ManageEngine
ServiceDesk Plus

The BRITISH UNIVERSITY IN EGYPT

ServiceDesk Plus User Guide

Introduction:

The ServiceDesk Plus On-Demand help desk solution enables support staff to provide effective assistance without interfering with any business's ability to run smoothly. Support staff and employees can communicate simply, find solutions fast, and fix any service outages using ServiceDesk Plus to ensure business continuity. Users can access the ServiceDesk Plus self-service site to report difficulties. They can report problems and submit requests for certain services on this platform.

Self Service Portal Home Page

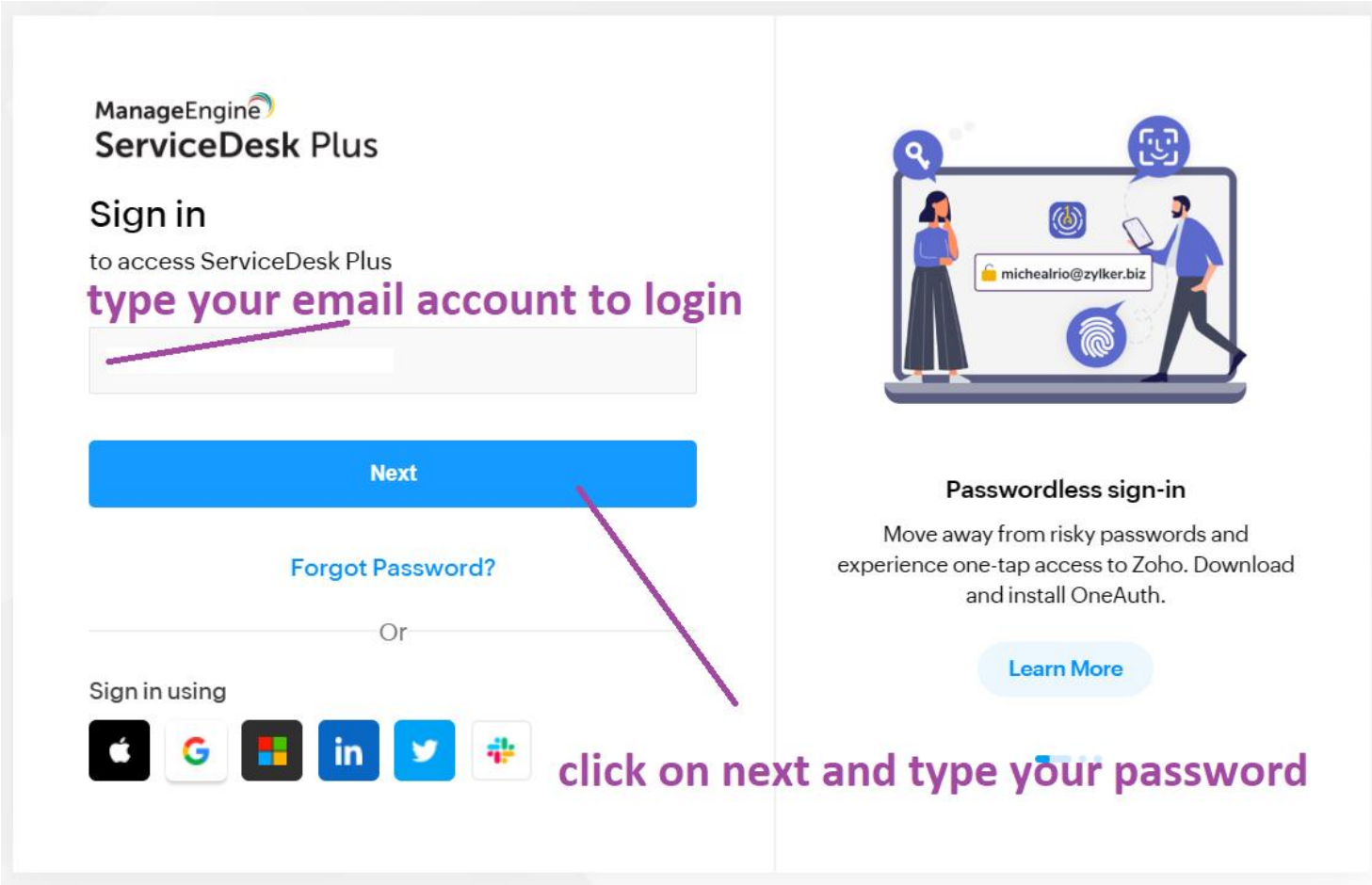
The home page of the service desk you have selected is the first page you view when logging in.

You may monitor your requests on this page, report issues, submit service requests, search the knowledge base for answers, and read company-wide news.

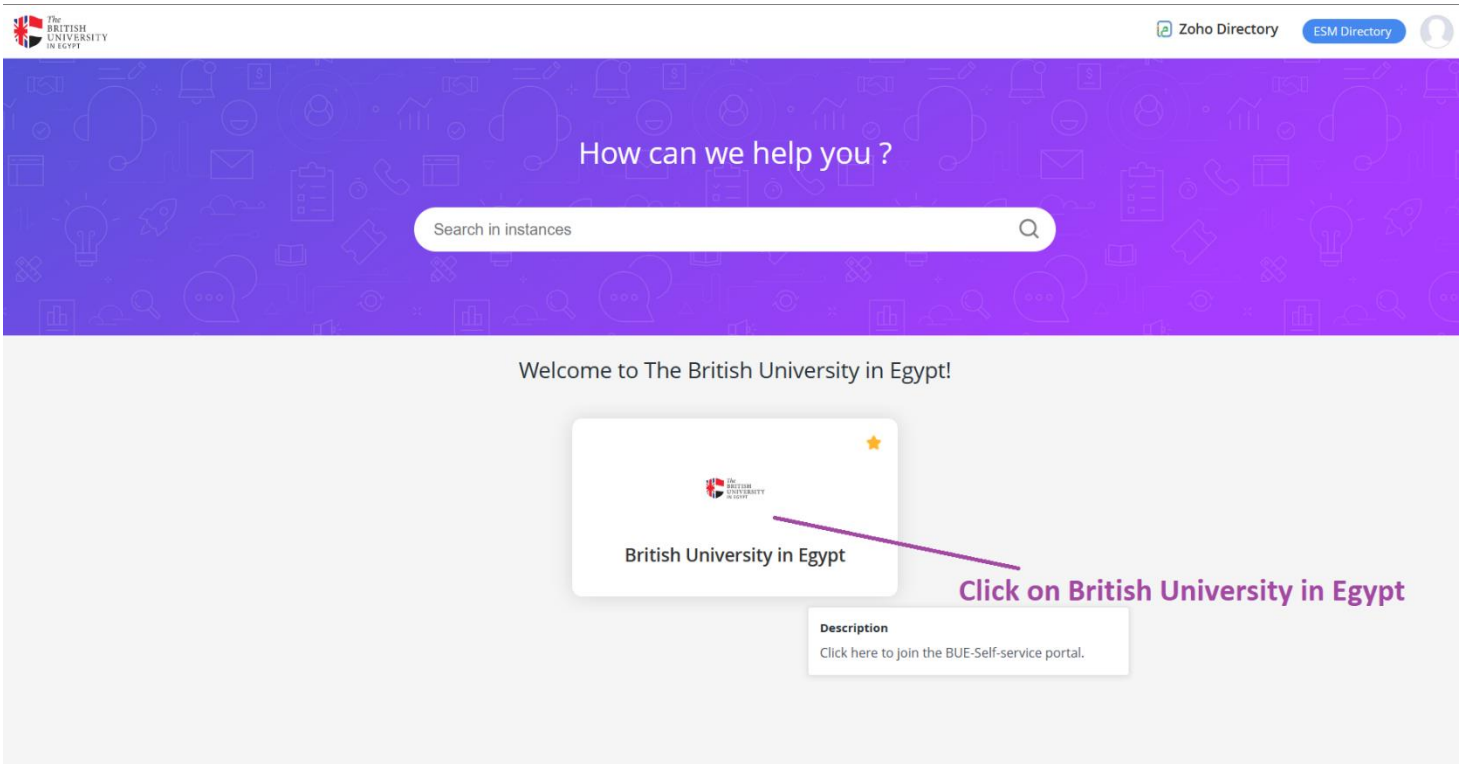
Types Of Raise a ticket.

1 – Submit a ticket on Portal

- **Login the URL (https://servicedesk.bue.edu.eg)**

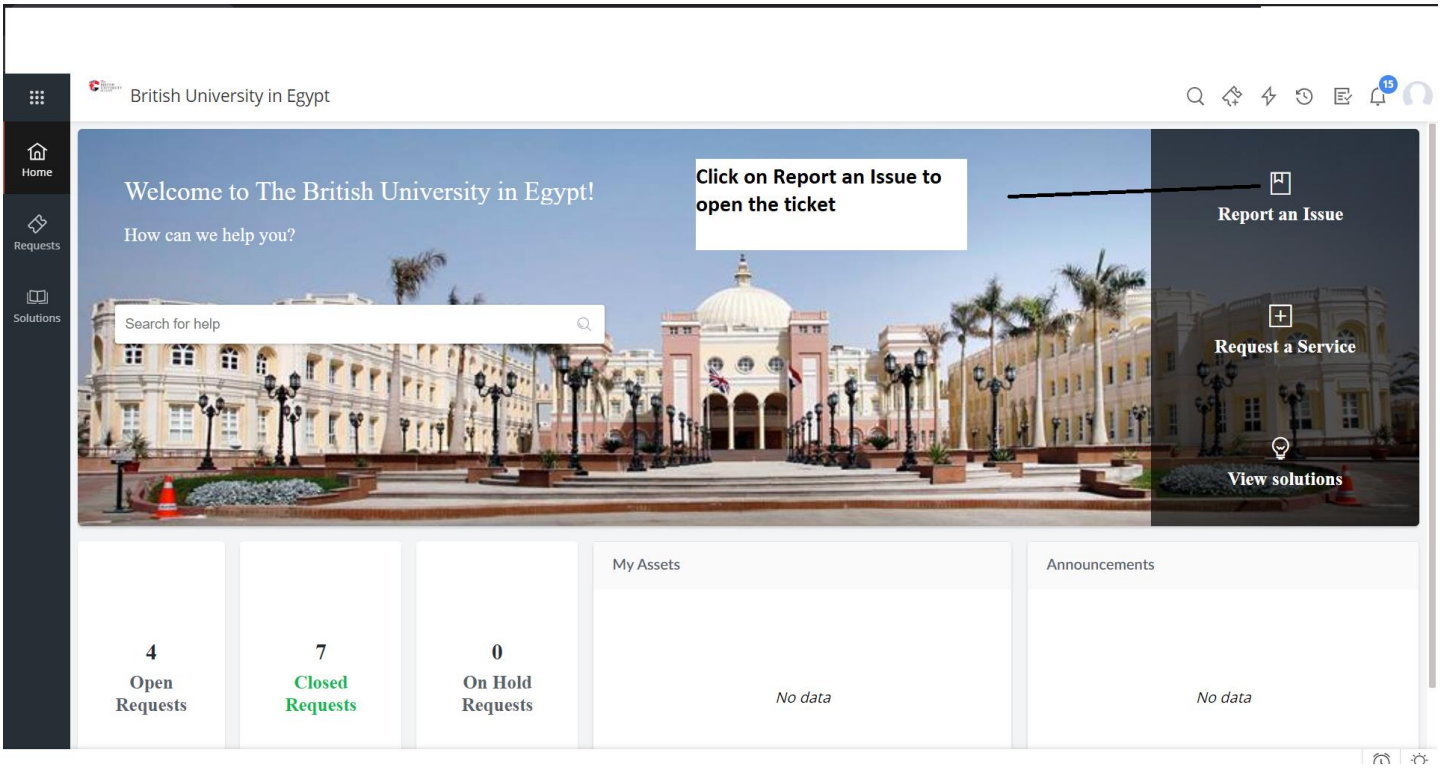


- **Click on British University in Egypt Instance**

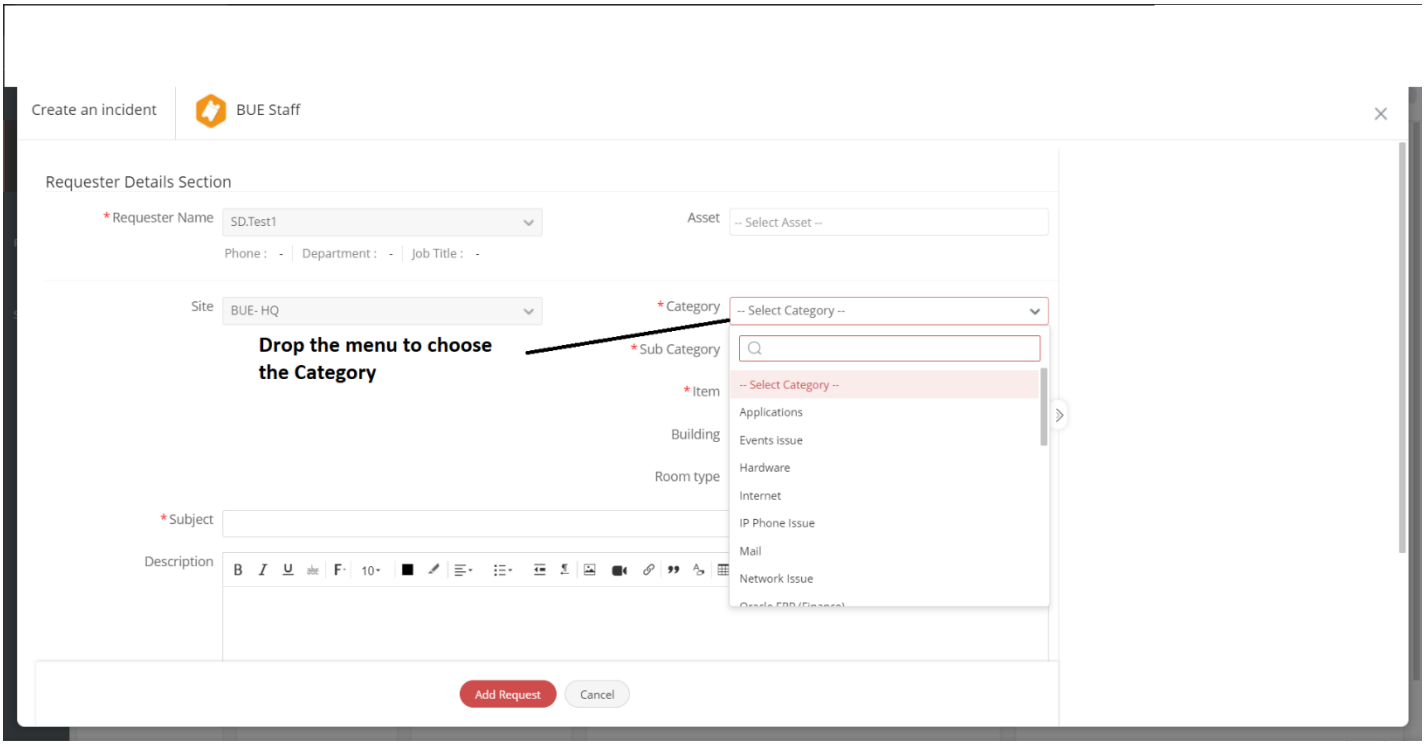


- **Incident Management**

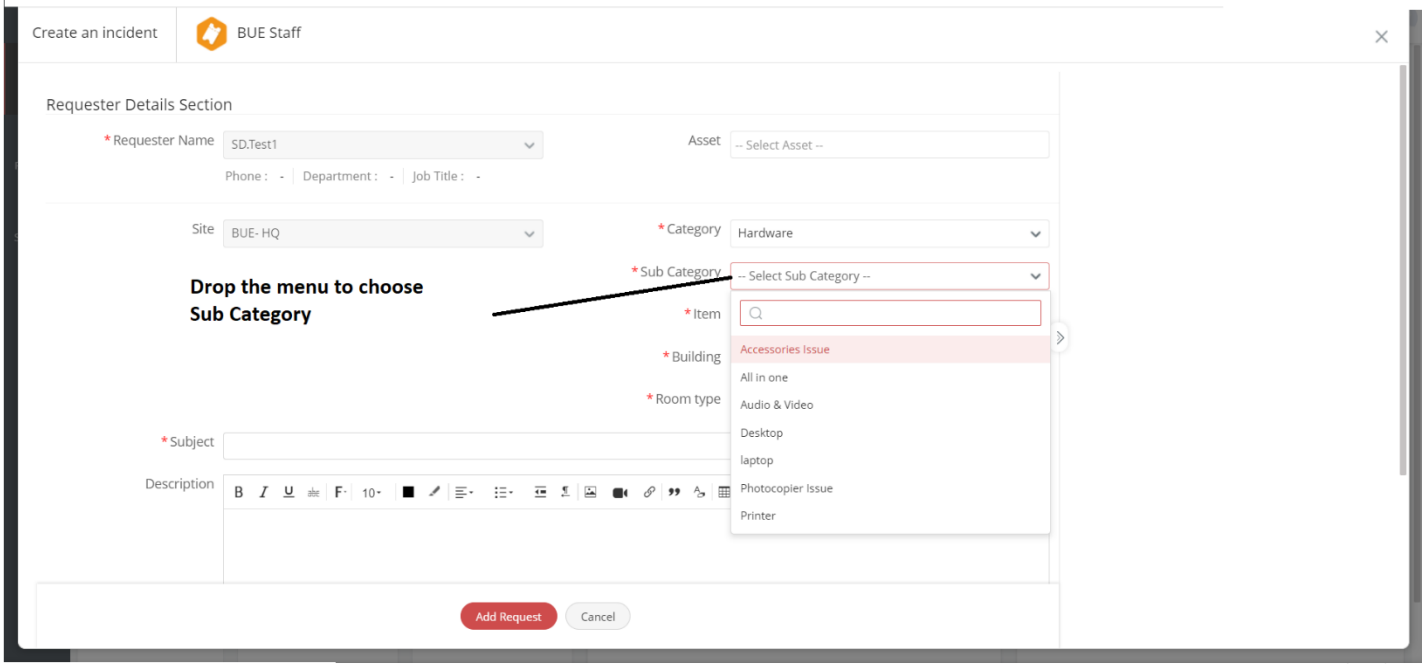
Click on (Report an Issue)

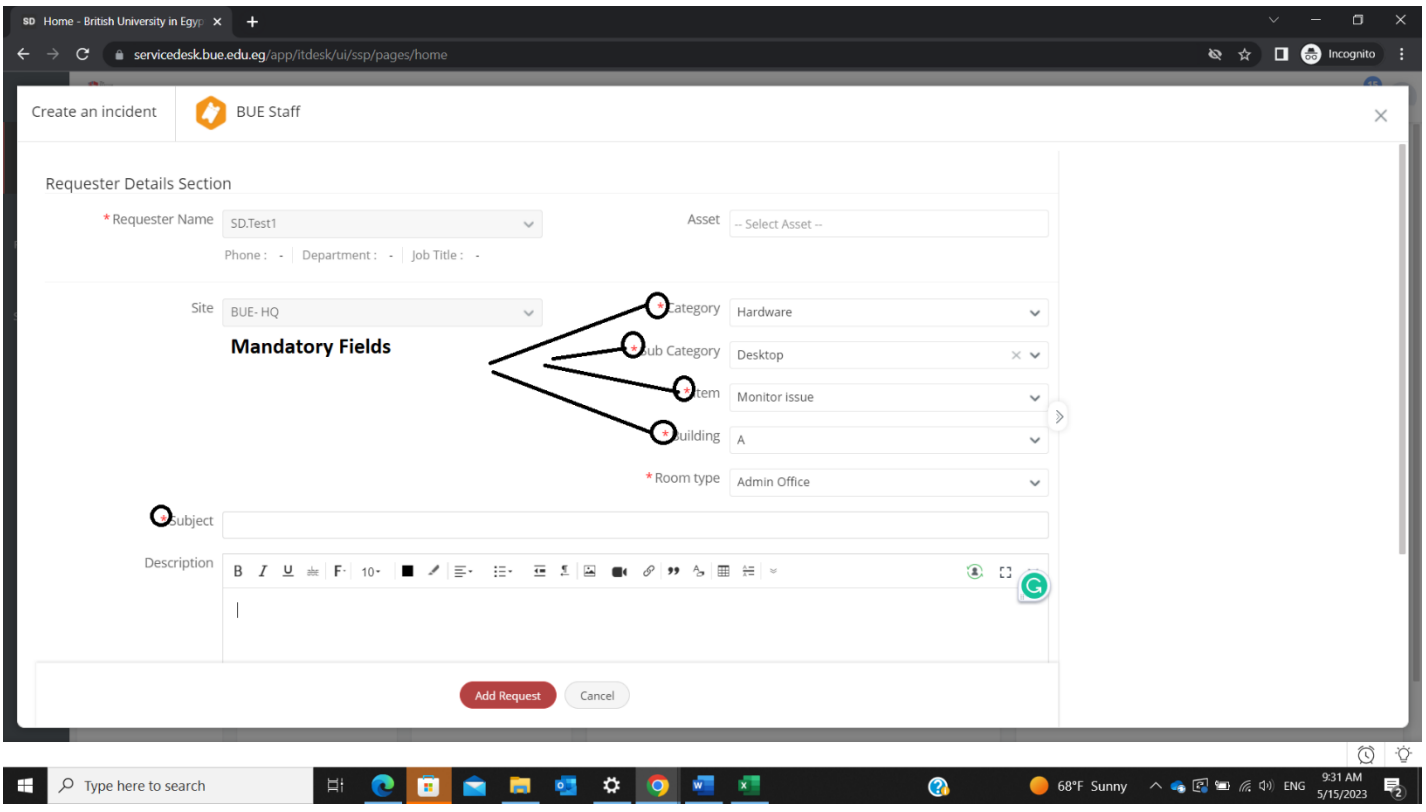


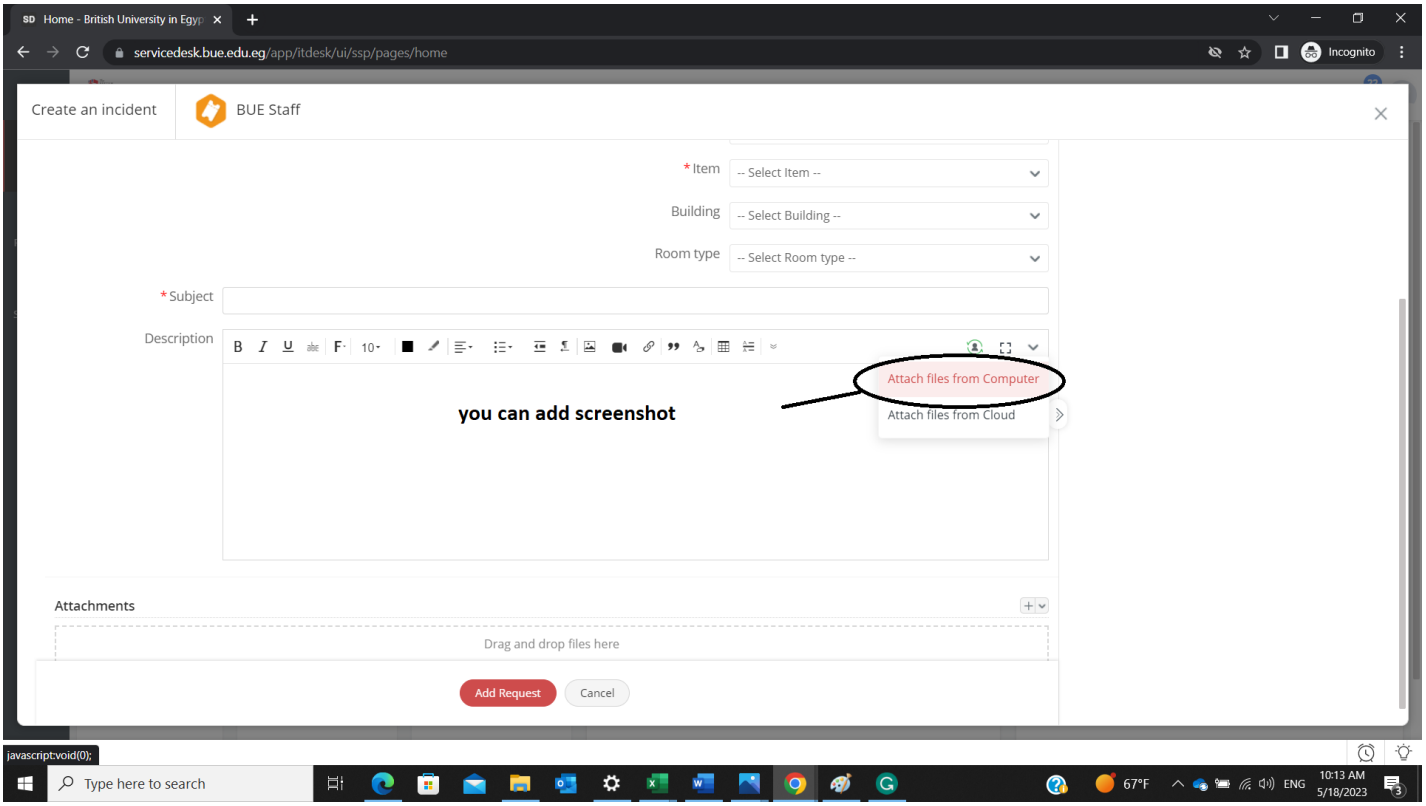
Full fill the fields in the template



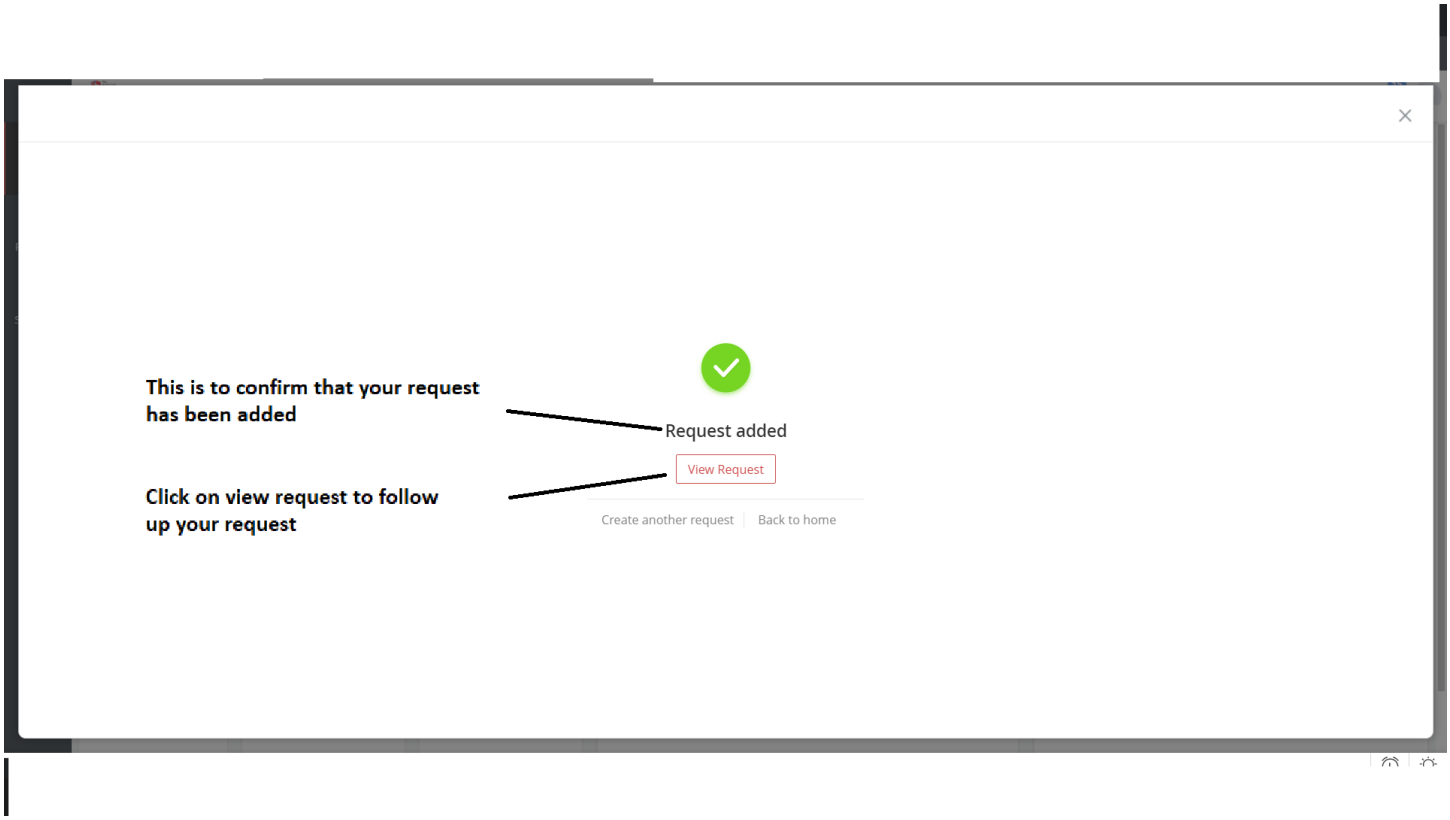
Fill out the required fields, add a subject, and describe the issue in detail and click Add Request.

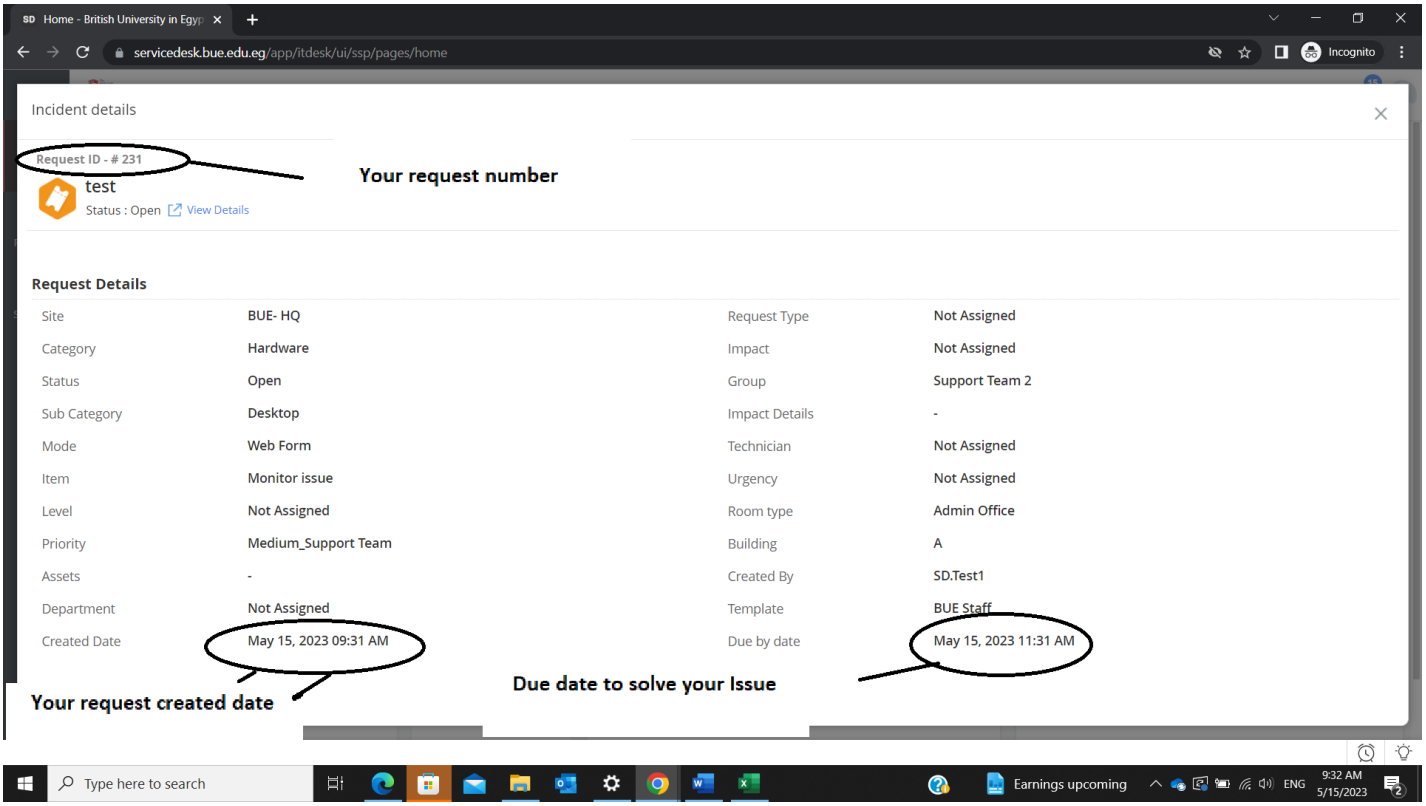




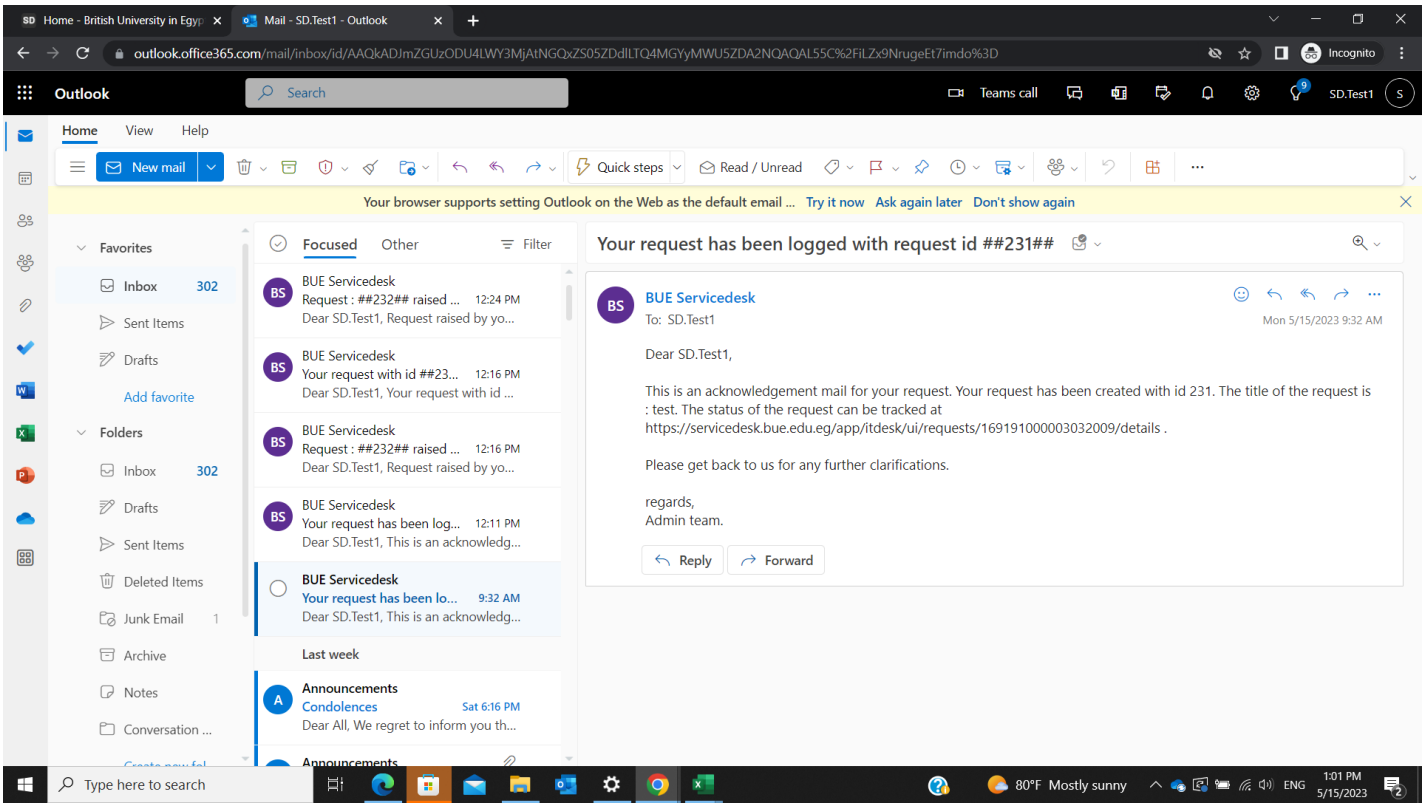


You can also add attachments, that are not more than 10MB in size, to the request form.
Attachments could be a screenshot of the error, or any associated details saved as a different file.

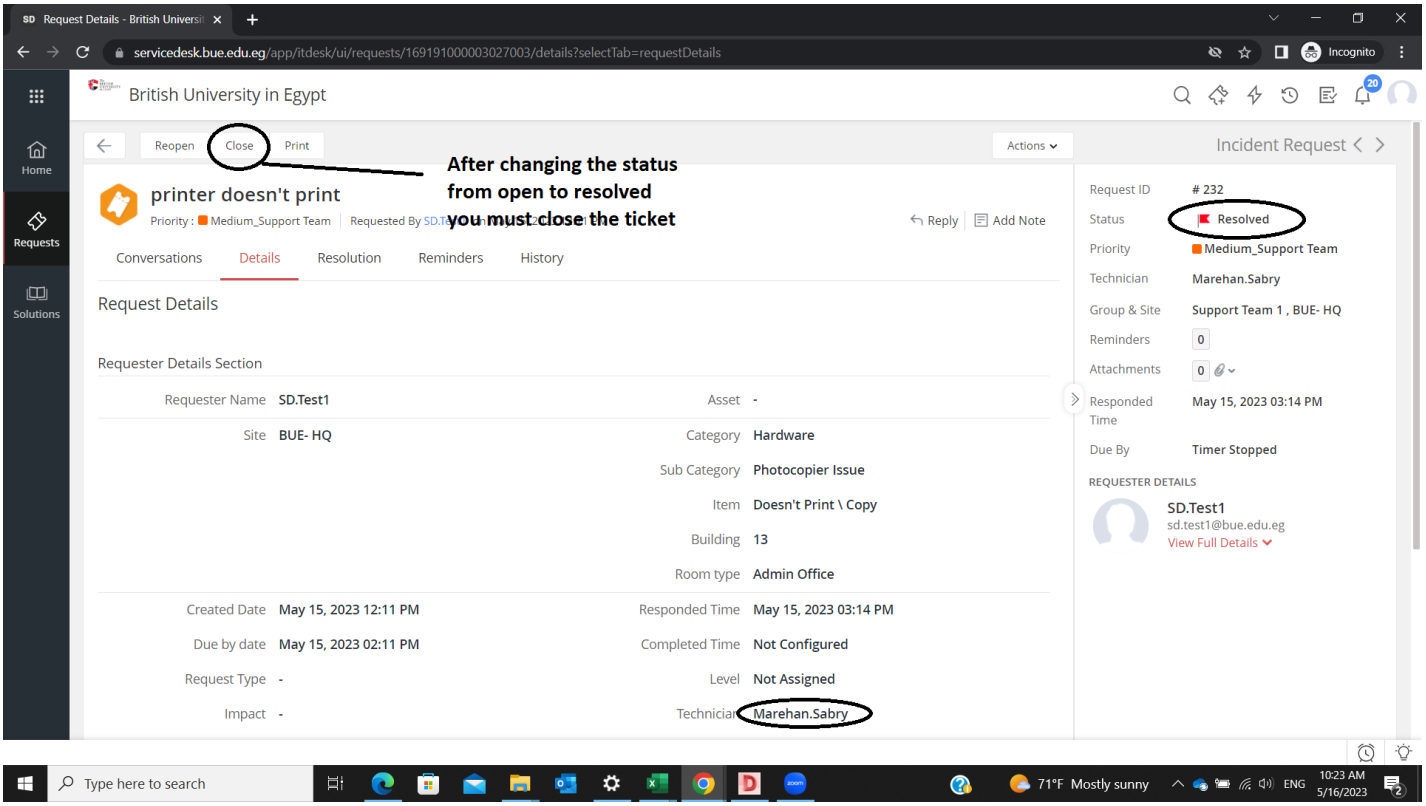




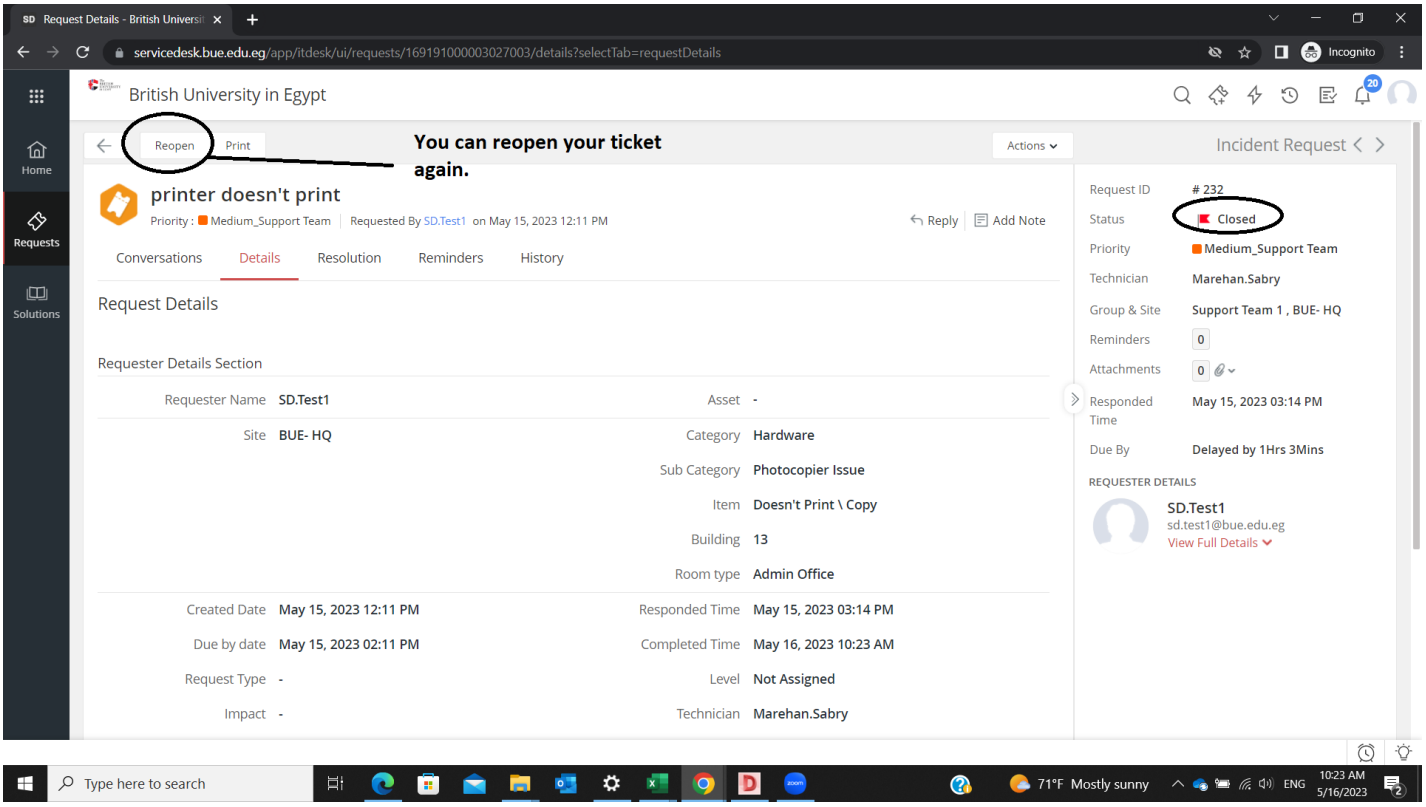
The system will send a notification email.

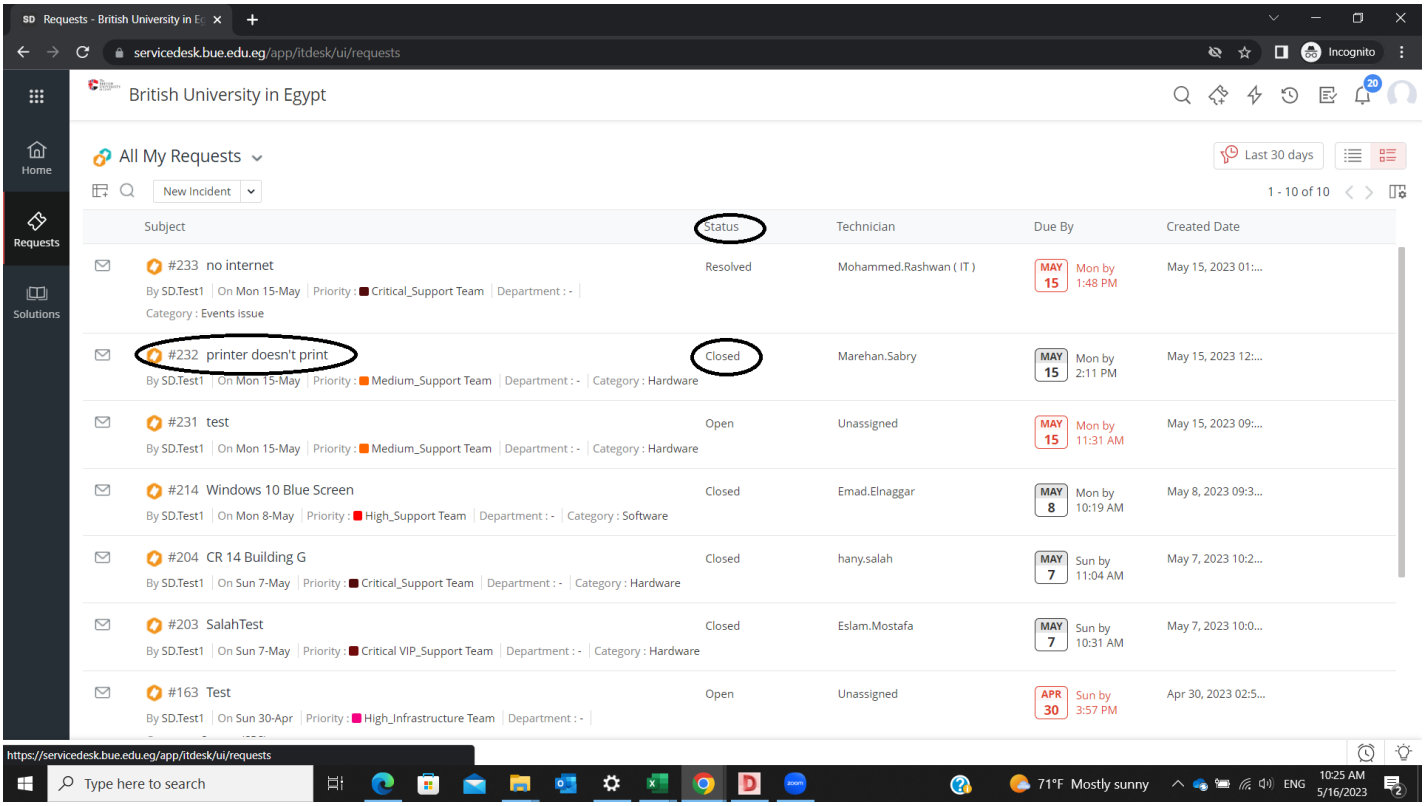


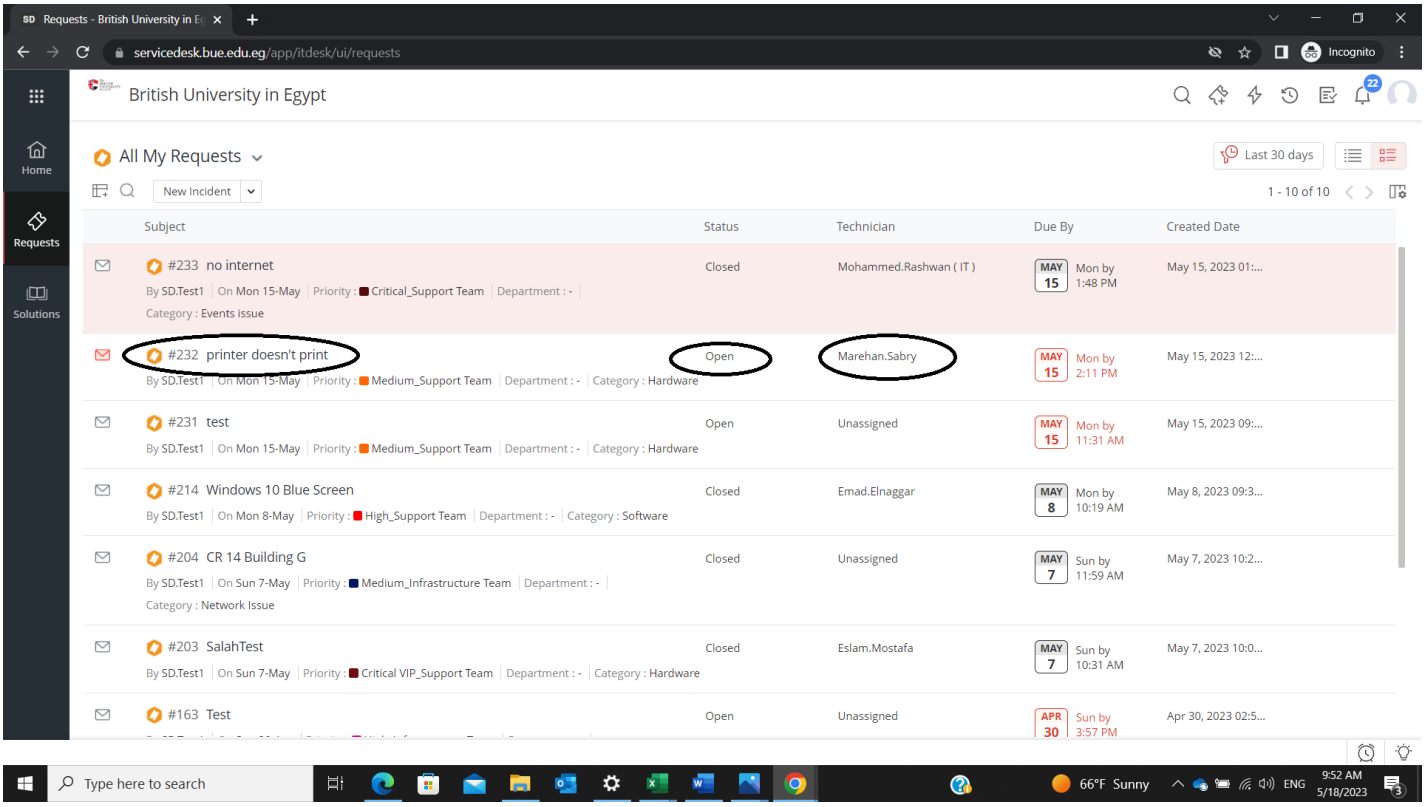
Note: After 24 hours system will close the ticket Automatically



You can reopen the same ticket again if needed.

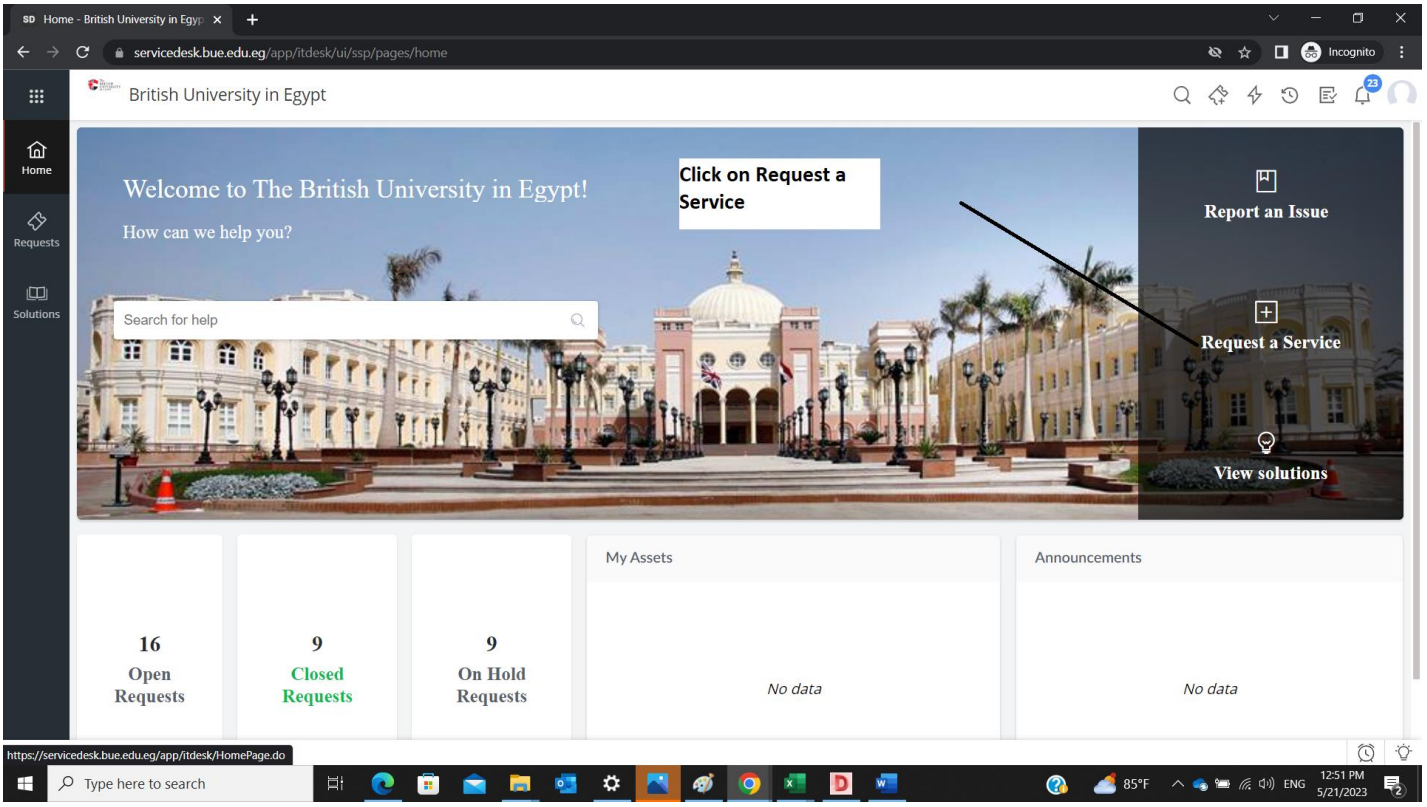



Requests - British University in Eg
servicedesk.bue.edu.eg/app/itdesk/ui/requests
Incognito
British University in Egypt
Home
Requests
Solutions
All My Requests
Last 30 days
New Incident
1 - 10 of 10
Subject
Status
Technician
Due By
Created Date
#233 no internet
By SD.Test1 | On Mon 15-May | Priority : Critical_Support Team | Department : - | Category : Events issue
Resolved
Mohammed.Rashwan (IT)
MAY 15 Mon by 1:48 PM
May 15, 2023 01:...
#232 printer doesn't print
By SD.Test1 | On Mon 15-May | Priority : Medium_Support Team | Department : - | Category : Hardware
Closed
Marehan.Sabry
MAY 15 Mon by 2:11 PM
May 15, 2023 12:...
#231 test
By SD.Test1 | On Mon 15-May | Priority : Medium_Support Team | Department : - | Category : Hardware
Open
Unassigned
MAY 15 Mon by 11:31 AM
May 15, 2023 09:...
#214 Windows 10 Blue Screen
By SD.Test1 | On Mon 8-May | Priority : High_Support Team | Department : - | Category : Software
Closed
Emad.Elnaggar
MAY 8 Mon by 10:19 AM
May 8, 2023 09:3...
#204 CR 14 Building G
By SD.Test1 | On Sun 7-May | Priority : Critical_Support Team | Department : - | Category : Hardware
Closed
hany.salah
MAY 7 Sun by 11:04 AM
May 7, 2023 10:2...
#203 SalahTest
By SD.Test1 | On Sun 7-May | Priority : Critical VIP_Support Team | Department : - | Category : Hardware
Closed
Eslam.Mostafa
MAY 7 Sun by 10:31 AM
May 7, 2023 10:0...
#163 Test
By SD.Test1 | On Sun 30-Apr | Priority : High_Infrastructure Team | Department : -
Open
Unassigned
APR 30 Sun by 3:57 PM
Apr 30, 2023 02:5...
https://servicedesk.bue.edu.eg/app/itdesk/ui/requests
Type here to search
71°F Mostly sunny
ENG
10:25 AM
5/16/2023

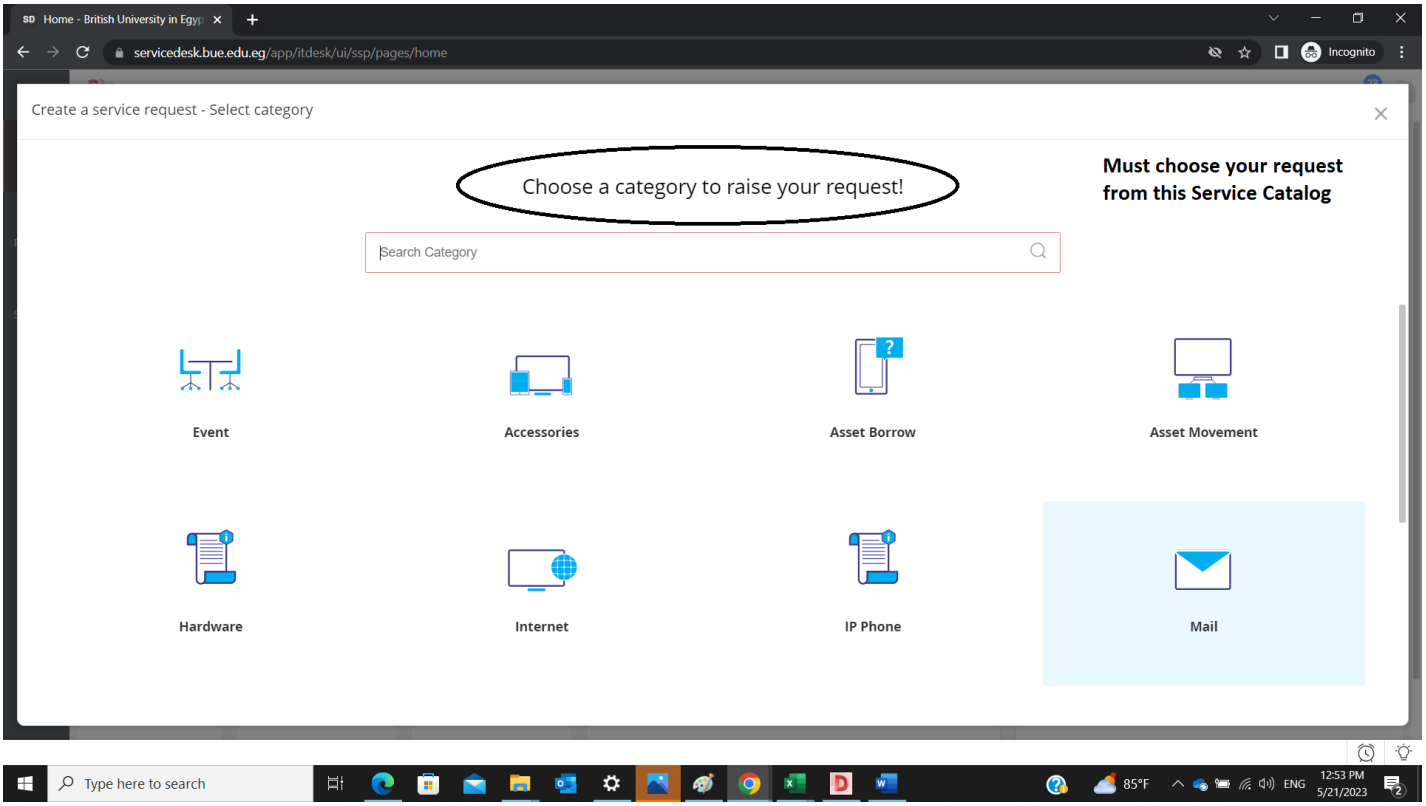

Requests - British University in Eg
servicedesk.bue.edu.eg/app/itdesk/ui/requests
Incognito
British University in Egypt
Home
Requests
Solutions
All My Requests
Last 30 days
New Incident
1 - 10 of 10
Subject
Status
Technician
Due By
Created Date
#233 no internet
By SD.Test1 | On Mon 15-May | Priority : Critical_Support Team | Department : - | Category : Events issue
Closed
Mohammed.Rashwan (IT)
MAY 15 Mon by 1:48 PM
May 15, 2023 01:...
#232 printer doesn't print
By SD.Test1 | On Mon 15-May | Priority : Medium_Support Team | Department : - | Category : Hardware
Open
Marehan.Sabry
MAY 15 Mon by 2:11 PM
May 15, 2023 12:...
#231 test
By SD.Test1 | On Mon 15-May | Priority : Medium_Support Team | Department : - | Category : Hardware
Open
Unassigned
MAY 15 Mon by 11:31 AM
May 15, 2023 09:...
#214 Windows 10 Blue Screen
By SD.Test1 | On Mon 8-May | Priority : High_Support Team | Department : - | Category : Software
Closed
Emad.Elnaggar
MAY 8 Mon by 10:19 AM
May 8, 2023 09:3...
#204 CR 14 Building G
By SD.Test1 | On Sun 7-May | Priority : Medium_Infrastructure Team | Department : - | Category : Network Issue
Closed
Unassigned
MAY 7 Sun by 11:59 AM
May 7, 2023 10:2...
#203 SalahTest
By SD.Test1 | On Sun 7-May | Priority : Critical VIP_Support Team | Department : - | Category : Hardware
Closed
Eslam.Mostafa
MAY 7 Sun by 10:31 AM
May 7, 2023 10:0...
#163 Test
Open
Unassigned
APR 30 Sun by 3:57 PM
Apr 30, 2023 02:5...
Type here to search
66°F Sunny
ENG
9:52 AM
5/18/2023

- **Service Catalog (Request Service)**

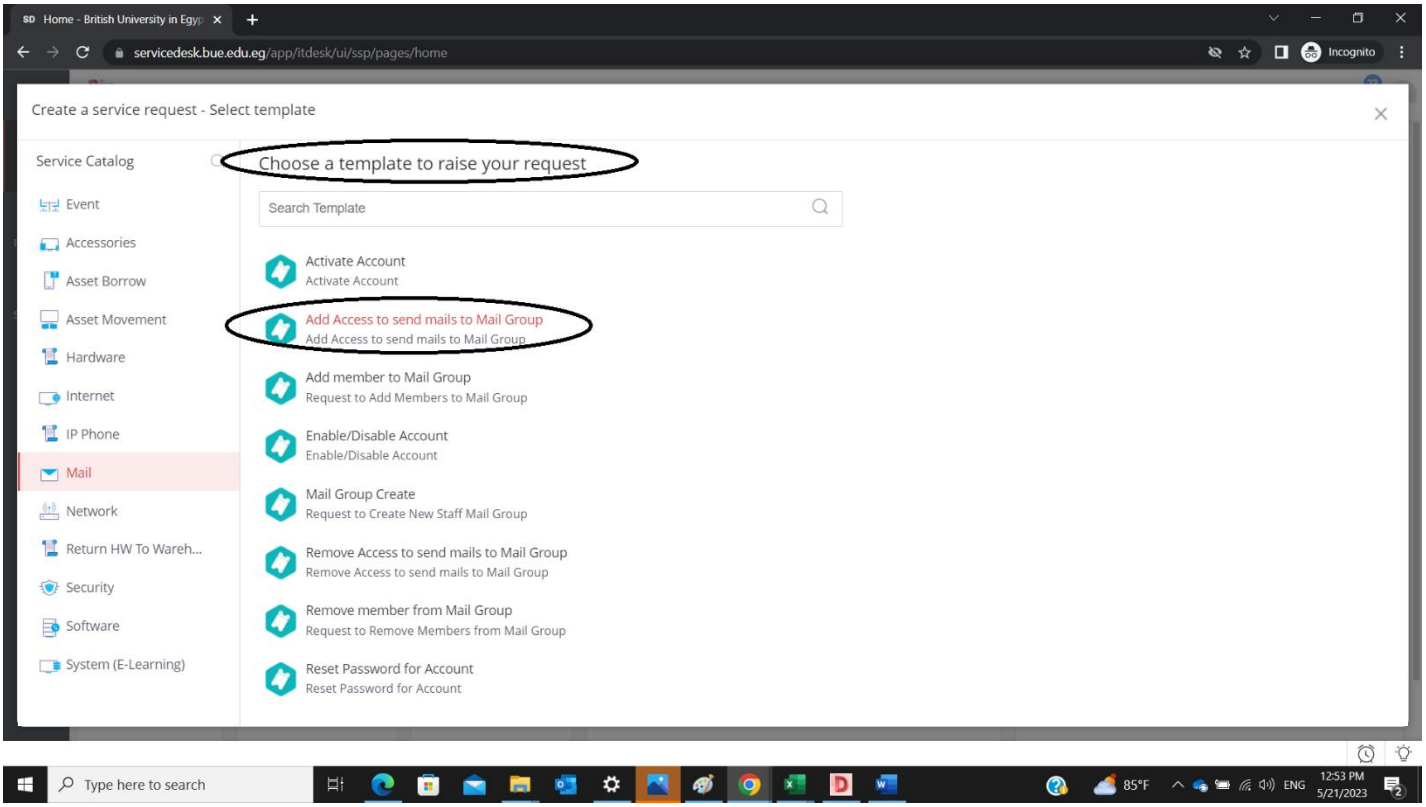
Click on (Request a Service)

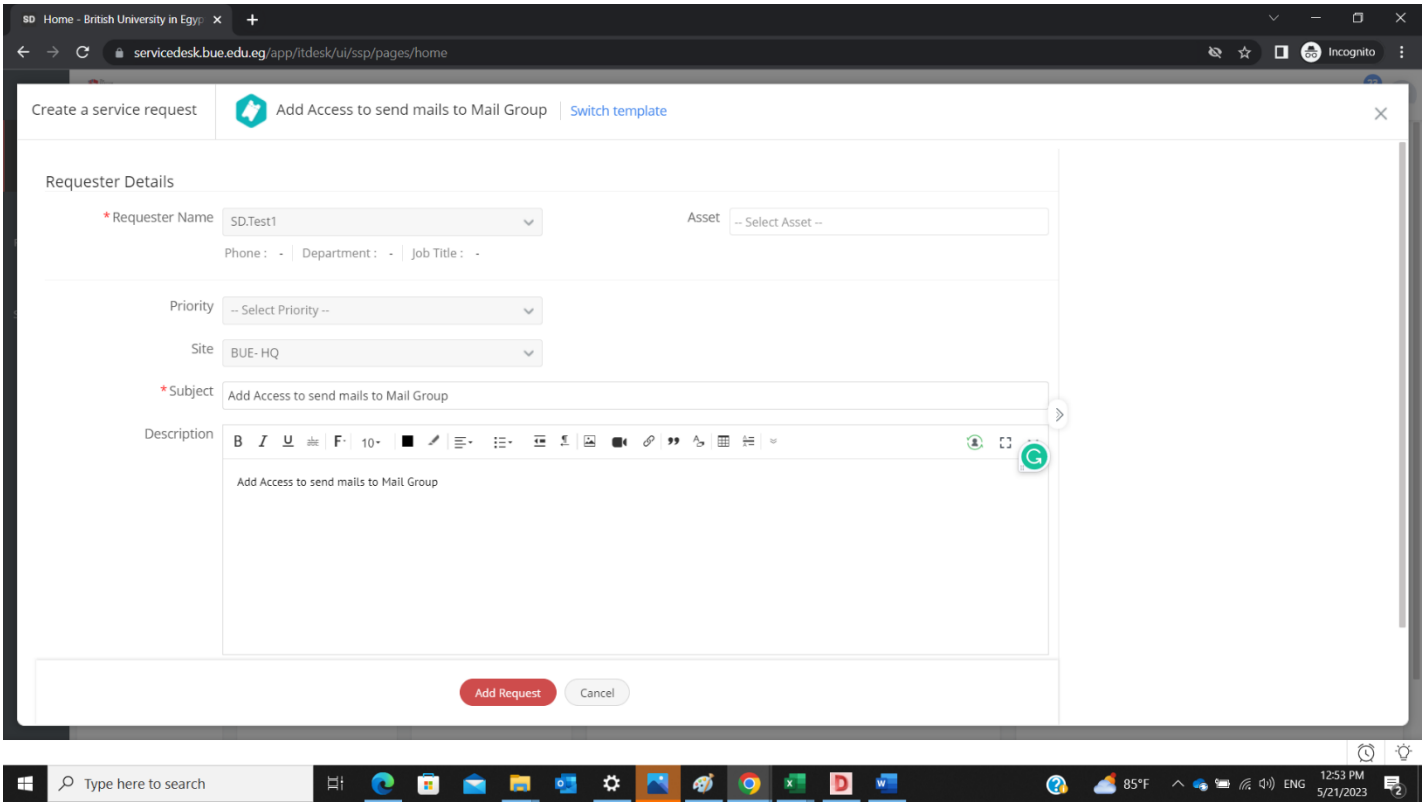


Choose your request category.

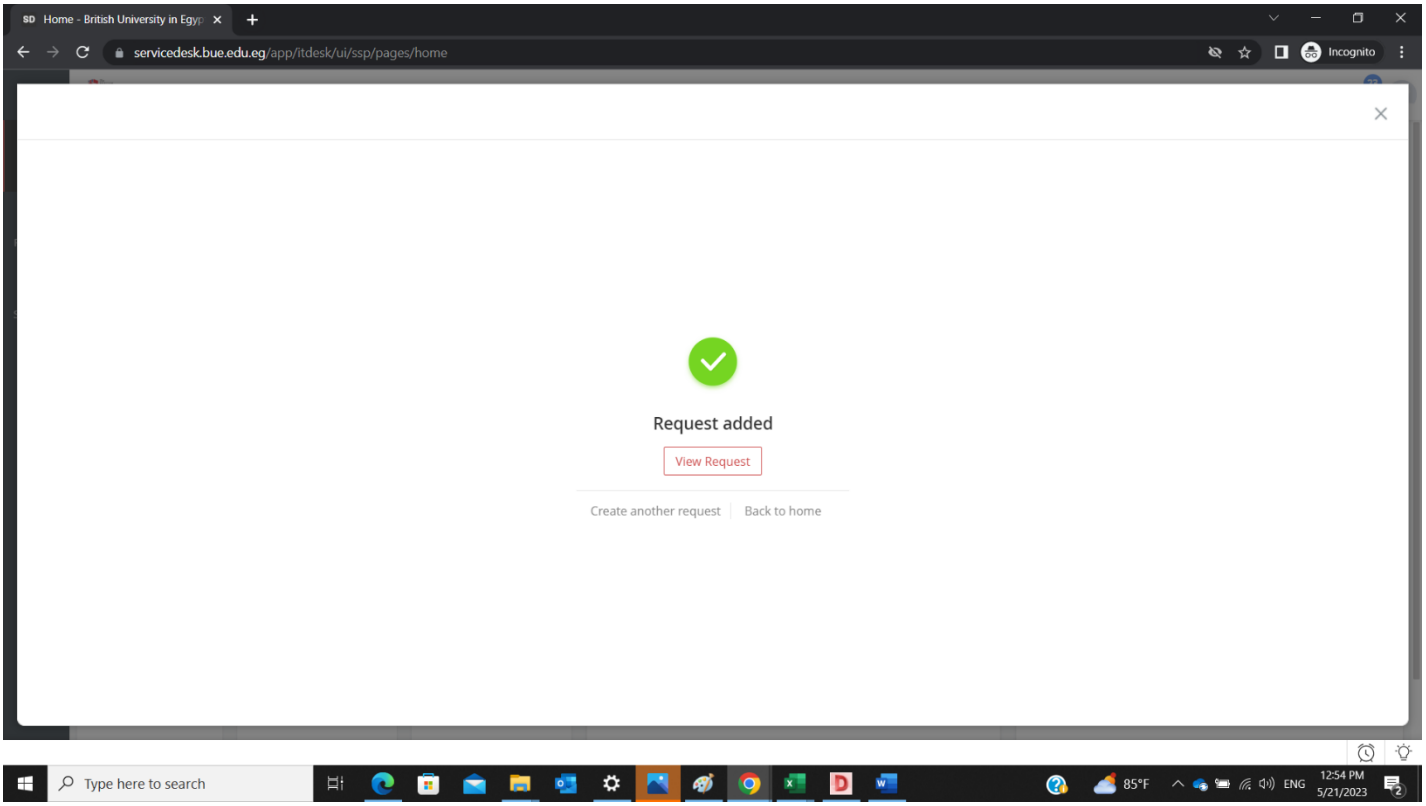


Choose a template to raise your request.

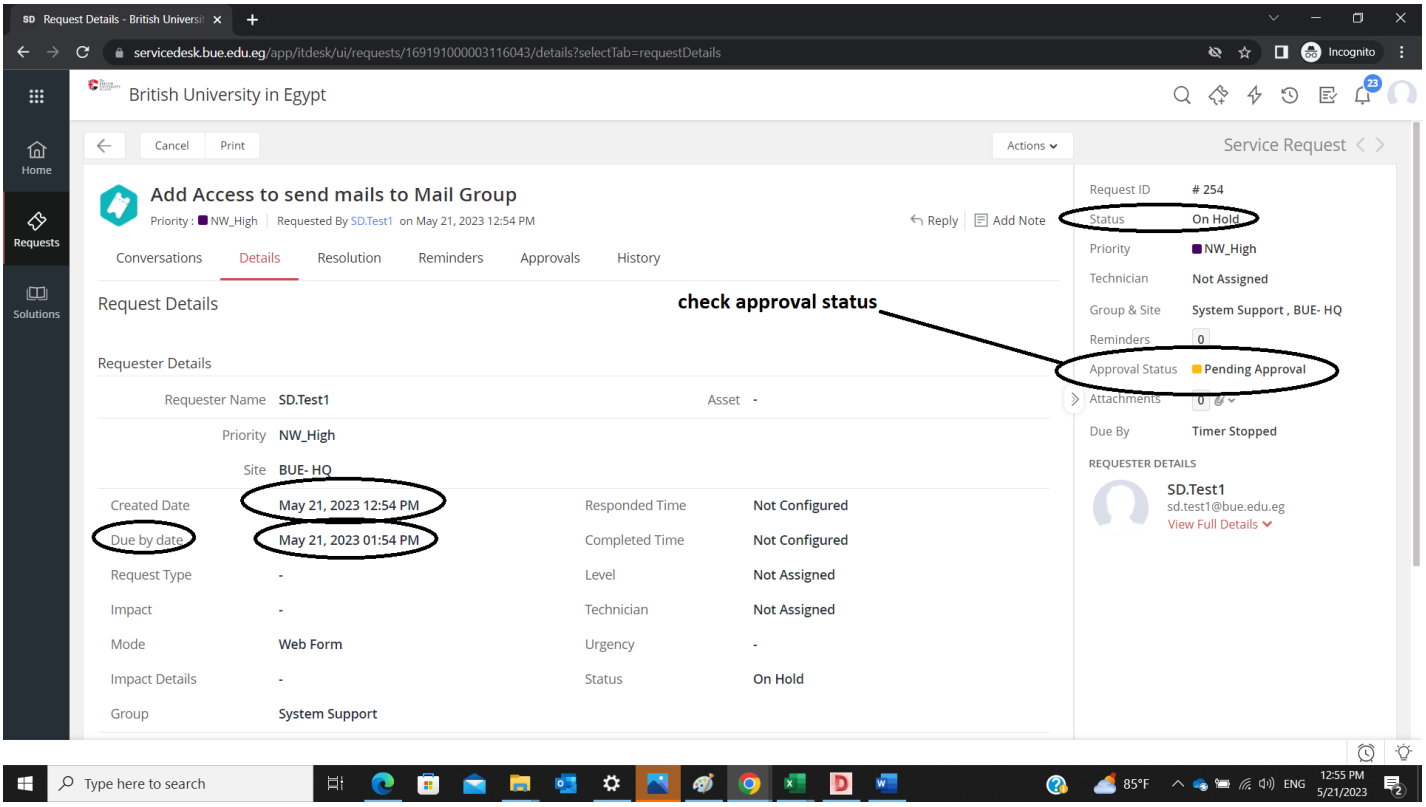




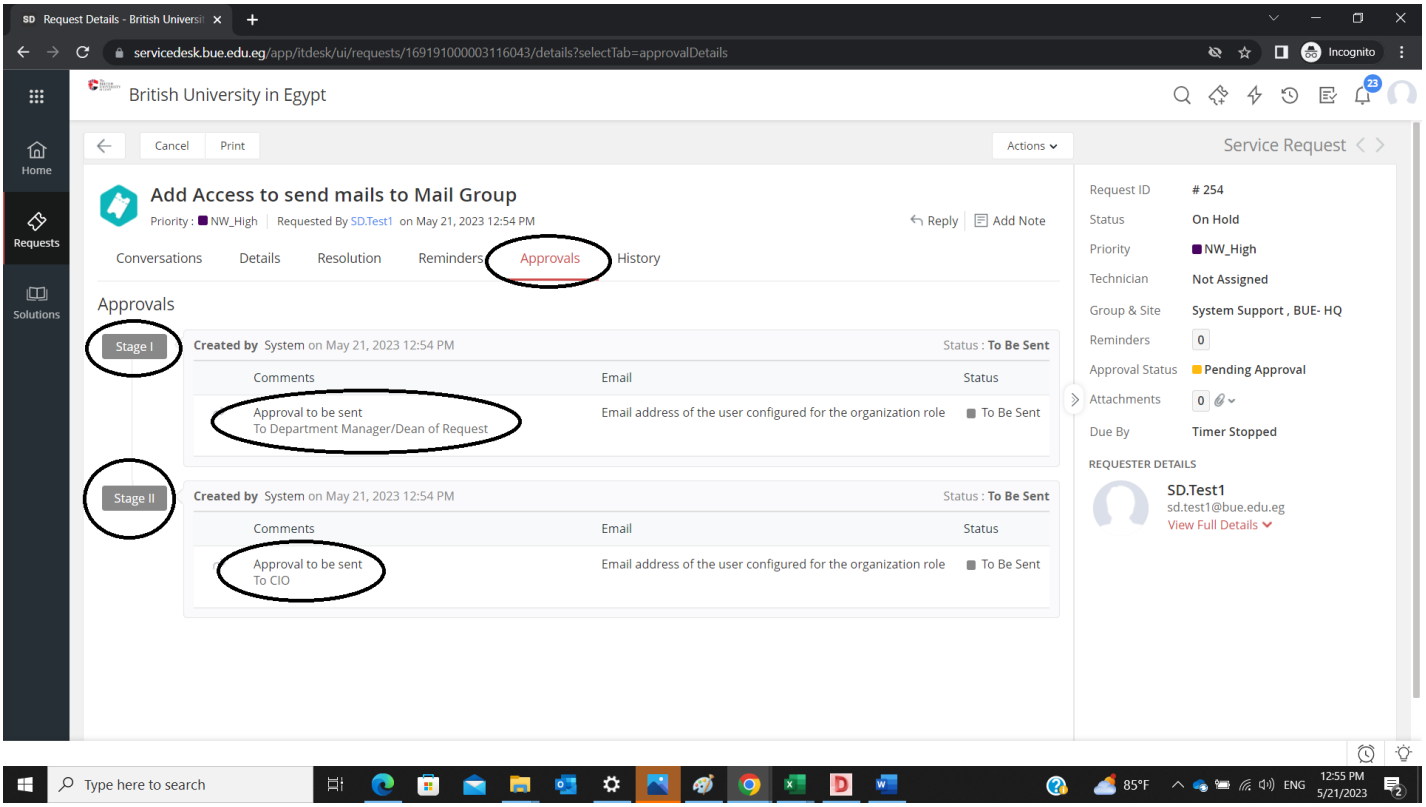
Add your request details in the description field.



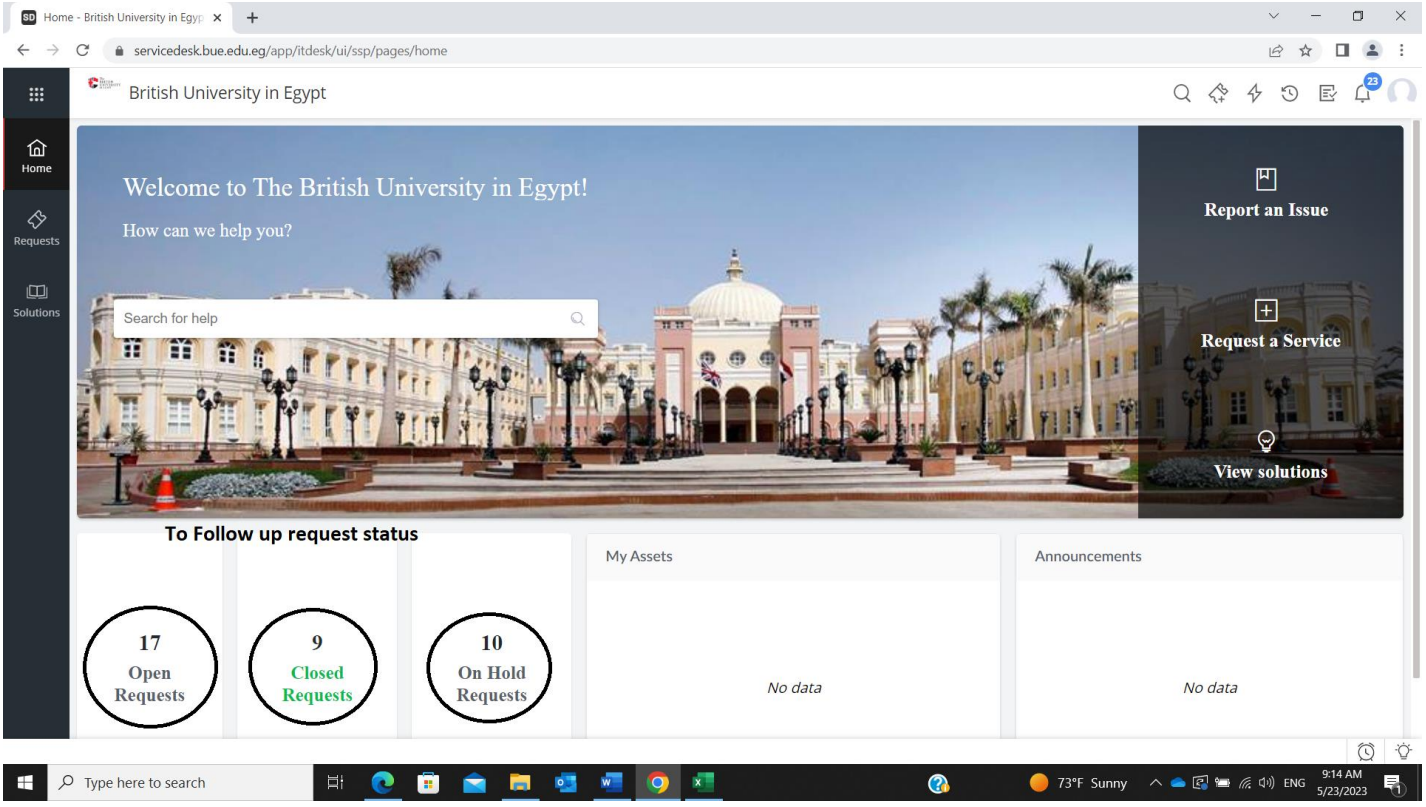
Your request status will be on hold until approved.

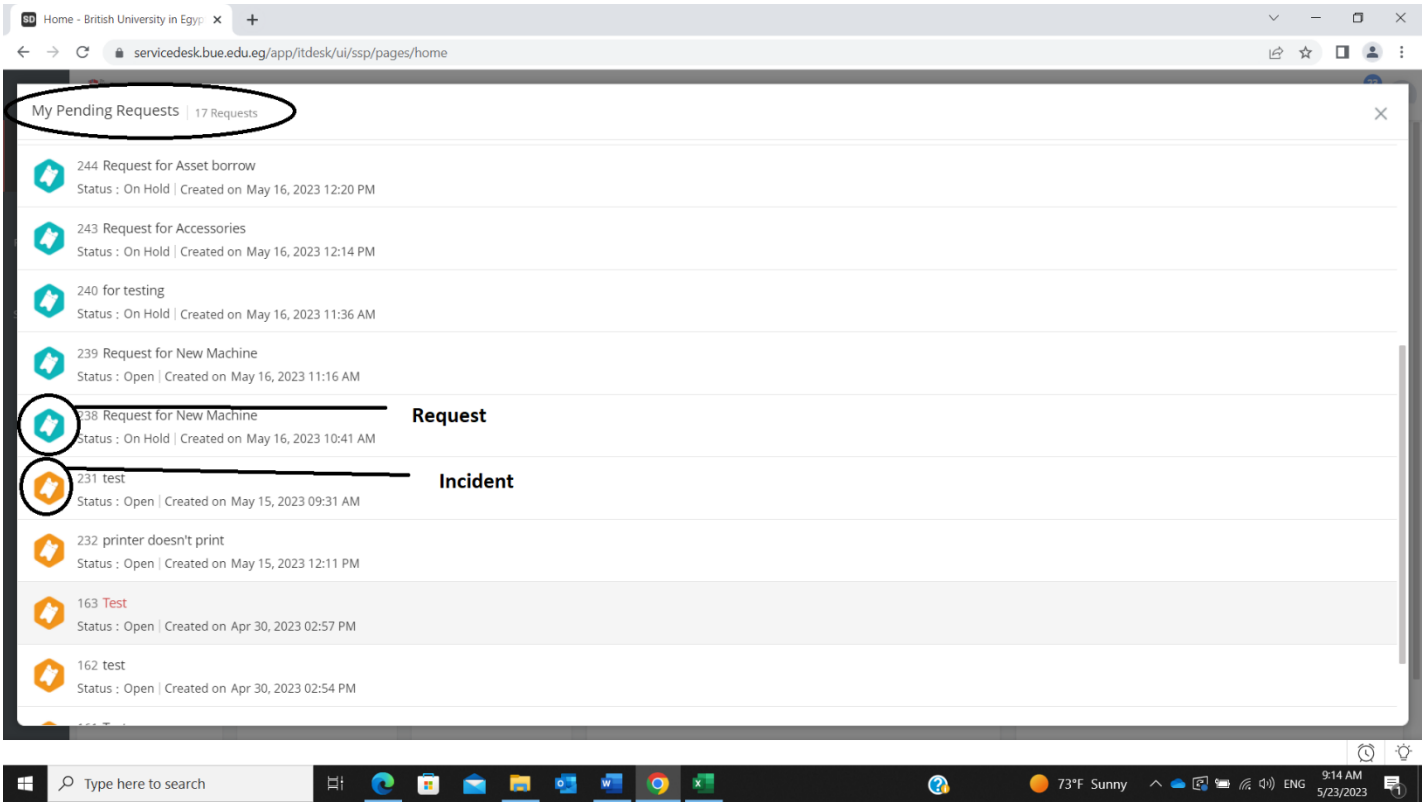


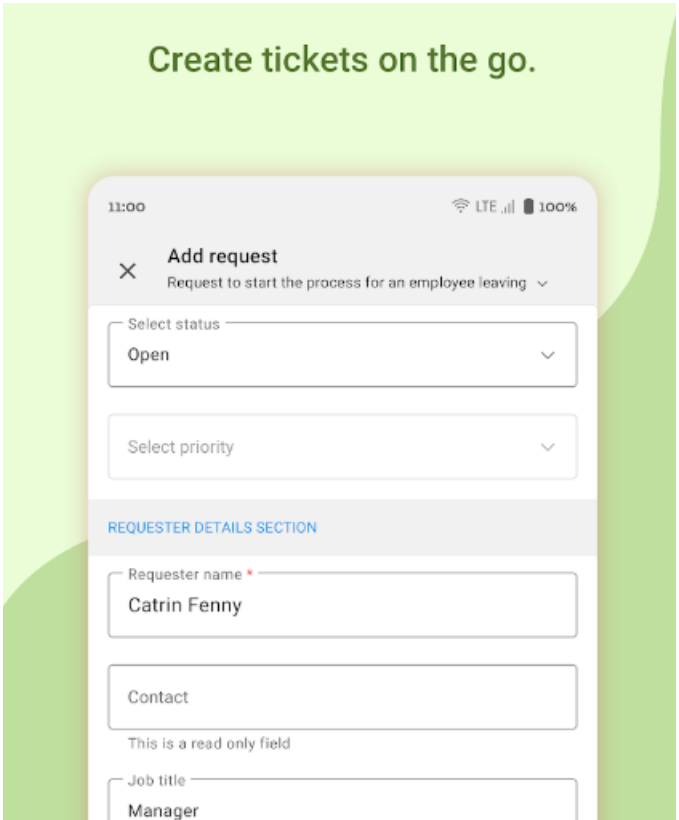
To check approval cycle, click on Approvals.



Note that your request will not be sent until after the required approvals.





2 – Submit a ticket from Mobile APP

- **Download SDP APP from (G Play Store) for Android -** [ServiceDesk Plus SaaS Helpdesk - Apps on Google Play]
- **Download SDP APP from (Apple Store) for Apple platform -** [SaaS helpdesk ServiceDesk Plus on the App Store (apple.com)]
- **Sign UP with login Email and Password**