



## HOW TO: SUBMIT A TRAINING REQUEST THROUGH JIRA

Use the following link: <https://workplaceoptions.atlassian.net/servicedesk>

- ❖ **Click on US Training**
- ❖ **Are you the EAP Account Manager?**
  - Always select “I am not the EAP account manager”
- ❖ **If you are the EAP account manager, what is the EAP phone number, number of sessions, and website login to be listed on the EAP slide?**
  - Leave this field blank
- ❖ **Please complete the following fields**
  - Your Name
  - Your Phone Number
  - Company Name(s)
- ❖ **Type of industry**
  - Government, ISD, etc..
- ❖ **Street address where event will occur**
- ❖ **Are you the primary contact person for the training location?**
  - Please select “Yes” or “No”
- ❖ **If you are not the primary contact person, please list the name, email address and phone number of the primary contact person**
- ❖ **Security, parking, logistics of the training location**
  - Please include specific location pertaining to training location
- ❖ **Training location equipment available**
  - Please advise if computer and projector is available
- ❖ **Should presenter bring thumb drive with training?**
  - Always select “Yes”



- ❖ **Estimated number of trainees**
- ❖ **Title of training**
- ❖ **Format of training**
  - On-site Seminar
  - Webinar
  - EAP Orientation- On-site
  - EAP Orientation- Webinar
- ❖ **Date of training**
  - Minimum of 4 weeks noticed is recommended
- ❖ **Time of training**
  - In hour increments
- ❖ **US time zone**
- ❖ **Length of session needed**
- ❖ **Name of preferred presenter(optional)**
- ❖ **Are you open to alternate dates & times if the preferred presenter is not available?**
  - Please select “Yes” or “No”
- ❖ **Please list alternate dates & times (optional)**
- ❖ **Language**
  - Please select from dropdown box
- ❖ **Are there any announcements, situations or recent events that would be helpful for the trainer to know about which spurred this request for training? (optional)**
  - You may add announcements here



- ❖ **By checking this box, you agree that should this event be cancelled, you will provide at least a 3-business days' notice by accessing this request, noting that the training need has been cancelled.**
  - Check small box to continue
- ❖ **Email confirmation to**
  - Enter your email address here
- ❖ **Click Create button**
- ❖ **You will receive a CAPTCHA picture test**
- ❖ **The acknowledgement page will soon following:**
  - Your reference number (i.e. CT-17). Check (email address you have submitted) for a confirmation and updates.
- ❖ **Check email for communication from "Client Training."**
- ❖ **Click on "View Request"**
- ❖ **Sign up to view or comment on the request**
  - For security, we'll send a private sign-up link to (email address you have provided)
- ❖ **Click on "Send link" button** (If you already have an account, you may log in from this page)
- ❖ **Check your email to finish signing up.** (If you have not received the email, please click "resend" button)
- ❖ **Follow the link to finish signing up to the Help Center. For security, don't share the link with anyone.**
- ❖ **Sign up**
  - Email address already populated
  - Enter full name
  - Choose a password



- Click “Sign up” button
- ❖ **From the details page, you may “share” the ticket with whom you would like by simply adding their email address.**

Should you have any questions pertaining to submitting your request, please contact us at 1-866-327-2400 or email at [eap@deeroaks.com](mailto:eap@deeroaks.com).