**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,

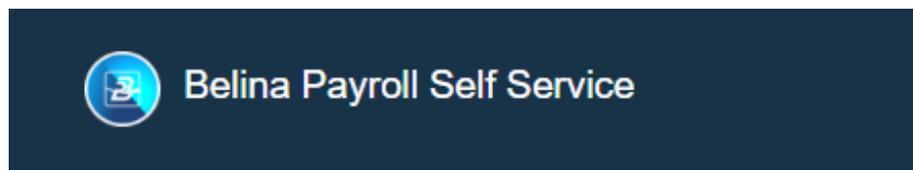A new Belina Time Systems account has been created for you.

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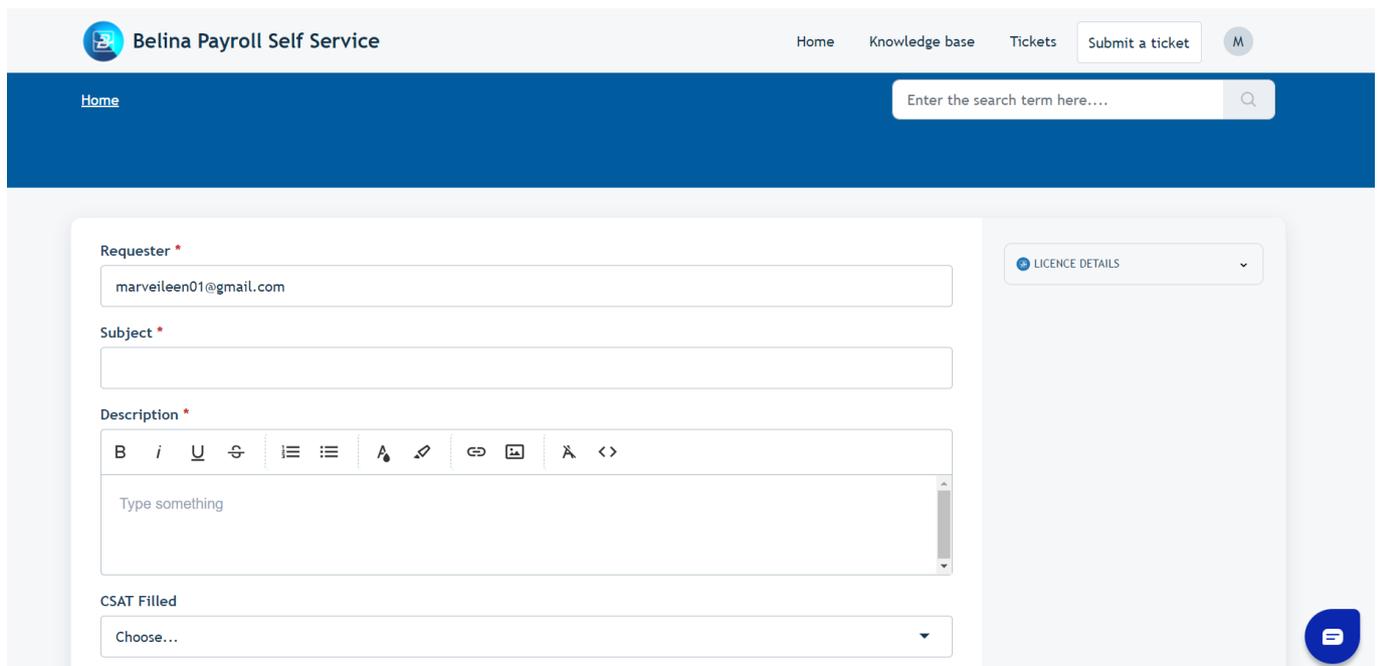
You will be signed into a page that looks like the ones below.
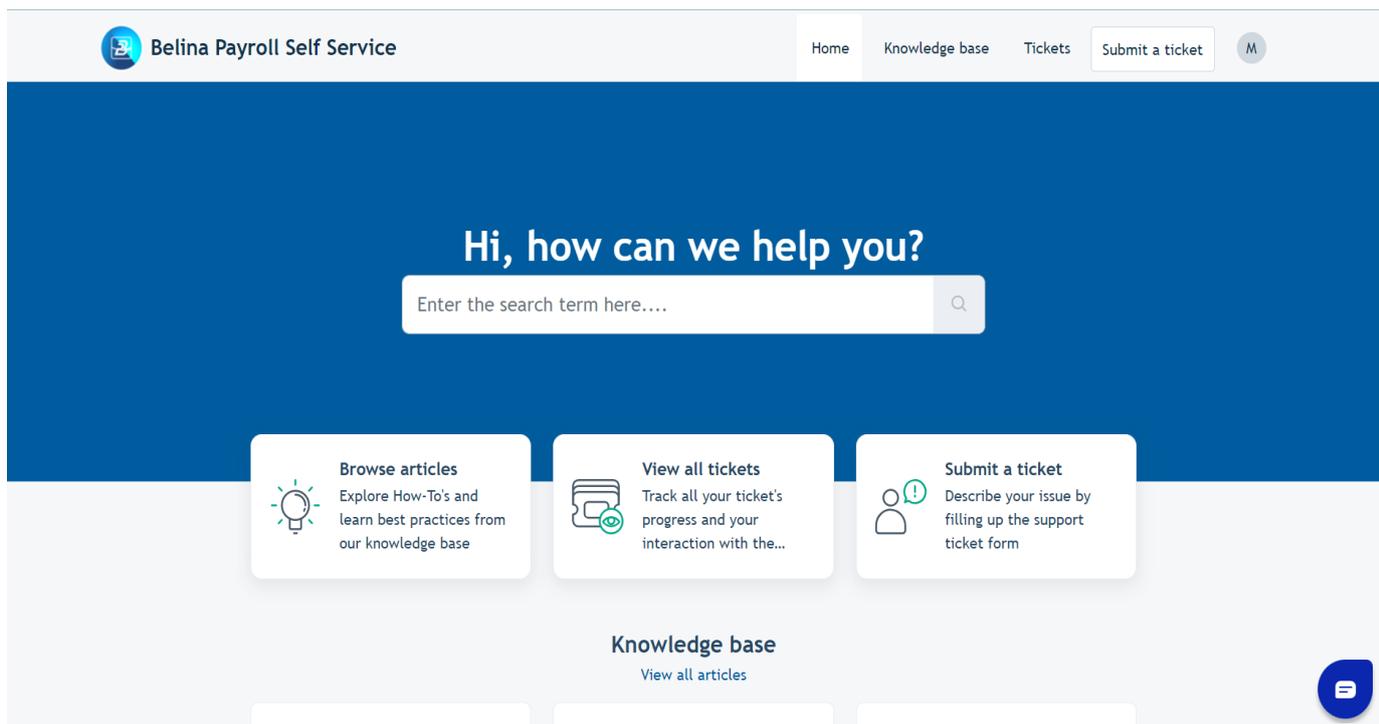


Click on the Belina icon it will redirect to our website.

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,

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
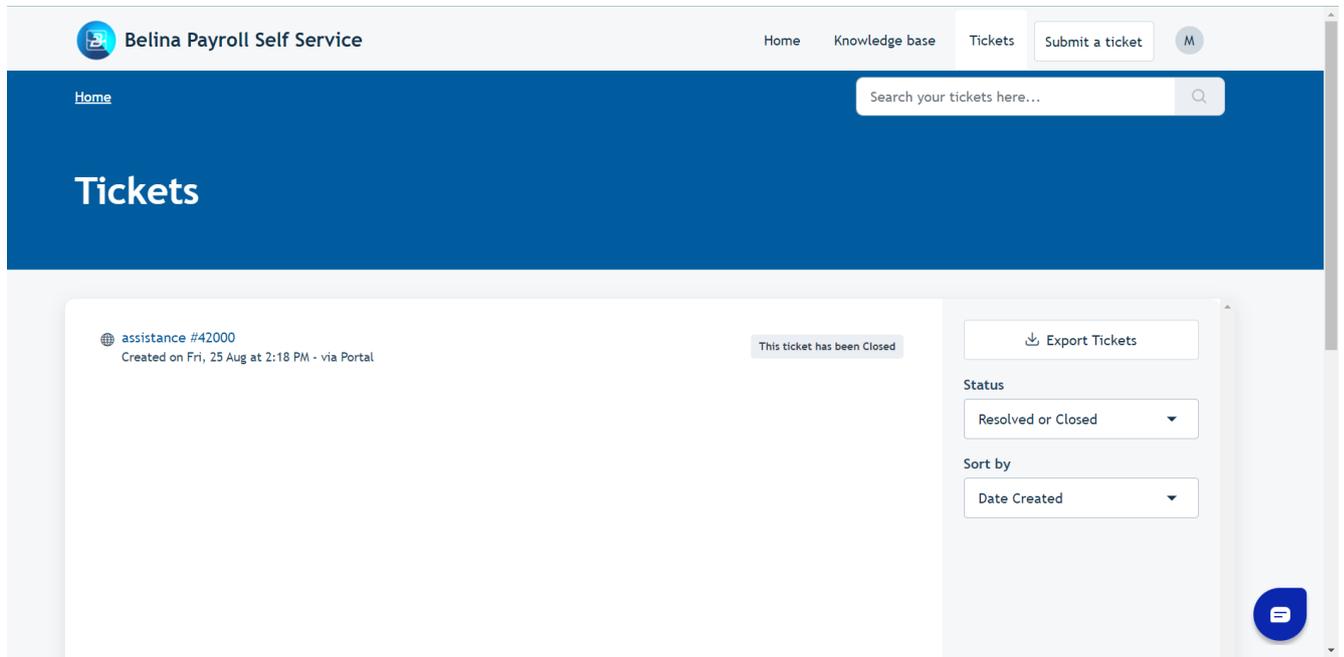


You can also use the chat icon at the bottom right corner of the page to chat to any of our agents.

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.