



Helpdesk

HOW TO USE

MNS UET Helpdesk

Log in to MNS UET Helpdesk

Email

Next

Need an account? [Sign up](#)

Navigate to

<https://mnsuet.atlassian.net/servicedesk/>

MNS UET Helpdesk

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Next

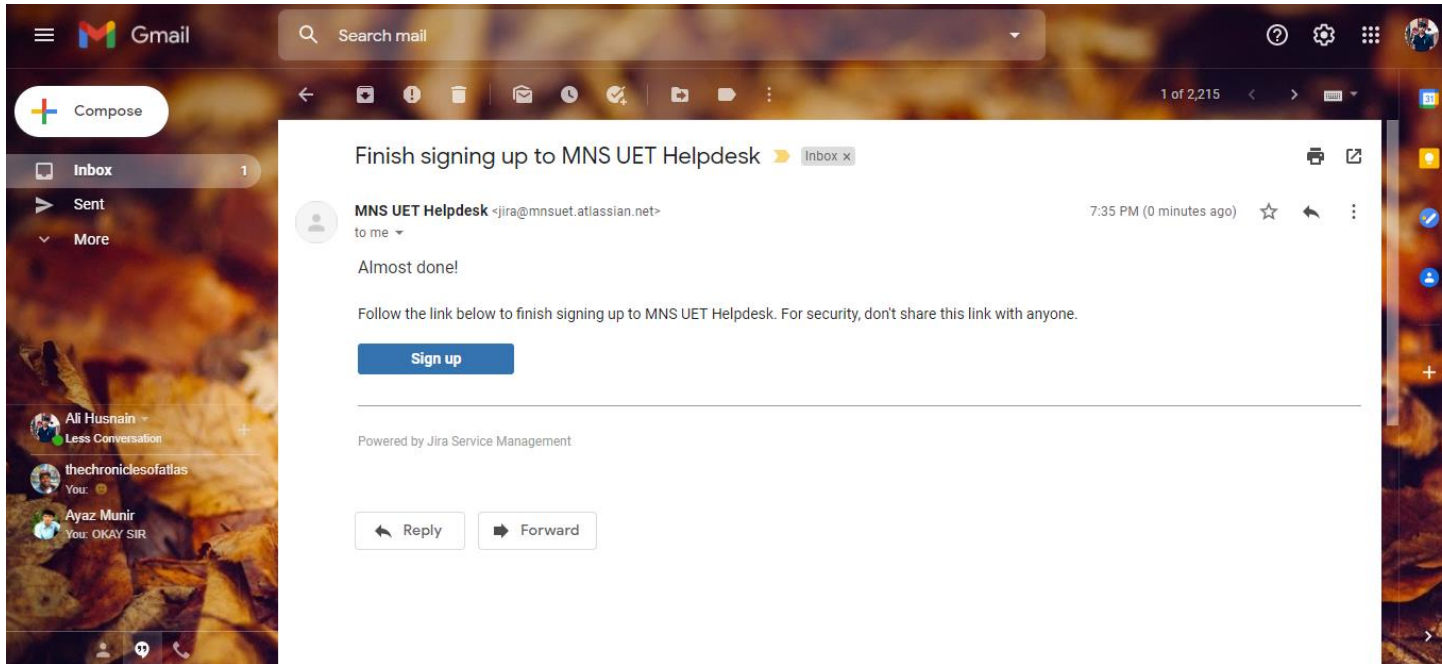
Need an account? [Sign up](#)

If you already have account,
then enter your email and
click on next, Otherwise
click on Signup link and
create account

The screenshot shows a web browser window with a blue header bar containing the text "MNS UET Helpdesk". The main content area has a light gray background. In the center, there is a white rectangular box with a subtle drop shadow. Inside this box, the heading "Sign up" is centered. Below the heading, a line of text reads: "Enter your email address and we'll send you a private sign up link." Underneath this text is a text input field with the placeholder text "Email". Below the input field is a solid blue button with the text "Send link" in white. At the bottom of the white box, there is a line of text: "Already have an account? [Log in](#)".

If you already have account, then enter your email and click on next, Otherwise click on Signup link and enter your email address. Then press the “Send Link” Button.

* You can use any email address e.g. Gmail, Yahoo, Outlook



Check your Inbox, You will have received an email, Click on Signup Button

MNS UET Helpdesk

Sign up

Email address
ali@alihusnain.ml

Full name

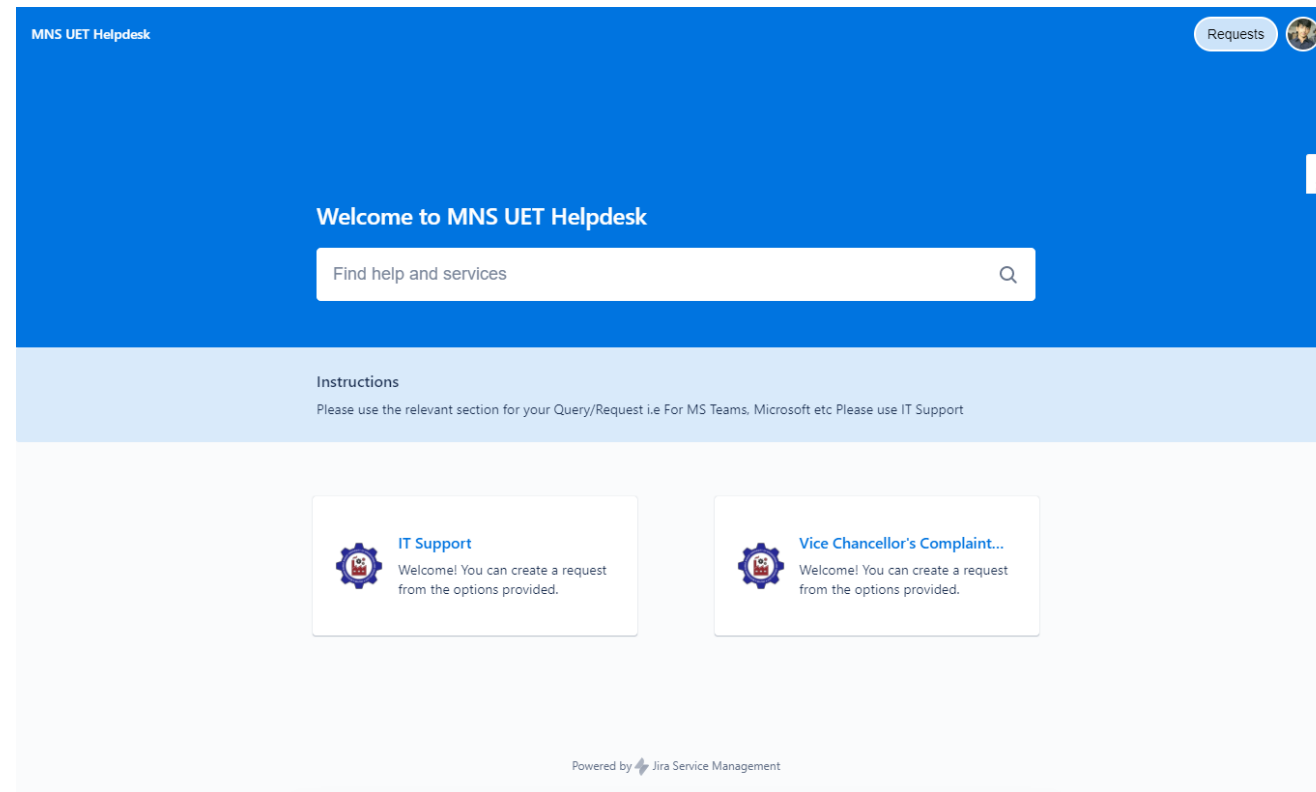
Choose a password

By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).

[Sign up](#)

Enter your name and a password of your choice, then press “Sign up” Button

Now you will see Your Dashboard, If you want to create a new request, Click on Relevant option. Use IT Support, if you need help related to MS Teams / Office etc



Submit a request or incident - IT x +

mnsuet.atlassian.net/servicedesk/customer/portal/2/group/6/create/17

F UW Zoho Slack B-Portal WMG Hootsuite Library Free SEO Accounting IT Helpdesk


MNS UET Helpdesk

MNS UET Helpdesk / IT Helpdesk - MNS UET

IT Helpdesk - MNS UET

Welcome! You can create a request from the options provided.

What can we help you with?

 [Submit a request or incident](#)
Have an issue? Tell it here.

What is your issue or general request? *

Priority
Medium

Description : Tell us in detail including your registration number if you are a student *

[Send](#) [Cancel](#)

Type here to search

7:43 pm 04/01/2021

Simply Explain your Issue
and click on send button

If you want to see your existing Requests or want to see the details, Click on Top Right “Requests” Button

MNS UET Helpdesk

IT Helpdesk - MNS UET

Welcome! You can create a request from the options provided.

What can we help you with?

[Submit a request or incident](#)
Have an issue? Tell it here.

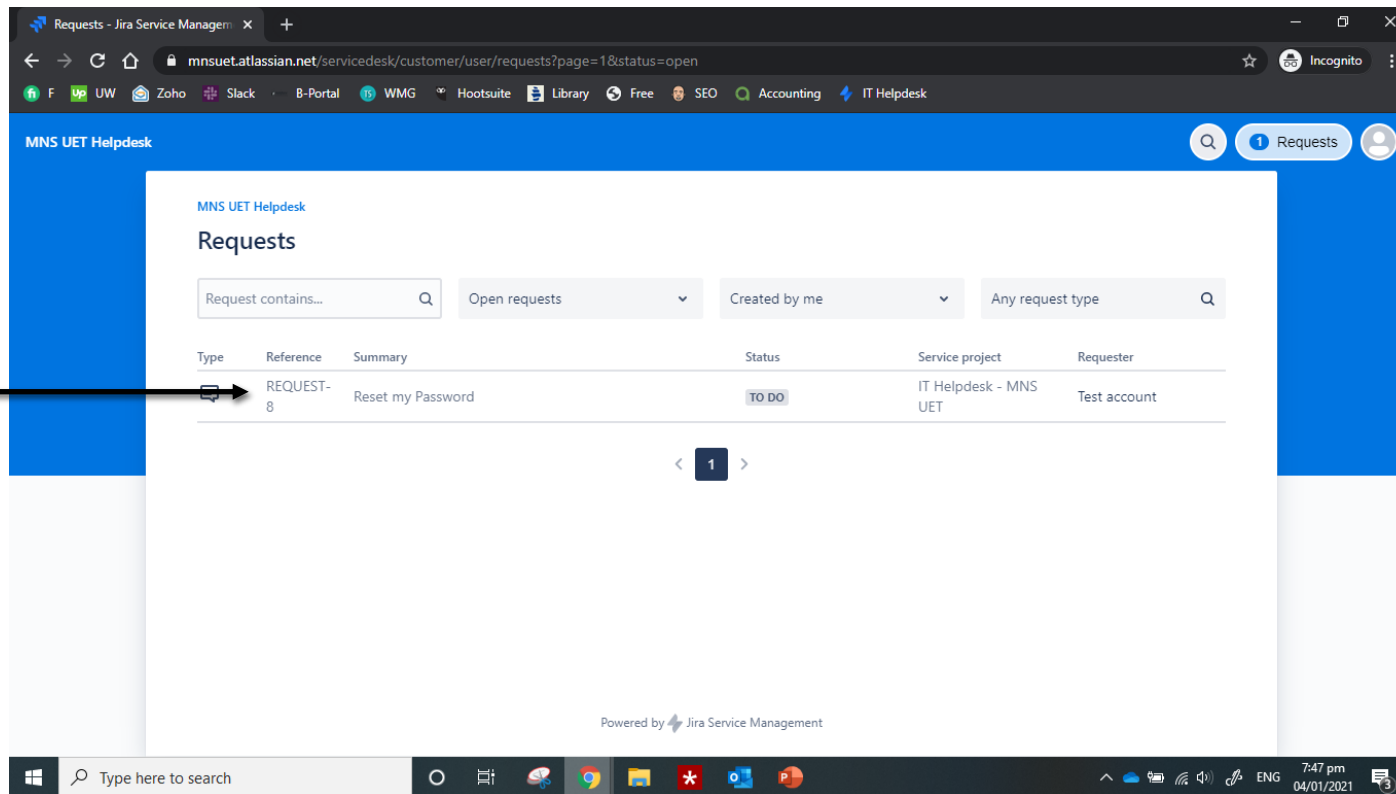
What is your issue or general request? *

Priority
Medium

Description : Tell us in detail including your registration number if you are a student *

[Send](#) [Cancel](#)

Here you can see all your existing tickets, if you want to see the details of a particular ticket, please click on the reference of that ticket



The screenshot shows a web browser window displaying the 'Requests' page of the 'MNS UET Helpdesk'. The page has a blue header with the title 'MNS UET Helpdesk' and a search bar. Below the header, there's a section titled 'Requests' with a search bar and filters: 'Open requests', 'Created by me', and 'Any request type'. A table lists the requests with columns: Type, Reference, Summary, Status, Service project, and Requester. A single request is shown with the reference 'REQUEST-8' and summary 'Reset my Password'. A black arrow points to the 'REQUEST-8' reference. The status is 'TO DO', the service project is 'IT Helpdesk - MNS UET', and the requester is 'Test account'. The page is powered by Jira Service Management. The Windows taskbar at the bottom shows the time as 7:47 pm on 04/01/2021.

Type	Reference	Summary	Status	Service project	Requester
	REQUEST-8	Reset my Password	TO DO	IT Helpdesk - MNS UET	Test account

Reset my Password - IT Helpdesk

← → ↻ 🏠

mnsuet.atlassian.net/servicedesk/customer/portal/2/REQUEST-8

☆ Incognito

F UW Zoho Slack B-Portal WMG Hootsuite Library Free SEO Accounting IT Helpdesk

MNS UET Helpdesk

🔍

Requests

👤

MNS UET Helpdesk / IT Helpdesk - MNS UET / REQUEST-8

Reset my Password

👤 Test account raised this on Today 7:47 PM

Show details

Activity

🤖 Automatic response Today 7:49 PM

Your request status has changed to In Progress.

👤 Ali Husnain Arshad Today 7:50 PM

Your new password is : 34rfhsbdier

🤖 Automatic response Today 7:50 PM

Your request status has changed to Done with resolution Done.

👤

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Status

DONE

🔔 Notifications on

↔ Reopened

Request type

Submit a request or incident

Shared with

👤 Test account

Creator

+ Share

🏠 🔍 Type here to search

🔍 📅 🌐 📁 🌟 📧 📅

📶 🔊 🔄 ENG 7:50 pm 04/01/2021 3