# How To Post in UMT Helpdesk from MobileApp

## Step by Step Guide for posting Complaint from MobileApplication



*UMT Helpdesk* Office of Technology Support

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



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:

	\$P	1 i	32%	📕 2:52 p.m.
	ManageEngi Service[	ne) Des	k Plu	ıs
8	Username <u>demo</u>			×
<b>?</b>	Password			×
				LOGIN

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.

ManageEngine) ServiceDesk Plus			
Protocol	→ Vse https		
Server helpdesk.umt.edu.pk	Server Address		
Port 443	×		
	SAVE		
	1		

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**":

	i 💐 🛜 🔏 2:53 p.m.
	ManageEngine) ServiceDesk Plus
	( @ )
	Username
8	0454 <b>1</b> ×
	Password
<b>?</b>	<b>2</b> ×
	UMT.EDU.PK 3 -

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:



No Requests

10- Now, Click on the "Templates" option from the list.

	Ehtisham Ul Haq M IT Helpdesk >
	Requests
Đ	Add Request
Ŷ	Organize Filters
Ð	Templates
0	Approvals
Ŷ	Solutions
Ø	Settings
Ę	Feedback

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:

÷	Others	۹
$\wedge$	Default Request Default template used for new request creation.	>
	1 Template(s) found.	

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

÷	Add Request Default Request	Ø <sub>+</sub>	$\checkmark$
Request D	etails		^
Requester D	Details		
Requester	•		
Ehtisham U	JI Haq		
Assets			
Select -			*
Select a Su	pport Office *		
Select -			*
Location *			
Select -			•
Category *			
Select -			*
Group			
Select -			*
Subcatego	гу		
Select -			*
Item			
Select -			*
Priority			
Select -			-

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.