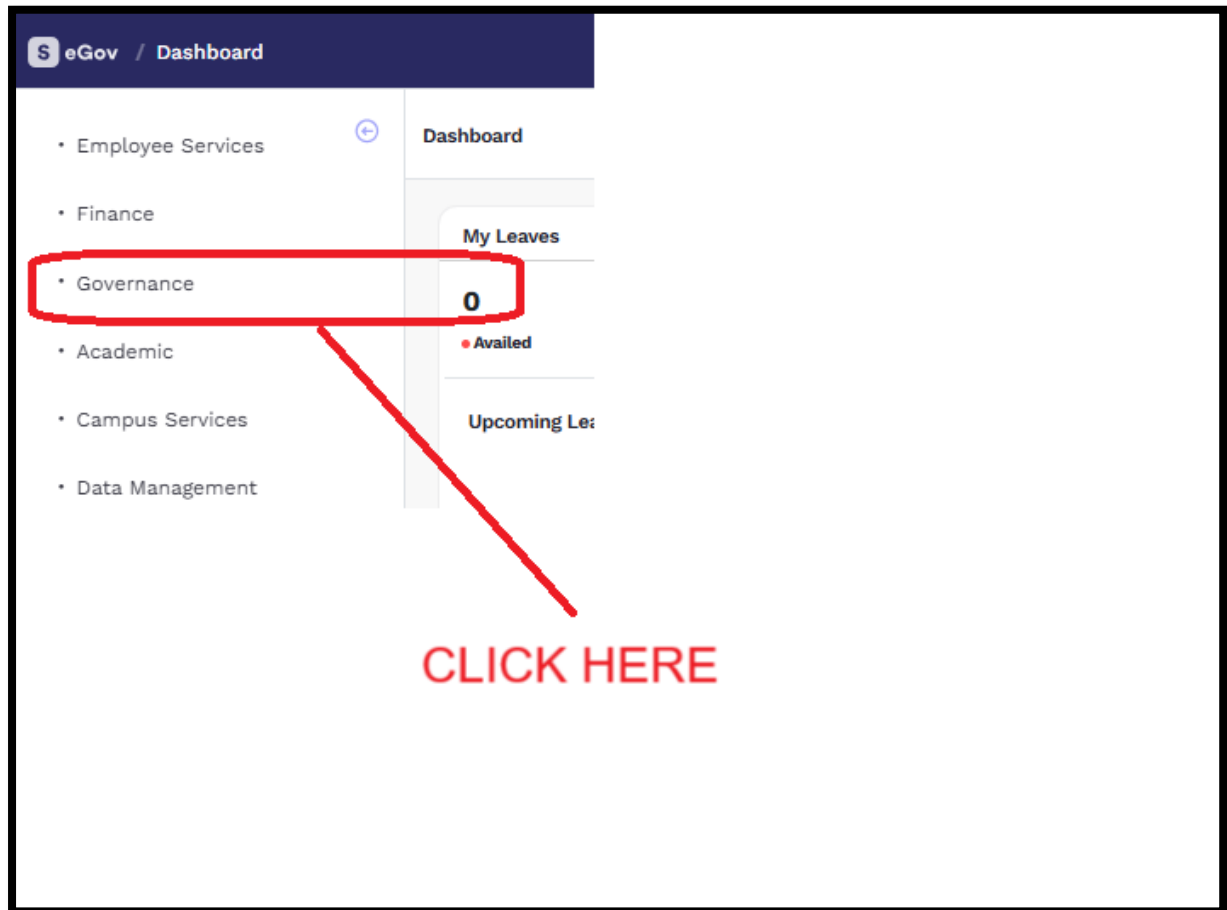


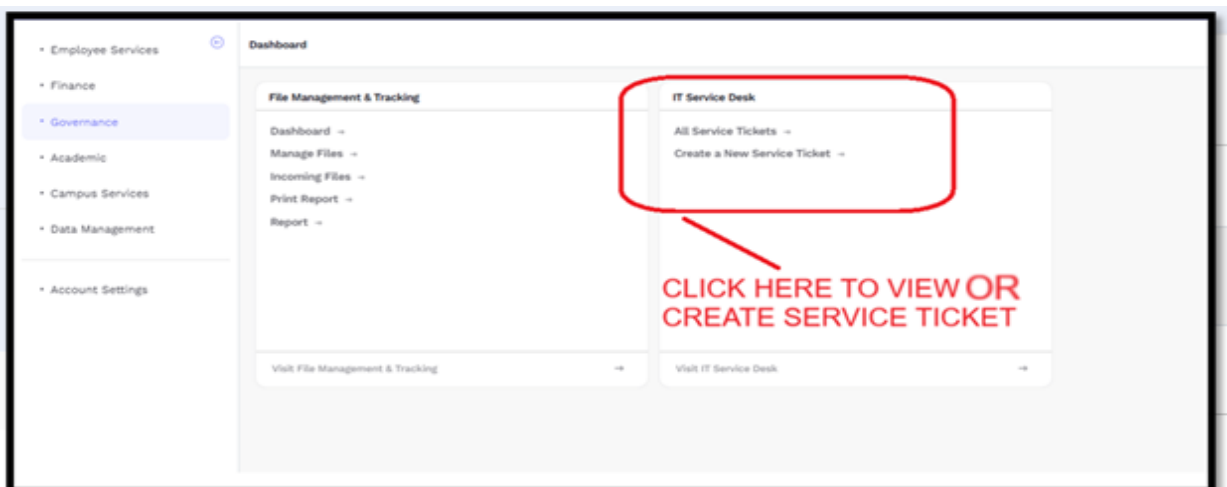
SAMARTH ERP IT SERVICE DESK (ITSD) MODULE USER MANUAL

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

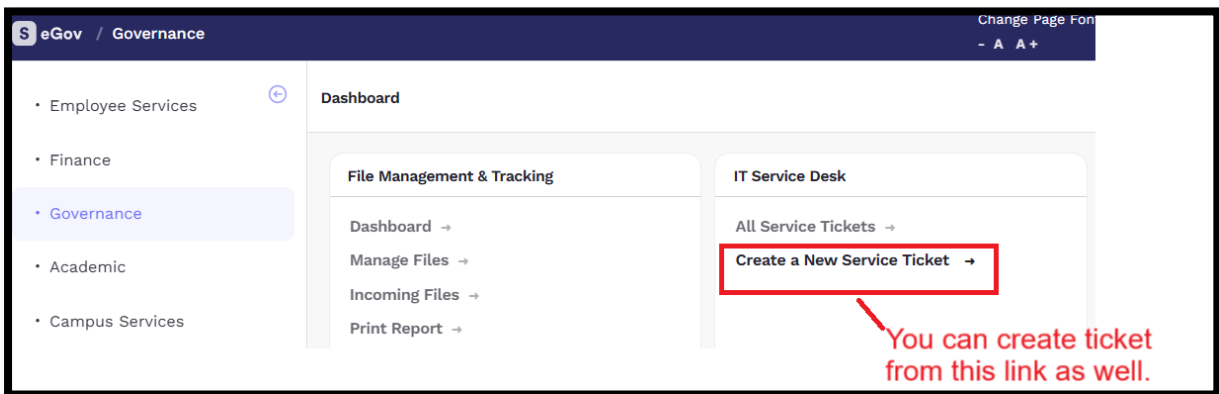
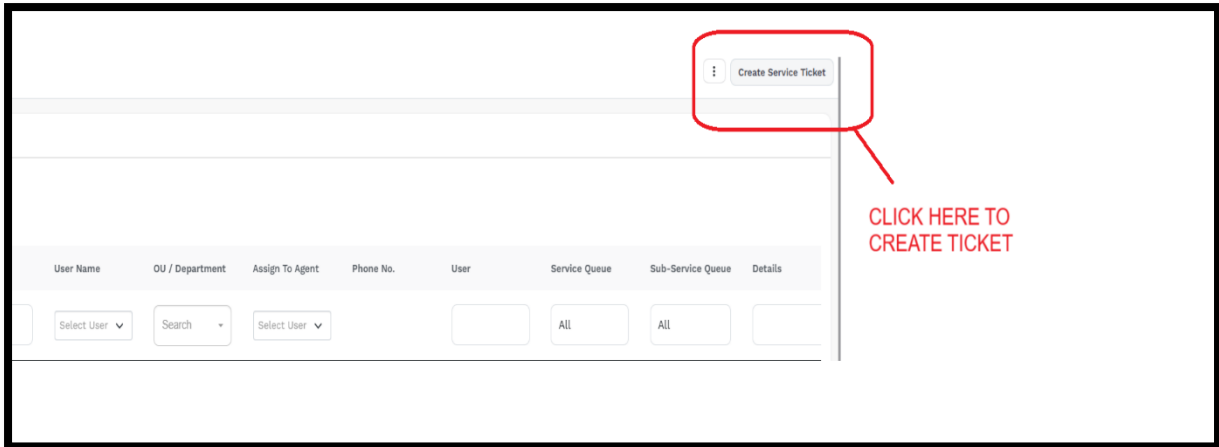
STEP 2. YOU MAY OPEN SAMARTH ERP IT SERVICE DESK (ITSD) MODULE BY CLICKING THE LINK AS SHOWN BELOW:



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



SAMARTH ERP IT SERVICE DESK (ITSD) MODULE USER MANUAL



STEP 4: YOU MAY CREATE SERVICE TICKET AS SHOWN BELOW

Create Ticket

Service Queue *
Computers

Sub-Service Queue
Laptop Computer

Details *
Please provide issue details here

☒ NOTE: If you have Model Name/Serial No. click on the checkbox.

Model Name(Of Hardware)
Serial No.

* Upload Supported Document
Choose File No file chosen

*accepted formats: jpg/jpeg/pdf/png
*min/max size: 10kb/5MB
*Please upload a detailed and signed/forwarded copy of the complaint here.

Save Cancel

Please select type
of device or service
for which support is
required

For device issue,
please put model no.
and serial no. here.

If required, you may upload
supporting documents like photo
etc. over here.

Once all the details are filled up, please click the
Save button

SAMARTH ERP IT SERVICE DESK (ITSD) MODULE USER MANUAL

IT00000004

Update Submit

Please submit the ticket for further action.

Ticket No IT00000004

Once the details are verified please click on the Submit button

STEP 5: VIEWING YOUR SERVICE TICKET

Select Columns Export

Showing 1-4 of 4 items.

#	Ticket #	Ticket State	User Name	OU / Department	Assign To Agent	Phone No.	User	Service Queue	Sub-Service Queue	Details
1	IT00000004	New					Employee	Computers	Laptop Computer	Issue with l

You can view your ticket status here. Updates are also sent on your official email id.

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.

IT00000002

Reopen

Ticket No IT00000002

Article

Actions	Ticket No	Remarks	Reply	Reply Upload	Remark Uploa
All			All	All	

You can reopen tickets by clicking on this link.

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