

SoftTech Engineers Ltd.

Document No: 1.4

Date of Issue: 20/02/2024

Revision No: 00

Date of Revision: 00/00/0000

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IT HELPDESK – SOP		
1.4_How to submit a ticket using SoftTech IT		
Ticketing System.		

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

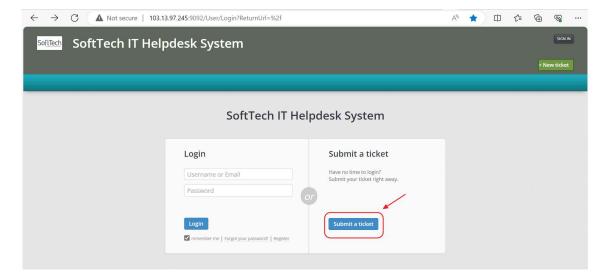




Please perform below steps step by step ->

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





3) In Body

4) Select Category

5) Select Priority

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

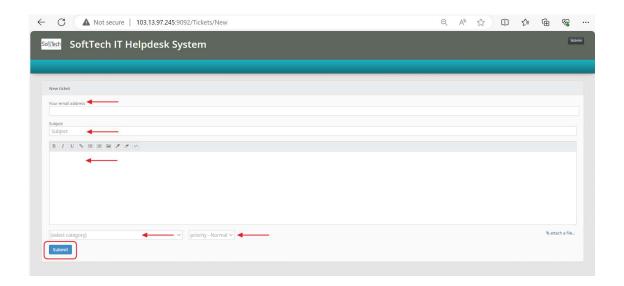
1) Your Email address (Please type SoftTech Email ID)

2) Subject (Type service request/incident short description)

(Please elaborate your service request/incident in detail)

(Please select correct Category)

(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.



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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.

Keyboard is not working. {27838}

1) Ticket Number
2) Ticket Status URL

Today

Softtech HO Support Team

(Unique Ticket number)
(Using URL check ticket status)

reply above this line Thank you for submitting your ticket t...

