Request help in the Employee Portal

Use the support form, catalog, knowledge library, and personal activity to report issues and follow requests.

https://docs.qintoravacloud.com/guides/employee-portal/

Choose the right entry point

Open the Portal. Use **Report an issue** for a service that stopped working, **Request something** for an available catalog item, and the knowledge library for published instructions. The home prompt and assistant can suggest articles and actions. Review a suggested action and confirm its details before saving a record.

Submit an issue

1. Open **Report an issue**. In **Give it a short title**, identify the service and symptom. In **Tell us a little more**, include when it began, what you expected and the exact error.
2. Complete **Who is affected?** and **How is this affecting work?**. Choose a category or affected item when offered. Remove passwords and unrelated personal information from any evidence.
3. Review the description, select **Send issue report** once, and capture the displayed record number.
4. Open **My activity**, which displays **My issues & requests**. Confirm that the entry appears and that the description and state match your submission. Use the record's supported follow-up controls.

Submit a catalog request

Open **Request something** and select the item under **Hardware requests**, **Software installations**, or **Other services**. For **Application access**, enter a short title and a description, then review **Quantity** and **Needed by (optional)** before choosing **Send request**. For hardware, choose the matching catalog item and quantity. For software, distinguish a package from a bundle. After submitting, open **My activity** and inspect approval and fulfillment history.

Problem	Next check
Item missing	Confirm item activation, audience, catalog scope, and requested-for eligibility.
Form opens but choices are empty	Check category and dependent fields first. Ask the administrator to verify visible active reference records.

Problem	Next check
Submitted item is hard to find	Clear status filters, use its record number, and confirm you are in the submitting account and tenant.
Approval or fulfillment is stalled	Check the last approval stage and assigned team. For asset paths, check inventory or entitlement evidence.
Attachment unavailable	Check the file's scan state and parent record access.

See Hardware lifecycle and Software entitlement and fulfillment.