Help & Support

Learn how to efficiently manage employee queries with TankhaPay's **Help & Support** module. In this video, we demonstrate how employees can raise support tickets directly from the TankhaPay Employee App and how HR teams and administrators can track, manage, and resolve them through the Business Portal.You'll learn how to:

- Raise support tickets for attendance corrections, salary queries, profile updates, and other employee concerns
- View and manage all employee tickets from a centralized dashboard
- Track ticket progress with statuses such as **Open, In Progress, Pending, On Hold, and Closed**
- Communicate with employees through the built-in chat feature for faster issue resolution
- Update ticket statuses and keep employees informed in real time through the TankhaPay app
- Filter tickets by date range and status for quick access and efficient management
- Monitor active and resolved tickets to improve support operations

TankhaPay's Help & Support module streamlines employee communication, accelerates issue resolution, and provides complete visibility into support requests. By centralizing ticket management, organizations can improve employee experience, enhance HR efficiency, and ensure timely resolution of workplace concerns.

- Overview Video

Overview Video

https://www.youtube.com/embed/WNOWmezY2A8

Step-by-Step Tutorial Guide

Step 1: Open the Help & Support Module

1. Log in to the TankhaPay Employee App.
2. From the side navigation menu, tap **Help & Support**.

The Help & Support dashboard opens, displaying all your support requests.

Step 2: Review the Support Dashboard

On the dashboard, you can view a summary of your support tickets, including:

- Open Tickets
- In Progress Tickets
- Closed Tickets
- Pending Tickets

Below the summary cards, the ticket list displays details such as:

- Ticket ID
- Subject
- Category
- Created Date
- Current Status

This provides a quick overview of all your support requests.

Step 3: Create a New Support Ticket

1. Click the **Create Ticket** or **Add Ticket** button.
2. The **New Ticket** window opens.

This form allows you to submit a new support request.

Step 4: Select the Issue Category

1. Click the **Category** dropdown.
2. Choose the category that best matches your issue.

Examples may include:

- Attendance
- Leave
- Payroll
- Employee Profile
- Login Issue
- General Query

Selecting the correct category helps route the request to the appropriate support team.

Step 5: Enter the Ticket Details

1. Enter a **Subject** for your request.
2. In the **Description** field, provide complete details about the issue.

Include relevant information such as:

- What the issue is
- When it occurred
- Steps already attempted
- Any additional details that may help the support team

A detailed description helps resolve the issue more quickly.

Step 6: Attach Supporting Documents (If Required)

1. Click the **Attachment** option.
2. Upload supporting files such as:
    - Screenshots
    - Documents
    - Images

Attachments help the support team better understand the issue.

Step 7: Submit the Ticket

1. Review all the entered information.
2. Click **Submit**.

The system creates the support ticket and assigns it a unique Ticket ID.

Step 8: Track Ticket Status

1. Return to the **Help & Support** dashboard.
2. Locate the submitted ticket in the ticket list.
3. Review its current status.

Possible statuses include:

- Open
- In Progress
- Pending
- Closed

This allows you to monitor the progress of your request in real time.

Step 9: View Ticket Details

1. Click on any ticket from the list.
2. Review information such as:
    - Ticket ID
    - Subject
    - Category
    - Description
    - Status
    - Created Date
    - Latest Updates

This provides complete visibility into your support request.

Step 10: Respond to Support Team Updates

1. If the support team requests additional information, open the ticket.
2. Add comments or upload additional documents if required.
3. Submit your response.

This helps speed up issue resolution.

Step 11: Monitor Closed Tickets

1. Once the issue is resolved, the ticket status changes to **Closed**.
2. Review the resolution details for future reference.

Closed tickets remain available in the dashboard for record keeping and future tracking.

Key Benefits of the Help & Support Module

- Quick issue reporting
- Centralized ticket management
- Real-time ticket status tracking
- Easy communication with the support team
- Attachment support for faster resolution
- Complete history of support requests
- Improved employee support experience

End of Tutorial

You have successfully learned how to use the **Help & Support** feature in the TankhaPay Employee App. This module enables employees to raise support requests, communicate with the support team, and track ticket progress from a single, centralized dashboard.