



## GITAM-CATS SERVICE DESK

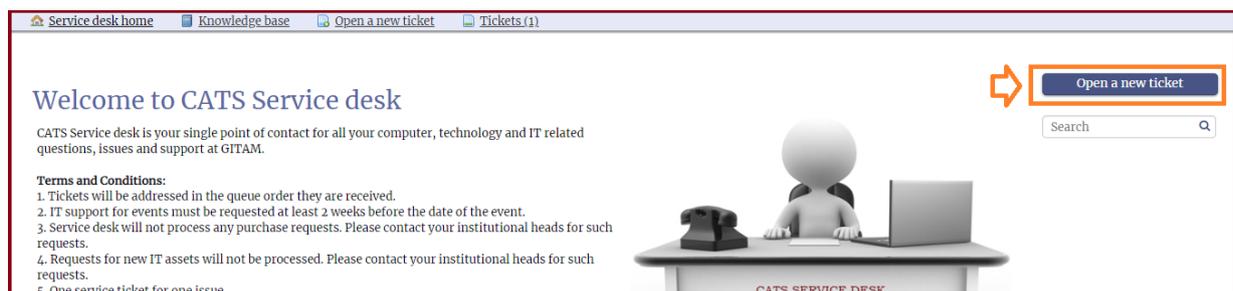
### USER GUIDE

**Service Desk Introduction:** IT ticketing system is a software program that enables system to resolve the internal IT support queries by managing and streamlining the process of issue resolution. Handling individual elements called tickets that provide a context of what issue the requester is facing, along with other data like category, issue type, etc. Each request is automatically directed to the most appropriate person to answer and is assigned with a unique ticket number to track the status of that ticket.

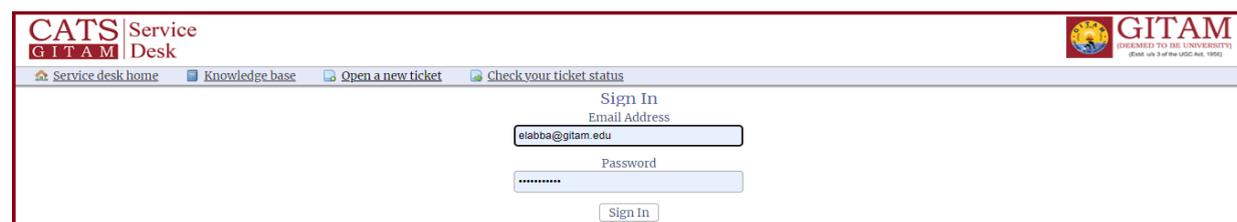
**1. Create a Ticket:** To submit a ticket, click the below link and follow the instructions.

**Step1:** Open the following link

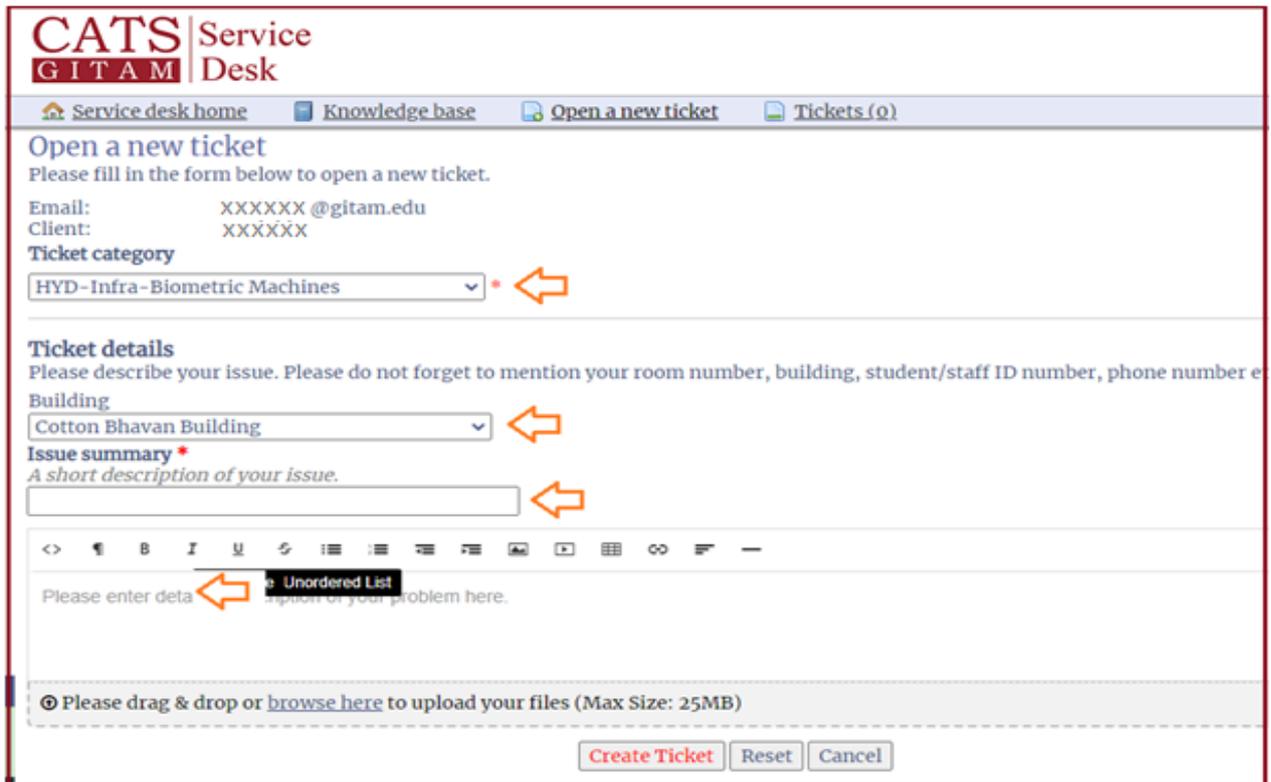
<https://servicedesk.gitam.edu/>



**Step2:** Click on “Open a new ticket” button, then system will direct to the following login page.



**Step3:** Enter username and password and click on the signin, then system will direct to the following page.



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Service desk home Knowledge base Open a new ticket Tickets (0)

### Open a new ticket

Please fill in the form below to open a new ticket.

Email: XXXXXX@gitam.edu  
Client: XXXXXX

**Ticket category**  
HYD-Infra-Biometric Machines \*

**Ticket details**  
Please describe your issue. Please do not forget to mention your room number, building, student/staff ID number, phone number etc.

**Building**  
Cotton Bhavan Building

**Issue summary \***  
A short description of your issue.

Please enter details of your problem here.

Please drag & drop or [browse here](#) to upload your files (Max Size: 25MB)

Create Ticket Reset Cancel

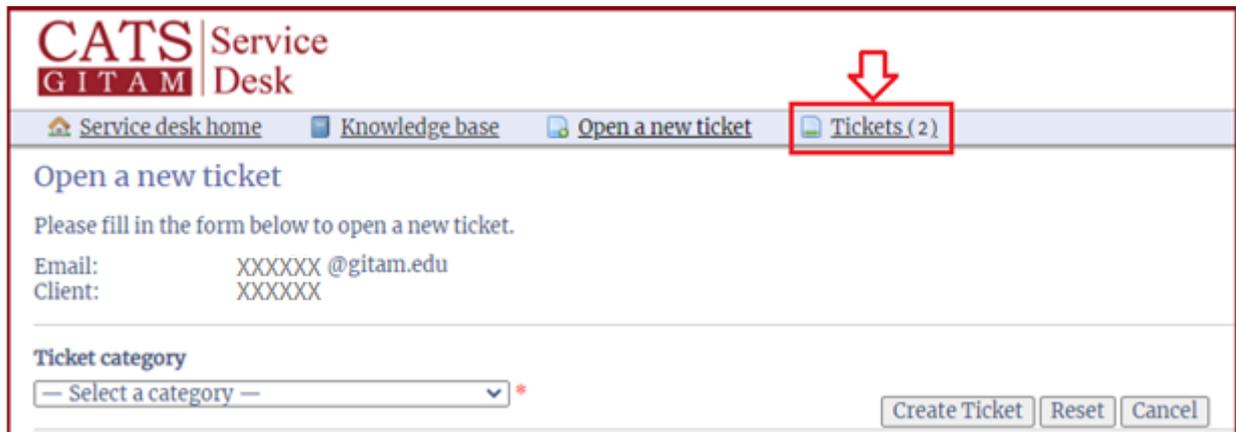
**Step3:** In the above screen, select the following fields.

1. Select Ticket category
2. Select the Building
3. Enter Issue Summary
4. Enter Issue
5. Upload the file(max 25MB)

Click on the "Create Ticket" button, then system will acknowledge you with a ticket number for future reference.

## 2. Track Your Ticket:

- i. Open the <https://servicedesk.gitam.edu/> link and login.



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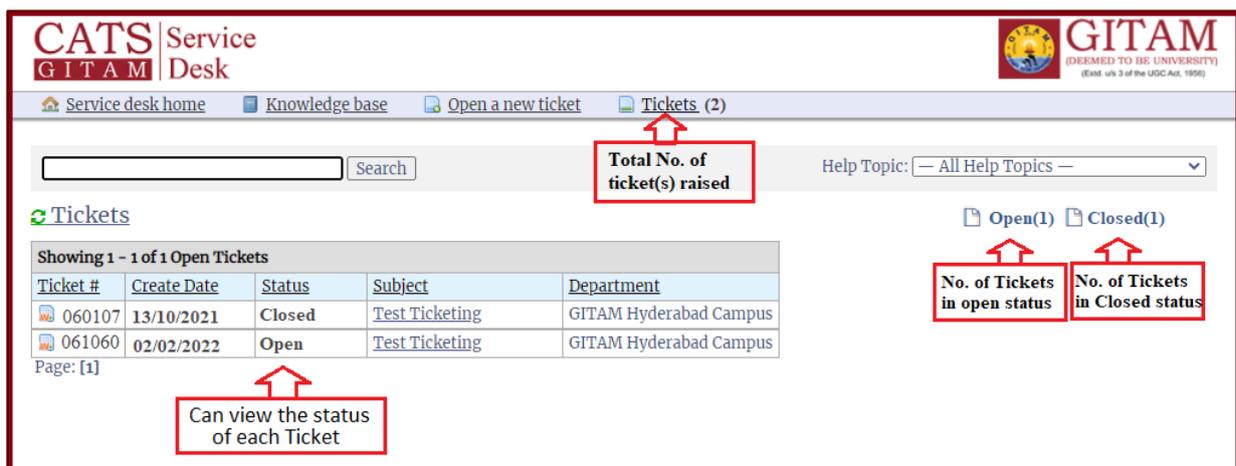
Open a new ticket

Please fill in the form below to open a new ticket.

Email: XXXXXX@gitam.edu  
 Client: XXXXXX

Ticket category  
 — Select a category — \*

- ii. In the above screen, click on the “Tickets” link. Then system will direct to the next page.



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Help Topic: — All Help Topics —

[Open\(1\)](#)
[Closed\(1\)](#)

Total No. of ticket(s) raised

Tickets

Showing 1 - 1 of 1 Open Tickets

| Ticket #               | Create Date | Status | Subject        | Department             |
|------------------------|-------------|--------|----------------|------------------------|
| <a href="#">060107</a> | 13/10/2021  | Closed | Test Ticketing | GITAM Hyderabad Campus |
| <a href="#">061060</a> | 02/02/2022  | Open   | Test Ticketing | GITAM Hyderabad Campus |

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Can view the status of each Ticket

No. of Tickets in open status
No. of Tickets in Closed status

- iii. In the above screen user can view the following details.
  - Number of tickets are open.
  - Numbers of tickets are closed.
- iv. To verify the ticket status, click on the ticket number, then system will display the current status of the issue.

**Note:** User can re-open the ticket, if the person is not satisfied with the solution.

## Reach us@:

**Timings for Visiting:** 9.30 am to 5.30 pm (Excluding Lunch Timings)

### Visakhapatnam CATS address

8th Floor, ICT Building,  
Contact - 0891-2840555/ 555(Intercom) / 4800(IP Phone)

### Hyderabad CATS address

Room No- 302, A-Block  
Contact – 08455-221288 /1288 (IP Phone)

### Bengaluru CATS address

Room No: 626, 6th Floor, Shivaji Bhavan  
Contact - 0891-2866551 / 2853 (IP Phone)

### Take note of the following:

1. Department wise tickets will be addressed in the queue order.
2. For any event, if IT support is required. Then the concern coordinator should intimated at least 2 weeks in prior from the date of the event.
3. Service desk will not process any purchase requests. Please contact your institutional heads for such requests.
4. Requests for new IT assets will not be processed. Please contact your institutional heads for such requests.
5. One issue/support one ticket only (Do not combine multiple issues in a single ticket).
6. Prevent incidents from repeating the issues and also avoid unnecessary creation of tickets.