



FAQs ON USING GRG HELPDESK SERVICE

What is GRG Helpdesk?

GRG Helpdesk is for raising request tickets by users of GRG Institutions. User's can raise requests for IT Support and Assistance, Civil Department Support , Electrical Department Support, Media Centre Assistance.

Types of request tickets that can be raised (Department-wise)

Type of IT Support Required, Please select...:*

- CCTV issues
- e-mail ID Creation
- ERP Requirements
- Hardware Issues (PC, Laptop, Tab)
- Lab PCs and Lab Requirements
- Network / Wi-Fi Issues
- Printer Problems & Toner Refills
- Software Requirements
- Other IT Issue not listed above

Type of Civil Engg Dept. Support Request:*

- Plumbing Requirements & Issues
- Carpenter Work and Issues
- Any Other Issues (Civil Engg Dept)

Type of Electrical Support Request:*

- Electrical Requirements and Issues
- Audio and Telephone Requirements and Issues
- CCTV problems and Issues
- Any Other Issue (Elect Dept)

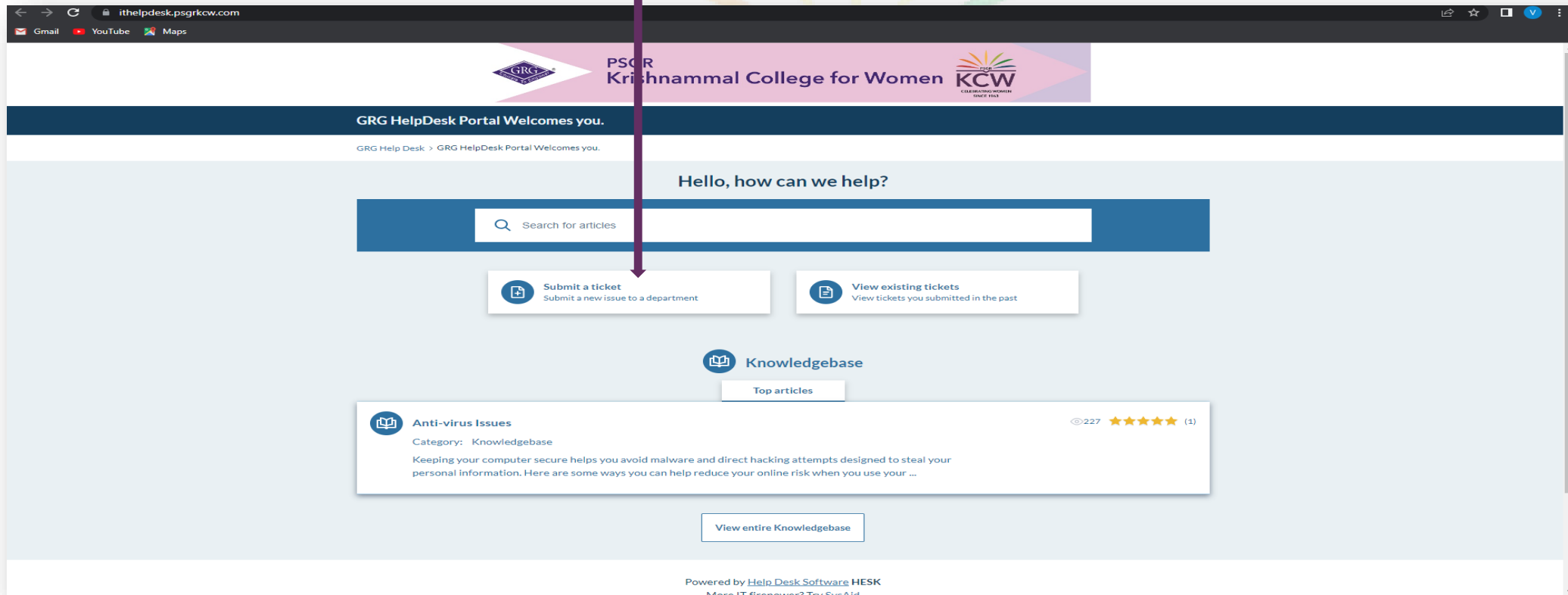
Type of Media Sector Requests:*

- Video Conferencing (Zoom) Requirements
- Multimedia Requirements
- Photography and Videography

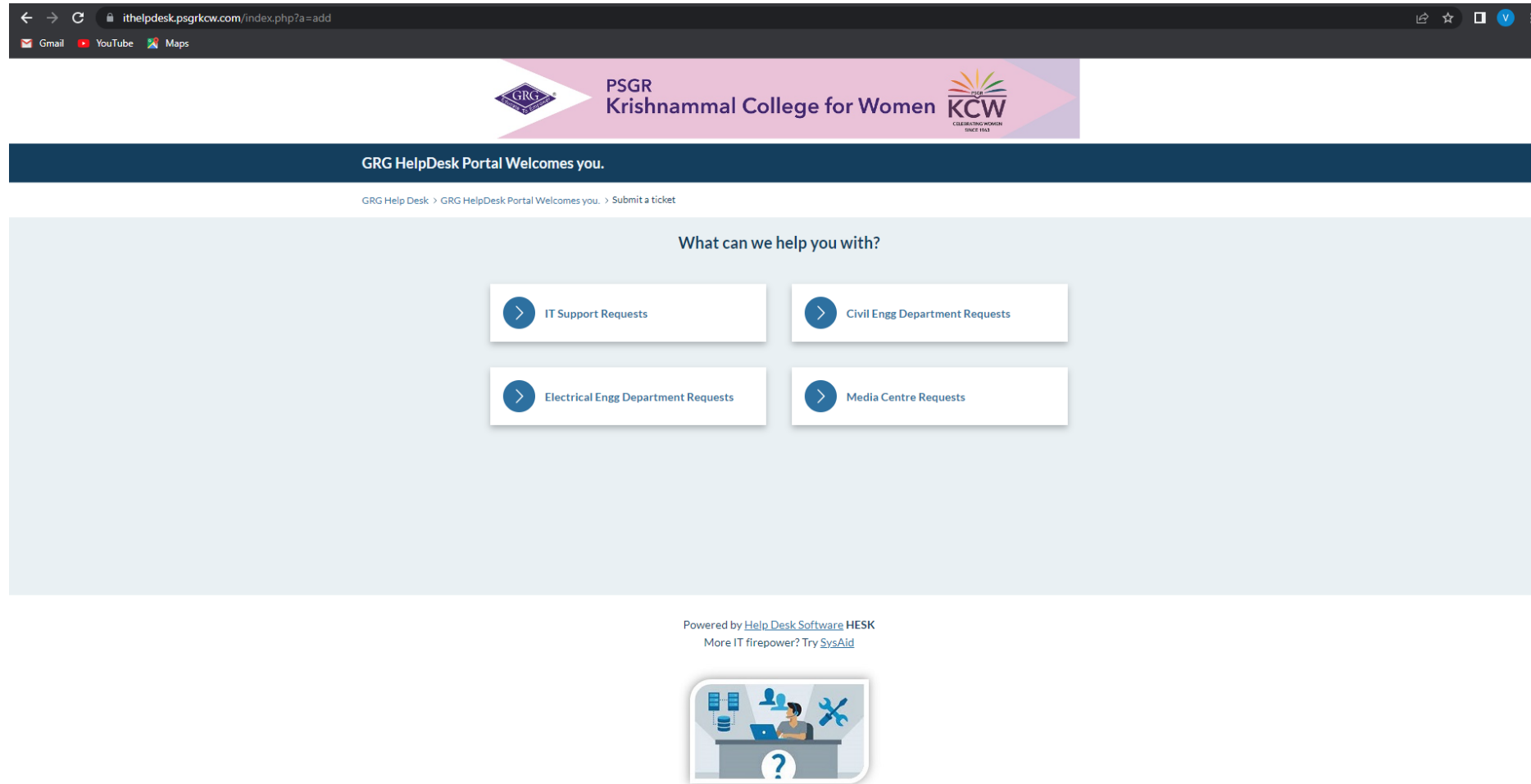
CELEBRATING WOMEN
SINCE 1963

How to raise a helpdesk ticket?

1. On your web browser, go to www.psgrkcw.ac.in website.
2. Under ICT facilities menu, Click the "GRG HELPDESK" sub menu.
3. It will redirect the user to the <https://ithelpdesk.psgrkcw.com>
4. Then click the "Submit a ticket"



5. Select a ticket type which is related to the concerned department.



The screenshot shows a web browser window with the URL `ithelpdesk.psgrcw.com/index.php?a=add`. The page header features the logos for PSGR Krishnammal College for Women (KCW) and the text "GRG HelpDesk Portal Welcomes you." Below the header, a breadcrumb trail reads "GRG Help Desk > GRG HelpDesk Portal Welcomes you. > Submit a ticket". The main content area is titled "What can we help you with?" and contains four buttons for selecting ticket types: "IT Support Requests", "Civil Engg Department Requests", "Electrical Engg Department Requests", and "Media Centre Requests". At the bottom, there is a footer with the text "Powered by [Help Desk Software HESK](#) More IT firepower? Try [SysAid](#)" and an illustration of a person at a computer with a question mark icon.

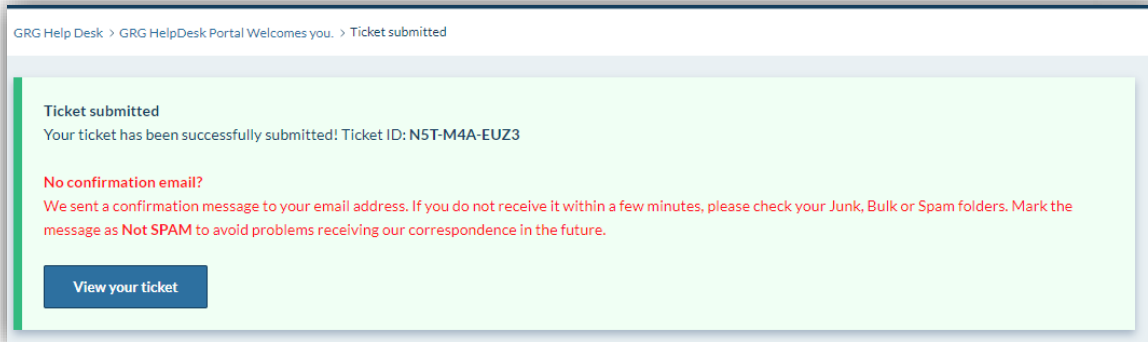
6. Now, fill out the specified details in the ticket form and choose the category (Which is like, "Type of IT Support Required, Please select."). Type the required details / mention the issues on the "Message" field and also you can add your documents if any for the reference. Then fill out the captcha and click "Submit Ticket".

The screenshot shows the 'Submit a Support Request' form on the GRG HelpDesk Portal. The page header includes the PSGR Krishnammal College for Women (KCW) logo and the text 'GRG HelpDesk Portal Welcomes you.' Below the header, there is a breadcrumb trail: 'GRG Help Desk > GRG HelpDesk Portal Welcomes you. > Submit a ticket > IT Support Requests'. The main heading is 'Submit a Support Request' with a note that 'Required fields are marked with *'. The form contains the following fields and options:

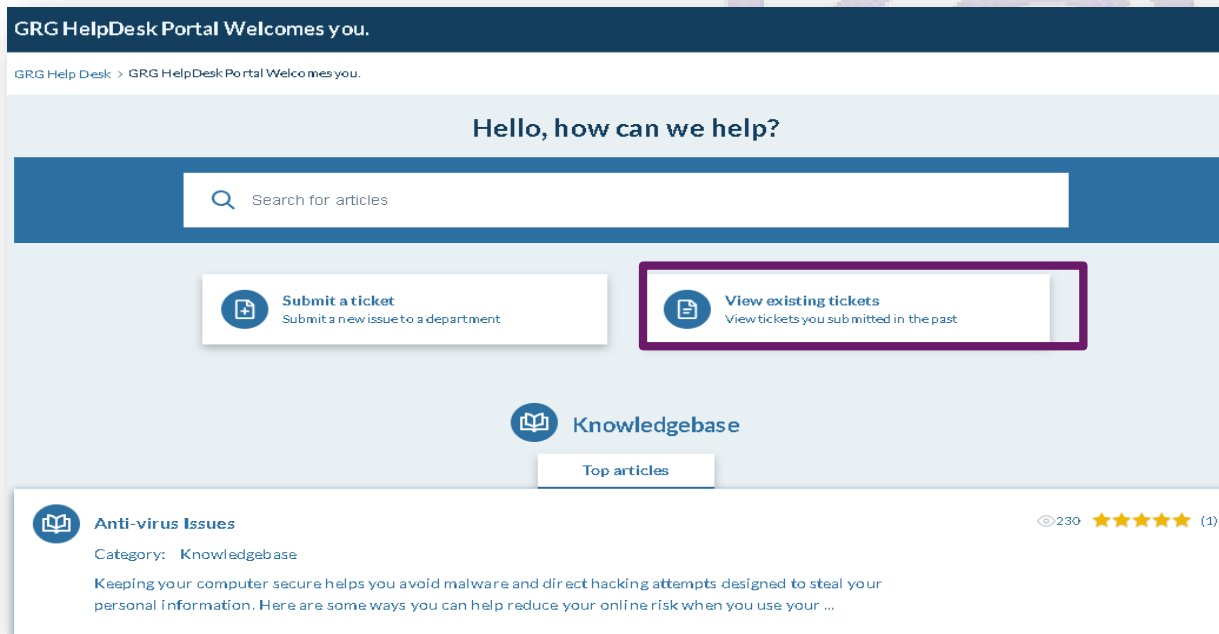
- Name: * (text input field)
- Email: * (text input field)
- Confirm Email: * (text input field)
- Type of IT Support Required, Please select... * (radio button selection list):
 - CCTV issues
 - e-mail ID Creation
 - ERP Requirements
 - Hardware Issues (PC, Laptop, Tab)
 - Lab PCs and Lab Requirements
 - Network / Wi-Fi Issues
 - Printer Problems & Toner Refills
 - Software Requirements
 - Alumni Registration Issues
 - Other IT Issue not listed above

The screenshot shows the 'Message' field and the 'Submit Ticket' button on the GRG HelpDesk Portal. The 'Message' field is a large text area for entering the details of the support request. Below the message field is an 'Attachments' section with a text prompt: 'Drag files here or click the "Add File" button below to select files to upload.' There is an 'Add file' button and a link for 'File upload limits'. A 'SPAM Prevention' section features a CAPTCHA image with the numbers 8, 4, 4, 8, 4 and a text prompt: 'Type the number you see in the picture below. *'. Below the CAPTCHA is a text input field for the user to enter the numbers. At the bottom of the form, there is a 'Submit Ticket' button highlighted with a red box. The page also includes a disclaimer: 'Before submitting please make sure of the following: All necessary information has been filled out. All information is correct and error-free.' and a note: 'We have: 162.158.227.240 recorded as your IP Address recorded the time of your submission'.

7. After the submission of the ticket, the user will view the ticket submission confirmation screen as shown as below, as well as receive the confirmation mail to the e-Mail they have specified in the request form. Within 24 hours, Users will get a solution as a ticket reply which will also be notified to user's mail.

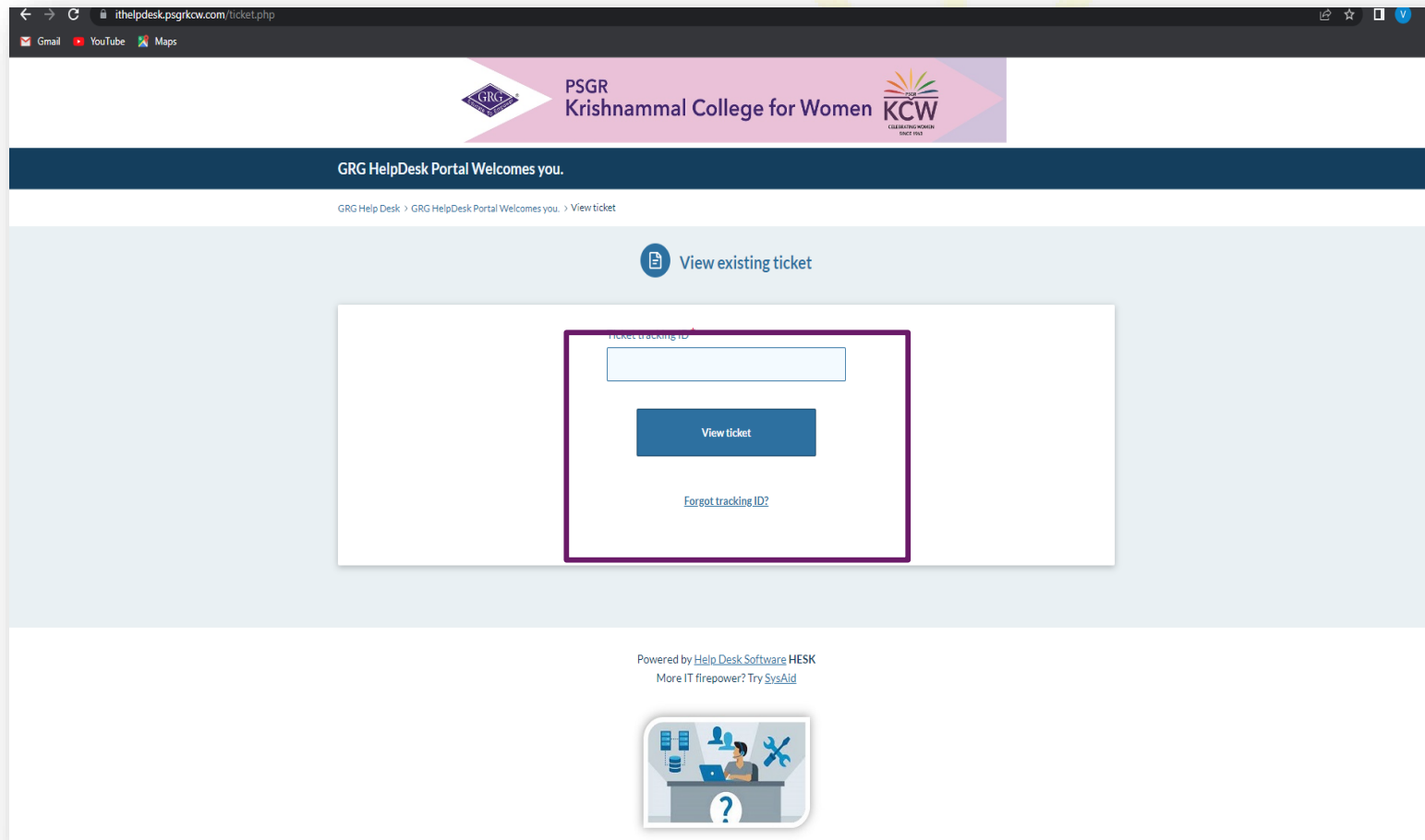


8. User can track their raised ticket status by clicking the "View existing tickets" as shown in the below picture.



9. Using the "Ticket Tracking ID," which the user received through the confirmation mail, they can track their ticket status by

- Entering the Ticket tracking ID
- Then clicking on "View ticket"





Contact

For any other assistance, users may contact CTO Office executive at Extn: KCW/ 501

Mail: ctooffice@grgeducation.com