

User Manual CampusLine

1. Initial Access

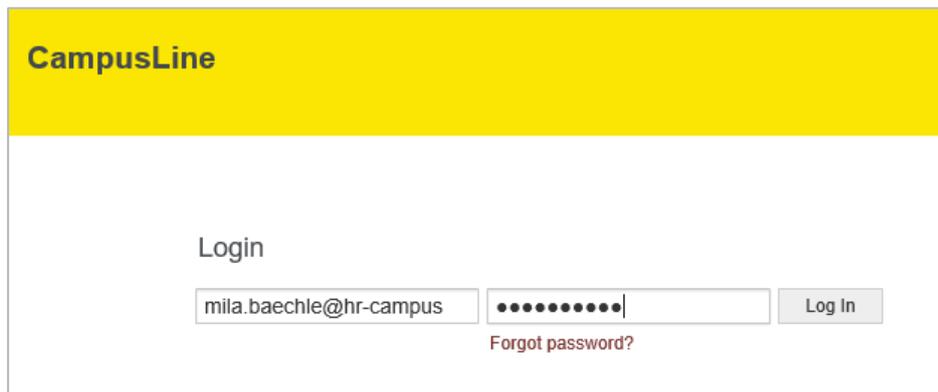
As a registered key user, you can log in online with your e-mail address and your password at <https://campusline.hr-campus.ch>. You have received your access data by e-mail.

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.

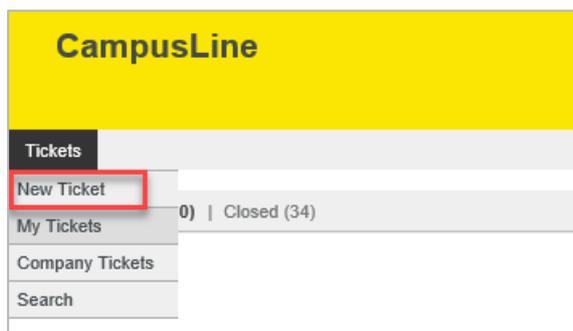
1.1. Login

<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
RfC (Request for Change): Scheduled adjustments, patches, enhancements
-
- Service:** Specify the affected area/product, e.g. SAP, SuccessFactors, umantis, etc. The selected service makes other input fields visible.
 Only those services are displayed that your company is actually using.
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- 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, employees, processes
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- Attachments:** Upload screenshots so that the problem can be understood more quickly, or inquiries can be avoided.

Tickets

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

*Type:	RfC
* Service:	SAP Consulting
* Priority:	2_Normal
SAP Module:	PA/PY - Payroll (CH)
SAP Release:	-
Customer Ticket Number:	<input type="text"/>
CC mail to:	<input type="text"/>
* Subject:	Adjustment salary type
* Text:	<div style="border: 1px solid #ccc; padding: 5px;"> <p>B I U S </p> <p>Format Font Size A A <i>I</i> Source </p> <p>Dear Support Please add the new salary type 4890. As template please use the salary type 4790. Attached you can finde the Concept.</p> <p>Best regards </p> </div>
Attachments:	<input type="text"/>

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 ticket creation form. The 'Service' dropdown menu is highlighted with a red box and contains the option 'CampusLine Key-User Order'. Other fields include: *Type: Incident, *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: (empty), and * 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