

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. Go to new ticket button – press new ticket
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

The screenshot shows a web browser window with the URL <http://gravitatehr.zendesk.com/requests/new>. The page title is "Submit a request for assistance". The Gravitate HR logo is in the top left. A navigation bar contains links for HOME, FORUMS, SUBMIT A REQUEST, and CHECK YOUR EXISTING REQUESTS. The main content area is titled "Submit a request" and contains the following form fields:

- Subject ***: A text input field.
- Description ***: A large text area with the instruction: "Please enter the details of your request. A member of our support staff will respond as soon as possible."
- Your preferred contact method ***: A dropdown menu.
- What is the name of your organisation? ***: A text input field.
- Do you want us to call you? ***: A checkbox.
- When do you want us to call? ***: A text input field.

On the right side, there is a sidebar titled "Submit a request for assistance" with the following text: "Fields marked with an asterisk (*) are mandatory. You'll be notified when our staff answers your request."

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 by downloading the Zendesk mobile app. This will allow you to access and log tickets whilst on the move on your iphone, ipad or android device.