

HRCore Support Process

- If your issue is **urgent*** raise an **IT or HR ticket** **4** & immediately escalate **5**
- If your issue is **not urgent** and is **IT related** raise an **IT ticket** **4**
- If your issue is **not urgent** and is **HR process or data related** follow steps **1** to **5**



*What issues are urgent?

Could result in breach of legislation, regulation, contractual or employment compliance requirements and/or significant adverse impact to staff productivity or satisfaction.

1

Self help

Refer to HRCore in-built help or ODP

Click  in HRCore and select a process, or hover over .

Use the search bar in [Our Downer Portal \(ODP\)](#) to access knowledge articles and support.

2

Virtual help

Try using the ODP Virtual Agent

We are continuously building the bank of knowledge it draws from.

Give it a try – you may be pleasantly surprised!

3

Ask

Ask your Manager for help

For recruitment related queries, contact your Recruitment representative.

4

Raise a ticket

Raise a ticket in Our Downer Portal (ODP)

If your issue is related to HR process or incorrect data, or you still don't know how to do something raise a [HR Enquiry](#) and select 'General Enquiry'.

If your issue is IT related, raise an [IT ticket](#).

5

Escalate

If issue is urgent*

HR tickets

Call 1300 (AU) or 0800 (NZ) GET BSC and request escalation to your BU/Group People Services Team Leader.

IT tickets

Call 1300 156 666 (AU), 0800 156 666 (NZ), +61 2 8286 1566 (Other) and request escalation based on incident severity.

When do I raise an IT Ticket?

Can't login; notification links not working; transaction not appearing or incorrect; need to add/change/delete security profile, Area of Responsibility (AOR) or data value; can't see data you need to transact on; need to update/change/correct a process; reporting requirement; minor enhancement; bulk data upload.

When do I raise a HR Ticket?

I have read the materials, but I am still unsure how to perform a function in HRCore; I need assistance correcting data in HRCore.