

# IT Support Guidebook

**TATA CAPITAL**

Count on us



## 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



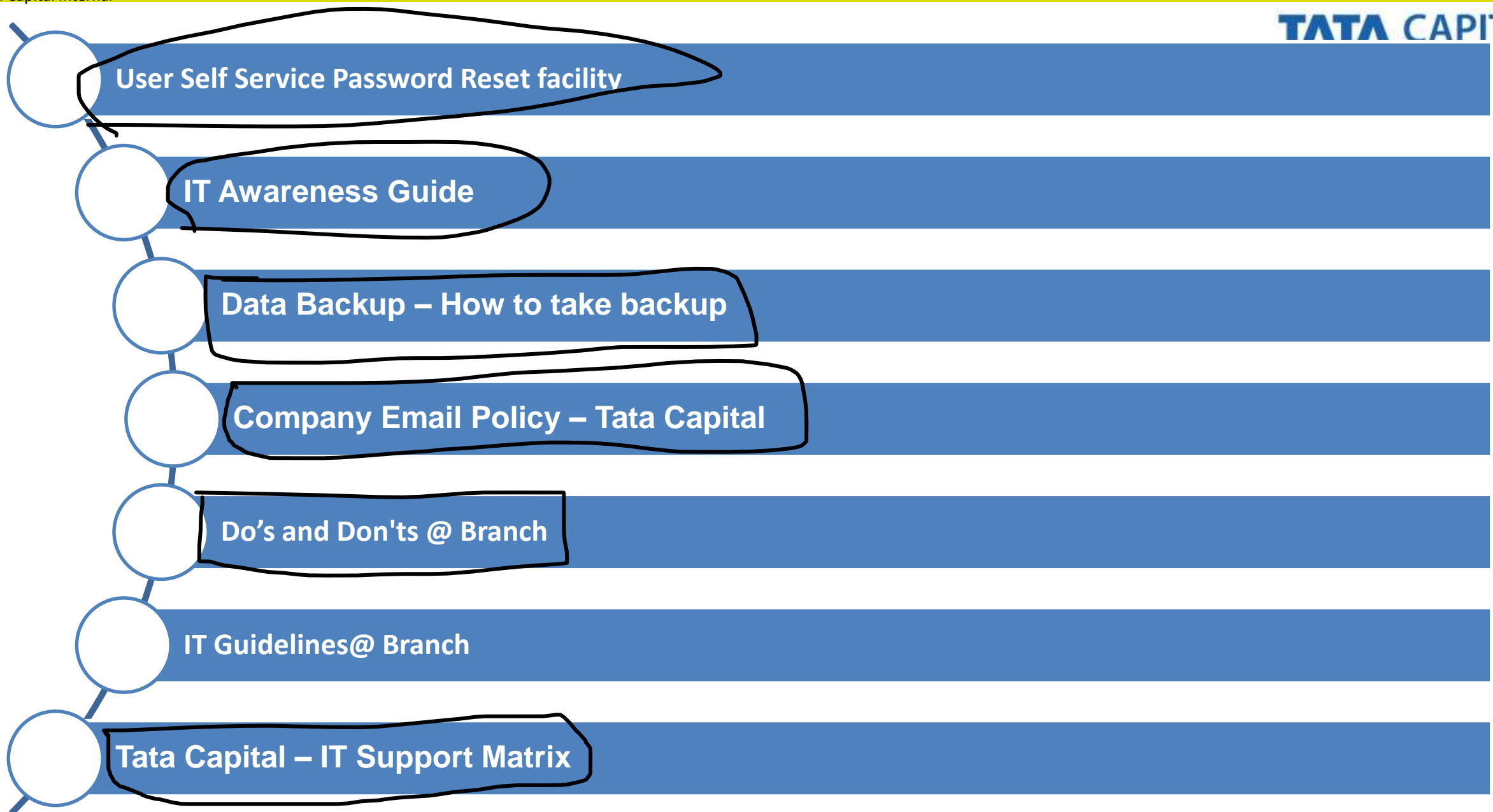
Why IT Service Desk

How to Raise an IT Request

How to track your request

Raising a Request through Mobile

Password Change Policy



# □ 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](mailto: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

## 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](mailto: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 ).



The screenshot shows a web browser window with the URL <https://adfs.tatacapital.com/adfs/ls/?SAMLRequest=nVRNb9pAFPwr1t4X28Q01gqQKKgqUtoioD30Ej2vH81K%2B2H2rZP033dtSOID5YCPb0fzZuaNPCUwuhGLNjz...>. The page features a large blue abstract graphic on the left and a white login area on the right. The login area includes the Tata Capital logo, the text "Sign in with your organizational account", and two input fields: one for the email address (containing "someone@example.com") and one for the password (containing the text "Password"). A blue "Sign in" button is located below the password field.

Tata Capital

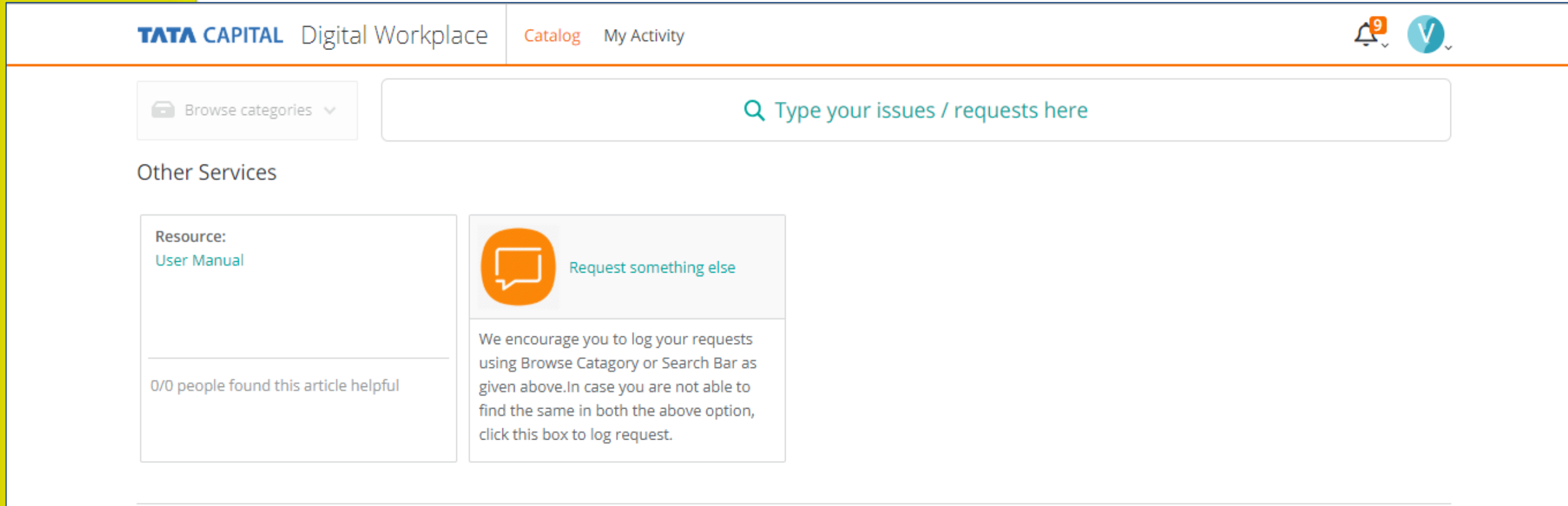
Sign in with your organizational account

someone@example.com

Password

Sign in

- You will get below screen post login .



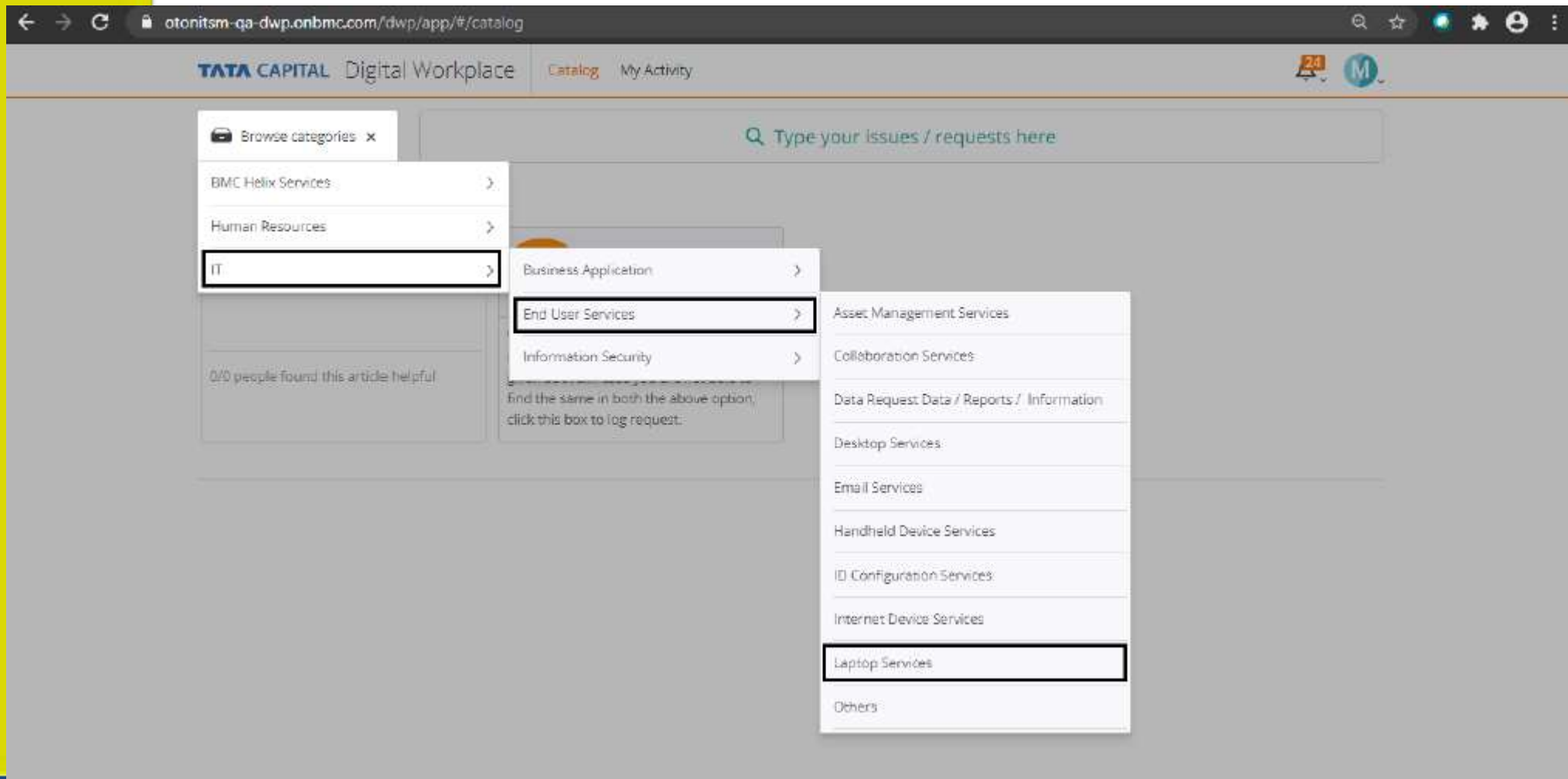
The screenshot displays the TATA CAPITAL Digital Workplace interface. At the top, the header includes the TATA CAPITAL logo, the text "Digital Workplace", and navigation links for "Catalog" and "My Activity". On the right side of the header, there are icons for notifications (a bell with a red '9') and a user profile (a blue circle with a white 'V'). Below the header, the main content area features a "Browse categories" dropdown menu on the left and a large search bar with the placeholder text "Type your issues / requests here". Under the "Browse categories" dropdown, the section "Other Services" is visible. It contains two main components: a "Resource" section on the left and a "Request something else" section on the right. The "Resource" section shows a link to "User Manual" and indicates that "0/0 people found this article helpful". The "Request something else" section includes an orange speech bubble icon and a text box explaining that users are encouraged to log requests using the Browse Category or Search Bar, and that clicking the box will log a request.

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.

[< Catalog](#)[Checkout](#)[☆ Favorite](#)[➦ Share](#)

**Laptop Not working**  
Laptop Not working

### Description


Log ticket for Laptop Not working

This request needs to be completed by

### Provide request details

Description \*

Large attachments (2 MB and more) can take more time to upload

 Attach Files

 or drag and drop files here

Maximum file size: 5.00 MB  
Maximum file count: 3

Submit Request

Request for: Vivek Gijare [Edit](#)

Email: Vivek.Gijare@tatacapital.com [Edit](#)

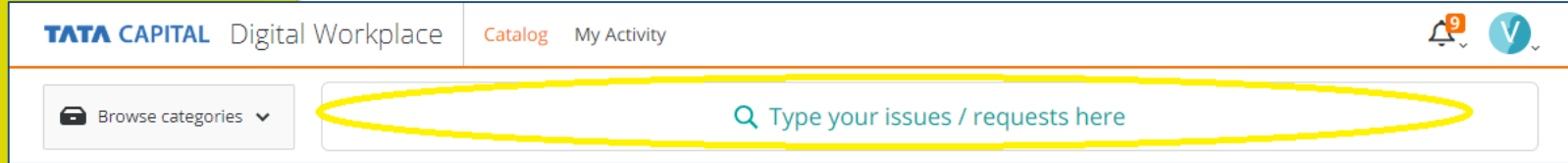
Phone: 8975751653 [Edit](#)

- 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 .

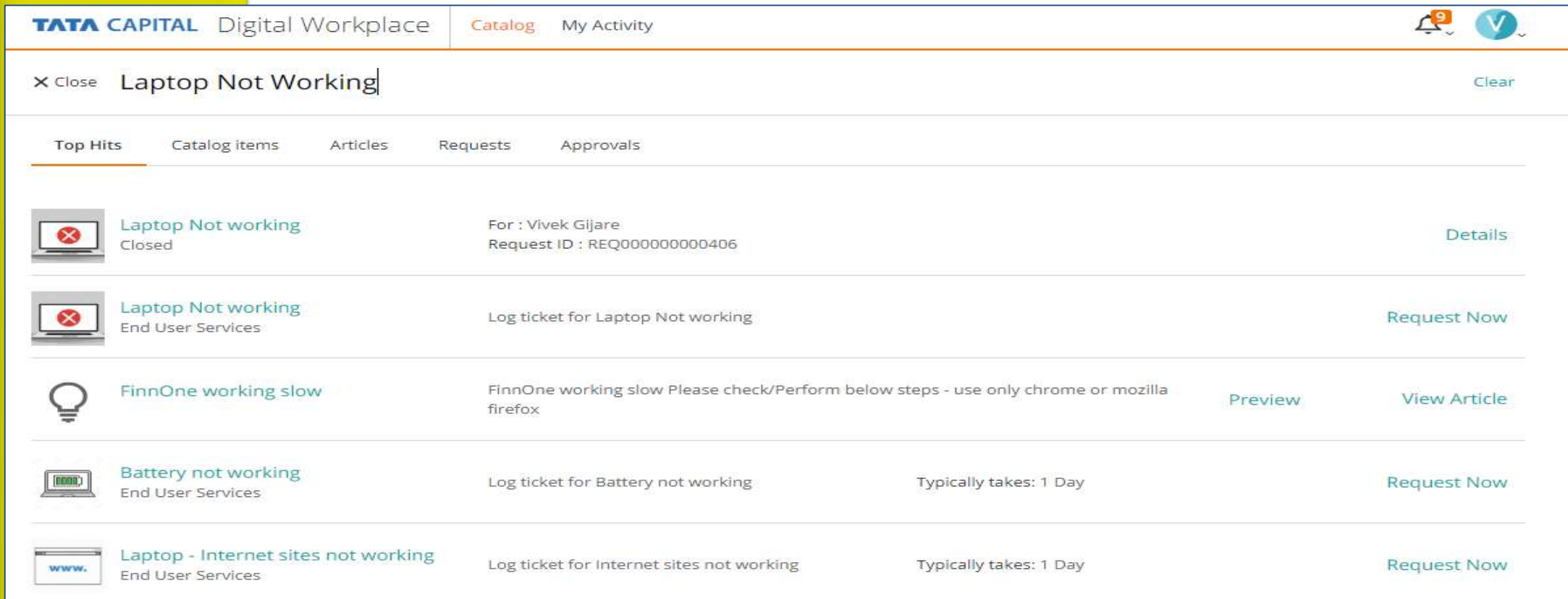


TATA CAPITAL Digital Workplace Catalog My Activity

Browse categories ▼

🔍 Type your issues / requests here






- You will get all relevant requests / issues and knowledge article related to your search .
- Select the appropriate one and click on “request now” .



TATA CAPITAL Digital Workplace Catalog My Activity


✕ Close Laptop Not Working Clear

Top Hits Catalog items Articles Requests Approvals

	Laptop Not working Closed	For : Vivek Gijare Request ID : REQ000000000406	Details
	Laptop Not working End User Services	Log ticket for Laptop Not working	Request Now
	FinnOne working slow	FinnOne working slow Please check/Perform below steps - use only chrome or mozilla firefox	Preview View Article
	Battery not working End User Services	Log ticket for Battery not working	Typically takes: 1 Day Request Now
	Laptop - Internet sites not working End User Services	Log ticket for Internet sites not working	Typically takes: 1 Day Request Now

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

[< Catalog](#)[Checkout](#)[☆ Favorite](#)[➦ Share](#)

**Laptop Not working**  
Laptop Not working

### Description


Log ticket for Laptop Not working

This request needs to be completed by

### Provide request details

Description \*

Large attachments (2 MB and more) can take more time to upload

 Attach Files

or drag and drop files here

Maximum file size: 5.00 MB  
Maximum file count: 3

Submit Request

Request for: Vivek Gijare [✎ Edit](#)

Email: Vivek.Gijare@tatacapital.com [✎ Edit](#)

Phone: 8975751653 [✎ Edit](#)



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


## How to track your request

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




TATA CAPITAL Digital workplace

Catalog My Activity


 

 Hello, how can I help you?

Active events (10)

Laptop Not working  
Initiated


 For: You

Request ID: REQ000000025931

Cancel

Details


Desktop - Blue Dump Error  
Pending

 For: You

Request ID: REQ000000025929  
Expected by: May 29, 2020

Details

test  
Initiated




 For: You


Request ID: REQ000000025926

Cancel

Details

Past events (1 - 10)


 Filter: All  

 test30  
Completed

For: You

Request ID: REQ000000024611


Date: May 29, 2020

 Desktop not working  
Completed

For: You

Request ID: REQ000000025925

Date: May 27, 2020

 Access to existing Shared Folder  
Cancelled

For: You

Request ID: REQ000000025915

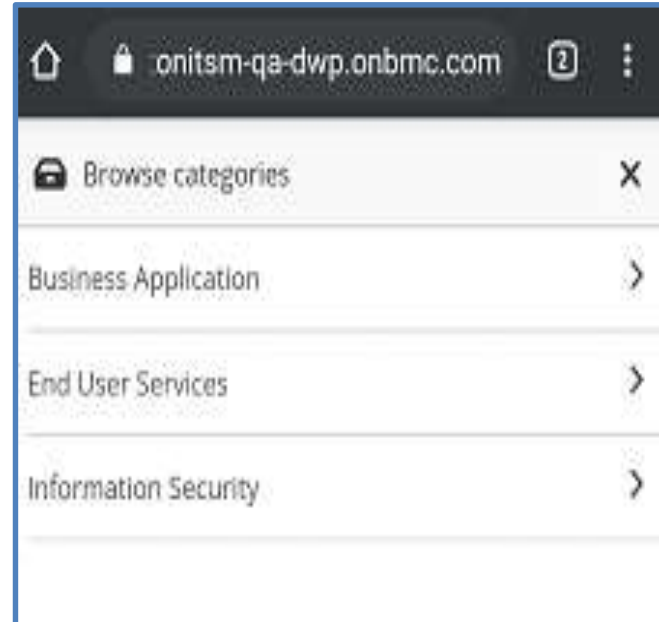
Date: May 26, 2020

# 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 .



The screenshot shows the login page of the Tata Capital IT Service Desk. The browser address bar displays 'adfs.tatacapital.com/adfs/'. The page features the Tata Capital logo at the top. Below it, there is a sign-in prompt: 'Sign in with your organizational account'. There are two input fields: one for the username, which contains the text 'someone@example.com', and another for the password. A blue 'Sign In' button is located at the bottom left of the form.



The screenshot shows a mobile browser interface with a 'Browse categories' menu open. The browser address bar shows 'onitsm-qa-dwp.onbmc.com'. The menu lists four categories: 'Business Application', 'End User Services', and 'Information Security', each with a right-pointing arrow. There is also an 'X' icon to close the menu.



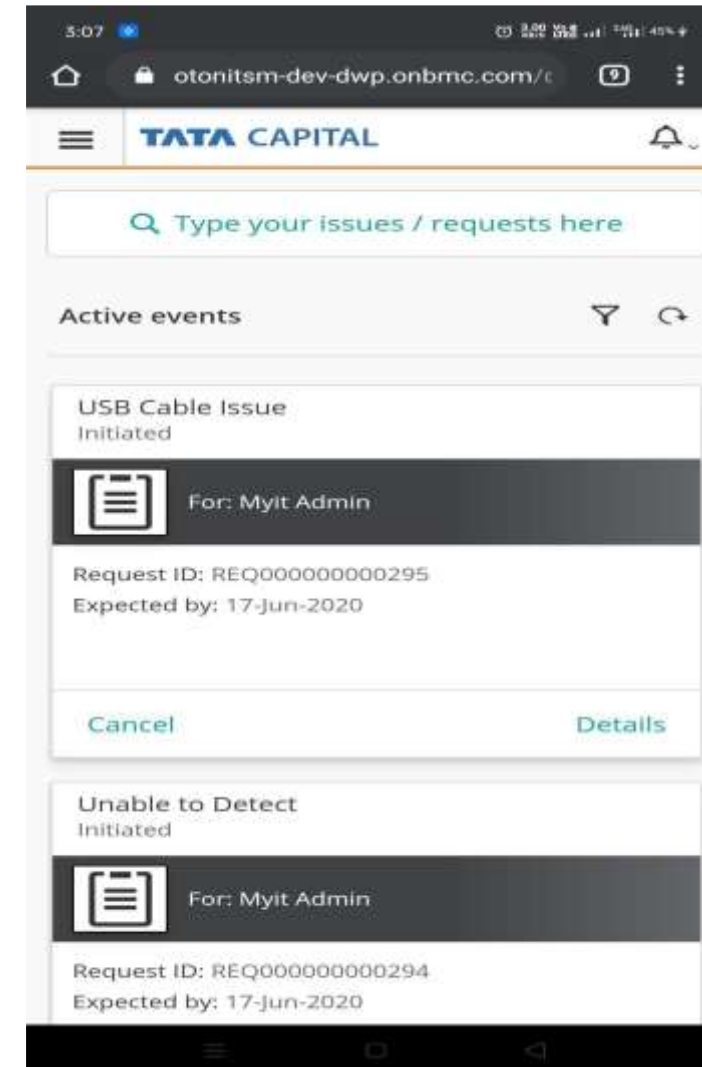
The screenshot shows the home page of the Tata Capital IT Service Desk after login. The browser address bar shows 'onitsm-qa-dwp.onbmc.com'. The page has a header with the Tata Capital logo and a search bar with the placeholder text 'Type your issues / requests here'. Below the search bar, there is a section titled 'Other Services' which includes a 'Resource: User Manual' link and a 'Re' button. At the bottom, there is a message: '0/0 people found this article helpful' and a note: 'We encourag requests usin Search Bar as you are not a'.

## How to track your requests on mobile

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



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



## 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](mailto: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<sup>15</sup> 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.

- Don't keep the Stapler pin and toner, near to Scanner/Printer as it is harmful.
- Don't keep anything in the Server room (IT Room).
- Don't connect any personal device to the TCL Network.
- Don't connect any IT asset in TCL Network without IT approval which is not allocated to you.
- Always keep IT assets clean and care it properly.
- Always keep your data backup on OneDrive.
- Always quickly respond to the IT Team for compliance-related emails.
- Always follow the IT Support Matrix.
- 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.
- Daily Shutdown of your System by EOD and on your laptop daily when you start working hours for smooth system performance.
- 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

## 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](mailto: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](mailto: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

Data backup is user responsibility – user need to ensure their backup is happening on OneDrive.

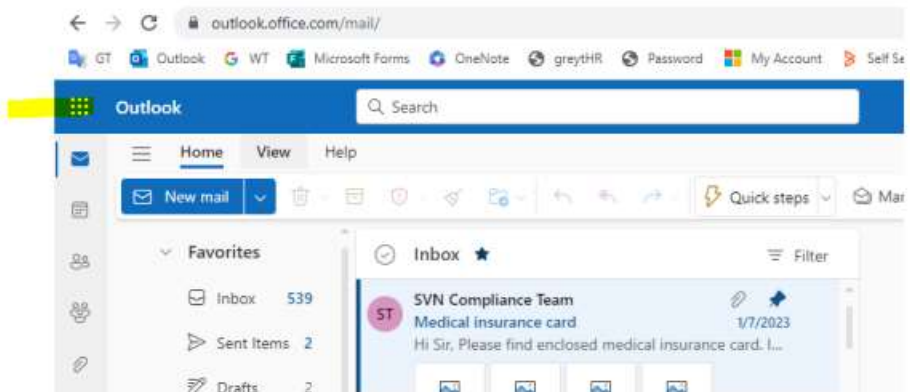
## OneDrive Backup guide.

Create one Backup folder and move your all files & folder in that Backup folder.

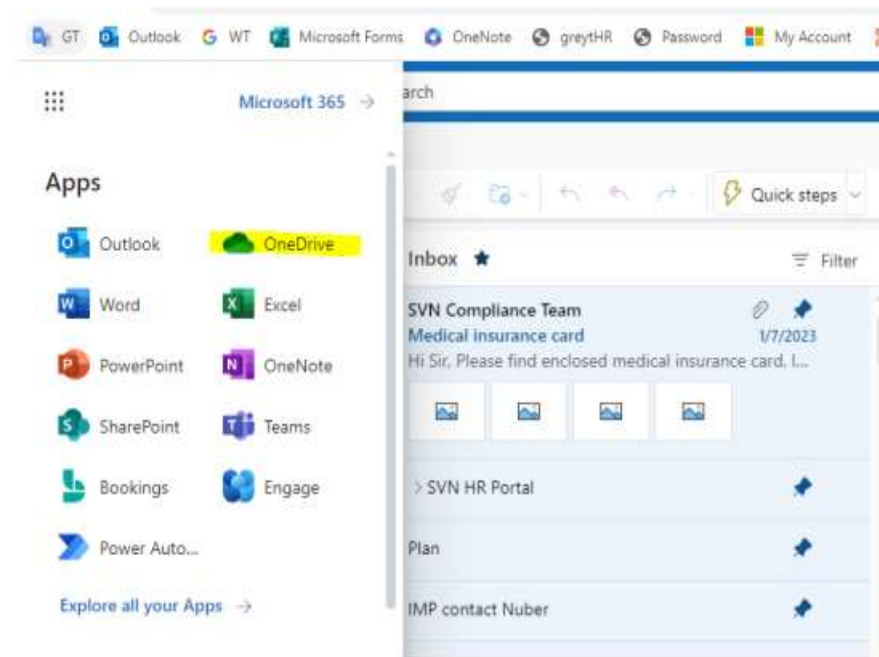
Open webmail and follow below given step.

Step

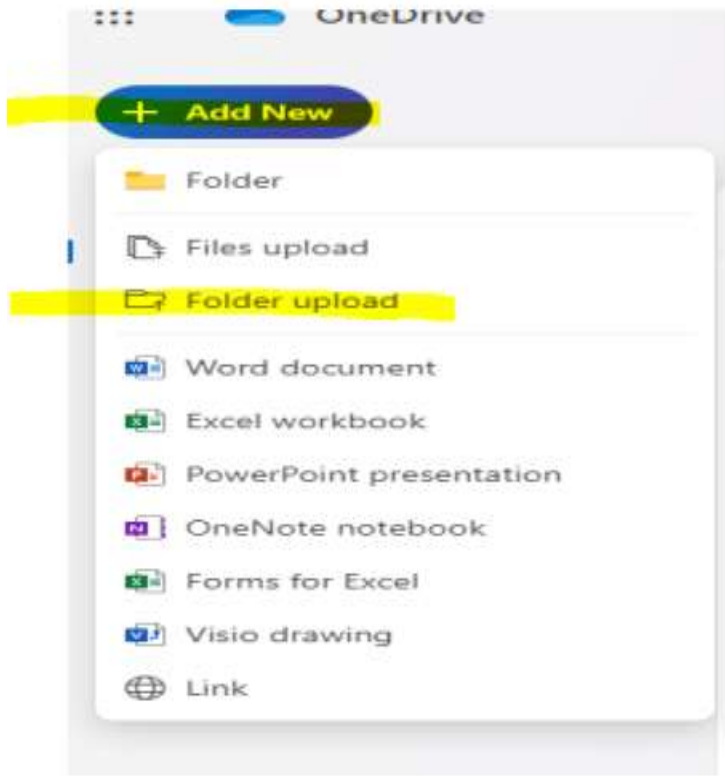
1. Open Webmail (<https://outlook.office.com/mail/> & [mail.tatacapital.com](mailto:mail.tatacapital.com)) and then click on 9 dot as per below given snap.



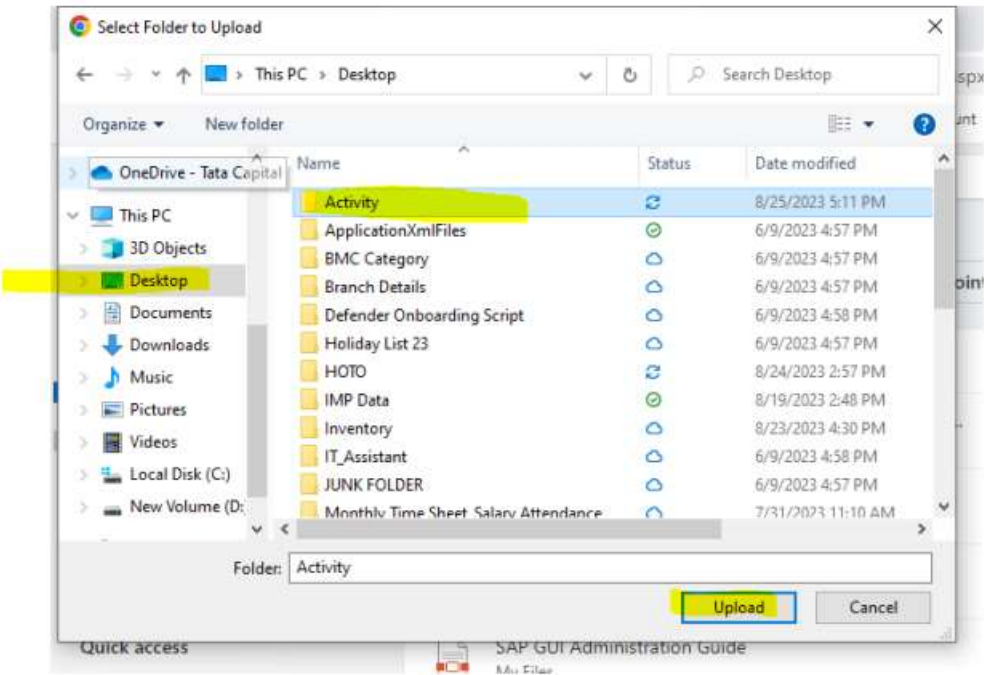
2. Under 9 dot Apps option > Click on OneDrive.



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](mailto: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	<a href="mailto:support.west@tatacapital.com">support.west@tatacapital.com</a>	9424768426
Regional IT Coordinators North	After Working 4 Hrs	After 8 Working Hrs	Anand Kumar	<a href="mailto:support.north@tatacapital.com">support.north@tatacapital.com</a>	9560045339
Regional IT Coordinators East	After Working 4 Hrs	After 8 Working Hrs	Kabir Sikdar	<a href="mailto:support.east@tatacapital.com">support.east@tatacapital.com</a>	9883348686
Regional IT Coordinators South	After Working 4 Hrs	After 8 Working Hrs	Vikas Kumar	<a href="mailto:support.south@tatacapital.com">support.south@tatacapital.com</a>	7004039157
IT Team Lead Lower Parel	After Working 4 Hrs	After 8 Working Hrs	Abhijit Sarvankar	<a href="mailto:sabhijeet.karvy@tatacapital.com">sabhijeet.karvy@tatacapital.com</a>	9930896914
IT Team Lead Thane Lodha	After Working 4 Hrs	After 8 Working Hrs	Shehzad Unawala	<a href="mailto:ushehzad.svn@tatacapital.com">ushehzad.svn@tatacapital.com</a>	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	<a href="mailto:rvarun.svn@tatacapital.com">rvarun.svn@tatacapital.com</a>	7013273064
Central IT Team Manager	After Working 4 Hrs	After 8 Working Hrs	Krishna Mohan	<a href="mailto:kmohan.hcl@tatacapital.com">kmohan.hcl@tatacapital.com</a>	9949997733

**For all your Asset management related mail please send on [itassetmanagement@tatacapital.com](mailto:itassetmanagement@tatacapital.com)**

<b>Level 2</b>	If no resolution within 10 working hours	Anandmohan Jha (7400166984)	<a href="mailto:janandmohan.svn@tatacapital.com">janandmohan.svn@tatacapital.com</a>
<b>Level 3</b>	If no resolution after <b>12 working hours</b>	Vivek Gijare	<a href="mailto:vivek.gijare@tatacapital.com">vivek.gijare@tatacapital.com</a>



## 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](mailto:itservice@tatacapital.com)

Call 040-6602 7799