

## DO YOU KNOW?

# How to log ticket for any IT related issues.

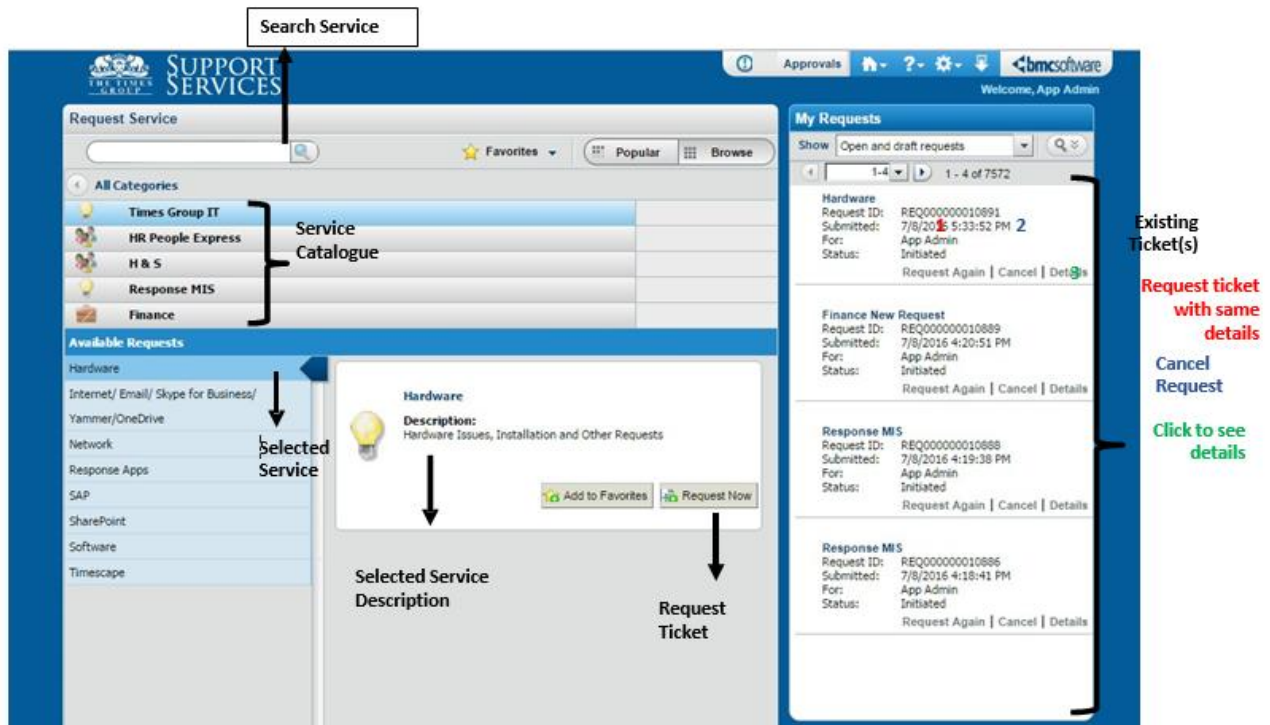
### Description:

Logging tickets for any IT related issues will help you in tracking the resolution provided or it is pending for any reason, it also creates the history of tickets logged for your hardware (Laptop/Desktop), which will help IT to take appropriate action. This will also help you in getting the IT services on time, because each ticket has the SLA where support team will have to respond to that ticket. If the ticket is not responded on time it automatically gets escalated to upper level. Below are the steps for logging ticket,

Step 1. Click on "Timesgroup Service Desk" as shown in below screen shot.

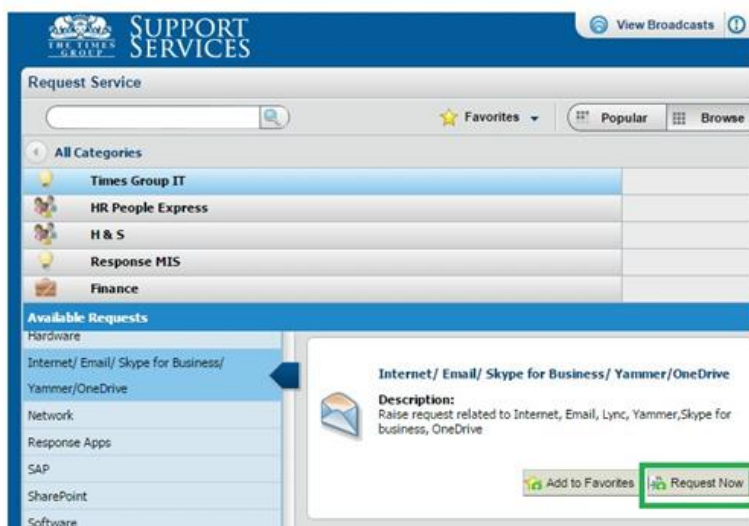


Step 2. Below screen will appear.



The screenshot shows the 'Request Service' page. At the top, there is a 'Search Service' box. Below it, the 'Service Catalogue' lists various categories like 'Times Group IT', 'HR People Express', 'H & S', 'Response MIS', and 'Finance'. The 'Available Requests' section shows a list of services, with 'Hardware' selected. The 'Selected Service Description' for 'Hardware' is displayed, along with a 'Request Now' button. On the right, the 'My Requests' section shows a list of existing tickets, including 'Hardware', 'Finance New Request', and 'Response MIS'. Annotations include: 'Search Service' pointing to the search bar, 'Service Catalogue' pointing to the list of categories, 'Selected Service' pointing to the 'Hardware' category, 'Selected Service Description' pointing to the description of the selected service, 'Request Ticket' pointing to the 'Request Now' button, and 'Existing Ticket(s)' pointing to the list of requests on the right. Red text indicates 'Request ticket with same details' and 'Cancel Request'. Green text indicates 'Click to see details'.

Step 3. Once you have selected the service, click on "Request Now".



The screenshot shows the 'Request Service' page with the 'Request Now' button highlighted in green. The 'Available Requests' section shows a list of services, with 'Internet/ Email/ Skype for Business/ Yammer/OneDrive' selected. The 'Selected Service Description' for this service is displayed, along with the 'Request Now' button. The 'Request Now' button is highlighted with a green box.

Step 1. Select a Service

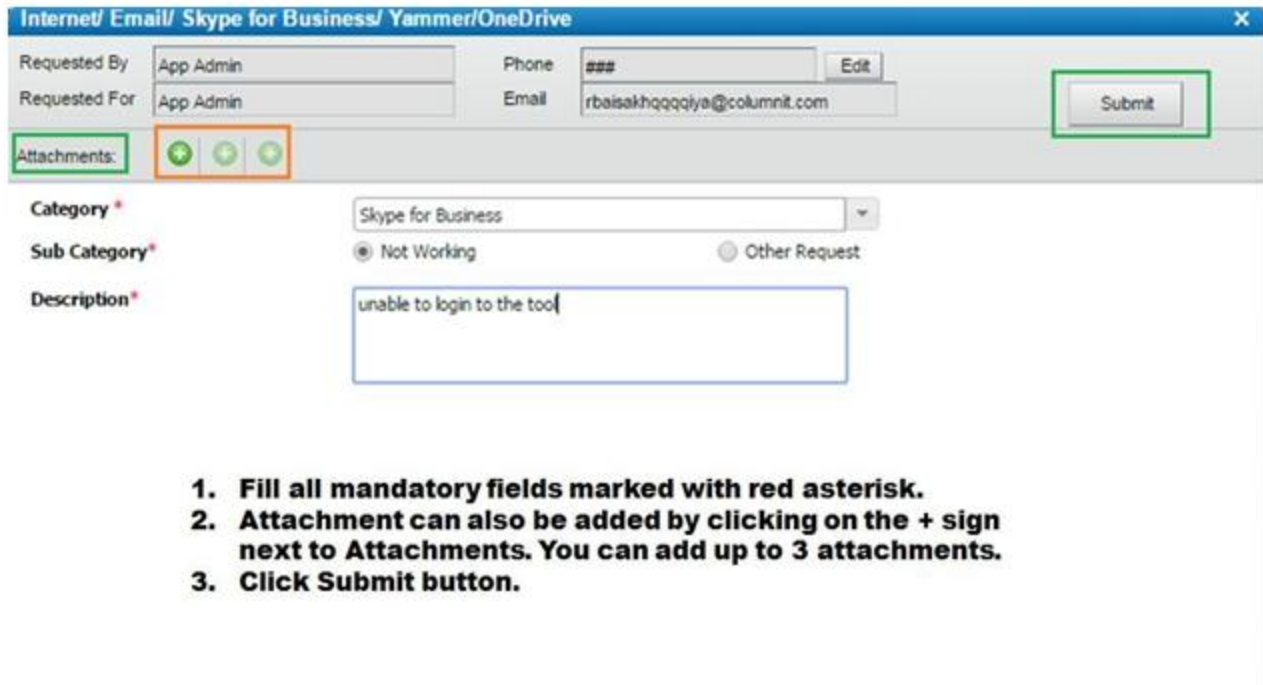
Step 2. Click on Request Now.

Step 3. Form will appear. Fill Details and submit.

Attachment limit  
3 MB

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Step 4. Below form will appear.



**Internet/ Email/ Skype for Business/ Yammer/OneDrive**

Requested By: App Admin Phone: ### Edit

Requested For: App Admin Email: rbaisakhqqqly@a@columnit.com Submit

Attachments: + + +

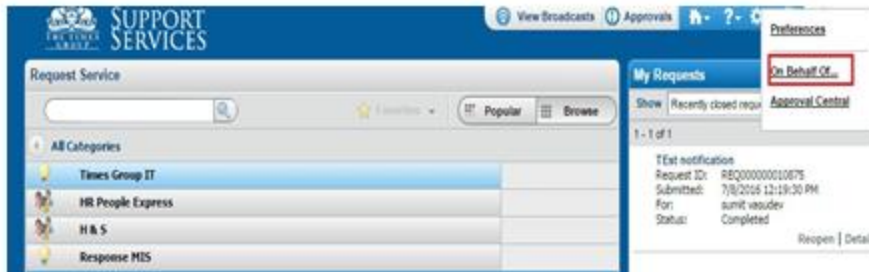
Category: Skype for Business

Sub Category: ☒ Not Working ☐ Other Request

Description: unable to login to the tool

1. Fill all mandatory fields marked with red asterisk.
2. Attachment can also be added by clicking on the + sign next to Attachments. You can add up to 3 attachments.
3. Click Submit button.

Step 5. You can also raise the ticket on behalf of your team members



**SUPPORT SERVICES**

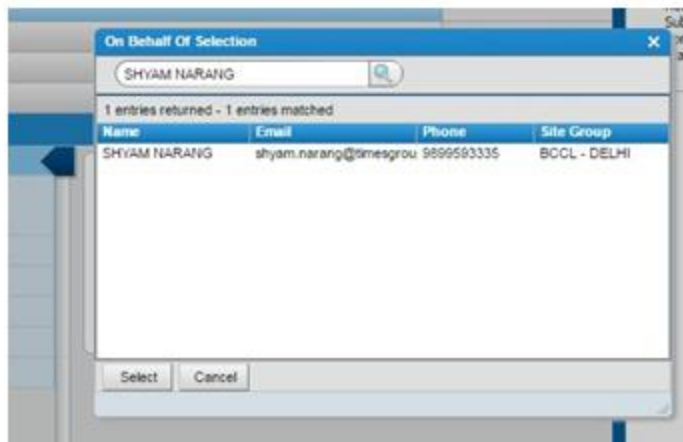
Request Service

Search: [ ]

Categories: Times Group IT, HR People Express, H & S, Response MIS

My Requests

On Behalf Of: [ ]



**On Behalf Of Selection**

Search: SHYAM NARANG

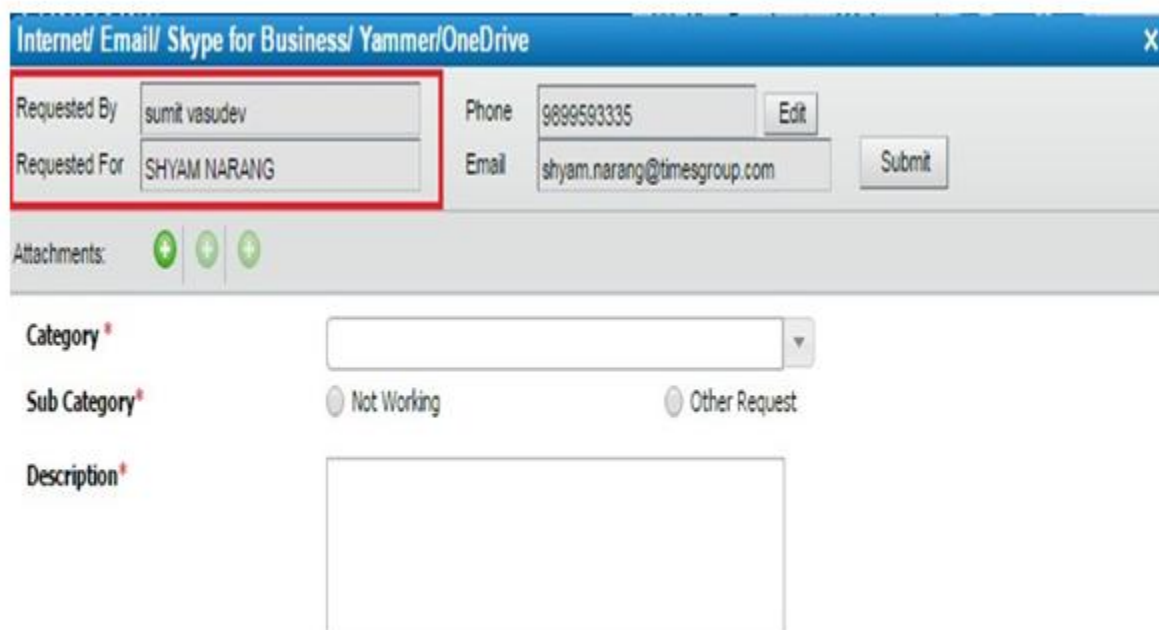
1 entries returned - 1 entries matched

Name	Email	Phone	Site Group
SHYAM NARANG	shyam.narang@timesgroup.com	9899563335	BCCL - DELHI

Select Cancel

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Step 6. Below screen will appear for raising the tickets on behalf.



The screenshot shows a web form for raising tickets. The top section has a blue header with the text "Internet/ Email/ Skype for Business/ Yammer/OneDrive". Below this, there are two rows of input fields. The first row has "Requested By" with the value "sumit vasudev" and "Phone" with the value "9899593335". The second row has "Requested For" with the value "SHYAM NARANG" and "Email" with the value "shyam.narang@timesgroup.com". There are "Edit" and "Submit" buttons. Below these fields is an "Attachments" section with three green plus icons. Further down, there is a "Category" dropdown menu, a "Sub Category" section with two radio buttons labeled "Not Working" and "Other Request", and a "Description" text area.

Note: TGIT Helpdesk can be contacted on below details

Email: [tgit.helpdesk@timesgroup.com](mailto:tgit.helpdesk@timesgroup.com)

Toll Free: [1800110021](tel:1800110021)

**THANK YOU**