

User Manual CampusLine

1. Initial Access

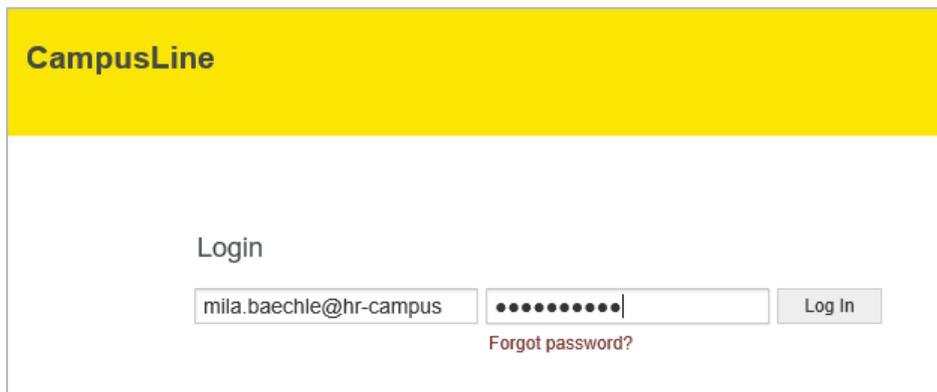
As a registered key user, you can log in online with your e-mail address and your password at <https://campusline.hr-campus.ch>. You have received your access data by e-mail.

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.

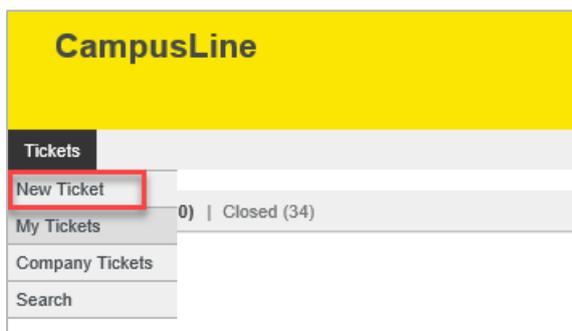
1.1. Login

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



2. Create a new ticket

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



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

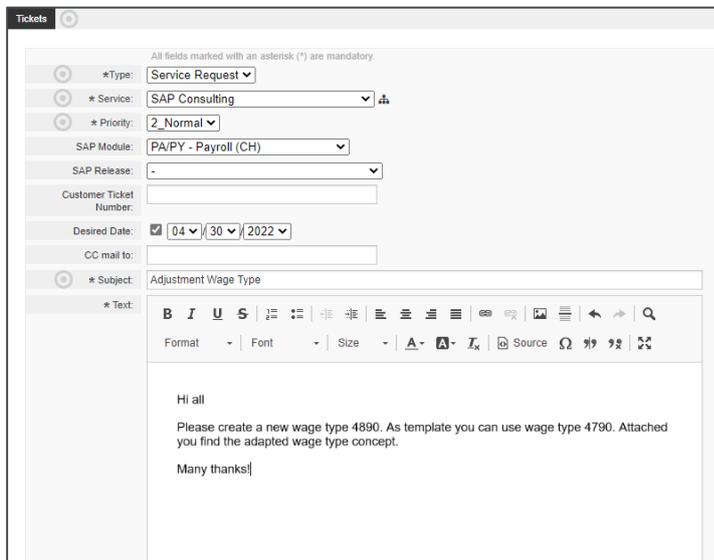
Type: *Incident:* System error, malfunction or failure
Service Request: User support, orders for system adjustments or system enhancements

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
Critical: production downtime, considerable impairment of the productive process
Normal: 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.



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.



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.

The screenshot shows the CampusLine interface with a yellow header and a 'Tickets' tab. A form is displayed with the following fields:

- *Type: Incident
- * Service: CampusLine Key-User Order (highlighted with a red box)
- * 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

A note at the top of the form states: "All fields marked with an asterisk (*) are mandatory."

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