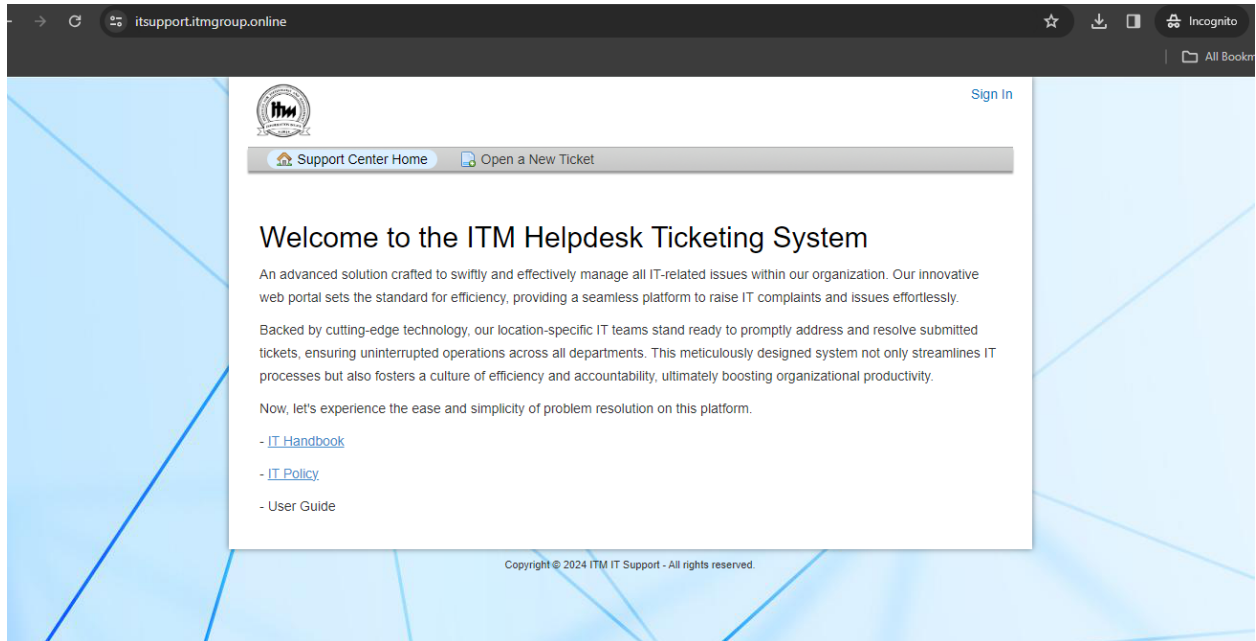


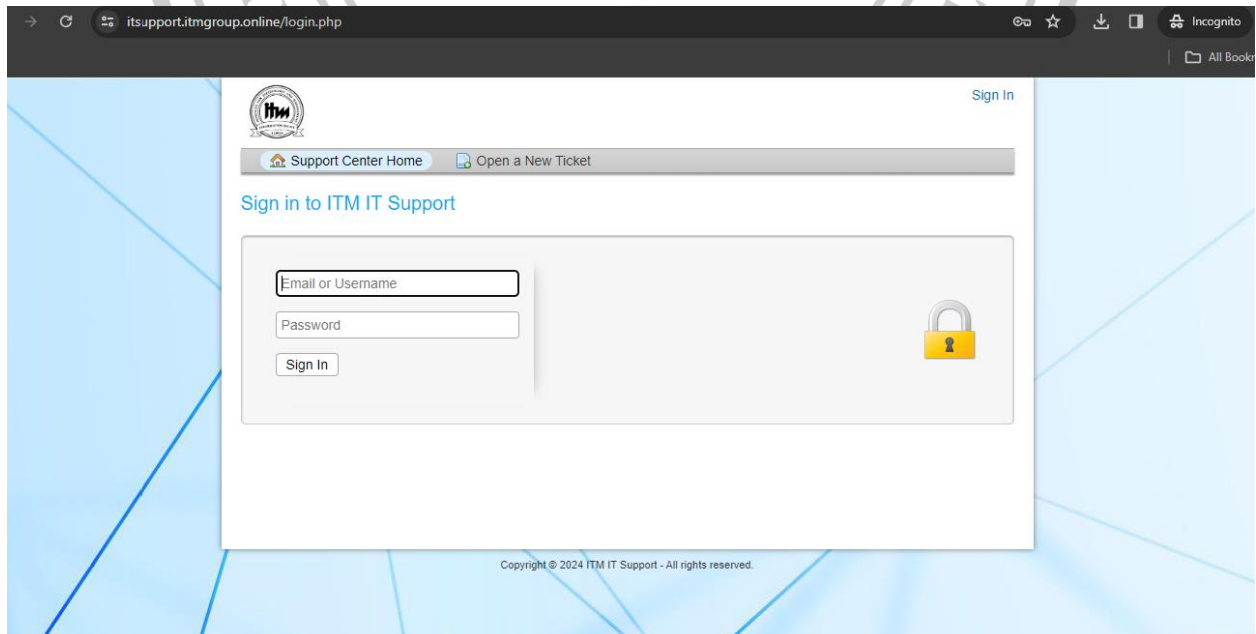
# ITM Group of Institutions

## IT Help Desk User Guide

- Please put the application URL in browser <https://itsupport.itmgroup.online/>



- Click on '[Sign in](#)' to log in and use this Ticketing System. If you do not have credentials, please feel free to contact.



# ITM Group of Institutions

## IT Help Desk User Guide

By default existing tickets and its status will appear on the screen.

You may click '[Open a New Ticket](#)' to raise a New ticket to get a solution to your IT related issues.

itsupport.itmgroup.online/tickets.php

Dilip Kate | [Profile](#) | [Tickets \(18\)](#) - [Sign Out](#)

[Support Center Home](#) [Tickets \(18\)](#) [Open a New Ticket](#)

[Tickets](#) [Open \(4\)](#) | [Closed \(14\)](#)

Showing 1 - 4 of 4 Open Tickets

Ticket #	Create Date	Status	Subject	Request for Department
804725	02/26/2024	Open	Need licence for a day on 26 Feb 2024 - Test	Kharghar IT Dept
588430	02/25/2024	Open	email not working	Kharghar IT Dept
729891	02/22/2024	Open	printer not working	Remote Department
440608	02/17/2024	Open	Issue in printer	ITM University Raipur IT Dept

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## IT Help Desk User Guide

The screenshot shows a web browser at the URL `itsupport.itmgroup.online/open.php`. The page title is "Open a New Ticket". The user is logged in as "Dilip Kate" with 18 tickets. The form includes fields for "Email" (dilik@itm.edu), "Client" (Dilip Kate), "Help Desk Location" (Kharagar), "Type of Issue" (a dropdown menu), and "Issue Summary" (a text area). There is also a "Drop files here or choose them" section for attachments. At the bottom, there are "Create Ticket", "Reset", and "Cancel" buttons. The footer of the page reads "Copyright © 2024 ITM IT Support - All rights reserved."

- Select 'Help Desk Location' to obtain help from the specific IT Team.
- Select 'Type of Issue' from the listed one. If you do not know, select 'Other Issue'.
- Describe your issue in brief in Summary (Mandatory) and elaborate it in Details.
- Attach any supporting documentation or screenshots, if necessary in 'Drop files here' section.
- And 'Create Ticket'. You will get to see your ticket number start with # and you may start following up with the same.
- Once Ticket created, it will appear in your default screen i.e. Tickets.

\*\*\*\*\*

**Happy to Serve You -**

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