

# Help Hub

## Getting Started User Guide

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# Overview – What is Help Hub?



- Your one-stop resource for all your Digital IT Services and Employee Services needs
- An upgrade and replacement of two employee tools: United ServiceAnywhere (USAW) and SRP
- An online portal that allow employees to search for answers to questions or request services across many United business units that support employees
- Personalized to you, showing only information that applies to your role and your work group
- A user-friendly system that makes it easy to track and refer back to requests – you'll receive email notifications and can monitor the status of your requests through the portal

# Overview – How do I access Help Hub?

Use Help Hub on any device to find what you need quickly and easily:



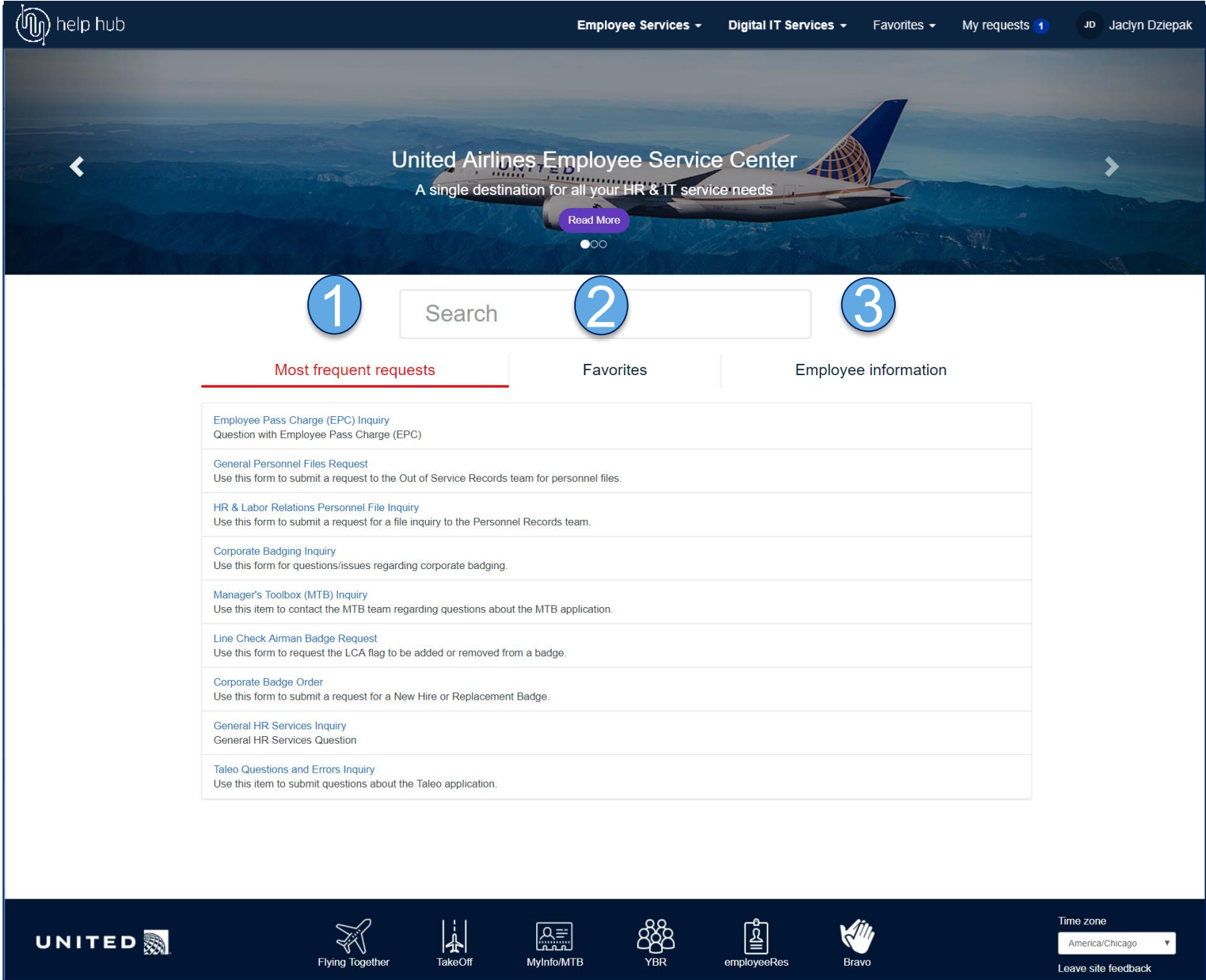
## **Company-issued mobile devices:**

Click on the Help Hub icon and sign in using your Flying Together credentials.

## **Desktops, laptops and personal mobile devices:**

Go to Flying Together > Employee Services > Help Hub or [helphub.ual.com](https://helphub.ual.com)

# Navigating Help Hub – The home page



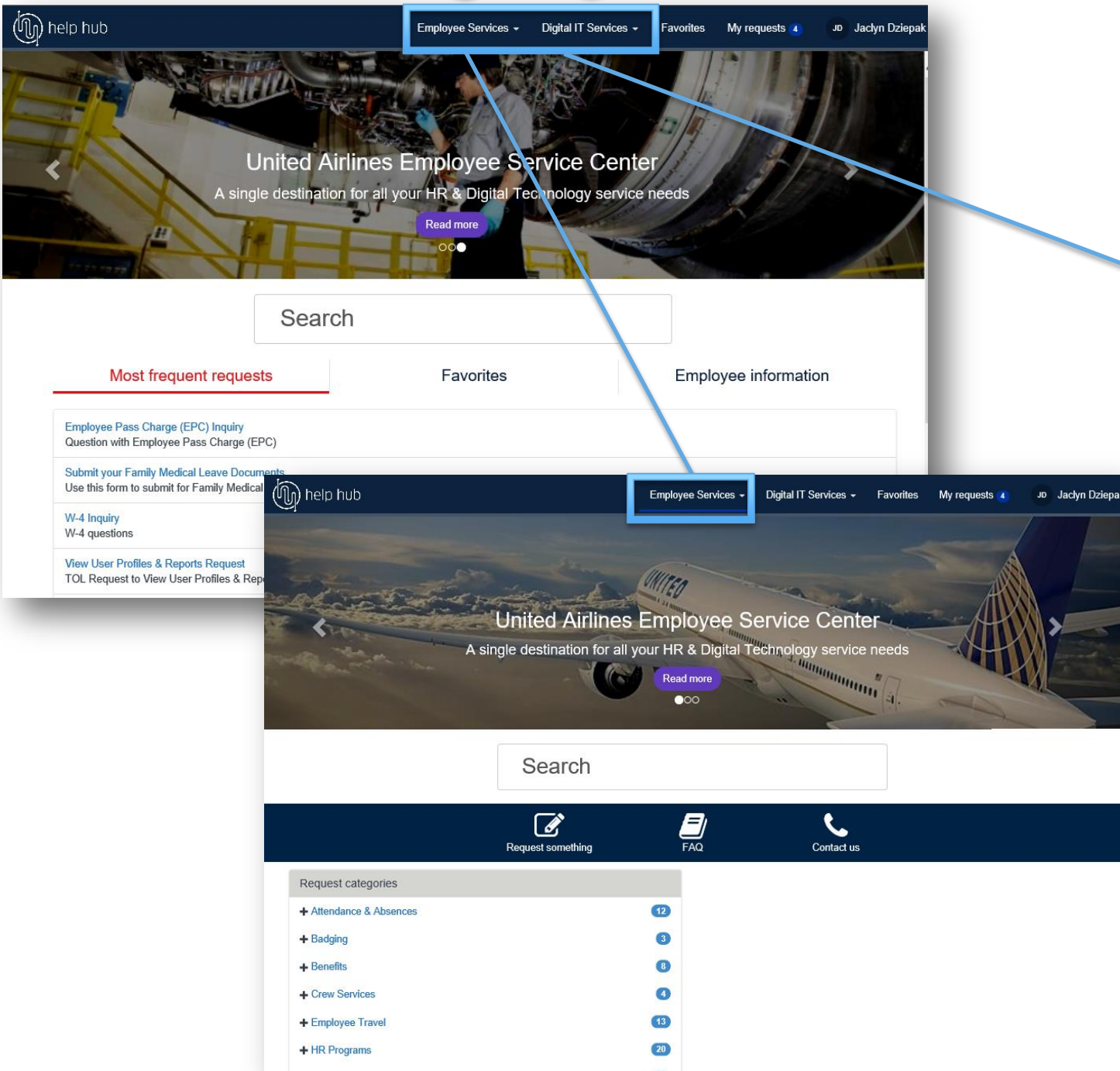
The Help Hub home page is the jumping-off point for finding the information and requests you're looking for.

1. **Most frequent requests** – This section highlights requests that are used most often by employees in roles like yours.
2. **Favorites** – FAQs and requests that you've saved are shown here.
3. **Employee information** – View details like your FML eligibility and attendance points here. (The information varies based on your work group)

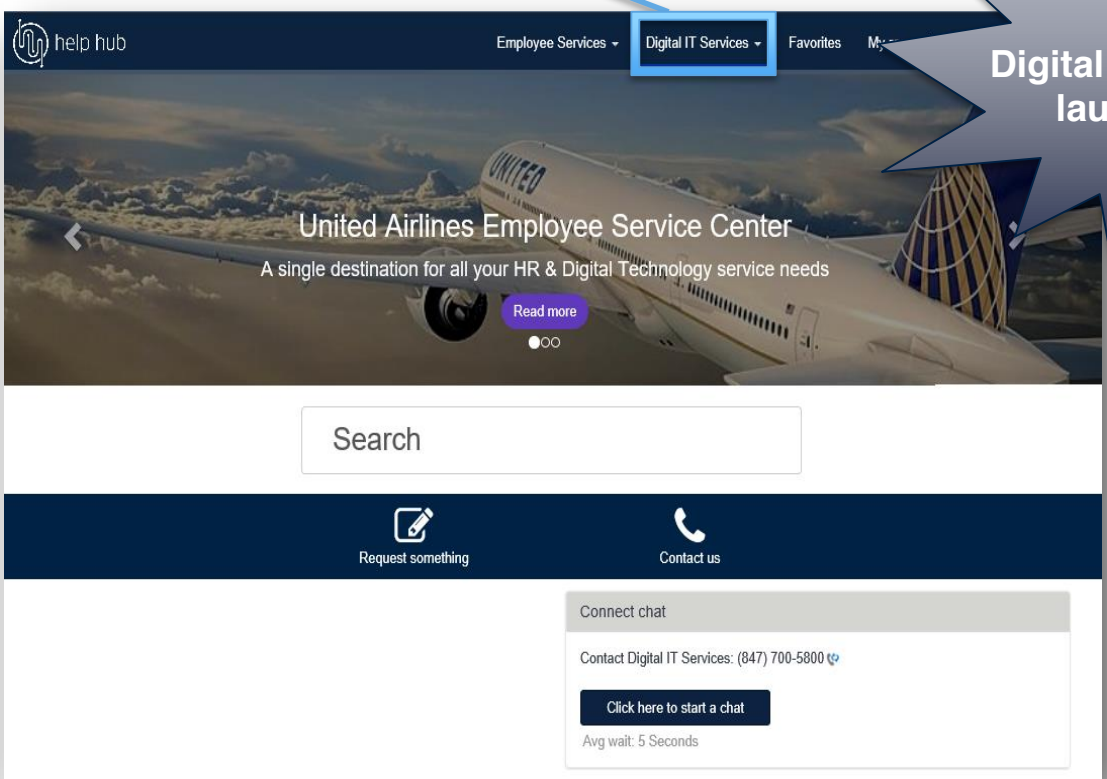
# Help Hub – Home pages

1

2



- 1. **Employee Services home page**– gives you the option to request something or review a FAQ about attendance & absences, badging, benefits, employee travel, HR programs, pay or training.
- 2. **Digital IT Services home page** – gives you the option to request something from the IT services catalog or start a chat with the IT Service Desk.



Digital IT Services will launch in June



# Navigating Help Hub – The header

The screenshot shows the United Airlines Help Hub interface. The header is dark blue with the 'help hub' logo on the left and navigation links on the right. Below the header is a banner for the 'United Airlines Employee Service Center' with a search bar and tabs for 'Most frequent requests', 'Favorites', and 'Employee information'. The 'Most frequent requests' tab is active, showing a list of service requests. The footer contains the United logo, social media links, and a time zone selector.

1. **Help Hub logo** – Returns you to the Help Hub home page

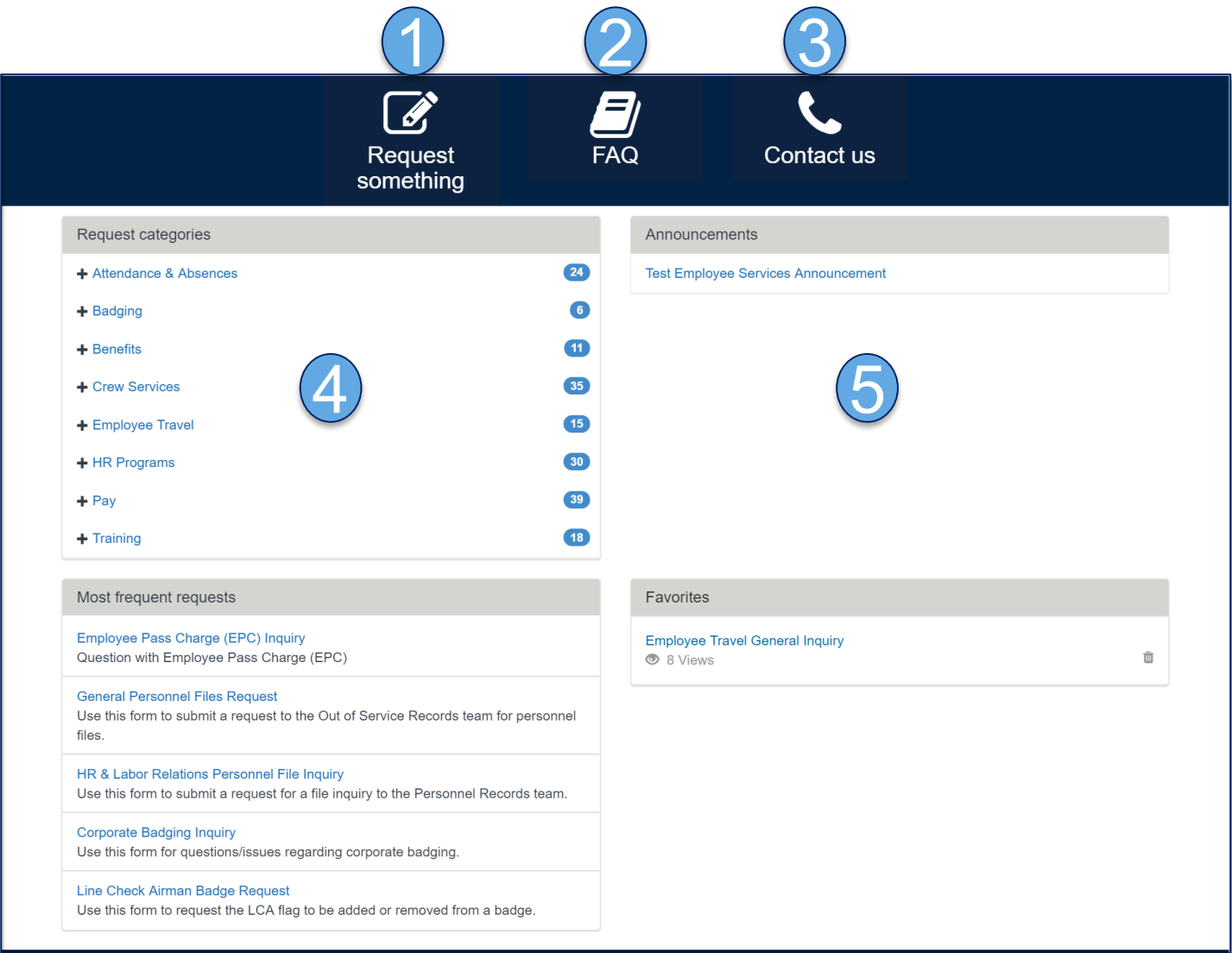
2. **Employee Services drop-down menu** – Links to Employee Services options

3. **Digital IT Services drop-down menu** – Links to Digital IT Services options

4. **Favorites tab**– Shows your saved favorite FAQs and requests

5. **My requests tab** – Shows your open and closed requests

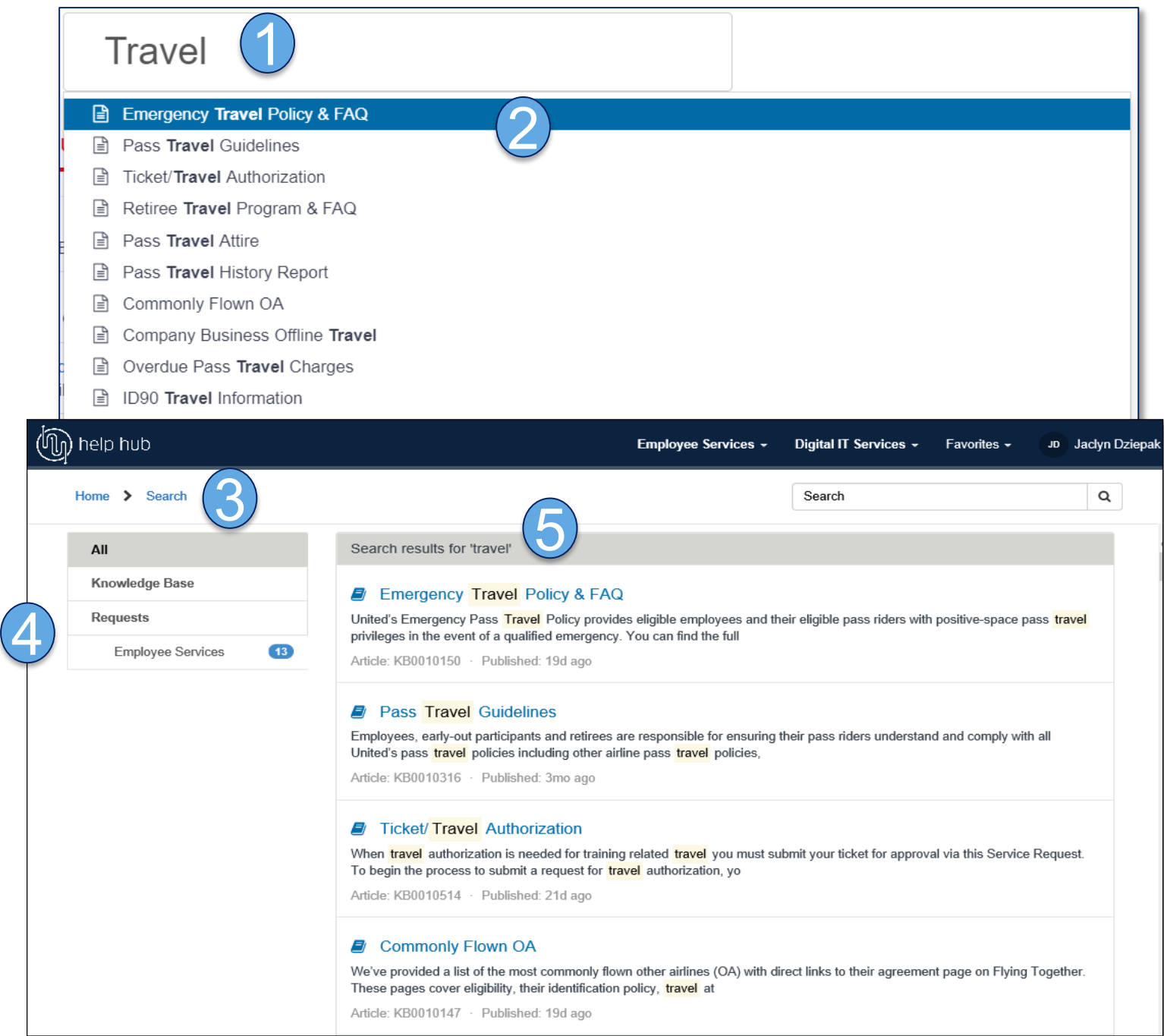
# Navigating Help Hub – Employee Services home page



- 1. **Request something** – Takes you to a page with frequent requests and request types by category
- 2. **FAQ** – Takes you to the FAQ library
- 3. **Contact us** – Takes you to a page with contact information, in case you were unable to find what you were looking for in FAQs or requests
- 4. **Request categories** – Lists Employee Services request types by category
- 5. **Announcements** – Shows important news and announcements relating to Employee Services

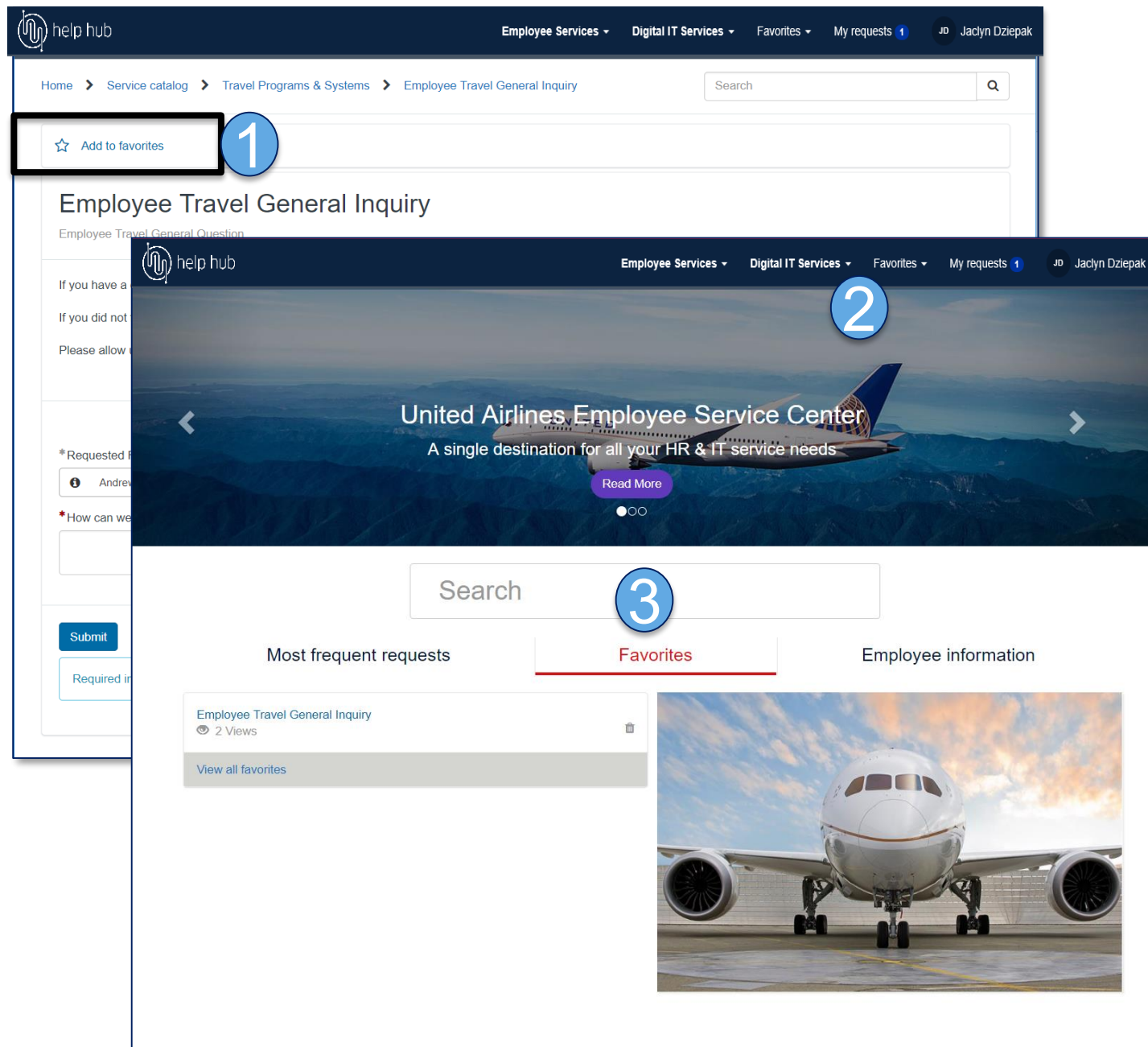


# Navigating Help Hub – Searching for content



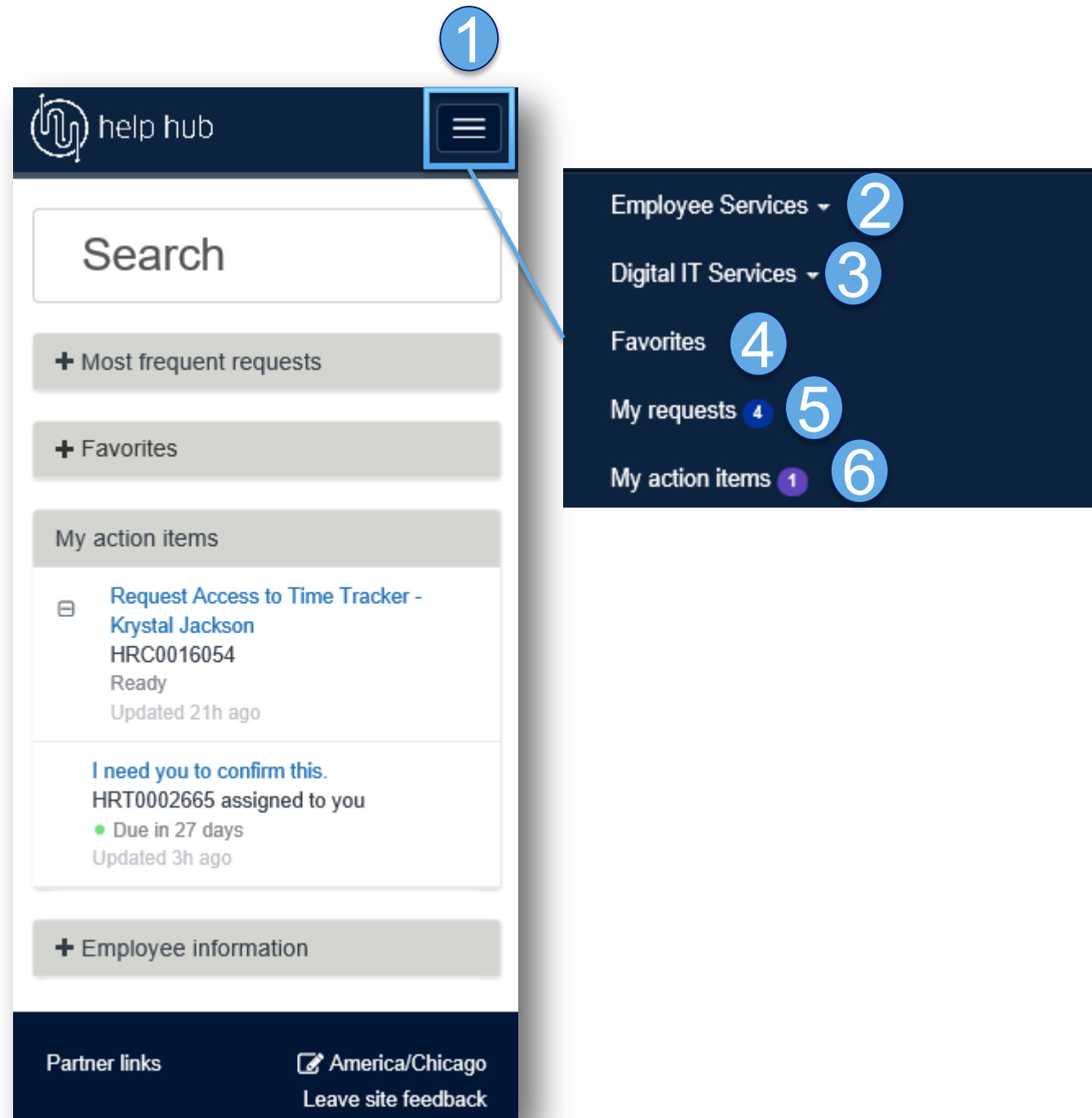
- 1. Search bar** – Type a key word or phrase relating to what you’re looking for.
- 2. Suggested results** – Pre-populated options for FAQs and requests will appear as you type. You can choose one of these options or hit “Enter” to see all results.
- 3. Filtered results** – You can choose to only see results for FAQs or requests.
- 4. Sub-headings** – Click on a sub-heading to further filter the search results.
- 5. Search results list** – This shows all FAQs and/or requests that match your search and filters.

# Navigating Help Hub – Saving a favorite



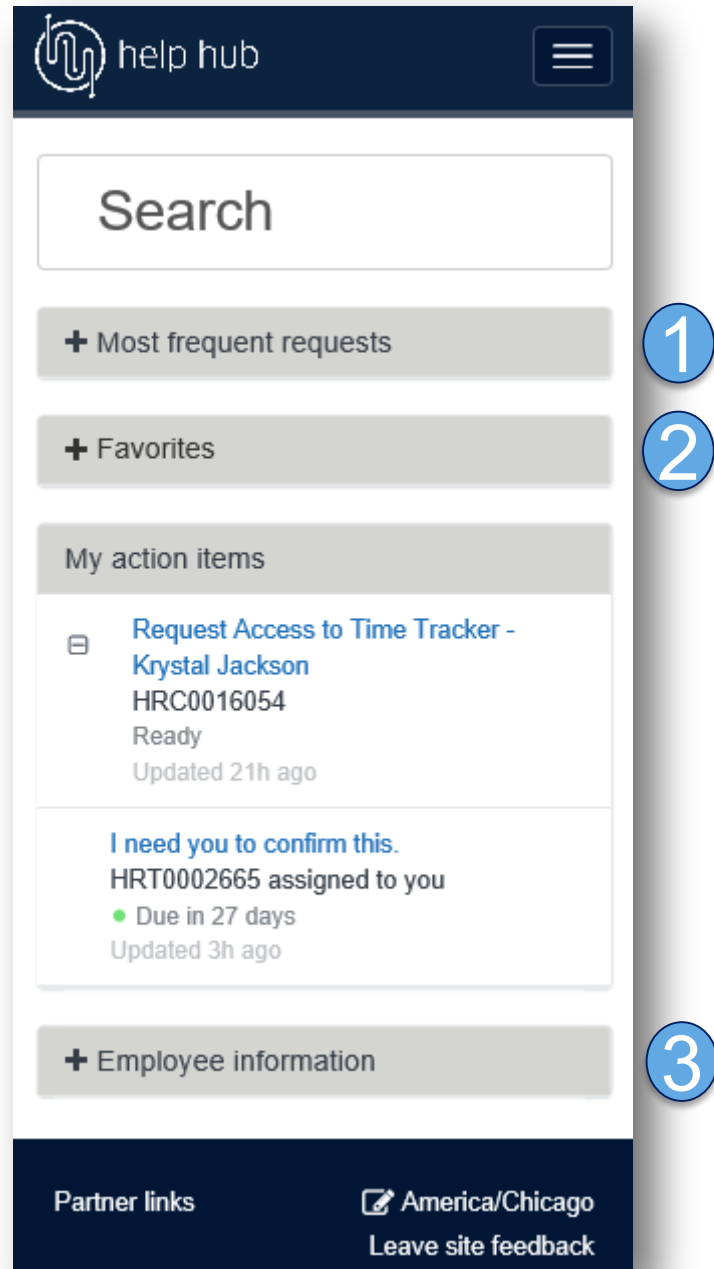
- 1. Add to favorites** – Click the star above the request or FAQ title to save it as a favorite.
- 2. Favorites tab** – Saved favorites will appear in the Favorites drop-down menu in the header.
- 3. Favorites section** – Saved favorites will also appear in the Favorites section on the Help Hub home page.

# Navigating Help Hub - Mobile view



1. **Three-line menu** – Expands the Help Hub header options
2. **Employee Services drop-down menu** – Links to Employee Services options
3. **Digital IT Services drop-down menu** – Links to Digital IT Services options
4. **Favorites tab**– Shows your saved favorite FAQs and request
5. **My requests tab** – Shows your open and closed requests
6. **My action items**- Once your request is resolved, a “My action items” menu will appear next to “My requests.” You’ll have 10 days to accept or reject your request resolution before it’s automatically closed.

# Navigating Help Hub - Mobile view



- 1. Most frequent requests** – This section highlights requests that are used most often by employees in roles like yours.
- 2. Favorites** – FAQs and requests that you've saved are shown here.
- 3. Employee information** – View details like your FML eligibility or attendance points. (The information varies based on your work group.)

# Requests – Submitting a request

help hub

Employee Services Digital IT Services Favorites My requests 1 JD Jaclyn Dziepak

Home > Service catalog > Travel Programs & Systems > Employee Travel General Inquiry

Search

★ Remove from favorites

### Employee Travel General Inquiry

Employee Travel General Question

If you have a question regarding pass travel policies, please use the magnifying glass above to search ARTICLES relating to your question.

If you did not find the answer to your question, please provide a detailed description using the form below.

Please allow up to 3 business days for resolution to your request.

\*Requested For (on behalf)

Andrew Mitchell

\*How can we help you?

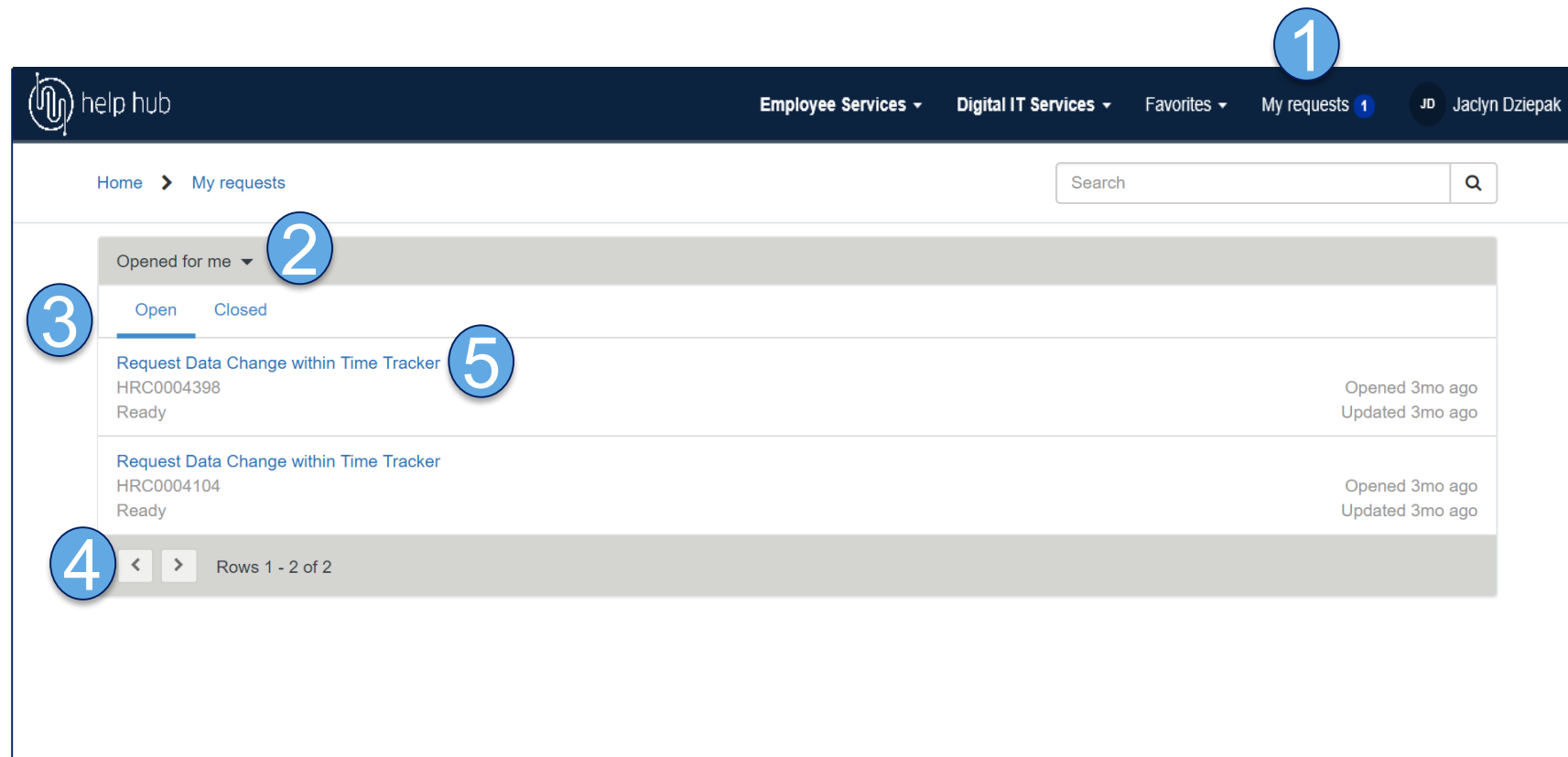
Submit

Add attachments

Required information How can we help you?

1. **Required fields** – Required information is indicated by a red asterisk. You must fill in these fields before you can submit the request.
2. **Attachments** – Some types of requests may require documentation, which you can attach using the paper clip icon. Attachments can only be added one at a time.
3. **Submit button** – Once you've completed all required fields, click the submit button to send the request.
4. **My requests** – You can find your open requests here, and click to track their progress.

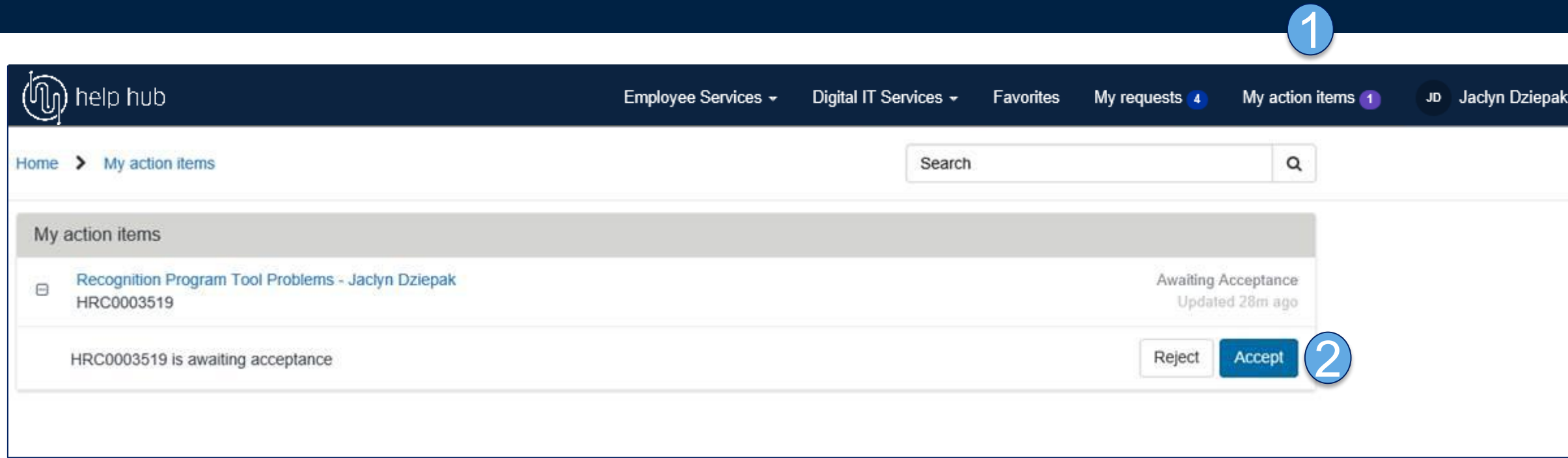
# Requests – My requests



1. **My requests drop-down menu** – Choose to view your own requests or the requests you've opened for others.
2. **Opened for me/opened for others-** Toggle between viewing requests open for you or on behalf of someone else.
3. **Open/Closed** – View open or closed requests.
4. **Navigation arrows** – Flip through multiple pages of requests.
5. **Request** – Open a request by selecting its title.



# Requests – My action items



1. **My action items** – Once your request is resolved, a “My action items” menu will appear next to “My requests.” You’ll have 10 days to accept or reject your request resolution before it’s automatically closed.
2. **Accepting or rejecting request resolutions** – If you’re satisfied with the resolution, select “Accept” to close the request. If you feel that part or all of your request wasn’t resolved, select “Reject” and enter your reason. The request will then be reopened and routed to the appropriate team.

**Note:** Accepting/rejecting resolutions only applies to Employee Services requests, not Digital IT requests.

## Additional resources

- If you have additional questions, please reach out to the HR Communication team at [HR.Communication@united.com](mailto:HR.Communication@united.com)
- If you are having technical issues with Help Hub, contact the IT Service Desk at 1-847-700-5800.