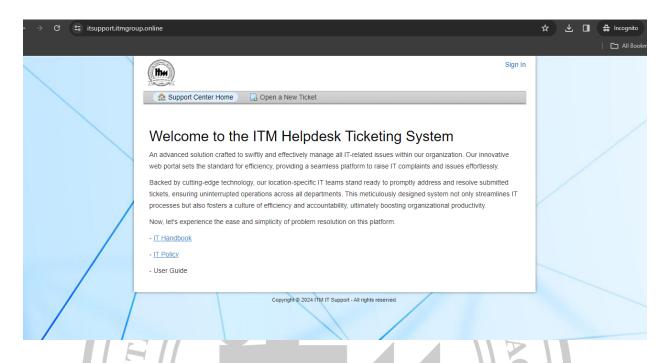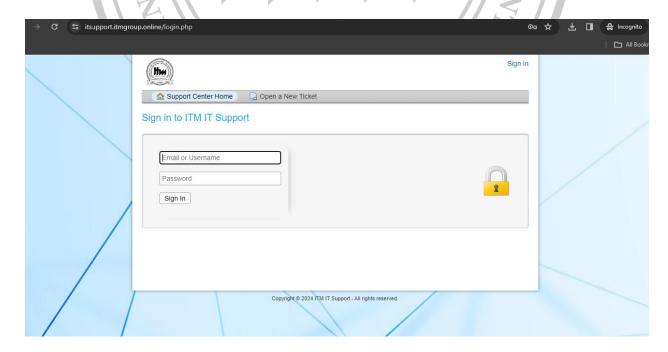# ITM Group of Institutions

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.
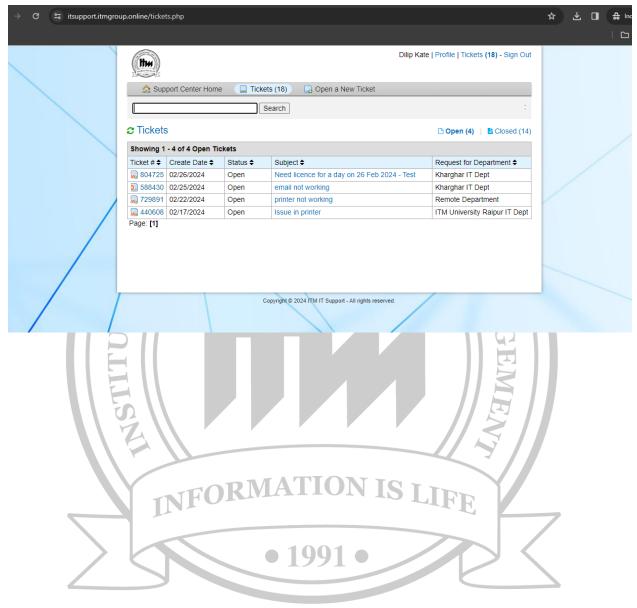
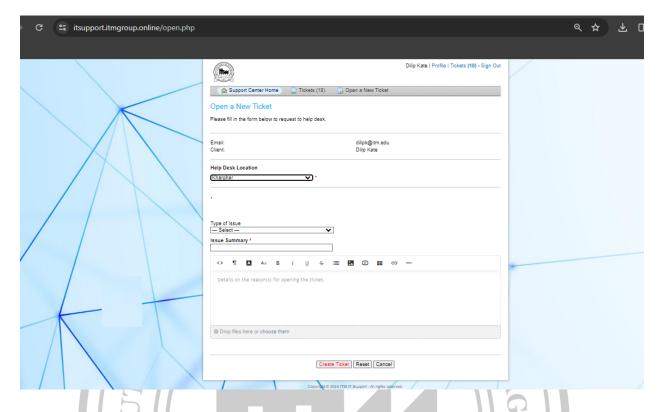# ITM Group of Institutions
IT Help Desk User Guide

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.

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IT Help Desk User Guide

- 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.

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Happy to Serve You -
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knilesh@itm.edu Phone - 7700903622
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