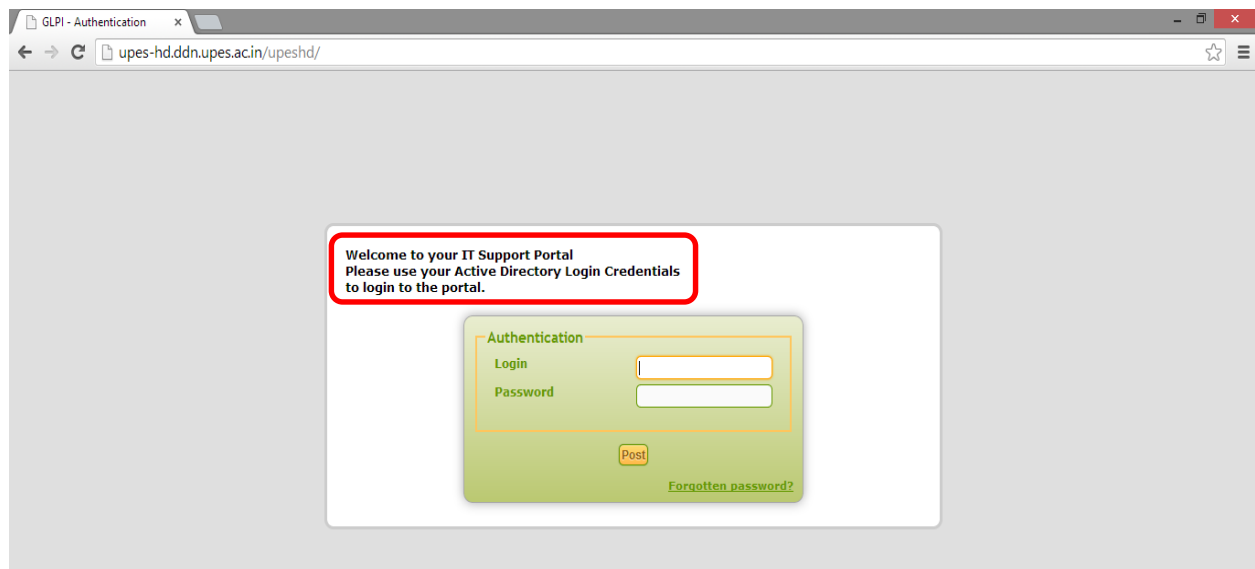


## STUDENT Self Service Portal Usage

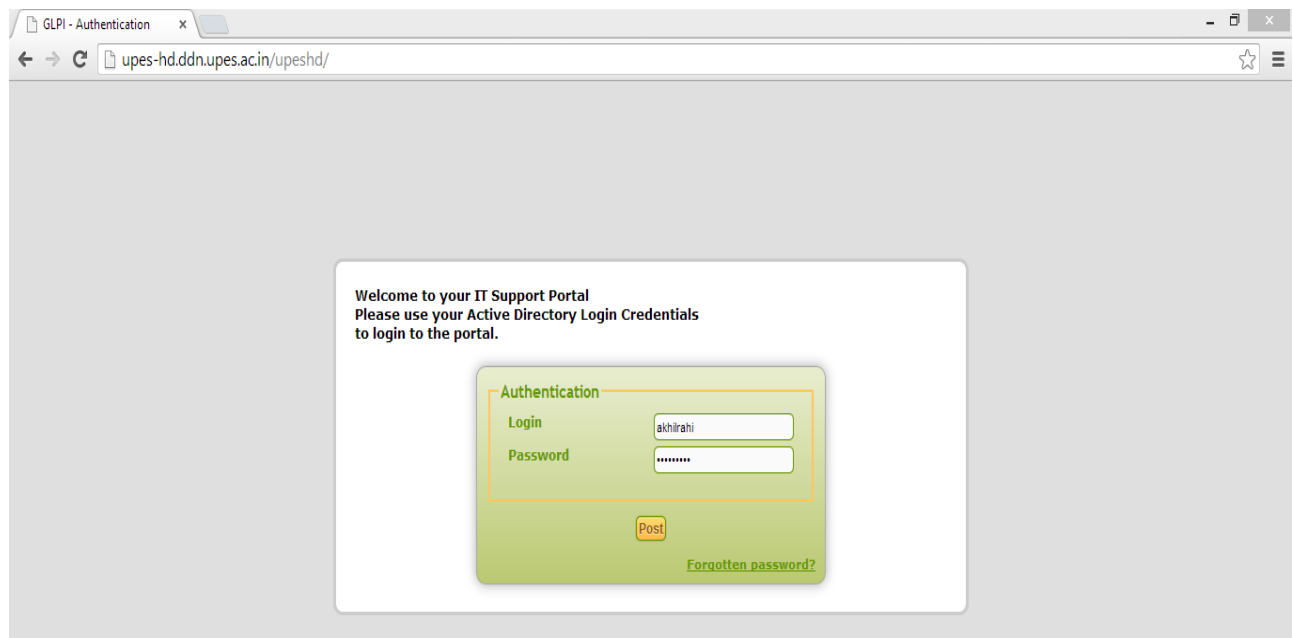
This document explains the process that the Students have to follow to login to the IT Support Portal and log his tickets with SRE, or find out the present status of his/her pending tickets.

All students will initially have to register themselves with the PORTAL the registration process involves opening the URL mentioned below and logging in the portal with their windows credentials. **All users are requested to login to the Support Portal once to get registered.**

To reach the IT Support Portal, in any internet browser enter the following URL and press Enter <http://upes-hd.ddn.upes.ac.in/upeshd> pressing enter, the following main login screen will appear.



As highlighted in the red rectangle above, the user has to type in his windows login ID and password and click on post to login to the portal as shown below.



Once authenticated, the user will directly land on the ticket submission page. As shown in the screen shot below.

GLPI - New ticket

upes-hd.ddn.upes.ac.in/upeshd/front/helpdesk.public.php?create\_ticket=1

Home Create a ticket Tickets FAQ Plugins Settings Help Logout (Akhil Rahi)

Home> ★ UPES

**Check your personal information**

Name Akhil Rahi Phone 09897100992  
Phone 2 Mobile phone  
Location [Edit](#)

**Describe the incident or request (UPES)**

Type Incident  
Category  
Urgency Medium  
Inform me about the actions taken Email followup Yes  
Email: akhilrahi@ddn.upes.ac.in  
Hardware type General  
Location  
Title  
Description\*  
File (2 Mio max) Choose File No file chosen [Submit message](#)

**IMPORTANT NOTE:-** On this page the user will have to switch the entity to SRE to log a ticket related to the SRE issues. To switch the entity the user will have to perform the below additional steps to select the relevant entity by following the screenshots as shown below

GLPI - New ticket

upes-hd.ddn.upes.ac.in/upeshd/front/helpdesk.public.php?create\_ticket=1#modal\_entity\_content

Do you want Google Chrome to save your password? Save password Never for this site

Home Create a ticket Tickets FAQ Plugins Settings Help Logout (Akhil Rahi)

Home> ★ **UPES**

**Check your personal information**

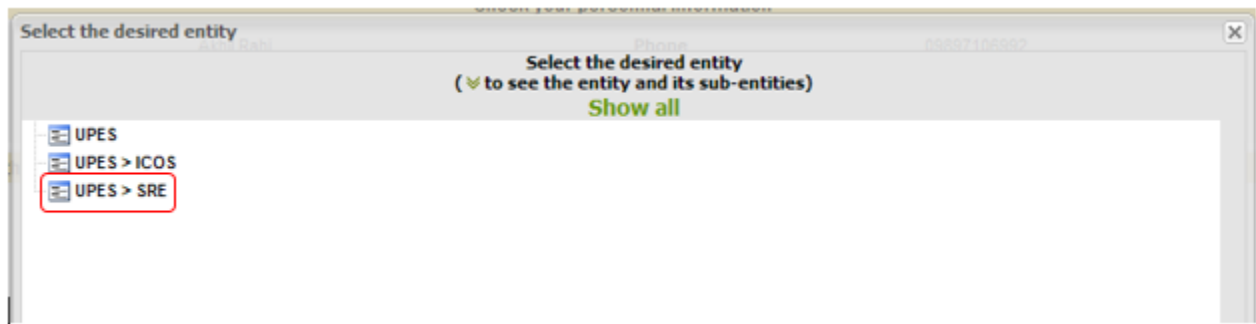
Name Akhil Rahi Phone 09897100992  
Phone 2 Mobile phone  
Location [Edit](#)

**Describe the incident or request (UPES)**

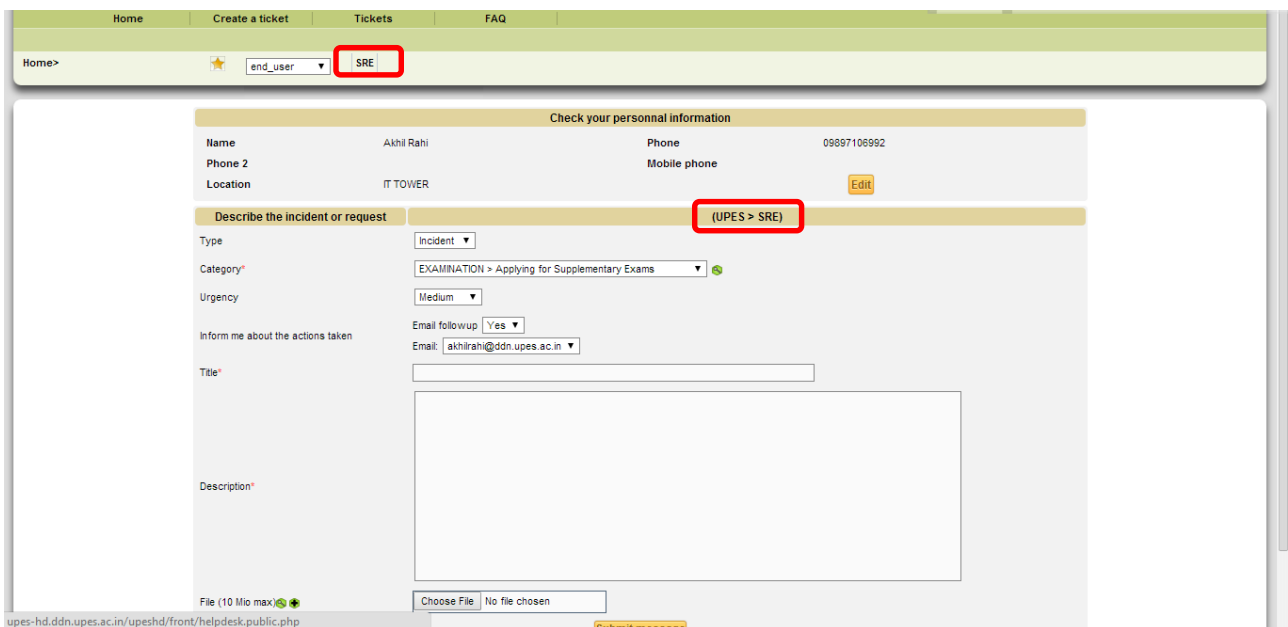
Type Incident  
Category  
Urgency Medium  
Inform me about the actions taken Email followup Yes  
Email: akhilrahi@ddn.upes.ac.in  
Hardware type General  
Location  
Title  
Description\*  
File (2 Mio max) Choose File No file chosen [Submit message](#)

Activate Windows  
Go to PC settings to activate Windows

Click the encircled UPES entity in **RED**, this will pop up the following screen.



Here the user has to click on the highlighted option to switch the system to the SRE entity, doing so would land the user on the below page, see screenshot below highlighting the areas showing that now you are using the SRE entity.



On this page the user has to select the relevant options for all fields via the dropdown menu for the below mandatory fields.

**Category** (What is the issue most closely related to)

**Urgency** (Urgency of the logged issue)

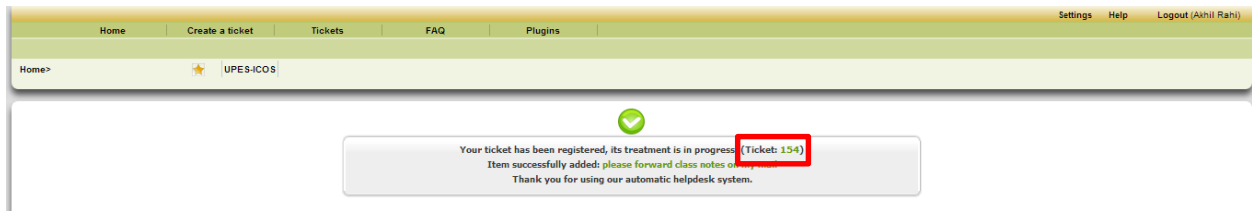
**Inform me about the actions taken** (Please fill in your STU mail ID only, to know the updates on ticket progress)

**Title** (Description of the Issue)

**Description** (A detailed description of the issue. Any symptoms that could help in pre-diagnosing the issue should be mentioned here.)

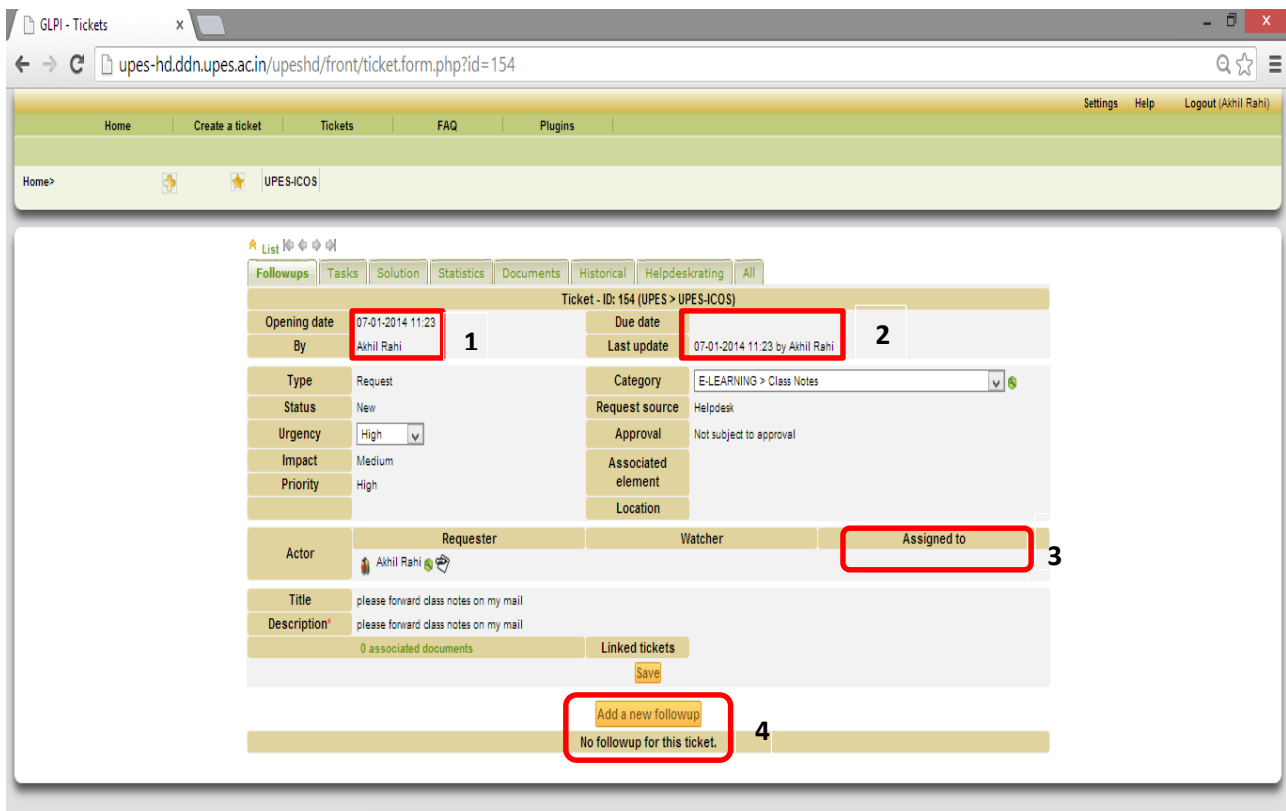
**File** (Any attachments that need to be uploaded to help in diagnosing the issue, can be selected and uploaded via this)

Once all the relevant information in the mentioned fields above has been filled in or selected by the user, user will click on Submit message button at the bottom of the page. This will submit the ticket and a confirmation pop up will show the ticket no assigned to the ticket as below.



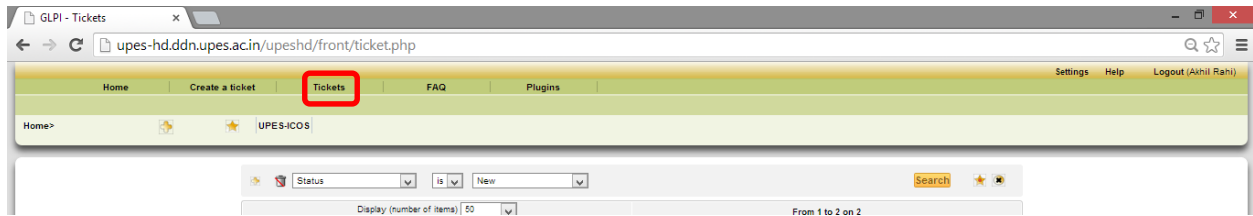
A confirmation mail will also be received by the student on his official STU mail.

A sample ticket is depicted below, highlighting important areas explained below.

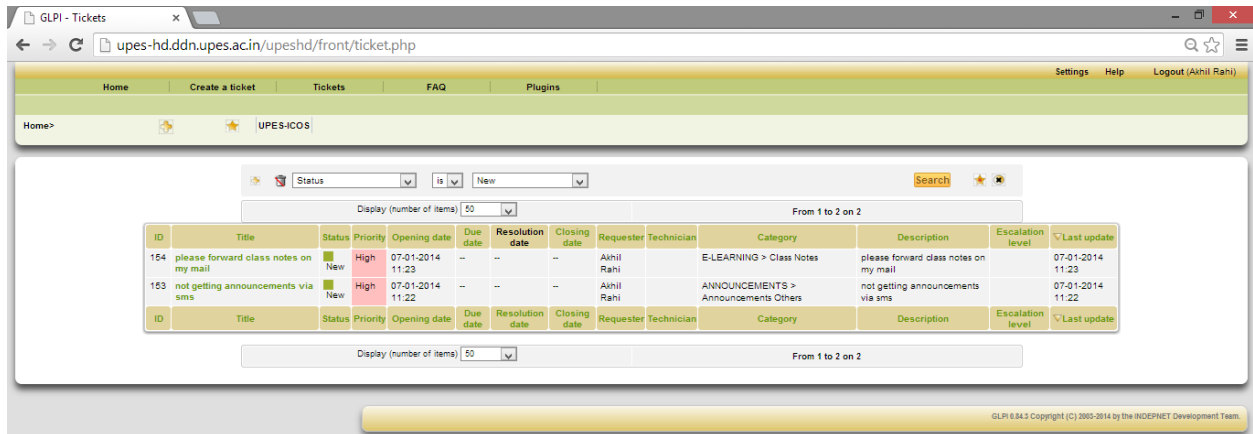


1. Ticket Requestor and opening date
2. Due date for resolving the ticket along with timing when ticket was last worked upon
3. To whom has the ticket been assigned to.
4. Follow-up area, where both user and assigned technicians can exchange information or updates.

Finally to get the overall status of the submitted tickets, users can go to the highlighted option below



And the below overall submitted tickets status will be displayed.



**Requesting your Co-operation in making this endeavor a success and in return also help SRE in serving you better.**