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| **User Guide for ALM Helpdesk (Service Request)** |

Table of Contents

[1. Objective 3](#_Toc467493660)

[2. Procedure 3](#_Toc467493661)

[3. Scope and Support 4](#_Toc467493662)

[3.1 Scope 4](#_Toc467493663)

[3.2 Support 4](#_Toc467493664)

# Objective

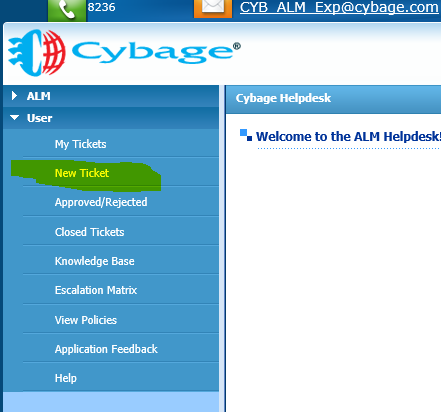
This documents provides a step by step procedure for raising ALM Helpdesk requests (Service Request only) for implementation / migration of projects using Atlassian and Open Source tool stacks to Centralized Server.

# Procedure

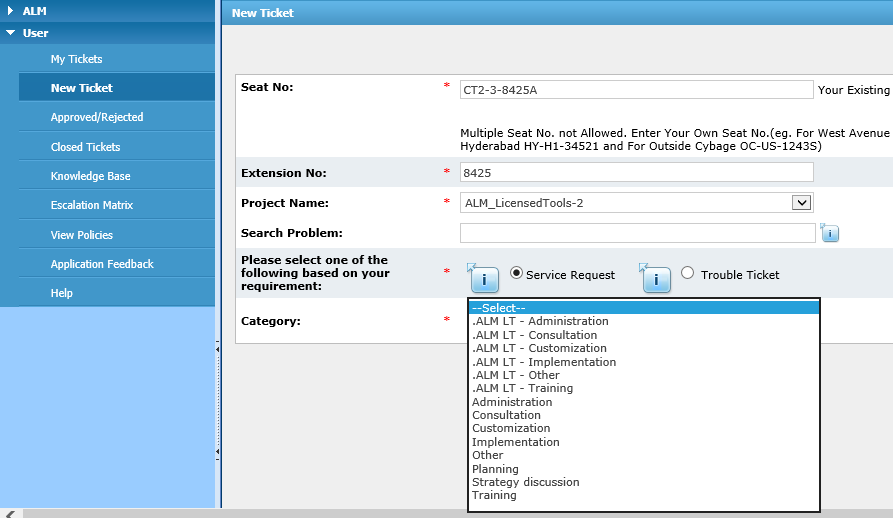
1. Login to Cybage Helpdesk from MIS and click on ALM.



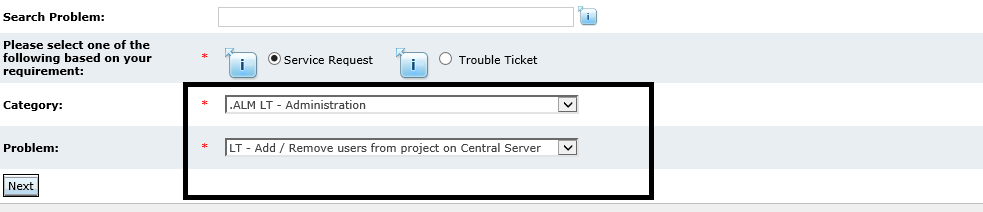
1. On the following window, click on New Tickets under User:



1. On the following window, please enter the required details, select project and select the relevant Category:



1. Select below highlighted category and problem for adding user to central server:



# Scope and Support

## Scope

Appropriate Category named **“.ALM – LT”** should be selected as per the requirements only for:

* Any project that is not using Microsoft TFS as the tool stack for ALM related activities.
* Any project that has started and interest has been shown to use Non Microsoft TFS tool stack for ALM related activities.

## Support

For any support or quries please contact:

* **Helpdesk Support:**

If facing technical challenges while accessing Helpdesk or access to the same.

* **ALM Team:**

For clarifications related to any categories / problems / questions asked while raising the request.