

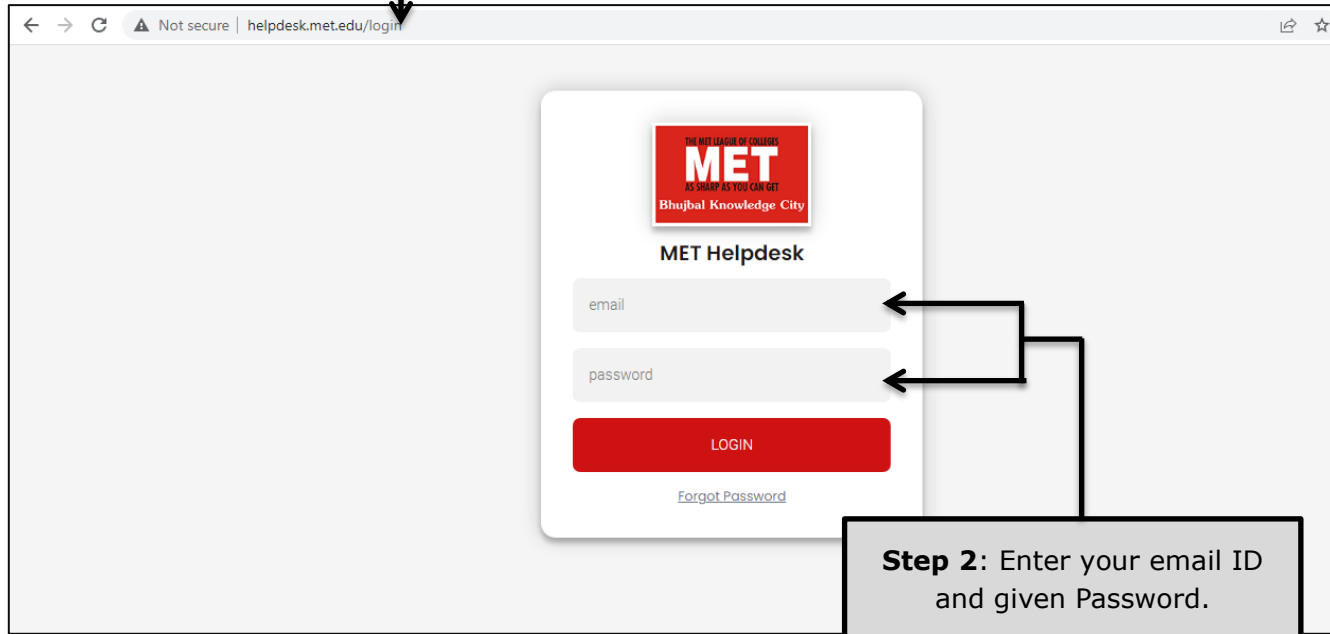
Helpdesk Manual for MET Admin Staff

Step by Step Guide of Helpdesk Services

Log in the Website

helpdesk.met.edu/login

Step 1: Enter URL.



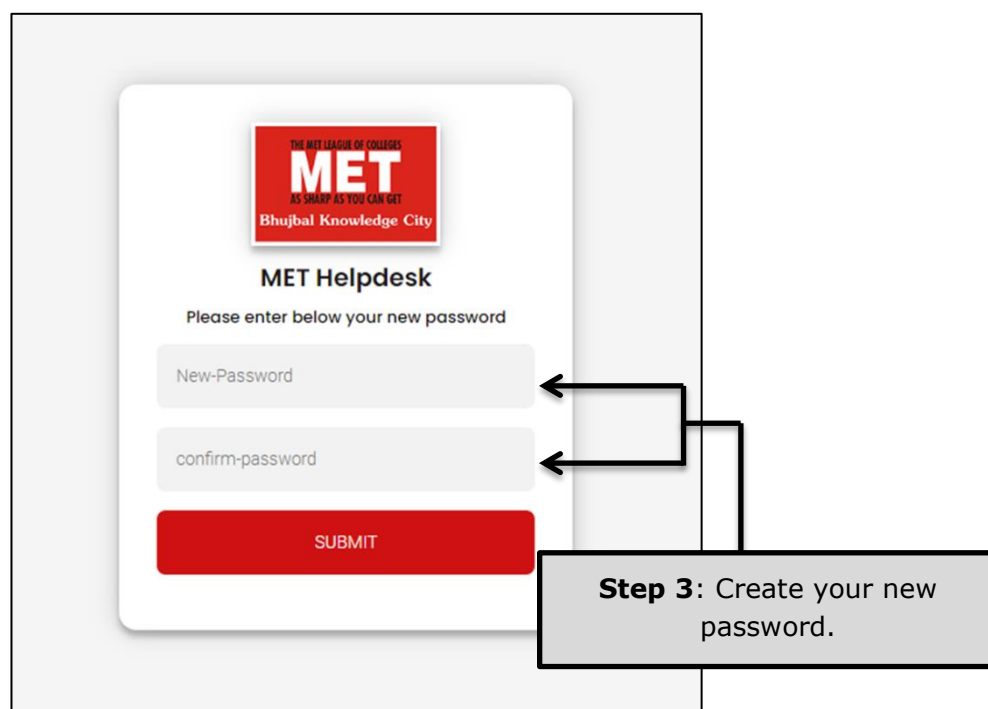
email

password

LOGIN

[Forgot Password](#)

Step 2: Enter your email ID and given Password.



NEW LEAGUE OF COLLEGS

MET

AS SHARP AS YOU CAN GET

Bhujbal Knowledge City

MET Helpdesk

Please enter below your new password

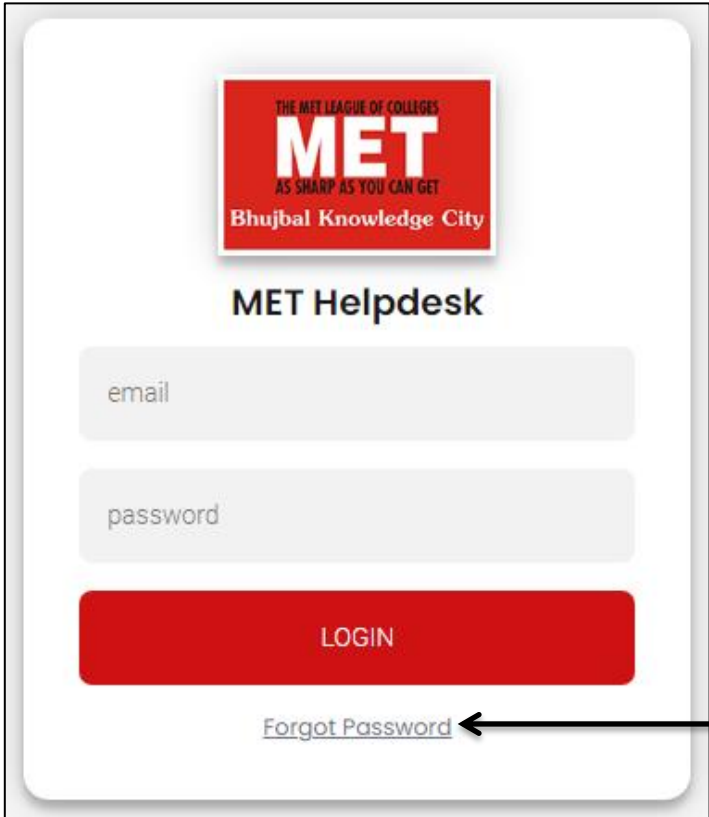
New-Password

confirm-password

SUBMIT

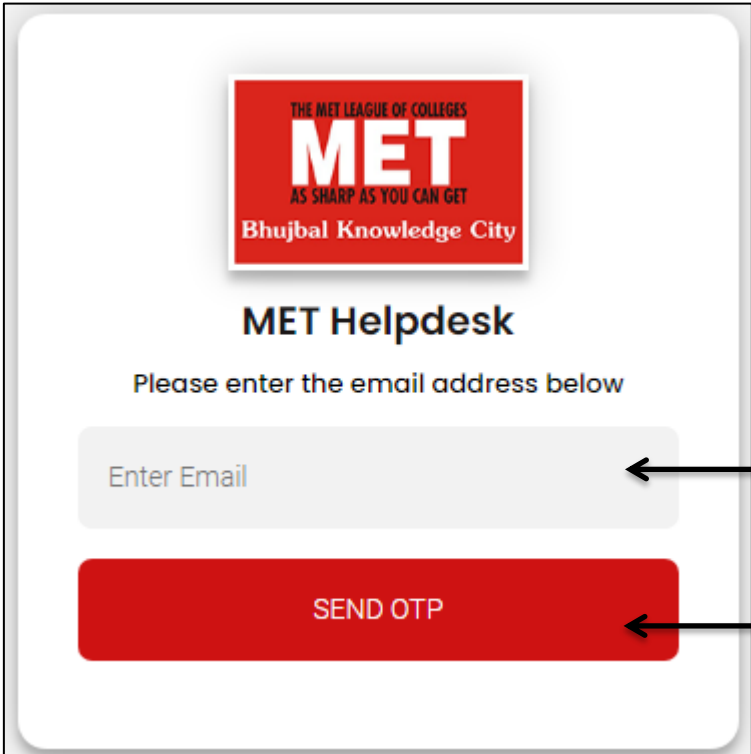
Step 3: Create your new password.

The Menu: Forget Password



The screenshot shows the MET Helpdesk login interface. At the top is the MET logo with the text 'THE MET LEAGUE OF COLLEGES', 'MET', 'AS SHARP AS YOU CAN GET', and 'Bhujbal Knowledge City'. Below the logo is the title 'MET Helpdesk'. There are two input fields: 'email' and 'password'. A red 'LOGIN' button is positioned below the password field. At the bottom of the login area is a link labeled 'Forgot Password'. An arrow points from a text box on the right to this link.

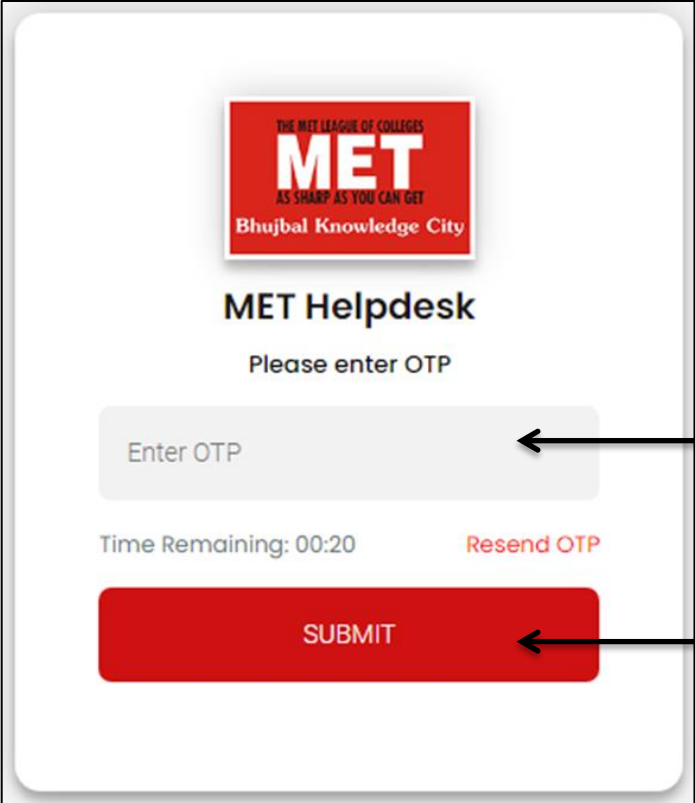
Step 1: Click on the **Forgot Password** button if user has forgotten their password.



The screenshot shows the 'Forgot Password' page. It features the same MET logo at the top. Below the logo is the title 'MET Helpdesk' and the instruction 'Please enter the email address below'. There is an input field labeled 'Enter Email' and a red 'SEND OTP' button. Two text boxes on the right provide instructions for Step 2 and Step 3, with arrows pointing to the 'Enter Email' field and the 'SEND OTP' button respectively.

Step 2: Click here and enter your email ID to receive the OTP in your email.

Step 3: After entering your email ID then click on **SEND OTP** button.



The MET LEAGUE OF COLLEGES
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MET Helpdesk

Please enter OTP

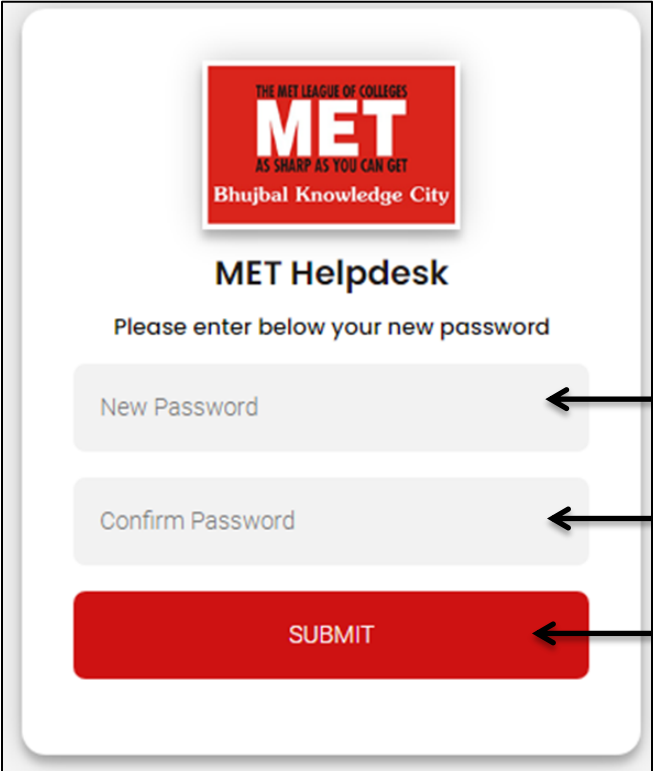
Enter OTP

Time Remaining: 00:20 [Resend OTP](#)

SUBMIT

Step 4: Enter the OTP here in given time slot of 1 minute. The OTP will expire after 1 minute.

Step 5: Click on **SUBMIT** button after entering your OTP.



The MET LEAGUE OF COLLEGES
MET
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MET Helpdesk

Please enter below your new password

New Password

Confirm Password

SUBMIT

Step 6: Create your New Password.

Step 7: Click on **SUBMIT** button after creating your new password.

Dashboard

This shows user's total pending requests and concerns.

Department: NETWORK

Hey, Mouchumi Deka
admin
NETWORKMAINTENANCE

Pending Requests
8
Last update 2 days ago
80%

Pending Concern
6
Last update 4 hours ago
67%

Total Pending
14
Last update 4 hours ago
74%

Employee List

Search here

ID	Name	Department	Email	Role	PhoneNo
278	Seema Korgaonkar	NETWORK	seemak_pgdm@met.edu	USER	
279	Sejal Dhutia	NETWORK	sejalid_mrv@met.edu		
280	Sejal Gaikwad	NETWORK	sejalg_mrv@met.edu		
281	Shailesh Rege	NETWORK	shaileshr_omdc@me		

Here you can see employee list.

Step 1: Click on Search here and find employee name from employee list

Click on the **Home** button to open your dashboard.

Click on the **Concern** button to add and view complaint of yours and other departments.

Click on the **Request** button to add and view requirements of yours and others departments.

Click on the **Report** button to see total handled concerns and requests by each engineer.

Click on the **Contact List** to see extension number of other departments.

Click on the **Feedback** button to see feedback received by other departments' users.

Click on the **Logout** button to exit from help desk services.

Step 2: Scroll down on the dashboard page.

Step 3: Click on drop down arrow and select **Rows per page** to increase number of records displayed on your screen.

Step 4: Click on the **arrow** button to go to the first page of the contact list.

Step 5: Click on these arrows to navigate between pages

Step 6: Click on the **arrow** button to go to the last page of the contact list.

ID	Name	Department	Email	Role	PhoneNo
278	Seema Korgaonkar	NETWORK	seemak_pgdm@met...	user	
279	Sejal Dhutia	NETWORK	sejald_mrv@met...	user	
280	Sejal Gaikwad	NETWORK	sejalg_mrv@met...	user	
281	Shailesh Rege	NETWORK	shaileshr_amdc@...	user	
282	Shailesh Sargade	NETWORK	shaileshs_iom@met...	user	
283	Shamsha Syed	NETWORK	shamshas_mrv@met...	user	
284	Shantaram Deulkar	NETWORK	shantaramd_ims@m...	user	
285	Sharon Divekar	NETWORK	sharond_mrv@met.e...	user	
286	Sheeja Kaliyote	NETWORK	sheejak_lip@metedu	user	
287	Sheetal Mhatre	NETWORK	sheetaljm_mrv@met...	user	

The Menu: Concern

Department: NETWORK

Click here then select and change the department.

Department: NETWORK

MET Bhujal Knowledge City

Department: NETWORK

admin NETWORKMAINTENANCE

Home

Concern 6

Request 8

Report

Contact List

Feedback

Logout

Pending Requests

8 80%

Last update 2 days ago

Pending Concern

6 67%

Last update 4 hours ago

Total Pending

14 74%

Last update 4 hours ago

Employee List

Search here

ID	Name	Department	Email	Role	PhoneNo
278	Seema Korgaonkar	NETWORK	seemak_pgdm@met...	user	
279	Sejal Dhutia	NETWORK	sejald_mrv@met.edu	user	
280	Sejal Gaikwad	NETWORK	sejalg_mrv@met.edu	user	
281	Shailesh Rege	NETWORK	shaileshr_amdc@me...	user	

Home

Concern 6

Request 8

Report

Contact List

Feedback

Logout

Step 1: Click on the **Concern** button to add and view complaint of yours and other departments. The number near concern button shows total number of complaints which are yet to resolve.

Concern ⓘ

Incoming

OutGoing

My Concerns

Search here

asfdaw

aefdew

#20230921

moderate

pending

1/9/2023 12:19:44 PM

Not assigned yet

ERT

ERT

#20230920

moderate

pending

1/9/2023 12:16:53 PM

Not assigned yet

ert

1/9/2023 12:05:31 PM

+ New Ticket

Show Rows: 10 ▼

Dashboard

Concern

Request

Pending:

6

Attending:

0

Forwarded:

0

Closed:

3

Step 2: Click on **New Ticket** to add new concern.

Dashboard

Concern

Request

Pending:

6

Attending:

0

Forwarded:

0

Closed:

3

This shows user's Pending, Attending, Forwarded & Closed number of concerns.

Step 3: Click here & select concern

Step 4: Click here and select priority level.

Step 5: Click here and select type of concern.

Create new concern

Behalf Email ☐

Department: NETWORK

Priority: High

Concern Type: Network

Subject: Enter Subject

Description:
Paragraph **B** *I*

Attachment: No file chosen

Repeated concern: ☐

Step 6: Click here and enter your request **Subject**.

Step 7: Click here and type **Description** of your request.

Create new request

Behalf Email: ☐ tejaswik_cet@met.edu

Department: NETWORK

Priority: High

Request Type: Hardware

Subject: Mouse is not working.

Description:
Paragraph **B** *I* Right click of mouse is not working.

Attachment: No file chosen

Repeated Request: ☐

Step 10: Click on **Behalf Email** button if you are adding complaint on behalf of your colleague.

Step 11: Click here and enter your colleague email ID.

Step 9: Click here if the complaint is repeating.

Step 8: Click on **Choose Files** button if you want to attach any file or document as an attachment with your complaint.

Step 12: Click on **Submit** button after entering details of your complaint.

Create new concern

Behalf Email ☐

Department Priority Concern Type

Subject

Description

Paragraph

Attachment Repeated concern: ☐

The screenshot shows the MET dashboard with a sidebar on the left containing links for Home, Concern, Request, Contact List, and Logout. The main content area is titled 'Concern' and features a search bar, a text input field with 'printer is not working', a ticket ID '#202316', and a 'high' priority tag. A 'New Ticket' button is visible in the top right. A 'Dashboard' section on the right displays a table with 'Concern' and 'Request' columns, showing counts for Pending, Attending, Forwarded, and Closed items. A white pop-up message with a green checkmark icon and the text 'Concern Created! You have created concern successfully' is centered on the screen, with an 'OK' button at the bottom. An arrow points from a text box to the pop-up.

Step 13: The **Concern Created** pop up will appear after adding complaint.

The screenshot shows the MET dashboard with the 'Incoming' tab selected in the 'Concern' section. The sidebar on the left is the same as in the previous screenshot. The main content area shows a list of concerns with a search bar, a 'Show Rows' dropdown set to '10', and a list of concerns with details like 'asfdaw', '1/9/2023 12:19:44 PM', and 'Not assigned yet'. A 'New Ticket' button is visible in the top right. A 'Dashboard' section on the right displays a table with 'Concern' and 'Request' columns, showing counts for Pending, Attending, Forwarded, and Closed items. A text box with an arrow points to the search bar.

Step 14: Click here and search Incoming, outgoing and My concerns.

Concern ⓘ

Incoming

OutGoing

My Concerns

Search here

asfdaw

aefdew

+ New Ticket

Concern

Request

Pending: 6

Attending: 0

Forwarded: 0

Click on **Incoming** button to see Incoming Concern raised to your department.

Click on **Outgoing** Concern which is raised from your department.

Click on **My Concerns** and see the concerns which are raised by you.

#20230920

moderate

pending

Not assigned yet

ert

1/9/2023 12:05:31 PM

Click or hover on the icon ⓘ to see function of **Incoming**, **Outgoing** and **My Concern** buttons.

Concern ⓘ

Incoming

Outgoing

Own

Search here

+ New Ticket

Show Rows

10

Concern

Request

Pending: 0

Attending: 0

Forwarded: 0

Closed: 0

Incoming: Where request / concern is raised to your department

Outgoing: Where request / concern is raised from your department

Own: Where request / concern is raised by you

available

Concern 📄

Incoming **OutGoing** **My Concerns**

[+ New Ticket](#)

Show Rows **10**

asfdaw 1/9/2023 12:19:44 PM

ae fdew

#20230921 moderate pending

ERT

ERT

#20230920 moderate pending Not assigned yet

ert 1/9/2023 12:05:31 PM

Dashboard

Concern	Request
Pending:	6
Attending:	0
Forwarded:	0
Closed:	3

Step 15: Click here and see details of Concern.

Step 17: Click on the **Print** button if you want to take print of the concern.

The Concern details page will appear.
Here you can see all the details of Concern.

Concern details [Print](#)

Concern Id: #20230922

Subject: tyg

Description: fg

Department: MAINTENANCE Priority: moderate

Concern Type: Carpentry Status: pending

Attachment: None


Date: 1/9/2023 12:20:37 PM

[Assign to engineer](#)

Dashboard

Concern	Request
Pending:	1
Attending:	0
Forwarded:	0
Closed:	0

Concern issued by

 **Harshad Zagade**
Dept: ERP
Institute: Institute of Computer Science
Email: harshadz_ics@met.edu
Extension: 364

Step 16: Click here and select the Engineer to assign the above concern.

Here you can see the details of the user who has issued the concern.

The Menu: Request

The screenshot shows the MET dashboard with the 'Request' menu item highlighted in the left sidebar. The dashboard includes a top header with the MET logo, a department dropdown set to 'NETWORK', and a user profile for 'Hey, Mouchumi Deka'. The main content area features three summary cards: 'Pending Requests' (8 requests, 80% progress), 'Pending Concern' (6 requests, 67% progress), and 'Total Pending' (14 requests, 74% progress). Below these is an 'Employee List' table with columns for ID, Name, Department, Email, Role, and PhoneNo. The sidebar contains links for Home, Concern (6), Request (8), Report, Contact List, Feedback, and Logout. An arrow points from the 'Request' menu item in the sidebar to a callout box.

ID	Name	Department	Email	Role	PhoneNo
278	Seema Korgaonkar	NETWORK	seemak_pgdm@met...	user	
279	Sejal Dhutia	NETWORK	sejald_mrv@met.edu	user	
280	Sejal Gaikwad	NETWORK	sejalg_mrv@met.edu	user	
281	Shailesh Rege	NETWORK	shaileshr_amdc@me...	user	

This close-up view of the sidebar menu shows the 'Request' button highlighted. The menu items are: Home, Concern (6), Request (8), Report, Contact List, Feedback, and Logout. An arrow points from the 'Request' button to the callout box.

Step 1: Click on the **Request** button to add and view requirements of yours and other departments. The number near request button shows total number of requests which are yet to approve.

Create new request

Behalf Email: ☐

Department: **Step 3: Click here & select concern department.**

Priority: **Step 4: Click here and select priority level.**

Request Type: **Step 5: Click here and select type of request.**

Subject:

Description:

Attachment: No file chosen

Repeated Request: ☐

Create new request

Behalf Email: ☒

Department: Priority: Request Type:

Subject: **Step 6: Click here and type your request **subject**.**

Description:

Step 7: Click here and type **Description of your request.**

Attachment: No file chosen

Repeated Request: ☒

Step 10: Click on **Behalf Email** button if you are adding request on behalf of your colleague.

Step 11: Click here and enter your colleague email ID.

Step 9: Click here if the request is repeating.

Step 8: Click on Choose Files button if you want to attach any file or document as an attachment with your request.

Step 12: Click on **Submit** button after entering details of your request.

Create new request

Behalf Email: ☐

Department: Priority: Request Type:

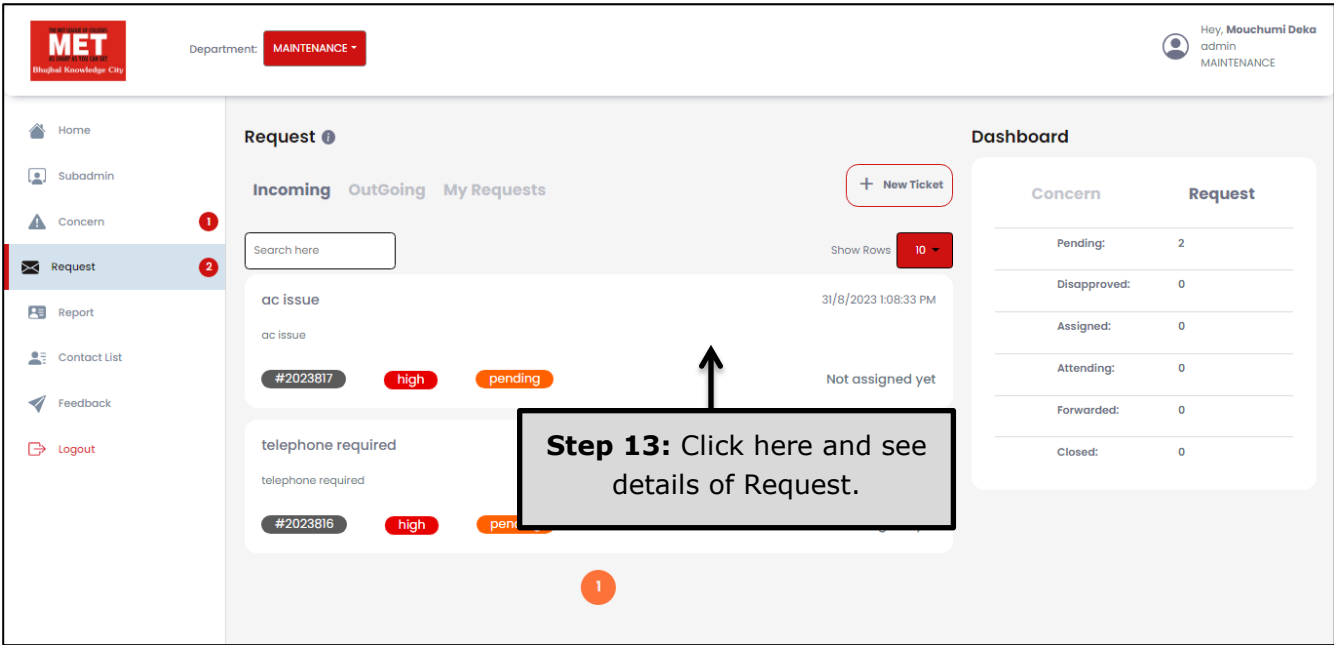
Subject:

Description:

↶ ↷ Paragraph B I

Right click of mouse is not working.

Attachment: Repeated Request: ☐



Step 14: Click on **Print** button if you want to take print out of request for approval of trustees.

The Request details page will appear here.

The screenshot shows the 'Request details' page. A red 'Print' button is located at the top left. A callout box points to this button. Another callout box points to the main content area of the page. The page layout includes a sidebar with a 'Request details' header and a 'Print' button, and a main content area with a 'Dashboard' section and a 'Request issued by' section.

Request details			
Request Id:	#2023817		
Subject:	ac issue		
Description:	ac issue		
Department:	MAINTENANCE	Priority:	high
Request Type:	Air Conditioner	Status:	pending
HOD Approval:	Approved		
HOD Comment:	kk		
Admin Approval:	Not updated		

Dashboard

Concern	Request
Pending:	2
Disapproved:	0
Assigned:	0
Attending:	0
Forwarded:	0
Closed:	0

Request issued by

Gayatri Zalte
Department: ERP

Department: MAINTENANCE Priority: high
Request Type: Air Conditioner Status: pending

HOD Approval: Approved

HOD Comment: kk

Admin Approval: Not updated

Attachment: None

Date: 31/8/2023 1:08:33 PM

Request Approval

Attending: 0

Forwarded: 0

Closed: 0

Request issued by



Gayatri Zalte

Department: ERP

Institute: Institute of Computer Science

Email: mca19_1022ics@met.edu

Extension:

Step 15: Click on the **Request Approval** button to approve or disapprove the

Here you can see the details of the user who has issued the Request.

Approval

Change Status:

Engineer List:

Comment:

Step 16: Click here & select **Approve** or **Disapprove** the request.

Step 17: Click here and select engineer name whom you want to assign this request.

Step 18: If you disapproved the request then this option will be disable.

Step 19: Click here and enter the comment for request.

Step 20: Click on the **Submit** button after selection.

The Menu: Sub-admin

The screenshot shows the 'Employee List' page. On the left is a sidebar menu with options: Home, Concern (1), Request (2), Report, Contact List, Feedback, and Logout. The main area displays a table of employees. A callout box with an arrow points to the row for 'Pravin Chavan'.

ID	Name	Department	Email	Role	PhoneNo
21	Yogesh Ghag	NETWORK	yogeshg_ii@met.edu	user	
20	Vishal Jadhav	NETWORK	vishalj_ics@met.edu	user	
19	Sunil Sawant	NETWORK	sunils_ics@met.edu	user	
18	Sanjay Kunder	NETWORK	sanjayk_iom@met.ed...	user	
17	Rahul Ayare	NETWORK	rahula_amdc@mete...	user	
16	Pravin Chavan	NETWORK	pravin_c_amdc@met...	user	
15	Nitin Thombre	NETWORK			
14	Manish Bagel	NETWORK			
13	Vijayal Bagel	NETWORK			

Step 1: Go to the dashboard and select the employee name from the employee list whom you want to add as **Sub-admin** to monitor all services of the helpdesk, apart from admin.

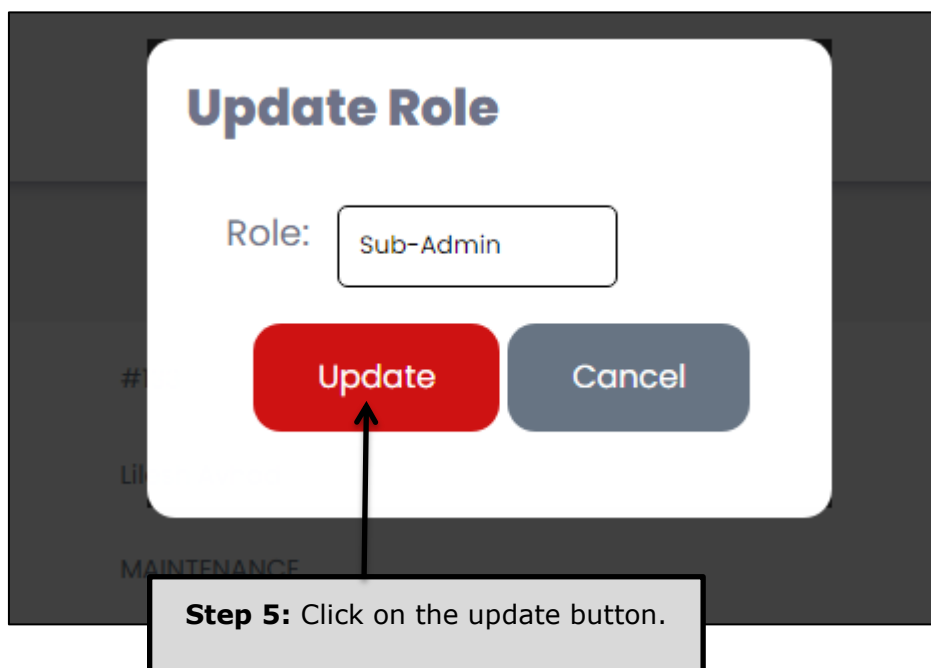
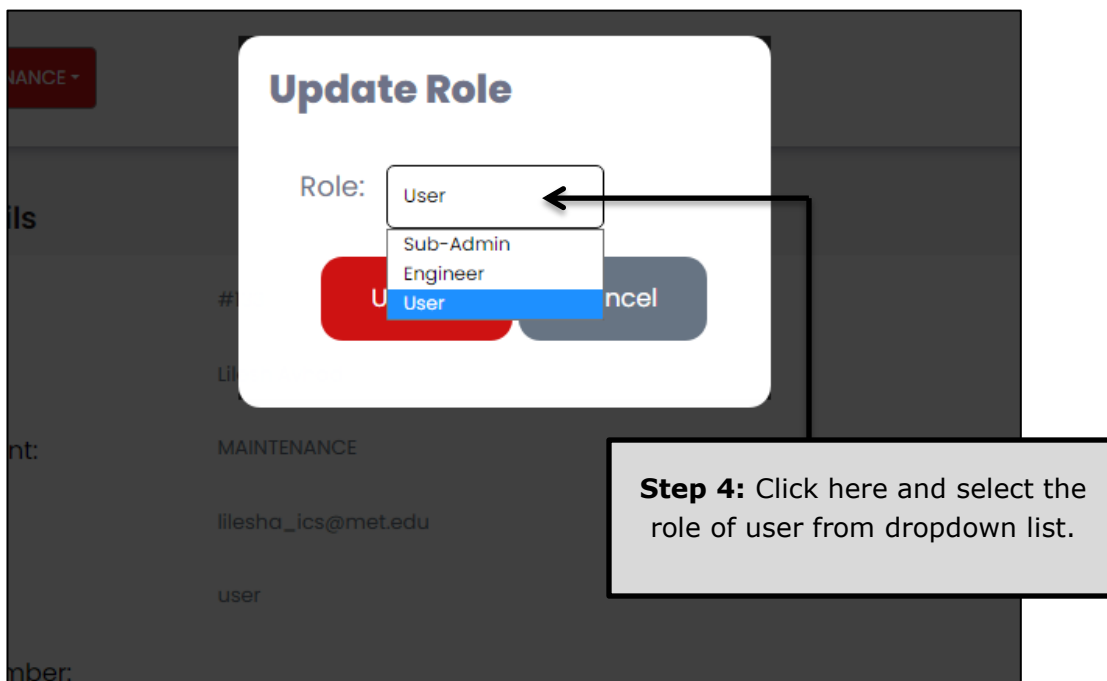
The screenshot shows the 'Staff Details' page. It contains the following fields:

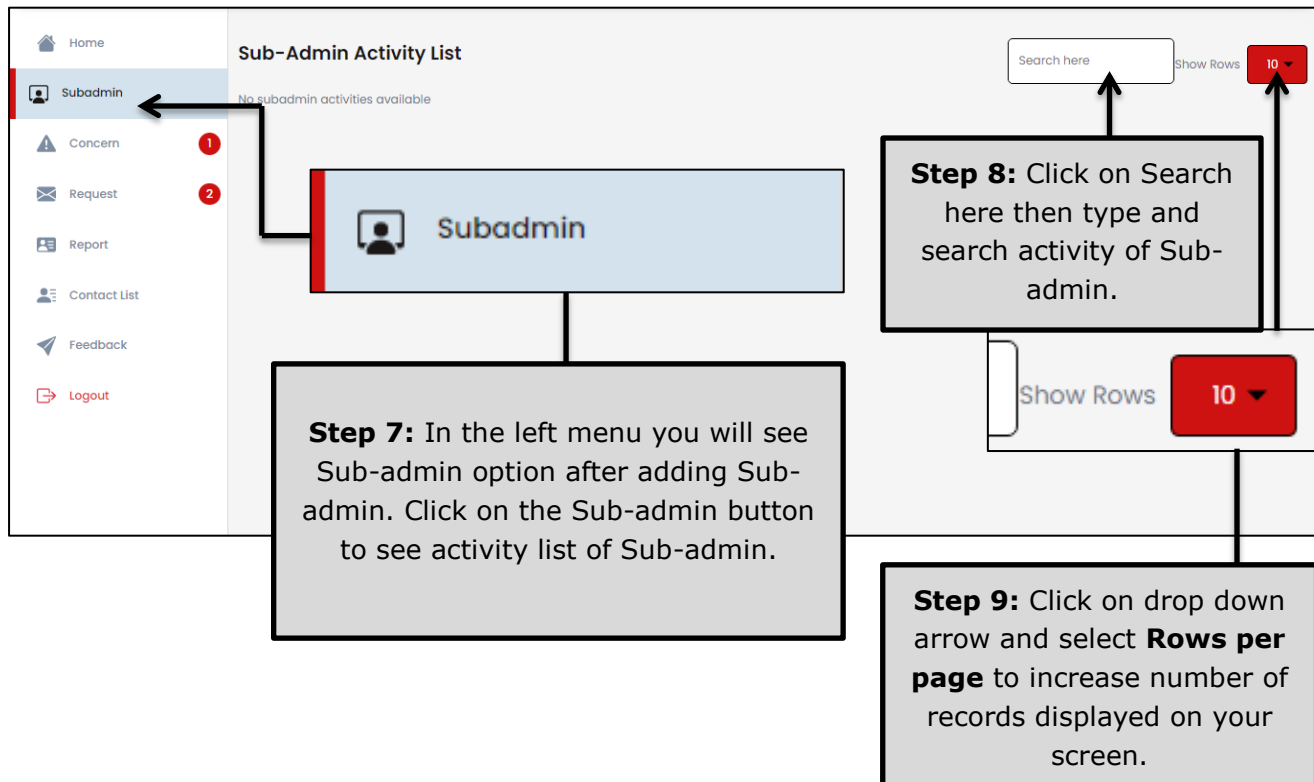
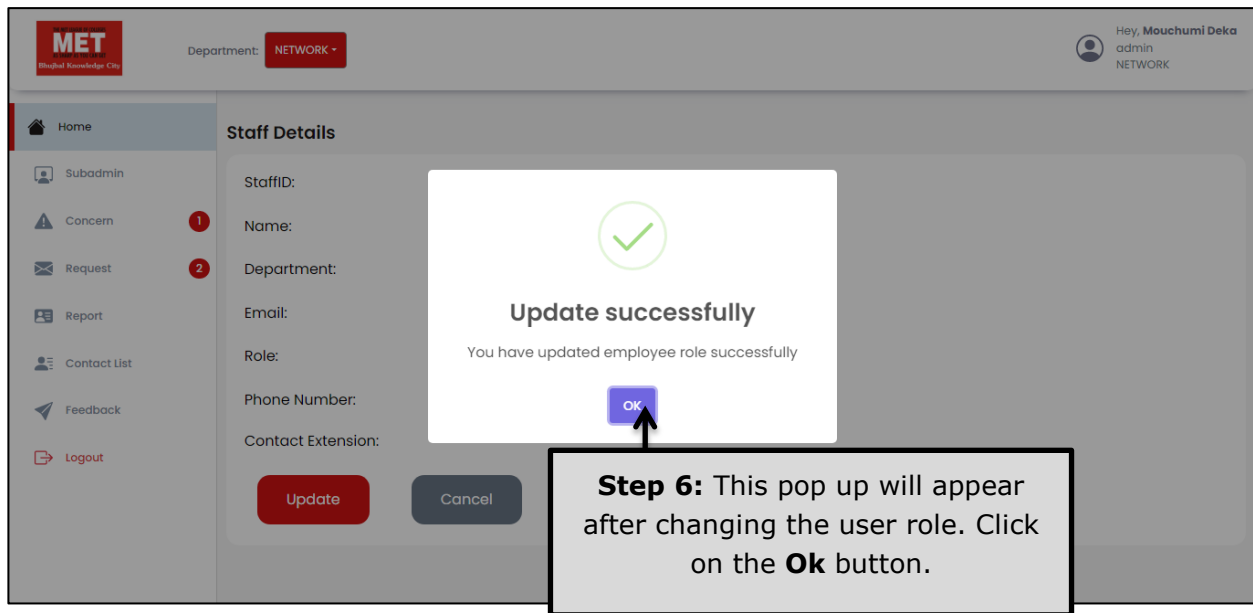
- StaffID: #133
- Name: Lilesh Avhad
- Department: MAINTENANCE
- Email: lilesha_ics@met.edu
- Role: user
- Phone Number:
- Contact Extension: 371

At the bottom, there are two buttons: 'Update' (red) and 'Cancel' (grey). A callout box points to the 'Email' field, and another points to the 'Update' button.

Step 2: You can see employee details will be here.

Step 3: Click on the **Update** button to change the role of the selected employee.





The Menu: Report of Assigned Engineer

MET Bhujal Knowledge City

Department: NETWORK

Hey, Mouchumi Deka
admin
NETWORKMAINTENANCE

Pending Requests
8
Last update 2 days ago
80%

Pending Concern
6
Last update 4 hours ago
67%

Total Pending
14
Last update 4 hours ago
74%

Employee List

ID	Name	Department	Email	Role	PhoneNo
278	Seema Korgaonkar	NETWORK	seemak_pgdm@met...	user	
279	Sejal Dhutia	NETWORK	sejald_mrv@met.edu	user	
280	Sejal Gaikwad	NETWORK	sejalg_mrv@met.edu	user	
281	Shailesh Rege	NETWORK	shaileshr_amdc@me...	user	

Home
Concern 6
Request 8
Report
Contact List
Feedback
Logout

Home
Concern 6
Request 8
Report
Contact List
Feedback
Logout

Step 1: Click on the **Report** button to see total handled concerns and requests by each engineer.

The screenshot shows the MET system interface. The left sidebar contains navigation links: Home, Concern, Request, Report, Contact List, Feedback, and Logout. The main content area is titled 'Report' and includes a 'Download Report' button. There are two date input fields labeled 'From' and 'To' with the placeholder 'dd-mm-yyyy'. A 'Department' dropdown is set to 'NETWORK'. An 'Engineer' dropdown is set to 'Siddharth Bhat', and a 'Select Your Priority' dropdown is set to 'Siddharth Bhundere'. The interface is annotated with three steps:

- Step 2:** Click here and select the department. (Points to the 'Department' dropdown menu.)
- Step 3:** Click on the box near Engineer and select name from the dropdown list to see handled concerns and requests report of that engineer. (Points to the 'Engineer' dropdown menu.)
- Step 4:** Select the duration from starting date to end date and then click on **Download Report** to get detailed report. (Points to the 'Download Report' button.)

The screenshot shows the MET system interface. The left sidebar contains navigation links: Home, Subadmin, Concern, Request, Report, Contact List, Feedback, and Logout. The main content area is titled 'Report' and includes a 'Download Report' button. There are two date input fields labeled 'From' and 'To' with the placeholder 'dd-mm-yyyy'. A 'Department' dropdown is set to 'NETWORK'. An 'Engineer' dropdown is set to 'Siddharth Bhat'. A 'Category' dropdown is set to 'All Categories'. The interface is annotated with two steps:

- Step 5:** Click on the dropdown arrow near **Category** and view report according to the given list of options. (Points to the 'Category' dropdown menu.)
- Step 6:** Click here and select the category from dropdown menu. (Points to the 'Category' dropdown menu.)

The screenshot displays the MET (Mouhumi Educational Technology) web application. The top header shows the MET logo, the user's name 'Hey, Mouchumi Deka', and the role 'admin NETWORK'. The sidebar on the left contains navigation links: Home, Subadmin, Concern (marked with a red circle 1), Request (marked with a red circle 2), Report (highlighted in blue), Contact List, Feedback, and Logout. The main content area is titled 'Report' and includes a 'Download Report' button, date range filters ('From' and 'To' in dd-mm-yyyy format), and a dropdown menu for 'Select Your Priority'. The dropdown menu is open, showing options: 'All Priorities', 'High', 'Moderate', and 'Low' (which is selected and highlighted in blue). A red 'Priority' button is visible next to the dropdown. A callout box points to the 'Priority' button, and a text box below it provides instructions for Step 7.

Step 7: Click on **Priority** option and select the priority level and view report of the engineer.

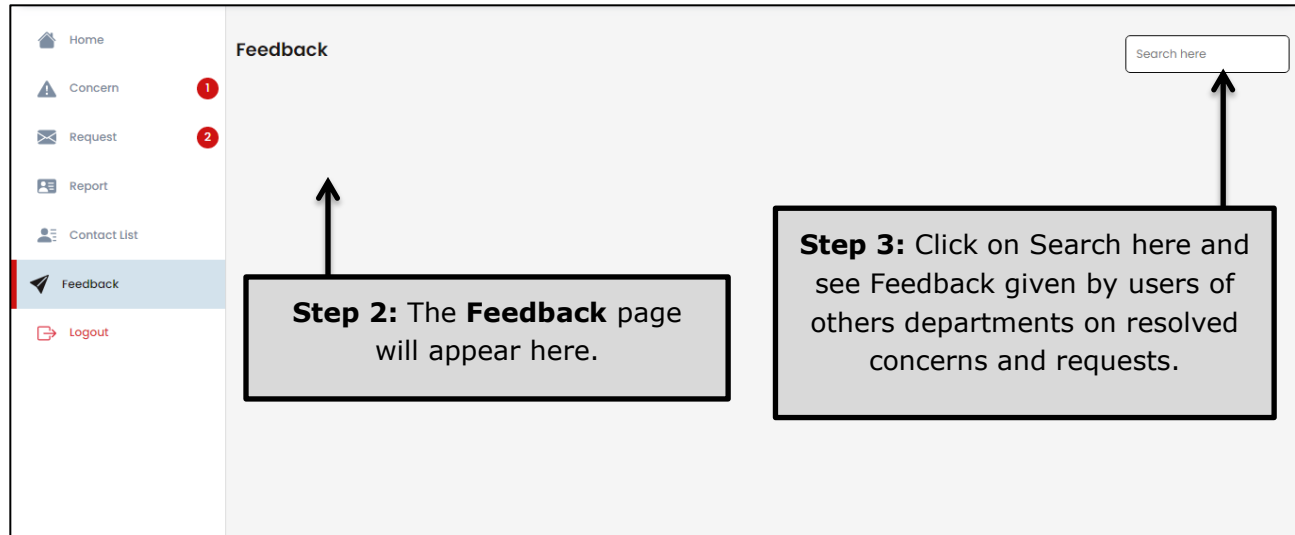
The Menu: Feedback

The screenshot shows the MET dashboard interface. The top header includes the MET logo, the department name 'NETWORK', and the user profile 'Hey, Mouchumi Deka admin NETWORKMAINTENANCE'. The sidebar on the left contains navigation links: Home, Concern (6), Request (8), Report, Contact List, Feedback, and Logout. The main content area displays three summary cards: 'Pending Requests' (8, 80%, last update 2 days ago), 'Pending Concern' (6, 67%, last update 4 hours ago), and 'Total Pending' (14, 74%, last update 4 hours ago). Below these is an 'Employee List' table with columns for ID, Name, Department, Email, Role, and PhoneNo. The table lists four employees: Seema Korgaonkar, Sejal Dhutia, Sejal Gaikwad, and Shailesh Rege, all from the NETWORK department.

ID	Name	Department	Email	Role	PhoneNo
278	Seema Korgaonkar	NETWORK	seemak_pgdm@met...	user	
279	Sejal Dhutia	NETWORK	sejald_mrv@met.edu	user	
280	Sejal Gaikwad	NETWORK	sejalg_mrv@met.edu	user	
281	Shailesh Rege	NETWORK	shaileshr_amdc@me...	user	

This block shows a close-up of the sidebar menu. The 'Feedback' button, represented by a paper plane icon, is highlighted with a blue background. Other buttons include Home, Concern (6), Request (8), Report, Contact List, and Logout. A black arrow points from the 'Feedback' button to the instruction box on the right.

Step 1: Click on the **Feedback** button to see feedback received by other departments' users.



The Menu: Contact List

The screenshot shows the MET dashboard interface. The top header includes the MET logo, the current department 'NETWORK', and the user profile 'Hey, Mouchumi Deka admin NETWORKMAINTENANCE'. The left sidebar contains navigation links: Home, Concern (6), Request (8), Report, Contact List, Feedback, and Logout. The main content area features three summary cards: 'Pending Requests' (8, 80%), 'Pending Concern' (6, 67%), and 'Total Pending' (14, 74%). Below these is an 'Employee List' table with columns for ID, Name, Department, Email, Role, and PhoneNo.

ID	Name	Department	Email	Role	PhoneNo
278	Seema Korgaonkar	NETWORK	seemak_pgdm@met...	user	
279	Sejal Dhutia	NETWORK	sejald_mrv@met.edu	user	
280	Sejal Gaikwad	NETWORK	sejalg_mrv@met.edu	user	
281	Shailesh Rege	NETWORK	shaileshr_amdc@me...	user	

This block shows a close-up of the sidebar menu. The 'Contact List' item is highlighted with a blue background. An arrow points from the instruction box to this item.

- Home
- Concern** (6)
- Request (8)
- Report
- Contact List**
- Feedback
- Logout

Step 1: Click on the **Contact List** to see extension number of other departments

Step 2: Contact list page appears. Click on the **Search here** box and enter the name of person to find his/her extension number.

Contact List

Search here

Name	Department	E-Mail	Extension
Aarati Patil	ACCOUNTS	aaratip_mrv@met.edu	
Aarti Athle	ACCOUNTS	aartia_mrv@met.edu	
Aarti Kulkarni	ACCOUNTS	aartik_mrv@met.edu	315
Abha Doshi	ACCOUNTS	abhad_iop@met.edu	226
Abhijit Banubakode	ACCOUNTS	principal_ics@met.edu	267
Abhilasha Sharma	ACCOUNTS	abhilashas_iop@met.edu	
Abhishek Koli	ACCOUNTS	abhishekk_ics@met.edu	
Aditi Gosalia	ACCOUNTS	aditig_imm@met.edu	277

The screenshot shows a table with columns: Name, Department, E-Mail, and Extension. The table lists 10 contacts from the 'ACCOUNTS' department. Below the table is a pagination control bar with the text 'Rows per page: 10', '1-10 of 355', and navigation arrows. A dropdown menu is open over the 'Rows per page' text, showing options 10, 15, 20, 25, and 30. The number 10 is highlighted in blue. Arrows point from instructional text boxes to these UI elements.

Name	Department	E-Mail	Extension
Aarati Patil	ACCOUNTS	aaratip_mrv@met.edu	
Aarti Athle	ACCOUNTS	aartia_mrv@met.edu	
Aarti Kulkarni	ACCOUNTS	aartik_mrv@met.edu	
Abha Doshi	ACCOUNTS	abhad_iop@met.edu	226
Abhijit Banubakode	ACCOUNTS	principal_ics@met.edu	267
Abhilasha Sharma	ACCOUNTS	abhilashas_iop@met.edu	
Abhishek Koli	ACCOUNTS	abhishekk_ics@met.edu	
Aditi Gosalia	ACCOUNTS	aditig_imm@met.edu	277
Adwait Godse	ACCOUNTS	adwaitg_mrv@met.edu	
Ajay Mourya	ACCOUNTS	ajaym_trust@met.edu	316

Step 3: Scroll down on the page

Step 4: Click on drop down arrow and select **Rows per page** to increase number of records displayed on your screen.

Step 5: Click on the **arrow** button to go to the first page of the contact list.

Step 6: Click on the **arrow** button to go to the last page of the contact list.

Step 7: Click on these arrows to navigate between pages

Rows per page: 10 1-10 of 355 |< < > >|