

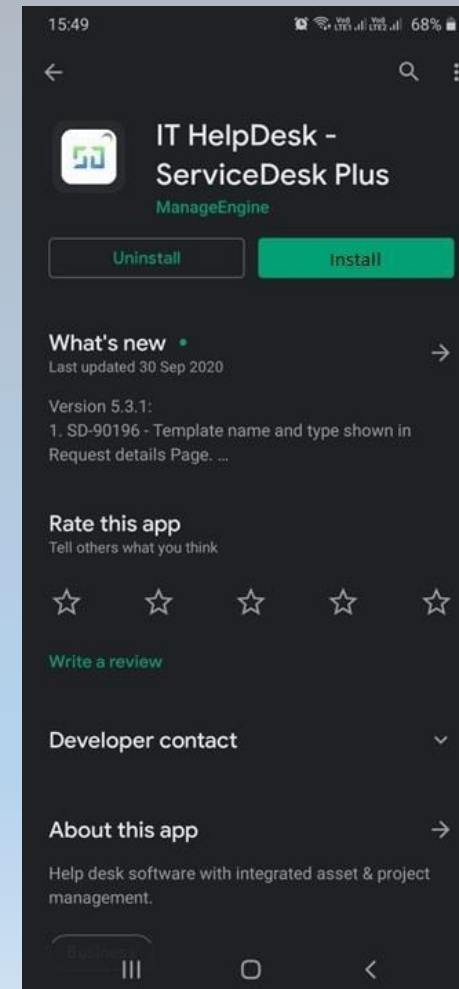
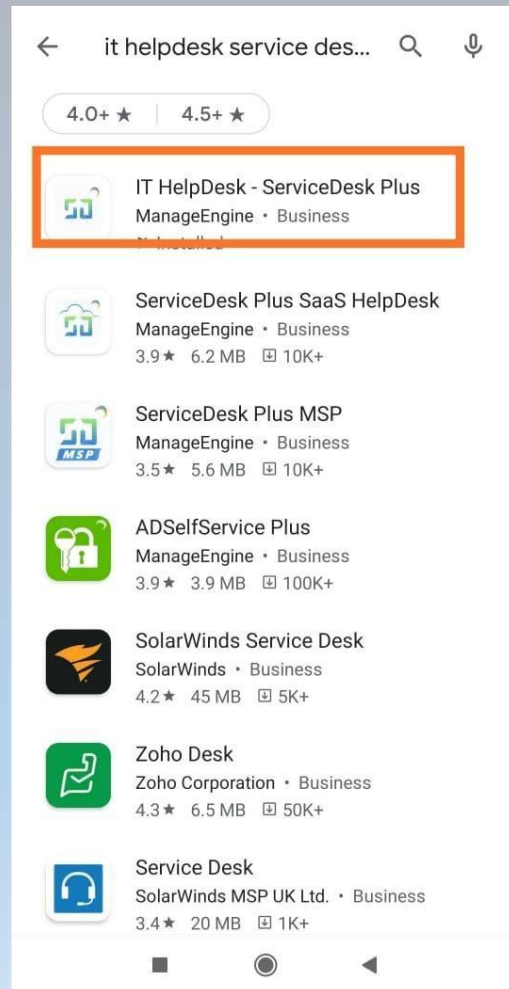
SRMIST ServiceDesk Plus

ServiceDesk Mobile App Configuration User Guide

Document Version : 1.0

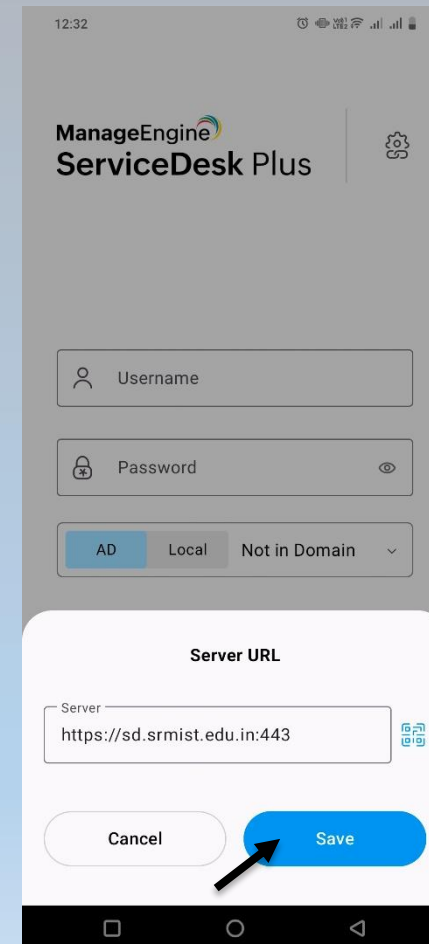
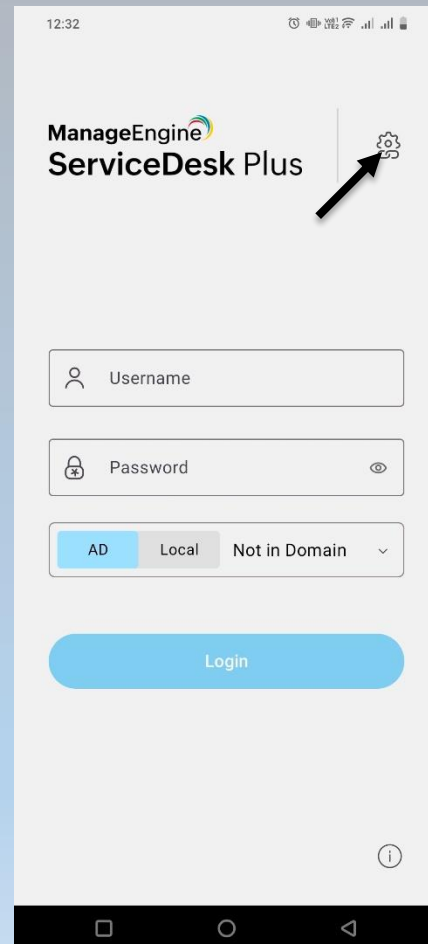
Step 1: Download/Install Mobile App

Search '**IT HelpDesk – ServiceDesk Plus**' by **ManageEngine** from Google Play /Apple App Store- download, install and open



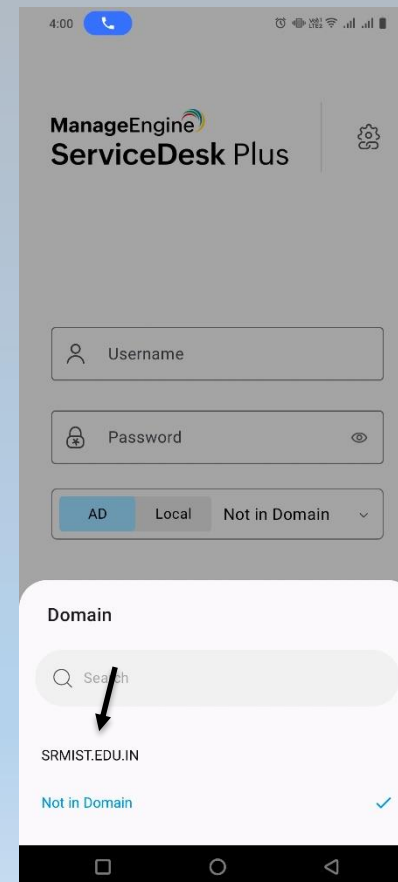
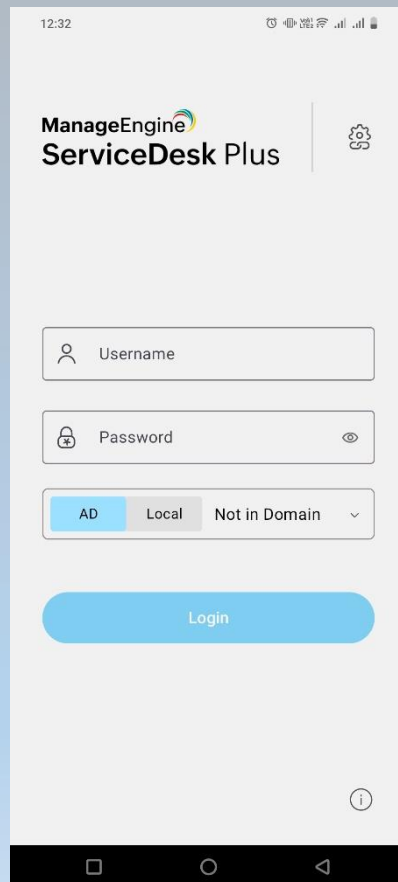
Step 2: Configure settings

Click the settings icon and enter details as shown in figure and click save



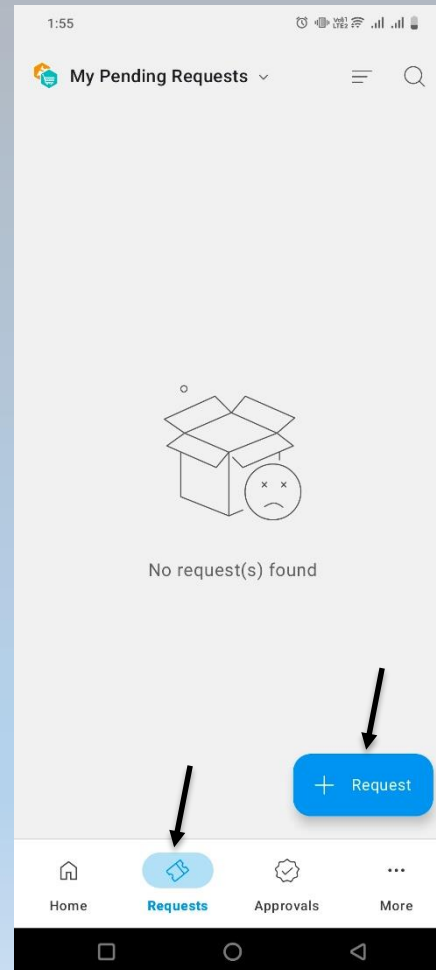
Step 3: Enter login details

Enter your Net ID credentials, click the dropdown and select SRMIST.EDU.IN and click login button

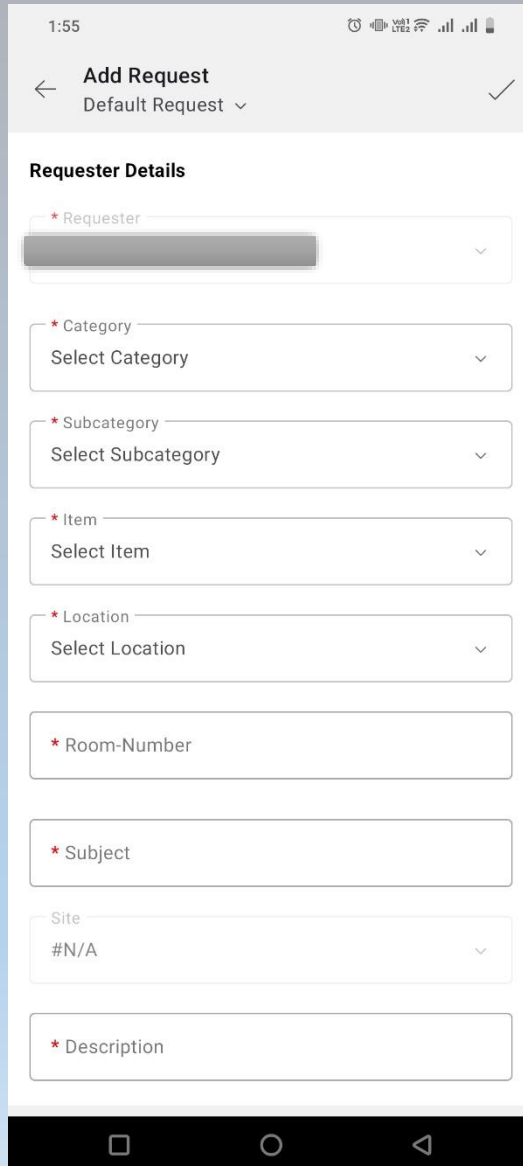


Step 4: Add a Request

Click Request Menu → Click “+ Request”



Step 4.1: Enter Request Details



1:55

Add Request
Default Request ✓

Requester Details

* Requester
[Redacted]

* Category
Select Category

* Subcategory
Select Subcategory

* Item
Select Item

* Location
Select Location

* Room-Number

* Subject

Site
#N/A

* Description



Select appropriate
Category, Subcategory
and Item, Location
from the list and enter
the Room Number,
Subject

Step 4.2: Enter Request Details

1:55

Add Request ✓

Default Request ▾

Select Subcategory ▾

* Item ▾
Select Item ▾

* Location ▾
Select Location ▾

* Room-Number

* Subject

Site
#N/A ▾

* Description

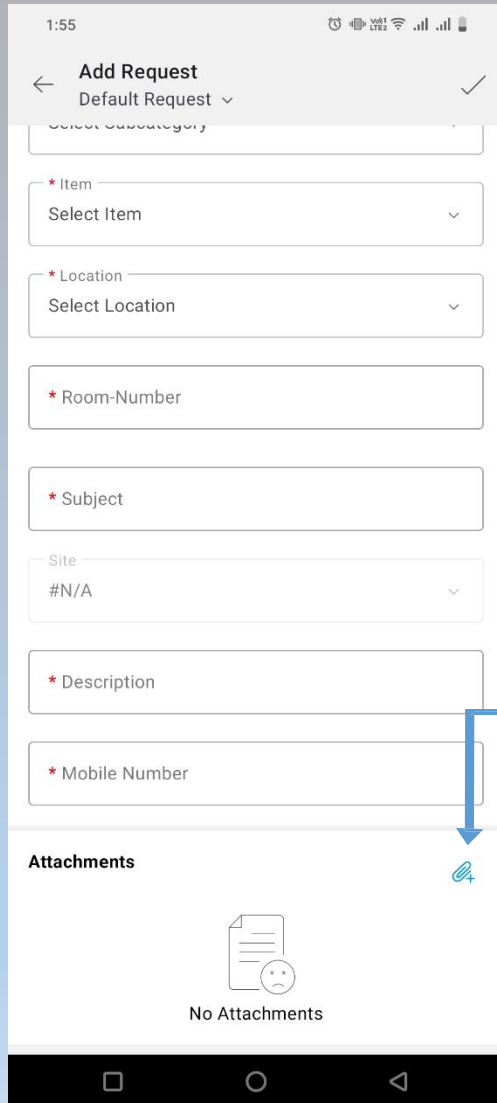
* Mobile Number

Attachments 


No Attachments

Enter the Description
& Mobile Number

Step 5: Attach Screenshot / document



The screenshot shows a mobile application interface for adding a request. At the top, the status bar shows the time 1:55 and various icons. The app header is 'Add Request' with a back arrow and a checkmark. Below the header, there are several form fields: 'Select Subcategory', 'Item' (with a red asterisk), 'Location' (with a red asterisk), 'Room-Number' (with a red asterisk), 'Subject' (with a red asterisk), 'Site' (with a dropdown menu showing '#N/A'), 'Description' (with a red asterisk), and 'Mobile Number' (with a red asterisk). At the bottom, there is an 'Attachments' section with a blue paperclip icon and a sad face icon, with the text 'No Attachments' below it. A blue arrow points from the text 'Click clip in case you want to attach any attachment' to the blue paperclip icon.

Click clip in case you want to attach any attachment

Step 5: Attach Screenshot / document

1:55

← **Add Request** ✓

Default Request ▾

Select Subcategory ▾

* Item

Select Item ▾

* Location

Select Location ▾

* Room-Number

* Subject

Site

#N/A ▾

* Description

* Mobile Number

Attachments 



No Attachments

Click the Tick to
Submit Request

For any clarifications contact ITKM

SRMIST-ServiceDesk : <https://sd.srmist.edu.in/>

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Monday to Friday – 8.30 AM to 5.30 PM

Saturday – 9 AM to 4 PM