

## 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>)

ManageEngine  
ServiceDesk Plus

Sign in  
to access ServiceDesk Plus  
type your email account to login

Next

[Forgot Password?](#)

Or

Sign in using

click on next and type your password

**Passwordless sign-in**  
Move away from risky passwords and experience one-tap access to Zoho. Download and install OneAuth.

[Learn More](#)

- Click on British University in Egypt Instance

The BRITISH UNIVERSITY IN EGYPT

Zoho Directory ESM Directory

How can we help you?

Welcome to The British University in Egypt!

British University in Egypt

Click on British University in Egypt

Description  
Click here to join the BUE-Self-service portal.

## - Incident Management

Click on (Report an Issue)

The screenshot shows the British University in Egypt portal. At the top, there is a navigation bar with the university logo and name, and a search bar. Below the navigation bar, there is a large banner image of the university building. On the left side of the banner, there is a search bar with the text "Search for help". On the right side of the banner, there is a call-to-action button that says "Click on Report an Issue to open the ticket". Below the banner, there is a dashboard with several widgets. The first widget shows "4 Open Requests", "7 Closed Requests", and "0 On Hold Requests". The second widget is titled "My Assets" and shows "No data". The third widget is titled "Announcements" and shows "No data". On the right side of the dashboard, there is a sidebar with three options: "Report an Issue", "Request a Service", and "View solutions".

Full fill the fields in the template

The screenshot shows the "Create an incident" form in the British University in Egypt portal. The form is titled "Create an incident" and is for "BUE Staff". The form is divided into several sections. The "Requester Details Section" includes fields for "Requester Name" (SD,Test1), "Asset" (-- Select Asset --), "Phone", "Department", and "Job Title". Below this, there is a "Site" dropdown menu (BUE- HQ) and a "Category" dropdown menu (-- Select Category --). A callout box points to the "Category" dropdown menu with the text "Drop the menu to choose the Category". Below the "Category" dropdown menu, there is a "Sub Category" search bar and an "Item" dropdown menu (-- Select Category --). The "Item" dropdown menu is open, showing a list of categories: Applications, Building, Room type, Events Issue, Hardware, Internet, IP Phone Issue, Mail, Network Issue, and Oracle ERP (Finance). Below the "Item" dropdown menu, there is a "Subject" field and a "Description" field with a rich text editor. At the bottom of the form, there are two buttons: "Add Request" and "Cancel".

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

**Create an incident** BUE Staff

**Requester Details Section**

\* Requester Name: SD.Test1  
Asset: -- Select Asset --  
Phone: - | Department: - | Job Title: -

Site: BUE- HQ

**Drop the menu to choose Sub Category**

\* Category: Hardware

\* Sub Category: -- Select Sub Category --

\* Item: [Search box]

\* Building: Accessories Issue

\* Room type: All in one, Audio & Video, Desktop, laptop, Photocopier Issue, Printer

\* Subject: [Text box]

Description: [Rich text editor]

Add Request Cancel

**Create an incident** BUE Staff

**Requester Details Section**

\* Requester Name: SD.Test1  
Asset: -- Select Asset --  
Phone: - | Department: - | Job Title: -

Site: BUE- HQ

**Mandatory Fields**

\* Category: Hardware

\* Sub Category: Desktop

\* Item: Monitor issue

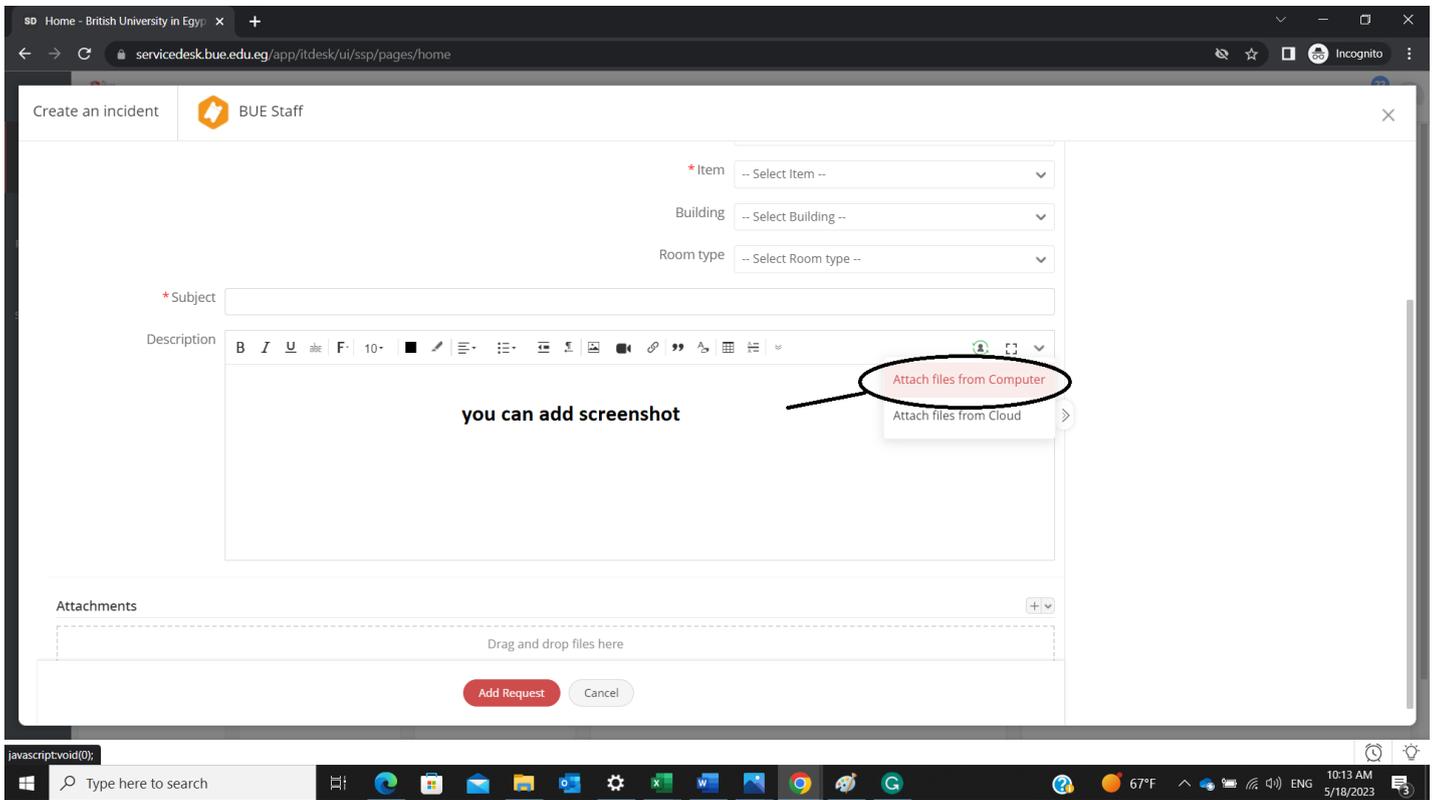
\* Building: A

\* Room type: Admin Office

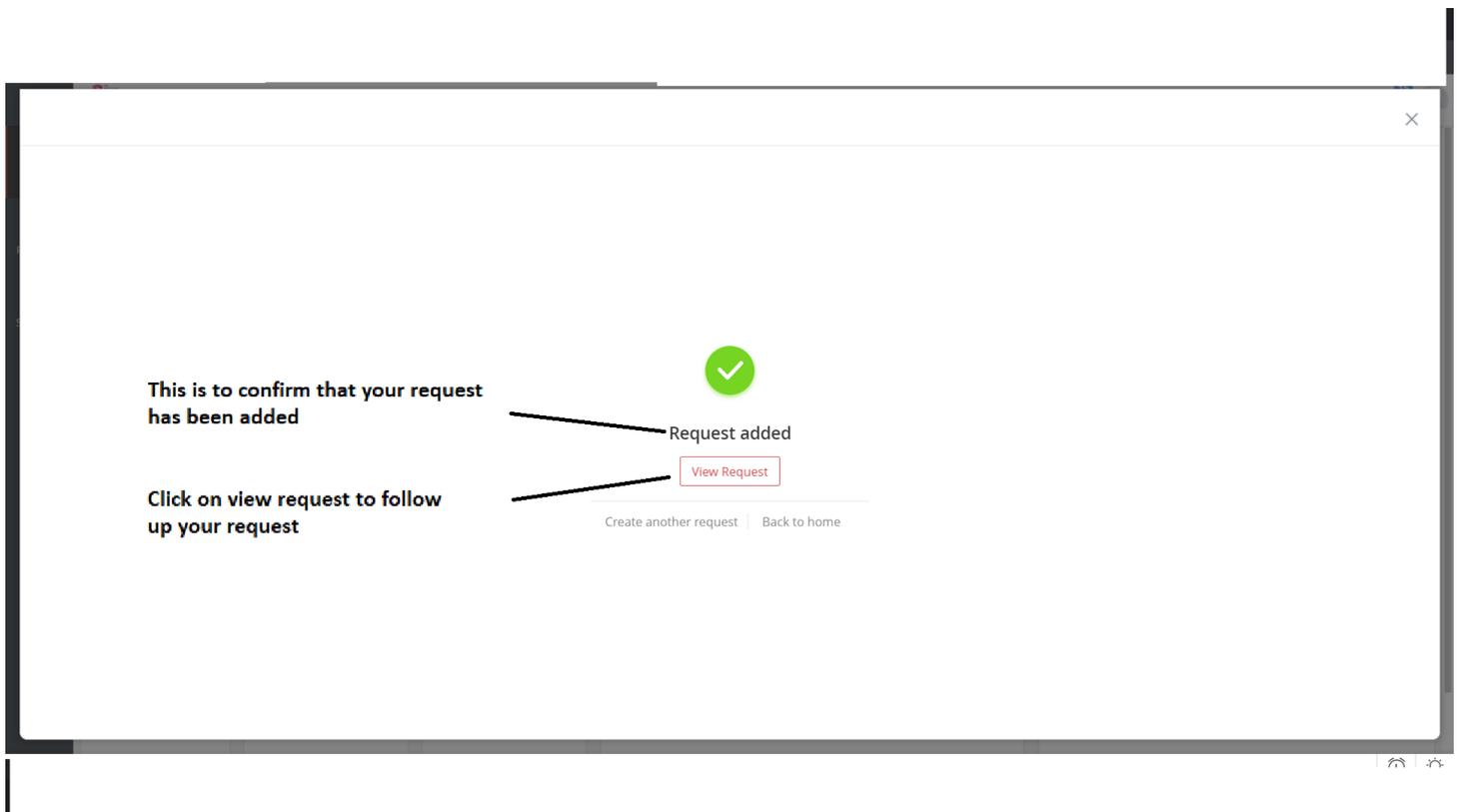
\* Subject: [Text box]

Description: [Rich text editor]

Add Request Cancel



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.



SD Home - British University in Egy: x +

servicedesk.bue.edu.eg/app/itdesk/ui/ssp/pages/home

Incognito

Incident details

Request ID - # 231

test

Status : Open View Details

**Your request number**

**Request Details**

Site	BUE- HQ	Request Type	Not Assigned
Category	Hardware	Impact	Not Assigned
Status	Open	Group	Support Team 2
Sub Category	Desktop	Impact Details	-
Mode	Web Form	Technician	Not Assigned
Item	Monitor issue	Urgency	Not Assigned
Level	Not Assigned	Room type	Admin Office
Priority	Medium_Support Team	Building	A
Assets	-	Created By	SD.Test1
Department	Not Assigned	Template	BUE Staff
Created Date	May 15, 2023 09:31 AM	Due by date	May 15, 2023 11:31 AM

**Your request created date**

**Due date to solve your Issue**

Windows taskbar: Type here to search, Earnings upcoming, 9:32 AM 5/15/2023

The system will send a notification email.

SD Home - British University in Egy: x +

Mail - SD.Test1 - Outlook

outlook.office365.com/mail/inbox/id/AAQkADJmZGUzODU4LWY3MjAtNGQxZS05ZDdlLTQ4MGYyMWU5ZDA2NQAAAL55C%2FILZx9NrugeE7imdo%3D

Outlook

Search

Teams call

SD.Test1

Home View Help

New mail

Your browser supports setting Outlook on the Web as the default email ... Try it now Ask again later Don't show again

Favorites

- Inbox 302
- Sent Items
- Drafts
- Add favorite

Folders

- Inbox 302
- Drafts
- Sent Items
- Deleted Items
- Junk Email 1
- Archive
- Notes
- Conversation ...

Focused Other Filter

BUE Servicedesk  
Request : ##232## raised ... 12:24 PM  
Dear SD.Test1, Request raised by yo...

BUE Servicedesk  
Your request with id ##23... 12:16 PM  
Dear SD.Test1, Your request with id ...

BUE Servicedesk  
Request : ##232## raised ... 12:16 PM  
Dear SD.Test1, Request raised by yo...

BUE Servicedesk  
Your request has been log... 12:11 PM  
Dear SD.Test1, This is an acknowledg...

BUE Servicedesk  
Your request has been lo... 9:32 AM  
Dear SD.Test1, This is an acknowledg...

Last week

Announcements  
Condolences Sat 6:16 PM  
Dear All, We regret to inform you th...

Announcements

**Your request has been logged with request id ##231##**

BUE Servicedesk

To: SD.Test1  
Mon 5/15/2023 9:32 AM

Dear SD.Test1,

This is an acknowledgement mail for your request. Your request has been created with id 231. The title of the request is : test. The status of the request can be tracked at <https://servicedesk.bue.edu.eg/app/itdesk/ui/requests/169191000003032009/details>.

Please get back to us for any further clarifications.

regards,  
Admin team.

Reply Forward

Windows taskbar: Type here to search, 80°F Mostly sunny, 1:01 PM 5/15/2023

Note: After 24 hours system will close the ticket Automatically

British University in Egypt

printer doesn't print

Priority: Medium\_Support Team | Requested By SD.Test1

Conversations Details Resolution Reminders History

Request Details

Requester Details Section

Requester Name	SD.Test1	Asset	-
Site	BUE- HQ	Category	Hardware
		Sub Category	Photocopier Issue
		Item	Doesn't Print \ Copy
		Building	13
		Room type	Admin Office
Created Date	May 15, 2023 12:11 PM	Responded Time	May 15, 2023 03:14 PM
Due by date	May 15, 2023 02:11 PM	Completed Time	Not Configured
Request Type	-	Level	Not Assigned
Impact	-	Technician	Marehan.Sabry

Request ID # 232

Status **Resolved**

Priority Medium\_Support Team

Technician Marehan.Sabry

Group & Site Support Team 1 , BUE- HQ

Reminders 0

Attachments 0

Responded Time May 15, 2023 03:14 PM

Due By Timer Stopped

REQUESTER DETAILS

SD.Test1  
sd.test1@bue.edu.eg  
View Full Details

You can reopen the same ticket again if needed.

British University in Egypt

printer doesn't print

Priority: Medium\_Support Team | Requested By SD.Test1 on May 15, 2023 12:11 PM

Conversations Details Resolution Reminders History

Request Details

Requester Details Section

Requester Name	SD.Test1	Asset	-
Site	BUE- HQ	Category	Hardware
		Sub Category	Photocopier Issue
		Item	Doesn't Print \ Copy
		Building	13
		Room type	Admin Office
Created Date	May 15, 2023 12:11 PM	Responded Time	May 15, 2023 03:14 PM
Due by date	May 15, 2023 02:11 PM	Completed Time	May 16, 2023 10:23 AM
Request Type	-	Level	Not Assigned
Impact	-	Technician	Marehan.Sabry

Request ID # 232

Status **Closed**

Priority Medium\_Support Team

Technician Marehan.Sabry

Group & Site Support Team 1 , BUE- HQ

Reminders 0

Attachments 0

Responded Time May 15, 2023 03:14 PM

Due By Delayed by 1Hrs 3Mins

REQUESTER DETAILS

SD.Test1  
sd.test1@bue.edu.eg  
View Full Details

SD Requests - British University in E... x

servicedesk.bue.edu.eg/app/itdesk/ui/requests

British University in Egypt

All My Requests

Last 30 days

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...

10:25 AM 5/16/2023

SD Requests - British University in E... x

servicedesk.bue.edu.eg/app/itdesk/ui/requests

British University in Egypt

All My Requests

Last 30 days

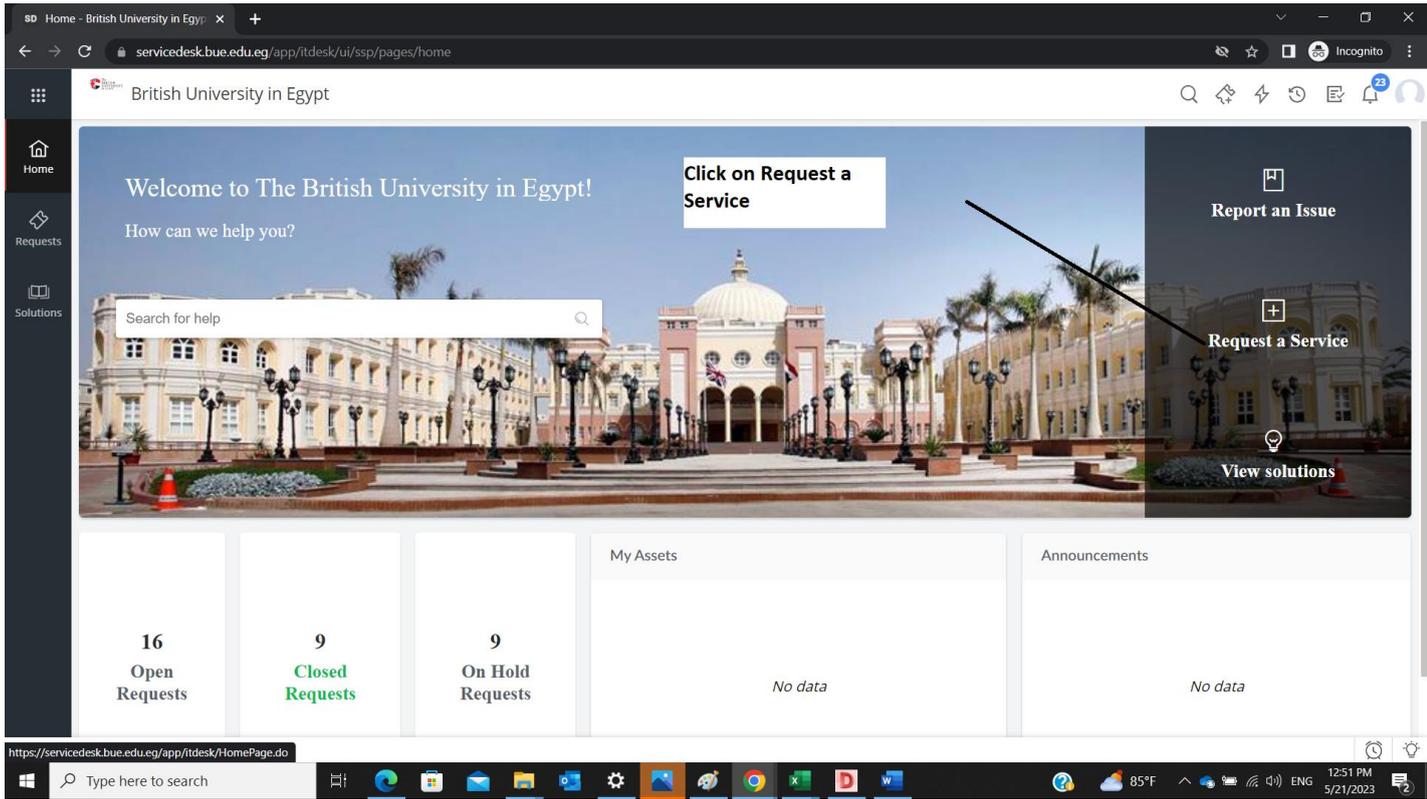
1 - 10 of 10

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 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...

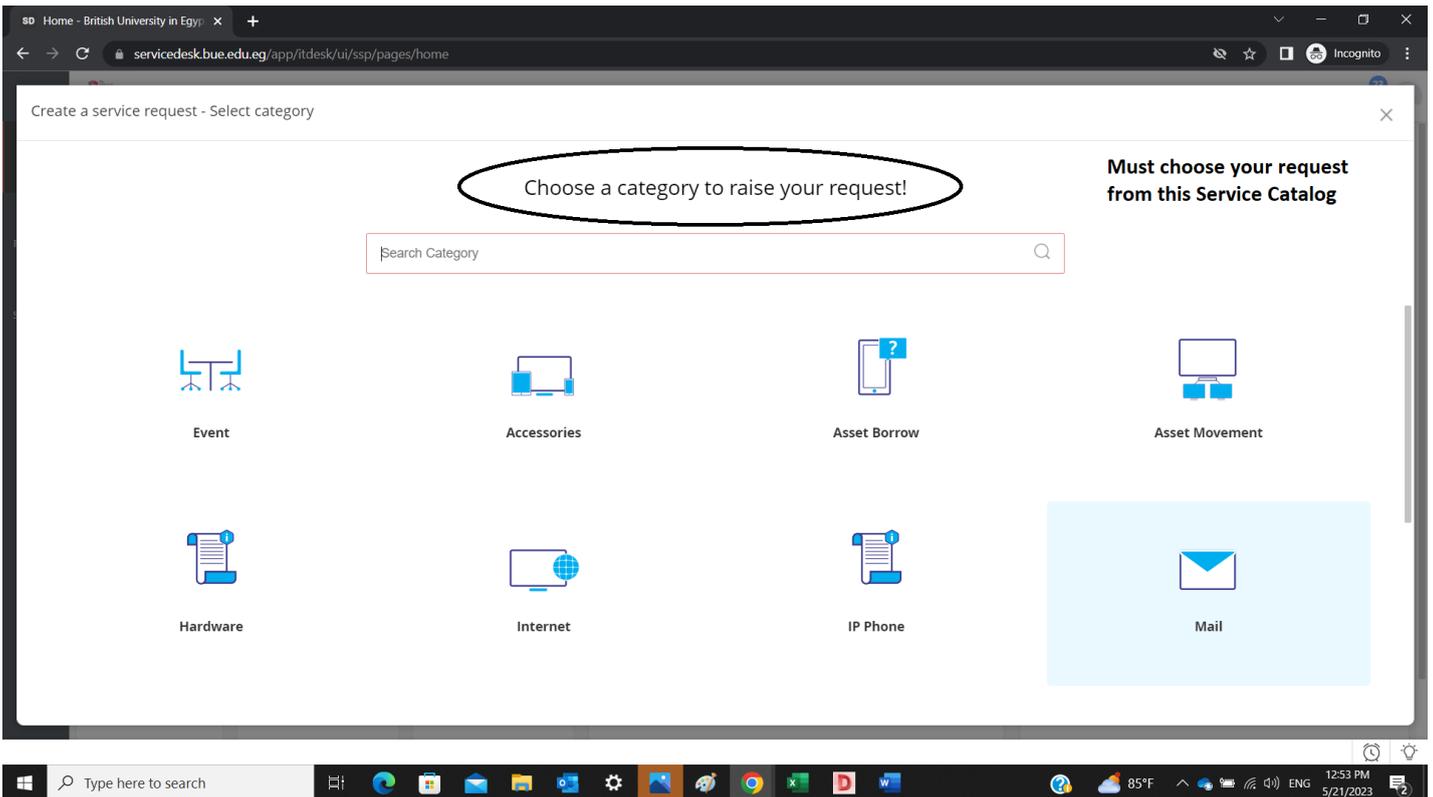
66°F Sunny 9:52 AM 5/18/2023

- **Service Catalog (Request Service)**

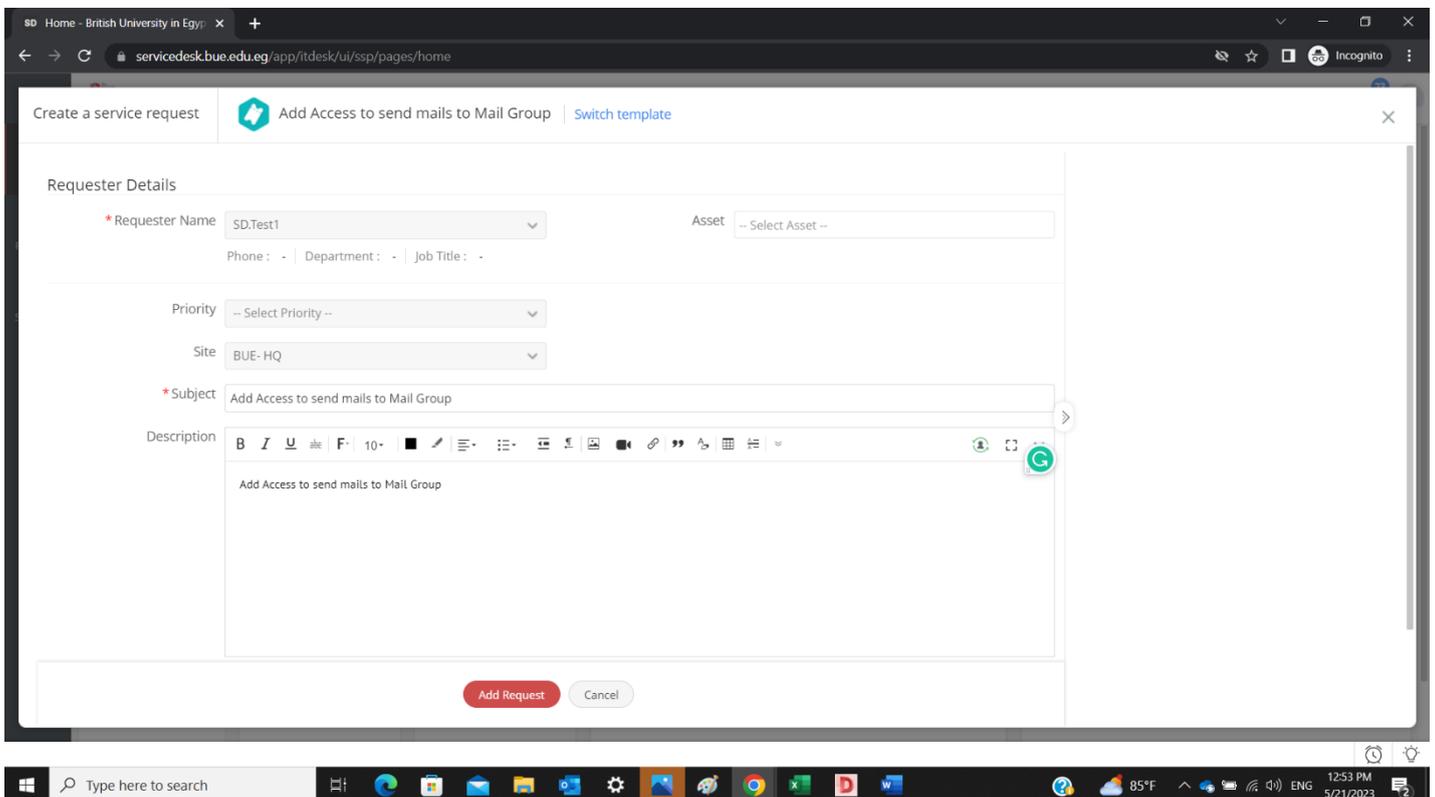
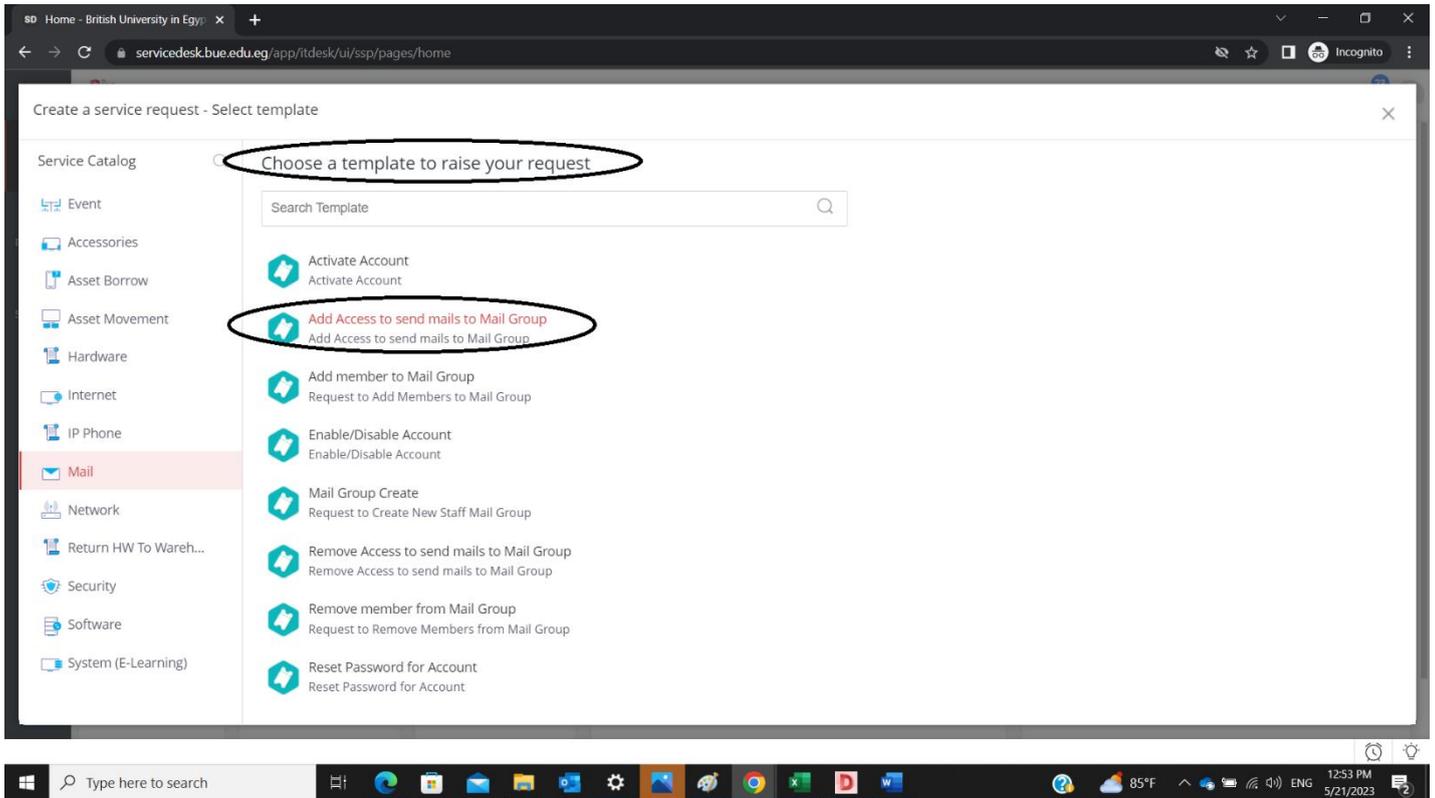
Click on (Request a Service)



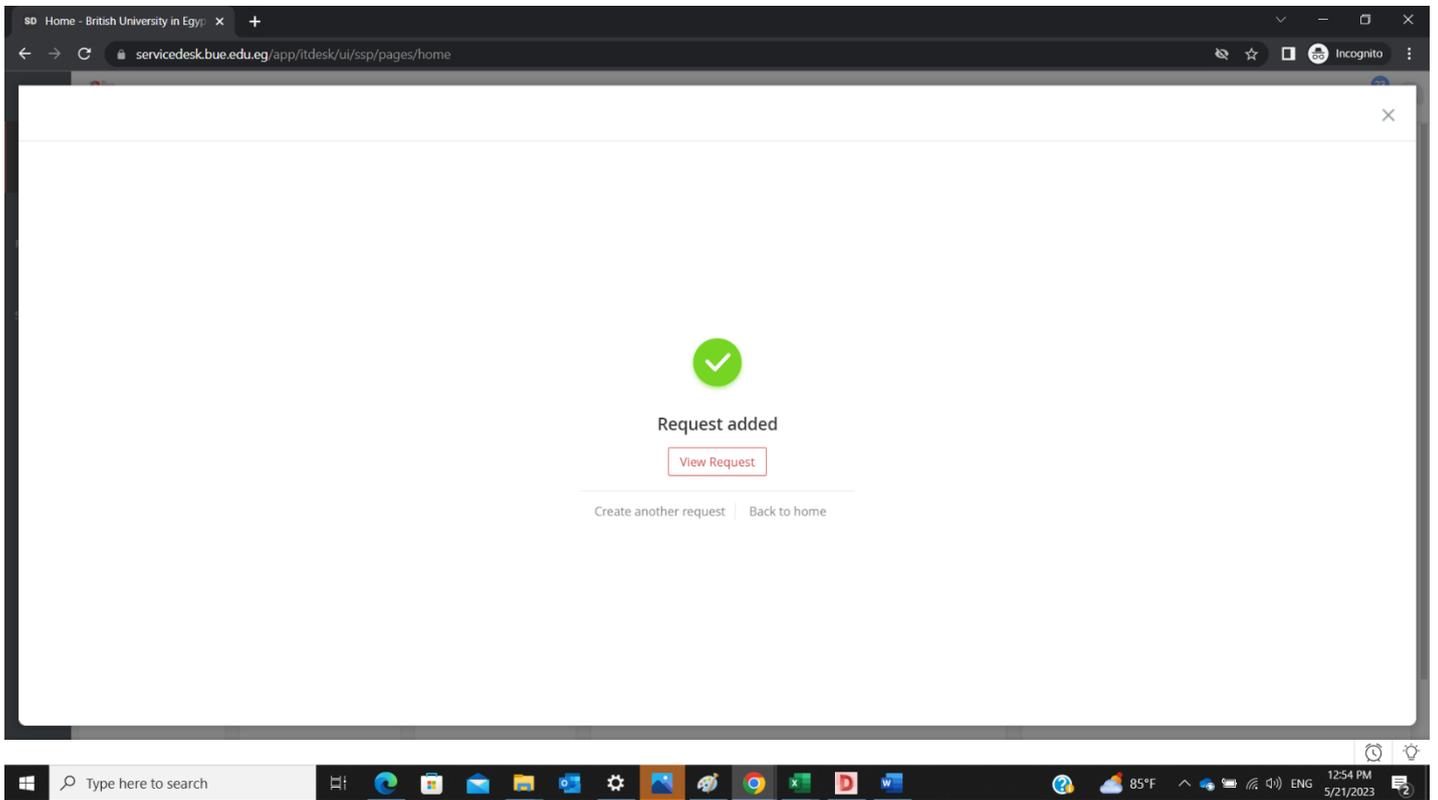
Choose your request category.



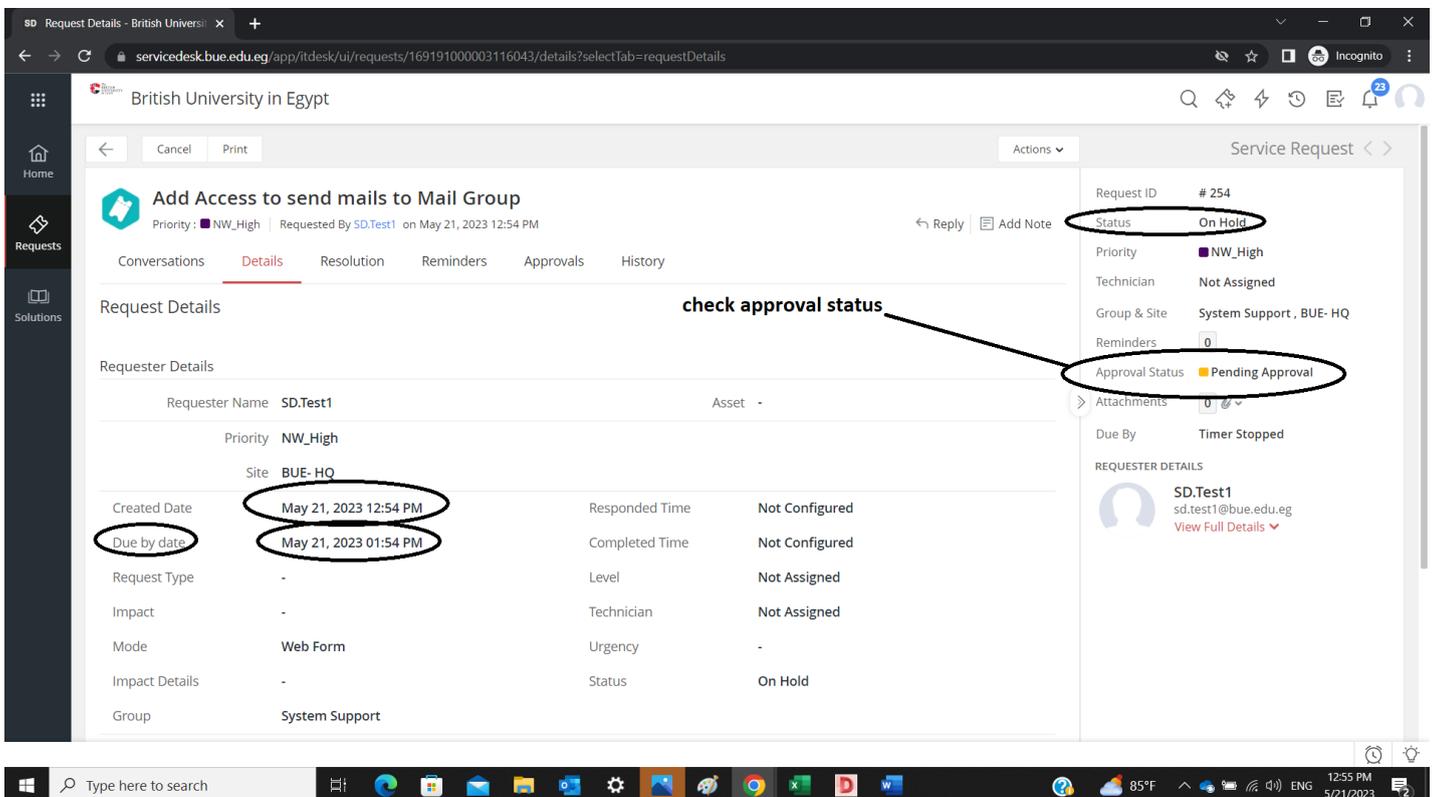
Choose a template to raise your request.



Add your request details in the description field.



Your request status will be on hold until approved.



To check approval cycle, click on Approvals.

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### Add Access to send mails to Mail Group

Priority: **NW\_High** | Requested By **SD.Test1** on May 21, 2023 12:54 PM

Conversations | Details | Resolution | Reminders | **Approvals** | History

#### Approvals

**Stage I** Created by System on May 21, 2023 12:54 PM Status: **To Be Sent**

Comments	Email	Status
Approval to be sent To Department Manager/Dean of Request	Email address of the user configured for the organization role	To Be Sent

**Stage II** Created by System on May 21, 2023 12:54 PM Status: **To Be Sent**

Comments	Email	Status
Approval to be sent To CIO	Email address of the user configured for the organization role	To Be Sent

Request ID: # 254  
Status: **On Hold**  
Priority: **NW\_High**  
Technician: **Not Assigned**  
Group & Site: **System Support, BUE- HQ**  
Reminders: **0**  
Approval Status: **Pending Approval**  
Attachments: **0**  
Due By: **Timer Stopped**

REQUESTER DETAILS  
**SD.Test1**  
sd.test1@bue.edu.eg  
[View Full Details](#)

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

British University in Egypt

## Welcome to The British University in Egypt!

How can we help you?

Search for help

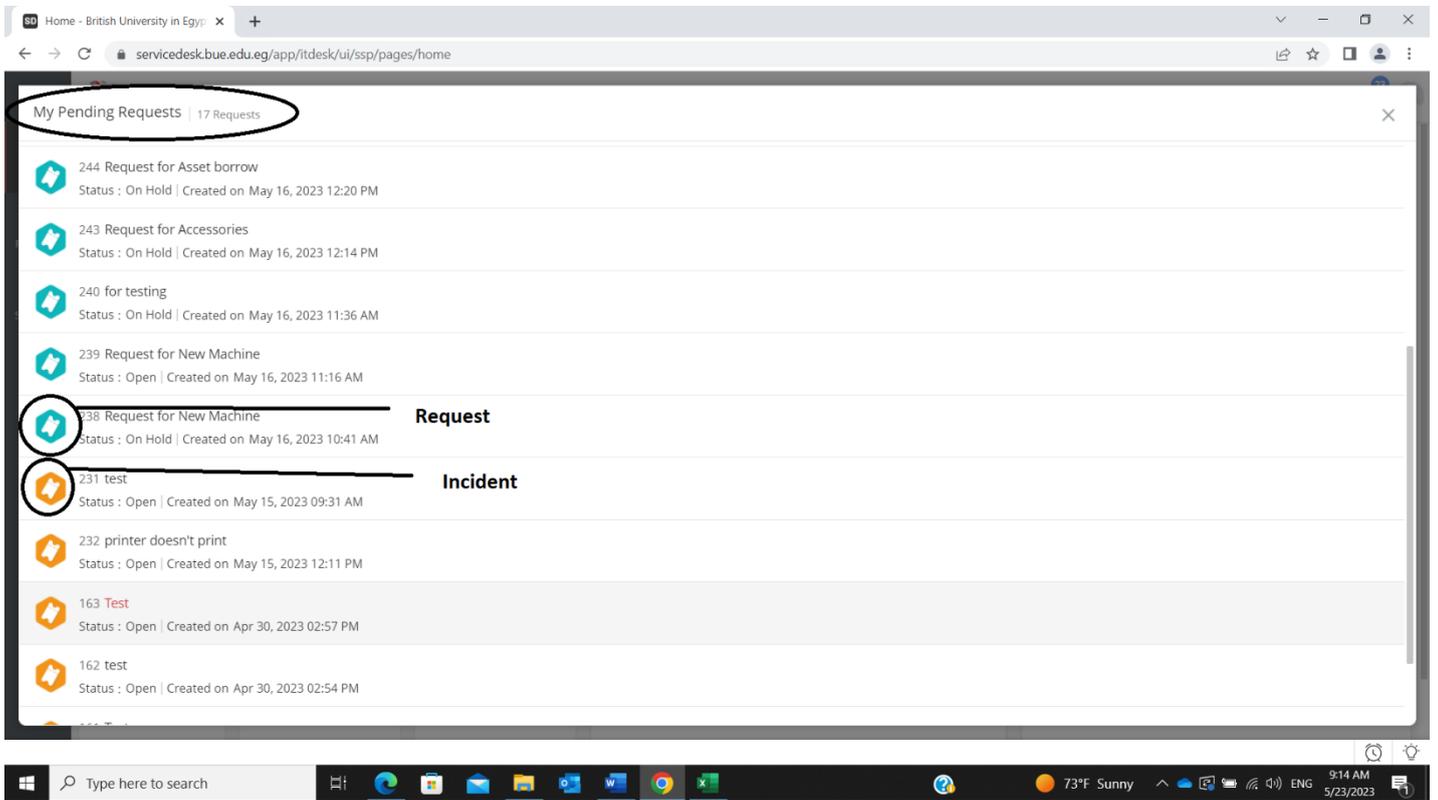
**Report an Issue**  
**Request a Service**  
**View solutions**

#### To Follow up request status

<b>17</b> Open Requests	<b>9</b> Closed Requests	<b>10</b> On Hold Requests
----------------------------	-----------------------------	-------------------------------

My Assets: *No data*

Announcements: *No data*



## 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

