GAS TRANSPORTATION AND INFRASTRUCTURE CO. LTD.

Reliance Pipeline Projects

e-Help-Desk User Manual for Site User

ZZP000-A03-J00-514

REV	DATE	DESCRIPTION	ORIG	REVIEW	APPROVAL
1	27.03.07	ISSUED FOR REVIEW	PSG	AM / UK / SBn	SBh

CONTENTS

1.   INTRODUCTION

A helpdesk is a system designed to help and support an end-user of a particular product. The help desk system provides information and helps solve technical questions on how to use the product. In today's world, many help desks are web-based. Users can go to a company's help desk website and find answers to a particular question or problem about the company's product

A helpdesk can also be used internally. In all organizations, employees encounter problems with their computers, printers, and other machines. Help desk software helps Information Technology departments manage, sort, and track service requests using the most efficient methods. The results of implementing a helpdesk are lower overhead costs and higher employee satisfaction and productivity.

Browser based help desk solutions are much less expensive then most existing systems.

A helpdesk solution is becoming a necessary part of business. Whether for a small startup or large Fortune 500 organization, a help desk can support customers, employees, and suppliers. The help desk will ensure the effectiveness of the company and ensure smooth company operations.

2.   FUNCTIONALITIES OF APPLICATION

➤ Site user can raise a complaint with regard to their Software, Hardware and Network problem.

➤ Site user can check the status of complaint.

3. PRE-REQUISITES OF THE APPLICATION

- Internet explorer 6.0 (IE6)
- Screen resolution to view web page 800 X 600. (Recommended is 1024 X 768 for better viewing)
- Operating System Windows 2000 & above

3.1 Hardware Configuration

- Clock Speed 450 MHz or higher processor
- Memory – 64 MB or above

3.2 Connectivity
- Bandwidth – 100 kbps and above

4. PROCESS

➢ Site User will be provided with URL, Username and Password for login on to the E-Help Desk application.
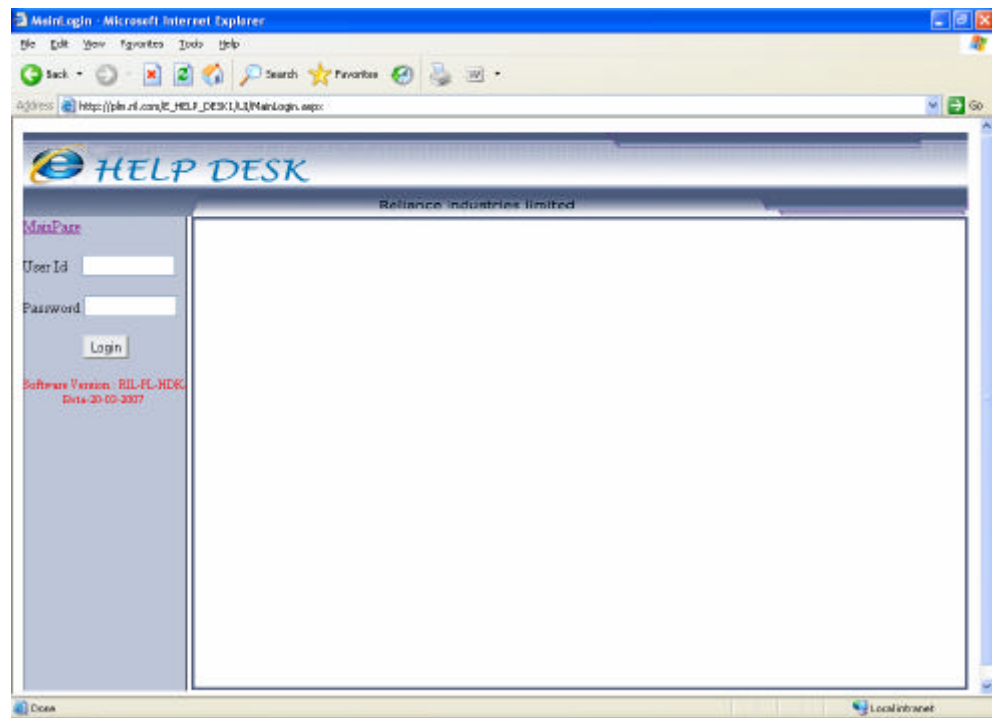
➢ Site User will register a complaint.

5.   PROCEDURE FOR SITE USER

1. Enter the URL http://plm.ril.com in the Internet Explorer address bar. The below page will be displayed.
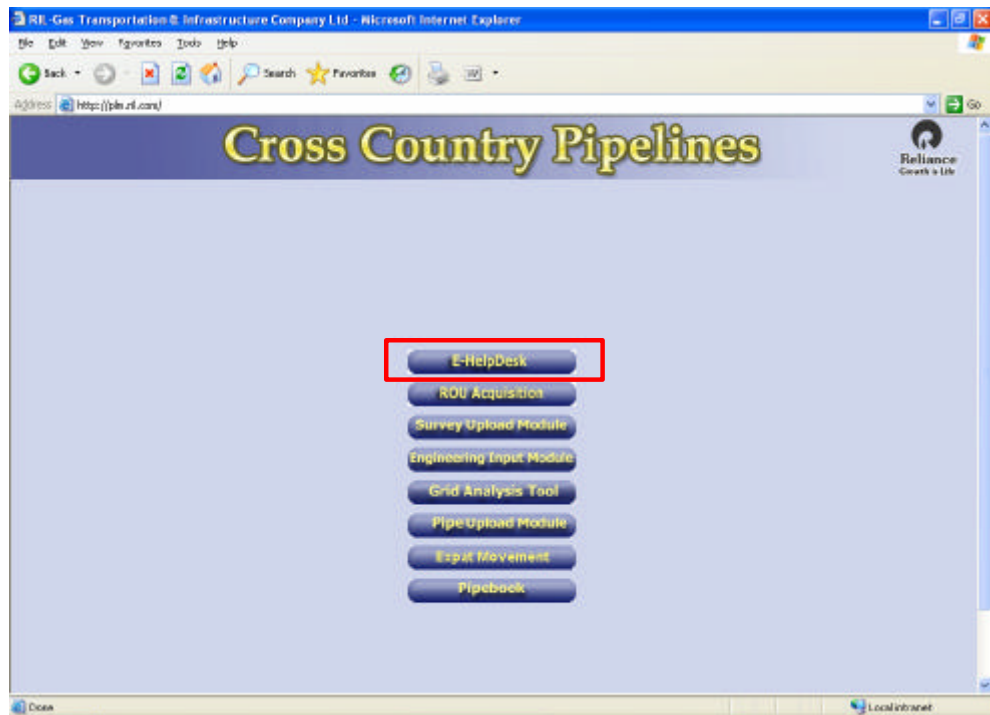
Main Page

2. Click on the **E-Help Desk** button in the main page. The Login page will be displayed as shown below.

Login Page

3. Enter **'User ID'** and **'Password'** given by the Client and click **'Login'** button. (Both User ID and Password are not case sensitive). Upon successful login, Site User page will appear as shown below.

4. To register a complaint

   a) Select the **'Type of complaint'** from dropdown menu i.e. Hardware, Software and Network.

   b) Enter Name of the user for whom the complaint is being registered in **'User Name'** text box.

   c) Enter at least one contact number of the user i.e. Phone no. or Mobile No.

   d) Enter subject of the complaint in **'Complaint Subject'** text box.

   e) Enter description of complaint in brief i.e. what was the problem occurred and details regarding the problem in **'Complaint Detail'** text box.

   f) Click 'Send Complaint' button to register the complaint.
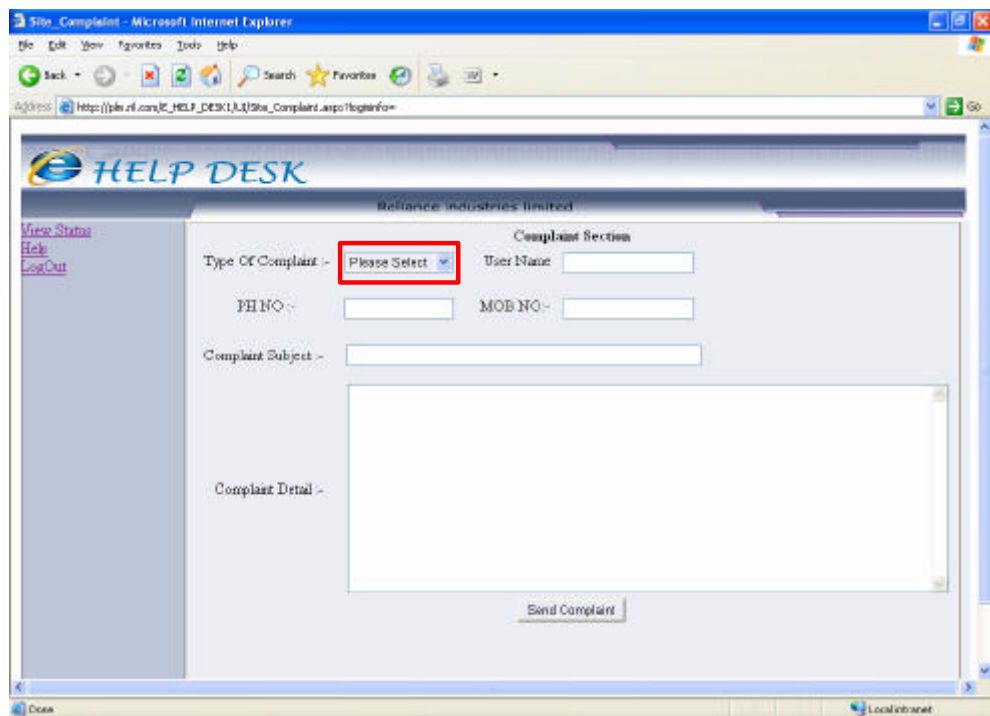
If the complaint is registered, a message box "Complain Registered Successfully your Complain no = 48" will be displayed as shown below. Note complain no of the complaint for correspondence.
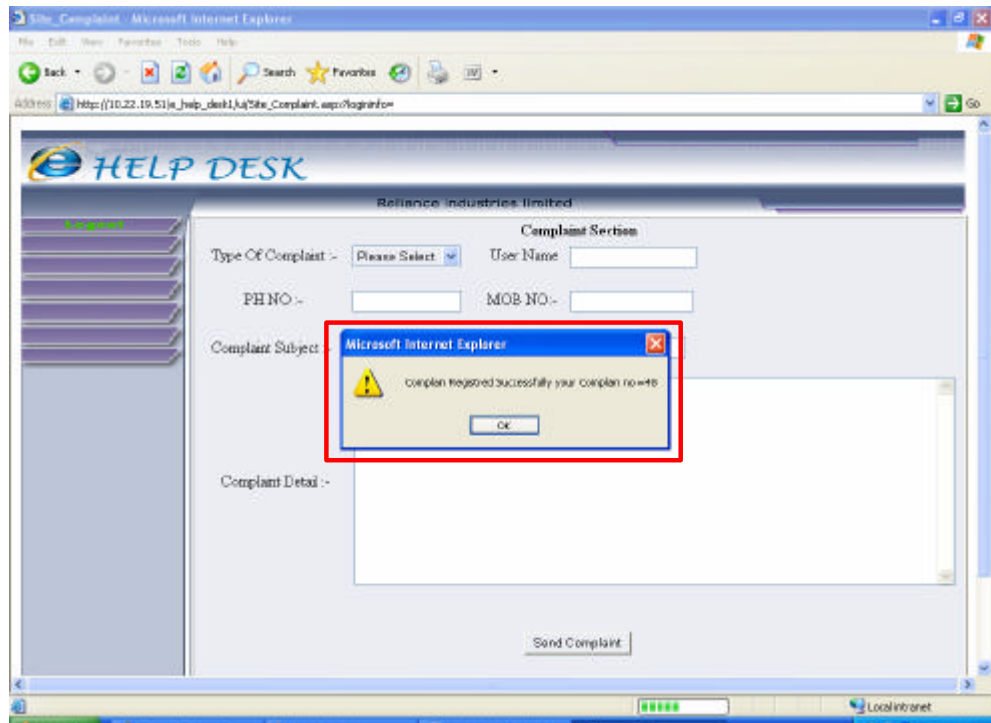
5. Status: To view the status of all the complaints, click 'View Status' link shown in red mark in below image
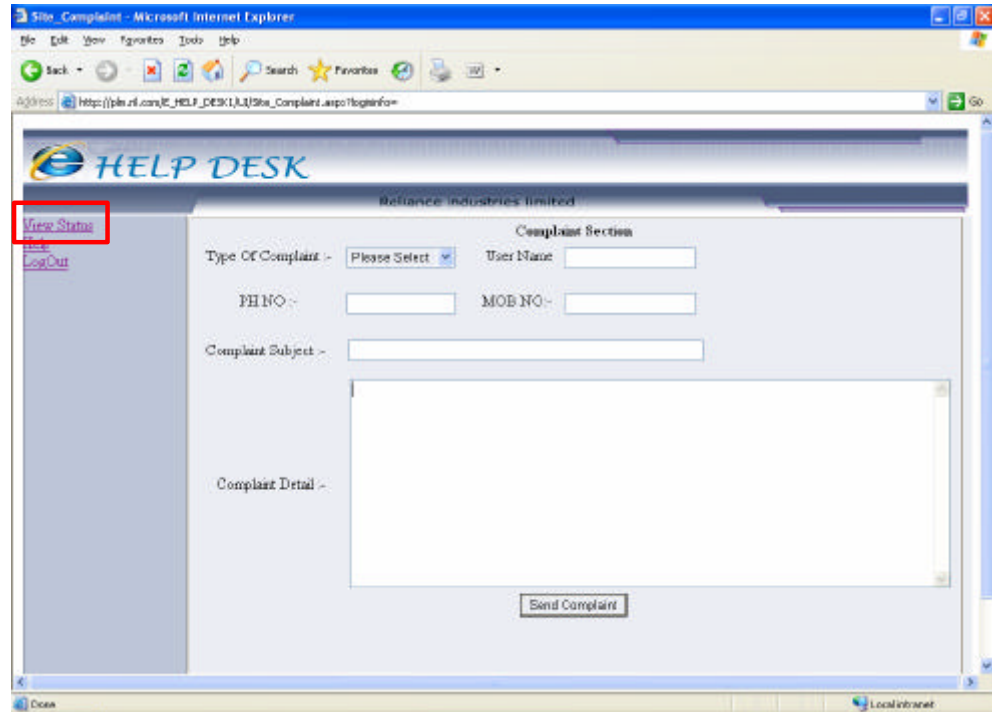
6. Help: To view the user manual for the application, click 'Help' link
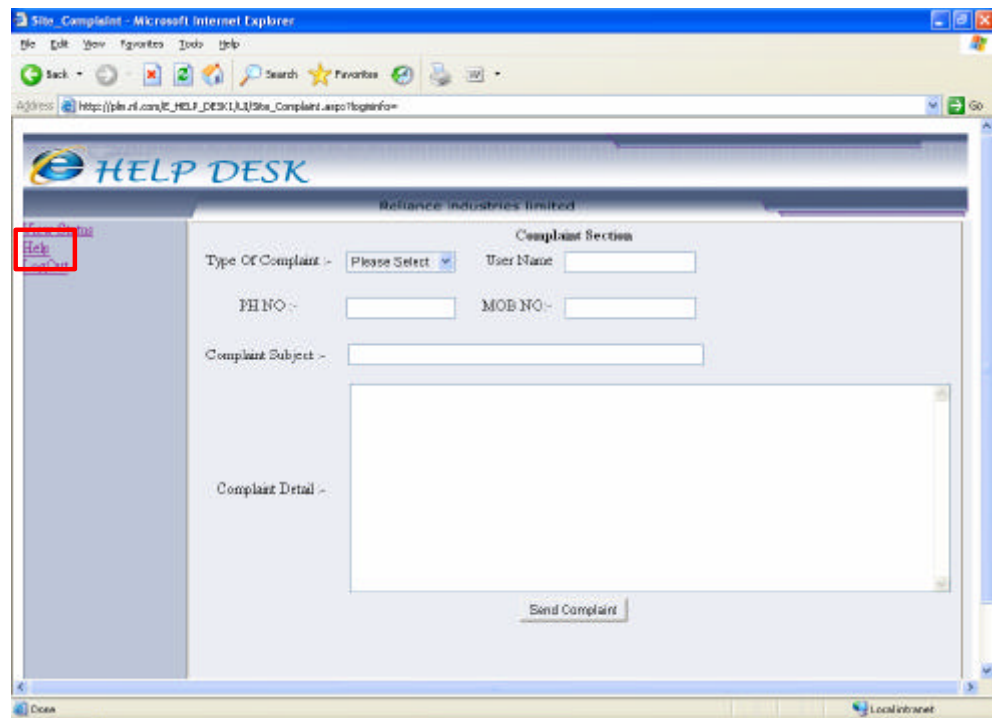
7. Logout: To logout of the application click 'Logout' link shown in red mark in below image.