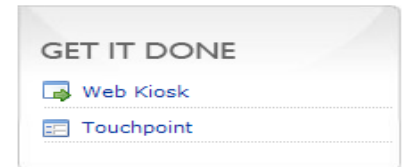
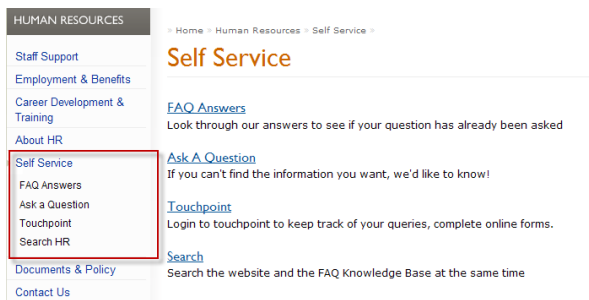


A quick guide to navigating Touchpoint

Even though a lot of Touchpoint's features are integrated with the HR website, you can still access them by logging into Touchpoint.

1. To access Touchpoint, simply click on the hyperlink located in the "Get it done" section of each page on the HR website. Or, you can access it through the left-hand navigation menu:



Note that depending on your browser security, you may be prompted to enter registry\your University username and password, when you click on this link.

2. This will take you to your desktop view (icons are explained under the image):

This is the main Touchpoint desktop (also referred to as "Home"). You can return "home" at any time simply by clicking on the "home" link in the top left hand corner, or clicking on the "home" icon on the top right hand side of the screen.


Description	Status
Eye Test Reimbursement #463	0. Eye Test Requested
Change of FTE/Hours or Roster #462	0. Manager Approval Requested
Customer Service Request #458 - Job Evaluation	1. Customer Service Request for Action
Customer Service Request #455 - Payroll Enquiries	0. Service Request awaiting Assignment
Customer Service Request #450 - Annual Leave	0. Service Request awaiting Assignment
Customer Service Request #442 - Accidents	0. Service Request awaiting Assignment
Customer Service Request #441 - Medical Certificates	0. Service Request awaiting Assignment
Customer Service Request #437 - Annual Leave	0. Service Request awaiting Assignment
Customer Service Request #434 - Academic Promotions and Review	0. Service Request awaiting Assignment
Customer Service Request #430 - Job Evaluation	0. Service Request awaiting Assignment

[A] – Content Library: use the Content Library to refine your search for content across Touchpoint. You can narrow this content down by topic area. Currently, the only content we have stored within Touchpoint are FAQs and online forms.

[B] – New Request: you can initiate a new service request by clicking on “New Request” (see the “Raising a new service request” tipsheet for assistance on how to do this).

[C] – Online Forms: you can access our range of online forms by clicking on this link. Forms can be completed and submitted, online.

[D] – Global Search: the global search is another way of searching across content stored within Touchpoint. Note that we currently only have FAQs and online forms stored within Touchpoint. You can narrow your search down further, by clicking on “More...”

[E] – My Requests: this list displays your latest ten current service requests. This is a combination of requests you have submitted, and also your online forms. At any time, you can click on the  box to bring up the details of a particular request.

You can access the same list by clicking on “My requests” in the black navigation bar, and you can also access the remainder of your requests on the desktop by clicking on “More...”

[F] – Top 10 FAQs: the FAQs shown are the current top ten accessed FAQs. You can access more FAQs simply by clicking on the “More...” button (where you can refine your search for FAQs by topic area).