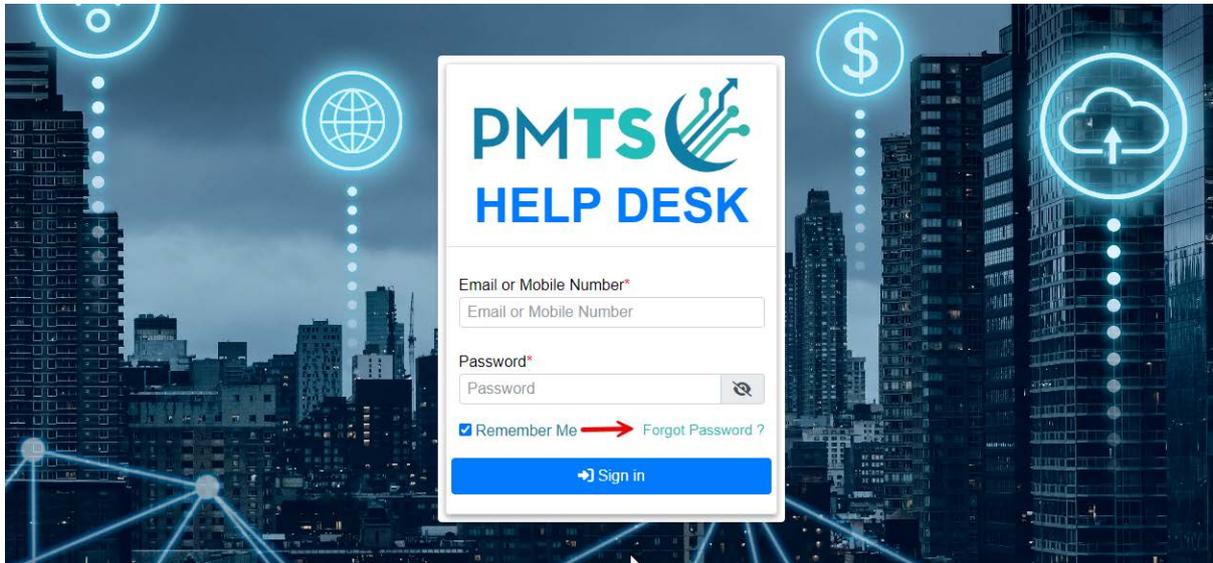


## PMST HELP DESK USER GUIDE

To Forgotten/Reset the password



The image shows the PMST HELP DESK login interface. The background is a cityscape at night with glowing blue icons: a globe, a dollar sign, and a cloud with an upward arrow. The form is white and contains the following elements:

- PMST HELP DESK** logo at the top.
- Email or Mobile Number\*** input field with the placeholder text "Email or Mobile Number".
- Password\*** input field with the placeholder text "Password" and a toggle icon.
- Remember Me** with a red arrow pointing to [Forgot Password ?](#)
- Sign in** button with a right-pointing arrow.

Enter your email ID and click Send OTP to Reset the password



The image shows the PMST HELP DESK forgot password interface. The background is the same cityscape with glowing blue icons. The form is white and contains the following elements:

- PMST HELP DESK** logo at the top.
- Forgot Password?** section with the instruction "Enter your registered email address to reset the password."
- Email Address\*** input field containing the email address "dkdeepankar@yahoo.com". A red arrow points to this field.
- Send OTP** button with a right-pointing arrow. A red arrow points to this button.
- Back to Login** button with a left-pointing arrow.

## Copy the OTP from email to Reset the password



**Help Desk PMTS**  
From: no-reply@pmts.co.in  
To: dkdeepankar@yahoo.com

Wed, 12 Jun at 10:53 am ☆

Dear deepankar yahoo,

We have received a request to reset the password associated with your account. To proceed with the password reset, please use the following One-Time Password (OTP):

**OTP: 594721** ←

Please enter this OTP on the password reset page to verify your identity and create a new password.

**Note:** This is a system generated email. Please do not reply to this message.

To visit Help Desk, [Click Here](#)

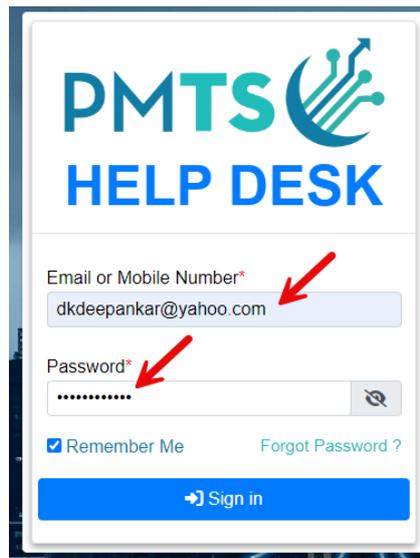
Regards,  
Help Desk PMTS

The screenshot shows the 'Verify OTP' page of the PMTS Help Desk. At the top, the PMTS logo and 'HELP DESK' text are displayed. Below this, the heading 'Verify OTP' is followed by the instruction 'Enter OTP Sent to your registered email address'. A text input field labeled 'Enter OTP\*' contains the number '594721'. A red arrow points to this field. Below the input field is a blue button labeled 'Verify OTP' with a key icon, and a teal button labeled '← Back to Login'. A red arrow points to the 'Verify OTP' button.

## Enter your new password and click change password

The screenshot shows the 'Genrate New Password' page of the PMTS Help Desk. At the top, the PMTS logo and 'HELP DESK' text are displayed. Below this, the heading 'Genrate New Password' is followed by the instruction 'Please enter your new password!'. There are two text input fields: 'Enter New Password\*' containing 'Deepankar001' and 'Confirm New Password\*' containing 'Deepankar001'. Red arrows point to both input fields. Below the input fields is a blue button labeled 'Change Password' with a lock icon, and a teal button labeled '← Back to Login'. A red arrow points to the 'Change Password' button.

Now enter your email and new password to Sign in



The login form for PMTS HELP DESK includes the following fields and elements:

- Email or Mobile Number\***: Input field containing "dkdeepankar@yahoo.com".
- Password\***: Input field with masked characters ".....".
- Remember Me
- [Forgot Password ?](#)
- Sign in**: Blue button with a right arrow icon.

### USER DASHBOARD

**Dashboard:** This is the main overview screen that displays counts for different ticket statuses.

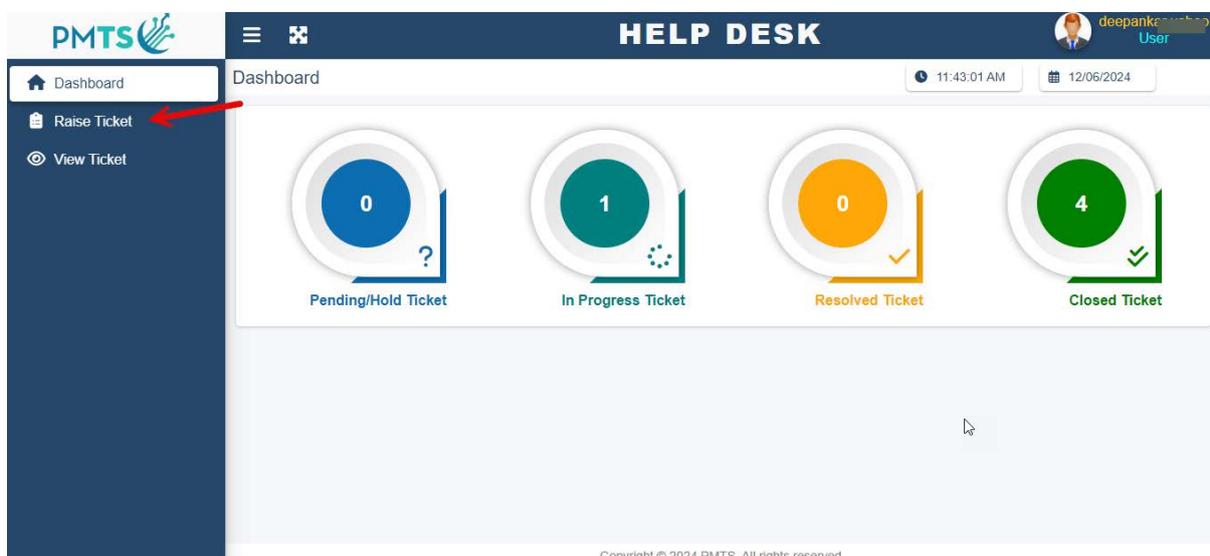
**Pending/Hold Ticket:** This shows the number of tickets currently pending or on hold (0 in this case).

**In Progress Ticket:** This shows the number of tickets currently being worked on (1 in this case).

**Resolved Ticket:** This shows the number of tickets that have been resolved (0 in this case).

**Closed Ticket:** This shows the number of tickets that have been closed or completed (4 in this case).

**Raise Ticket:** Use this option to create and submit a new support ticket.



The user dashboard for PMTS HELP DESK features a dark blue sidebar with navigation options: Dashboard, Raise Ticket, and View Ticket. The main content area displays four circular gauges representing ticket counts:

Ticket Status	Count
Pending/Hold Ticket	0
In Progress Ticket	1
Resolved Ticket	0
Closed Ticket	4

The dashboard also includes a top navigation bar with the PMTS logo, a user profile (deepankar User), and a footer with the text: Copyright © 2024 PMTS. All rights reserved.

**This page appears to be for raising a new support ticket in the helpdesk system. Here's a guide on how to fill out the form:**

**Line of Business:** Select the appropriate Line of Business (LOB)

**Site and Location:** Enter the site or location where the issue is occurring

**SAP Function:** Choose the relevant SAP function related to the issue from the dropdown menu. In this example, it's pre-filled with "Financial Accounting (FI)".

**Business Criticality:** Select the criticality level of the issue from the dropdown, such as Low, Medium, High or Very High. In this case, it's pre-filled with "Medium".

**Consultant Name:** Choose the name of the consultant handling the case from the dropdown menu, if applicable. **Note:** If the Consultant field is left blank, the ticket will be routed to the administrative team. The Administrator will then review the ticket details and assign it to the most suitable Consultant based on their expertise and workload allocation.

**Incident Description:** Provide a clear and detailed description of the issue or incident in this text field.

**Attachments:** Click "Choose files" to attach any relevant files, screenshots, or documents that may help in understanding and resolving the issue.

**Incident:** Enter a concise summary or title for the incident in this field.

**Remark:** you can add any additional remarks or notes related to the incident in this text field.

**Submit:** Once you have filled in all the required fields, click the "Submit" button to create and submit the new support ticket.

The screenshot shows the PMTS Help Desk interface. The top navigation bar includes the PMTS logo, a menu icon, the text 'HELP DESK', and a user profile for 'deepankar User'. The main content area is titled 'Raise Ticket' and contains the following form fields:

- Line of Business\***: SBU-3
- SAP Function\***: Financial Accounting (FI)
- Site and Location**: Hyderabad
- Business Criticality\***: Medium
- Consultant Name**: Consultant Name
- Attachments**: Choose files | rt.png
- Incident\***: Write your Incident here.
- Incident Description\***: Explain the incident Description here.
- Remark\***: Write your Remarks here.

A green 'Submit' button is located at the bottom right of the form. A red arrow points to the 'Raise Ticket' menu item in the left sidebar, and another red arrow points to the 'Submit' button. The footer contains the text 'Copyright © 2024 PMTS. All rights reserved.'

**View Ticket:** Use this option to view details of existing tickets, check their status, and add updates or comments.

This page displays a tabular view of existing support tickets in the helpdesk system. Here's a guide on how to interpret and utilize this information:

1. **Excel:** Clicking this button will allow you to export the ticket data to an Excel spreadsheet for further analysis or record-keeping.

2. **Search:** You can use this search field to filter the displayed tickets based on various criteria such as ticket number, incident description, or status.

3. **Ticket Information:** The table provides the following columns with details about each ticket:

- S.No.: The serial number of the ticket in the displayed list.
- Ticket No.: The unique ticket number assigned to the particular issue. Click on the ticket number to view more detailed information about that specific ticket.
- Current Status: The current status of the ticket (e.g., Closed, In Progress).
- Incident: A brief description or title of the reported issue or incident.
- Ticket Raised Date & Time: The date and time when the ticket was initially raised or created.
- Ticket Resolved Date & Time: The date and time when the ticket was marked as resolved.
- Ticket Closed Date & Time: The date and time when the ticket was closed or marked as completed.

4. **Pagination:** At the bottom of the table, you'll find pagination controls that allow you to navigate through multiple pages of ticket data if the number of entries exceeds the displayed limit per page.

The screenshot shows the PMTS Help Desk interface. The top navigation bar includes the PMTS logo, a menu icon, the text 'HELP DESK', and a user profile for 'deepankai User'. The left sidebar contains 'Dashboard', 'Raise Ticket', and 'View Ticket' (highlighted with a red arrow). The main content area is titled 'View Ticket' and features a search bar, an 'Excel' export button, and a table of tickets. The table has columns for S.No., Ticket No., Current Status, Incident, Ticket Raised Date & Time, Ticket Resolved Date & Time, and Ticket Closed Date & Time. Ticket 19 is highlighted with a red arrow. Below the table, there are pagination controls showing 'Showing 1 to 5 of 5 entries' and 'Previous 1 Next'. The footer contains the copyright notice: 'Copyright © 2024 PMTS. All rights reserved.'

S.No.	Ticket No.	Current Status	Incident	Ticket Raised Date & Time	Ticket Resolved Date & Time	Ticket Closed Date & Time
1	21	Closed	Test 22	12/06/2024 10:25:50 AM	12/06/2024 10:31:28 AM	12/06/2024 10:32:32 AM
2	20	Closed	Test20	11/06/2024 04:39:06 PM	11/06/2024 04:55:27 PM	11/06/2024 04:56:00 PM
3	19	In Progress	Test 19	11/06/2024 11:28:49 AM		
4	18	Closed	Test 18	11/06/2024 10:53:17 AM	11/06/2024 05:54:09 PM	11/06/2024 05:55:18 PM
5	17	Closed	Test17	10/06/2024 10:04:10 PM	11/06/2024 11:06:17 AM	11/06/2024 11:07:12 AM

## View Ticket Page

### **Ticket Details:**

- This section provides an overview of the ticket's details, including the current status, line of business, site and location, business criticality, SAP function, incident description, creator attachments, remarks, ticket raised date and time, T-shirt sizing, incident category and sub-category, SAP division, estimated effort in hours, and the assigned processor's name, email, and mobile number.

### **Discussions Forum:**

- This section allows you to add comments, updates, or discussions related to the ticket. You can upload files using the "Choose file" button and "Upload" option.

- The "Send" button allows you to submit your comments or updates.

### **Log Report:**

- This section displays a log of all the updates and activities performed on the ticket, including the user who made the update, the timestamp, and any remarks or comments added.

### **Change Consultant:**

- This section allows you to change the consultant assigned to the ticket if needed.

- Use the "Processor Name" dropdown to select a new consultant.

- Add any relevant remarks or messages in the "Remark\*" field.

- Click "Submit" to confirm the consultant change.

### **Key Points:**

1. The ticket details provide comprehensive information about the issue, its status, and the assigned consultant.
2. The Discussions Forum allows you to collaborate with others, share updates, and attach relevant files.
3. The Log Report keeps track of all activities and updates related to the ticket, ensuring transparency and accountability.
4. If necessary, you can change the assigned consultant using the "Change Consultant" section.



<b>Ticket No</b>	: 19
<b>Current Status</b>	: In Progress
<b>Line of Business</b>	: SBU-3
<b>Site and Location</b>	: Delhi
<b>Business Criticality</b>	: Medium
<b>SAP Function</b>	: Management Accounting (CO)
<b>Incident</b>	: Test 19
<b>Incident Description</b>	: 19
<b>Creator Attachments</b>	:
<b>Your Remark</b>	: test 19
<b>Ticket Raised On</b>	: 11/06/2024 11:28:49 AM
<b>T-Shirt Sizing</b>	: Medium
<b>Incident Category</b>	: New Requirement
<b>Incident Sub Category</b>	: WRICEF(I) - Interface
<b>SAP Division</b>	: FICO
<b>Estimated Effort in Hours</b>	: 1
<b>Processor Name</b>	: Consultant
<b>Processor Email</b>	: [Redacted]@con
<b>Processor Mobile</b>	: [Redacted]
<b>Log Report</b>	<p>Consultant is assigned by creator at the time of raising ticket</p> <p>Ticket details is updated by Consultant MeConsultant on 11/06/2024 11:31:43 AM with remark "updated"</p> <p>Ticket details is updated by Consultant MeConsultant on 11/06/2024 03:37:19 PM with remark "test"</p>

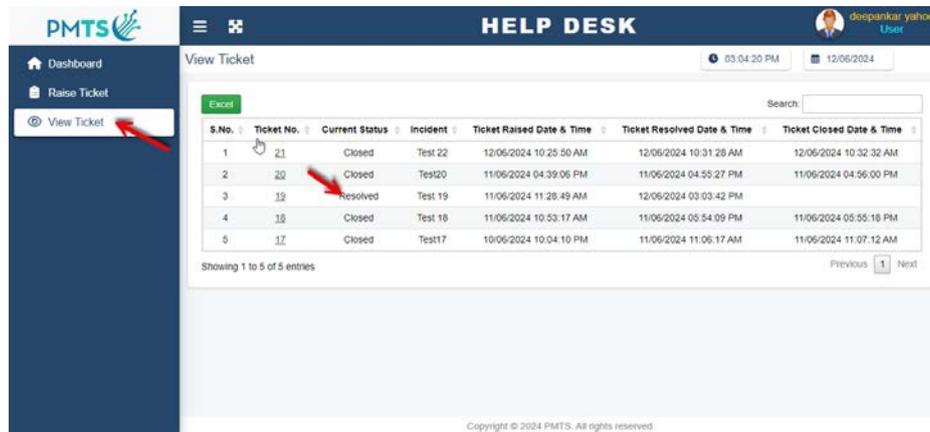
### Discussions Forum

Choose file No file chosen

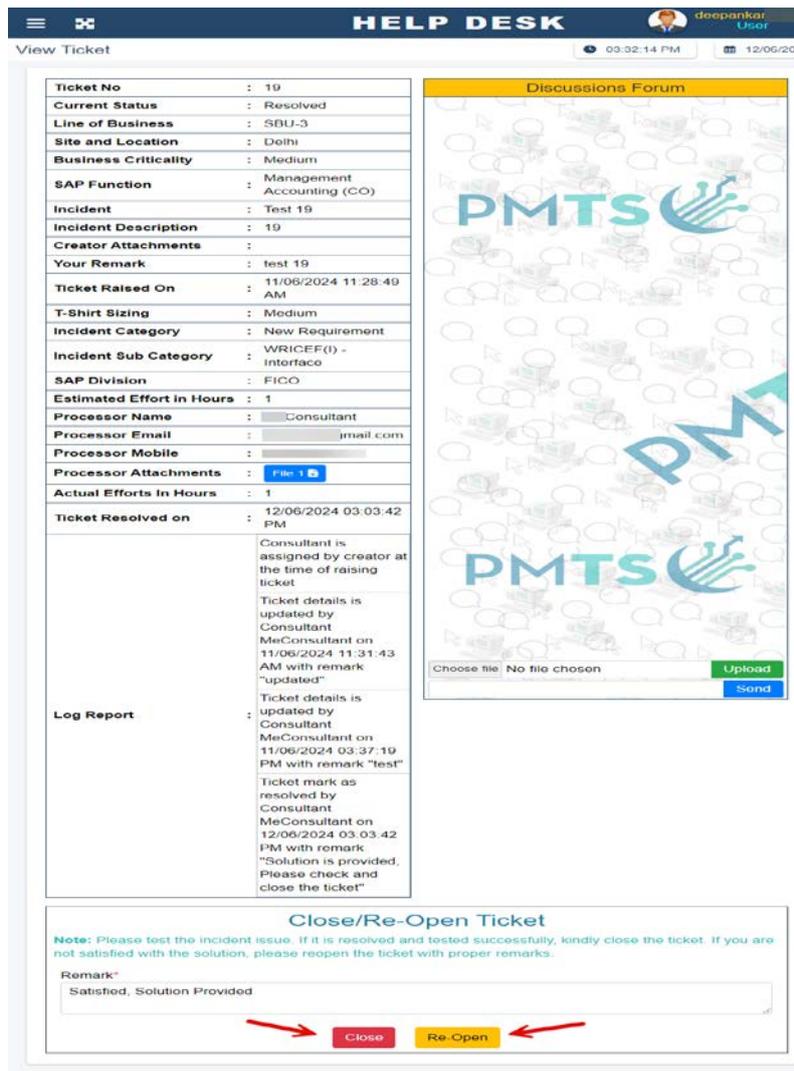
### Change Consultant

Consultant Name  Remark\*

In this "View Ticket" section, once a consultant resolves an issue or incident, the corresponding ticket's status is updated to "Resolved".



Under the Resolved ticket this appears to be the final stage of the ticket resolution process, where the consultant has provided a solution, and the user can either close the ticket or re-open it if further assistance is needed.



## Consultant Guide

This is the dashboard of a help desk system for a consultant.

1. In Progress Ticket: This displays the number of tickets that are currently being worked on or are in an "In Progress" state.
2. Resolved Ticket: This shows the number of tickets that have been resolved or marked as "Resolved" by the consultant.
3. Closed Ticket: This indicates the number of tickets that have been fully addressed and closed by the consultant.

The dashboard provides a quick overview of the consultant's current workload and progress in addressing support tickets. The consultant can navigate to other sections of the system, such as the "Dashboard" or view specific tickets, using the left-hand menu.