

How To Post in UMT Helpdesk from MobileApp

Step by Step Guide for posting Complaint from MobileApplication

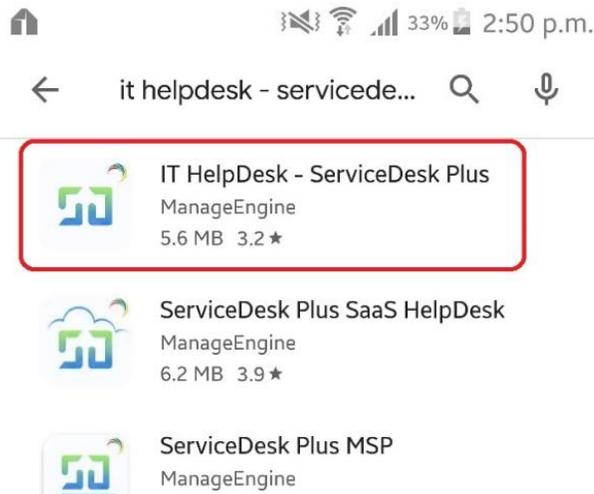


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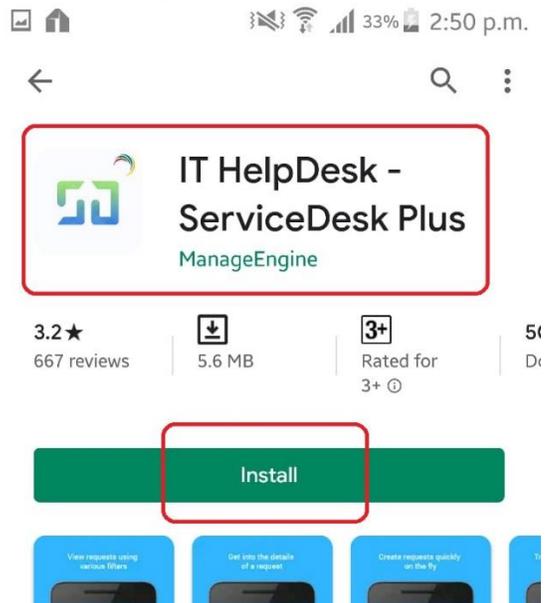
- 1- Open your **Google Play** application from your android mobile. It is with the following icon:



- 2- Search with the following text: **“IT Helpdesk ServiceDesk Plus”**:

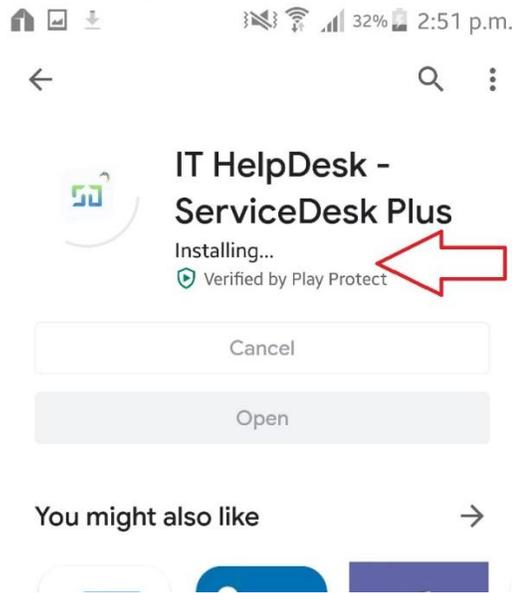


- 3- After selecting **“IT Helpdesk – ServiceDesk Plus”** from the search, click on **“Install”**.

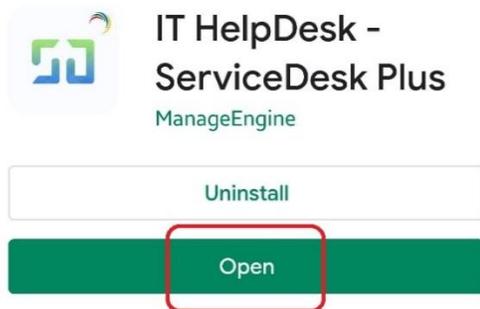


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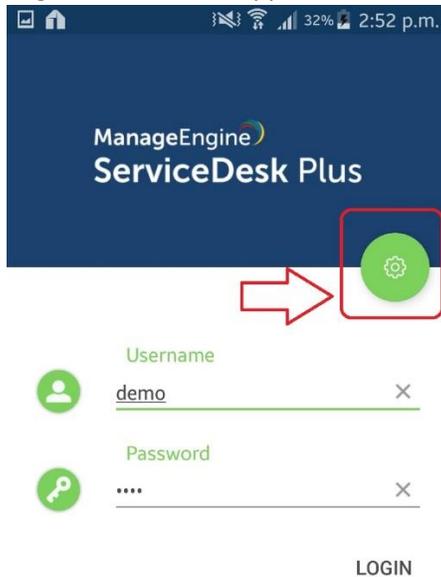
- 4- After clicking on **“Install”** your screen will look as following:



- 5- After the installation is completed, click **“Open”**. Afterwards, the application will be opened.

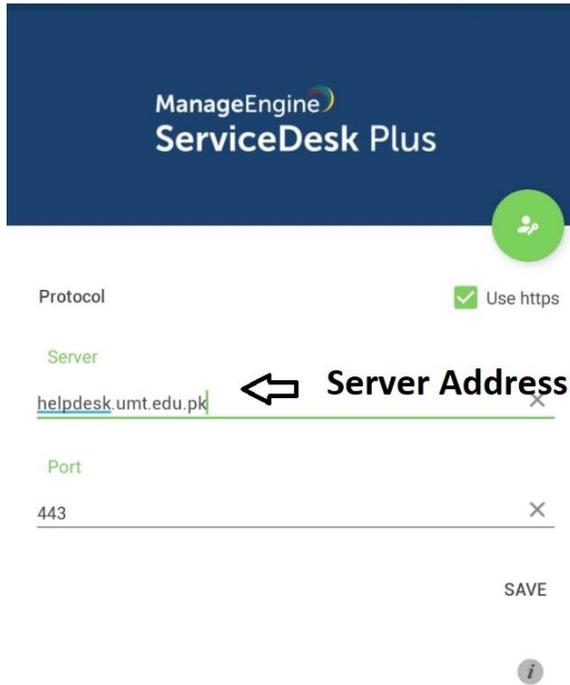


- 6- Login screen of the application will open. First, click on the **“settings”** icon as marked below:

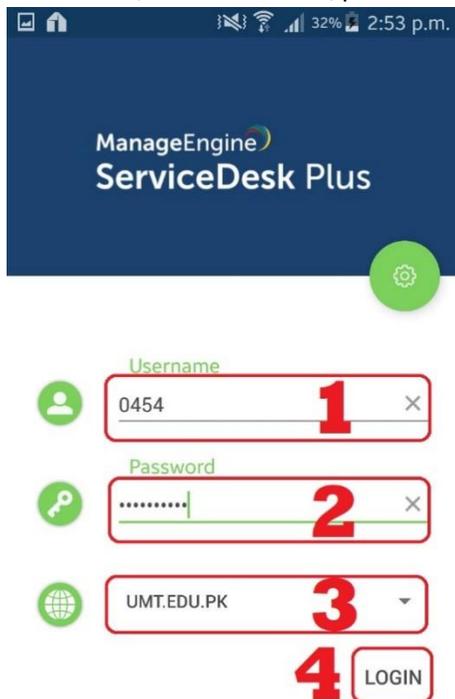


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- 7- On the settings screen, please mark “Use https” as below. Then write “helpdesk.umt.edu.pk” in the Server field. Lastly, click on “SAVE” button.



- 8- Once the settings are saved, login screen will be appeared again. Write your UMT domain login credentials, as in username/password and select “UMT.EDU.PK” from dropdown. Click “LOGIN”:

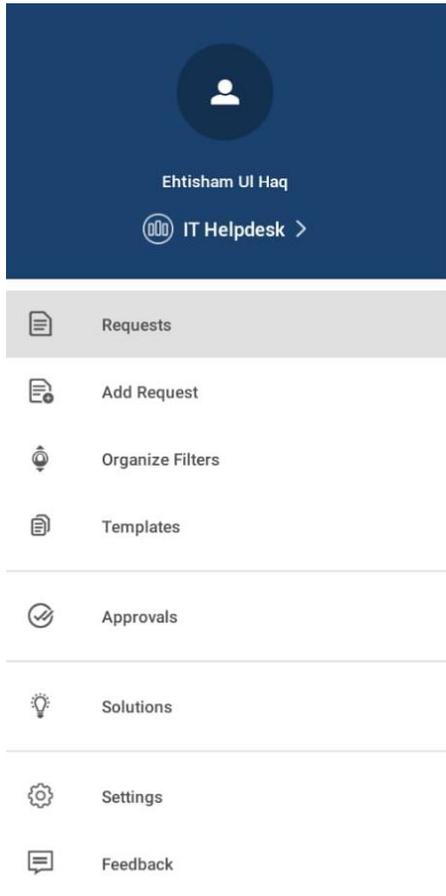


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- 9- Once you are logged in, your default screen will be appeared. As no earlier complaints are posted, screen will be empty. To post a new complaint, click on the tab in the top-left corner:



- 10- Now, Click on the “**Templates**” option from the list.

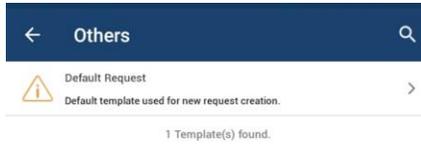


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11- Following screen will appear. **“Others”** fields will require to be Click



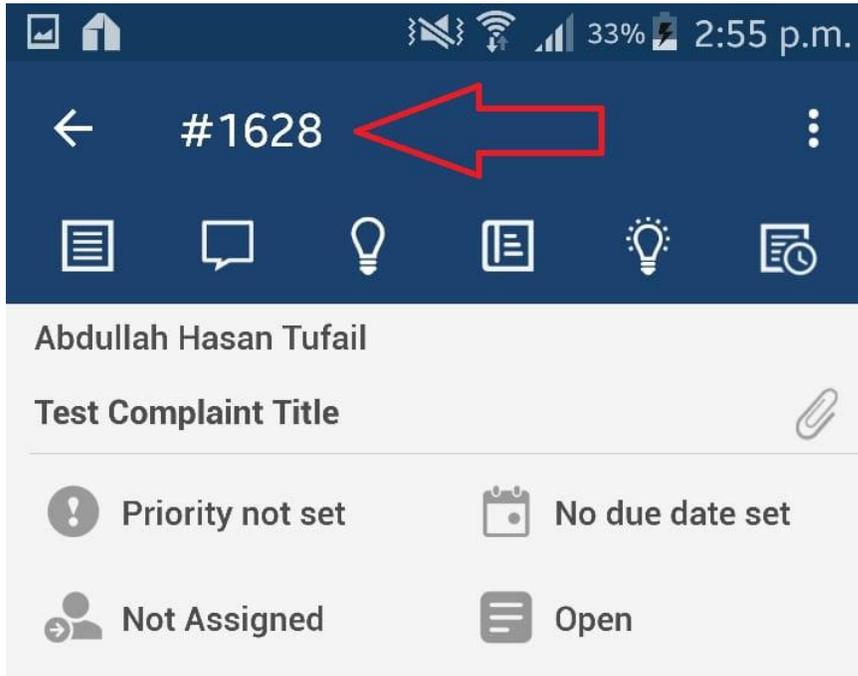
12- Click on the **“Default Request”** of your issue. Click on **“Tick”** to submit. Sample as following:



13- Fill the **“Required Fields”** as below. Click on **“Tick”** to submit. Sample as following:

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14- Once your request is submitted. Following screen will display your request as below with reference ticket number.



This is test complaint description i.e. Please facilitate me in this regard.
Thankyou in advance.