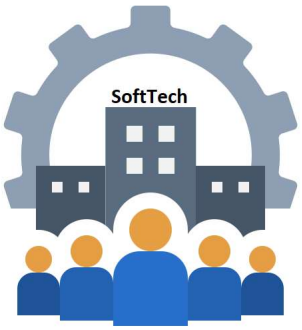
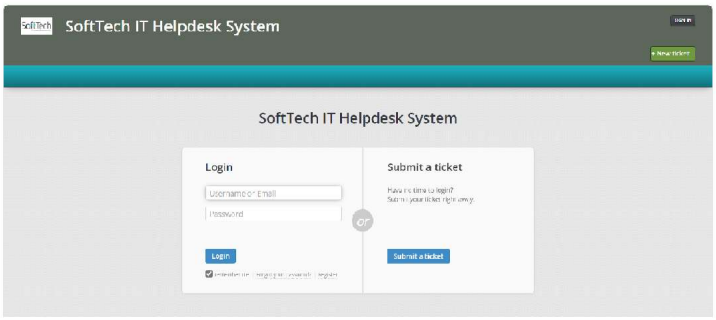
Approvals	Title	Signature/Date
Prepared By: -	IT HELPDESK	20/02/2024
Reviewed By: -	IT Manager	20/02/2024
Approved By: -	VP	20/02/2024

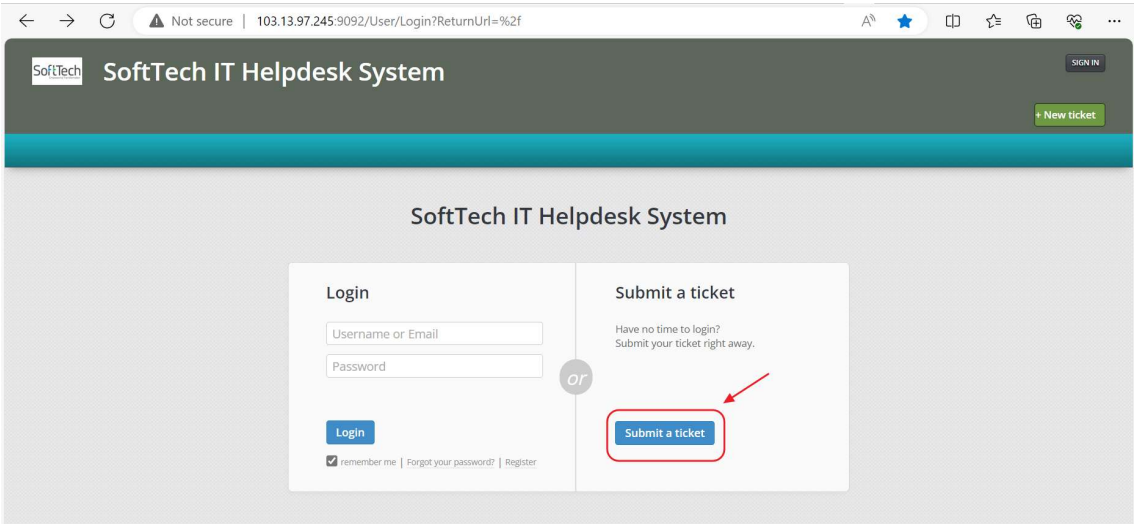




Please perform below steps step by step ->

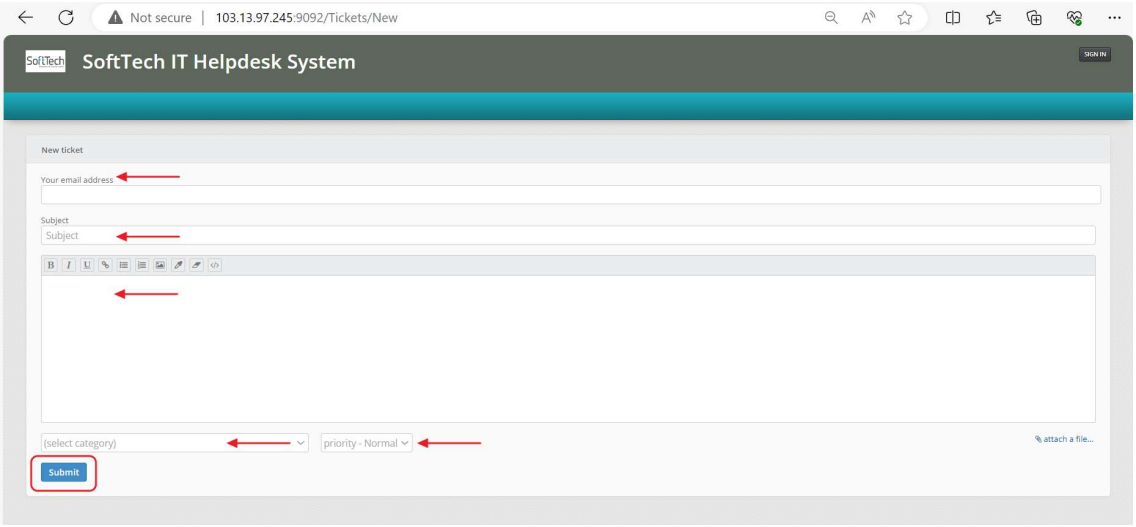
Step 1: -> Please open the URL below and click on the red arrow '**Submit a ticket**' button as shown in below screen.

http://103.13.97.245:9092/User/Login?ReturnUrl=%2f

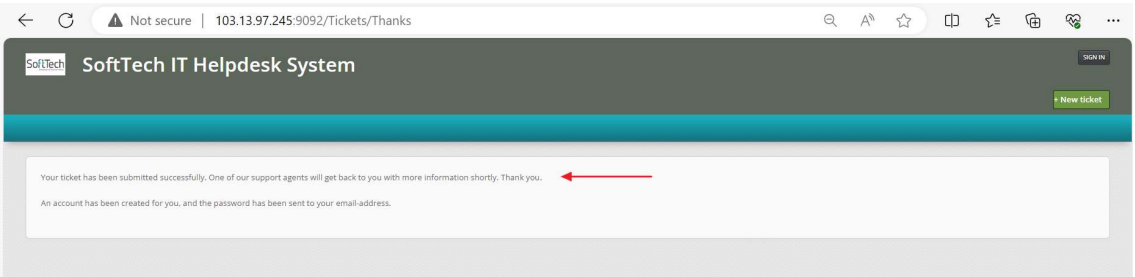


Step 2: -> Please type your details as shown in the below screen and click on '**Submit'** button.

1) Your Email address (Please type SoftTech Email ID)
2) Subject (Type service request/incident short description)
3) In Body (Please elaborate your service request/incident in detail)
4) Select Category (Please select correct Category)
5) Select Priority (Please select correct service request/incident priority)

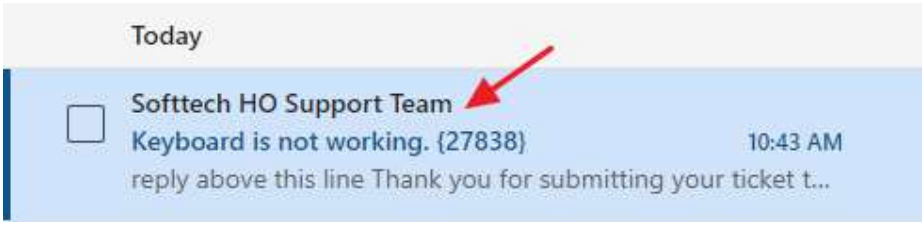
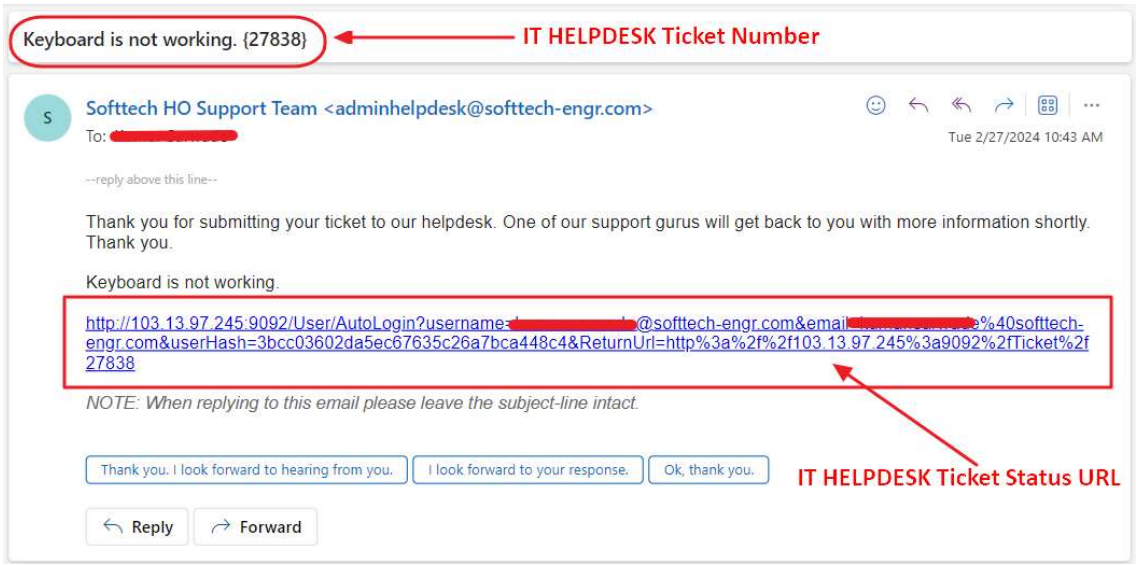


Step 3: -> In next window will access below screen.



Please wait. The IT HELPDESK Team will check your ticket and will keep you updated ASAP.

Step 4: -> Once a ticket is submitted, ticket details automatically will be received on **user Email INBOX**. i.e. please check as per shown in below screen.

In Email below information is available.

1) Ticket Number (**Unique Ticket number**)
2) Ticket Status URL (**Using URL check ticket status**)