

## HR Service Desk User Guidelines

### Purpose:

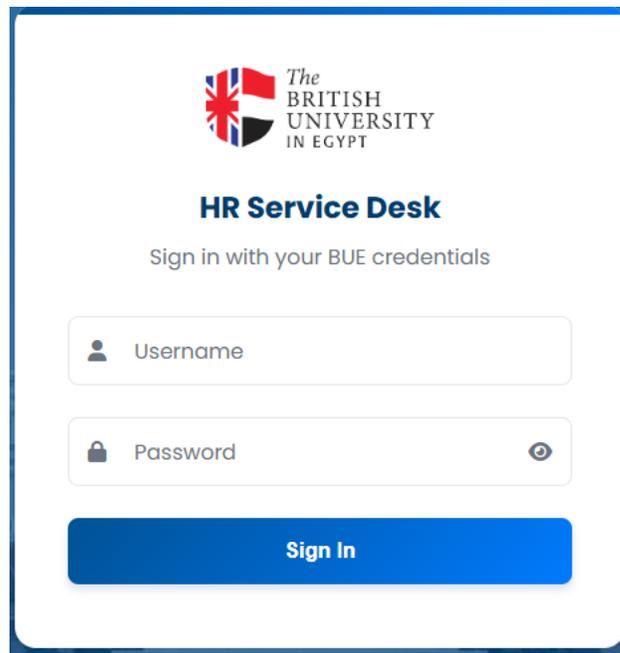
This document provides guidance for staff members on how to use the **HR Service Desk** via <http://HR-ServiceDesk.bue.edu.eg>. It includes:

- An overview of **HR categories** reflecting core HR functions
- A list of **HR sub-categories** corresponding to specific request types under each function

### Accessing the HR Service Desk:

#### **Step 1: Sign In**

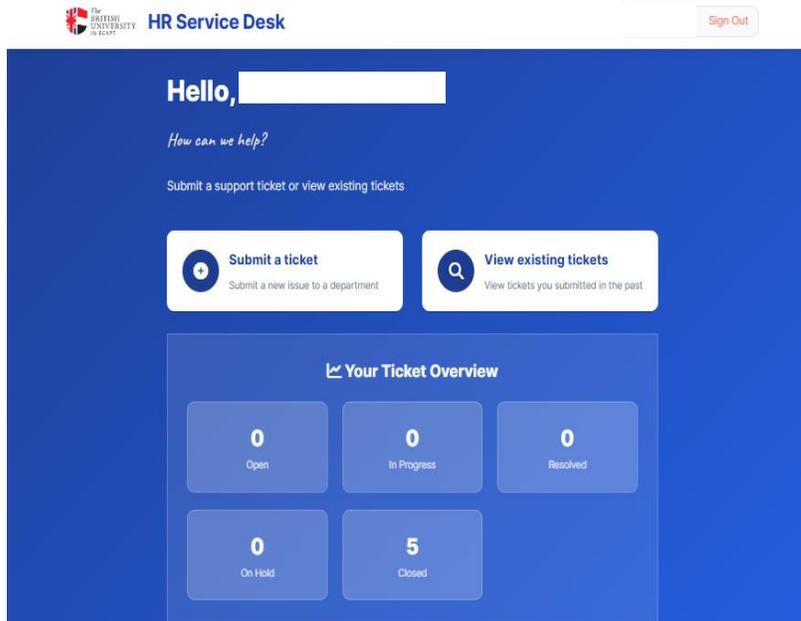
- Open <http://HR-ServiceDesk.bue.edu.eg> using **Google Chrome**
- Sign in using your **BUE username and password**



The screenshot shows the sign-in interface for the HR Service Desk. At the top, there is the logo for The British University in Egypt, which consists of a stylized flag and the text 'The BRITISH UNIVERSITY IN EGYPT'. Below the logo, the text 'HR Service Desk' is displayed in a bold, blue font. Underneath, it says 'Sign in with your BUE credentials'. There are two input fields: the first is labeled 'Username' and has a person icon on the left; the second is labeled 'Password' and has a lock icon on the left and an eye icon on the right. Below these fields is a large blue button with the text 'Sign In' in white.

Once signed in, a dashboard will appear displaying:

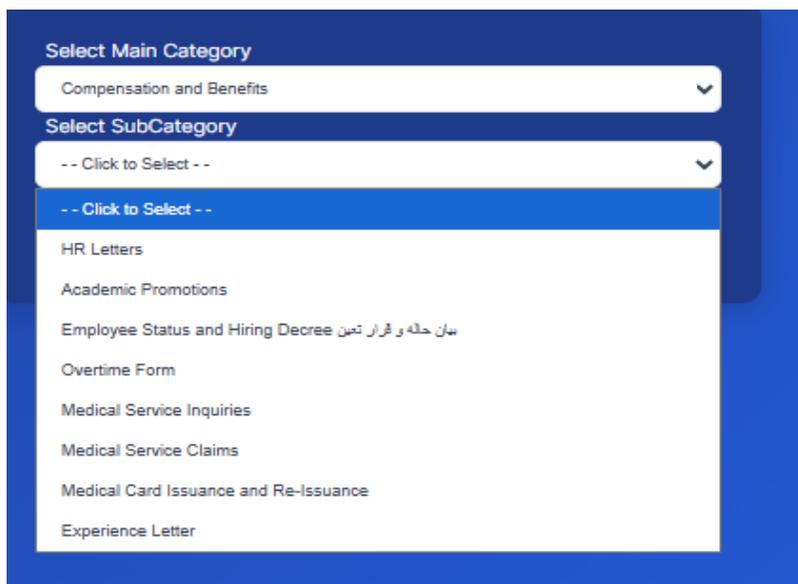
1. **Submit a Ticket**
2. **View Existing Tickets**
3. **Your Ticket Overview** – a dashboard designed for easy tracking and follow-up



## **Submitting a Ticket:**

### **Step 2: Submit Your Request**

- From the home screen, select the relevant **Main Category (HR Function)**
- Choose the suitable Sub-Category that reflects your **specific request**



## HR Service Desk Categories and Sub-Categories

Main Category (HR Function)	Sub-Categories (Request Types)
<b>Organisation Development</b>	
	Job Descriptions
	Internal Transfers Status
	Organisational Charts
	Workload Analysis
	Exit Interview Slot Reservation
<b>Performance Management</b>	
	Performance Cases/Inquiries
	NAQAA Inquiries
<b>Compensation and Benefits</b>	
	HR Letters
	Experience Letter
	Academic Promotions
	Employee Status and Hiring Degree بيان حاله و قرار تعين
	Overtime Form
	Medical Service Inquiries
	Medical Service Claims
	Medical Card Issuance and Re-issuance
<b>Payroll</b>	
	Pay Slip / Salary Inquiry
	Tax Inquiries
<b>Personnel</b>	
	HRM Technical Issue
	Social Insurance Print Out
	Contract Inquiries
	Swipe Card Issuance and Re-issuance
	Resignation Form
	Clearance Form
	Form 6 Status
	Employee File Documents Request
	National Identification Form
	Maternity Cheque
	International Staff Inquiries
	Work Permit Inquiry
<b>Talent Acquisition</b>	
	Recruitment Request Forms (New Hire, Replacements)
	Hiring Status
	New Hire Email Issue
	Job Posting Inquiries

	Proof of Secondment Payment (Partially and Fully Secondment)
	International Staff Contracts Inquiries (New Hires and Renewals)
	Probation Period Inquiries
	Internship Request
<b>Learning and Development</b>	
	Training Certificate
	Training Course Request
<b>HR Administrative</b>	
	Business Card Request
	Memorandum Status
	HR Benefits Inquiries
	Set a Meeting