

Steps to Raise a New Ticket:

1. Access Help Desk

- Go to the **Me** section
- Click on **Helpdesk**
- You will be directed to the **My Tickets** tab

2. Create New Ticket

- Click on **+ New Ticket**

The screenshot shows the keka platform interface. On the left, there's a sidebar with various icons: Home, Me (highlighted with a red box), Inbox, My Team, My Finances, Org, Performance, Project, and Time Attend. The main area has tabs at the top: LEAVE, TIMESHEET, ATTENDANCE, PERFORMANCE, EXPENSES & TRAVEL, HELPDESK (highlighted with a red box), and APPS. Below the tabs, there are sections for 'My Tickets' (highlighted with a red box) and 'Open Tickets'. The 'Open Tickets' section contains a table with columns: TICKET N, TITLE, CREATED ON, PRIORITY, CATEGORY, ASSIGNED TO, TICKET STATUS, and LAST UPDATED. There are four open tickets listed. At the bottom right of the ticket table is a search bar. To the right of the ticket table is a '+ New Ticket' button (highlighted with a red box). Red arrows and numbers 1, 2, and 3 indicate the steps: 1 points to the 'Open Tickets' section, 2 points to the '+ New Ticket' button, and 3 points to the 'HELPDESK' tab.

3. Fill Ticket Details

- In the "Raise a ticket" overlay window:
 - Select a category from the **Need help regarding** dropdown menu
 - Enter an appropriate **Title** for your ticket
 - Provide detailed description of your problem in the text box
- Click on **Raise ticket** to submit

The screenshot shows the 'Raise a ticket' overlay window. On the left, there's a sidebar with icons: Home, Me (highlighted with a red box), Inbox, My Team, My Finances, Org, Performance, Project, and Time Attend. The main area has a 'Raise a ticket' header and a text input field: 'You can share any concern or seek help from your organization.' Below this is a dropdown menu labeled 'Need help regarding' (highlighted with a red box), which is currently set to 'System and IT Networks'. The next section is 'Title' with the placeholder 'Need USB hub.' Below that is a rich text editor toolbar. The main text area contains the description: 'I need a USB hub to be able to connect external devices to my laptop. Kindly request you to assign the same to me as soon as possible.' At the bottom are 'Attach File' and 'Raise ticket' buttons (highlighted with a red box). Red arrows and numbers 1, 2, and 3 indicate the steps: 1 points to the 'Open Tickets' list, 2 points to the ticket description text area, and 3 points to the 'Raise ticket' button.

4. Track Your Ticket

- Once submitted, you can find your ticket under **Open Tickets**
- You can track the status and updates of your ticket here

Mobile App Option:

You can also raise tickets through the Keka mobile app by:

1. Accessing the **Helpdesk** tab
2. Clicking on **Rise a Helpdesk Ticket**
3. Following the same process as the web version
4. You can also attach relevant documents or files through the mobile app

The ticket will be assigned to the appropriate department and person for resolution once submitted.