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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** filed.
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.
Step 2. Now press login to gain access to OTS Helpdesk
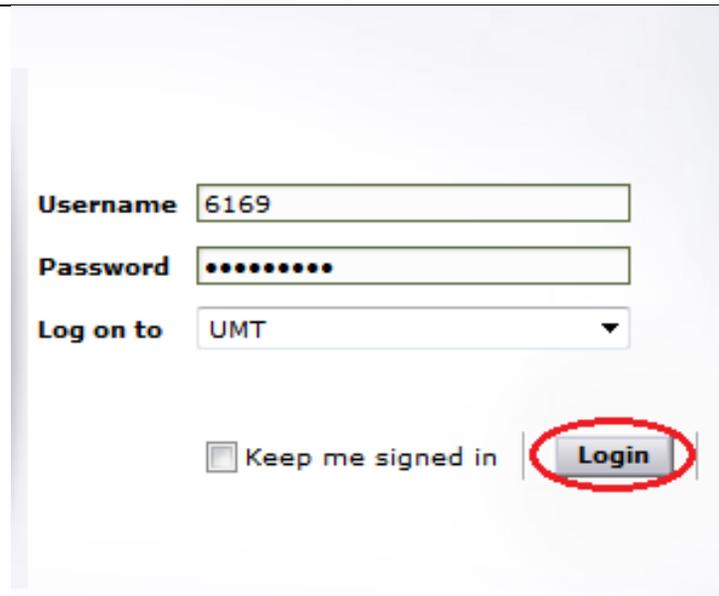
How to Update your Personal Information

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.
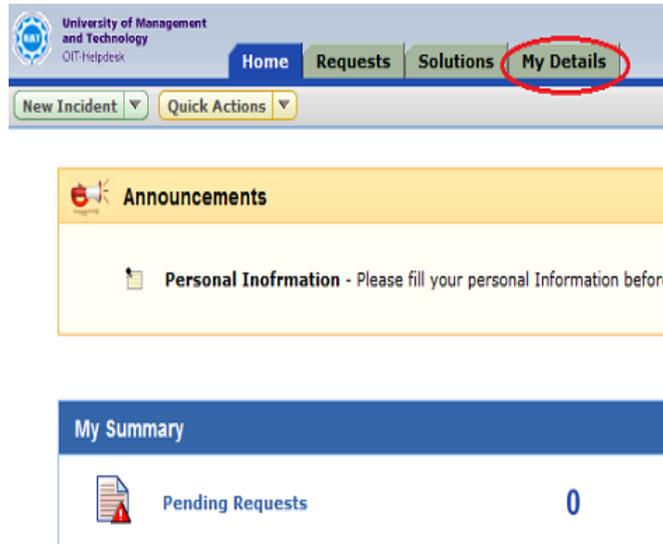
Step 2. Enter the required information.

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How to Post a Complaint

1. Enter URL http://nms.umt.edu.pkin 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.
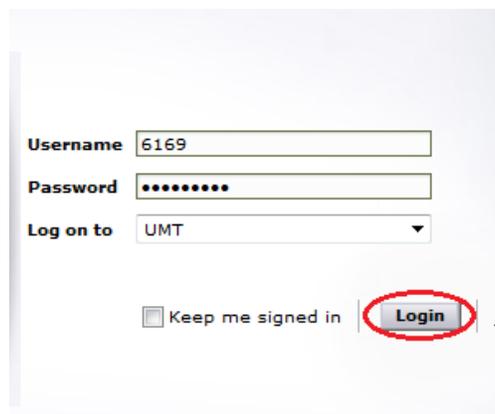
Step 1. Enter your domain username (Your Employee Code) in **Username** field and password, domain password in **Password** field and select **UMT** from dropdown menu in **Log on to** filed then Click Login

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Step 2. Click on **New Incident tab.**
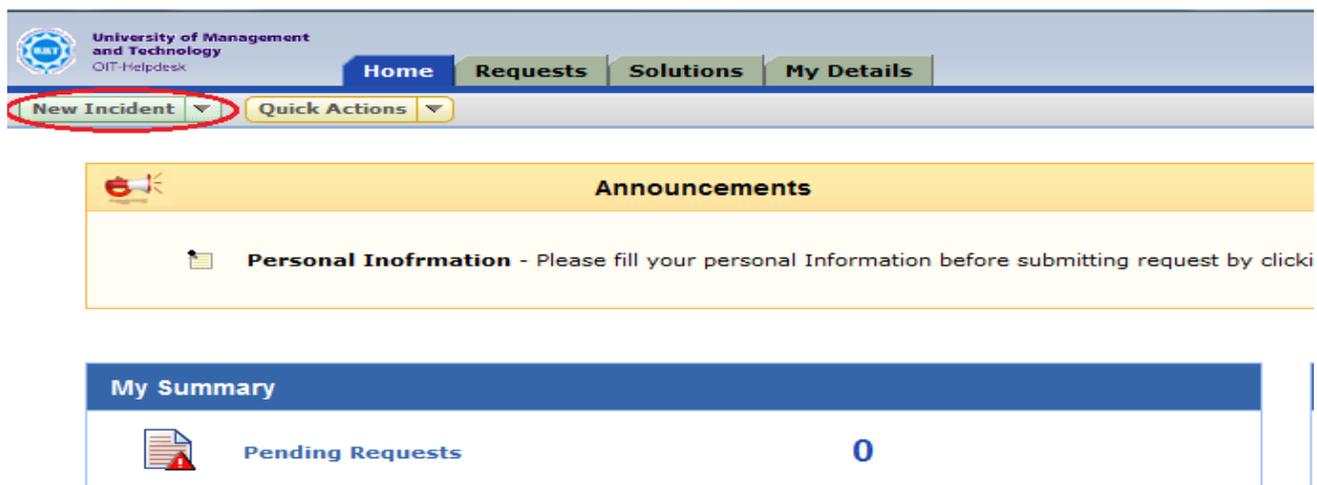
Step 3.

- 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   F, T, B I U

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.

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	
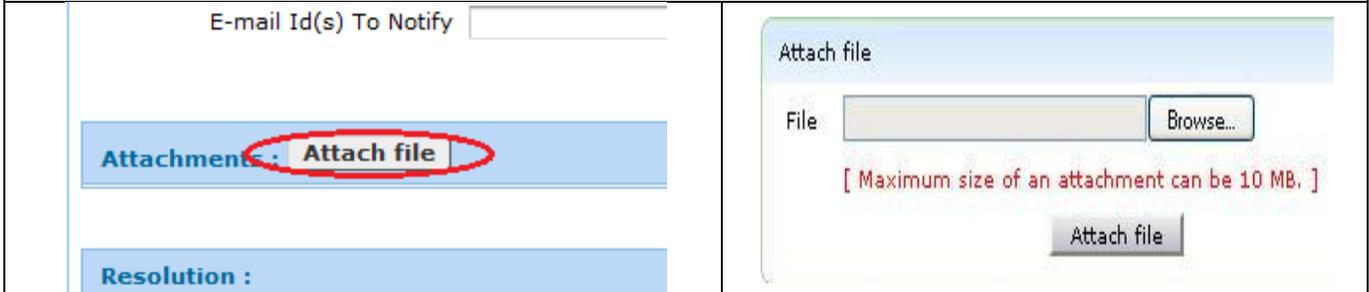
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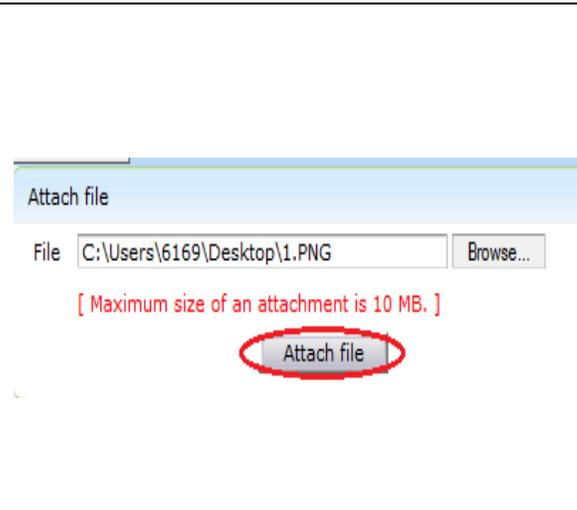
Step 4. Click the add request button at the bottom of the page.
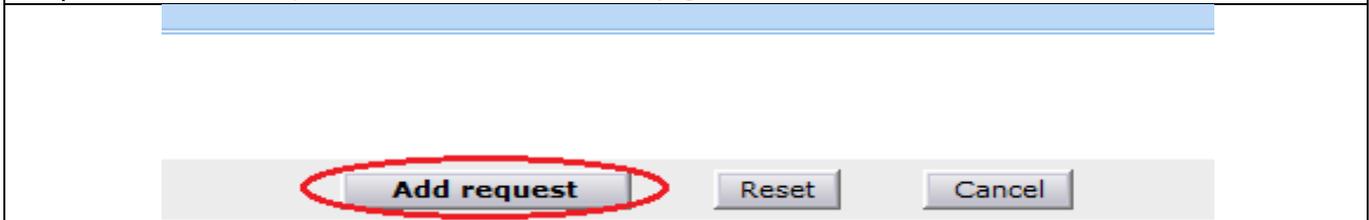
How to track your Complaint

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.

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

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Step 1. You will find your request. You can also search your request from the search window using request **ID**
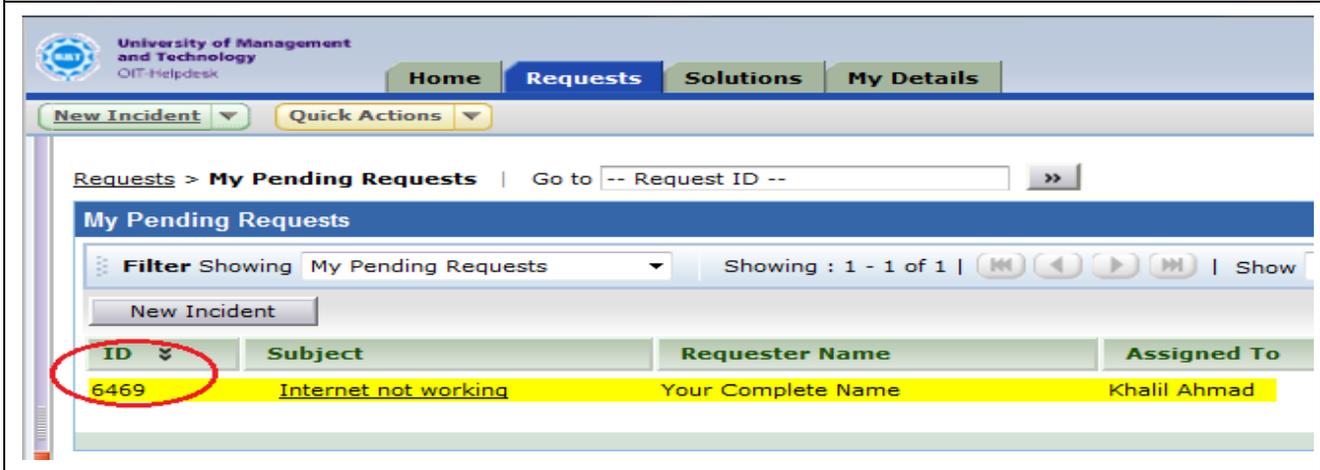
Step 2. Click on Actions on the left side of the screen and select **Add Notes.**	Step 3. Click on Add Note
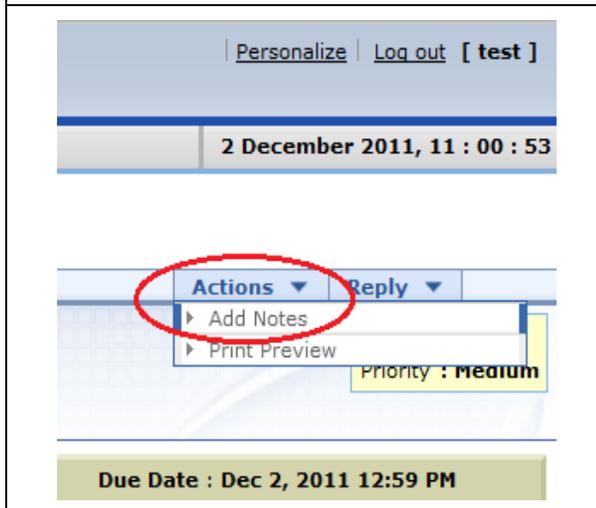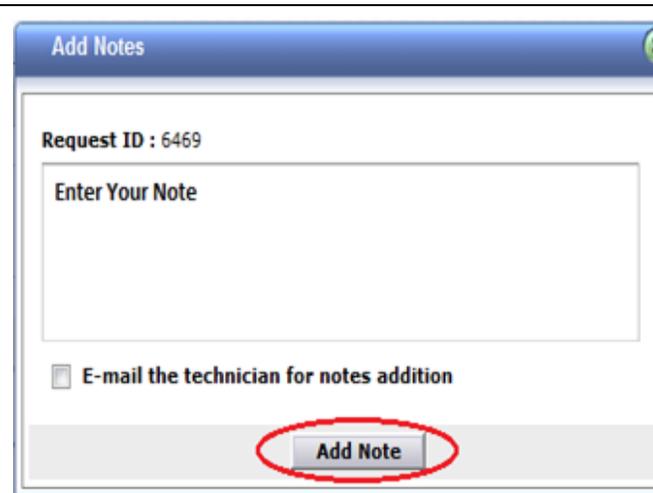
Step 4. Click on Resolution tab to see provided solution