
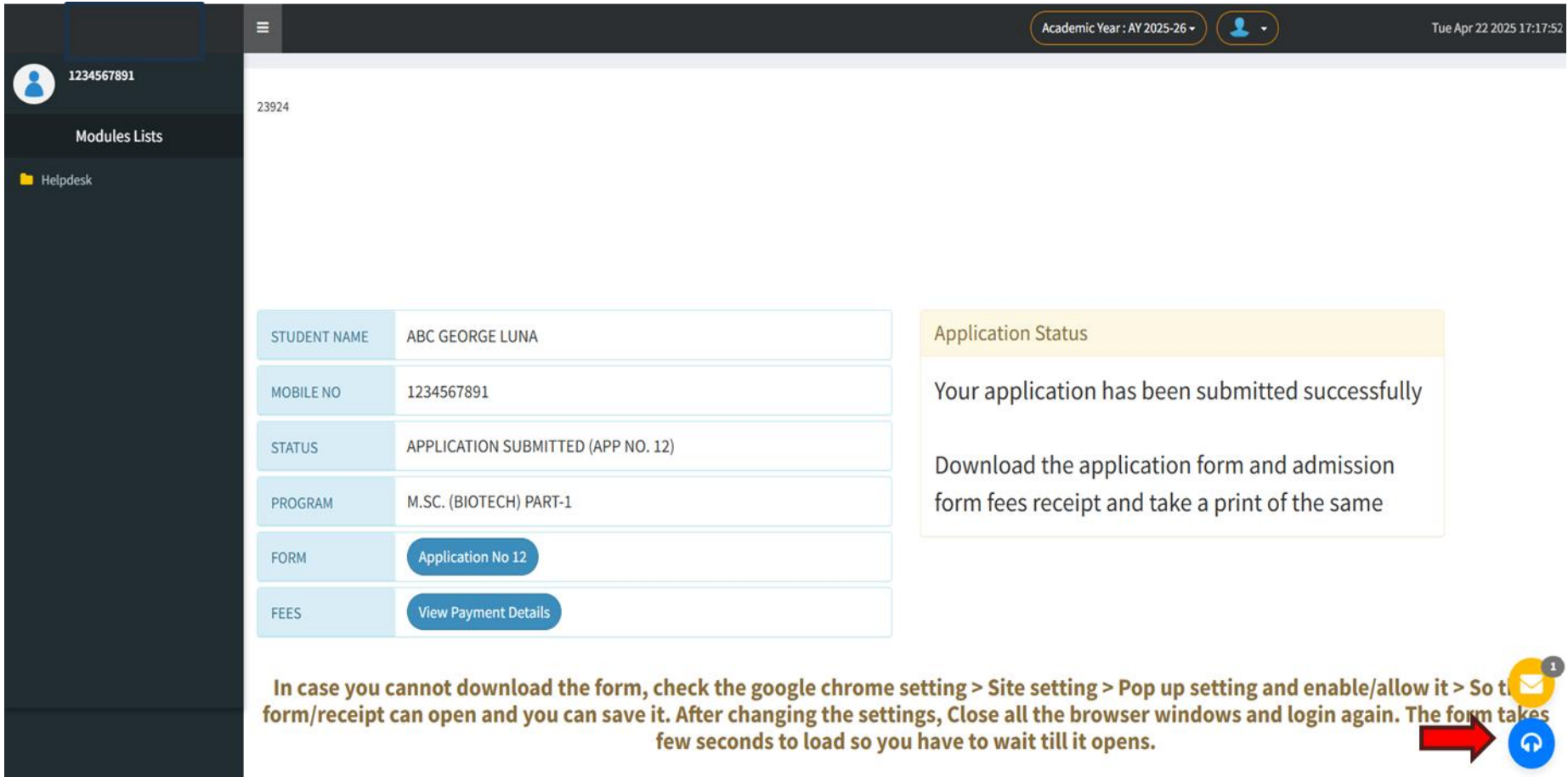


Helpdesk - Student Manual



RAISE QUERY (1/2)

- In the case of any **TECHNICAL QUERIES** faced while filling the form, students can Raise query to the HelpDesk
- Please click on this Blue button  at the bottom right of the page



The screenshot shows a web application interface. At the top, there is a header with a menu icon, the text 'Academic Year: AY 2025-26', a user profile icon, and the date 'Tue Apr 22 2025 17:17:52'. On the left, a sidebar contains a user profile with ID '1234567891', 'Modules Lists', and 'Helpdesk'. The main content area displays a table with application details and a success message.



STUDENT NAME	ABC GEORGE LUNA
MOBILE NO	1234567891
STATUS	APPLICATION SUBMITTED (APP NO. 12)
PROGRAM	M.SC. (BIOTECH) PART-1
FORM	Application No 12
FEES	View Payment Details

Application Status

Your application has been submitted successfully

Download the application form and admission form fees receipt and take a print of the same

In case you cannot download the form, check the google chrome setting > Site setting > Pop up setting and enable/allow it > So the form/receipt can open and you can save it. After changing the settings, Close all the browser windows and login again. The form takes few seconds to load so you have to wait till it opens.



RAISE QUERY (2/2)

- Add the Title of query in **Title**
- Add description of your query
- Upload images / paste screenshot of the issue (if any)
- Click on Submit. Once submitted, your query has been logged and you will receive a response from HelpDesk team in due time

Problem/Query/Issue

Description

Please share the screenshot/recording of your issue

No file chosen

Paste the Screenshot here

Submit

Close

To View Raised queries Response(1/3)

- To view the status of query raised, click on Helpdesk tab in Navigation menu on the left
- Any response will be displayed in the query page. Click on the specific thread to view the response and query history

The screenshot displays a web application interface for a HelpDesk system. On the left, a dark navigation menu contains a 'Modules Lists' section with a red arrow pointing to the 'HelpDesk' tab. The main content area is titled 'HelpDesk' and includes a search bar with a dropdown menu set to 'All' and a 'Search' button. Below the search bar, it indicates 'Showing 1 to 3 of 3 entries'. A table lists three queries with columns for 'Sr No.', 'Title', 'Issue Raised On', 'Last Response', and 'Status'. The 'Status' column has a dropdown menu with 'Select value' and an 'x' icon. A red arrow in the bottom right corner points to a notification icon with a '2' badge.

Sr No.	Title	Issue Raised On	Last Response	Status
1	Update my DOB	22-Apr-2025 16:42:52		Resolved
2	TEST1 (1)	12-May-2025 11:27:40	12-May-2025 11:28:28	Resolved
3	theu (1)	12-May-2025 11:28:58		Pending

To View Raised queries Response(2/3)

- Select Pending in the dropdown >> Click on Search >> To View the pending queries
- Select Resolved in the dropdown >> Click on Search >> To View the pending queries
- To view the query thread, click on the query row

☰
Academic Year : AY 2025-26 ▾
👤 ▾

HelpDesk

All ▾

Search

Search:

	Title	Issue Raised On	Last Response	Status
1	Update my DOB	22-Apr-2025 16:42:52		Resolved
2	TEST1 (1)	12-May-2025 11:27:40	12-May-2025 11:28:28	Resolved
3	theu (1)	12-May-2025 11:28:58		Pending

To View Raised queries Response(3/3)

- In query thread page, user can check the status and reply to the entries as needed.
- User can raise one query at a time. Reply within the same query until it's resolved.

Query Correspondence

Return

Subject : Changing password

Posted By: [Student Name TYBA031](#) on Friday, 17 May 2024 (5:39 PM) (NEW)

Need steps

Posted By: [DATAVISTA](#) on Friday, 17 May 2024 (5:43 PM) (NEW)

Follow these steps. update from these

Attachments :

[Screenshot1](#)

Posted By: [Student Name TYBA031](#) on Friday, 17 May 2024 (5:53 PM) (NEW)

Thank you for the assistance

Attachments :

[Report \(15\).xlsx](#) [Screenshot1](#) [Screenshot2](#)

Posted By: [Student Name TYBA031](#) on Friday, 17 May 2024 (5:58 PM) (NEW)

Query resolved

Attachments :

[Marksheet B.B.I.SEM-II APRIL 2024 - Seat No\(I.23.85 _ I.23.85\).pdf](#) [Screenshot1](#) [Screenshot2](#)

