

HELP DESK –USAGE GUIDE



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A. Introduction

This is a guideline document for using the Helpdesk tool. Helpdesk is a customized open-source application used to log in the calls to the IT Department

B. Objective

To provide an understanding of the usage of the Help Desk tool for logging tickets/issues

C. Scope of the Document

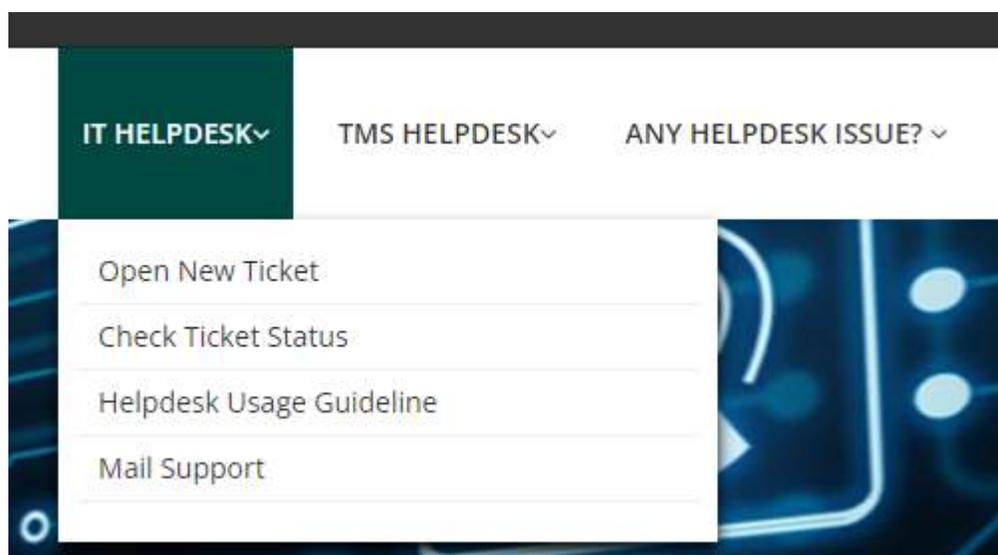
To define the guidelines for logging the call through the Helpdesk tool for IT support

D. Creating an Helpdesk Ticket

URL: <http://helpdesk.mindteck.com/>

On the home page, click on the IT HELPDESK, TMS HELPDESK, and ADMIN HELPDESK button at the top of the application

1. click on “Open New Ticket”



2. Provide the Mindteck Mail credentials to login the Helpdesk. Please use only the FIRSTNAME. LASTNAME with Domain name. If your Email ID is pruthviraj.pachhu@mindteck.com then your Helpdesk Username will be pruthviraj.pachhu@mindteck.com

[Support Center Home](#)
[Open a New Ticket](#)
[Check Ticket Status](#)

Sign in to Mindteck IT Helpdesk

Having trouble logging in? Please contact it-dept@mindteck.com or call Ext:8091/8092, Escalation 8090.

Use Mindteck mail credentials to login the IT Helpdesk
 Ex : Username: xxxx.xxxx@mindteck.com Psw: xxxx



- Once you log in to the Helpdesk, provide your Username and Password. You would be taken into the Helpdesk system. Then, click on Open New Ticket.
- When you click on the "Help Topic" drop down you will get the following options which is displayed below, select based on your issue.

Help Topic

— Select a Help Topic — ▾ *

— Select a Help Topic —

Email Support

Hardware Support

Software Support

Other IT Support

- Report Issues:

Select "Location".
 Provide your "Workstation Number"
 Reporting Manager Mail Id
 Select Issue

Loaction: *
Workstation Number: *
Reporting Manager: *
Hardware issue:

- Provide the Ticket details

Please upload the documents related to Approval mail, SVN access rights form, Server access rights form, etc. Click on "Create Ticket."

The issue will successfully be logged into the system, and you will receive an auto-generated email from the helpdesk system with the ticket number and reported issue details.

Ticket Details
Please Describe Your Issue

Issue Summary:

Issue Details:

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Details on the reason(s) for opening the ticket.

Attachments: No file chosen

Once you login to Helpdesk click on "Tickets" to see all issues/tickets logged.

Tickets

Showing 1 - 8 of 8 All Tickets

Ticket #	Create Date	Status	Subject	Department	Phone Number
10	04/09/2014	Closed	test issue	IT-Dept	
11	04/09/2014	Open	test111111111111	IT-Dept	
12	05/09/2014	Open	skkkskks	IT-Dept	
13	05/09/2014	Open	test3333	IT-Dept	
14	05/09/2014	Open	Password Reset	IT-Dept	
15	05/09/2014	Open	Svn access	IT-Dept	
18	05/09/2014	Open	Ram upgradation	IT-Dept	
19	05/09/2014	Open	Ram upgradation	IT-Dept	

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E. Reopen the resolved issue/ticket

Post a Reply

Ticket will be reopened on message post *

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By clicking the ticket ID (Numerical ID), you will be directed to the ticket details, which will open on a new screen. The screenshot below provides additional notes on the ticket. Provide comments and a "Post Reply" button.

By posting, the ticket will be re-opened.

F. Helpdesk Password Reset

If you have the Username and forgot your password, click on “Forgot My Password?”



The screenshot shows a login form with two input fields: "Email or Username" and "Password". Below the "Password" field is a "Sign In" button. To the right of the form, there are two links: "Not yet registered? Create an account" and "Forgot My Password?". The "Forgot My Password?" link is circled in red. To the right of the links is a yellow padlock icon.

By clicking “**Forgot My Password?**” link you will be directed to the below screen. Provide your email address or username and click on “Forgot Password”



The screenshot shows the password reset page. At the top left is the logo for "RETORT SOFTWARE PVT.LTD" and the website URL "www.retortsoft.com". Below the logo is a "Username" input field containing the text "pruthviraj.pachhu". Below the input field is a yellow "Login" button. Below the button are two links: "Login as a different user" and "Forgot Password". The "Forgot Password" link is circled in red.

You will get the password reset Link to your registered personal email account,
Click on the password change link and update the password.
Mail and Helpdesk will be the Same password .

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