

FIO-16 Need Help

[View Need Help Tutorial Video](#)

Purpose

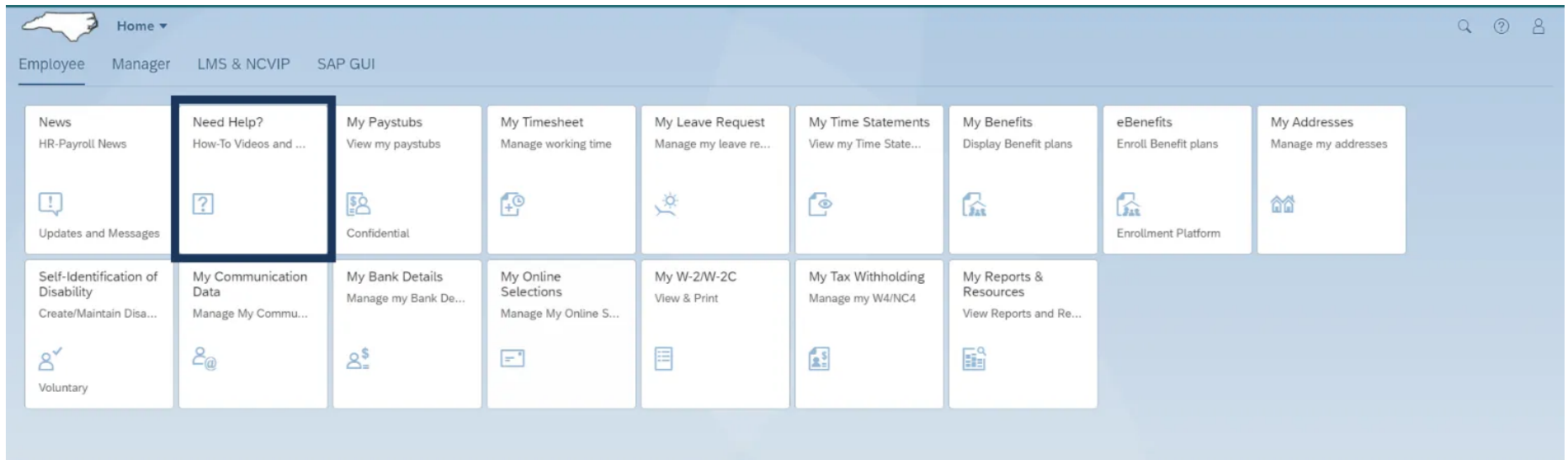
The purpose of this Business Process Procedure is to explain how to access training support within the Need Help? tile in the Integrated HR-Payroll System using the Fiori Launchpad.

How to access Need Help?

There are 2 steps to complete this process.

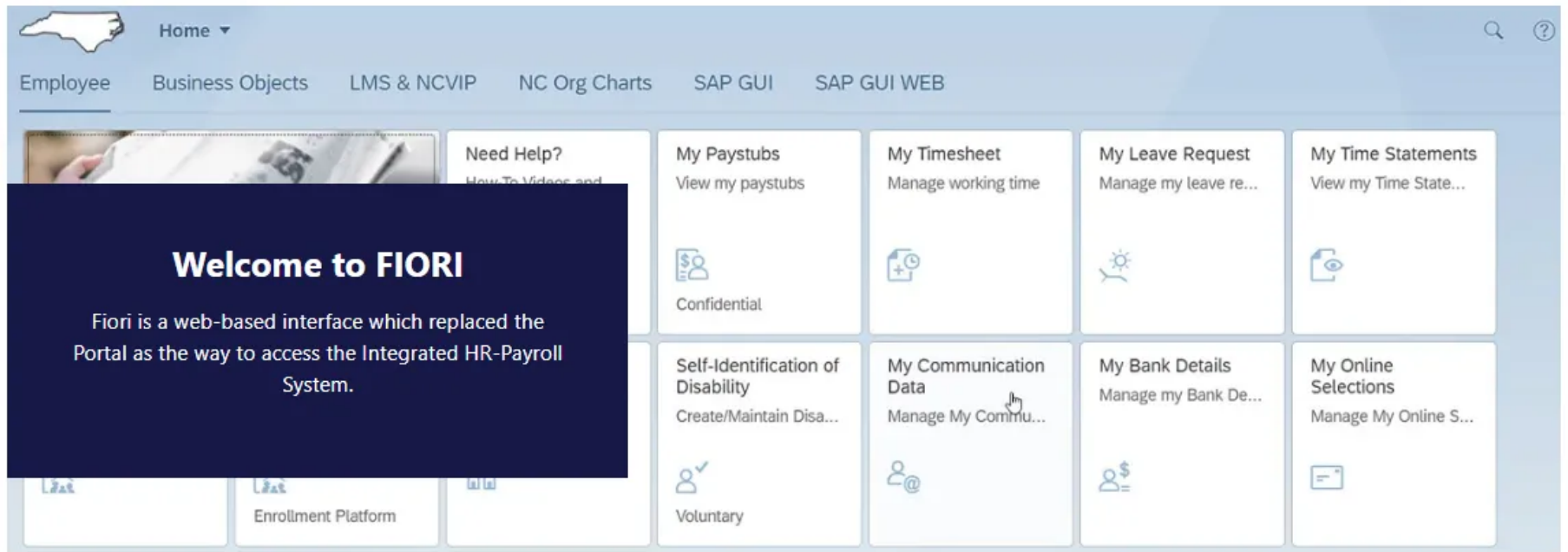
Step 1. Once you log into FIORI, click on the **Need Help?** tile on the launchpad screen.

Image



Step 2. Once you click on the Need Help? tile, you will be directed to the [OSC FIORI help page](#).

Image



Below are self-directed tutorials on virtually every feature of the new interface. If you are new to the Integrated HR-Payroll System or just want to explore new areas, these tutorials are a great resource to get you started.

Questions or requests for assistance should be directed to BEST Shared Services at BEST@ncosc.gov or by telephone at 919-707-0707 or 866-622-3784.

System Login

The Welcome to Fiori help page provides information to assist Employee and Managers using Fiori, a modern, mobile friendly, web-based interface. There is a link to the Fiori Webinar recording, a link to try Fiori, as well as video tutorials and help documents for:

Employees:

- News
- Need Help?
- My Paystubs

- My Timesheet
- My Leave Request
- My Time Statements
- My Benefits
- eBenefits
- My Addresses
- Self-Identification of Disability
- My Communication Data
- My Bank Details
- My Online Selections
- My W-2/W-2C
- My Tax Withholding
- My Reports & Resources
- Help Icon
- Interface Overview
- NC Org Charts
- SAP GUI
- Try Fiori
- One-Time Activation

Managers:

- Approve Timesheets
- Working Time Report
- My Inbox
- My Team
- Manager Reports
- Help Icon

- Interface Overview
- Try Fiori

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