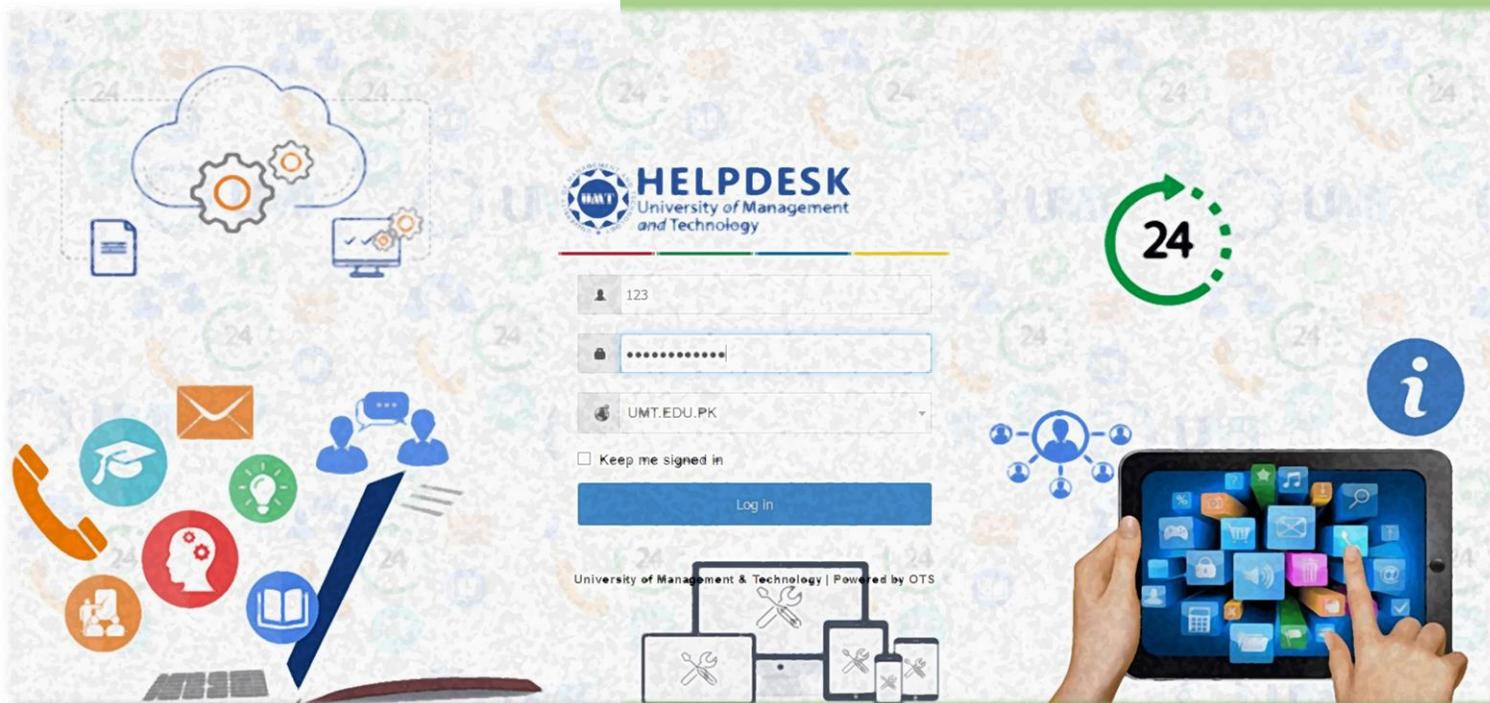


A HowTo document for Registering a request in UMT Helpdesk

Step by Step Guide to register a request in UMT Helpdesk

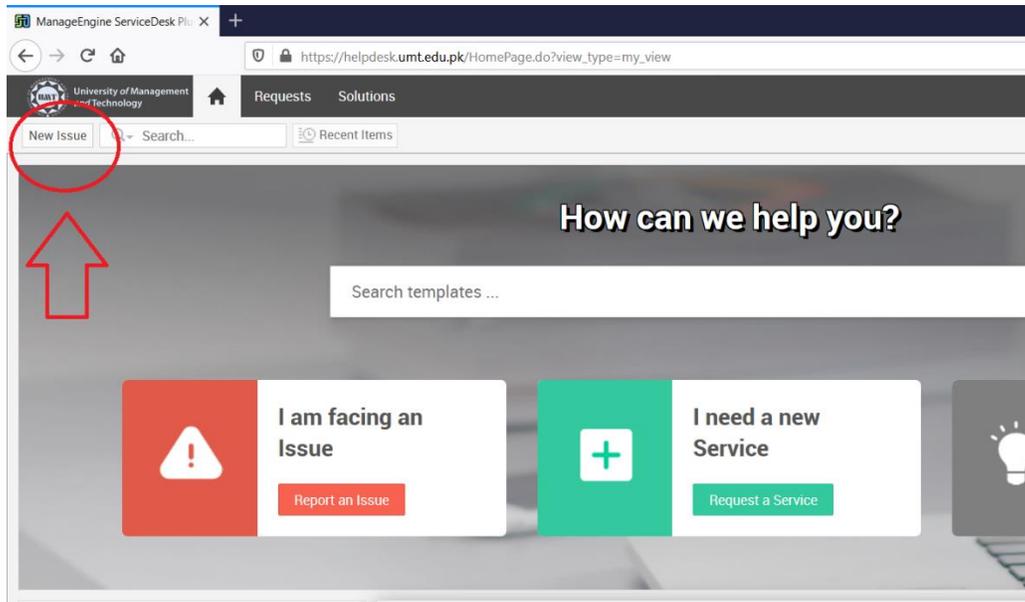


Step by Step Guide to register a request in UMT Helpdesk

- 1- Go to <https://helpdesk.umat.edu.pk> by typing in your browser. Following page will open. Type in your UMT Windows Domain **Username** (employee code) login and **Password**. Select **UMT.EDU.PK** as domain. Then click **“Log in”**.



- 2- Click on **“New Issue”** tab.



- 3- Following form will open, fill the mandatory information required in the form. **“1”** described as **“Select Support Office”** (e.g. OTS or OCMS), **“2”** is described as **“Location”** (e.g. Select Your office location), **“3”** is described as **“Category”** (e.g. Subject of the issue), **“4”** is described as **“Sub-Category”** (e.g. Related to issue), **“5”** as **“Subject”** to describe the issue. **“6”** as **“Description”** to describe the issue in details. **“7”** Click on **“Add Request”** to post your issue.

Step by Step Guide to register a request in UMT Helpdesk

The screenshot shows the 'New Issue' form in the UMT Helpdesk. The form is titled 'New Issue' and has a name field filled with 'Ehtisham Ul Haq'. Below the name field is an 'Asset(s)' field with a search icon. The form contains several dropdown menus and a text area. The steps are numbered as follows:

- 1 Select a Support Office
- 2 Location
- 3 Category
- 4 Subcategory
- 5 Subject
- 6 Description
- 7 Add request

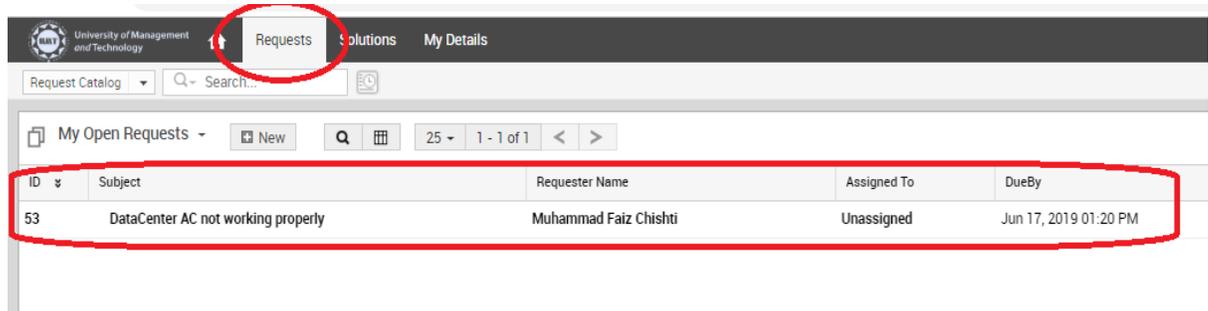
- 4- A ticket number will be assigned to your issue/request accordingly. Your request log will be confirmed as shown in following image.

The screenshot shows the 'Request Catalog' in the UMT Helpdesk. The ticket title '#53 DataCenter AC not working properly' is circled in red. The ticket is created by 'Muhammad Faiz Chishti' on 'Jun 17, 2019 12:20 PM' and has a 'DueBy' of 'Jun 17, 2019 01:20 PM'. The ticket is currently in the 'Details' tab. The description of the ticket is: 'Our Data-center AC is not cooling and room temperature is raised to 40 degrees, This is causing our servers to shut down. Please resolve the issue on priority.' Below the description is a file upload area with a 'Browse Files or Drag files here [Max size: 10 MB.]' button. The 'Conversations' section is empty. The 'Properties' section shows the following details:

Priority	High
Category	Electricity
Subcategory	AC Issues
Item	Low Cooling
Site	OTS
Request Type	Not Assigned
Mode	Web Form
Group	Not Assigned
Status	Open
Level	Not Assigned
Technician	Not Assigned

Step by Step Guide to register a request in UMT Helpdesk

- 5- You can check the status of your issue/request by clicking on “**Request**” tab. Following is the reference image.



The screenshot displays the UMT Helpdesk interface. At the top, the navigation bar includes the University of Management and Technology logo, a search bar, and tabs for 'Requests', 'Solutions', and 'My Details'. The 'Requests' tab is highlighted with a red circle. Below the navigation bar, there is a 'Request Catalog' dropdown and a search field. The main content area shows 'My Open Requests' with a 'New' button and a search icon. A table lists the open requests, with the first row highlighted by a red border. The table has columns for ID, Subject, Requester Name, Assigned To, and DueBy.

ID	Subject	Requester Name	Assigned To	DueBy
53	DataCenter AC not working properly	Muhammad Faiz Chishti	Unassigned	Jun 17, 2019 01:20 PM