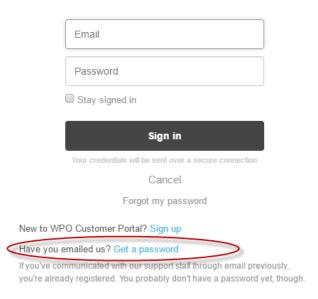


# How To: Submit a Training Request Through ZenDesk

- **❖** Use the following link https://wpoustraining.zendesk.com/
- ❖ Already have an existing Account with Zen Desk Get a Password



A second pop-up box will appear. Enter your email address and watch for a Zendesk email with a
password link to activate and set-up your password. That's it!





# Submitting Requests to the New Zen Desk Site without a User Account

- Click "Submit a Request" and choose the request form needed. Here, you will encounter two new fields:
- Email use the email address you originally used for previous Zen Desk (the one you receive your request email notifications/updates)
- o Captcha Verification a visual security code required to submit a ticket
- These 2 fields will be required each time you submit a new request. Once complete,
   you will be able to respond to and manage requests from your email.
- If you would prefer to not have to enter your email and complete the "Captcha" each time you submit a new request you will need to set-up a new password in this new version of Zendesk.





# Create a new User Account

- Click sign in (top right corner)
- Click sign up (next to New to WPO Customer Portal?)
- o Enter your full name and your email
- Type text in box
- o Click sign up
- o Close webpage
- Click on link received through email
- Create password
  - Password Requirements:
    - Must be at least 6 characters
    - Must include letters in mixed case numbers
    - Must include a character that is not a letter or number
- Click Set Password button
- Click Sign In Button
- **❖** Homepage has 2 FAQ options (End-User Training Video and End-User Guide)
- Click the Submit a Request Link (top right of page)
- Please choose appropriate request from below
  - o Benefit Fair Request
  - o Content Request
  - o Training Request Form

#### Subject

- Company name
- o Title of training
- Date of training





#### Description

You may enter quick details of request or title of training

### **Are you the EAP Account Manager?**

o Always select "NO"

## **❖** Name of EAP training is offered through

Deer Oaks EAP Services

#### **❖** Name of company requesting training

o Organization requesting training

#### **\*** Type of company/industry

- o Government, ISD, etc..
- Street address where training will occur
- City, State & Post Code where training will occur

#### Are you the primary contact person for the training location?

o If no, please provide primary contact's name, title, phone number, and email.

#### **❖** Security/Parking/Logistics information for training location

• Please include specific location pertaining to training location

#### **Solution** Equipment available at training location

Please advise if computer and projector is available

#### Estimated number of participants

Title of Training

#### **❖** Format of Training

- On-site Seminar
- Webinar
- o EAP Orientation- On-site
- o EAP Orientation- Webinar





#### Time of Training

- In hour increments
- o If more dates/times needed, please list here
- All trainings requested are assumed 1-hour in length. Do you need a different length for the training?
  - o If yes, add length of session needed
- **❖** Do you have a preferred presenter for this training?
  - o If yes, please provide name of preferred presenter
- ❖ Do you have a presenter you do NOT want utilized?
  - o If yes, please provide name of presenter(s) NOT to be contacted
- Do you need this training in a language other than English?
  - o If yes, please provide other language
- Are there any recent events, announcements, situations that would be helpful for the trainer to know about that spurred this request for training?
  - You may add announcements here
- Is there any other information or questions not covered that you would like to share?
  - Please add other information here
- ❖ By checking this box, you agree that should this event be cancelled, you will provide at least 2-business days' notice by accessing this request and typing a message in the ticket that it is cancelled.
  - Check small box to continue
- **❖** Attachments
  - No need to upload files
- **❖** Click Submit Button
- **❖** You will receive an email notification following your submission.

Should you have any questions pertaining to submitting your request, please contact us at 1-866-327-2400.

