Freshservice End User FAQ – HR Department

This FAQ is customized for common service requests and incidents related to the department. It is aligned with ITIL practices to support effective service delivery and user satisfaction.

## How do I submit an onboarding request for a new employee?

Use the Service Catalog and select 'New Employee Onboarding'. Fill out all required fields and submit the form to HR for processing.

## How do I request a correction to my personal information?

Submit a Service Request titled 'Employee Data Update'. Include the corrected details and attach any supporting documentation if needed.

## What if I cannot access the payroll or benefits portal?

Create an Incident Ticket specifying which portal and what error you're encountering. HR support will respond based on SLA and priority.

## Are my HR tickets private?

Yes. HR tickets are restricted to authorized HR staff only and are managed under strict confidentiality following ITIL and HR data privacy guidelines.

## Can I check the status of my HR request?

Log in to Freshservice and navigate to 'My Tickets' to see progress notes, current status, and the agent assigned to your request.