

# **SPPU Help Desk Ticketing System**

**Welcome to SPPU Help Desk Ticketing System which help you to solve problems which you are facing while accessing facility provided by CNC.**

**You can use this facility to solve internet, email, Wifi related problems.**

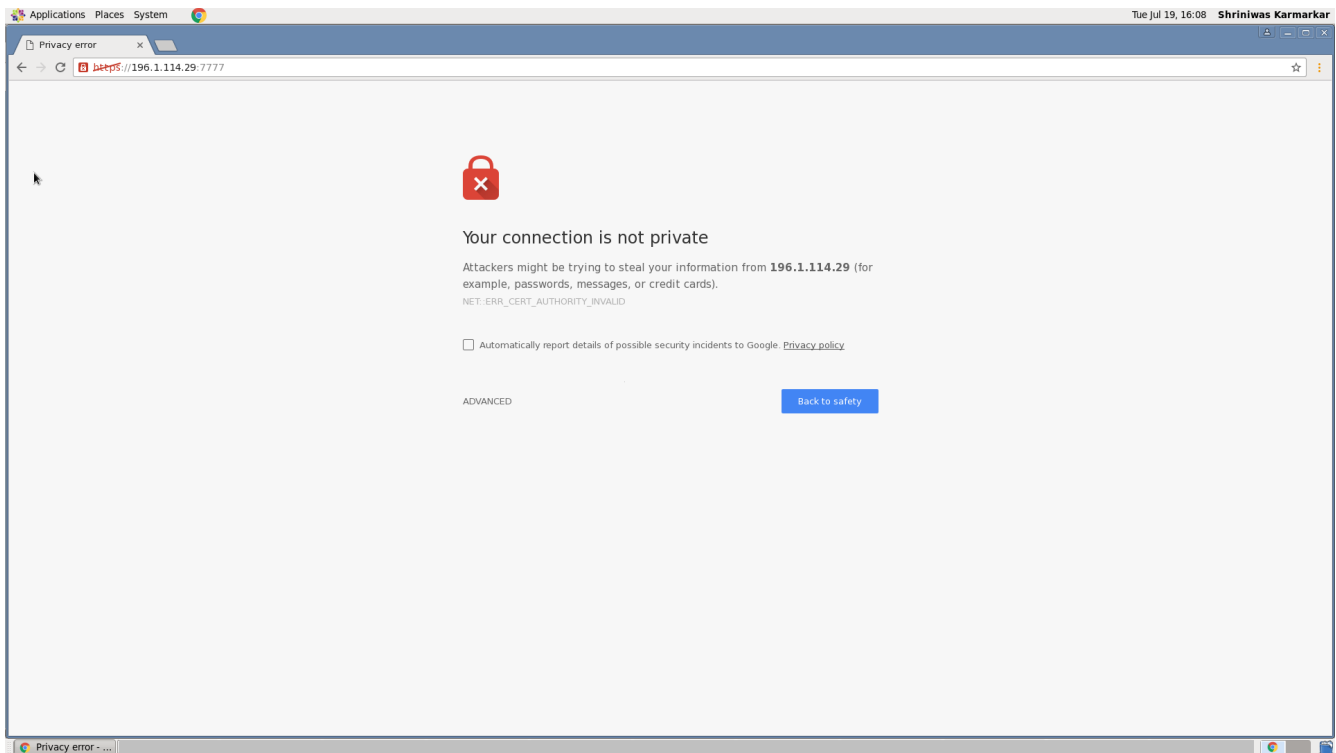
**We strongly recommend you to use this system for quick response.**

**Steps to raise ticket are as follows**

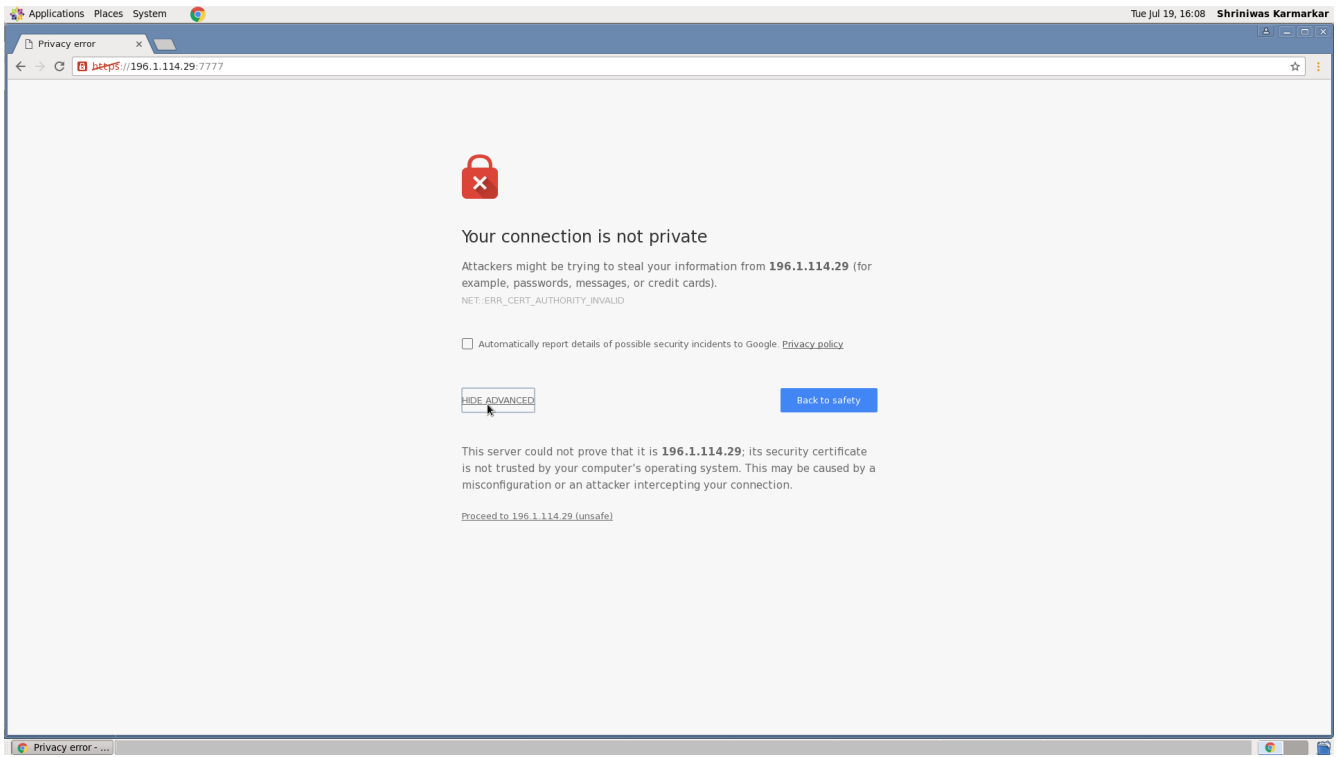
## **1) How to open ticketing URL**

**1.1 Open any web browser (e.g. Firefox, Chrome, Internet Explorer)**

**1.2 Type <https://helpdesk.unipune.ac.in:7777>**



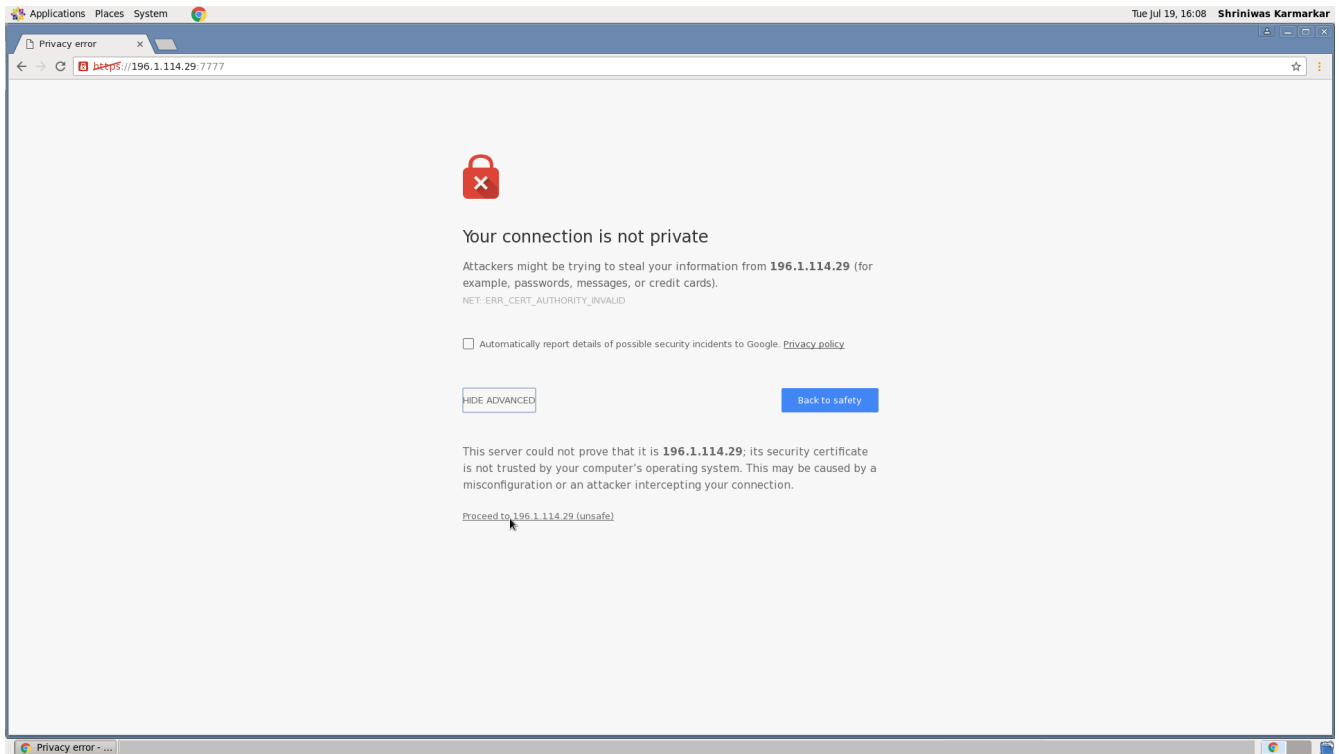
## 2) Click on Advance



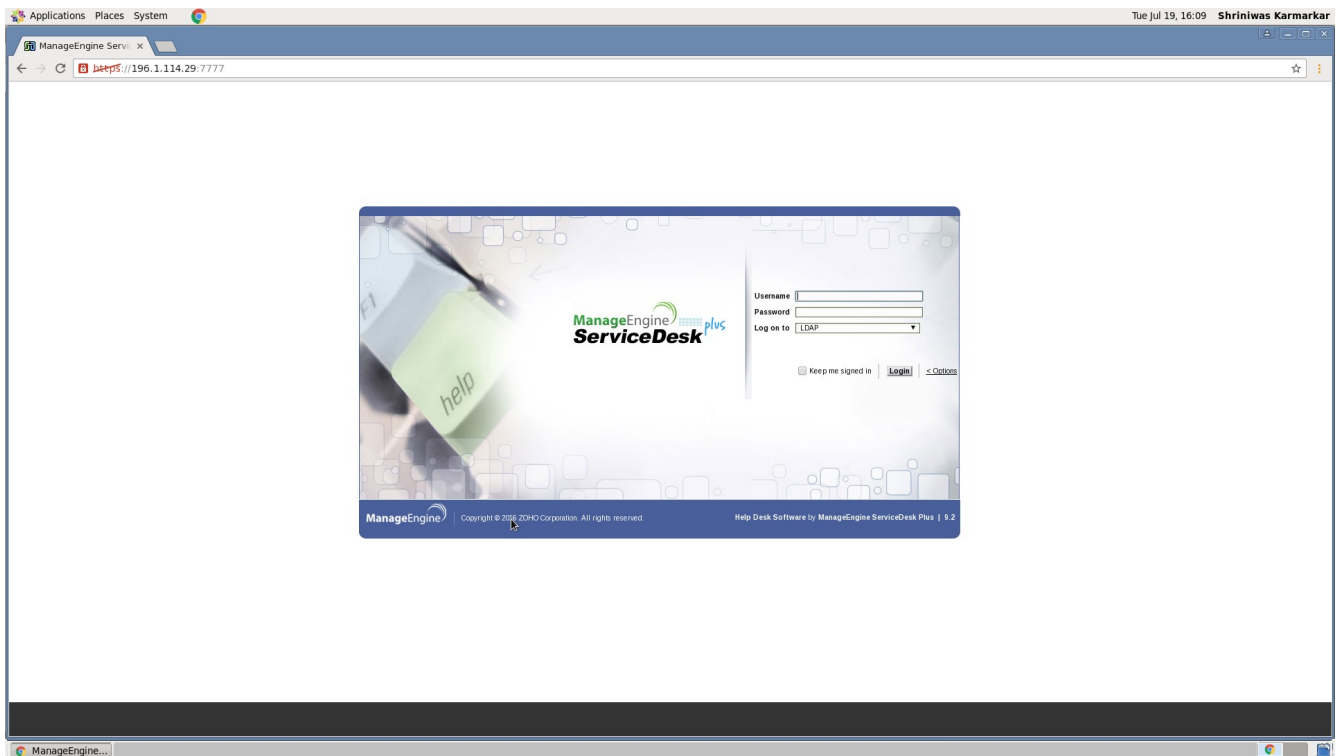
The screenshot shows a Chrome browser window with the following elements:

- System tray: Applications, Places, System, Tue Jul 19, 16:08, Shrinivas Karmarkar
- Browser title bar: Privacy error
- Address bar: <https://196.1.114.29:7777>
- Content area:
  - Red padlock icon with a white 'X'.
  - Section header: **Your connection is not private**
  - Text: Attackers might be trying to steal your information from **196.1.114.29** (for example, passwords, messages, or credit cards).
  - Error code: `NET:ERR_CERT_AUTHORITY_INVALID`
  - Checkbox:  Automatically report details of possible security incidents to Google. [Privacy policy](#)
  - Buttons: [HIDE ADVANCED](#) and [Back to safety](#)
  - Text: This server could not prove that it is **196.1.114.29**; its security certificate is not trusted by your computer's operating system. This may be caused by a misconfiguration or an attacker intercepting your connection.
  - Link: [Proceed to 196.1.114.29 \(unsafe\)](#)

### 3) Click On Process to 196.1.114.29 (unsafe) link



#### 4) Now it will open the SPPU Help Desk Ticketing System



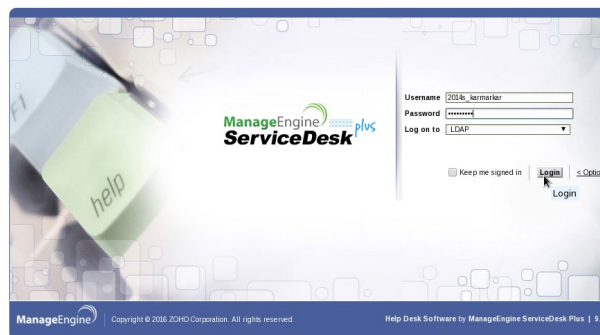
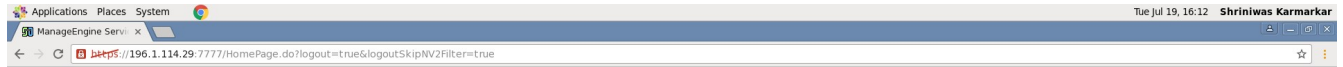
## 5) How to login to SPPUHelpDesk Ticketing System

5.1 Use your Internet username as username.

5.2 Use your Internet password as password.

5.3 Log on to LDAP (note do not change this)

5.4 Click on Login Button



## 5) After successful login you will be able to see following screen.

The screenshot shows the ManageEngine Service Request Portal homepage. The browser address bar displays `https://196.1.114.29:7777/HomePage.do`. The user is logged in as **Shrinivas Karmarkar** on **Wed Jul 20, 16:14**. The page features a navigation bar with **Home**, **Requests**, and **Solutions** tabs. A **Request Catalog** dropdown is visible. The main content area is divided into three columns:

- My Requests Summary:** Shows 0 pending and 0 awaiting approval requests.
- Popular Solutions:** Includes a search bar and several articles such as "To move data from one installation from another", "How to generate a Support file?", "Modify Login screens and Logout screens", and "Troubleshooting DCOM Error".
- Portal Usage:** Contains a video link "Watch this Portal Usage video" and a list of self-service portal actions like "Track status of existing requests" and "Search knowledge base articles from Solutions".

The footer shows the **ManageEngine Service...** logo and system tray icons.

## 6) To create/request (raise) ticket Click On Submit your request link

The screenshot shows the ManageEngine ServiceDesk Plus portal. The browser address bar displays `https://196.1.114.29:7777/HomePage.do`. The page has a navigation bar with 'Home', 'Requests', and 'Solutions' tabs. On the left, there is a 'My Requests Summary' section with 'Pending' and 'Awaiting Approval' counts both at 0. Below that is an 'Announcements' section showing 'No active announcements found'. The main content area features a 'Submit your request' button with a red circle around it, a 'Popular Solutions' section with a search bar, and several help articles. On the right, there is a 'Portal Usage' section with a video link and a list of self-service portal actions.

**My Requests Summary**

Pending  
0

Awaiting Approval  
0

**Announcements [Show all]**

No active announcements found

**Submit your request**

**Popular Solutions [More]**

Search Solution

**To move data from one installation from another**  
You can move the data from the existing server to new server. Please f...

**How to generate a Support file ?**  
Please follow the steps mentioned below for support file generation. ...

**Modify Login screens and Logout screens**  
Find below the procedure to meet with your need:1. Save the page serve...

**Troubleshooting DCOM Error**  
Either access denied for the user or the remote DCOM option might be ...

**Portal Usage**

Watch this Portal Usage video

**Portal Usage**

Self-Service Portal enable users

- To create requests for any failure or degradation of a service or request for a new resource or new service
- Track status of existing requests
- Search knowledge base articles from Solutions
- View any pending approval actions
- View organization announcements
- Add notes, attachments for existing requests
- Reply for existing requests
- Personalize the display language, date /time format from Personalize section

NOTE: The content of this section can be configured in SelfServiceHelp.html file under <product\_home>\custom directory.

7) After clicking on Submit your request you will see following screen fill up the details ( like what problem you are facing (Internet, email, Wifi) )

The screenshot shows the 'New Request' form in the ManageEngine ServiceDesk Plus interface. The browser address bar shows the URL: <https://196.1.114.29:7777/WorkOrder.do?1469011931758&>. The user is logged in as 'Shriniwas Karmarkar' on 'Wed Jul 20, 16:47'. The interface includes a search bar, a 'Recent Items' list, and a 'New Request' form with the following fields:

- Priority:** -- Select Priority --
- Requester Details:**
  - Name:** 2014s\_karmarkar
  - Site:** Not associated to any site
  - Category:** -- Select Category --
  - Subcategory:** -- Select Subcategory --
  - Item:** -- Select Item --
- Subject:** [Empty text field]
- Description:** [Rich text editor with a toolbar containing Bold, Italic, Underline, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, and Undo/Redo icons]
- E-mail Id(s) To Notify:** [Empty text field]
- Attachments:** [Attach file...]



## 8) After filing the necessary details click on add request button

The screenshot shows a web browser window with the URL `https://196.1.114.29:7777/WorkOrder.do?1469011931758&`. The page title is 'ManageEngine ServiceDesk Plus' and the user is 'Shrinivas Karmarkar'. The main content area is the 'New Request' form. On the left, there is a 'Search' sidebar with a text input for 'Enter Solutions Keyword' and a 'Go' button, and a 'Recent Items' section. The form itself has a 'Request Catalog' dropdown at the top left. The main form area includes a 'Change Template' dropdown set to 'Default Request'. Below this is a 'Priority' dropdown set to '-- Select Priority --'. The 'Requester Details' section contains a 'Name' field with the value '2014s\_karmarkar'. The 'Site' field is labeled 'Not associated to any site'. To the right of the site field are three dropdown menus: 'Category' (set to '-- Select Category --'), 'Subcategory' (set to '-- Select Subcategory --'), and 'Item' (set to '-- Select Item --'). Below these is a 'Subject' field. The 'Description' field is a large text area with a rich text editor toolbar. Below the description is an 'E-mail Id(s) To Notify' field. At the bottom of the form is an 'Attachments' section with an 'Attach file' button. At the very bottom of the page, there are three buttons: 'Add request' (highlighted with a mouse cursor), 'Reset', and 'Cancel'. Below the 'Add request' button, the text 'Add request' is displayed.

## 9) After successfully submission of your request you will see following screen

The screenshot displays a web browser window with the URL `https://196.1.114.29:7777/WorkOrder.do?woMode=viewWO&woID=211`. The page title is "ManageEngine Service..." and the user is logged in as "Shrinivas Karmarkar" on "Wed Jul 20, 2016 17:06".

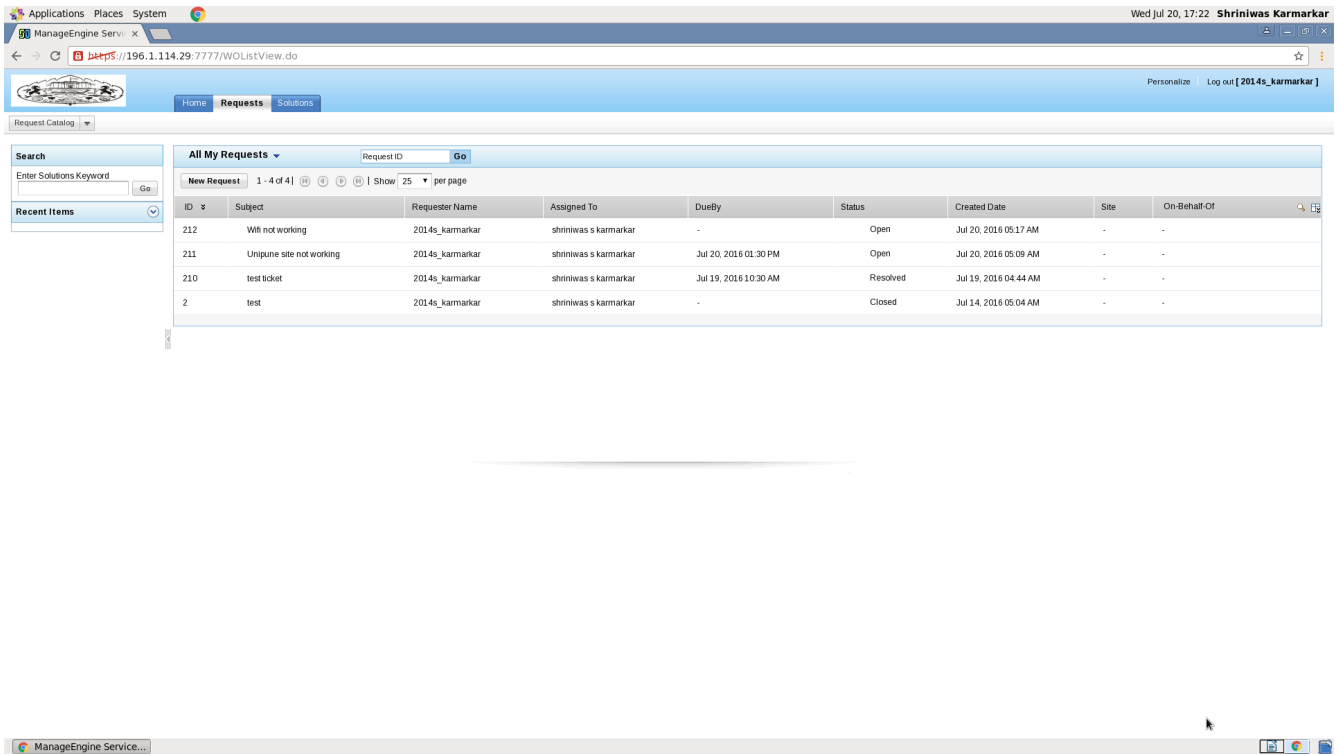
The interface includes a navigation bar with "Home", "Requests", and "Solutions" tabs. A search bar is located on the left side. The main content area shows a request titled "Unipune site not working" with a status of "Open" and a priority of "Normal". The request was created by "2014s\_karmarkar" on "Jul 20, 2016 05:09 AM" with a due date of "Jul 20, 2016 01:30 PM".

The description of the request is: "I am not able to view unipune website".

Below the description, there is a "Request Details" section with the following information:

| Field            | Value                      |
|------------------|----------------------------|
| Status           | Open                       |
| Mode             | Web Form                   |
| Level            | Not Assigned               |
| Site             | Not associated to any site |
| Group            | Not Assigned               |
| Technician       | administrator              |
| Service Category | Not Assigned               |
| Department       | Pune University            |
| Created Date     | Jul 20, 2016 05:09 AM      |
| Due By Date      | Jul 20, 2016 01:30 PM      |
| Last Update Time | Not Assigned               |
| Priority         | Normal                     |
| Category         | Internet                   |
| Subcategory      | Not Assigned               |
| Item             | Not Assigned               |
| Created By       | 2014s_karmarkar            |
| Template         | Default Request            |

## 10) Click on Request link to check the status of your request



The screenshot displays the ManageEngine ServiceDesk Plus web interface. The browser address bar shows the URL <https://196.1.114.29:7777/WOListView.do>. The user is logged in as Shrinivas Karmarkar on Wednesday, July 20, 2016, at 17:22. The interface includes a navigation menu with 'Home', 'Requests', and 'Solutions'. A search bar is present on the left, and a 'Recent Items' section is also visible. The main content area is titled 'All My Requests' and shows a table of request records.

| ID  | Subject                  | Requester Name  | Assigned To           | DueBy                 | Status   | Created Date          | Site | On-Behalf-Of |
|-----|--------------------------|-----------------|-----------------------|-----------------------|----------|-----------------------|------|--------------|
| 212 | Wifi not working         | 2014s_karmarkar | shrinivas s karmarkar | -                     | Open     | Jul 20, 2016 05:17 AM | -    | -            |
| 211 | Unipune site not working | 2014s_karmarkar | shrinivas s karmarkar | Jul 20, 2016 01:30 PM | Open     | Jul 20, 2016 05:09 AM | -    | -            |
| 210 | test ticket              | 2014s_karmarkar | shrinivas s karmarkar | Jul 19, 2016 10:30 AM | Resolved | Jul 19, 2016 04:44 AM | -    | -            |
| 2   | test                     | 2014s_karmarkar | shrinivas s karmarkar | -                     | Closed   | Jul 14, 2016 05:04 AM | -    | -            |

**Note :- We strongly recommend you to use this system for quick response.**