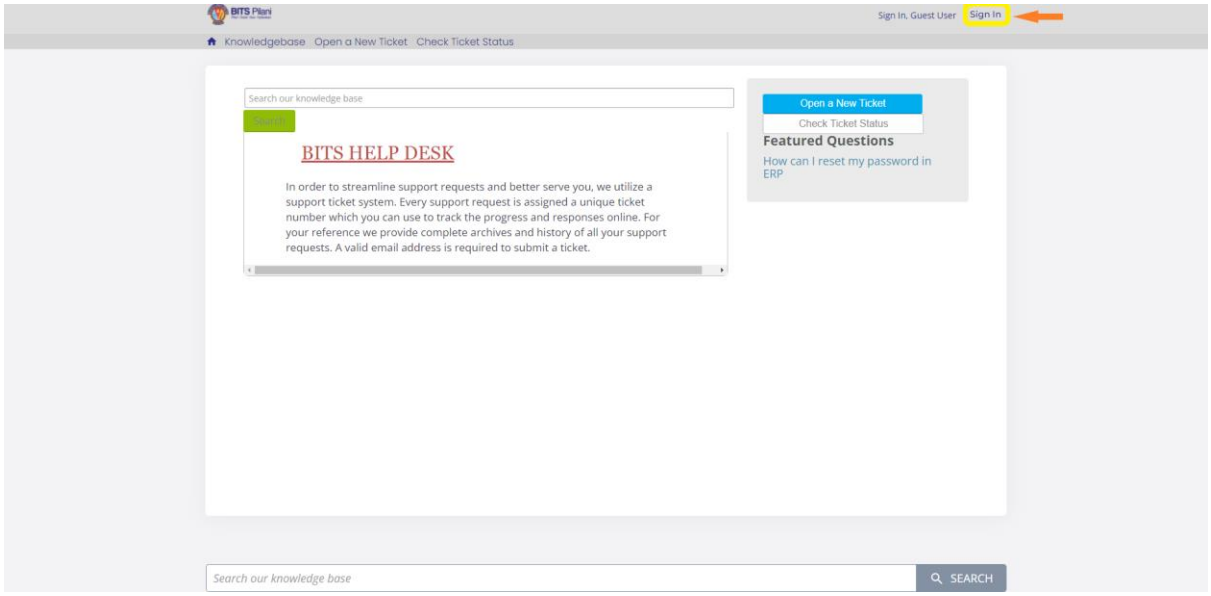
User Manual for BITS HELP DESK

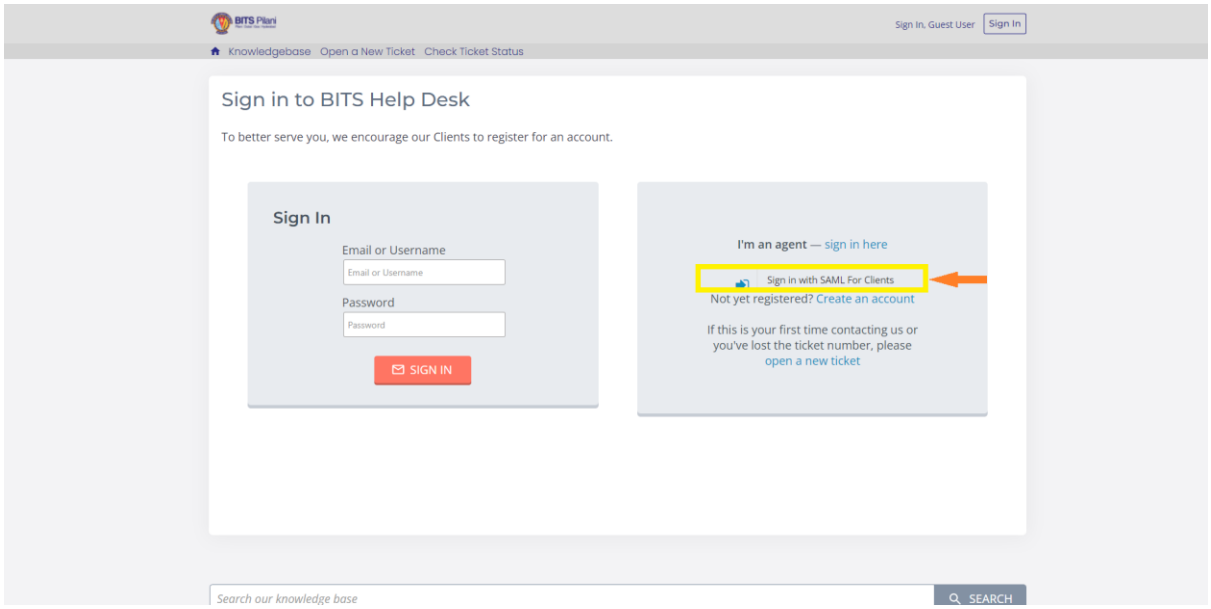
Link: https://support.erp.bits-pilani.ac.in/

IT
BPDC

Step 1: The BITS Help Desk portal address is https://support.erp.bits-pilani.ac.in/. Click on sign in.

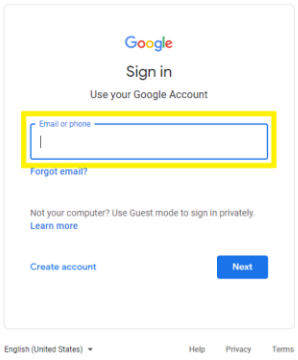


Step 2: Click on Sign in with SAML for Clients

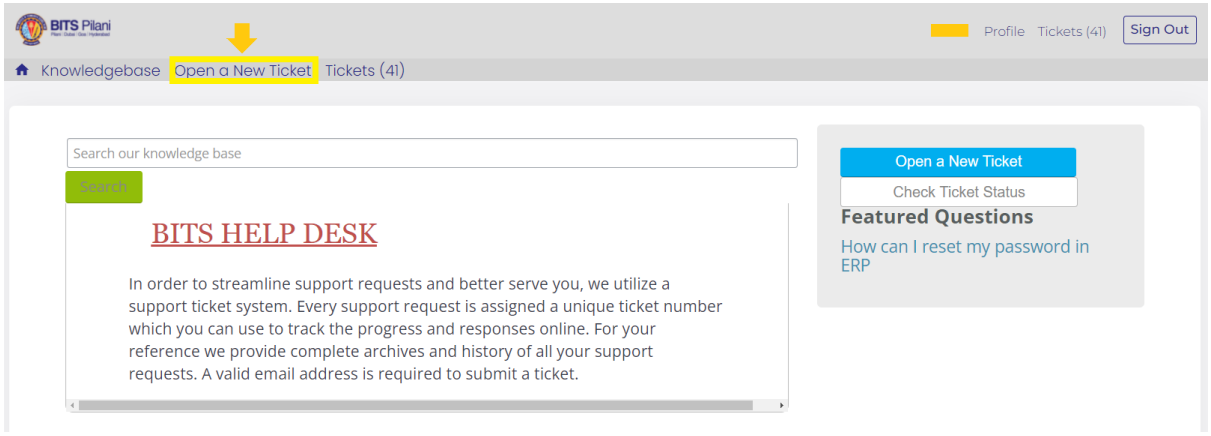


Note: As Single sign-on is enabled, In the browser if the User is already logged in to University e-mail then just by click on Sign in with SAML For Clients (as highlighted on above screenshot), the user will be directly redirected to Home Page of the Help Desk portal.

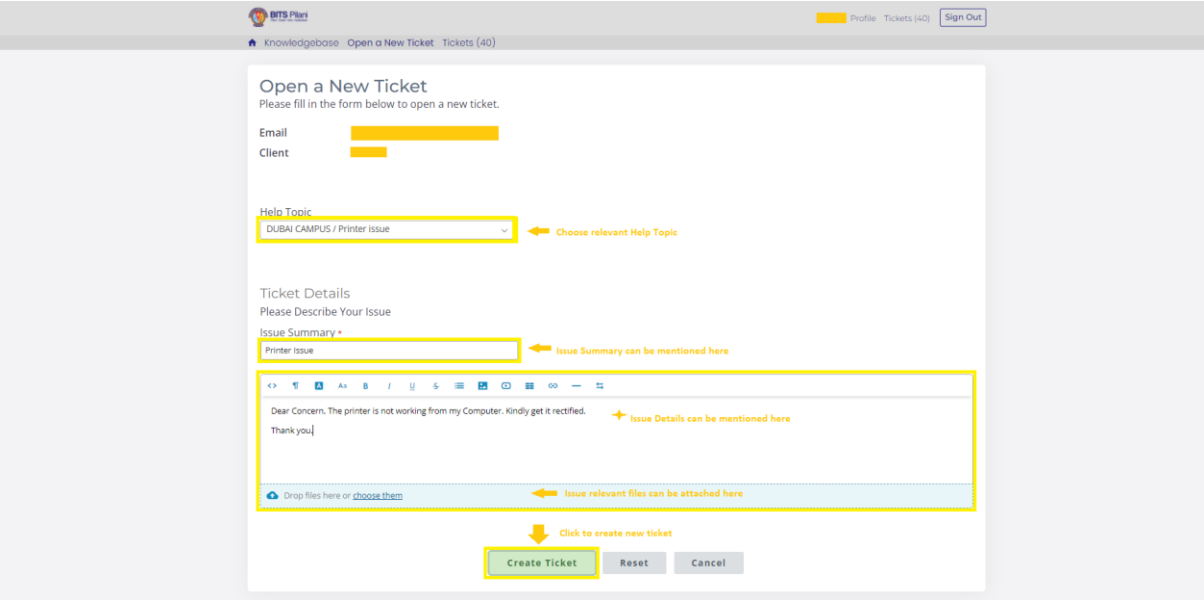
Step 3: Sign in to BITS Help Desk with University Email credentials.



Step 4: Upon Sign in, it will redirect to Home page. Click on Open a New Ticket.



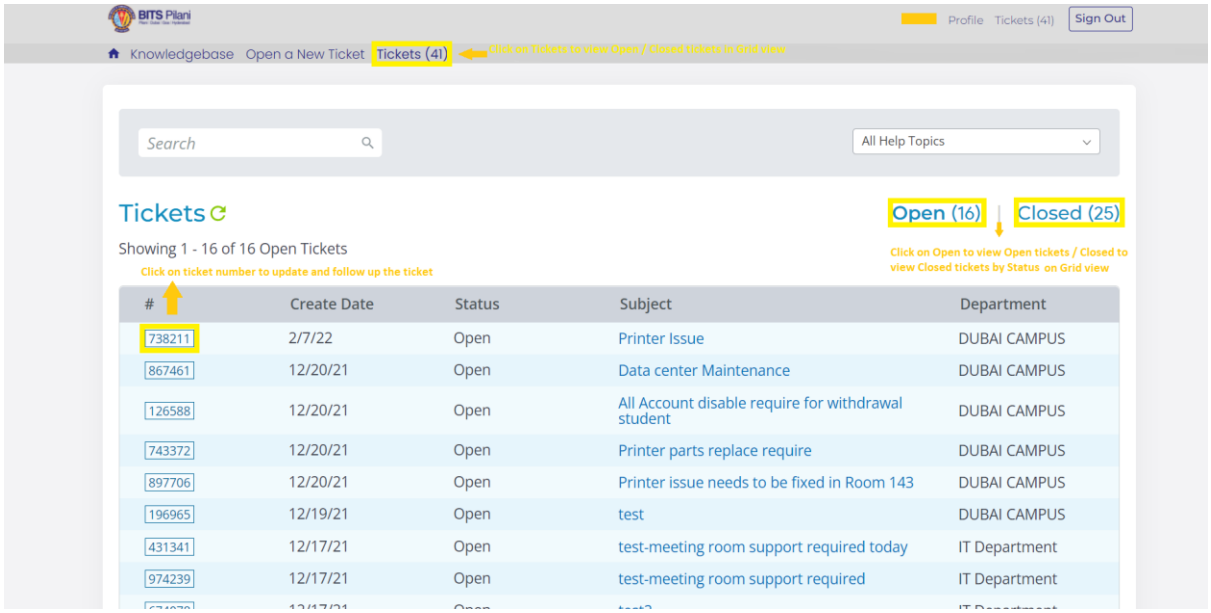
Step 5: Here, choose the Help Topic, Issue summary, relevant details & files can be attached. Then click on Create Ticket.



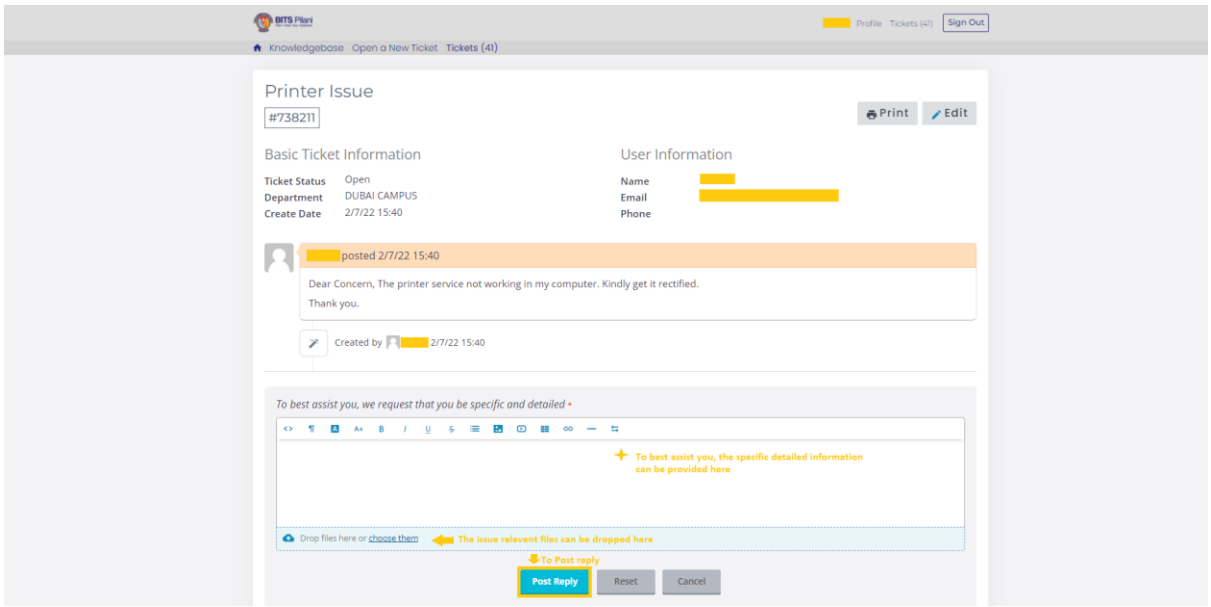
Some Help Topics are as follows,

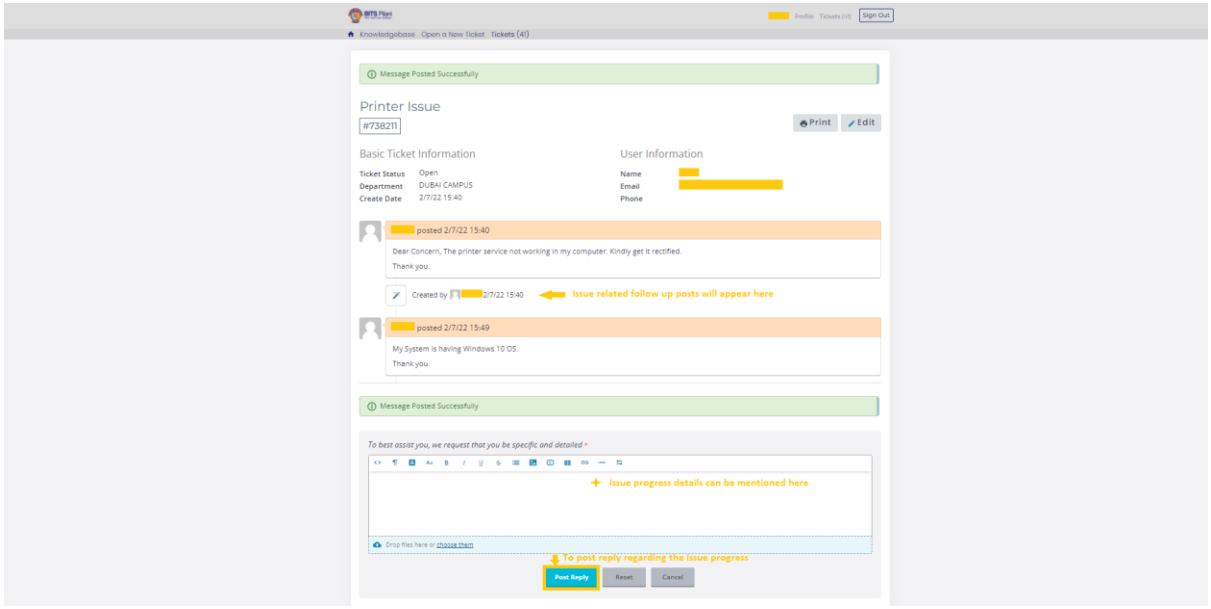
Note: Kindly ensure to choose only the Help Topics starts with DUBAI CAMPUS, which are related with BPDC to create ticket.

Step 6: Click on Tickets to view tickets in Grid view. Click on Open / Closed to view the tickets by status.



Step 7: Click on ticket number to open an existing ticket to update / track status.





Kindly communicate to IT Department, In case of any clarifications on BITS Help Desk portal.

E-mail: itsupport@dubai.bits-pilani.ac.in

Thank you.