Please follow the directions below.

1. <https://help.unm.edu>
2. Login (top right corner)
3. Report an Issue
4. Computer or Laptop
5. Complete form as follows:
   1. Symptom Level 1: *Issues with application or UNM website*
   2. Symptom Level 2: *LoboTime*
   3. Symptom Level 3: *Unable to login/access*
6. Scroll down to Incident Description and include the following:
   1. Type: *Please task to Apps – Support*
   2. **Explain the situation including the affected employee/manager**
   3. **Include the employees and manager’s BANNER ID’S and NETID’S**
   4. **Note any org discrepancies between the employee/manager**
   5. **Determine when a change was made to an employee/manager employee record (i.e. BAR roles submitted, employee terminated/hired/changed orgs)**
   6. **This is critical in order for IT to determine time-frame of when feed occurred which enables IT to see the error message from Kronos**
7. Click Submit