

IT HELPDESK SYSTEM USER MANUAL

Any support or service request like computer problem, software problem, email password reset etc.. will be attended based on the request raised by the employee on the it helpdesk website.

How to create request for your IT Problem with shreya IT ?

Open <http://shreya.co.in> website



You will get below page.



IT Helpdesk Request Shreya

Create Request

Check Status

Here you can click on the button based on your interest like to create request or check the status of the request you already created.

When you click on create request you will get the page below with details supposed to fill when contacting IT .

SHREYA
Where life is health

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IT Helpdesk Shreya

Employee Name
Eg:- Amit Soman

8 Digit Employee Code
Eg:-052122

Shreya eMail
Eg: abc@shreya.co.in

Contact No
Eg:9769263554

Working Location
Head Office

Request Related to
Desktop Hardware

Explain Your Problem
Mention the Problem you facing and need support from IT Department

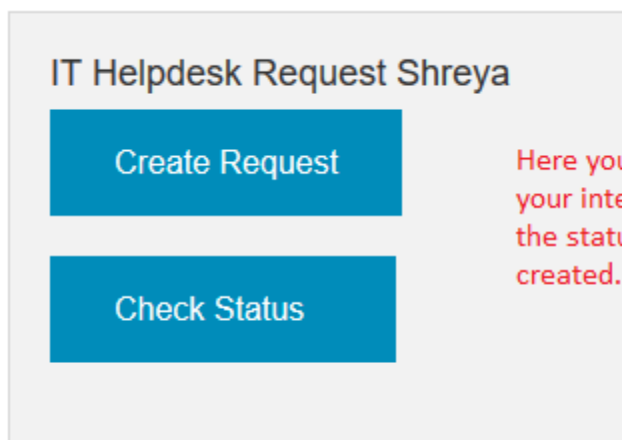
Create Request

You have to fill your employee code and email id properly to validate your identity with our system. After filling details click on

create request button on the form will display you the request number also you will get an email to your shreya email id.

How to Check Status of your existing request ?

Click on Check Status button form below page.



Here you can click on the button based on your interest like to create request or check the status of the request you already created.

You will get below screen you have to fill your employee code and email to check tickets you created will display as



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IT Helpdesk Shreya

Check status of your existing requests

6 Digit Employee Code

Eg:-052122

Shreya eMail

Eg: abc@shreya.co.in

[View My Requests](#)

The requests you created will show as below.

Requests by Emp Code :003824

Request No	Request Date	Problem Related	Current Status	
18	2018-08-23 10:25:04	Internet Problem	Resolved	Details
19	2018-08-23 10:27:04	Antivirus	Resolved	Details
20	2018-08-23 10:37:04	Printer	Resolved	Details
21	2018-08-23 10:41:39	New Jonee	Resolved	Details
22	2018-08-23 16:17:15	HR Software	Resolved	Details
23	2018-08-28 15:38:53	Desktop	Requested	Details

Click on any request you want to see details or contact it regarding this

Item	Details
Request No	23
Request Date	2018-08-28 15:38:53
Requester	Santhosh M
Employee Code	003824
eMail	smathew@
Contact No	9769263114
Location	Head Office
Problem Type	Desktop
Reported Problem	Getting problem
Status	Requested

Details of your request

type anything you want to inform IT on this request

Post

Updates From IT

Santhosh Mathew(User)2018-08-28 15:41:20

My system is hanging again



If you want any thing to communicate with IT Should mention here and this will display as comment below and the details it updating also will display on Update from IT Section