

## SOP for Housekeeping and Maintenance requests through IT-Portal

The following document will guide you step-by-step for raising Housekeeping & Service requests through the new centralized Portal.

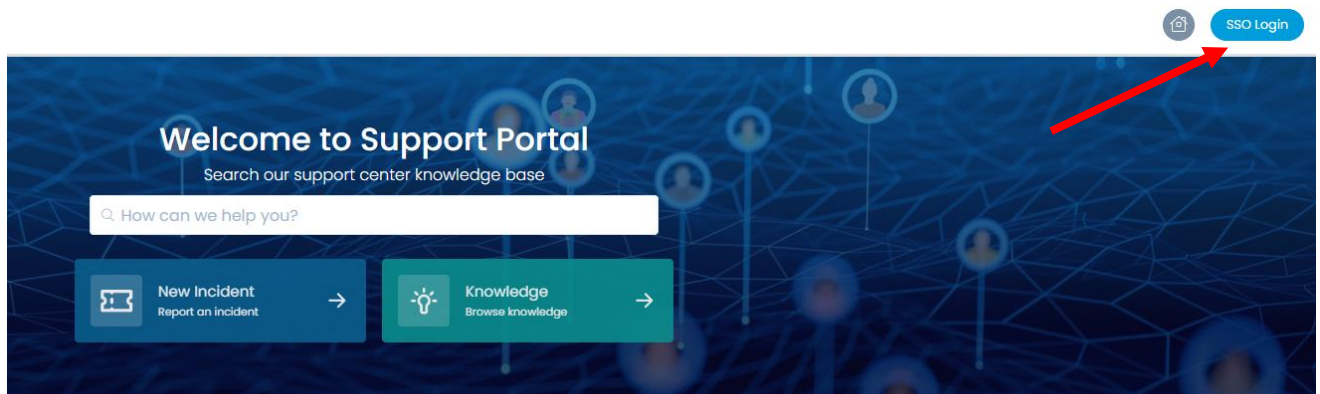
### → Accessing the Portal

The Portal can be accessed through your laptops as well as your phones. Following are the links to access the same –

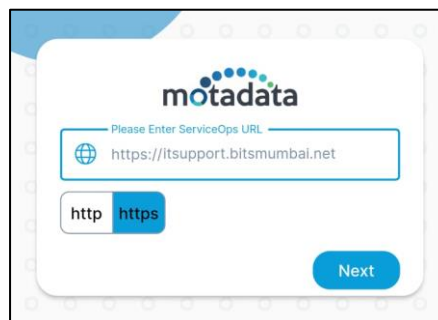
- i) Website: <https://itsupport.bitsmumbai.net/support-portal>
- ii) Android: <https://play.google.com/store/apps/details?id=com.motadata.serviceops>
- iii) iOS: <https://apps.apple.com/in/app/motadata-serviceops/id1547752581>

### → Logging into the Portal

- i) For the Website, click on “SSO Login”.



- ii) Enter your BITSoM Email ID, and complete the Login
- iii) For Android/iOS, firstly install the “**Motadata ServiceOps**” App through the above-mentioned links
- iv) Open the App and enter the below mentioned ServiceOps URL (as shown below) <https://itsupport.bitsmumbai.net> and click “**Next**”

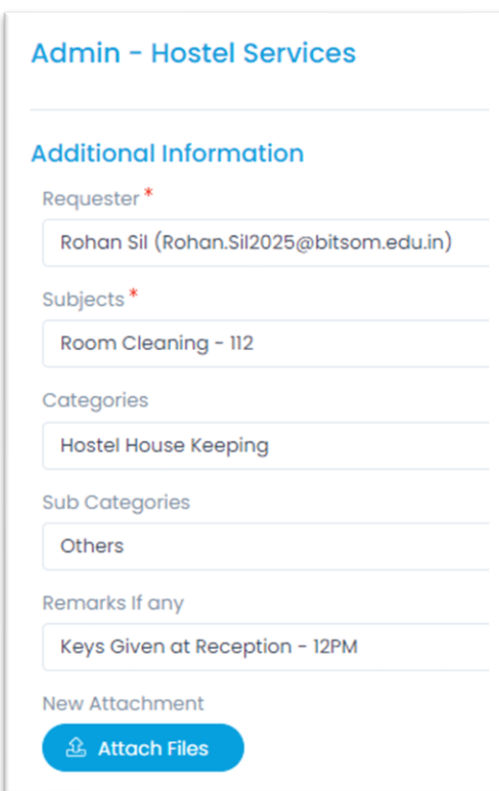


- v) Enter your BITSoM Email ID, and complete the Login (You may have to wait for a minute for Login to happen the first time)

→ **Raising Housekeeping Requests**

For Website:


- i) On the Right-hand corner, Click on **“Create New +”** and then click on **“Request Service”**
- ii) Click on **“Admin-Hostel Services”**
- iii) Enter details as shown below



The screenshot displays a web form titled "Admin - Hostel Services". Below the title is a section labeled "Additional Information" containing several input fields. The "Requester" field is marked with a red asterisk and contains the text "Rohan Sil (Rohan.Sil2025@bitsom.edu.in)". The "Subjects" field, also marked with a red asterisk, contains "Room Cleaning - 112". The "Categories" field contains "Hostel House Keeping". The "Sub Categories" field contains "Others". The "Remarks If any" field contains "Keys Given at Reception - 12PM". At the bottom, there is a "New Attachment" section with a blue button labeled "Attach Files" featuring a file icon.

- iv) Click on **“Submit Request”**

For App:

- i) Click on  and select **“Services”**
- ii) Follow Steps (ii) to (iv) from the previous section.

→ **Raising Maintenance Requests**


For Website:

- i) On the Right-hand corner, Click on **“Create New +”** and then click on **“Request Service”**
- ii) Click on **“Admin-Hostel Services”**
- iii) Select from the below categories based on your requirement



- iv) Enter the relevant details in **“Subject”** and **“Remarks”**, and submit the request.

For App:


- iii) Click on  and select **“Services”**
- iv) Follow Steps (ii) to (iv) from the previous section.

→ **Raising any other Requests**


For Website:

- i) On the Right-hand corner, Click on **“Create New +”** and then click on **“Request Service”**
- ii) Click on the other relevant services.
- iii) Select from the categories based on your requirement.
- iv) Enter the relevant details in **“Subject”** and **“Remarks”**, and submit the request.

For App:

- v) Click on  and select **“Services”**
- vi) Follow Steps (ii) to (iv) from the previous section.

### → Keeping track of your Requests

- i) Once a request has been raised, a ticket will be generated, and you'll receive an e-mail notification as well.
- ii) Meanwhile you can also keep track of your ticket, by Clicking on  and select "Requests"
- iii) In case, you have made a mistake in your request, you can edit the ticket
- iv) In case, your issue has not been addressed and the ticket has been closed, you can reopen the ticket as well.

### FAQs

#### **1) Do I need to put messages on the Whatsapp group as well?**

**Ans:** No, this is a centralized system for all cohorts

#### **2) What about my previous requests? Do I need to post again?**

**Ans:** If the issue has not been addressed until now, do post it on the portal, as it will help us keep track of the issues.

#### **3) What if my issue doesn't get resolved even after 4-5 days?**

**Ans:** You can contact Veena, or send a mail to [it.support@bitsmumbai.net](mailto:it.support@bitsmumbai.net) with your ticket number, so that the same can be escalated to the responsible team.

#### **4) What if I have an emergency request?**

**Ans:** There's an option to raise emergency requests in the portal as well. But as this is a new service, we'd recommend you to contact the Warden/Reception immediately if there's a serious emergency.

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\*Shifting to central portal for Housekeeping & Maintenance\*

Dear all,

We are happy to announce that the long-awaited portal for raising service requests is finally online and ready to use. From now on, only requests raised through this portal will be used for addressing student grievances and housekeeping requests. This is to ensure a formal system is put in place for better trackability and quicker resolution. Henceforth, Whatsapp message-based requests will not be considered.

Kindly refer to the attached SOP for detailed instructions on the how to use the Portal. If there's any other technical issue, kindly drop an email to [it.support@bitsmumbai.net](mailto:it.support@bitsmumbai.net)

Best Regards,

OpsComm