STEP 1. PLEASE LOG IN TO YOUR SAMARTH ACCOUNT at: https://cus.samarth.ac.in/

STEP 2. YOU MAY OPEN SAMARTH ERP IT SERVICE DESK (ITSD) MODULE BY CLICKING THE LINK AS SHOWN BELOW:

SeGov / Dashboard		
• Employee Services	۲	Dashboard
• Finance		My Leaves
• Governance		0
• Academic	$\overline{}$	• Availed
Campus Services		Upcoming Lea
• Data Management		
		CLICK

STEP 3: YOU MAY VIEW OR CREATE TICKETS USING THE FOLLOWING DASHBOARD.

Employee Services	Dashboard	
Finance	File Management & Tracking	IT Service Desk
* Governance	Dashboard -	All Service Tickets -
Academic	Manage Files Incoming Files	Create a New Service Ticket -
Campus Services	Print Report -	
Data Management	Report -	
Account Settings		CLICK HERE TO VIEW OR CREATE SERVICE TICKET
	Visit File Management & Tracking	-+ Visit If Service Desk+

SAMARTH ERP IT SERVICE DESK (ITSD) MODULE USER MANUAL

Create Service Ticket	CLICK HERE TO CREATE TICKET
User Name OU / Department Assign To Agent Phone No. User Service Queue Sub-Service Queue Details	CREATE HORET
Select User V Search V Select User V All All	

S eGov / Governance Change Par - A A+						
• Employee Services	Dashboard					
• Finance	File Management & Tracking	IT Service Desk				
Governance	Dashboard →	All Service Tickets →				
• Academic	Manage Files →	Create a New Service Ticket →				
Campus Services	Incoming Files → Print Report →	You can create ticket				
		from this link as well.				

STEP 4: YOU MAY CREATE SERVICE TICKET AS SHOWN BELOW

Create Ticket			
Service Queue *	Computers	×~	Please select type
			of device or service for which support is
Sub-Service Queue	Laptop Computer	×~	required
Details *			
Details -	Please provide issue de	stails here	
NOTE: If you have Model Name/Seri	al No. click on the checkbox.		
Model Name(Of Hardware)			
			For device issue,
Serial No.			please put model no. and serial no. here.
* Upload Supported Document	Choose File No file chosen		
*		If required, you ma	y upload
*accepted formats: jpg/jpeg/pdf/png *min/max size: 10kb/5MB		supporting docume	ents like photo
*Please upload a detailed and signed/f	orwarded copy of the complaint here.	etc. over here.	
(Save	Once all the details are filled up, p	lease click the
		Save button	

IT0000004		Update Submit
		Please submit the ticket for further action.
Ticket No	170000004	Once the details are verified please click on the Submit button

STEP 5: VIEWING YOUR SERVICE TICKET

#	Ticket #	Ticket State	User Name	OU / Department	Assign To Agent Phone No.	User	Service Queue	Sub-Service Queue	De
		All	Select User 🗸	Search •	Select User 🗸		All	All	
1	1T00000004	New				Employee	Computers	Laptop Computer	Iss

STEP 6: ONCE THE ISSUE IS RESOLVE, THE SERVICE TICKET IS CLOSED BY THE SERVICE PROVIDER. HOWEVER, IF YOU FIND IT NECESSARY TO REOPEN THE TICKET FOR FURTHER NECESSARY ACTIONS, THEN THE SAME CAN ALSO BE DONE BY CLICKING ON THE REOPEN BUTTON.

IT0000002									Reopen
Ticket No 170000002				Article					
	All	Select User 🗸	earch • Select	User V	Ticket No	Remarks	Reply All	Feply Upload	Remark Uploa
						tic	ou can reop kets by clic is link.	en Sking on	

For any support required regarding the use of this module, please contact <u>smt@cus.ac.in</u>.