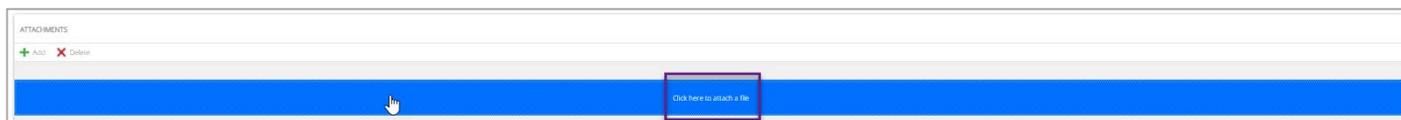


# How to use the Payroll Support Request System

## Submitting a Payroll Support Request

1. Open the [Payroll Support Request System](#) (located on the Payroll & Time Administration intranet page)
2. Click “Submit Request” and choose the appropriate request option:
  - Time Admin Issues/Questions
  - Payroll Issues/Questions
  - Requests
  - CAPPS
  - Employment Verifications
  - Reconciliations
  - Miscellaneous Requests
3. Provide the required information
4. Add any necessary attachments or notes by clicking the  “Add” button then clicking in the “Click here to attach file” area and selecting your file.



You will receive an automated confirmation email once your request is submitted

## Checking the Status of Your Request

1. Open the Payroll Support Request System or click the link in the submission confirmation email
2. Locate the “Request Status” Column on your dashboard

A screenshot of the "MY REQUEST" dashboard. It shows a table with columns for FORM\_ID, REQUESTER\_NAME, SUBMISSION\_DATE, REQUEST\_CATEGORY, REQUEST\_TYPE\_NAME, REQUEST\_STATUS, and VIEW REQUEST DETAILS. The REQUEST\_STATUS column is highlighted with a purple box. The table contains three rows of data.

FORM_ID	REQUESTER_NAME	SUBMISSION_DATE	REQUEST_CATEGORY	REQUEST_TYPE_NAME	REQUEST_STATUS	VIEW REQUEST DETAILS
3214	Barnett, Michelle	6/24/2021	CAPPS	Password Reset	Completed	<a href="#">Click here</a>
3213	Barnett, Michelle	6/24/2021	Time Admin Issues/Questions	Leave Cascade	Pending for Initial Review	<a href="#">Click here</a>
3204	Barnett, Michelle	6/24/2021	CAPPS	Password Reset	Completed	<a href="#">Click here</a>

You will receive an automated confirmation email once your request is completed/resolved