

HelpDesk Ticket Management System (HTMS)

Application Sign-Up & Users Documentation

1. Introduction.

This documentation provides clear and formal instructions for signing up for the HelpDesk Ticket Management System (HTMS) application. HTMS is a powerful ticketing system that allows users to raise tickets for various IT-related issues and track their progress until resolution. By following the steps outlined below, users will be able to create an account and access the application's features, enabling them to raise tickets and track their progress seamlessly.

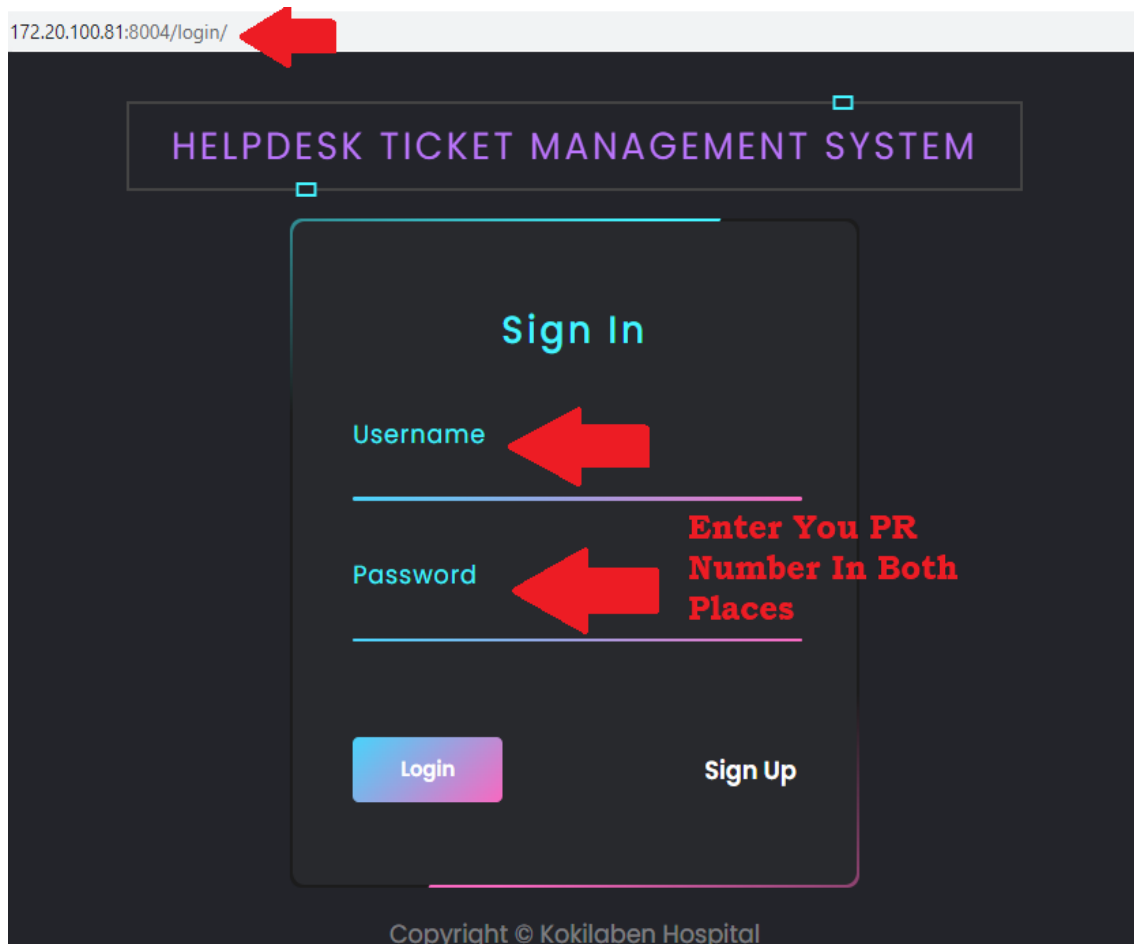
The HTMS application is designed to streamline the IT support process and ensure efficient issue resolution. Whether you need assistance with software problems, hardware malfunctions, or any other IT-related issues, the HTMS application is your go-to platform for requesting help and staying informed about the progress of your tickets.

This documentation aims to provide comprehensive guidance to ensure a smooth sign-up process, allowing users to quickly take advantage of the features and benefits offered by the HTMS application. If you have any questions or encounter difficulties during the sign-up process, our IT Department is readily available to assist you. Please refer to the contact information provided in Section 2 for further assistance.

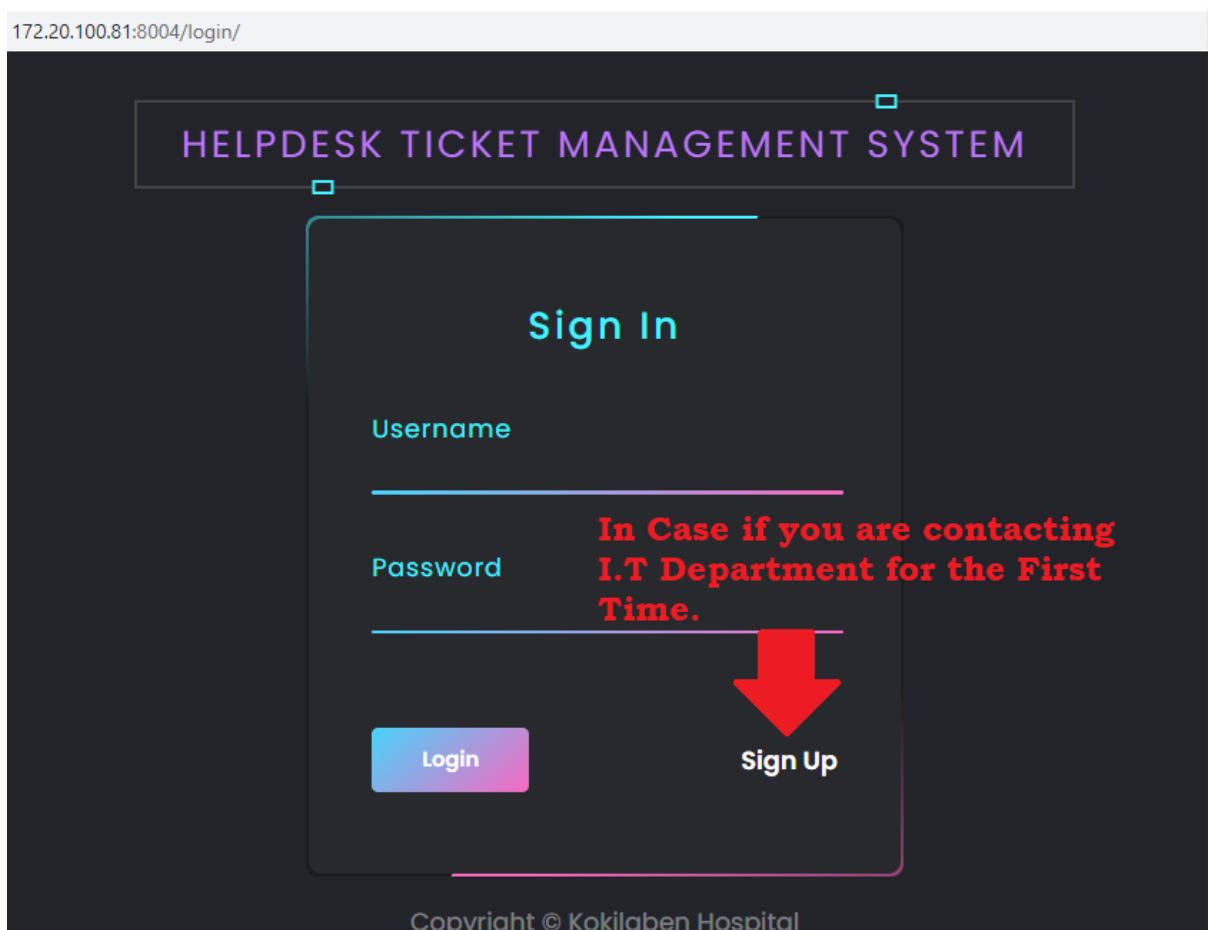
2. Contacting IT Department

If you encounter any I.T related issues, you can contact the IT Department for assistance. Use one of the following methods:

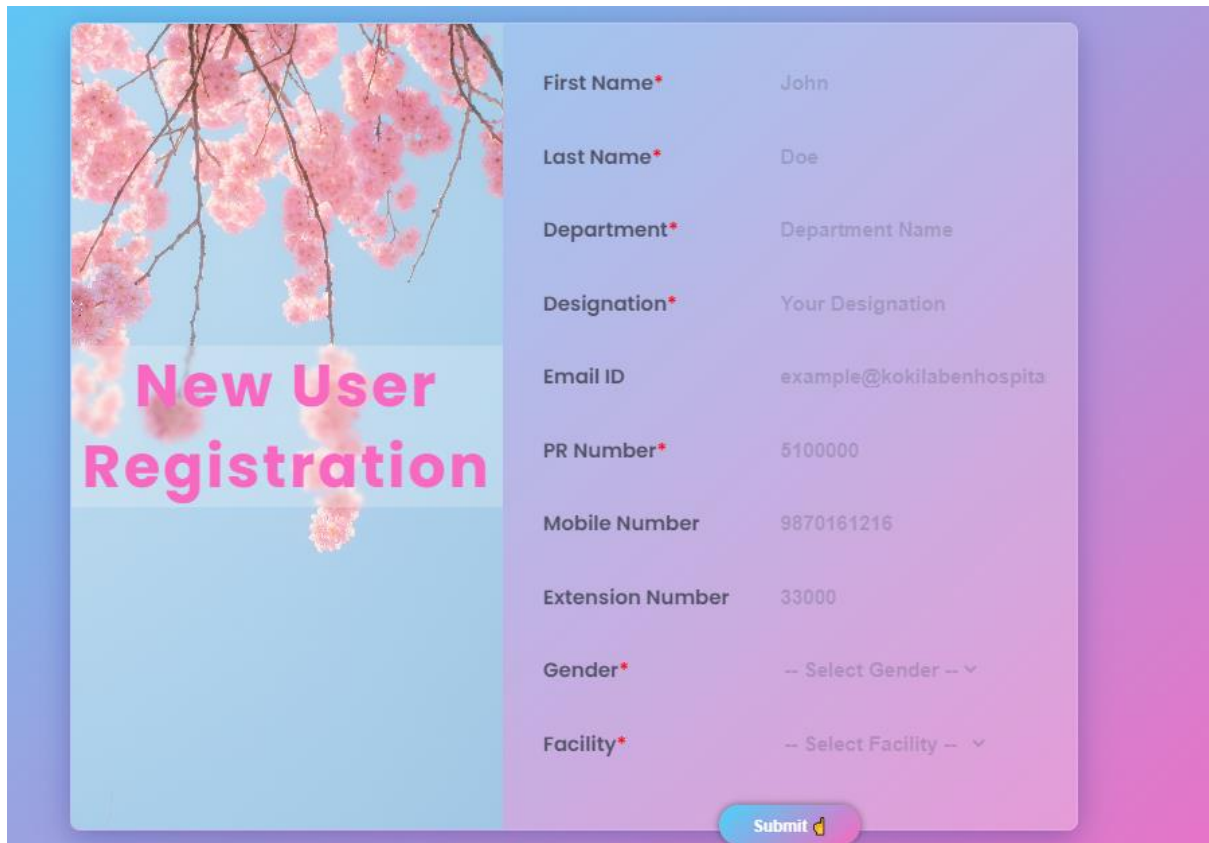
- Dial 33333 or 33330 from a landline phone to reach the IT Department.



- Visit our website at <http://172.20.100.81:8004/login/> and raise a support ticket.
- On the login page, enter your PR number as your username and password.



- Whenever you contact I.T Department all you are automatically signed up. But if your contacting I.T Department for the first time then click on the "Sign Up" button on the page. You will be redirected to a sign-up form.

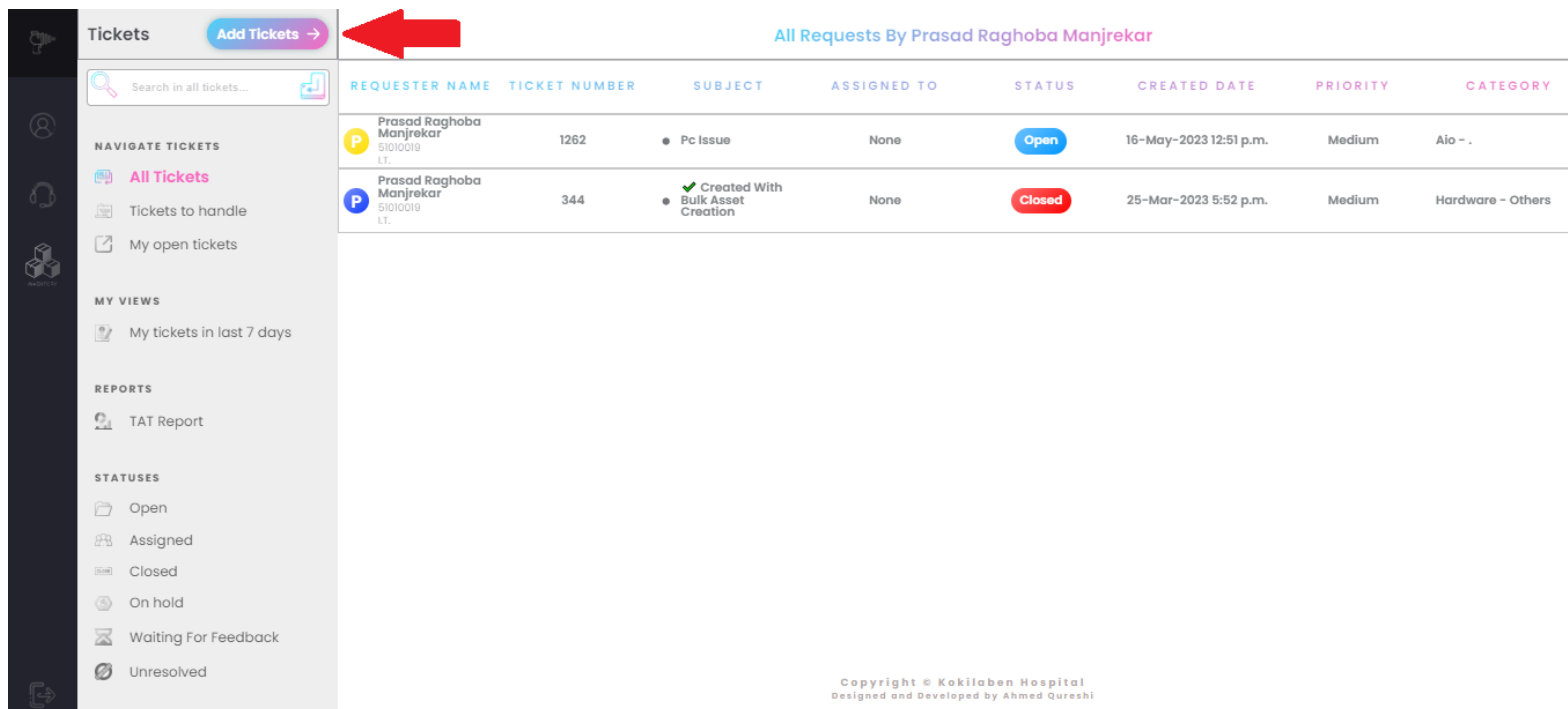
A screenshot of a 'New User Registration' form. The form is set against a light purple background with a decorative image of pink cherry blossoms on the left. The title 'New User Registration' is in large, bold, pink letters. The form fields are as follows:

Field	Value
First Name*	John
Last Name*	Doe
Department*	Department Name
Designation*	Your Designation
Email ID	example@kokilabenhospita
PR Number*	5100000
Mobile Number	9870161216
Extension Number	33000
Gender*	-- Select Gender --
Facility*	-- Select Facility --

A blue 'Submit' button with a right-pointing arrow is located at the bottom right of the form.

- Fill in the required details in the sign-up form accurately. Provide the necessary information as requested in the form.
- After filling up the information, click on the "Submit" The form will be processed, and you will be redirected to the login page.
- On the login page, enter your PR number as your username and password. Click on the "Login" button.

3. User Dashboard Overview Once logged in, you will be redirected to the User Dashboard. The User Dashboard provides an organized view of your tickets, allowing you to easily manage and track their status.

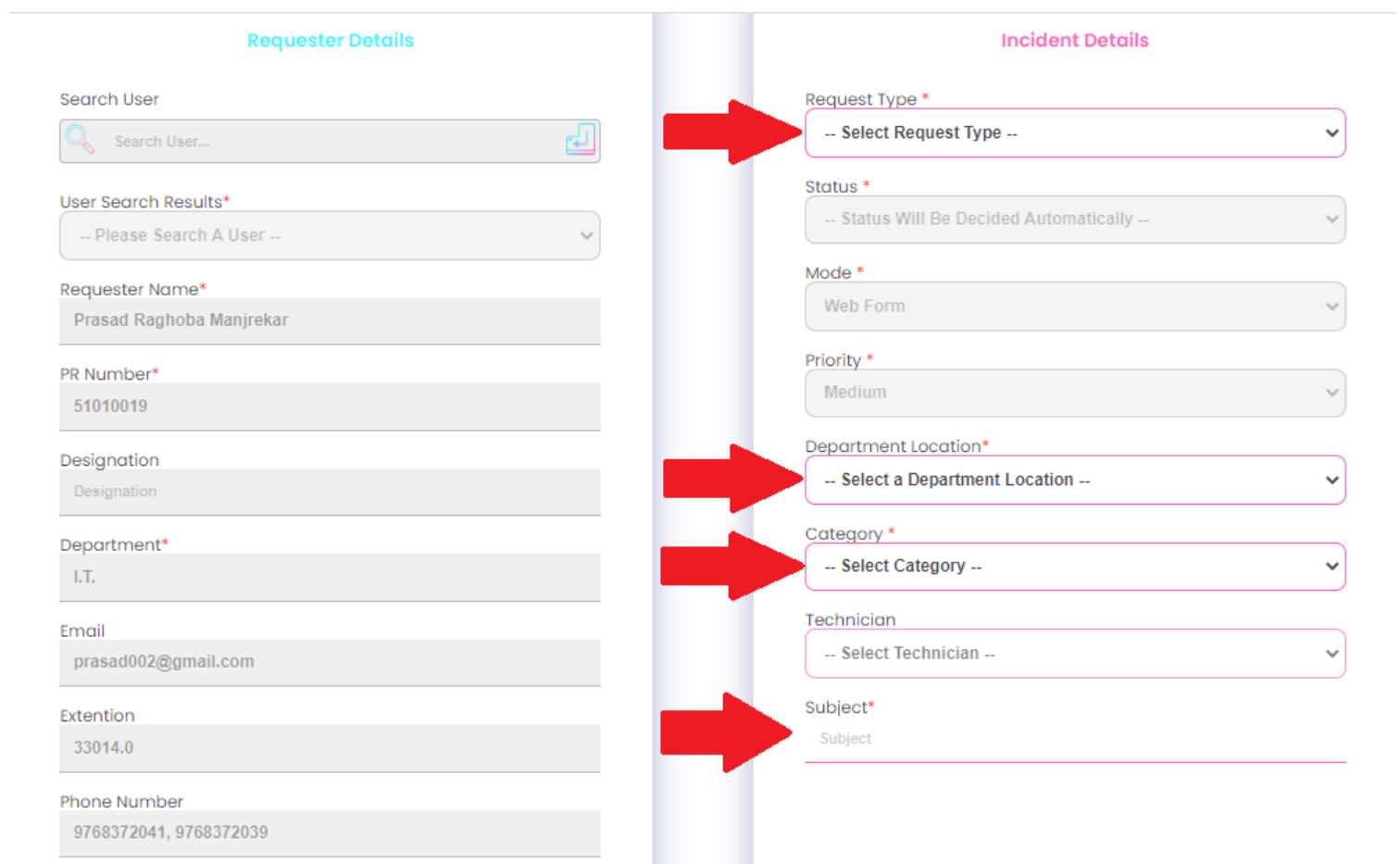


The screenshot shows the User Dashboard interface. On the left is a sidebar with navigation options: Tickets (with an 'Add Tickets' button), NAVIGATE TICKETS (All Tickets, Tickets to handle, My open tickets), MY VIEWS (My tickets in last 7 days), REPORTS (TAT Report), and STATUSES (Open, Assigned, Closed, On hold, Waiting For Feedback, Unresolved). The main area displays a table titled 'All Requests By Prasad Raghoba Manjrekar' with columns: REQUESTER NAME, TICKET NUMBER, SUBJECT, ASSIGNED TO, STATUS, CREATED DATE, PRIORITY, and CATEGORY. Two tickets are listed: one with status 'Open' and one with status 'Closed'. A red arrow points to the 'Add Tickets' button in the sidebar.

REQUESTER NAME	TICKET NUMBER	SUBJECT	ASSIGNED TO	STATUS	CREATED DATE	PRIORITY	CATEGORY
Prasad Raghoba Manjrekar 51010019 I.T.	1262	Pc Issue	None	Open	16-May-2023 12:51 p.m.	Medium	Alo - .
Prasad Raghoba Manjrekar 51010019 I.T.	344	Created With Bulk Asset Creation	None	Closed	25-Mar-2023 5:52 p.m.	Medium	Hardware - Others

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4. Adding a New Ticket To add a new ticket, follow these steps:
a. Locate and click on the "Add a Ticket" button.



The screenshot shows the 'Add a Ticket' form, divided into 'Requester Details' and 'Incident Details' sections. Red arrows point to the 'Request Type', 'Department Location', 'Category', and 'Subject' fields in the Incident Details section.

Requester Details

Search User
Search User...

User Search Results*
-- Please Search A User --

Requester Name*
Prasad Raghoba Manjrekar

PR Number*
51010019

Designation
Designation

Department*
I.T.

Email
prasad002@gmail.com

Extention
33014.0

Phone Number
9768372041, 9768372039

Incident Details

Request Type *
-- Select Request Type --

Status *
-- Status Will Be Decided Automatically --

Mode *
Web Form

Priority *
Medium

Department Location*
-- Select a Department Location --

Category *
-- Select Category --

Technician
-- Select Technician --

Subject*
Subject

5. A new ticket form will appear, prompting you to provide the necessary details. Most of the fields will be pre-filled for you and won't be editable. Fill in the required fields, as shown in the screenshot marked with the red arrow.



6. Locate and Click on the "Submit" at the bottom of the page .

7. Viewing Existing Tickets On the User Dashboard, you will find a list of all the tickets you have raised. Each ticket will typically display the following information:

- Ticket ID: A unique identifier for each ticket.
- Ticket Title: A concise summary of the ticket's subject or issue.
- Ticket Status: The current status of the ticket (e.g., Open, In Progress, Closed).
- Ticket Creation Date: The date and time when the ticket was created.

Note: The fields and options available when adding a new ticket may vary depending on the specific system or application you are using.