



GAS TRANSPORTATION AND INFRASTRUCTURE CO. LTD.

Reliance Pipeline Projects

e-Help-Desk User Manual for IT Support User

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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 than 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

- IT Support user can register a complaint with respect to site Software, Hardware and Network problem.
- IT Support user can view the list of complaints pending in 'Complaint Box'.
- IT Support user can undertake a complaint from the 'Complaint Box'
- IT Support can

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

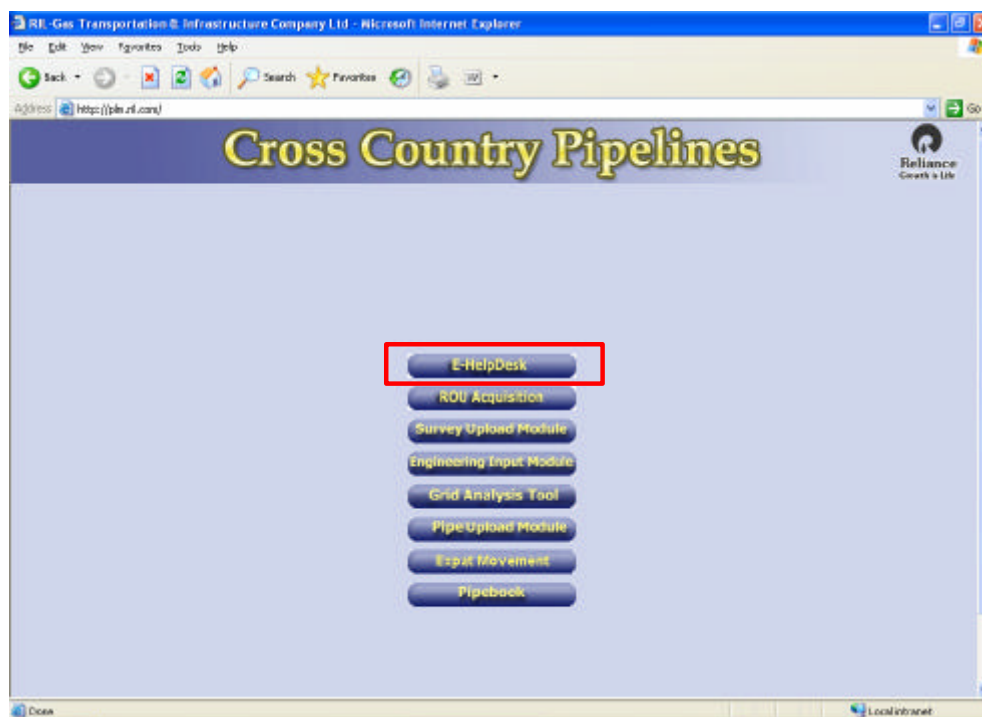
- Bandwidth – 100 kbps and above

4. PROCESS

- IT Support User will be provided with URL, Username and Password for login on to the E-Help Desk application.
- IT Support User will register a complaint.
- IT Support user will undertake a complaint from 'Complaint Box'
- IT Support user can resolve, forward and send back undertaken complaints.

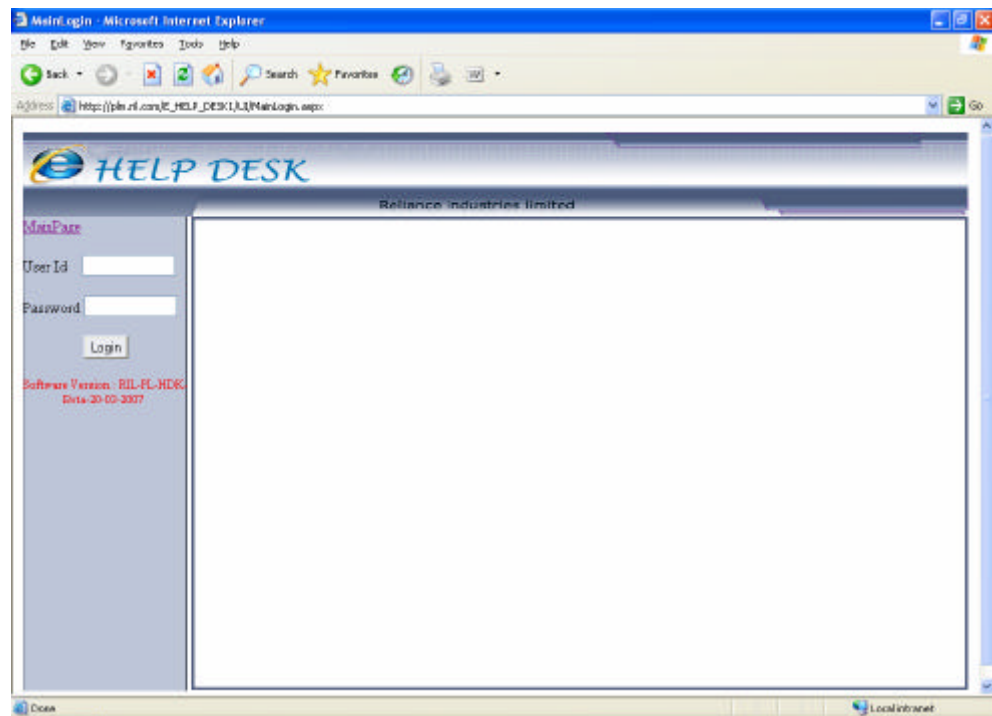
5. PROCEDURE FOR IT SUPPORT USER

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



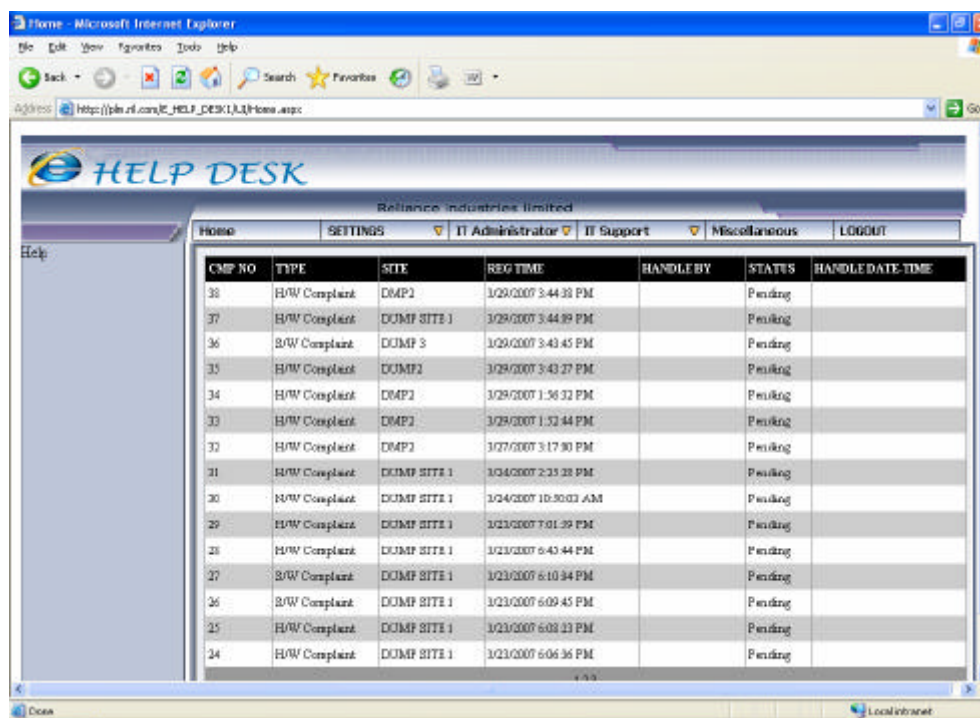
Main Page

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 IT Support User page will appear as shown below.



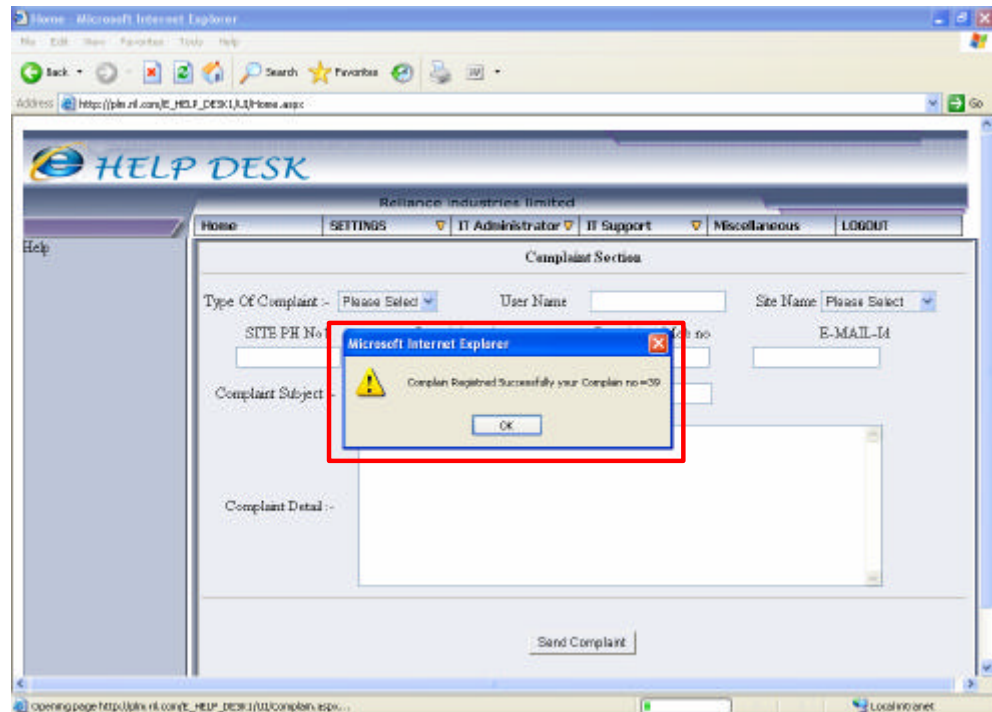
4. To register a complaint

- a) In the Menu select 'IT Support' and in the sub menu select 'Register Complaint'.
- b) Select the '**Type of complaint**' from dropdown menu i.e. Hardware, Software and Network.
- c) Enter Name of the user for whom the complaint is being registered in '**User Name**' text box.
- d) Select the site for which the complaint is registered from 'Site Name' dropdown menu.
- e) Enter at least one contact number of the user i.e. Phone no. or Mobile No.
- f) Enter subject of the complaint in '**Complaint Subject**' text box.
- g) Enter description of complaint in brief i.e. what was the problem occurred and details regarding the problem in '**Complaint Detail**' text box.
- h) Click 'Send Complaint' button to register the complaint.

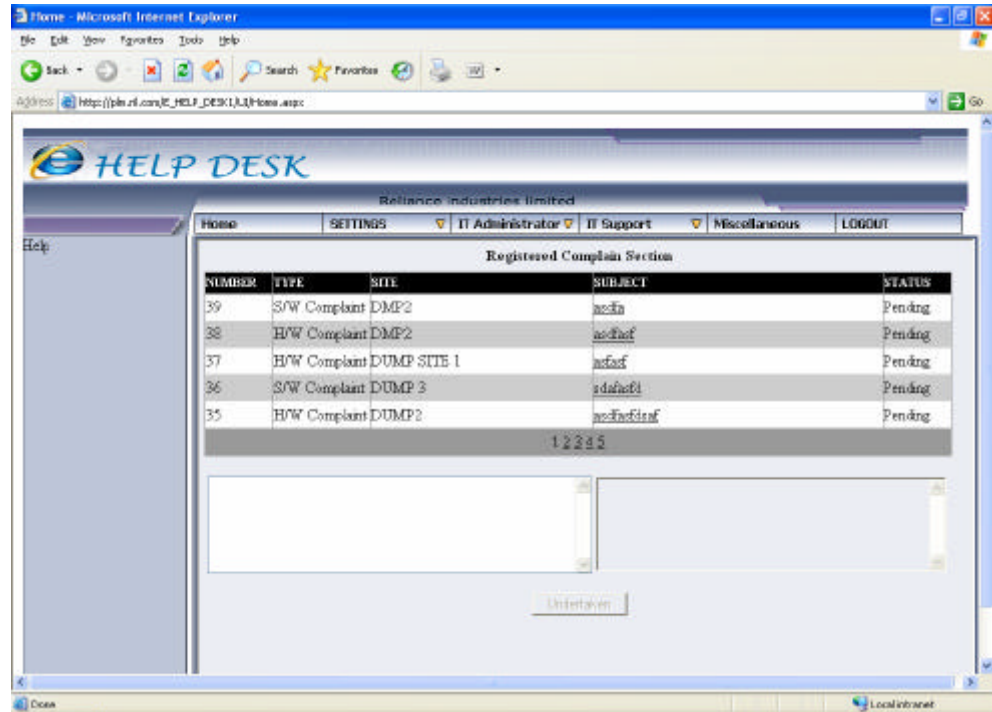
The screenshot shows a web browser window titled "Home - Microsoft Internet Explorer" displaying the "E-HELP-DESK" application. The address bar shows the URL "http://pda.ril.com/E_HELP_DESK/IT/home.aspx". The application header includes the "HELP DESK" logo and the text "Reliance Industries Limited". A navigation menu at the top contains links for "Home", "SETTINGS", "IT Administrator", "IT Support", "Miscellaneous", and "LOGOUT". The "IT Support" menu is expanded, showing a "Complaint Section". The form within this section includes the following fields and controls:

- Type Of Complaint**: A dropdown menu currently set to "Please Select".
- User Name**: A text input field.
- Site Name**: A dropdown menu currently set to "Please Select".
- SITE PH No**: A text input field.
- Complainer ph no**: A text input field.
- Complainer Mob no**: A text input field.
- E-MAIL-Id**: A text input field.
- Complaint Subject**: A text input field.
- Complaint Detail**: A large text area for detailed description.
- Send Complaint**: A button at the bottom right of the form.

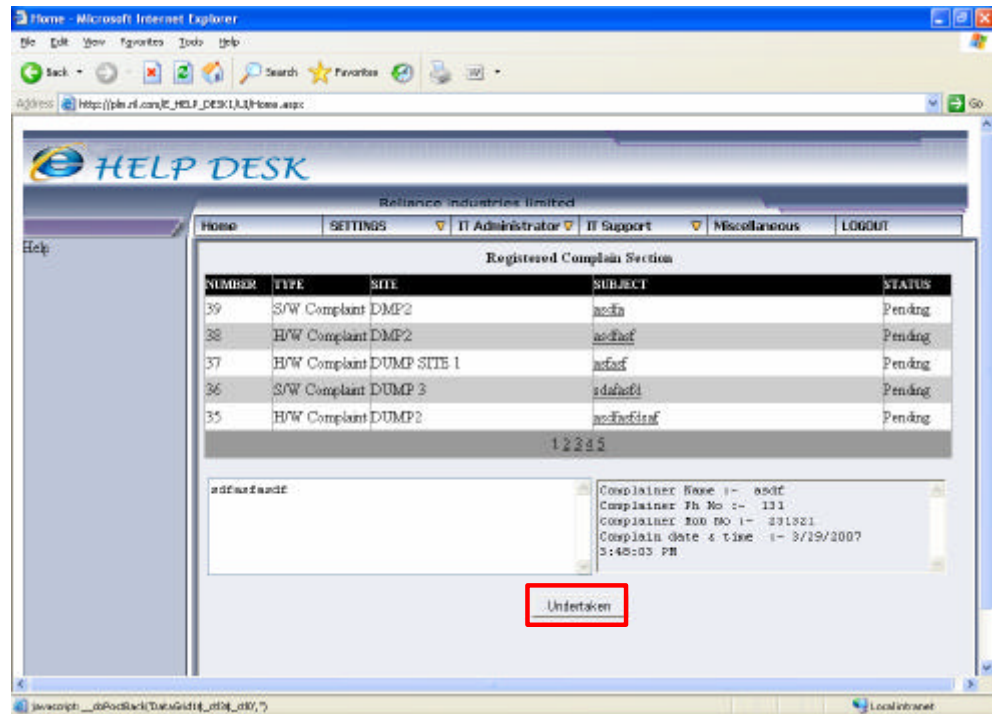
If the complaint is registered, a message box “Complain Registered Successfully your Complain no = 49” will be displayed as shown below. Note complain no of the complaint for correspondence.



5. To view the total list of complaints, select 'IT Support' from main menu and select 'Complaint Box' form sub menu, the 'Complaint Box' page will be displayed as shown below.

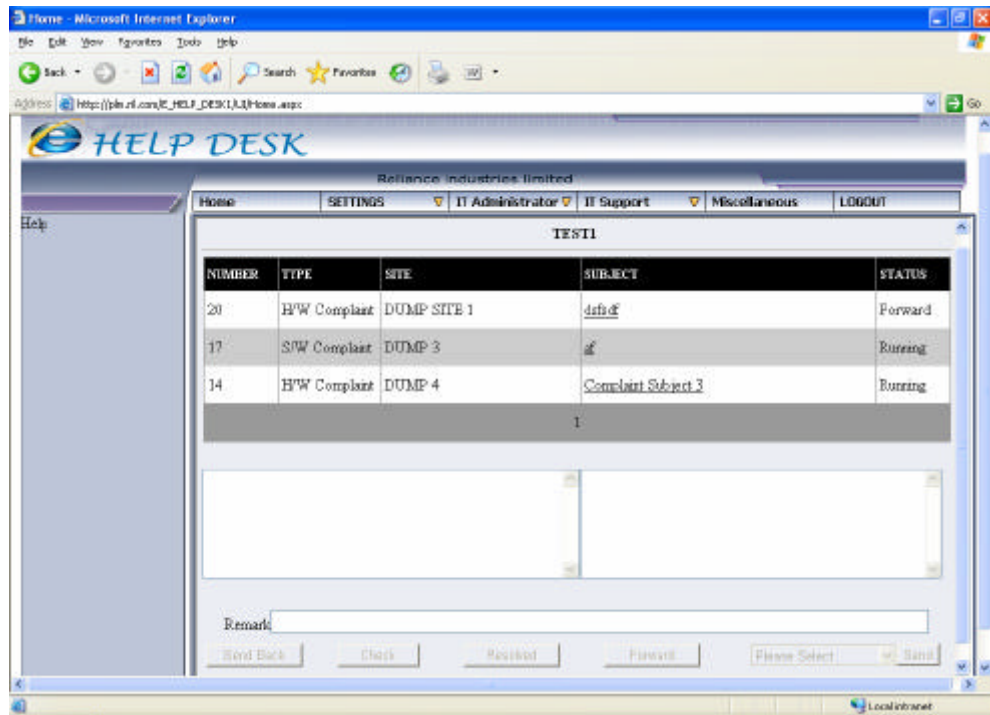


6. To undertake a complaint, select the complaint in the complaint box, the details of the complaint is displayed below and click 'Undertaken' button.

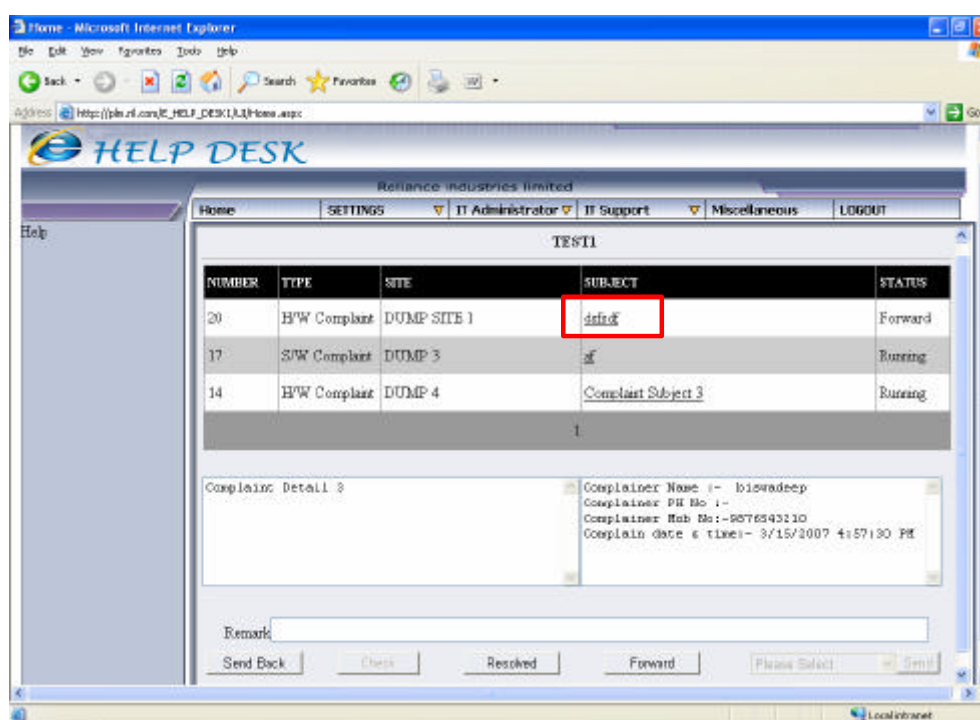


When a complaint is undertaken the complaint is send to 'Undertaken Complaint Box'

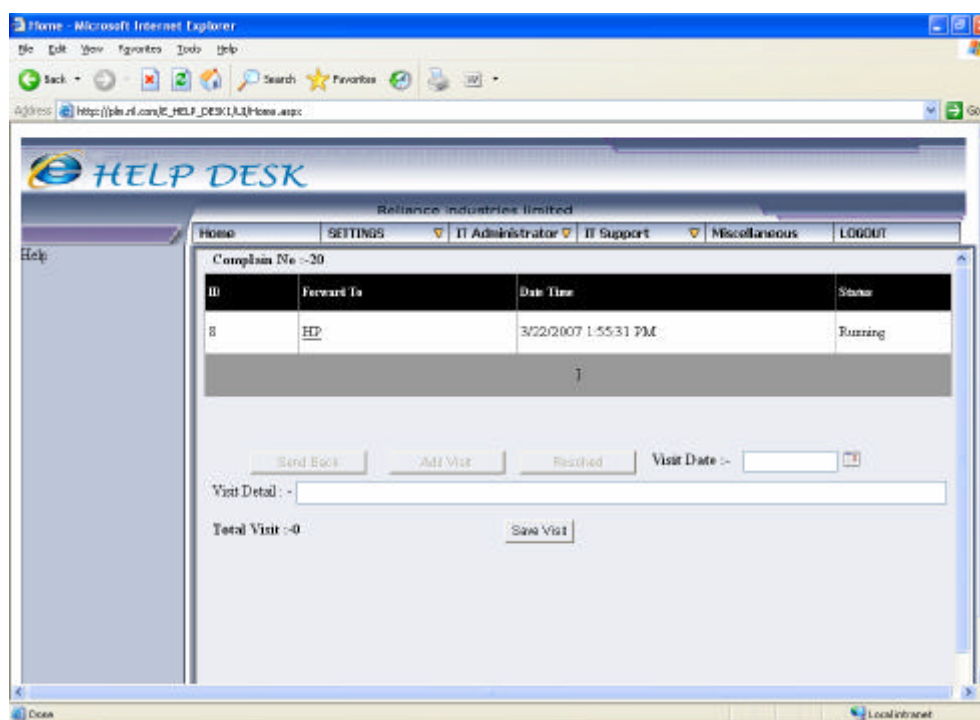
7. To view list of complaints undertaken and status of the complaints, select 'IT Support' in the main menu and select 'Undertaken Complaint' from submenu, the 'Undertaken Complaint' window is displayed as shown below



8. To change the status of the complaint, select the 'complaint subject' hyperlink shown in red mark in the below window, the complaint details are displayed in the boxes.
- a) To send the complaint back to 'Complaint Box', select the complaint and enter the remark for the complaint in the remark text box and click 'Send Back' button.
 - b) To forward the complaint to 3rd party vendor, select the complaint and enter the remark for the complaint in the remark text box and click 'forward' button. Then select vendor from dropdown menu and click 'Send' button. The status of the complaint is changed to 'Forward'.
 - c) On resolving the complaint, select the complaint and enter the remark for the complaint in the remark text box and click 'Resolved' button. The status of the complaint is changed to 'Resolved'.

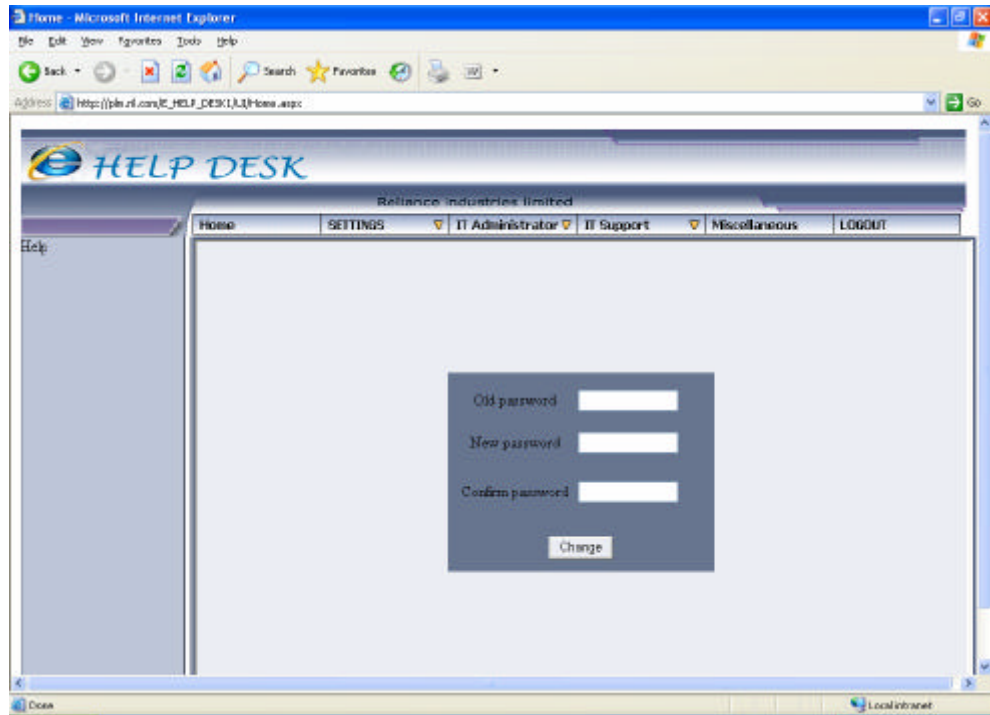


9. Forward complaint: select the forward complaint in the 'Under Complaint' box and click 'Check' button, the selected complaint is opened in new frame as shown below.
- If the complaint is not solved by the vendor select the complaint and click 'Send Back' button to send the complaint back to 'Undertaken Complaint' box.
 - If the vendor has visited the site for solving the problem, select the complaint and click 'Add Visit' button, select visit date, enter visit detail and then click 'Save Visit' button, the visit is added. For every visit the same process is followed.
 - If the vendor has resolved the complaint, select the complaint and click 'Resolved' button, the status of the complaint is changed to 'Resolved'.

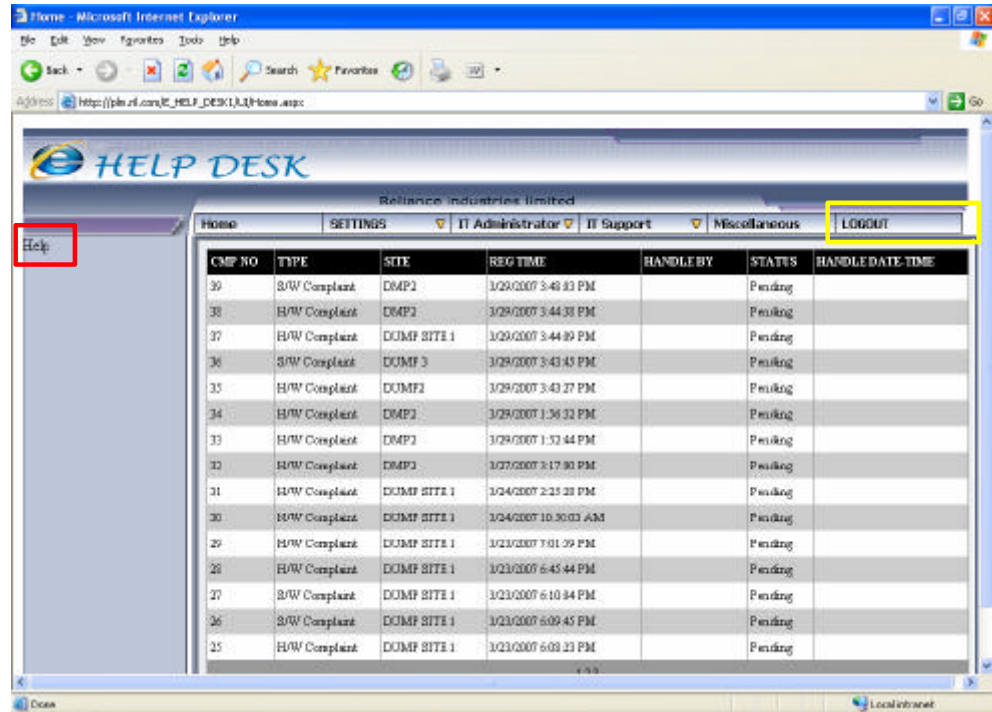


10. Change of Password: To change the password, select 'Settings' in the menu and select 'Change Password' in sub menu, the below page is displayed.

- a) Enter the old password.
- b) Enter the new password
- c) Enter confirm password same as new password
- d) Click 'Change' button



11. Help: To view the user manual for IT support user click 'Help' link, shown in red mark in below image.



12. Logout: To logout of the application, click 'Logout' button shown in yellow mark in the above image.