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### Finding the HR Portal

The Kinaxia HR Portal can be accessed from any device which has access to the internet.

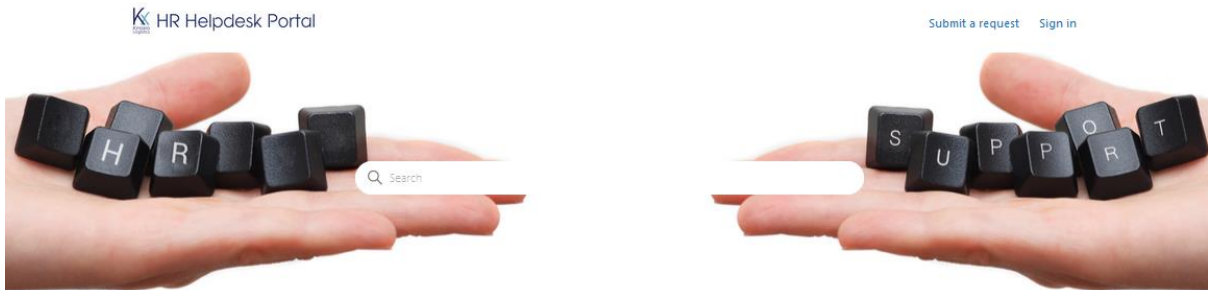
To access this open a web browser such as Google Chrome, Edge, Safari, or Internet Explorer to name a few.

In the address bar type <https://kinaxiahr.zendesk.com>

Or click the link above.

This will take you to the Help Centre, where from here you can search for Help full articles to help you rectify your enquiry yourself.

If you still need to contact HR, please click on Submit a request in the top left corner. Or log in if you have previously submitted a ticket on any of the Kinaxia Help Desks.



[Kinaxia HR](#) > [Submit a request](#)

## Submit a request

Your email address

Full Name





Subject

HR Issues

Kinaxia Company

Due Date (optional)

Description

**T** **B** /    

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments (optional)

[Add file or drop files here](#)

Submit

protected by reCAPTCHA  
[Privacy](#) - [Terms](#)



The link to the HR Portal can be bookmarked on your browser, or for mobile users this link can be added to your home screen, so it is easy to find in the future.

To add this to your home screen on an iPhone:

Go to <https://kinaxiahr.zendesk.com> on your phone

Once the page loads, click on the middle icon (see Figure 1)

Click on *Add to Home Screen* (See Figure 1)

Change the Header to HR Portal and click *done* (Figure 3)

Figure 2

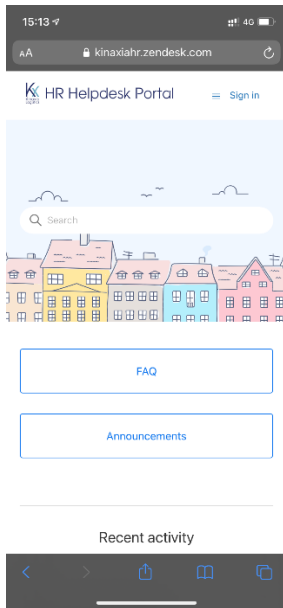


Figure 3

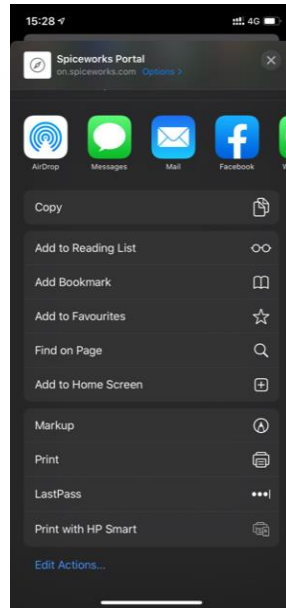
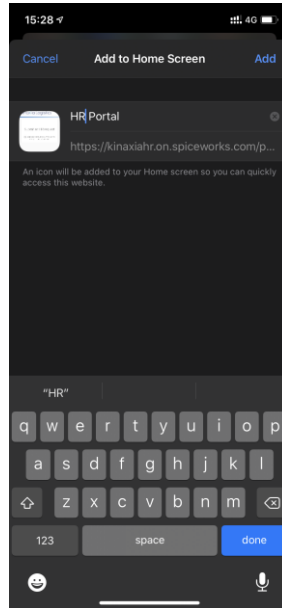


Figure 3

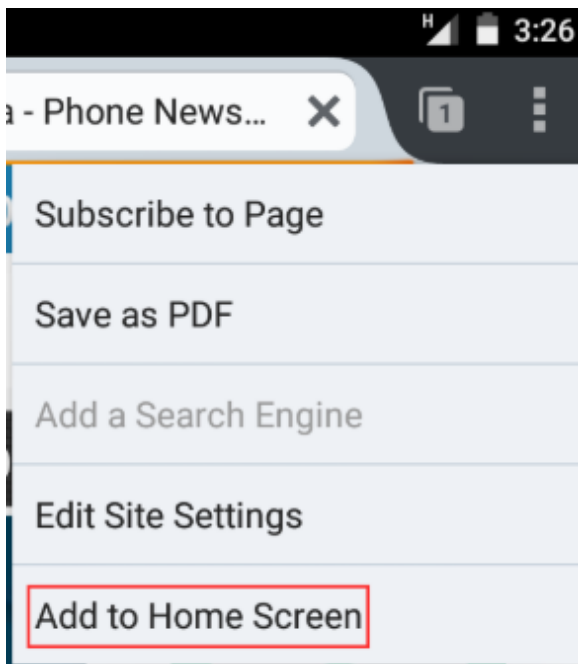


To add this to your home screen on an Android:

Go to <https://kinaxiahr.zendesk.com> on your phone

Once the page loads, click on the menu button and click add to home screen (see Figure 1)

Name the shortcut HR Portal and click *add* (Figure 2)



Add to Home screen



Kinaxia HR

CANCEL

ADD

### Submitting a request

Once on the Request page, fill in details required.

The options available are:

Email address – *This is only visible if you have not been logged in, this will enable you to get replies and notifications of actions made*

Full Name

Subject – *A summary of your request (a title)*

HR Issues – *Choose your issue from the Pre-defined list*

Kinaxia Company – *Choose which company you work for*

Due Date – *Select a date for the request to be action by, If urgent (Not mandatory)*

Description – *Your request in detail*

Once you have entered the details of your request, click *Submit*.

### What happens to your request?

Once submitted, your request will be sent to the HR Help Desk.

From here your request will be viewed and assigned to a HR Administrator to be actioned.

Any changes that are made to your request you will receive email notification of the changes.

You can also revisit the Help Desk page to view your request and updates on them.

If you need to comment further, just reply to the email you received.

Once your request has been actioned and completed the ticket will be closed.