IT Support Guidebook

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Introduction

This guidebook is designed to help Tata Capital users receive timely IT support by following the proper processes.

Project: Tata Capital Limited
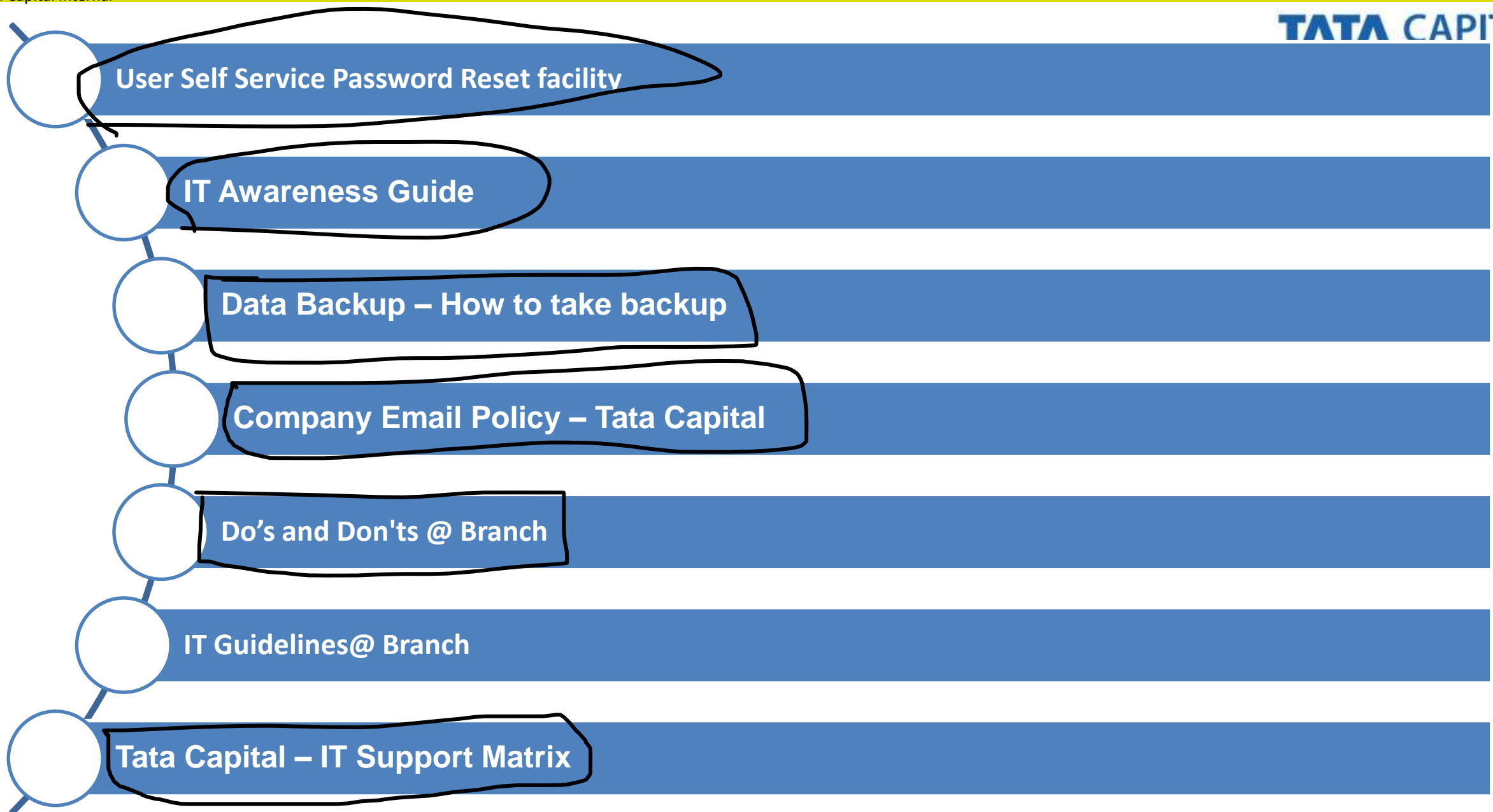
Presented by: Vivek Gijare

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Why IT Service Desk

How to Raise an IT Request

How to track your request

Raising a Request through Mobile

Password Change Policy

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- User Self Service Password Reset facility
- IT Awareness Guide
- Data Backup – How to take backup
- Company Email Policy – Tata Capital
- Do's and Don'ts @ Branch
- IT Guidelines@ Branch
- Tata Capital – IT Support Matrix

🗔 Why IT Service Desk?

The **IT Service Desk** is your **single point of contact** for all IT-related needs at Tata Capital. It ensures that your issues and requests are tracked, managed, and resolved efficiently.

✅ **What It Handles**

•**Incidents**: Hardware issues, printer problems, network outages, email issues, etc.

•**Requests**: New hardware/software requests, access permissions, etc.

•**Asset Management**: Maintains and manages IT assets across the organization.

•🔄 **Every request/incident is tracked until resolution.**

❗ Requests not logged with the IT Service Desk may be missed.

📞 **How to Contact the IT Service Desk**

In order of preference:

1.**Online Self-Service (24x7)** – *Most Preferred* URL: http://itservicedesk.tatacapital.com

2.**Email:** ✉@ **ITService@tatacapital.com**

3.**Phone:** ☎🗔 **040-6602 7799**

You will receive a **ticket number and severity level** upon logging a request. You can track the status online using the ticket number.

Service Window

•**Operational Hours**: 9 AM – 9 PM (Monday to Saturday)

•**Resident Engineers**: Available 9:30 AM – 6:30 PM

•**After 6 PM**: Contact the Service Desk directly

•**Note**: The Service Desk supports all **TCL group companies**

How to Raise an IT Request

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How to Raise an IT Request – Tata Capital: Option 1: Email Method

- Send a **fresh email** (not a reply or forward) to: **ITService@tatacapital.com**

- **Important:** Do **not** use "Reply" or "Forward" in the subject line. Only fresh emails will be accepted for ticket creation.

Option 2: Manual Request via URL

Open the following URL on your **laptop or desktop**: http://itservicedesk.tatacapital.com   (Pls. save it in your Browser Favourite).

- You will get below screen post login .

There are two way through which you can raise a request .
- Raise via Catalogue browsing .
- Raise via search bar

Raising request through catalogue browsing

Click on Browse Categories and Navigate to IT Issue (For ex. IT > End User Services > Laptop Services) as shown in below screenshot

.

- You will land on below screen .
- Provide additional information like Description, Detailed Description of the issue and
- ⬜ Submit Request.

- Post Submission of your request you will be given a Request ID (REQ0000000XXXXX) for all reference and tacking.

Raising Request through Search Bar :

- At Home page Type your issue or related keywork in the search bar as highlighted .
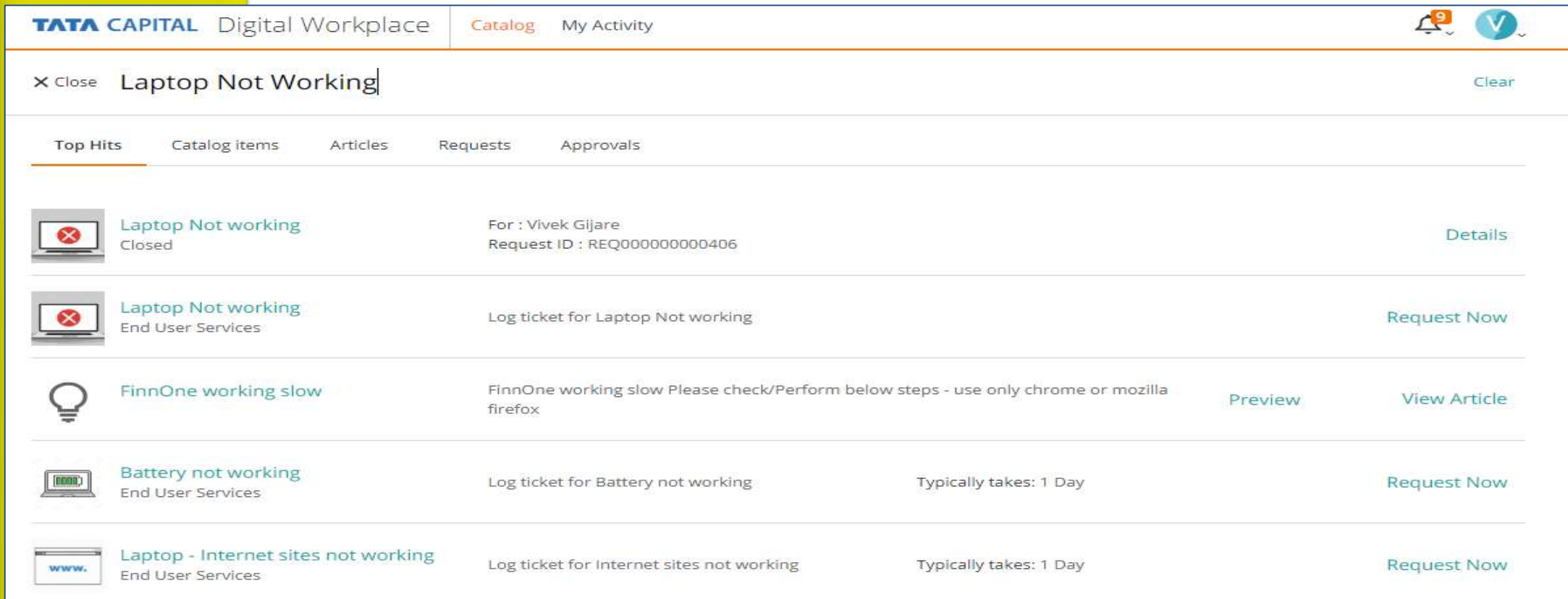
- You will get all relevant requests / issues and knowledge article related to your search .
- Select the appropriate one and click on "request now .

- You will land on below screen .
- Provide additional information like Description, Detailed Description of the issue and
- ☐ Submit Request.
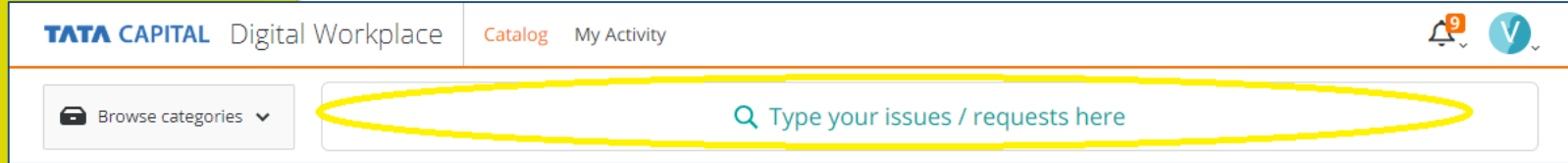

- Post Submission of your request you will be given a Request ID (REQ0000000XXXXX) for all reference and tacking.

- Click on My Activity TAB on Home page . Will be shown all your pending and closed request with their current status .

Raising a Request through Mobile

- Pls. Download Microsoft Edge browser on your mobile . (For Android & iOs)
- Click on the URL received on mail or open the edge browser and type below URL:
  http://itservicedesk.tatacapital.com (Pls. add it Edge Browser Favourite or select option add to home screen)

- Enter your credentials and click Sign-In (Username – tatacapital\domain ID or your tatacapital email ID / Password - your domain password) .
- Post login you you will be able to login your request via search or browse category or via search bar .

- Click in the 3 Line icon in the left top of the App and select My Activity.

- You will finds all your previous request with their status .

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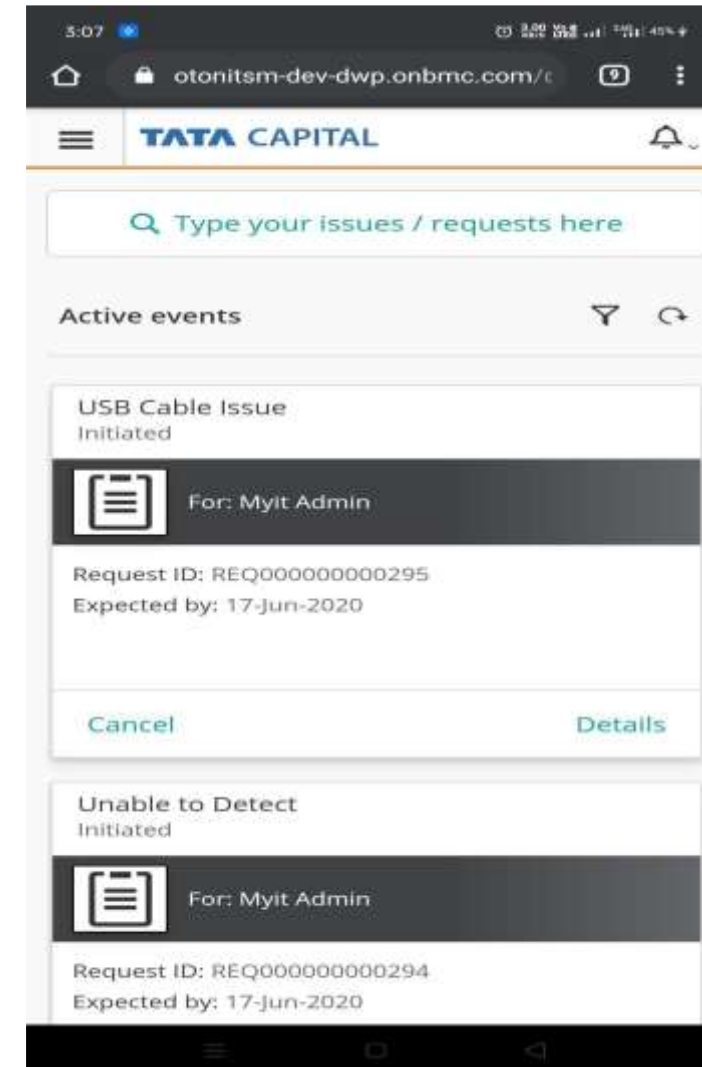
🔐 Password Change Policy – Every 45 Days

📌 Policy Statement
All users are required to change their system passwords **every 45 days** to maintain the security and integrity of the organization's IT systems.

✅ Key Guidelines
•Passwords must be updated **before the 45-day expiration**.
•Users will receive **automated reminders** starting 7 days before expiry.
•Passwords must meet the following criteria:
   •Minimum 8 characters
   •At least one uppercase letter
   •At least one lowercase letter
   •At least one number
   •At least one special character (e.g., @, #, $, etc.)
•Reuse of the **last 3 passwords is not allowed**.

⚠️ Non-Compliance
Failure to change the password within the 45-day window will result in:
•**Account lockout**
•Required contact with IT Helpdesk for reset

⬜ How to Change Your Password
1.Press Ctrl + Alt + Delete
2.Select **Change a password**
3.Enter your current password and the new password
4.Confirm and submit

📞 Need Help?
Contact the IT Helpdesk:
•✉@ Email: itservice@tatacapital.com☎⬜ Phone: 040-6602 7799

User Self Service Password Reset facility

User can use **User Self Service Password Reset** facility to reset your **domain id / email id** password **at anytime from anywhere** using any of two options given below.

Available Options:

Option 1 : Using Web based link

If your computer is connected to Internet, you may change your password by visiting following URL:

https://apps6.tatacapital.com/iisadmpwd/

Option 2 : Using SMS facility from your registered mobile number

- **To reset** domain id / email id password (in case your password is not getting accepted or your password is expired):

  a) Send SMS **RESET TCL** to mobile number **9246828041** (New password will be sent to your mobile number via SMS)

- **To unlock** domain id in case you are getting error message that "Your account has been locked out":

  a) Send SMS **UNLOCK TCL** to mobile number **9246828041** (Account will be unlocked and unlock confirmation will be sent to you via SMS. You can continue using the same password for logging onto system and email)

Ensure that the SMS is sent from your registered mobile number only.

Kindly ensure that your correct mobile number is always updated in Outlook.

Please note:

- Your newly chosen password must comply to company's password policy, i.e. it should have minimum 8 characters, at-least one number between 0 to 9 and at-least one special character for e.g. @, #, !, $. You will not be able to reuse your last 5 passwords.
- New password will be immediately effective for VPN login, all business applications, including AD integrated business applications and web based systems and Office 365 applications (such as Outlook, OneDrive, etc).
- However, for your laptop /desktop system local logon (where you press CTL+ALT+DEL), you need to continue to login in your laptop with your old password, till the time you to connect to corporate network next time, using VPN or on LAN. Once you have successfully connected to VPN, the laptop/desktop local logon password would automatically synchronise to your new changed password.

Please note that manual password reset through IT Service Desk is no longer available and hence please do not raise any Password Reset requests with IT Service team.

☐ IT Awareness Guide – Tata Capital

IT team is happy to help you. Kindly raise the request first by using the portal (http://itservicedesk.tatacapital.com) Link is also available on Capital Square.

o Don't keep the Stapler pin and toner, near to Scanner/Printer as it is harmful.
o Don't keep anything in the Server room (IT Room).
o Don't connect any personal device to the TCL Network.
o Don't connect any IT asset in TCL Network without IT approval which is not allocated to you.
o Always keep IT assets clean and care it properly.
o Always keep your data backup on OneDrive.
o Always quickly respond to the IT Team for compliance-related emails.
o Always follow the IT Support Matrix.
o Kindly Visit weekly once in the branch, connect LAN Cable restart the system, and keep your laptop connected to LAN for 4 to 5 hours to get the latest update from the server.
o Daily Shutdown of your System by EOD and on your laptop daily when you start working hours for smooth system performance.
o Additional Software: Standard software is already installed on the system. For additional software please contact IT (ITservice@tatacapital) while logging requests. IT service desk will help you with the approval process.

🔲 IT Awareness Guide – Tata Capital

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📷 1. Cybersecurity Awareness

- Recognize phishing emails and suspicious links.

- Use strong, unique passwords and change them every 45 days.

- Never share passwords or sensitive information via email.

- Enable multi-factor authentication (MFA) wherever possible.

🔲 2. Responsible IT Usage

- Use company devices and software only for work-related tasks.

- Avoid installing unauthorized applications.

- Report lost or stolen devices immediately to IT.

✉@ 3. Email Etiquette & Safety

- Use professional language in all communications.

- Do not forward chain mails or spam.

- Verify email addresses before sending sensitive data.

🔲 4. IT Support Process

- Raise IT requests via:

  - **Email**: ITService@tatacapital.com (fresh email only)

  - **Portal**: http://itservicedesk.tatacapital.com

  - **Phone**: 040-6602 7799

- Follow escalation matrix for unresolved issues.

📷 🖫 5. Data Backup & Management

- Regularly back up important files to **OneDrive**.

- Avoid storing sensitive data on local drives or USBs.

- Follow data retention and deletion policies.

🔲 💻 6. Asset Management

- For asset-related queries, email: itassetmanagement@tatacapital.com

- Do not exchange or dispose of IT assets without approval.

📢 7. Reporting & Compliance

- Report any IT incidents or suspicious activity immediately.

- Follow company IT policies and guidelines.

- Participate in periodic IT awareness training sessions.

Data Backup and how to take backup on OneDrive

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Data backup is user responsibility – user need to ensure their backup is happening on OneDrive.
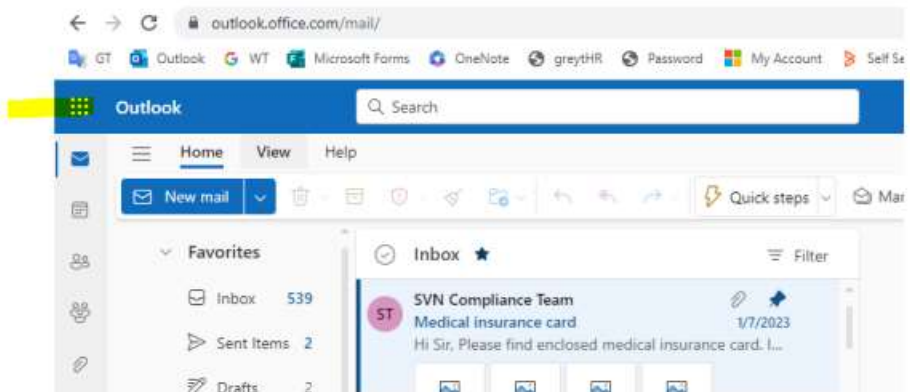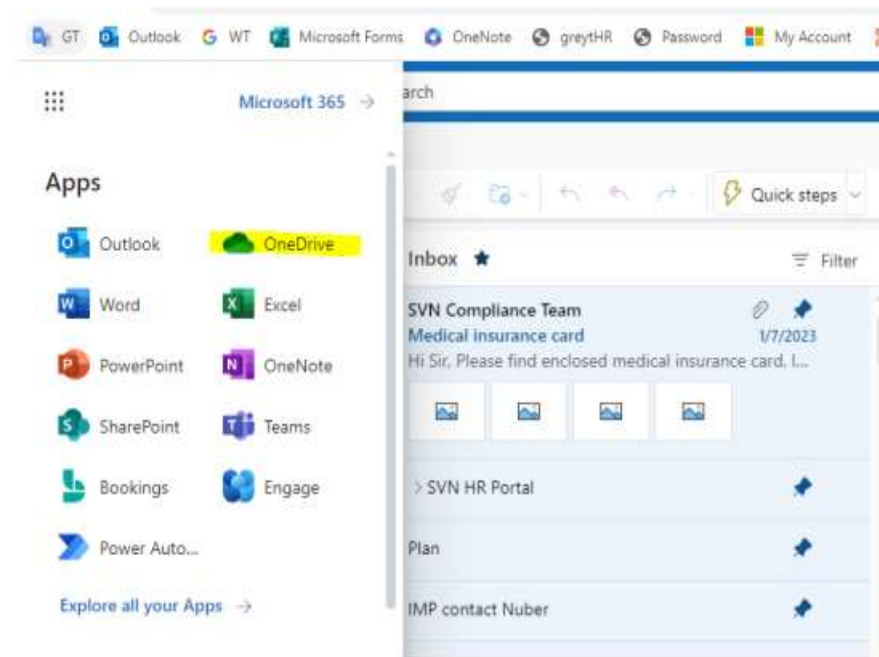
3. As per below snap Click on Add New >> Folder Upload
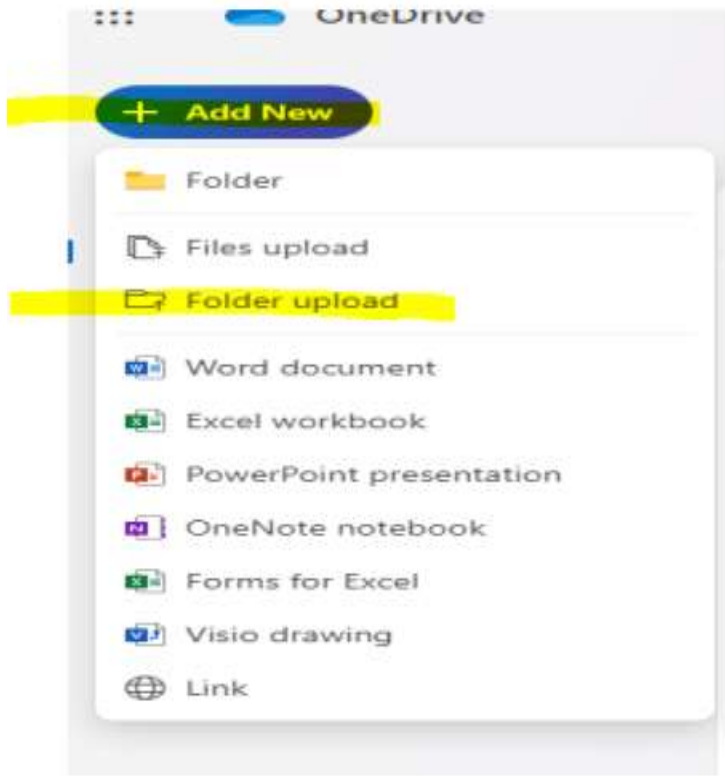
4. Click on browse and select your Backup folder then click on upload.
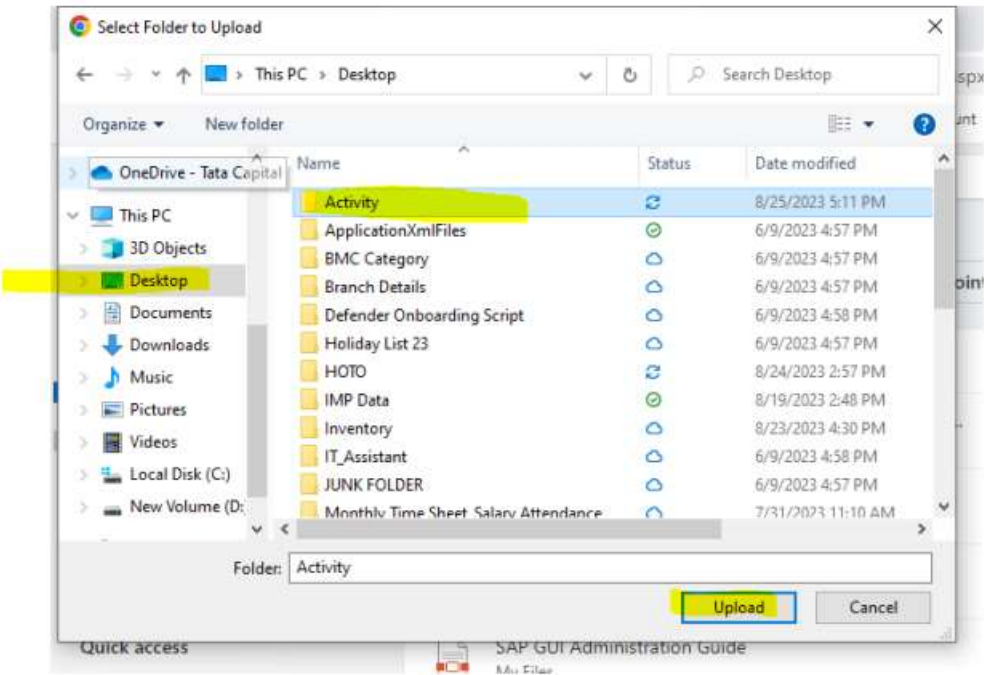
Once folder uploaded successfully, please cross check your data is available on OneDrive before submitting your laptop.

✉@ Company Email Policy – Tata Capital

🔏 Purpose

To ensure secure, professional, and responsible use of company email systems for internal and external communication.

✅ Usage Guidelines

- Use company email **only for business-related communication**.

- Do not use email for **personal, promotional, or unauthorized activities**.

- Always maintain a **professional tone and language**.

- Avoid sending **confidential or sensitive information** without encryption or approval.

- Email Size limit is **10 MB** in total size. If the email exceeds this limit, it will not be delivered to the recipient.

⊘ Prohibited Activities

- Sharing passwords or login credentials via email.

- Sending bulk emails without IT or management approval.

- Using email for harassment, threats, or discriminatory content.

- Forwarding chain mails, spam, or non-business-related content.

📌 Security Practices

- Do not click on suspicious links or attachments.

- Report phishing or unusual emails to **ITService@tatacapital.com**.

- Change your email password every **45 days** as per policy.

- Use **strong passwords** and enable multi-factor authentication if available.

Do's and Don'ts @ Branch

- Restart your system at least once in a day for optimal performance .
- Make sure that only legally licensed software are installed on your PC/laptop to comply with company's security policy .
- Keep attachments in compressed (zip) form, to ensure that mails do not take much time. If Don't have WinZip , you can use Windows Default Compression utility . No License Required and by default available with you.
- You can take Double sided Printing by doing just one check in your Printer settings.
- Avoid Stapler pins near printer area
- Please don't add/ change LAN cables in the branch. Loose/ hanging cables result in unstable connectivity. Don't have loose/ hanging cables in branch
- Movement of asset from one branch to other should not be done without informing TCL IT and IMAC process to be followed strictly.
- Always log call at IT ServiceDesk for all your IT issues and take ticket number for future reference.
- Perform any troubleshooting activity at Network devices in sync with IT support engineer.
- Jack in Jack Out Network cables from Network devices (switches, routers, POE etc.)
- Switch router power on & power off
- Ensure the earthing parameters as follow :
  - Phase to Neutral: 220 to 240 Volt
  - Phase to Earth: 220 to 240 Volt
  - Neutral to Earth: 0.1 to 3 Volt
- Server room/HUB room should be cleaned & AC cooling should be well maintained :
- During Teams meeting suggest using voice calls only instead of video call unless & until its required.
- Avoid data copying to one drive during biz peak hours unless not critical or urgent.
- Ensure Network devices are rack mounted or kept on tray inside the rack.

IT Guidelines@ Branch

Check UPS battery indicator at least once a month (green, amber & red). Inform IT Service if the indicator has turned amber

Pls. do not extend LAN point by connecting non-standard Hub/Switches without consultation of IT .This may lead to slowness and downtime of entire branch LAN connectivity .

PCs/ Switches/ Routers should always be on UPS power.

Printer should not be on UPS power.

Non IT equipment (Fan/ AC/ Lighting) should never be connected to UPS.

Check earthing through a local electrician at least once a month along with necessary rectification. E-N voltage should be less than 1 V at any given point of time.

Rodents cause frequent damages to Cables. Pest control should be periodically done.

Call IT Team if not clear about any IT process or policy

Tata Capital – IT Support Matrix

Level 1 - Role	S2 - Entire Branch is impacted	S3 - One user Impacted	Contact Name	Mail ID	Contact Number
Regional IT Coordinators West	After Working 4 Hrs	After 8 Working Hrs	Ankit Patel	support.west@tatacapital.com	9424768426
Regional IT Coordinators North	After Working 4 Hrs	After 8 Working Hrs	Anand Kumar	support.north@tatacapital.com	9560045339
Regional IT Coordinators East	After Working 4 Hrs	After 8 Working Hrs	Kabir Sikdar	support.east@tatacapital.com	9883348686
Regional IT Coordinators South	After Working 4 Hrs	After 8 Working Hrs	Vikas Kumar	support.south@tatacapital.com	7004039157
IT Team Lead Lower Parel	After Working 4 Hrs	After 8 Working Hrs	Abhijit Sarvankar	sabhijeet.karvy@tatacapital.com	9930896914
IT Team Lead Thane Lodha	After Working 4 Hrs	After 8 Working Hrs	Shehzad Unawala	ushehzad.svn@tatacapital.com	9867639333

For the Non-RE location were engineer physically not available

Level 1 - Role	S2 - Entire Branch is impacted	S3 - One user Impacted	Contact Name	Mail ID	Contact Number
Central IT Team Lead	After Working 4 Hrs	After 8 Working Hrs	Varun Raj	rvarun.svn@tatacapital.com	7013273064
Central IT Team Manager	After Working 4 Hrs	After 8 Working Hrs	Krishna Mohan	kmohan.hcl@tatacapital.com	9949997733

For all your Asset management related mail please send on itassetmanagement@tatacapital.com

Level 2	If no resolution within 10 working hours	Anandmohan Jha (7400166984)	janandmohan.svn@tatacapital.com
Level 3	If no resolution after **12 working hours**	Vivek Gijare	vivek.gijare@tatacapital.com

★ Important Notes

- This IT matrix ensures **critical issues receive timely attention**.

- Before escalating:

  - Ensure a **Request ID** is raised.

  - Mention that **TAT (Turnaround Time)** has expired.

  - Confirm that the **IT Support Team has not provided a resolution**.

- Some issues may require more time than the defined TAT. In such cases, the Service Desk will inform the user of the **expected resolution time**.

IT is always there to help. Just a call away.

Online http://itservicedesk.tatacapital.com
Email   itservice@tatacapital.com
Call   040-6602 7799