

**University of Management and Technology  
Step by Step Guide for OTS Helpdesk usage**

In this document

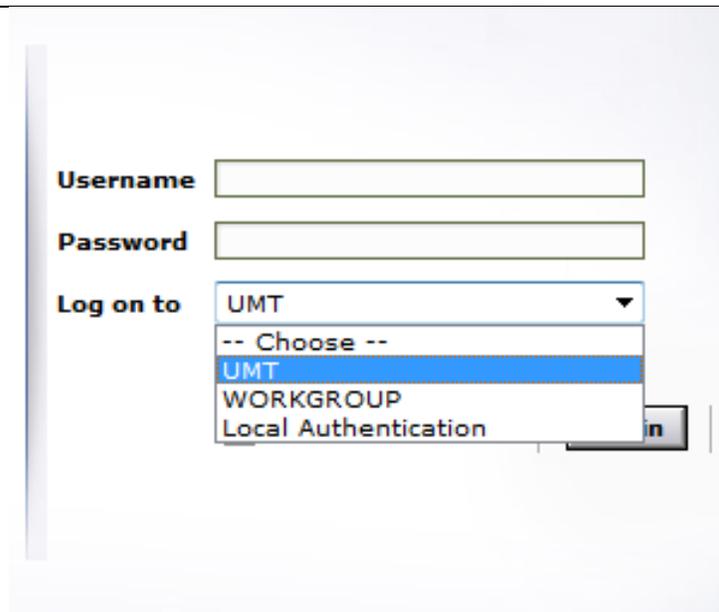
- **How to access 'OTS Helpdesk'**
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- **Attach file with a complaint**
- **How to track your Complaint**

## University of Management and Technology Step by Step Guide for OTS Helpdesk usage

### How to access 'OTS Helpdesk'

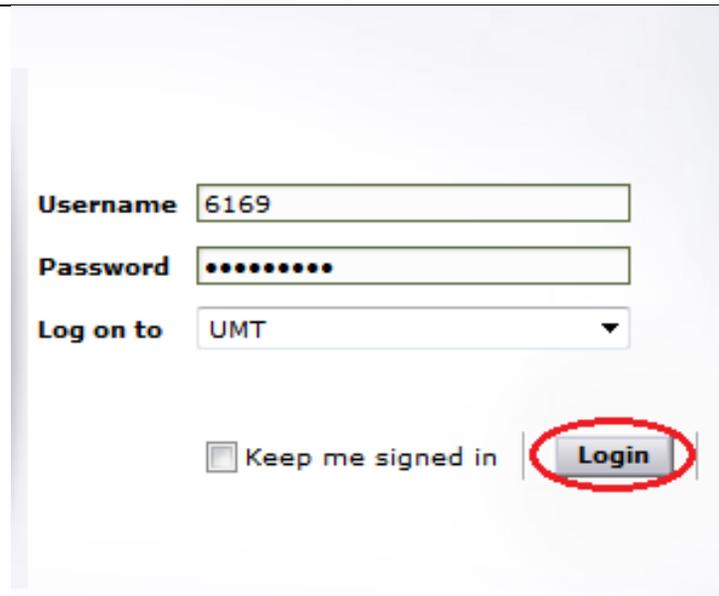
1. Enter URL in Internet browser <http://nms.umt.edu.pk>
2. Enter your domain username (Your Employee Code) in **Username** field and password, domain password in **Password** field and select UMT from dropdown menu in **Domain** field.
3. Now press login to gain access to OTS Helpdesk

**Step 1.** Enter your domain username (Your Employee Code) in **Username** field and password, domain password in **Password** field and select UMT from dropdown menu in **Log on to** field.



The screenshot shows a login form with three fields: 'Username', 'Password', and 'Log on to'. The 'Log on to' dropdown menu is open, showing options: 'UMT', '-- Choose --', 'UMT', 'WORKGROUP', and 'Local Authentication'. The 'UMT' option is highlighted in blue. A 'Login' button is visible to the right of the dropdown menu.

**Step 2.** Now press login to gain access to OTS Helpdesk



The screenshot shows the login form with the 'Username' field containing '6169', the 'Password' field filled with dots, and the 'Log on to' dropdown menu set to 'UMT'. A checkbox labeled 'Keep me signed in' is present, and the 'Login' button is circled in red.

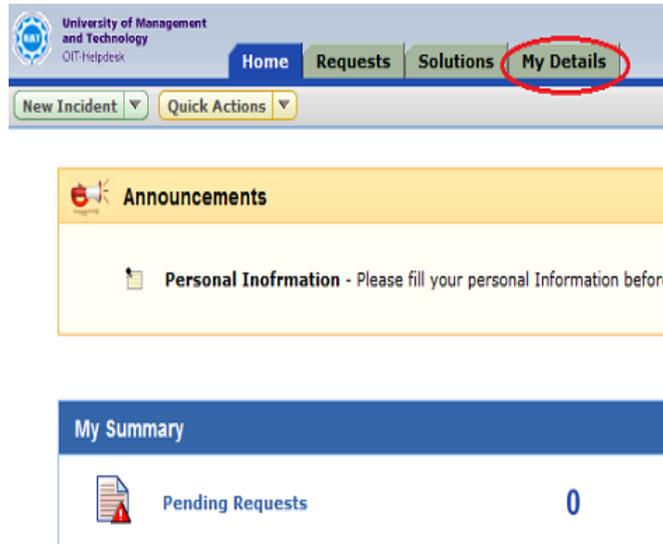
# University of Management and Technology

## Step by Step Guide for OTS Helpdesk usage

### How to Update your Personal Information

1. Sign in to your OTS Helpdesk account from URL <http://nms.umt.edu.pk>
2. Click on **My detail** tab.
3. Fill out the information form.

Step 1. Click on **My Details** Tab.



Step 2. Enter the required information.

The screenshot shows the 'Edit My Details' form. The form is titled 'Edit My Details' and has a sub-header 'Enter your details here.'. The form is divided into several sections: 'Personal Details', 'Contact Information', and 'Department Details'. Each section contains input fields for various details, with red arrows pointing to each field. The 'Update Details' button at the bottom right is circled in red.

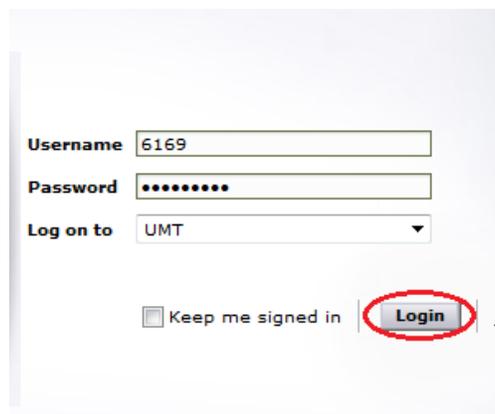
Section	Field	Placeholder
Personal Details	* Name	Your Complete Name
	Employee ID	your Employee ID
Contact Information	E-mail	your-email@umt.edu.pk
	Phone	your EXT
	Mobile	your mobile number
Department Details	Department Name	OTS
	Job title	Designation

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### How to Post a Complaint

1. Enter URL <http://nms.umat.edu.pk> in Internet Explorer and sign in to your account.
2. Click the **New Incident** link available just below the tabs in the header pane.
3. Select priority of your complaint from **Priority** drop down menu; select the relevant **Category** from category drop box to which your incident request can be grouped. Select the relevant **Sub-Category** from the combo box. Also select the relevant **Item** from the combo box.
4. In the **Subject** field, provide a relevant title to the incident that will exactly summarize your request content.
5. Then, provide a detailed description with any other associated details relevant to the incident in the **Description** text box. If there is a requirement of attachment then proceed to Attachment section otherwise Click **Add request** button at the bottom of the page.

Step 1. Enter your domain username (Your Employee Code) in **Username** field and password, domain password in **Password** field and select **UMT** from dropdown menu in **Log on to** field then Click Login



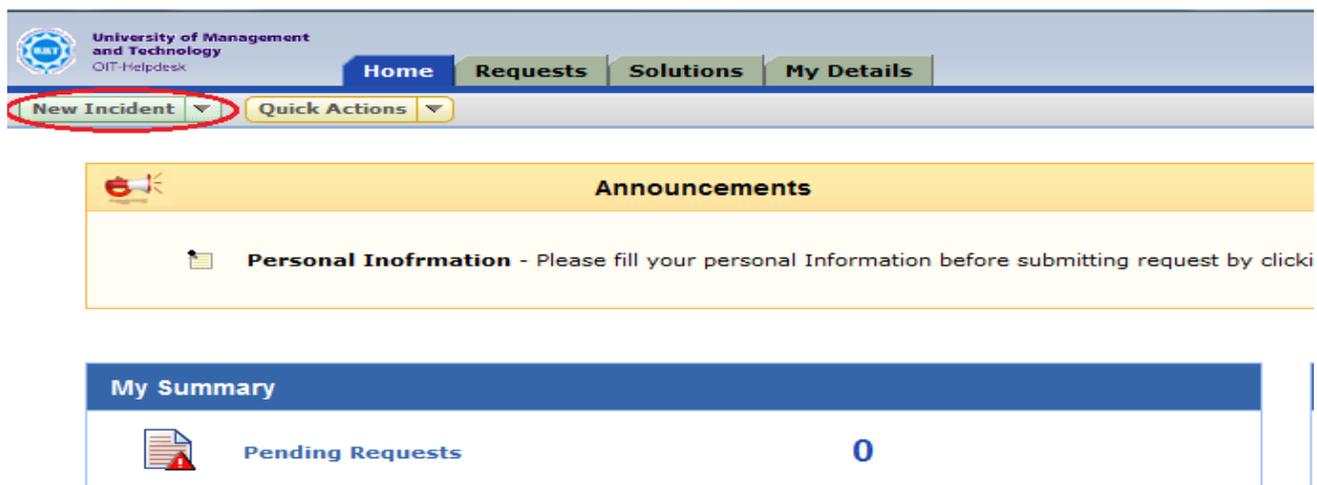
Username

Password

Log on to

Keep me signed in

Step 2. Click on **New Incident** tab.



University of Management and Technology  
OIT-Helpdesk

Home Requests Solutions My Details

New Incident Quick Actions

Announcements

Personal Information - Please fill your personal Information before submitting request by clicki

My Summary

Pending Requests 0

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### Step 3.

- Select priority of your complaint from **Priority** drop down menu,
- Select group from **Group** Drop down menu.
- Select the relevant **Category** from category drop box.
- Select the relevant **Sub-Category** from the combo box.
- Select the relevant **Item** from the item drop down menu.
- Enter problem relevant subject in **Subject** line and problem details in **Description**.

[Requests](#) > **New Incident**

### New Incident

Priority -- Select Priority --

Group -- Select Group --

#### Requester Details

Name \*

Contact number

Job Title

Category \* -- Select Category --

Subcategory \* -- Select Subcategory --

Item -- Select Item --

Subject \*

Description

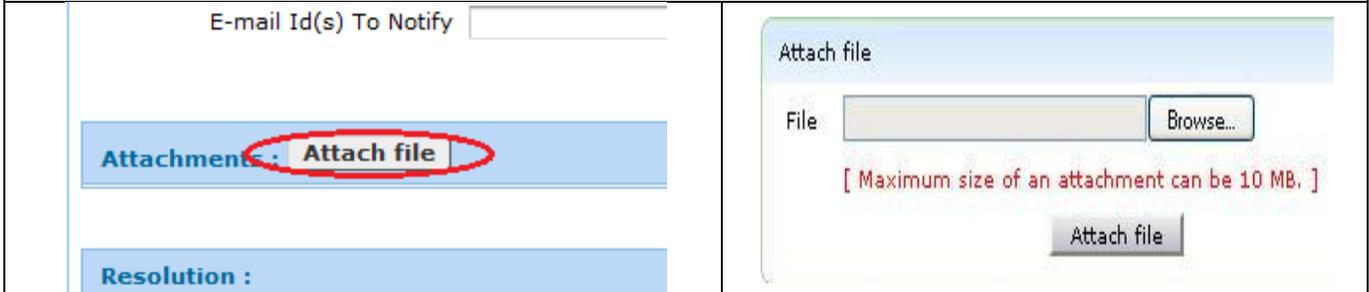
### How to attach file

1. Find attachment below the **Description** text box, click the **Attach File** button. This opens an **Attach File** pop-up window.
2. Click the **Browse** button.
3. From the file chooser window, choose the file to be attached and click **Open**.
4. Click **Attach File**. The chosen file gets listed in the table below the browse field.

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5. Once you have done all the above, click the **Add request** button. The request is added to the list of requests and can be viewed from the request list view which can be invoked by clicking on the **Request** tab in the header pane. Now click the add request button at the bottom of the page.

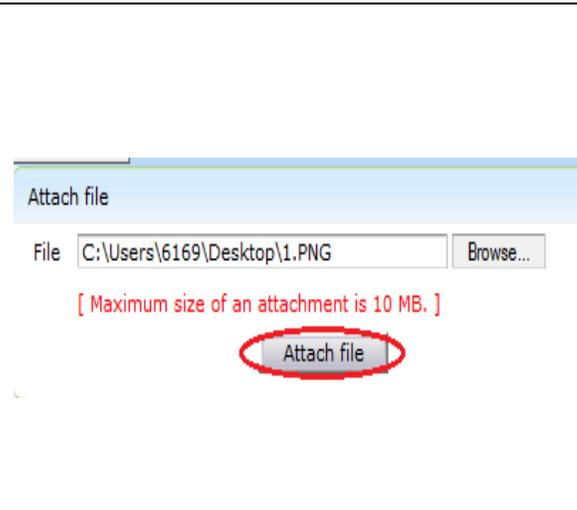
Step 1. Find attachment below the **Description** text box, click the **Attach File** button. This opens an **Attach File** pop-up window



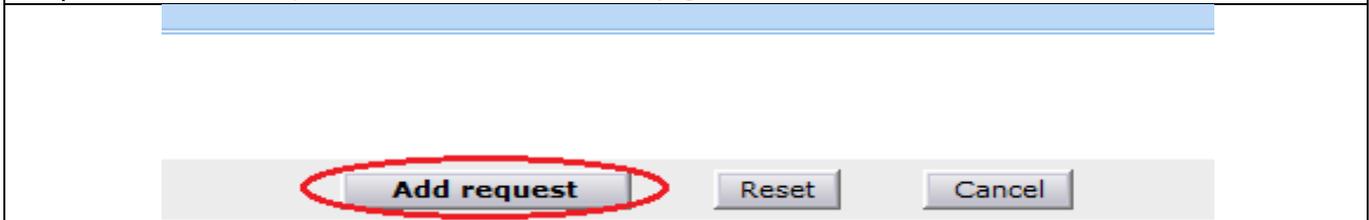
Step 2. From the file chooser window, choose the file to be attached and click **Open**.



Step 3. Click **Attach File**. The chosen file gets listed in the table below the browse field



Step 4. Click the add request button at the bottom of the page.



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### How to track your Complaint

1. Enter URL <http://nms.umt.edu.pk> in Internet Explorer and sign in to your OTS Helpdesk account.
2. On the Home page in the summary section you will find following options, click as per requirement.
  -  **Pending Requests:** Number of requests that is yet to be completed.
  -  **Pending Onhold:** Number of requests with status as onhold.
  -  **Requests Overdue:** Number of requests that have exceeded the due by time.
  -  **Completed Requests:** Number of closed/resolved requests.
  -  **All requests:** Number of requests created by the logged in requester.

You will find your request. You can also search your request from the search window using request **ID**.

3. (Optional) To **add a Note** to your IT Complaint Click on Actions on the left side of the screen and select **Add Notes**.
4. Click on Add Note.
5. (Optional) you can check your complaint resolution provided by IT Helpdesk by clicking Resolution in a complaint.

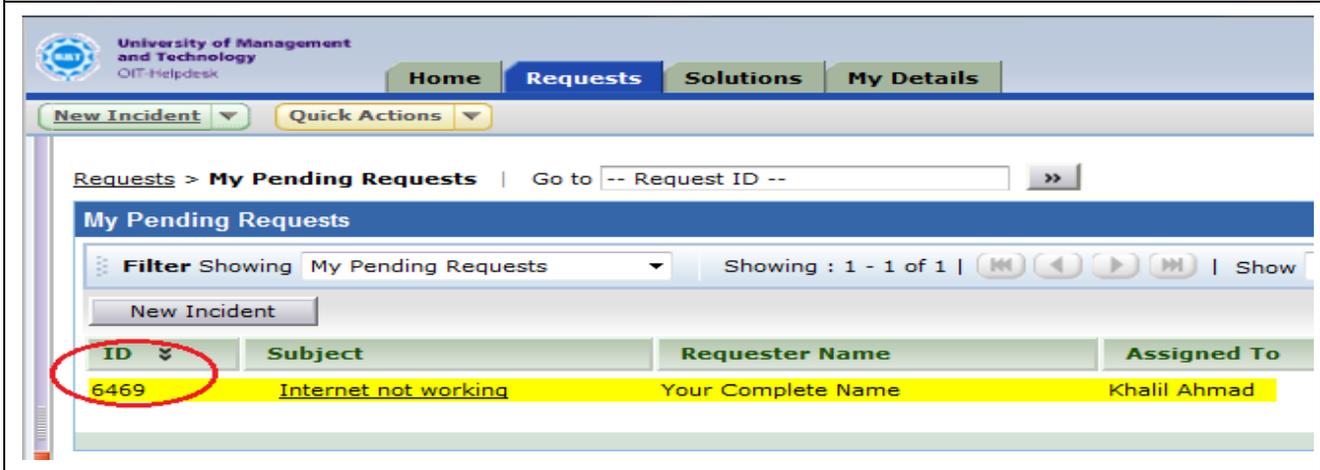
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Step 1. On the Home page in the summary section you will find following options, click as per requirement

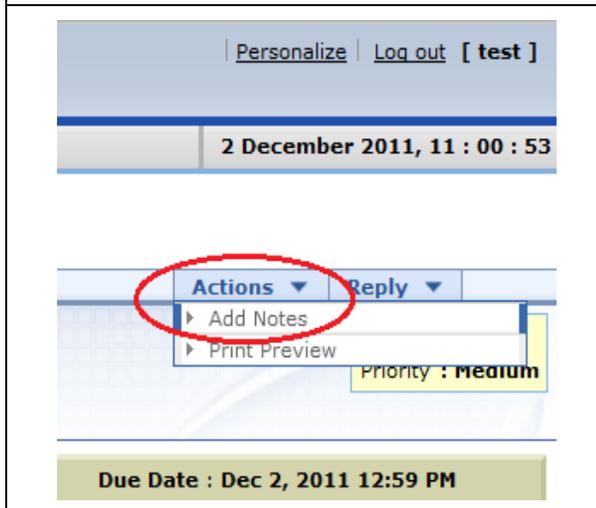
My Summary		
	<a href="#">Pending Requests</a> ←	1
	<a href="#">Requests On Hold</a> ←	0
	<a href="#">Requests Overdue</a> ←	0
	<a href="#">Completed Requests</a> ←	0
	<a href="#">All Requests</a> ←	1

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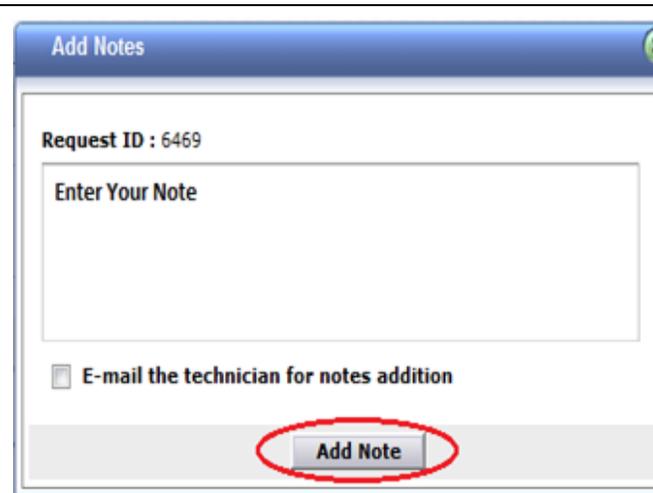
Step 1. You will find your request. You can also search your request from the search window using request ID



Step 2. Click on Actions on the left side of the screen and select **Add Notes**.



Step 3. Click on Add Note



Step 4. Click on Resolution tab to see provided solution

