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# Phi Education Online Helpdesk

Student Guide

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# Categories of Help available

1. Technical Queries
2. General Information Queries

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# Categories of Help available

## A) Technical Queries

1. Help pertaining to 'Introduction to Programming & Computer Systems using C' course on the Phi Education portal
2. Software and Hardware related queries (eg., installation of drivers, library access etc) with reference to the B.E. Projects and the above Course
3. Content related access (eg., Video links not working etc)

# Categories of Help available

## B) General Information Queries

1. All login related issues  
(pertaining to the B.E. Projects and the Course)
2. All rights related issues (eg., cannot access the 'Introduction to Programming & Computer Systems using C' course)
3. Any other administration related issues

# Categories of Help **NOT** available

1. Technical Issues related to the B.E. Projects
2. Concepts related to learning and understanding of the B.E. Projects

*\*Note: All issues pertaining to the B.E. Projects will be resolved by the EPIC Mentors through a Different Portal which will be shared with the Students*

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# Online Helpdesk Schedule

1. Days: From Monday to Saturday
2. Time: From 10.00 am to 1.00 pm  
and then from 2.00 to 5.00 pm

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# Types of Helpdesk Support

1. Online Chat
2. Offline Ticket Raising

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# Types of Helpdesk Support

## A) Online Chat

Students can **Chat Online** and discuss their Technical or Administrative Queries



# Types of Helpdesk Support

## B) Offline Ticket Raising

Students can **Raise a Ticket** and submit their Technical or Administrative Queries if the same cannot be resolved instantly

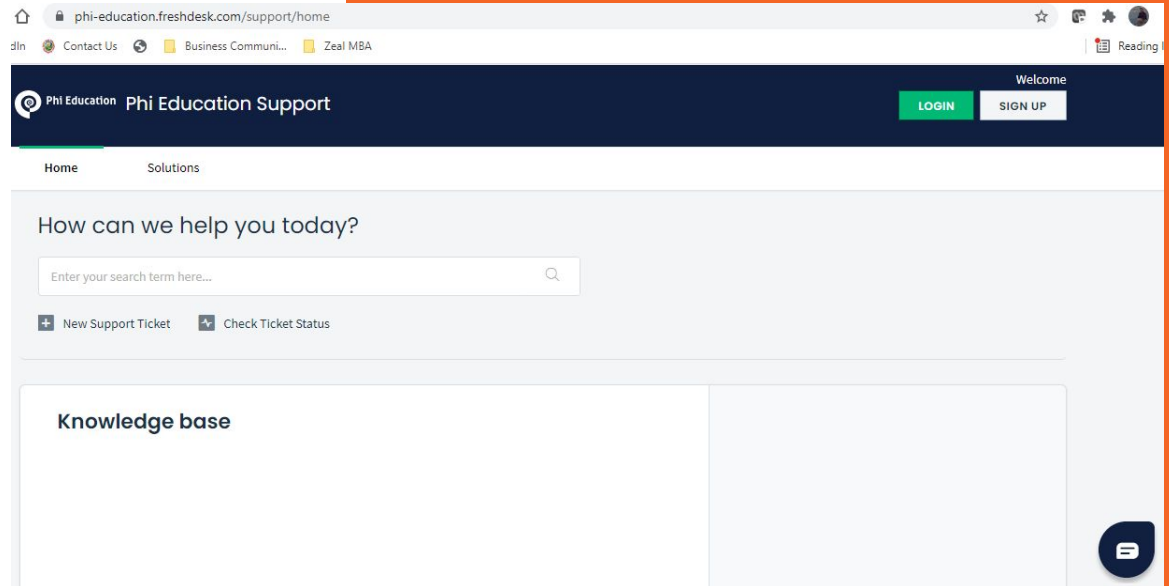
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# Steps to access the Online Helpdesk

# Step 1

Go to URL:

<https://phi-education.freshdesk.com>

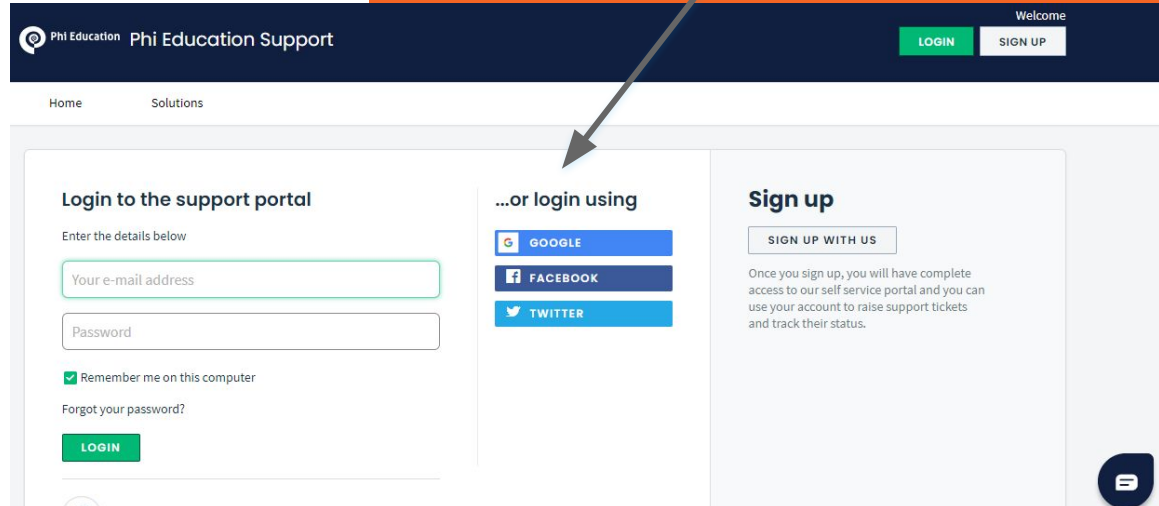


# Step 2

Click Login

You will obtain the following

Click on login using Google



The screenshot shows the 'Phi Education Support' portal. At the top, there is a dark blue header with the 'Phi Education' logo and 'Phi Education Support' text. On the right of the header, there is a 'Welcome' message and two buttons: 'LOGIN' (green) and 'SIGN UP' (white). Below the header, there are navigation links for 'Home' and 'Solutions'. The main content area is divided into three sections:

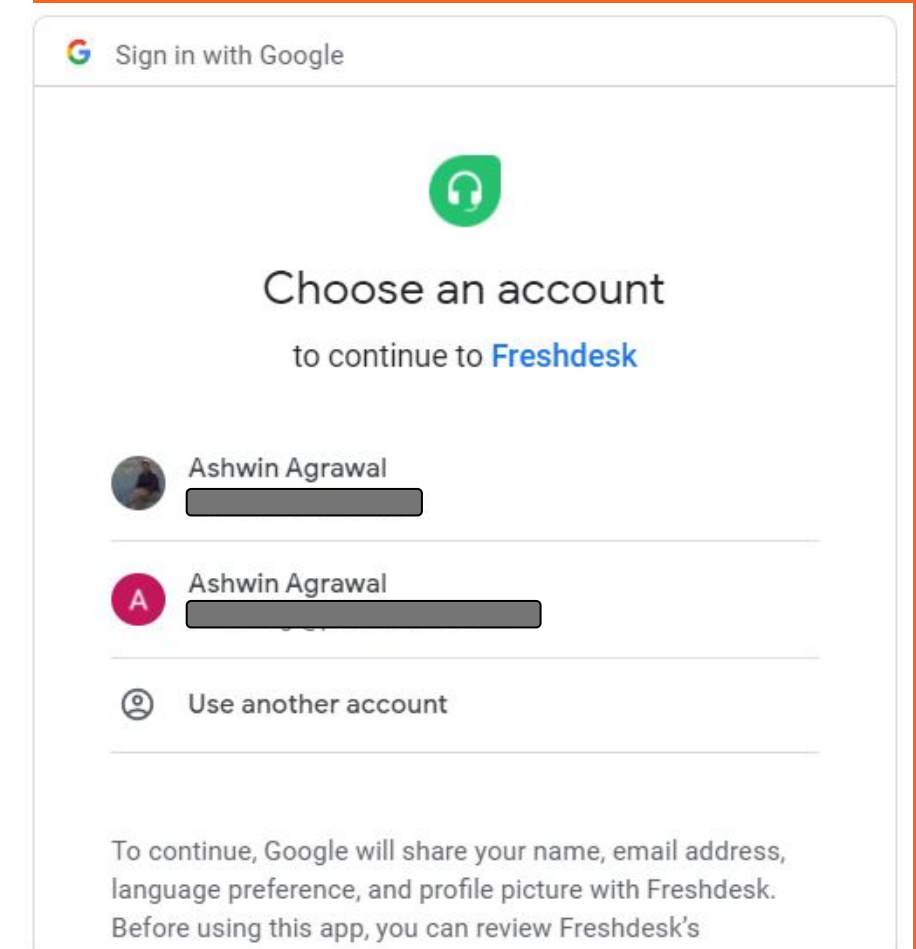
- Login to the support portal**: This section contains a form with two input fields: 'Your e-mail address' and 'Password'. Below these fields is a checkbox labeled 'Remember me on this computer' which is checked. There is a link 'Forgot your password?' and a green 'LOGIN' button.
- ...or login using**: This section contains three social media login buttons: 'GOOGLE' (blue), 'FACEBOOK' (dark blue), and 'TWITTER' (light blue). A large orange arrow points from the top right towards the 'GOOGLE' button.
- Sign up**: This section contains a 'SIGN UP WITH US' button and a paragraph of text: 'Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.'

In the bottom right corner, there is a dark blue circular button with a white 'S' icon.

## Step 3

You will obtain the following

Type in your Terna Engineering College  
e-mail id



# Step 4

After logging-in successfully  
You will obtain the following

The screenshot displays the Phi Education Support portal interface. At the top, a dark blue header contains the 'Phi Education' logo and 'Phi Education Support' text on the left, and 'Welcome Ashwin', 'Edit profile', and 'Sign out' on the right. Below the header is a navigation bar with links for 'Home', 'Solutions', 'Forums', and 'Tickets'. The main content area features a search bar with the placeholder text 'How can we help you today?' and 'Enter your search term here...'. Below the search bar are two buttons: 'New Support Ticket' and 'Check Ticket Status'. The 'Check Ticket Status' button is highlighted by a yellow callout bubble. The bottom section of the page is divided into two columns: 'Knowledge base' on the left and 'Community forums' on the right. The 'Community forums' section indicates 'No forum topic yet' and provides a link to 'Start a new topic?'. A yellow callout bubble labeled 'Online Chat' points to a chat icon in the bottom right corner of the page.

**New Ticket**

**Check Ticket Status**

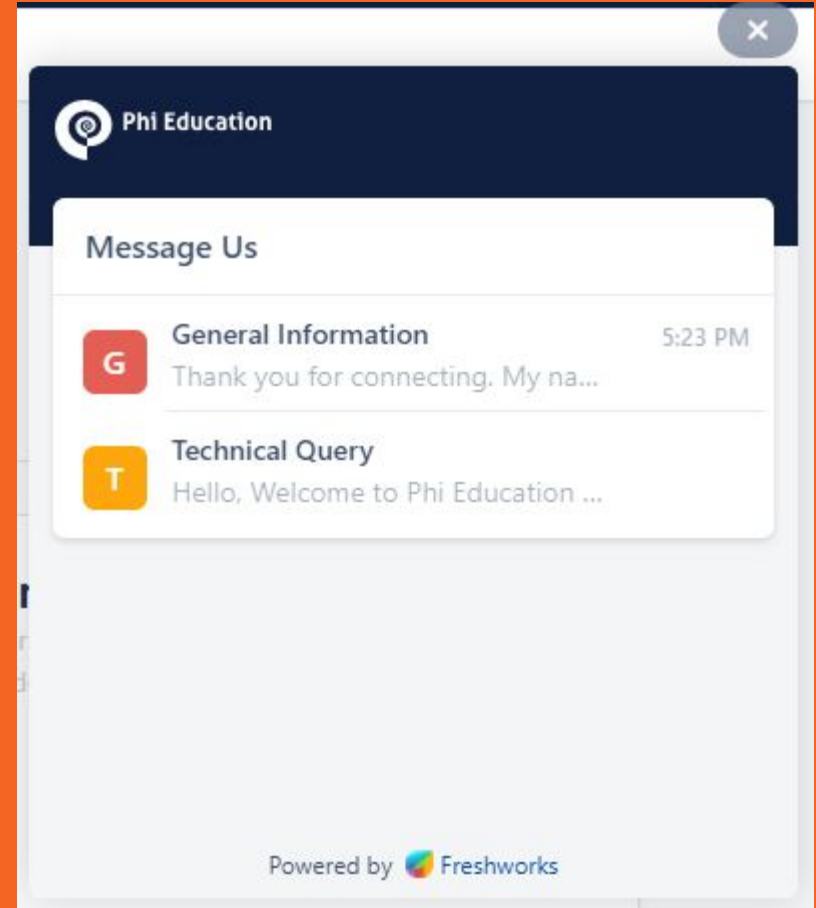
**Online Chat**

# Step 5 (Online Chat)

Click on Online Chat

You will obtain the following

- a) For All General Queries (eg., rights related issues, login related issues etc) click the first option.
- b) For All Technical Query (eg., Software or Hardware installation issues, Driver softwares required etc) click the second option



# Step 6 (New Ticket)

Click on New Ticket

You will obtain the following

- Type your Subject line
- Choose Type of Query
- Type the Description
- Attach a File if required

Submit the same

## Submit a ticket

Requester \*

ashwinagr@gmail.com

Subject \*

Type \*

...

...

Technical Query

Administrative Query

Description \*

GO

+ Attach a file

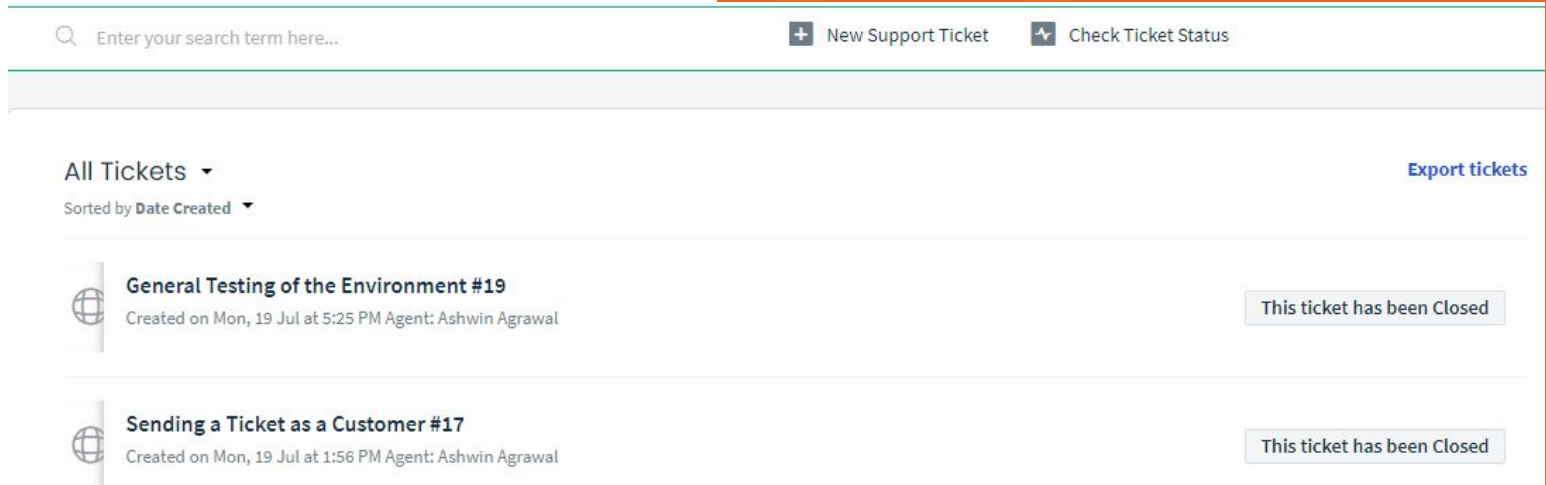
SUBMIT

CANCEL



# Step 7 (Checking Ticket Status)

Click on Check Ticket Status to find your Resolution or Closure status



The screenshot displays a web interface for managing support tickets. At the top, there is a search bar with the placeholder text "Enter your search term here...". To the right of the search bar are two buttons: "+ New Support Ticket" and "Check Ticket Status". Below the search bar, the main content area shows a list of tickets. The first ticket is titled "General Testing of the Environment #19" and was created on Monday, 19 July at 5:25 PM by agent Ashwin Agrawal. The second ticket is titled "Sending a Ticket as a Customer #17" and was created on Monday, 19 July at 1:56 PM by agent Ashwin Agrawal. Both tickets have a status of "This ticket has been Closed".

Enter your search term here...


+ New Support Ticket


Check Ticket Status

All Tickets ▾

Sorted by Date Created ▾

Export tickets

 **General Testing of the Environment #19**  
Created on Mon, 19 Jul at 5:25 PM Agent: Ashwin Agrawal

 **Sending a Ticket as a Customer #17**  
Created on Mon, 19 Jul at 1:56 PM Agent: Ashwin Agrawal

This ticket has been Closed

This ticket has been Closed