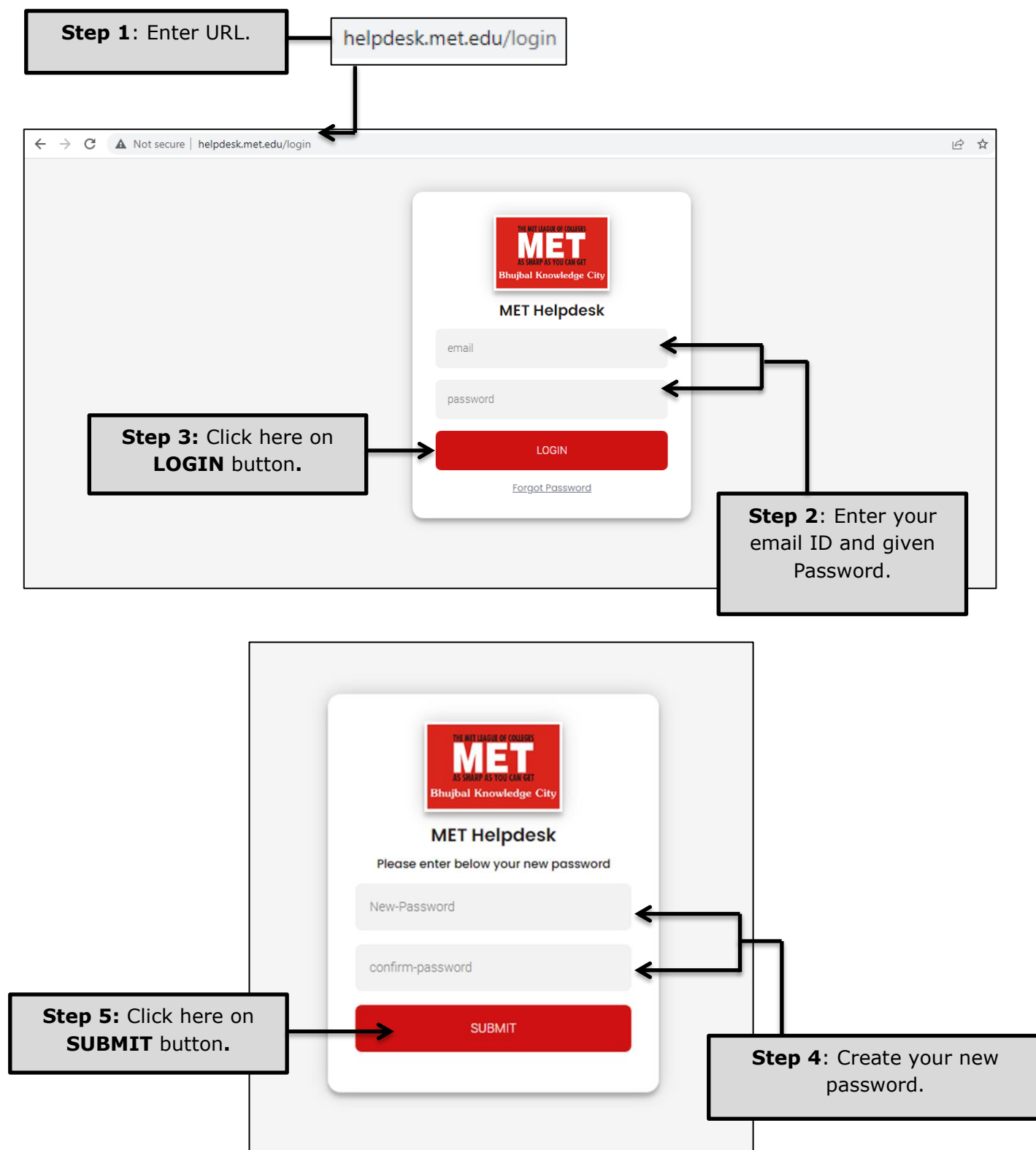


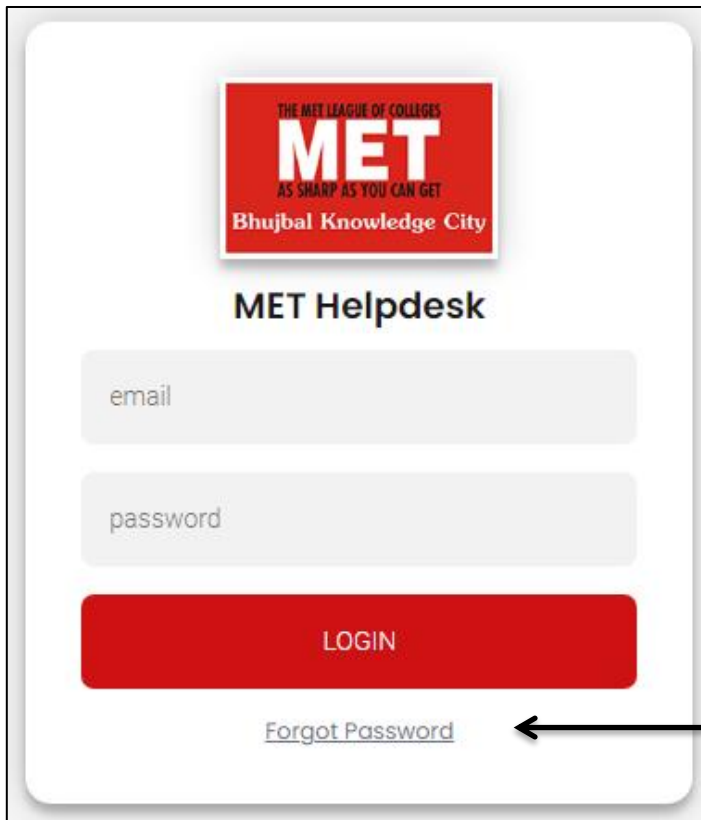
# **Helpdesk Manual for MET Staff**

## Step by Step Guide of Helpdesk Services

### 1. Log in the Helpdesk Website



## 2. The Menu: Forgot Password



THE MET LEAGUE OF COLLEGES  
**MET**  
AS SHARP AS YOU CAN GET  
Bhujbal Knowledge City

**MET Helpdesk**

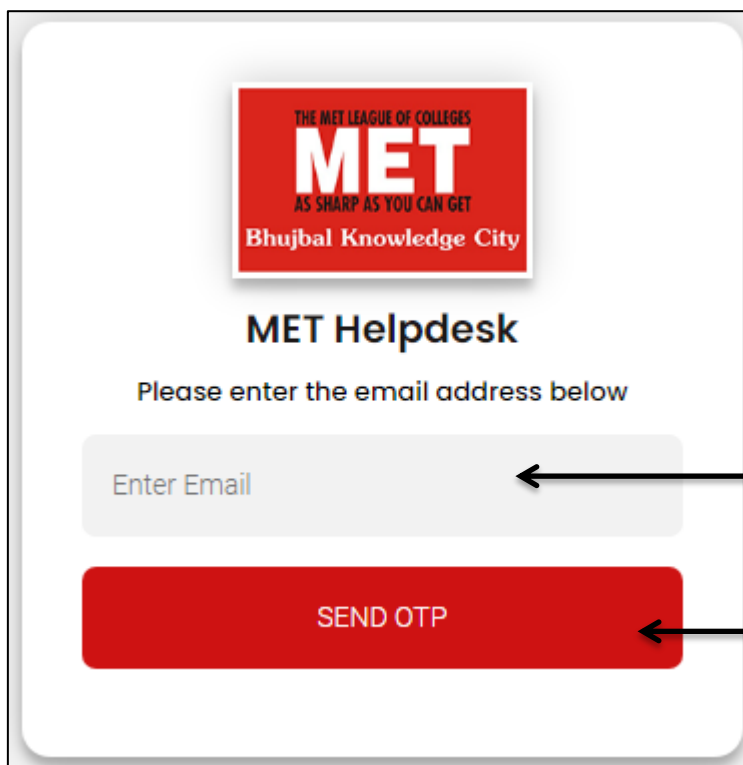
email

password

**LOGIN**

[Forgot Password](#)

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



THE MET LEAGUE OF COLLEGES  
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**MET Helpdesk**

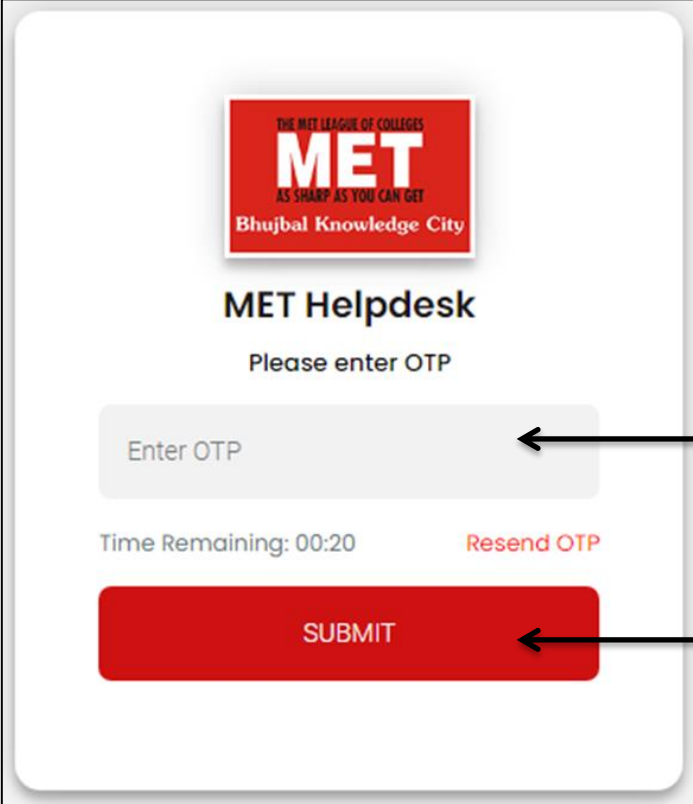
Please enter the email address below

Enter Email

**SEND OTP**

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

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



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### MET Helpdesk

Please enter OTP

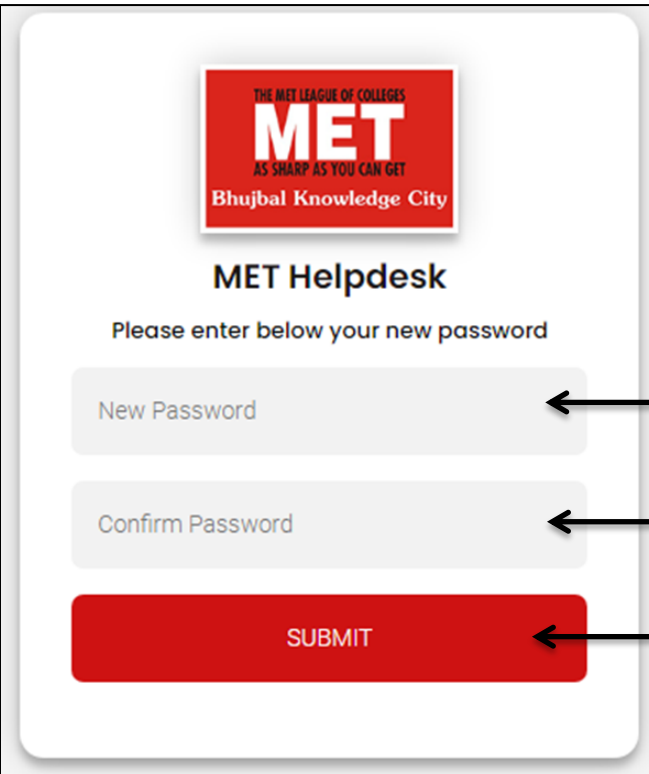
Enter OTP

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

**SUBMIT**

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

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



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### MET Helpdesk

Please enter below your new password

New Password

Confirm Password

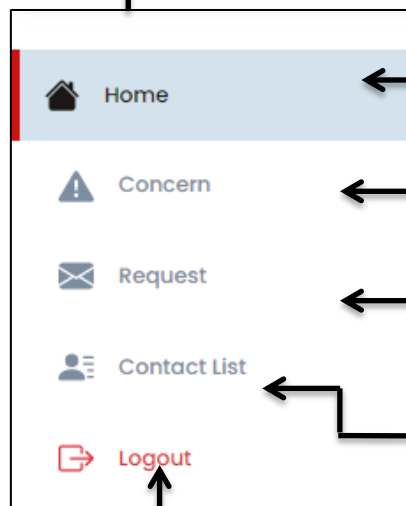
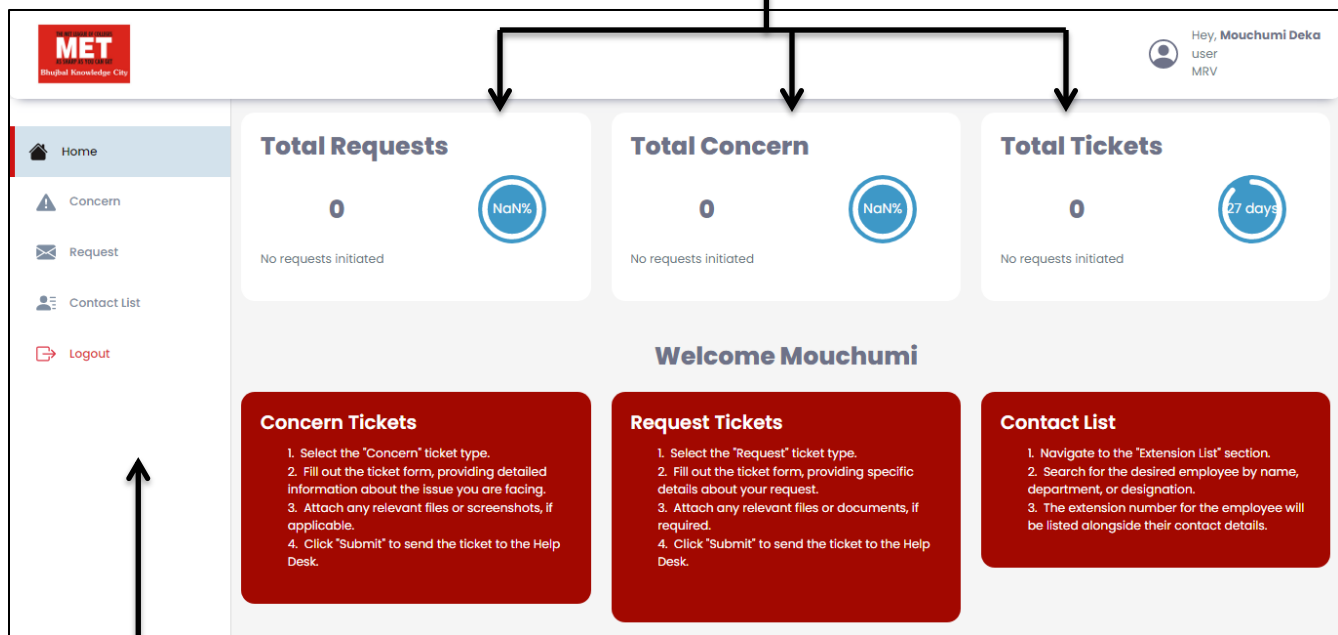
**SUBMIT**

**Step 6:** Create your New Password.

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

### 3. The Menu: Concern

This shows user's total requests, concerns and tickets generated by user.



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

**Step 1:** Click on the **Concern** button to add your complaint.

Click on the **Request** button to add your requirement.

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

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

Home

Concern

Request

Contact List

Logout

Search here

No concern available

+ New Ticket

+ New Ticket

Show Rows 10

Hey, Mouchumi Deka  
user  
MRV

Dashboard

Concern

Request

Pending: 0

Attending: 0

Forwarded: 0

Closed: 0

Click on **Search here** then type and search your complaint.

Step 2: Click on **New Ticket** button to add your complaint.

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

ConcernRequest

Pending:0

Attending:0

Forwarded:0

Closed:0

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

**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: Choose Files No file chosen

Repeated concern: ☐

**Submit**

**Create new concern**

Behalf Email ☐

Department: NETWORK

Priority: High

Concern Type: Network

Subject: Internet is not connecting

Description:   
Paragraph **B** *I* Internet is not connecting to PC.

Attachment: Choose Files No file chosen

Repeated concern: ☐

**Submit**

**Step 6:** Click here and type your complaint **subject**.

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

**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

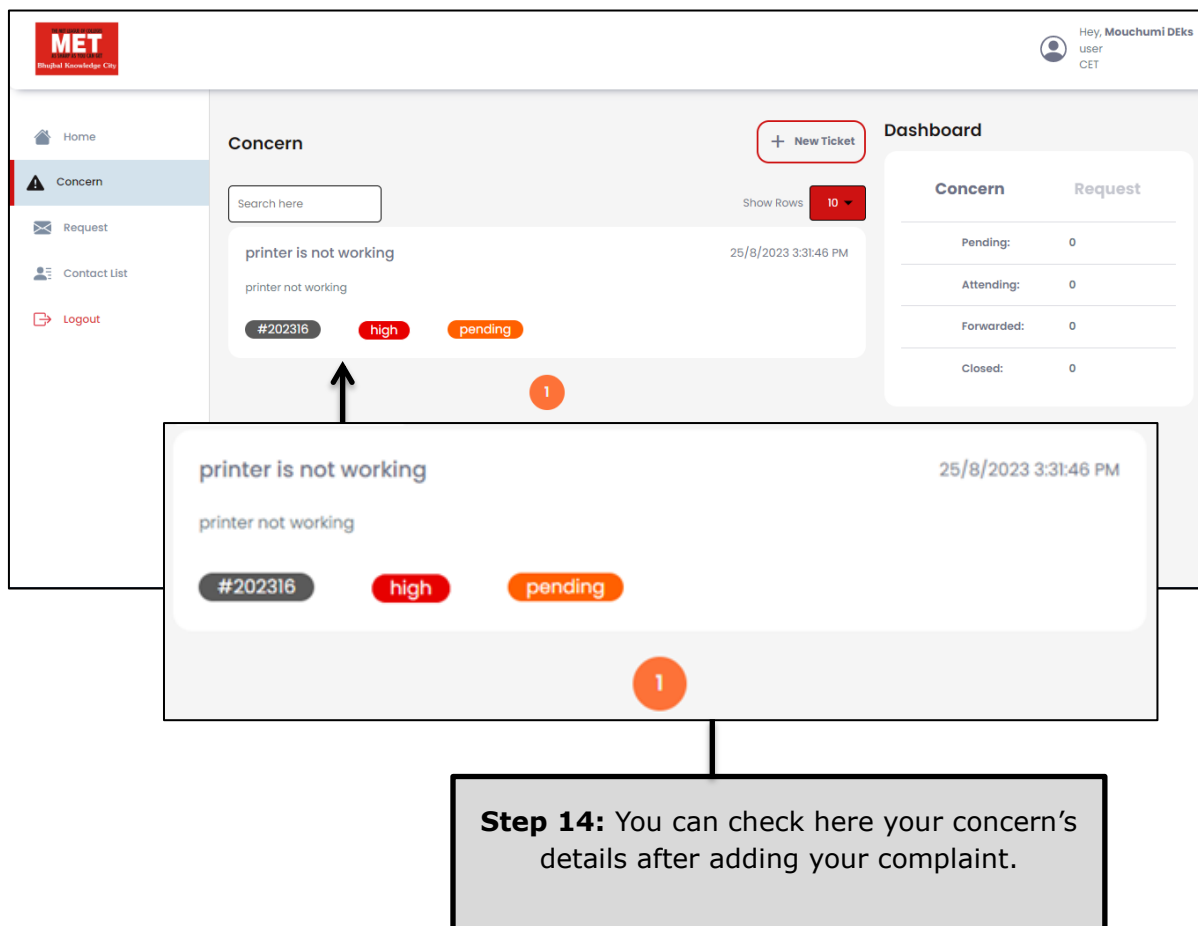
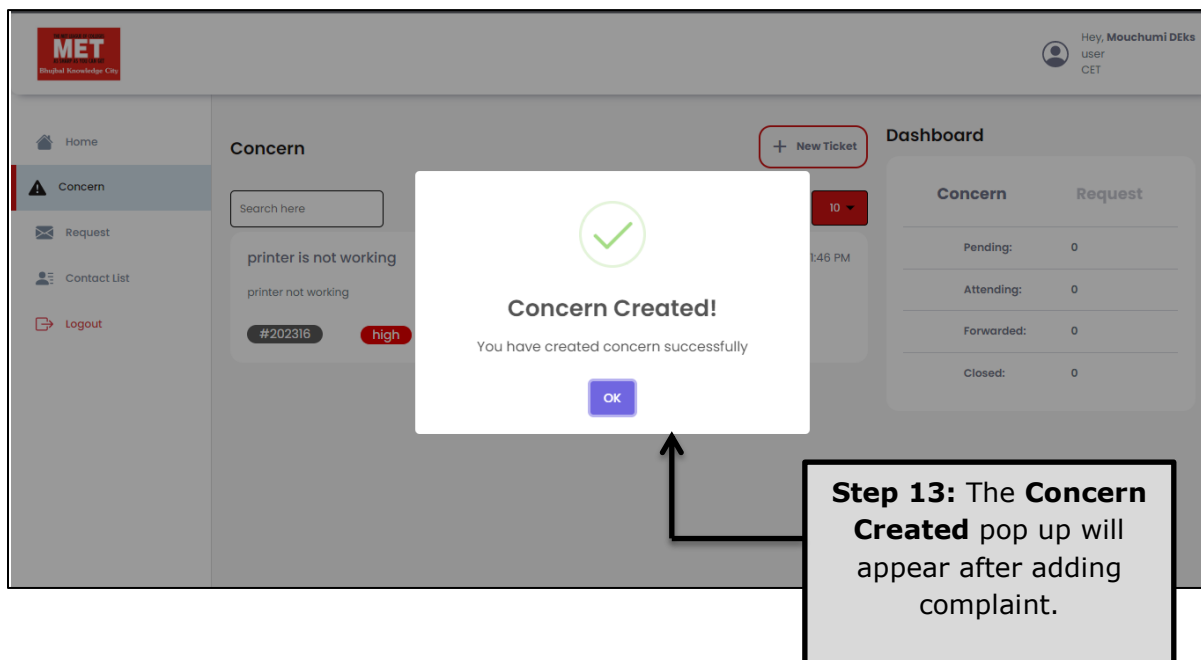
Description

Attachment

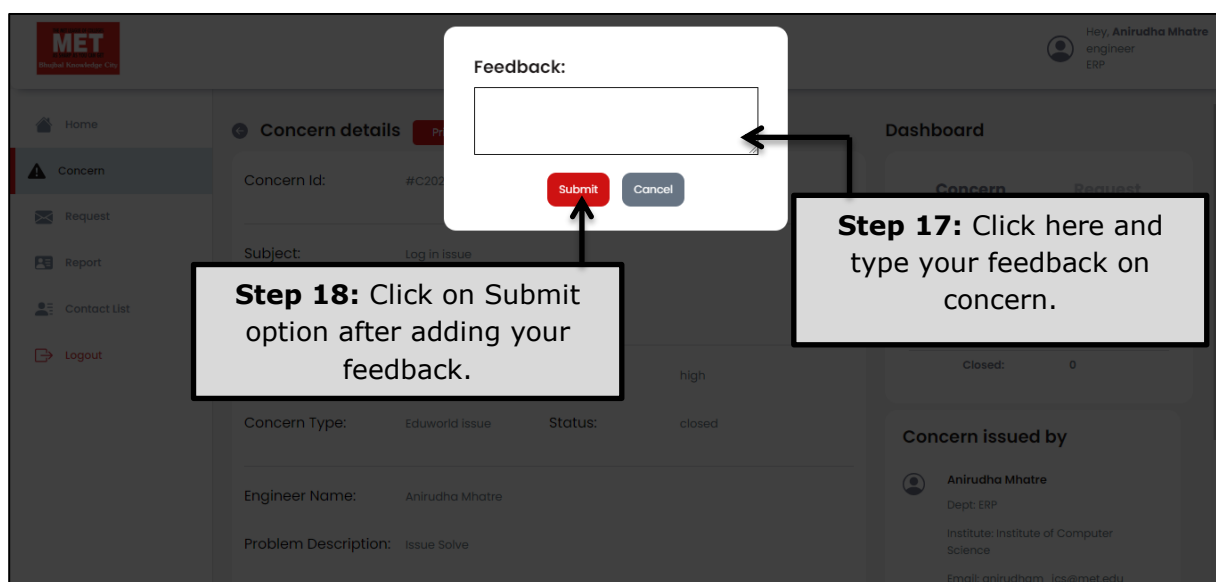
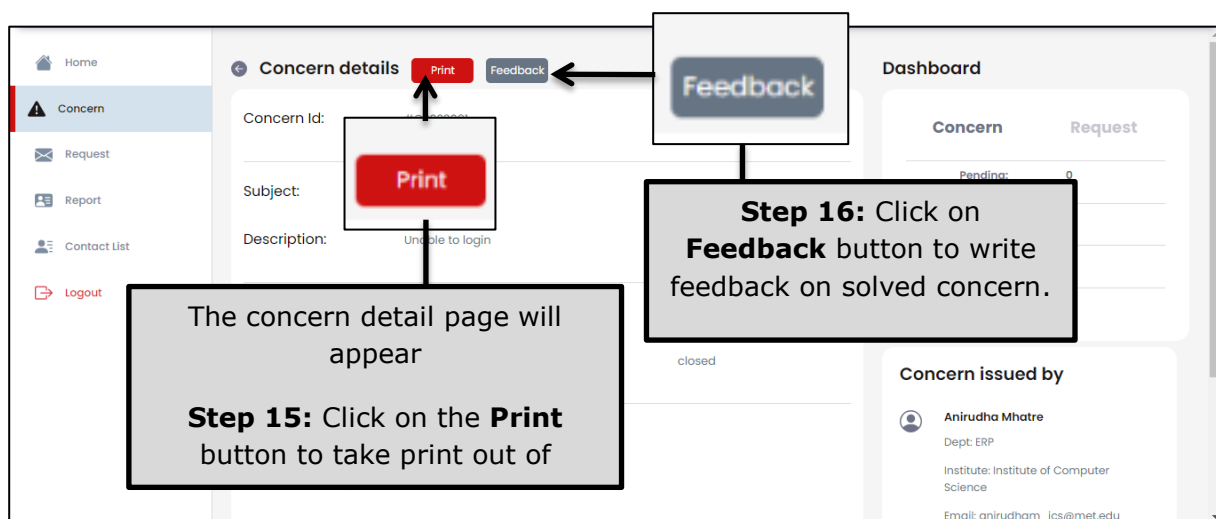
No file chosen

Repeated concern: ☐

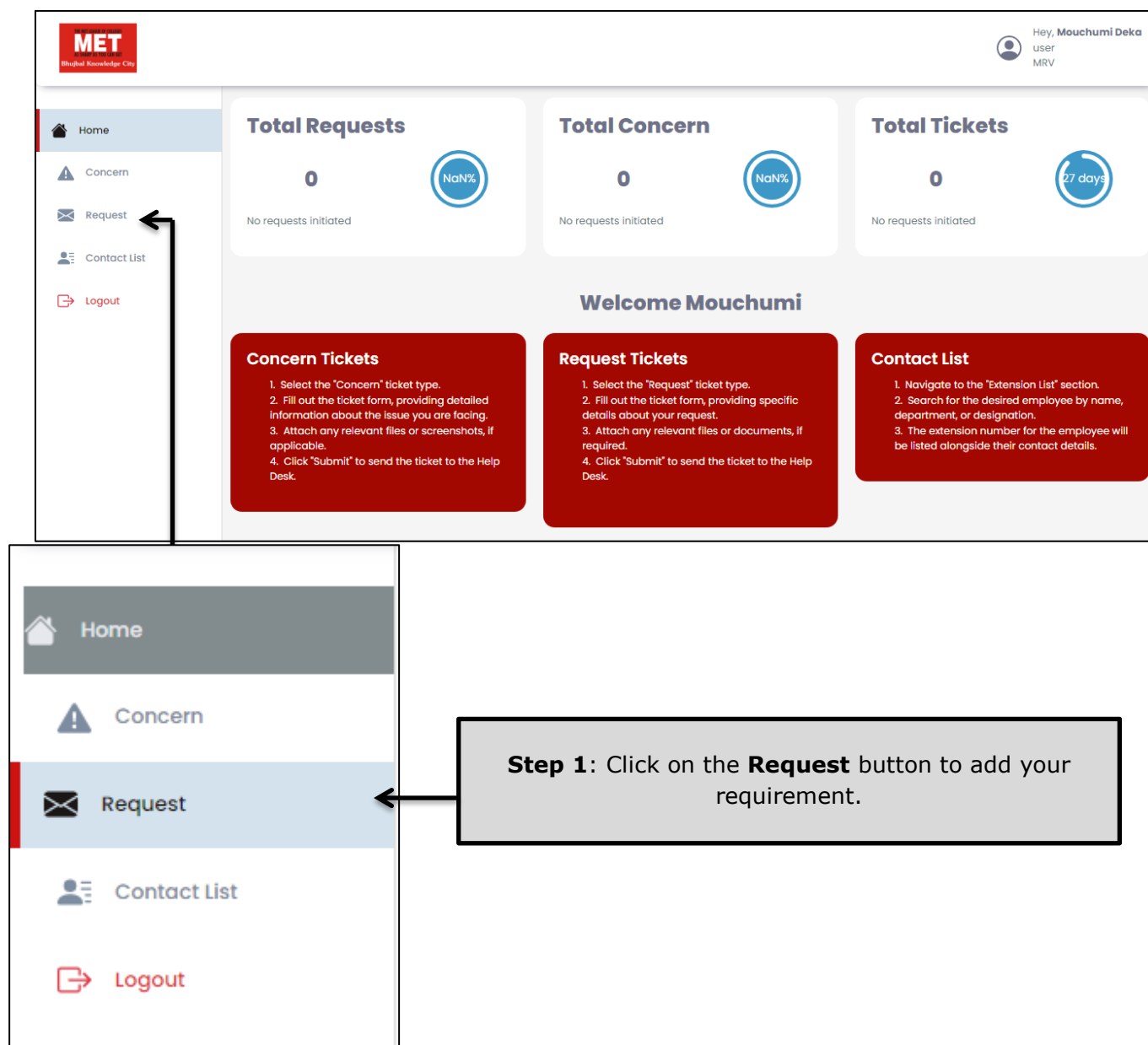




## 4. The Menu: Feedback



## 5. The Menu: Request



The screenshot displays the MET (Mahatma Education Technology) user interface. The top header includes the MET logo and the user profile 'Hey, Mouchumi Dekka' with roles 'user' and 'MRV'. The left sidebar contains navigation links: Home, Concern, Request, Contact List, and Logout. The 'Request' link is highlighted with a red bar and an arrow pointing to it from a callout box. The main content area shows three summary cards: 'Total Requests' (0, NaN%), 'Total Concern' (0, NaN%), and 'Total Tickets' (0, 27 days). Below these is a 'Welcome Mouchumi' message and three red boxes with instructions for 'Concern Tickets', 'Request Tickets', and 'Contact List'. The 'Request Tickets' box contains the following steps:

1. Select the "Request" ticket type.
2. Fill out the ticket form, providing specific details about your request.
3. Attach any relevant files or documents, if required.
4. Click "Submit" to send the ticket to the Help Desk.

The callout box on the right states: **Step 1:** Click on the **Request** button to add your requirement.

**Step 5: Click on New Ticket button to add your requirement.**

**Request**

Search here  
No requests available

Click on **Search here** then type and search your requests.

**+ New Ticket**

Show Rows 10

**Dashboard**

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

This shows user's Pending, Attending, Forwarded, Assigned, Disapproved and Closed number of requests.

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

**Create new request**

Behalf Email: ☐

Department:

Priority:

Request Type:

Subject:

Description:

Attachment:  No file chosen

Repeated Request: ☐

**Step 6:** Click here & select concern department.

**Step 7:** Click here and select priority level.

**Step 8:** Click here and select type of request.

**Create new request**

Behalf Email: ☒

Department:

Priority:

Request Type:

Subject:

Description:

Attachment:  No file chosen

Repeated Request: ☒

**Step 9:** Click here and enter your request **Subject**.

**Step 10:** Click here and type **Description** of your request.

**Step 13:** Click on **Behalf Email** button if you are adding request on behalf of your colleague.

**Step 14:** Click here and enter your colleague email ID.

**Step 12:** Click here if the request is repeating.

**Step 11:** Click on Choose Files button if you want to attach any file or document as an attachment with your request.

**Step 15:** Click on **Submit** option 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: ☐

## 6. The Menu: Contact List

The screenshot displays the MET (Mouhumi Educational Technology) portal interface. The top header shows the MET logo and the user's name, Mouchumi Deka, with a profile icon. The left sidebar contains navigation links: Home, Concern, Request, Contact List, and Logout. The main content area features three summary cards: Total Requests, Total Concern, and Total Tickets, all showing 0 requests initiated. Below these is a 'Welcome Mouchumi' message and three instructional cards for Concern Tickets, Request Tickets, and Contact List. The 'Contact List' card instructs users to navigate to the 'Extension List' section, search for an employee, and view their contact details. A callout box with an arrow points to the 'Contact List' menu item in the sidebar, containing the text: **Step 1: Click on the **Contact List** to see extension number of other departments**

**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.

Search here

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 several contacts from the ACCOUNTS department. Below the table is a pagination control bar. Instructional callouts are provided for the following steps:

- Step 3:** Scroll down on the page (indicated by an arrow pointing to the scrollbar).
- Step 4:** Click on drop down arrow and select **Rows per page** to increase number of records displayed on your screen. (The dropdown menu is shown with options 10, 15, 20, 25, 30, where 10 is selected).
- Step 5:** Click on the **arrow** button to go to the first page of the contact list. (The first page arrow is highlighted).
- Step 6:** Click on the **arrow** button to go to the last page of the contact list. (The last page arrow is highlighted).
- Step 7:** Click on these arrows to navigate between pages (all four navigation arrows are highlighted).

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	aditiq_imm@met.edu	277
Adwait Godse	ACCOUNTS	(itg_mrv@met.edu	
Ajay Mourya	ACCOUNTS	_trust@met.edu	316

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

The screenshot shows the MET user interface. On the left is a sidebar with navigation links: Home, Concern, Request, Contact List, and Logout. The 'Contact List' link is highlighted. The main area displays a table of contact information. The table has columns for Name, Department, E-Mail, and Extension. The data is as follows:

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_1op@met.edu	226
Abhijit Banubakode	ACCOUNTS	principal_ics@met.edu	267
Abhilasha Sharma	ACCOUNTS	abhilashas_1op@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

At the bottom right of the table, it says 'Rows per page: 10' and '1-10 of 355'. A red arrow points from the 'Logout' button in the sidebar to the 'Logout' button in the main area.

This is a close-up of the sidebar navigation menu. It contains the following items: Home, Concern, Request, Contact List, and Logout. The 'Logout' button is highlighted with a red arrow pointing to it.

**Step 8:** Click on the **Logout** button to exit from help desk services.