

# Help & Support

Manage employee queries and system updates efficiently with TankhaPay's **Help & Support Module**.

In this video, we cover how HR and admins can handle support tickets and stay updated with real-time system notifications—all from a single dashboard.

## **Ticket Management**

Employees can raise tickets directly from the TankhaPay mobile app, making issue reporting quick and accessible. HR teams get a complete overview with status categories like **Open, In Progress, Pending, On Hold, and Closed**.

Using filters such as date range and status, you can easily track specific tickets. Each ticket includes details like employee name, code, type, and timelines. With the built-in chat option, HR can **respond, attach documents, and maintain a clear conversation history** for every issue.

## **Notifications**

Stay updated with system-generated alerts including **check-ins, check-outs, attendance updates, and other activities**. Easily search, filter, refresh, or track notifications, along with their viewed status for better visibility.

TankhaPay's Help & Support module ensures **seamless communication, faster issue resolution, and real-time tracking**, helping organizations stay efficient and responsive.

- [Overview Video](#)

# Overview Video

<https://www.youtube.com/embed/r9v92jdd51Y>

# Step-by-Step Tutorial Guide

## Overview

This tutorial explains how to use the Help & Support module in TankhaPay. The walkthrough covers:

- Accessing the Help & Support section
- Raising support tickets
- Viewing ticket status
- Tracking issue resolution
- Accessing help resources
- Communicating with the support team
- Managing support requests

## Step 1: Open the Help & Support Module

1. Log in to the TankhaPay dashboard.
2. From the left-side navigation panel, locate **Help & Support**.
3. Click on **Help & Support** to open the module.
4. The support dashboard displays available assistance options.

This section helps users raise issues, track requests, and access support resources.

# Step 2: View Available Support Options

Inside the Help & Support section, users can access:

- Raise Ticket
- Existing Support Requests
- FAQs or Knowledge Base
- Support Contact Information
- Issue Tracking
- Resolution Updates

These options help users quickly find assistance and manage support communication.

# Step 3: Raise a New Support Ticket

1. Click on **Raise Ticket** or **Create Support Request**.
2. Enter the required issue details.
3. Fill in fields such as:
  - Subject
  - Issue Category
  - Priority Level
  - Description
4. Attach screenshots or supporting documents if required.
5. Click **Submit** to create the ticket.

Providing detailed issue information helps the support team resolve requests faster.

# Step 4: Select Issue Category and Priority

1. Choose the appropriate issue category.
2. Categories may include:
  - Payroll
  - Attendance
  - Leave Management
  - Employee Management
  - Reports
  - Compliance
  - Technical Support
3. Select the issue priority:
  - Low
  - Medium
  - High
  - Critical

This helps the support team prioritize and route tickets efficiently.

## Step 5: Upload Attachments

1. Click on the attachment upload option.
2. Select relevant screenshots, files, or documents.
3. Upload supporting evidence for better issue clarification.

Attachments help reduce resolution time by providing additional context.

## Step 6: Submit the Support Request

1. Review all entered details.
2. Click on **Submit Ticket**.
3. The system generates a ticket ID or reference number.
4. Confirmation is displayed on the screen.

The ticket ID can be used for future tracking and communication.

## Step 7: Track Ticket Status

1. Navigate to **Existing Tickets** or **My Requests**.
2. View all submitted support requests.
3. The dashboard displays:
  - Ticket ID
  - Subject
  - Category
  - Assigned Team
  - Created Date
  - Current Status

Possible ticket statuses may include:

- Open
- In Progress
- Pending
- Resolved
- Closed

This helps users monitor issue progress in real time.

## Step 8: Communicate with the Support Team

1. Open the required support ticket.
2. Add comments or responses within the ticket thread.
3. Upload additional files if requested.
4. Review updates shared by the support team.

This ensures smooth communication and faster issue resolution.

## Step 9: Access FAQs and Knowledge Resources

1. Open the FAQs or Knowledge Base section.
2. Browse available help articles.
3. Search for topics related to:

- Payroll processing
  - Attendance management
  - Leave setup
  - Report generation
  - Employee onboarding
4. Open articles for detailed guidance.

This section helps users resolve common issues independently.

## Step 10: Review Resolved Tickets

1. Access closed or resolved tickets.
2. Review the final resolution details.
3. Download communication records if required.
4. Reopen the ticket if additional assistance is needed.

This helps maintain proper support history and documentation.

## Key Benefits of the Help & Support Module

- Centralized issue management
- Easy ticket tracking
- Faster support communication
- Real-time status updates
- Attachment-based issue reporting
- Access to self-help resources
- Improved user support experience

## End of Tutorial

You have now completed the walkthrough of the TankhaPay Help & Support module.

The Help & Support section helps users efficiently raise issues, communicate with support teams, track ticket progress, and access helpful resources from a centralized platform.