

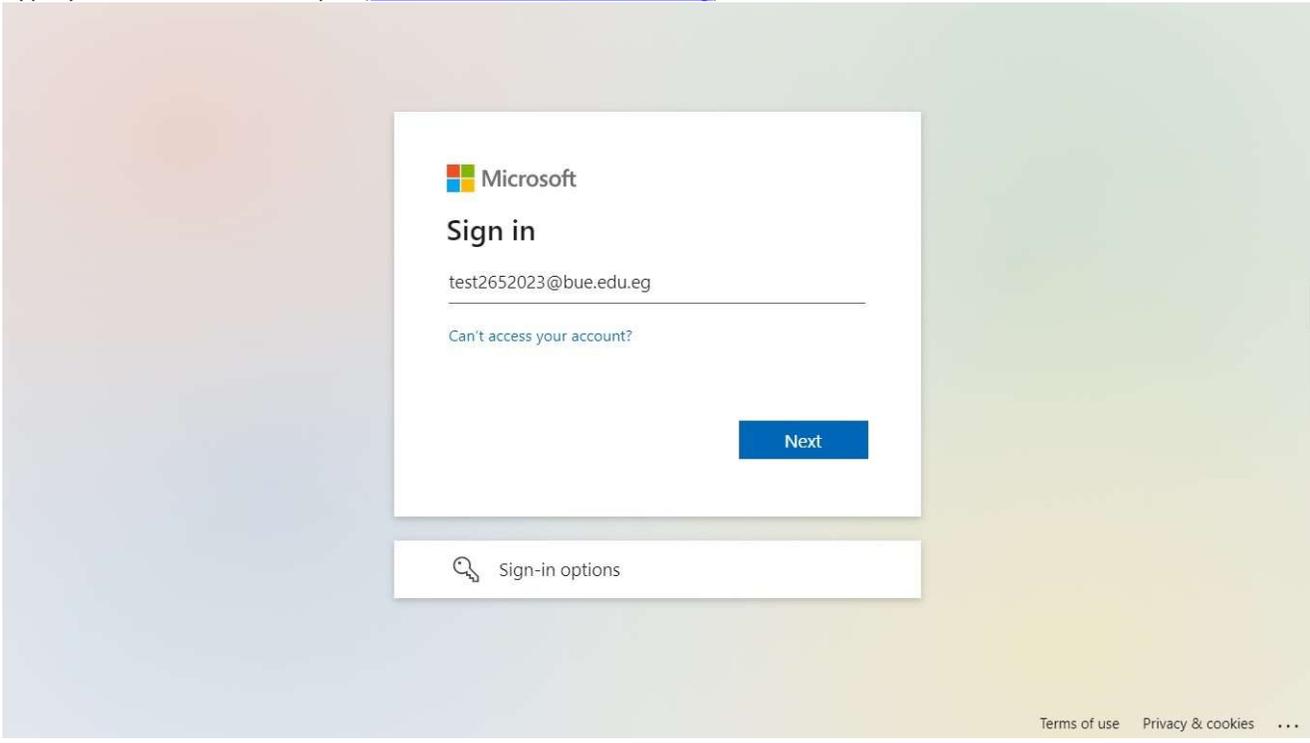
How to use the BUE Service Desk

The IT department is glad to support you through the Services Desk. Kindly open a ticket using the below link.

Service desk URL:

<https://servicedesk.bue.edu.eg>

Type your BUE Email Example (Student123456@bue.edu.eg) then Click Next.



Microsoft

Sign in

test2652023@bue.edu.eg

[Can't access your account?](#)

Next

[Sign-in options](#)

[Terms of use](#) [Privacy & cookies](#) ...

Your will be redirected to BUE Account Login Page.



Microsoft

Taking you to your organization's sign-in page

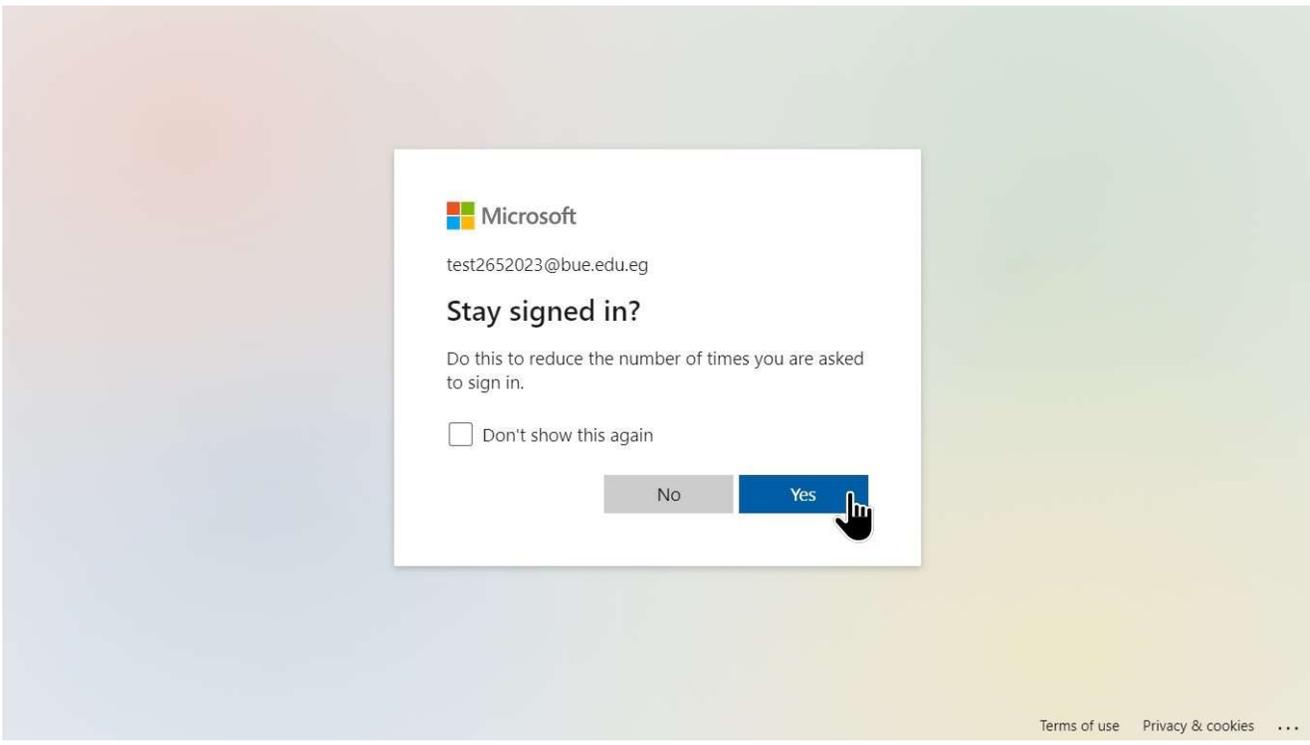
Cancel

Waiting for aadcdn.msftauth.net...

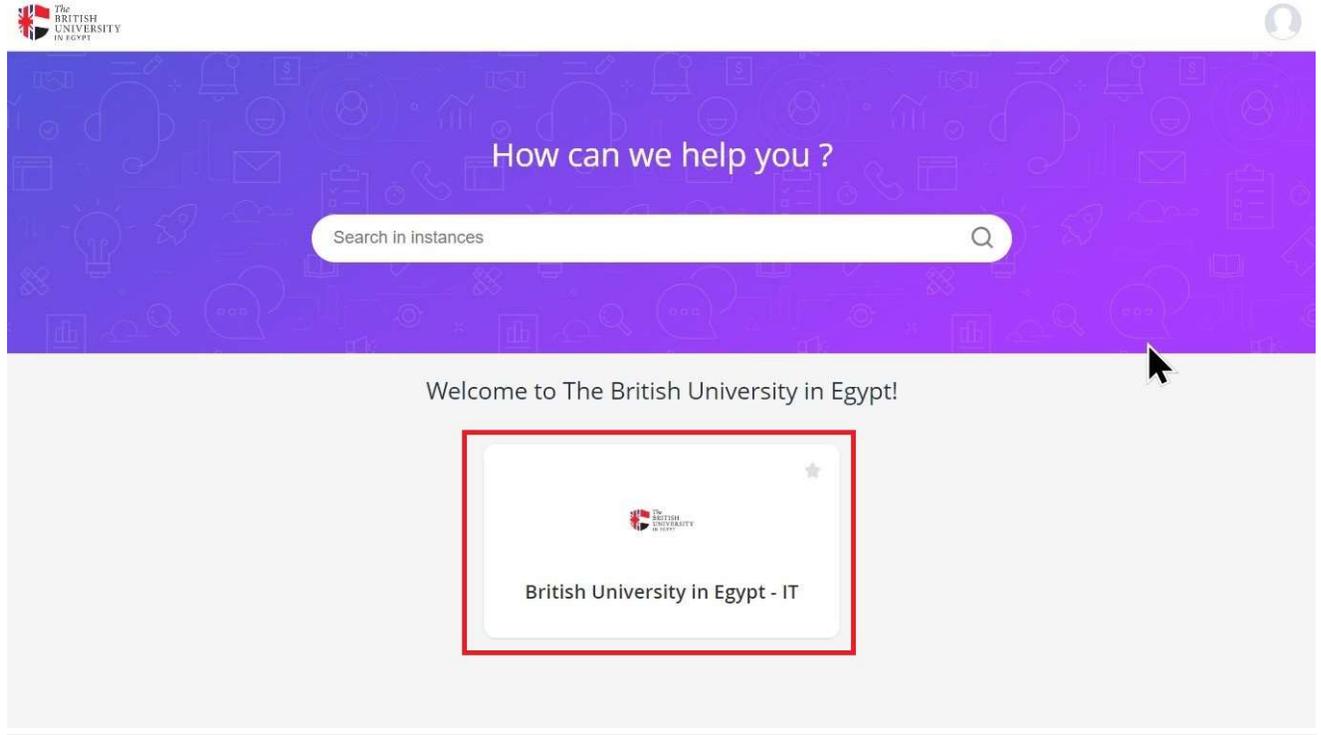
[Terms of use](#) [Privacy & cookies](#) ...



Choose to stay signed in if you want to keep your account signed in.



Click on The BUE Logo below.



The screenshot shows a user interface for The British University in Egypt. At the top left is the university's logo. The main header is a purple banner with the text "How can we help you?" and a search bar labeled "Search in instances". Below the banner is a grey section with the text "Welcome to The British University in Egypt!". A red-bordered box highlights a card containing the university logo and the text "British University in Egypt - IT".

Click on "Report an Issue".

The screenshot shows the IT service desk interface for The British University in Egypt. At the top, the university's logo and name are displayed. Below the header, the main content area features a large banner with the text "Welcome to The British University in Egypt!" and "How can we help you?". A search bar is positioned over the banner. On the right side of the banner, there are three prominent buttons: "Report an Issue" (with a hand cursor icon), "Request a Service" (with a plus icon), and "View solutions" (with a lightbulb icon). A left-hand navigation menu includes "Home", "Requests", and "Solutions". Below the banner, there are three summary cards showing ticket counts: "0 Open", "2 Closed", and "0 On Hold". To the right of these cards are sections for "My Assets" and "Announcements". The URL "https://servicedesk.bue.edu.eg/app/itdesk/HomePage.do" is visible at the bottom left, and system icons for clock and light are at the bottom right.

Enter the following Mandatory Data

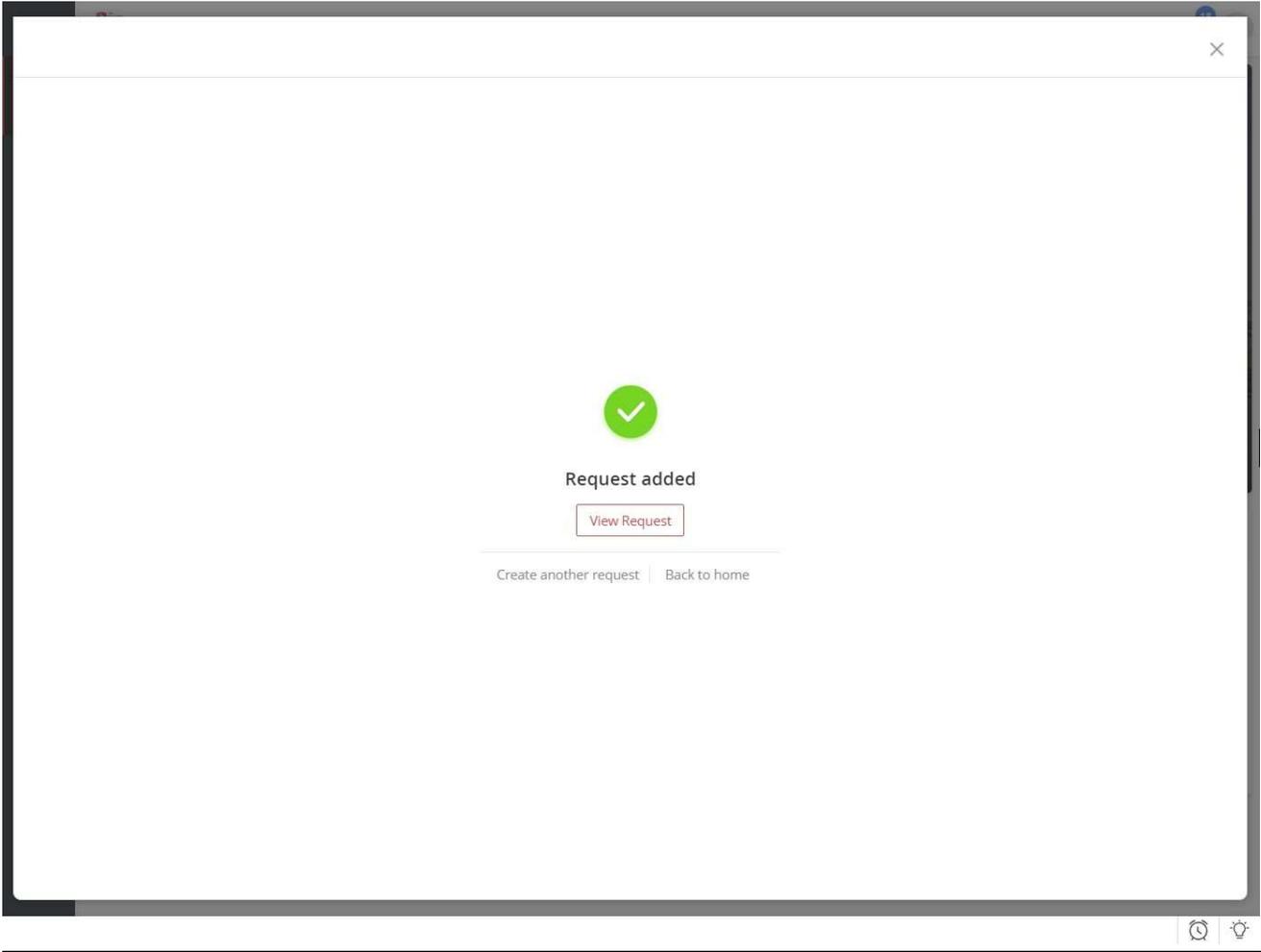
1. BUE Student ID
2. Birthdate
3. National ID/Passport Number
4. Name of School that you graduated from.
5. Category of your Issue
6. Choose subcategory.
7. Choose issue item.
8. Type brief Subject for your Issue
9. Type more details in the description section.
10. Add any screenshot of the attachment in the Attachment section. Then click on “Add Request”.

The screenshot shows a web form titled "Create an Incident" for "BUE Students". The form is divided into several sections:

- Requester Details Section:** Includes a dropdown for "Requester Name" (set to "test2652023"), fields for "Phone", "Department" (set to "Students"), and "Job Title".
- Personal Information:** Fields for "Site" (set to "BUE-HQ"), "BUE ID", "Birthdate", and "National ID".
- Issue Details:** Fields for "Name of Secondary school that you Graduated from", "Category" (set to "Mail"), "Sub Category" (set to "Mail Issue"), and "Item" (set to "-- Select Item --").
- Subject:** A text field for entering a brief subject.
- Description:** A rich text editor with a toolbar containing options for bold, italic, underline, font color, background color, bulleted list, numbered list, link, unlink, image, video, table, and emoji.
- Attachments:** A section at the bottom with a dashed border and a "+" icon, intended for uploading screenshots.

At the bottom of the form, there are two buttons: a red "Add Request" button and a grey "Cancel" button.

A screen appears that your request has been added.



Click on "View Request" to view request Details.

Incident details
✕

Request ID - # 635



Reset Verification Code Mobile Number

Status : Open [View Details](#)

Reset Verification Code Mobile Number

Request Details

Site	BUE- HQ	Request Type	Incident
Category	Mail	Impact	Not Assigned
Status	Open	Group	Mail-Support
Sub Category	Verification Number Issue (MFA)	Impact Details	-
Mode	Web Form	BUE ID	2652023
Urgency	Not Assigned	National ID	999999999999999
Level	Not Assigned	Name of Secondary school that you Graduated from	BUE
Priority	High_Infrastructure Team	Item	Reset Verification Number
Technician	Not Assigned	Birthdate	1-1-2000
Assets	-	Created By	test2652023
Department	Students	Template	BUE Students
Created Date	Aug 23, 2023 05:10 AM	Due by date	Aug 23, 2023 11:00 AM



To follow up your request status go to <https://servicedesk.bue.edu.eg> and click on "Requests" on the left side of the screen.

British University in Egypt - IT

Welcome to The British University in Egypt!
How can we help you?

Search for help

1 Open Requests

4 Closed Requests

0 On Hold Requests

My Assets
No data

Announcements
No data

Report an Issue

Request a Service

View solutions

<https://servicedesk.bue.edu.eg/app/itdesk/ui/requests>

Click on your request to open request Details.

British University in Egypt - IT

All My Requests ▼ Last 30 days ☰ ☰

🔍 ▼ 1 - 5 of 5 ◀ ▶ ⌵

ID ↓	Subject	Requester Name	Technician	Due by date	Status	Created Date
635	Reset Verification Code Mobile Number	test2652023	Unassigned	Aug 23, 2023 11:00 AM	Resolved	Aug 23, 2023 05:10 AM
634	Reset MFA	test2652023	Unassigned	Aug 23, 2023 11:00 AM	Resolved	Aug 23, 2023 04:43 AM
632	Change email password	test2652023	Unassigned	Aug 23, 2023 10:32 AM	Open	Aug 22, 2023 03:32 PM
539	MFA verification not received	test2652023	Basma.Ebeid	Aug 17, 2023 11:00 AM	Closed	Aug 17, 2023 02:07 AM
487	reset my verification number	test2652023	Mohamed.ElFa...	Aug 15, 2023 01:25 PM	Closed	Aug 15, 2023 11:25 AM

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Check status field on the Left side to see if its resolved and check conversation section to see technician instructions or confirmation to fix your issue.

The screenshot shows a web-based ticketing system interface. At the top left is the British University in Egypt logo. The main header displays 'British University in Egypt - IT' with navigation icons for search, home, refresh, back, forward, and notifications. Below the header, there are buttons for 'Reopen', 'Close', and 'Print', along with an 'Actions' dropdown menu. The title of the incident is 'Reset Verification Code Mobile Number', with a priority of 'High_Infrastructure Team' and a request date of 'Aug 23, 2023 05:10 AM'. The status is 'Resolved'. The technician is listed as 'Not Assigned'. The group and site are 'Mail-Support , BUE- HQ'. The request ID is '# 635'. The requester details are 'test2652023' with the email 'test2652023@bue.edu.eg'. The conversation section shows a message from 'Basma.Ebeid' dated 'Aug 23, 2023 05:19 AM'. The message content is: 'Re: [Request ID :##635##] : Reset Verification Code Mobile Number', 'To : test2652023@bue.edu.eg', 'Dear test2652023,', 'Kindly be informed that Your MFA Settings has been reset, kindly login to mail.bue.edu.eg and follow the attached step by step guide to setup the MFA.', 'Category : Mail', 'Description : Reset Verification Code Mobile Number', 'Regards,', 'IT Team'. The interface also includes a sidebar with 'Home', 'Requests', and 'Solutions' options, and a bottom navigation bar with a clock and lightbulb icon.

Services to be found in the Service Desk Portal: -

- Email password issue
- Email issue.
- Verification number issue

Service desk URL: (<https://servicedesk.bue.edu.eg>)

Student can open a ticket from his Mobile Via Service Desk Mobile App

Download the Mobile APP

- Download the SDP APP from (G Play Store) for Android - [ServiceDesk Plus SaaS Helpdesk - Apps on Google Play](#)
- Download the SDP APP from (Apple Store) for the Apple platform - [SaaS helpdesk ServiceDesk Plus on the App Store \(apple.com\)](#)