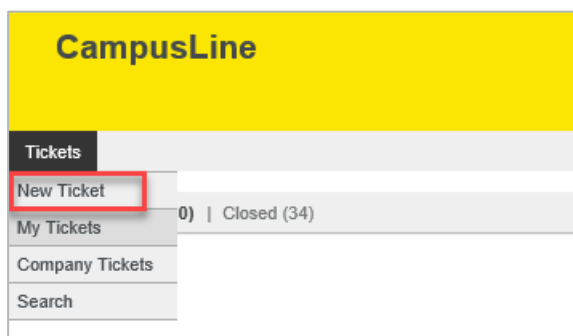
<https://campusline.hr-campus.ch>



The screenshot shows the CampusLine login interface. At the top is a yellow header with the text "CampusLine". Below this is a white box containing the login form. The form has the title "Login" and two input fields: one for the email address (containing "mila.baechle@hr-campus") and one for the password (displayed as dots). To the right of the password field is a "Log In" button. Below the password field is a link that says "Forgot password?" in red text.

2. Create a new ticket

To create a new ticket, click on "New Ticket" under "Tickets".



The screenshot shows the CampusLine interface with a yellow header containing the text "CampusLine". Below the header is a sidebar menu with the following items: "Tickets", "New Ticket", "My Tickets", "Company Tickets", and "Search". The "New Ticket" item is highlighted with a red rectangular box. To the right of the sidebar, the main content area shows "0) | Closed (34)".

The following mask opens. Please fill in all relevant information of your issue:

Type:	<i>Incident:</i> System error, malfunction or failure <i>Service Request:</i> User support, orders for system adjustments or system enhancements
Service:	Specify the affected area/product, e.g. SAP, SuccessFactors, Haufe, etc. The selected service makes other input fields visible. Only those services are displayed that your company is actually using.
Priority:	Set the priority of the problem <i>Critical:</i> production downtime, considerable impairment of the productive process <i>Normal:</i> individual failures, without significant impairment
Subject/Text:	Describe the problem in detail, e.g. URL, affected systems, affected users/employees, step-by-step description to replicate the error
Attachments:	Upload screenshots so that the problem can be understood more quickly, or inquiries can be avoided.

All fields marked with an asterisk (*) are mandatory.

*Type: Service Request

*Service: SAP Consulting

*Priority: Normal

SAP Module: PA/PY - Payroll (CH)

SAP Release: -

Customer Ticket Number:

Desired Date: 04/30/2022

CC mail to:

*Subject: Adjustment Wage Type

*Text:

Hi all

Please create a new wage type 4890. As template you can use wage type 4790. Attached you find the adapted wage type concept.

Many thanks!

2.1. My Tickets

In the tab "My Tickets" you will find all your registered tickets where you can also track their status. By clicking on the ticket, you will receive further information and can, for example, read the e-mail history between you and HR Campus. The answer to your ticket will of course also be sent to you by e-mail.

CampusLine

Tickets

New Ticket

My Tickets 0 | Closed (34)

Company Tickets

Search

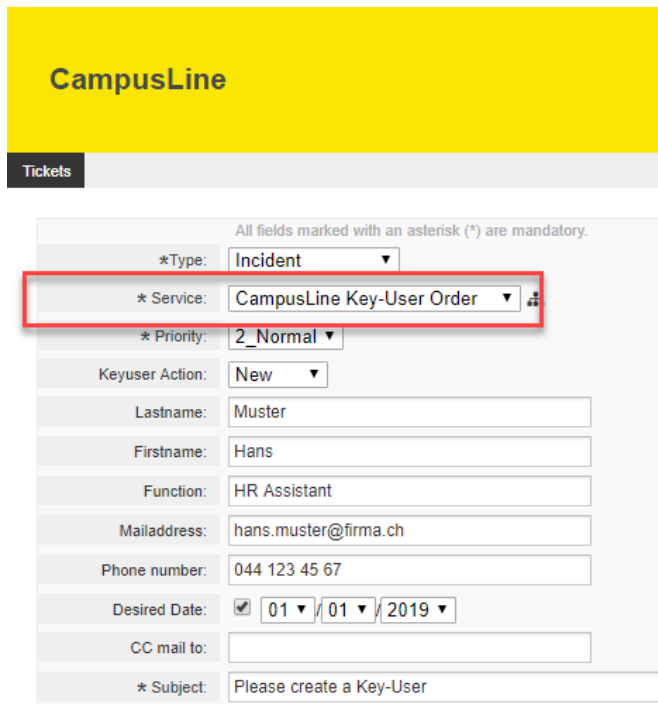
2.2. Further Functionalities

Company Tickets	Other tickets within the same company can be viewed. Maybe the problem is already being processed by a colleague or you can benefit from clarifications that already have been made.
Search:	Search option to easily find your own or company tickets
Preferences:	Main interface language, number of tickets shown, and password can be changed.

3. FAQ on Ticket System Usage

How is a key user registered?

Your colleagues already use our ticket system, but you don't have your own key user? As already registered key users, they can easily select the service "CampusLine Key-User Order" in a new ticket and order access for you.



CampusLine

Tickets

All fields marked with an asterisk (*) are mandatory.

*Type: Incident

* Service: CampusLine Key-User Order

* Priority: 2_Normal

Keyuser Action: New

Lastname: Muster

Firstname: Hans

Function: HR Assistant

Mailaddress: hans.muster@firma.ch

Phone number: 044 123 45 67

Desired Date: ☒ 01 / 01 / 2019

CC mail to:

* Subject: Please create a Key-User

Is there a charge for registering with CampusLine?

No, registration is free. Our support services are charged according to the conditions in the support contract.



If you have any questions, do not hesitate to call us. We are at your disposal from Monday to Friday from 08:00 to 12:00 and from 13:00 to 17:00 at 0844 55 44 55.

Your HR Campus Team