Belina Self Service Portal: https://belinapayroll.freshdesk.com/support/home

We now have a self-service helpdesk Software that we are now using. This is aimed at improving our service delivery to you our valued clients

This Self Service portal will allow you to access most of our services without having to call us. You can now check your registration details, submit new tickets, follow up on ticket and view ticket progress.

Every engagement with us will be linked to a ticket with a ticket number which you can easily refer to when making a follow up.

By now most of you have received an email from Belina with subject Belina Payroll Self Service user activation , below is an example of how it looks like.

Hi Marvellous Muchingamiri,

A new Belina Time Systems account has been created for you.

Click the url below to activate your account and select a password!

https://belinapayroll.freshdesk.com/register/bbHRnnsiSKac860oVs

If the above URL does not work try copying and pasting it into your browser. If you continue to have problems, please feel free to contact us.

Regards, Belina Time Systems

Click on the attached link that will take you to the registration window, enter your password and confirm the password.



Full name *	Marvellous Muchingamiri	
Enter Password *		
Retype Password *		
	ACTIVATE AND LOG IN	

You will be signed into a page that looks like the ones below.

Belina Payroll Self S	ervice		Home	Knowledge base	Tickets	Submit a ticket	м
	Hi, h	now can we he	lp yo	ou?			
	Enter the searc	h term here		Q			
- ̈̈́Q́-	Browse articles Explore How-To's and learn best practices from our knowledge base	View all tickets Track all your ticket's progress and your interaction with the	(Submit a Describe y filling up ticket for	a ticket your issue by the support m		
		Knowledge base View all articles					•

Click on the Belina icon it will redirect to our website.

You can select the **Knowledge** base tab and be able to access solutions to queries by searching your specific query on our FAQs list before you call.

To create a new ticket, select Submit a ticket, you will have a window like the one below,

Belina Payroll Self Service	Home	Knowledge base	Tickets	Submit a ticket	м
<u></u>		Enter the se	arch term he	۱re	Q
Requester *				E DETAILS	
marveileen01@gmail.com					•
Subject *					
Description *					
B <i>i</i> <u>U</u> ⊕ i≡ ≔ A, ✓ ⇔ ⊑ Ä <>					
Type something		*			
CSAT Filled					
		_]			

You can use this window to send an email to us in the form of a ticket.

You can use the dropdown on License details to view your registration details and status.

Under the Tickets option you can view all your tickets with us and check progress you can sort in order of Open or Pending and Closed or Resolved using the dropdown. You can export the tickets

Belina Payroll Self Service	Home Knowledge base	Tickets Submit a ticket M
Home	Search you	ur tickets here Q
Tickets		
assistance #42000 Created on Fri, 25 Aug at 2:18 PM - via Portal	This ticket has been Closed	Le Created

You can also use the chat icon at the bottom right corner of the page to chat to any of our agents.

When you need to log in again, you can use the sign in option on our website zw.belinapayroll.com to log in on the self-service portal, you select your country as Zimbabwe, under the sign in option select Belina Clients and then use your user name and password to log in.