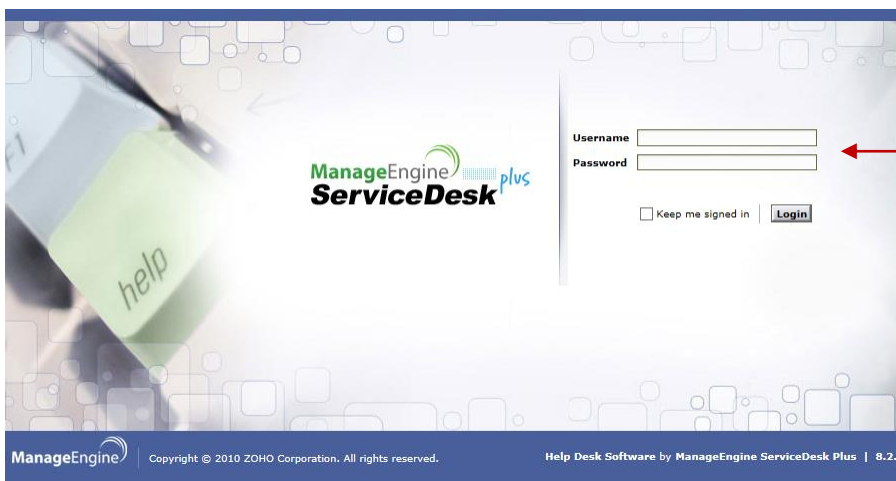


# Instructions for ManageEngine ServiceDesk

## Step 1



**Username:** Your School Initials  
**Password:** sunflower

## Step 2

**Click Submit Your Request**

**Submit your request**  
Click above link to report an issue or to request a service.

**Popular Solutions**  
Search Solution

**Self-Service Portal enable users**

- To create requests for any failure or degradation of a service or request for a new resource or new service
- Track status of existing requests
- Search knowledge base articles from Solutions
- View any pending approval actions
- View organization announcements
- Add notes, attachments for existing requests
- Reply for existing requests
- Personalize the display language, date / time format from Personalize section

**NOTE :** The content of this section can be configured in SelfServiceHelp.html file under <product\_home>/custom directory.

# Step 3

ManageEngine ServiceDesk plus

Personalize | Log out [ dhms ]

Home Requests Solutions My Details

Request Catalog

Template Categories

- Application Login
- Communication
- Email
- Hardware
- Internet
- Software
- Others

Search [ Search ] [ New Request ]

**Click New Request**

- Unable to copy data from File server**  
This template is used when user is not able to copy data from File server to user machine
- Unable to login into PC**  
This template is used when user is not able to login into PC using Active directory credentials
- Unable to login into ERP**  
This template is used when user is not able to login into ERP application using user credentials
- Unable to login into File server**  
This template is used when user is not able to login into File server using user credentials

# Step 4

ManageEngine ServiceDesk plus

Personalize | Log out [ dhms ]

Home Requests Solutions My Details

Request Catalog

Search

Enter Solutions Keyword [ Go ]

Recent Items

**New Request** Change Template Default Request

Priority [ -- Select Priority -- ]

**Requester Details**

\* Name Drew Hunter Middle School Asset [ No Asset Available ]

Contact number [ ] Department [ ]

Job Title [ ]

Category [ -- Select Category -- ]

Subcategory [ -- Select Subcategory -- ]

Item [ -- Select Item -- ]

\* Subject [ Enter School Name, Room #, your name ]

Description [ Enter problem(s) Be Specific ]

E-mail Id(s) To Notify [ ]