

Senior Community Service Employment Program (SCSEP)

Grantee Performance Management System (GPMS)

Grantee Help Request Module User Guide

May 2025

Introduction

The **Help Request Module** (HRM) allows users to submit and track help request tickets, correspond with the Help Support Team, and view open and previously resolved requests directly through the Grantee Performance Management System (GPMS) website. This module replaces Zendesk, the previous help desk software. This guide explains how grantee and sub-grantee end users can navigate and use the Help Request Module.

Roles

- **End Users:** All grantee and subgrantee GPMS users, including Case Managers, Supervisors, Subgrantee Administrators, and Grantee Administrators. End Users can submit help requests themselves or on behalf of other users and provide necessary details and attachments.
- **Help Support Team:** The Help Support Team is the primary point of contact for end users in the HRM. The team will correspond with end users, assign, prioritize, and resolve help requests, or direct requests to the appropriate team as needed.

Hours of operation

The HRM is available to GPMS users when logged in to the system. The SCSEP Help Support team operates **Monday through Friday, 8:00 AM to 6:00 PM Eastern**. The Help Support team strives to acknowledge and begin triage on all requests within the same business day. Help requests received outside of these hours will be addressed the next business day.

Accessing the HRM Module

When logged in to GPMS, users can navigate to the HRM from the main navigation bar at the top of the screen. Click the HRM tab on the far right to open the help request module.

Help Request Module Landing Page

Request Information

To submit a new request for assistance from GPMS SCSEP team, click NEW HELP REQUEST button below.

Status Information

New - Request has not yet been reviewed.
 In Review - Request has been reviewed and assigned.
 In Progress - Request is currently being worked on.
 Resolved - Request has been completed and is being verified.
 Closed - Request is resolution is verified and it is now Closed.

SCSEP Help Requests

MY FILTERS: Assigned to me

SEARCH: Generic search on all requests --

TOPIC: Any | STATUS: Any | PRIORITY: Any

GRANTEE NAME: Any | SUB-GRANTEE NAME: Any | CREATED BY: Any | CREATED DATE: Any-Any

+ NEW HELP REQUEST

Request ID	Subject	Description	Status	Topic	Priority	Assignee	Grantee	Sub Grantee	Created By	Created Date	Last Updated
188	Test009	Test005	In Progress	Data Validation	Low	Denise Martin	AARP Foundation Programs	_retired_June_PY22_AARP Foundation SCSEP St. Louis County, MO	Md Rahim	2/19/2025 10:49 AM	3/5/2025 2:58 PM

Quick Actions

- Show Watched Requests

On the HRM Landing Page, users will see:

- General information about the case status and progress
- Filters that can be applied to narrow the list of Help Requests displayed in the summary grid:
 - Search Bar: Enter a keyword to search across all requests.
 - Topic: Select a category (e.g., Data Validation, Duration Limit).
 - Status: Choose from statuses (e.g., New, In Progress, Closed).
 - Priority: Sort by urgency (e.g., Low, Medium, High).
 - Grantee/Sub-Grantee: Filter by organization.
 - Created Date: Filter requests based on the submission date.
 - Created By: Filter by the requester's name
- New Help Request: Click this button to initiate a new Help Request Ticket. See "[Create a new help request](#)" below.
- Help Request Summary Grid
 - Request ID:** Unique identification number for each request.
 - Subject:** A brief title describing the request.
 - Description:** Summary of the Help Request provided by the requester

- d. **Status:** Indicates the current state of the request (e.g., New, In Progress, Closed).
 - e. **Topic:** The category of the issue (e.g., Data Validation, Duration Limit).
 - f. **Priority:** Shows the urgency level (e.g., Low, Medium, High).
 - g. **Assignee:** Displays the person responsible for the request.
 - h. **Grantee:** Displays the organization handling the request.
 - i. **Sub-Grantee:** Displays the division under the grantee (if applicable).
 - j. **Created By:** Shows the name of the requester.
 - k. **Created Date:** The date the request was submitted.
 - l. **Last Updated:** The date of the most recent update.
5. Quick Actions tab with links to easily access different functionalities within the help request module.
 - a. Show Watch Requests: Displays requests the user has selected to watch, using the Related Actions tab in the request.

Create a New Help Request

All GPMS users can create a new help request. Click the NEW HELP REQUEST button. A new screen will pop up.

The screenshot shows the 'SCSEP Help Request' form. It is divided into several sections:

- E-mail Details:** Includes an 'E-mail Address' field with 'SCSEP.GPMS@doh.gov' entered, and a 'Send Type' table with 'To' and 'Cc' columns.
- Organization Details:** Includes a 'User Name' field, a radio button for 'Are you creating this request on behalf of another user?' (set to 'No'), and dropdown menus for 'Grantee' and 'Sub-Grantee'.
- Request Details:** Includes a 'Request Subject' text area.
- Help needed for the following:** Includes a 'Topic' dropdown menu.
- Upload file:** Includes an 'UPLOAD' button and a file selection area.

 At the bottom right, there are 'RESET' and 'SEND' buttons.

E-mail Details:

All users and email addresses listed in this section will receive notifications when the new request is submitted. By default, the SCSEP Help Support email is listed, along with the email of the user submitting the request. Any other email address may be added as a cc: or bcc: to the help request. These users will also receive email notifications if a new comment is added to the request or the request is resolved.

SCSEP Help Request

Help Request
E-mail Details
Default E-mails cannot be removed.

E-mail Address	Send Type
SCSEP-GPMS@ed.gov	To
jack@scsep-partners.com	CC

[Add New E-mail](#)

1. Email Address: Default SCSEP Help Support email address.
2. Click Add New Email if any additional Users should be notified about the progress of this help request. The email address mentioned will receive a progress notification in their mailbox as the help request progresses.

Organization Details:

Select the grantee and sub-grantee (if applicable) for this Help Request. You can also use this section to indicate if you are submitting this request on behalf of another user. If you're submitting the request on behalf of a user who doesn't have an account in GPMS, you can enter their email address instead.

- a. **Grantee:** Select the appropriate grantee from the dropdown.
- b. **Sub-Grantee:** Select the relevant sub-grantee (if applicable).

Request Details Section:

Please provide a detailed description of your issue or concern. Request subject, Topic, and Request Detail are required fields. You can also upload supporting documents, attachments, and screenshots. Please add as much detail as possible to assist the Help Support Team in resolving your request.

- a. **Request Subject (Required):** Enter a short, descriptive title of the issue (up to 100 characters).
- b. **Topic (Required):** Select from the dropdown (e.g., Data Validation, Duration Limit).
- c. **Upload File (Optional but Recommended):** Attach supporting documents or screenshots (PNG, JPG, PDF, DOC, XLS, TXT, MSG, PPT, etc.)
- d. **Detail (Required):** Enter a detailed explanation of the issue (up to 4000 characters).
- e. Click **SEND** to Submit the Request.
- f. The requestor will receive an email notification whenever a Help Request ticket is created.
- g. Once the request is submitted, the description and status are displayed on the HRM Landing Page summary grid.

Viewing and Adding Comments to a Request:

Users can access and view past help requests from the HRM landing page. Click the Help Request ID link to view the request in a pop-up window.

? Help Request Module

EXPAND

Request Information

SCSEP Help Requests

Generic search on all requests

SEARCH TOPIC | Any STATUS | Any GRANTEE NAME | Any

SUB GRANTEE NAME | Any CREATED BY | Any CREATED DATE | Any - 03/10/2025

NEW HELP REQUEST

Request ID	Subject	Description	Status	Topic	Assignee	Grantee	Sub-Grantee	Created By	Created Date	Last Updated
263	Test Subject	Test Detail	New	Other		AARP Foundation Programs		sudha.donorgantee@gmail.com sudha.donorgantee@gmail.com	3/10/2025 10:10 AM	3/10/2025 10:10 AM
262	Test Subject	Test Detail	In Progress	Other	Avadh Sangrouk	AARP Foundation Programs		sudha.donorgantee@gmail.com sudha.donorgantee@gmail.com	3/10/2025 10:03 AM	3/10/2025 10:04 AM
4	Unable to download current exit report	Testing	In Review	Reports				sudha.donorgantee@gmail.com sudha.donorgantee@gmail.com	12/26/2024 3:41 PM	3/6/2025 9:47 AM
5	Email issue with QPR	Did not get email to download the QPR	Resolved	QPR				sudha.donorgantee@gmail.com sudha.donorgantee@gmail.com	12/26/2024 3:42 PM	1/13/2025 9:14 PM
3	Login issues	Unable to login to SCSEP	Closed	Error Messages		Goodwill Industries International	GI Aaron OH	sudha.donorgantee@gmail.com sudha.donorgantee@gmail.com	12/26/2024 2:54 PM	12/26/2024 3:16 PM

5 Items

Status Progress bar

CASES ADMIN CONSOLE MY TASKS REPORTS GRANTEES HELP REQUEST SCSEP

Test Subject (Request ID: 263)

Summary Documents Comments Audit Related Actions TAKE ACTION

New
In Review
In Progress
Resolved
Closed

Request Summary

Priority -

Request Submitter sudha.donorgantee@gmail.com sudha.donorgantee@gmail.com

Date Submitted March 10, 2025 10:10 AM

Assignee

Grantee AARP Foundation Programs

Sub-Grantee -

Last Updated March 10, 2025 10:10 AM

Request Details

Subject: Test Subject

Category Other

Description Test Detail

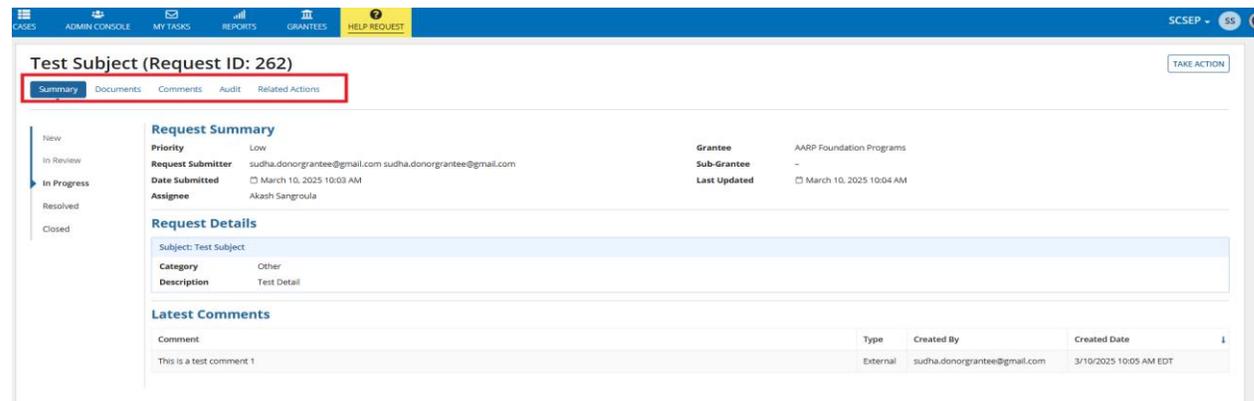
Latest Comments

Comment	Type	Created By	Created Date
No items available			

When viewing a request, the status is displayed on the left of the screen. The Help Request statuses are:

- h. New:** The request has been submitted but has not been reviewed.
- i. In Review:** The request has been triaged and assigned to a support team member.
- j. In Progress:** The support team is actively working on the request.
- k. Resolved:** The support team has resolved the issue and is awaiting verification.
- l. Closed:** The issue is resolved and verified, and the request is closed.

Tabs:



To view the details of a request, add comments, and take other actions, use the navigation tabs at the top of the request.

Summary

From this tab, you can view important details about the request, including a summary, the request details and the latest comment added to the request.

Documents

From this tab, you can upload additional documents and relevant screenshots to the help request. Most standard file types are supported, including PNG, JPG, PDF, DOC, XLS, TXT, MSG, PPT, etc.

Comments

The comments tab allows communication between the Help Support Team and the requester. Users can view all comments previously added to the request. To add a new comment, click the Add Comment button at the top right of the screen.

The requester will receive an email notification every time a comment is added to the Help Request.

Audit

The audit tab displays the ticket history.

Related Actions

This tab displays further actions that may be taken with the Help Request, such as Start Watching Request.