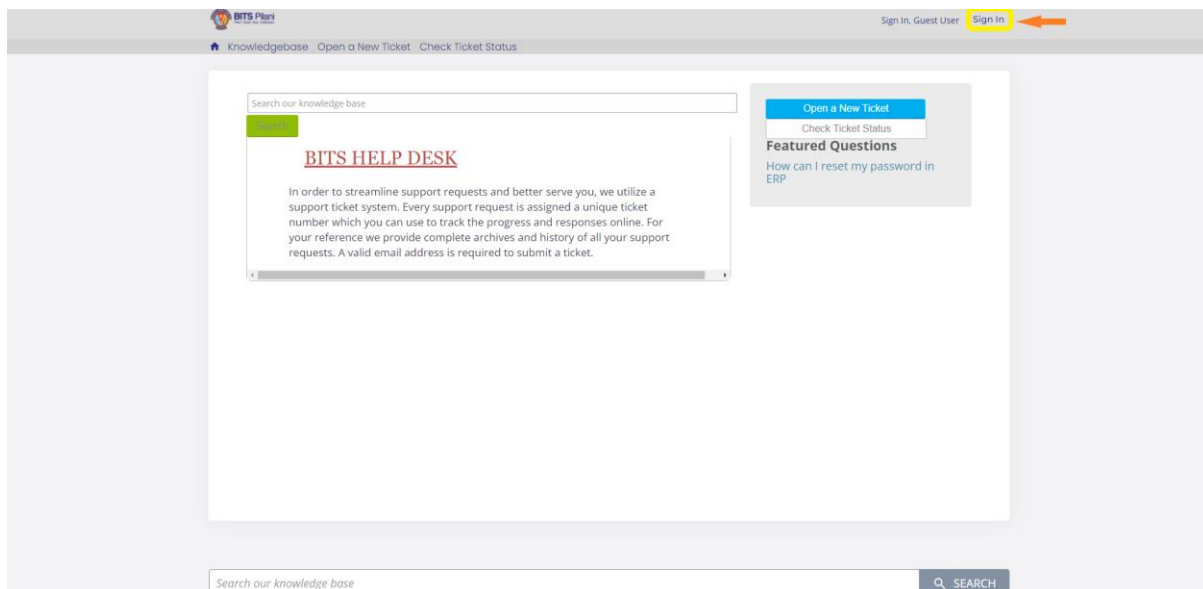




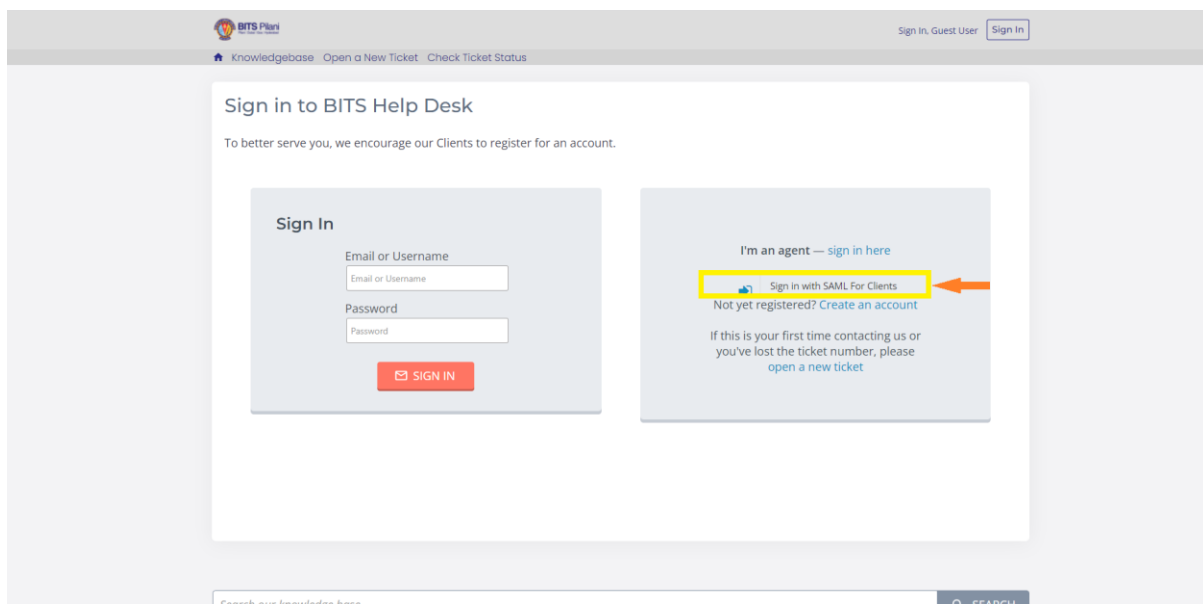
User Manual for BITS HELP DESK

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

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

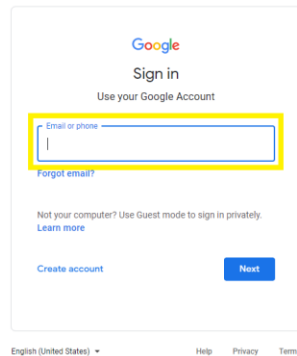


Step 2: Click on Sign in with SAML for Clients



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.



Google
Sign in
Use your Google Account

Email or phone

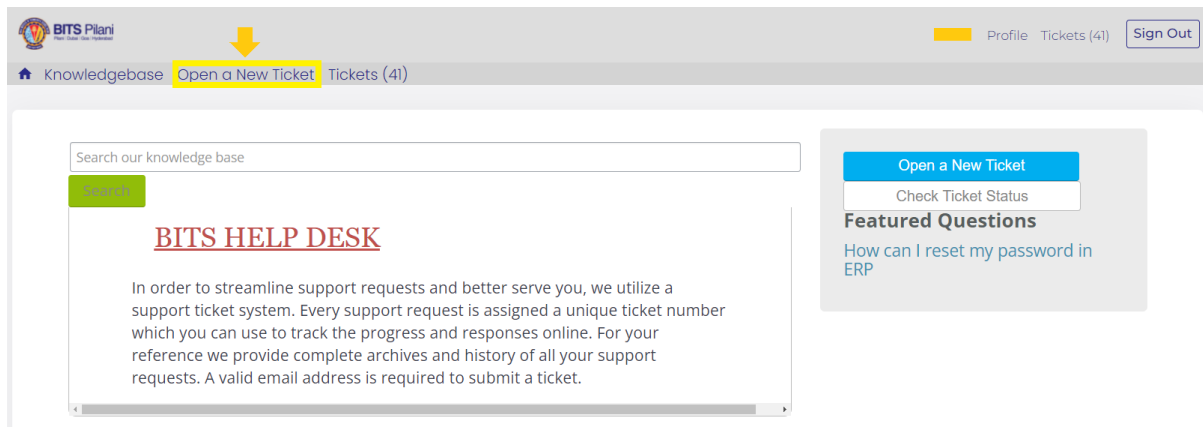
Forgot email?

Not your computer? Use Guest mode to sign in privately.
[Learn more](#)

Create account [Next](#)

English (United States) Help Privacy Terms

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



BITS Pitan Profile Tickets (41) Sign Out

Knowledgebase **Open a New Ticket** Tickets (41)

Search our knowledge base

Search

BITS HELP DESK

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

Open a New Ticket
Check Ticket Status

Featured Questions

How can I reset my password in ERP

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

The screenshot shows the 'Open a New Ticket' form in the BITS Portal. The form is titled 'Open a New Ticket' and includes the following sections:

- Email and Client:** Two input fields, both redacted with yellow boxes.
- Help Topic:** A dropdown menu with 'DUBAI CAMPUS / Printer Issue' selected. An arrow points to it with the text 'Choose relevant Help Topic'.
- Ticket Details:** A section titled 'Please Describe Your Issue' containing:
 - Issue Summary:** A text input field with 'Printer Issue' entered. An arrow points to it with the text 'Issue Summary can be mentioned here'.
 - Issue Description:** A rich text editor with the text 'Dear Concern. The printer is not working from my Computer. Kindly get it rectified. Thank you!'. An arrow points to it with the text 'Issue Details can be mentioned here'.
 - File Upload:** A blue box with the text 'Drop files here or choose them'. An arrow points to it with the text 'Issue relevant files can be attached here'.
- Buttons:** At the bottom, there are three buttons: 'Create Ticket' (highlighted with a yellow box), 'Reset', and 'Cancel'. An arrow points to the 'Create Ticket' button with the text 'Click to create new ticket'.

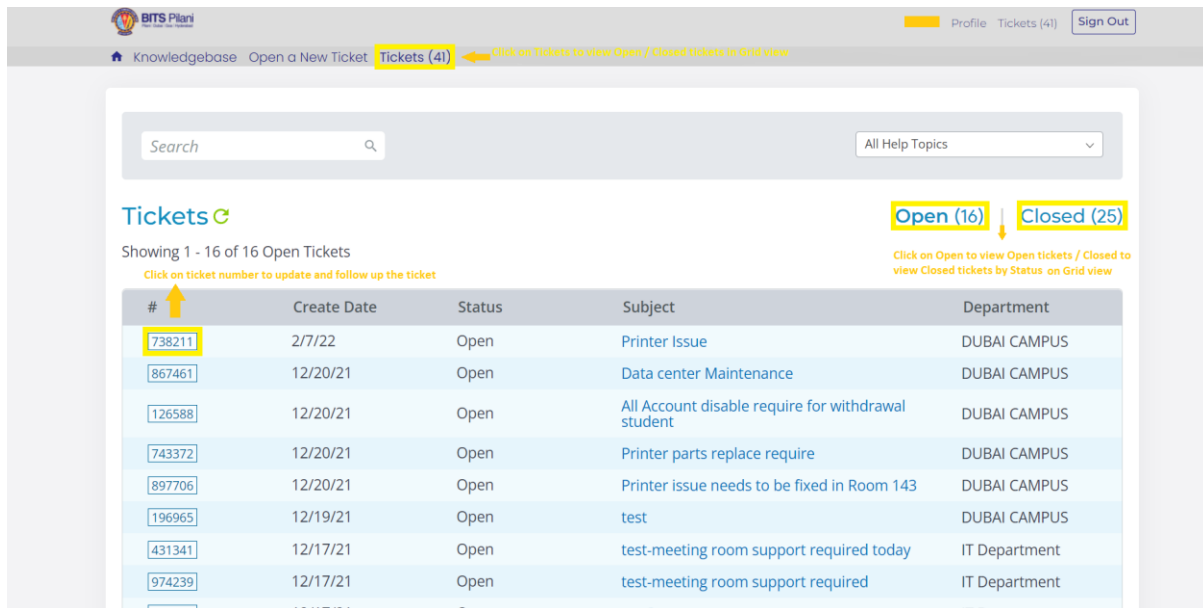
Some Help Topics are as follows,

The screenshot shows the 'Help Topic' dropdown menu. The menu is open, showing a list of help topics. The first item is 'Report an issue - Production Env'. The rest of the items are:

- DUBAI CAMPUS
- DUBAI CAMPUS / BITS DUBAI IT Admin
- DUBAI CAMPUS / CCTV requirement and issues
- DUBAI CAMPUS / Classroom requirement/issues
- DUBAI CAMPUS / Desktop/laptop/monitor requireme
- DUBAI CAMPUS / Internet issue
- DUBAI CAMPUS / IT Application
- DUBAI CAMPUS / IT Application / IP Telephone requirement/issues
- DUBAI CAMPUS / IT Application / Software installation/requiremen
- DUBAI CAMPUS / IT Infrastructure
- DUBAI CAMPUS / IT Infrastructure / User account/Email id creation
- DUBAI CAMPUS / Laboratory requirement/issues
- DUBAI CAMPUS / Printer issue
- DUBAI CAMPUS / TP/Meeting room/Auditorium suppo

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.

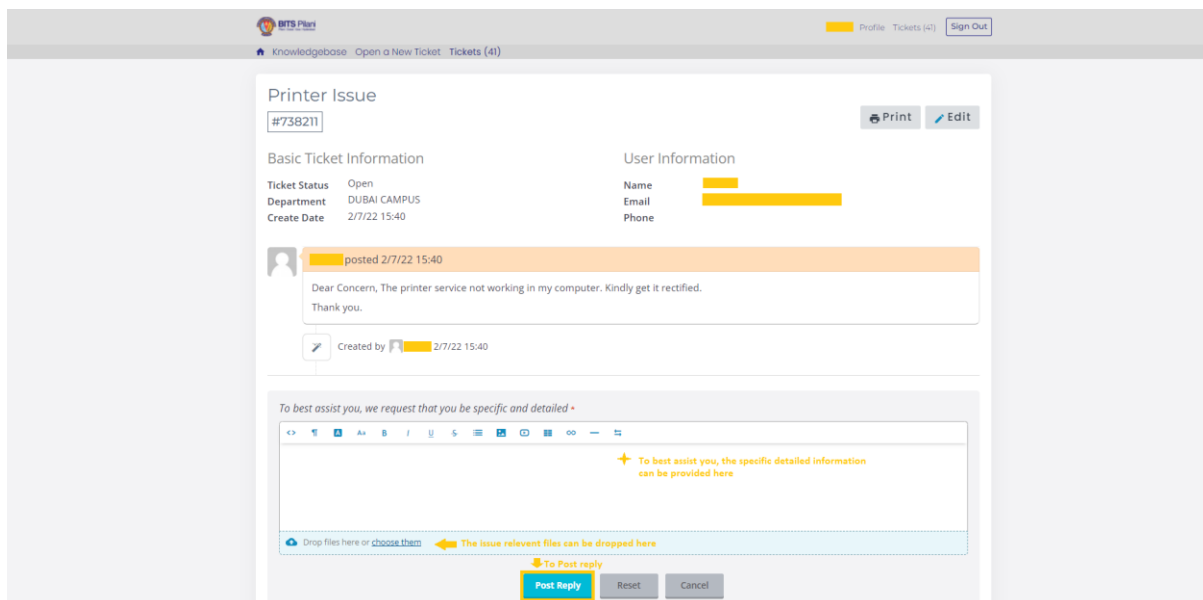


The screenshot shows the BITS Portal interface. At the top, there is a navigation bar with "Knowledgebase", "Open a New Ticket", and "Tickets (41)". A yellow box highlights "Tickets (41)" with an arrow pointing to it, and a note says "Click on Tickets to view Open / Closed tickets in Grid view". Below the navigation bar is a search bar and a dropdown menu for "All Help Topics".

The main content area is titled "Tickets" and shows "Showing 1 - 16 of 16 Open Tickets". There are two filters: "Open (16)" and "Closed (25)". A note says "Click on Open to view Open tickets / Closed to view Closed tickets by Status on Grid view". Below the filters is a table of tickets:

#	Create Date	Status	Subject	Department
738211	2/7/22	Open	Printer Issue	DUBAI CAMPUS
867461	12/20/21	Open	Data center Maintenance	DUBAI CAMPUS
126588	12/20/21	Open	All Account disable require for withdrawal student	DUBAI CAMPUS
743372	12/20/21	Open	Printer parts replace require	DUBAI CAMPUS
897706	12/20/21	Open	Printer issue needs to be fixed in Room 143	DUBAI CAMPUS
196965	12/19/21	Open	test	DUBAI CAMPUS
431341	12/17/21	Open	test-meeting room support required today	IT Department
974239	12/17/21	Open	test-meeting room support required	IT Department

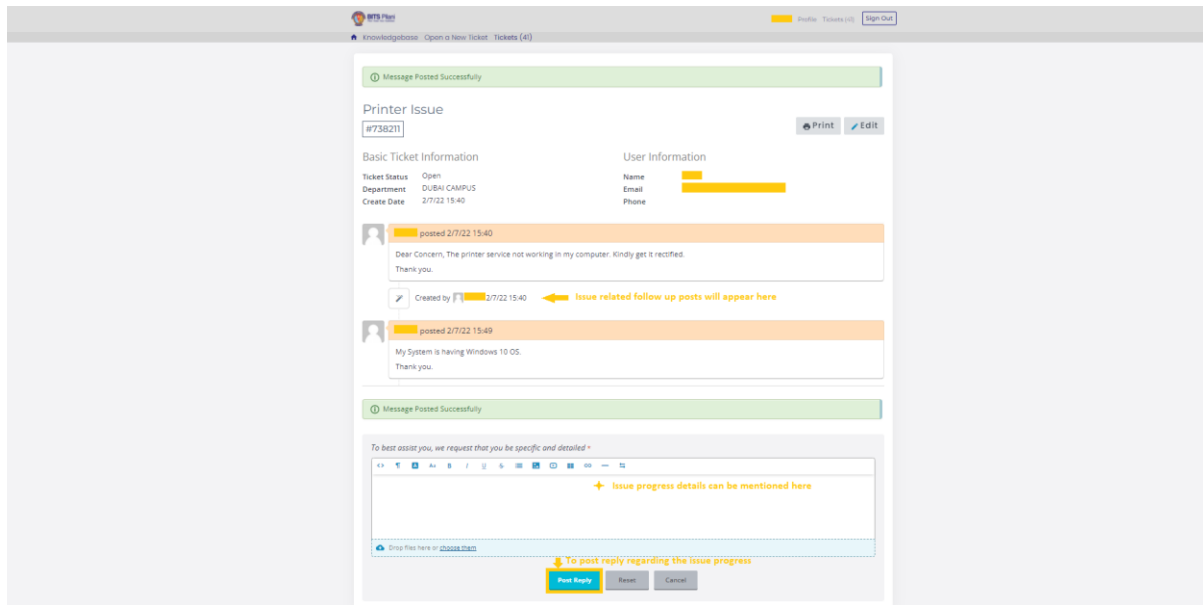
Step 7: Click on ticket number to open an existing ticket to update / track status.



The screenshot shows the details of a ticket titled "Printer Issue" with ID #738211. The ticket is in "Open" status and belongs to the "DUBAI CAMPUS" department. It was created on 2/7/22 at 15:40. The user information is partially redacted.

The ticket description reads: "Dear Concern, The printer service not working in my computer. Kindly get it rectified. Thank you." It was created by a user on 2/7/22 at 15:40.

Below the description is a text area for replying to the ticket. A note says "To best assist you, we request that you be specific and detailed". There is a "Post Reply" button, a "Reset" button, and a "Cancel" button. A note at the bottom says "Drop files here or choose them" and "The issue relevant files can be dropped here".



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.