

How to Submit a Twinsis IT Request



Step 1: From your Twinsis dashboard, select (right-click with mouse) the icon “IT Help Desk”



Step 2: From the current screen select “New IT Request”

NOTE: On the next screen you’ll have the ability to select from 2 drop-down menus as well as a space to

Task

Priority

Request Details

type in the description of your request.

Step 3: Task=(First Drop-down menu)-Select the specific task you are experiencing issues with (I.e. ADP, Twinsis, Email, etc).

Task

Priority

Request Details

- GENERAL
- ADP/Payroll ()
- Computer ()
- Email ()
- Email/Twinsis Password ()
- E-Time ()
- Media Request ()
- Other ()
- Phone/Fax ()
- Purchase - Computer, Phone, Tablet or Printer ()
- Replacement/Repair Keyboard or Mouse ()
- Twinsis Permissions ()

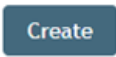
Step 4. Priority=(Second Drop-down menu)-Select the specific priority level your issue is in(emergency, critical, routine, etc).

Priority

Request Details

- Routine
- Unknown
- Emergency
- Critical
- Routine
- Minor
- Other

Step 5: Description= Describe in detail what type of problem you are having and what you have already done to try and correct it. See below for possible problems as well as some actions you may take to try and correct your problem.



Step 6: Select the tab “Create”



Note: You may cancel your request at any time by selecting the “Cancel”

For updates and to check on your request you repeat step 1 or check your Notifications tab on the top



right of your screen-located near your name.

Type of Task	Password Issues
ADPWorkforce Now	Have you tried to use the reset password option? You will only be able to do this if you are not locked out of your ADP
Etime	Have you tried to use the reset password option? You will only be able to do this if you are not locked out of your Etime
Twinsis	Unable to reset without Admin assistance-submit IT request