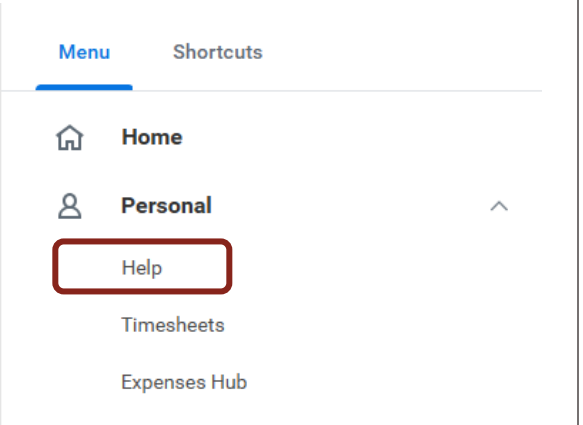


Audience / Role	All Kern360 users
Description	Guidance on accessing Help in Kern360, submitting support cases, and viewing case status updates

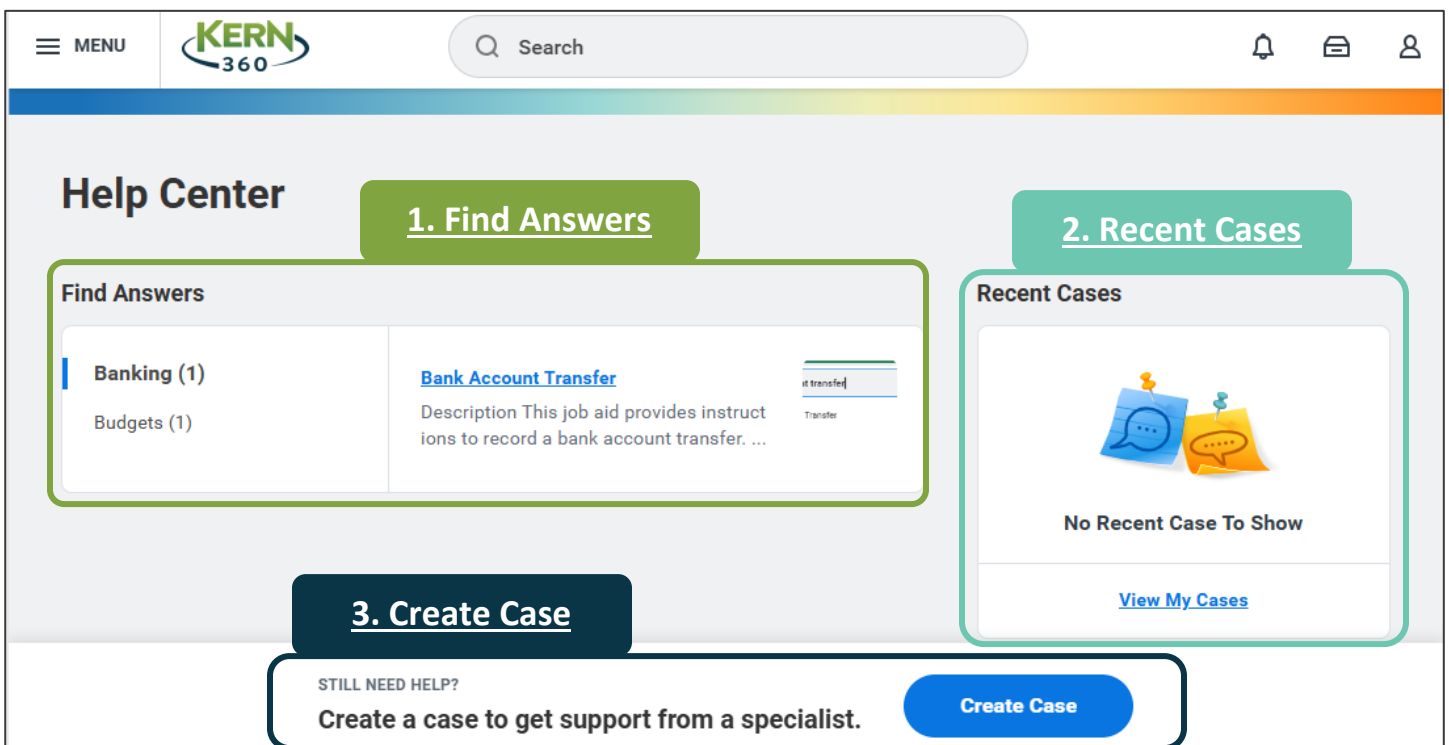
Access Help Center

1	Select Menu at the top of your homepage.	 MENU
2	From your menu, locate Help in your Personal menu category. Your Help Center dashboard will display.	

Your Help Center

You can access job aids, create help cases, and review cases you've created from your **Help Center**.

Click the callout label text in the image below to learn about each Help Center section.

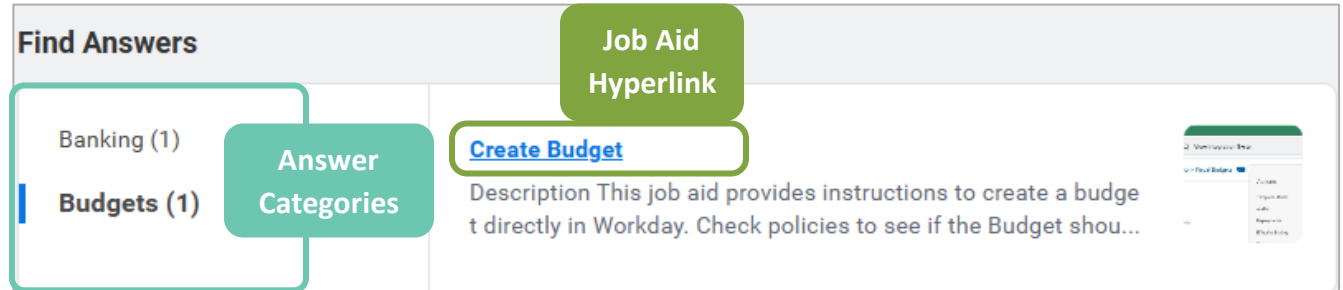


The screenshot shows the Help Center interface. At the top, there's a navigation bar with a 'MENU' icon, the 'KERN 360' logo, a search bar, and notification, home, and user icons. The main content area is titled 'Help Center' and features three callout labels: '1. Find Answers' (green), '2. Recent Cases' (teal), and '3. Create Case' (dark blue). The 'Find Answers' section shows a list of categories like 'Banking (1)' and 'Budgets (1)', with a specific job aid titled 'Bank Account Transfer' highlighted. The 'Recent Cases' section shows 'No Recent Case To Show' with a 'View My Cases' link. The 'Create Case' section has a 'Create Case' button. At the bottom, there's a banner that says 'STILL NEED HELP? Create a case to get support from a specialist.' with a 'Create Case' button.

Find Answers

The **Find Answers** section of your **Help Center** is your job aid and instruction library. Click the **categories** on the left side to navigate to the help category you need. On the right side, you'll find clickable links for each individual job aid. Clicking the **job aid hyperlink** will open the job aid in a pop-up window.

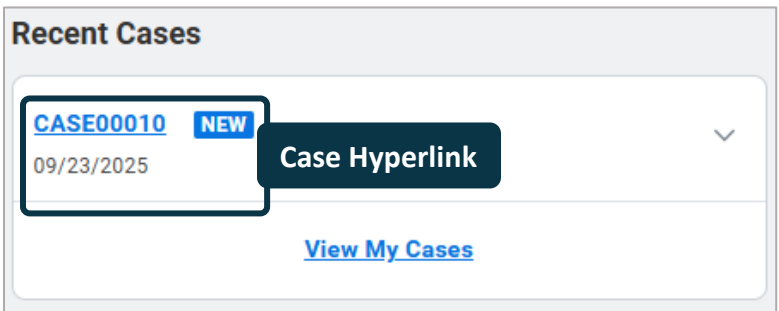
1



Recent Cases

The **Recent Cases** hub displays cases you've created. You can click on a case number hyperlink to view the case details or click the **View My Cases** link to view a list of all your cases and their statuses.

2



Create Case

To open a new case, click the **Create Case** button.

From the **Create Case** screen, select a relevant case type from the categories in the **Case Type** dropdown.

Give your case a short title describing your request in the **Case Title** field.

Add the details of your request including any attachments like screenshots in the **Detailed Description** field.

Based on the Case Type you selected from the dropdown, you may have a required details questionnaire to complete. If your case type has a questionnaire associated, you'll see an **Add Required Details** button at the bottom of your case. Click the **Add Required Details** button, fill out the required fields in the questionnaire, and click **OK**. Once you've

3



completed the questionnaire, the **Add Required Details** button will be replaced by a **Create Case** button.

Click **Create Case**.

 You successfully added the required details

Create Case

Your new case will display in your **Recent Cases** list.

Create Case

Case Type *

Cost Center ×

This helps us route your case

Case Title *

Test

Detailed Description

Provide as much detail as possible to help speed up resolution



 You must add required details before creating your case

Add Required Details

Create Case For

NOTE: The **Create For** field will only appear for users with a manager security role.

The **Create For** field allows you to create a case on behalf of another user. It can be used to submit a case for an employee, request new hire access, or request access or permission changes.

Select the user you are creating a ticket for in the **Create For** field and fill out the case type, title, and description as usual.

Click **Create Case**.

Once you create a case for another user, they will be notified about any updates to the case.

Create Case

Create For *

Rolando Cruz ×

This person will get all notifications about this case

Create About

Search name

This person won't get any notifications about this case

Case Type *

Select the most relevant case type

This helps us route your case

Case Title *

Provide a short title for your case

Detailed Description

Provide as much detail as possible to help speed up resolution



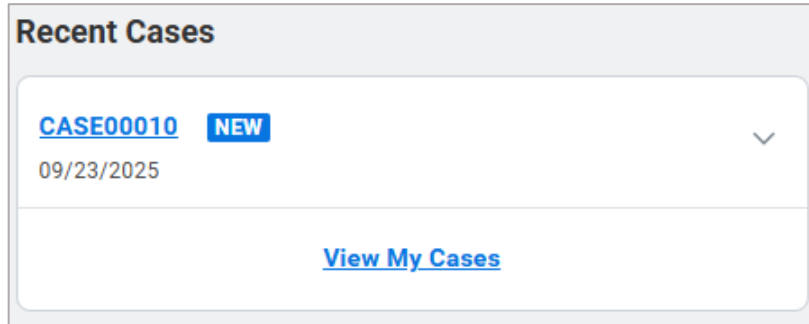
Create Case

Case Updates

1

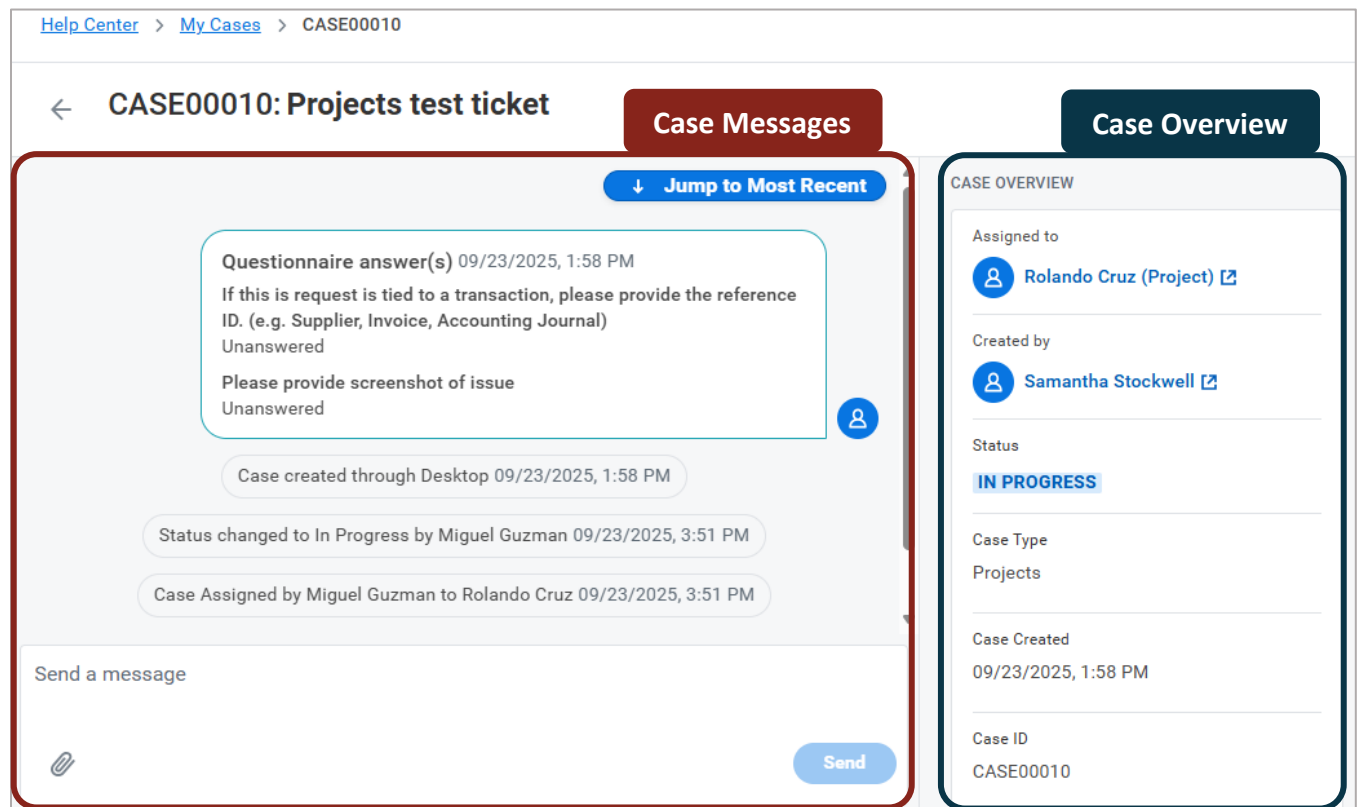
Once you've created a new case, you'll receive all communication from your Support Team in the Help Center. You should receive an initial response within one business day.

To view all responses and details related to your case, select the case from your **Recent Cases** hub.



2

From the case page, you can view messages from the Support Team and add new messages and attachments of your own as needed. You'll also see a **Case Overview** panel including the case status and assigned team member on the right side of your case screen.



When your case is updated or you receive communication regarding your case, you'll receive alerts in your **Notifications Center**. Click the bell icon at the top of your screen to view your notifications. Any notifications regarding one of your cases will also have a **View Case** button that will allow you to view and update your case details.



3

Viewing: All

Sort By: Newest

From Last 30 Days

Case CASE00012 has been created.

Case CASE00012 has been created.

44 minute(s) ago

Case CASE00010 is assigned to a new user.

Case CASE00010 is assigned to a new user.

1 day(s) ago

Case CASE00010 is assigned to a new user.

1 day(s) ago

Case CASE00010 is assigned to a new user.

[View Case](#)