



Field Support Help Desk

New S&Ts are encouraged to schedule appointments with the Help Desk for training on the role and responsibilities of the position.

Sessions with the Help Desk can be scheduled here: <http://bit.ly/smarthelpdeskapt>

The Field Support Department Help Desk is available to help with questions about:

- Secretary/Treasurer Duties
- WinStabs
- Paying taxes
- Filing taxes and other reports
- Disbursements
- Regulatory compliance
- Fund maintenance

If you have a quick question that does not require an appointment you can call/email the Help Desk and we'll get back to you in the order in which your request is received. Call the Field Support Help Desk to leave a voicemail at 216-227-5444 or email fshelpdesk@group.smart-union.org. When you call the help desk, please leave a message with the following or make sure your email includes:

- Your Name
- Your Local
- Your phone number
- Let us know you want to make an appointment because you're a new S&T
- Your availability for an appointment time (Monday afternoons, Tuesdays and Thursdays are when appointments are typically scheduled. At times, we may be scheduling appointments 3 to 4 weeks out.)

After-hours Help Desk hotline is 216-227-5280

The after-hours help desk is available:

Tuesdays 6:00pm – 10:00pm CST

Wednesdays 6:00pm – 10:00pm CST

Thursdays 6:00pm – 10:00pm CST

Sundays 6:00pm – 10:00pm CST

If you need assistance at any time outside the times the after-hours hotline is open, please continue to use the regular Help Desk number, which is 216-227-5444 or email fshelpdesk@group.smart-union.org

Have questions about working your eBill? Your Membership Representative Teams will be able to get you those answers.

These staff members work to familiarize themselves with each of the locals they serve. With time and interaction with you, they will be able to provide specialized and efficient service to assist with your eBill challenges. [View Membership Rep team assignments and contact info here](#). Your assigned team is also listed in TD Connect on the Home page under "TD Office Contacts." Your team members will be in the SMART TD office between the hours of 8:30 a.m. and 5 p.m. EST.

SMART TD offers a variety of formal training options for Local officers.

For new events, visit the section on **Training and Events** at

<https://smart-union.org/td/local-toolbox/>