

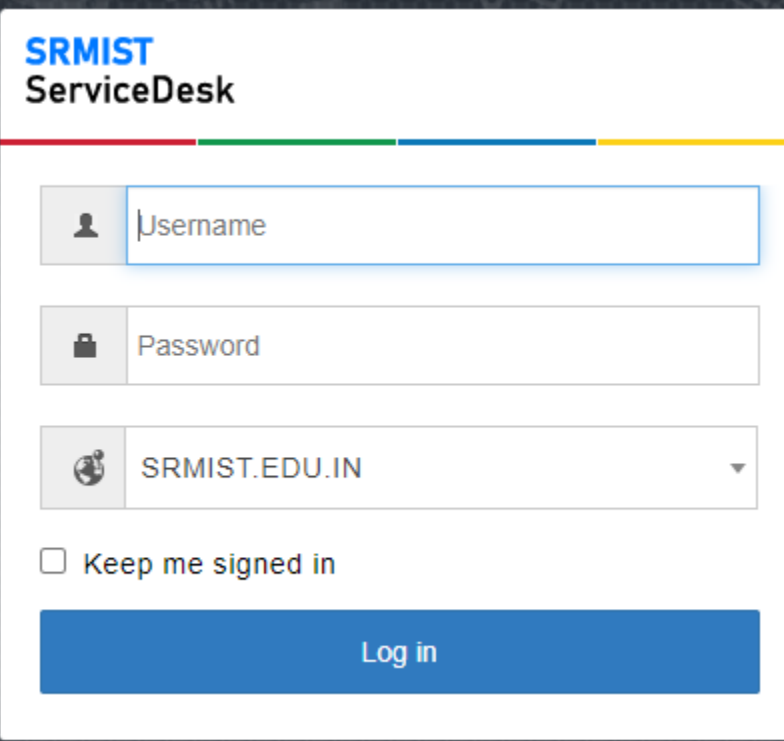
SRMIST ServiceDesk

ServiceDesk Plus Web User Guide

Document Version : 1.0

Login

- Please login to <https://sd.srmist.edu.in>
- Enter your NetID & Password to login



The image shows a login form for SRMIST ServiceDesk. At the top left, the text "SRMIST ServiceDesk" is displayed in blue and black. Below this, there are three input fields: a "Username" field with a person icon, a "Password" field with a lock icon, and a dropdown menu with a globe icon and the text "SRMIST.EDU.IN". Below these fields is a checkbox labeled "Keep me signed in". At the bottom, there is a blue "Log in" button.

SRMIST
ServiceDesk

Username

Password

SRMIST.EDU.IN

☐ Keep me signed in

Log in

Home Screen

The screenshot shows the SRMIST ServiceDesk Home Screen. The browser address bar displays https://sd.srmist.edu.in/HomePage.do?view_type=my_view. The SRMIST ServiceDesk logo is on the left, and navigation links for Home, Requests, and Solutions are in the center. On the right, there are icons for search, a puzzle piece, a clock, and a user profile. A 'New Request' button is located in the top right corner, with a blue arrow pointing to it. The main content area is divided into three sections: 'My Request Summary' on the left, 'Popular Solutions' in the middle, and 'Announcements' at the bottom left. The 'My Request Summary' section shows 'Pending 1' and 'Awaiting Approval 0'. The 'Popular Solutions' section has a search bar and the text 'No solutions available'. The 'Announcements' section is currently empty.

My Request Summary

Pending
1

Awaiting Approval
0

Popular Solutions | More |

Search Solution

No solutions available

Announcements

<https://sd.srmist.edu.in/WorkOrder.do?woMode=newWO>

- Select “New Request” from right hand side top corner

New Request Details

SRMIST ServiceDesk

HomeRequestsSolutions

Add request

Template

Default Request

* Requester

student -

* Category

Not Specified

* Subcategory

Not Specified

* Item

Not Specified

* Subject

* Description

B I U Roboto 10 A x²

* Mobile Number

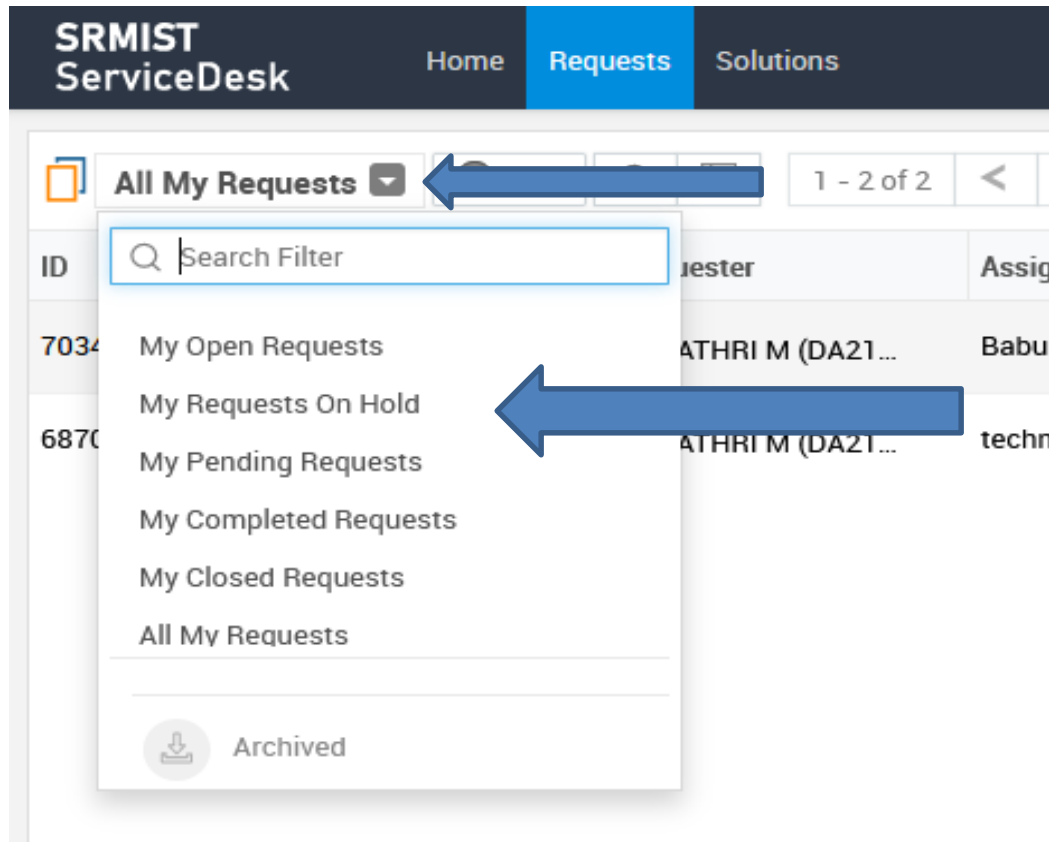
Add request

Reset

Cancel

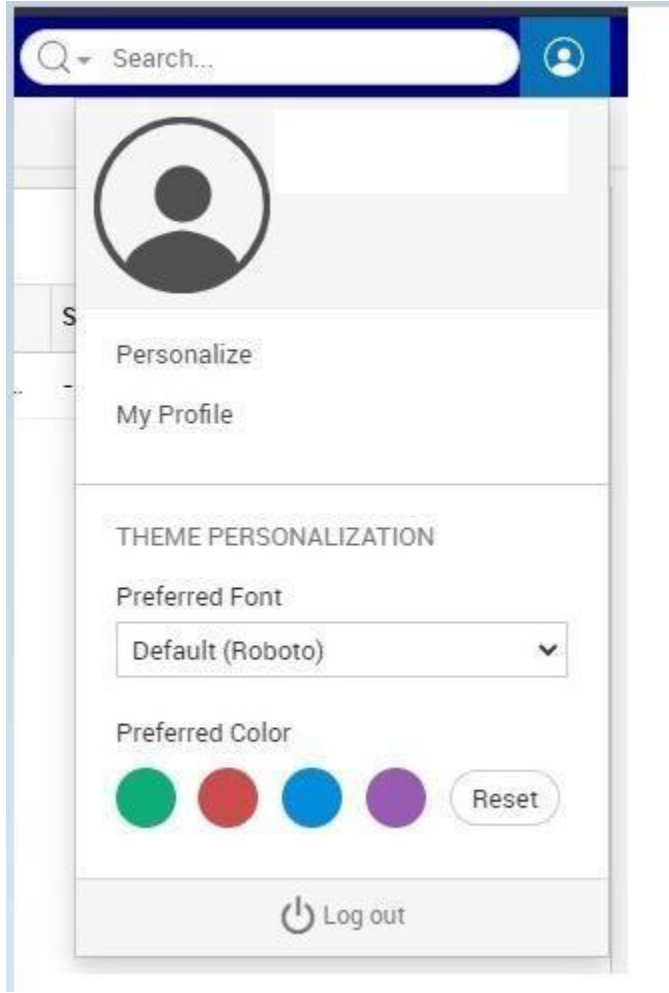
- Select Category, Sub-Category, Item, Location
- Enter the Room No , Request Details as Subject
- Enter the Description – Explanation of the Issue you are facing
- Type the Mobile Number
- Attach the file or image if is required
- Click “Add request”

To track the status of your request



- Click on Requests next to home ICON.
- Click the drop down and choose the filter option to track your request.

Logout



- Click on the icon from right hand side top corner to Logout

For any clarifications contact ITKM

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

SRM Institute of Science and Technology | www.srmist.edu.in

Phone No.: 044-2741 7320 | Extn: 7320

Monday to Friday – 8.30 AM to 5.30 PM

Saturday – 9 AM to 4 PM