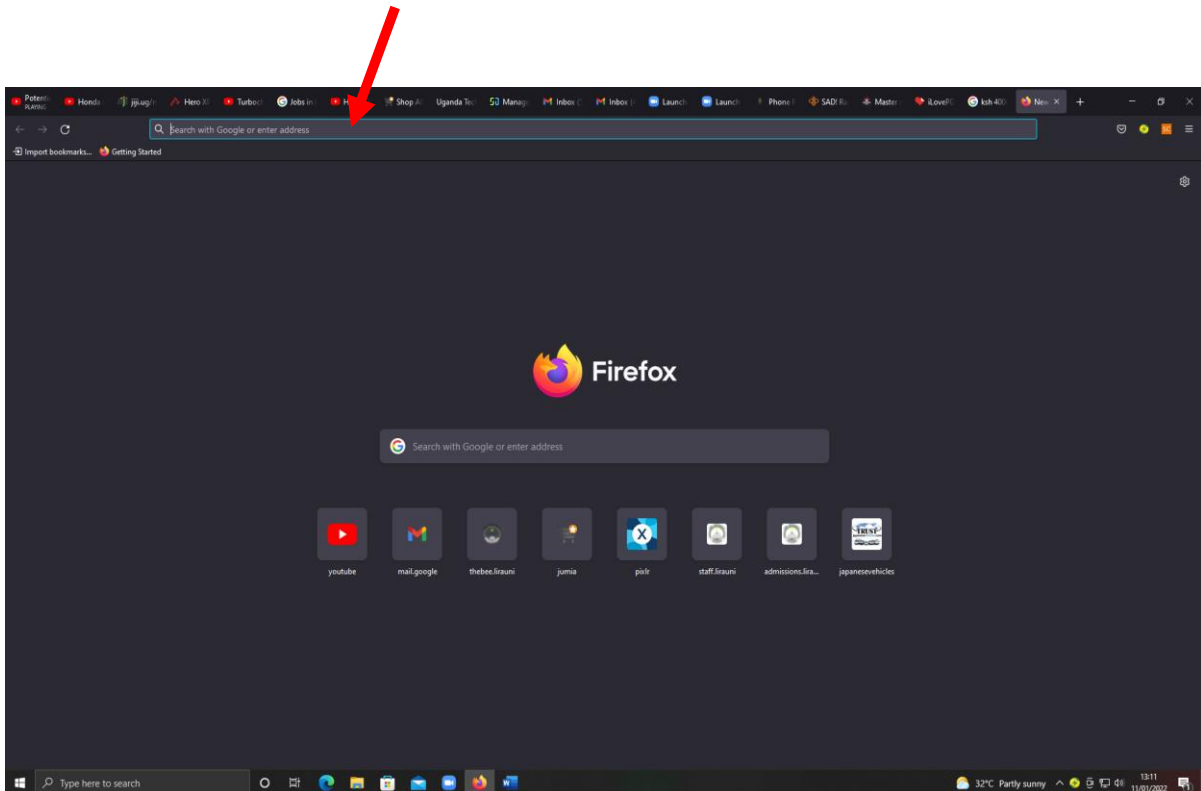


Introduction to service desk plus

For the purposes of record keeping and tracking different ICT related challenges that are faced by different users in Lira University, the ICT team has put in place an online system that will be used for reporting complaints and challenges to ICT. Below are the steps of how-to login and place in your challenges/ requests instead of making phone calls. The ICT team will be in position to receive it and respond accordingly.

Step 1, get to any browser of your choice, like Chrome, Firefox, Edge, etc.

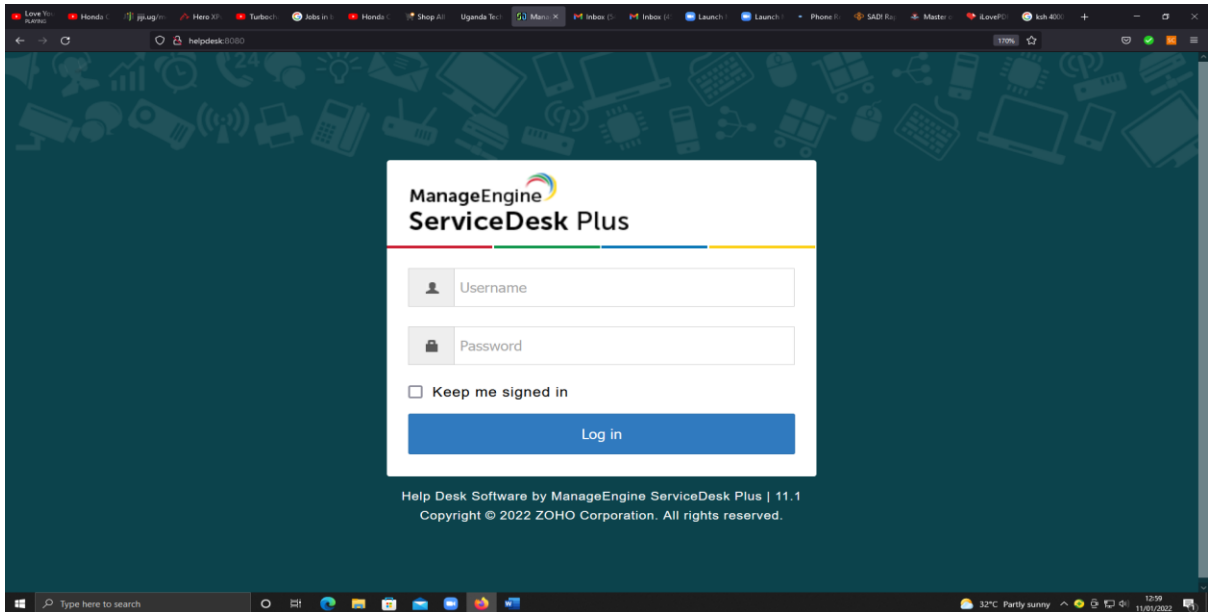
In the address bar, type **helpdesk:8080** and press enter.



Step 2, Login window opens up,

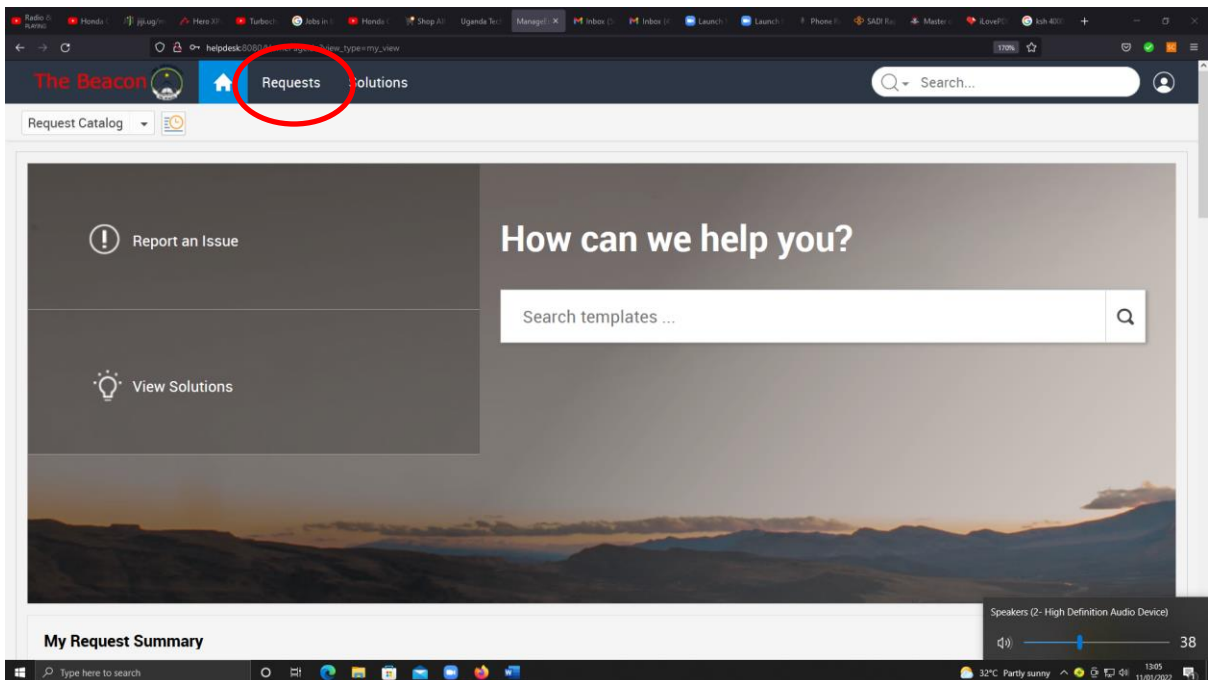
Enter the correct username and password and click login.

Note: usernames and passwords are shared by all the users in a given department or block, please find the attached list to find exactly the username and password that matches your department.

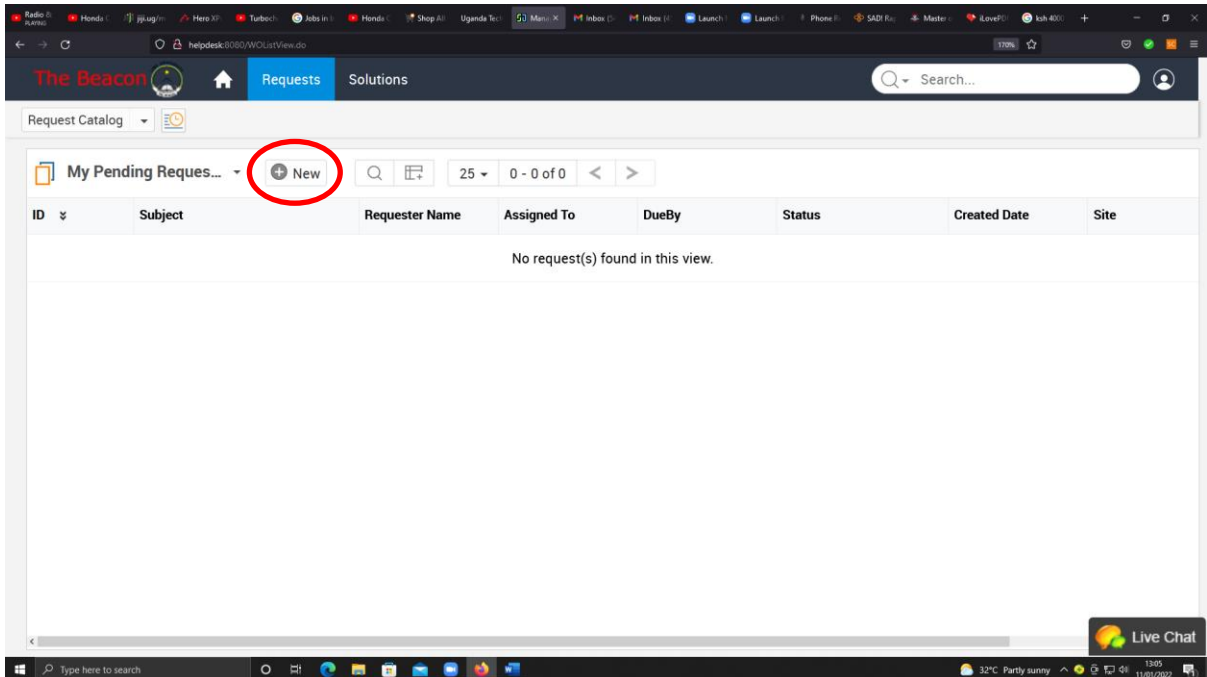


Step 3, after correctly logging in, the home page interface appears with a few navigation options.

To report a challenge/ a complaint, click on Requests

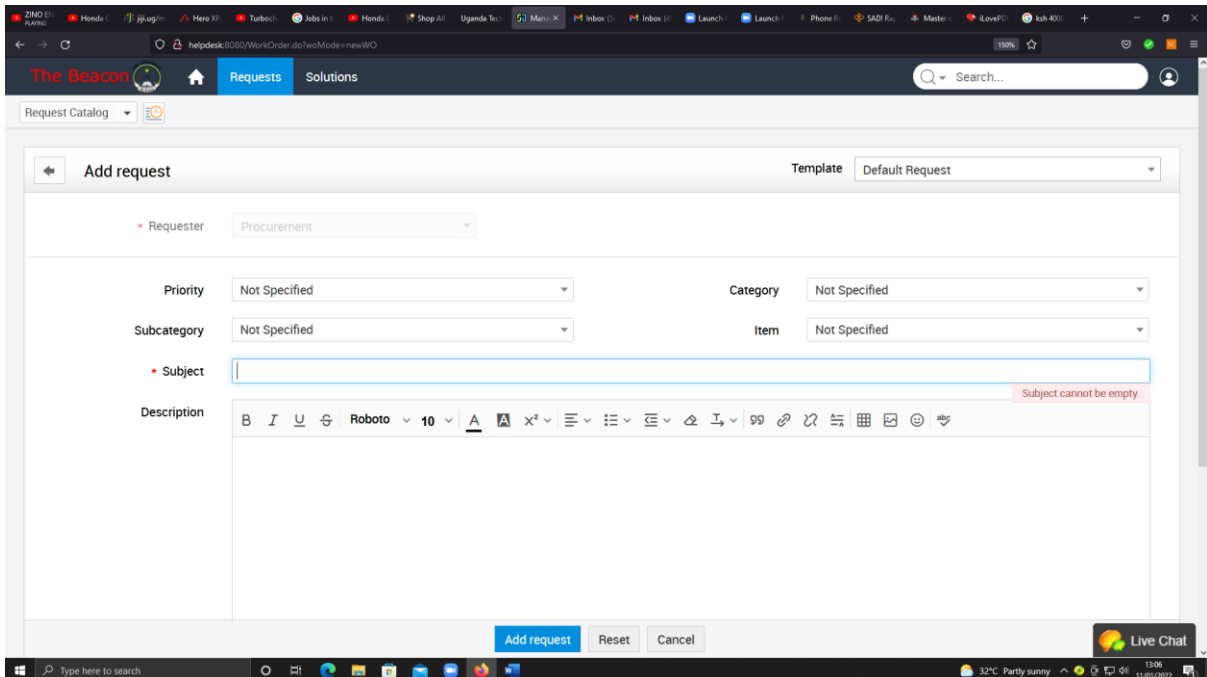


Step 4, Click on New to proceed to the window which enables you to feed in the description of the problem being faced.

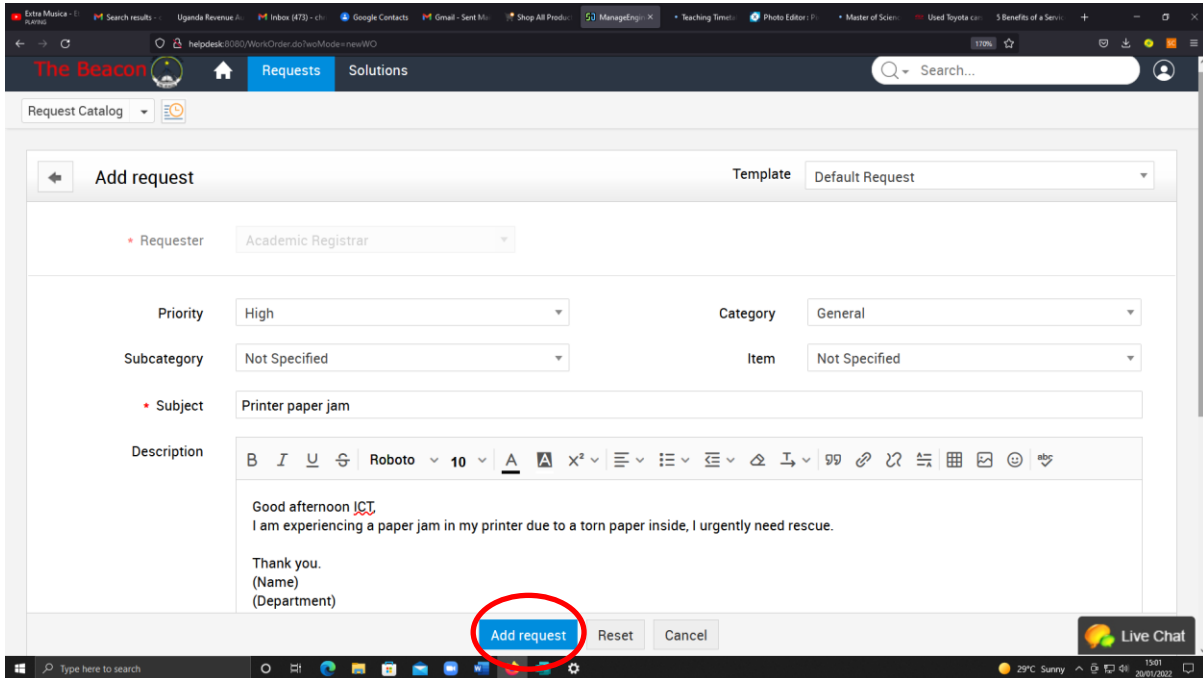


Step 5, Another window opens up which enables you to feed in the details of the problem you need to be helped. Please at the end of the description, put your full names.

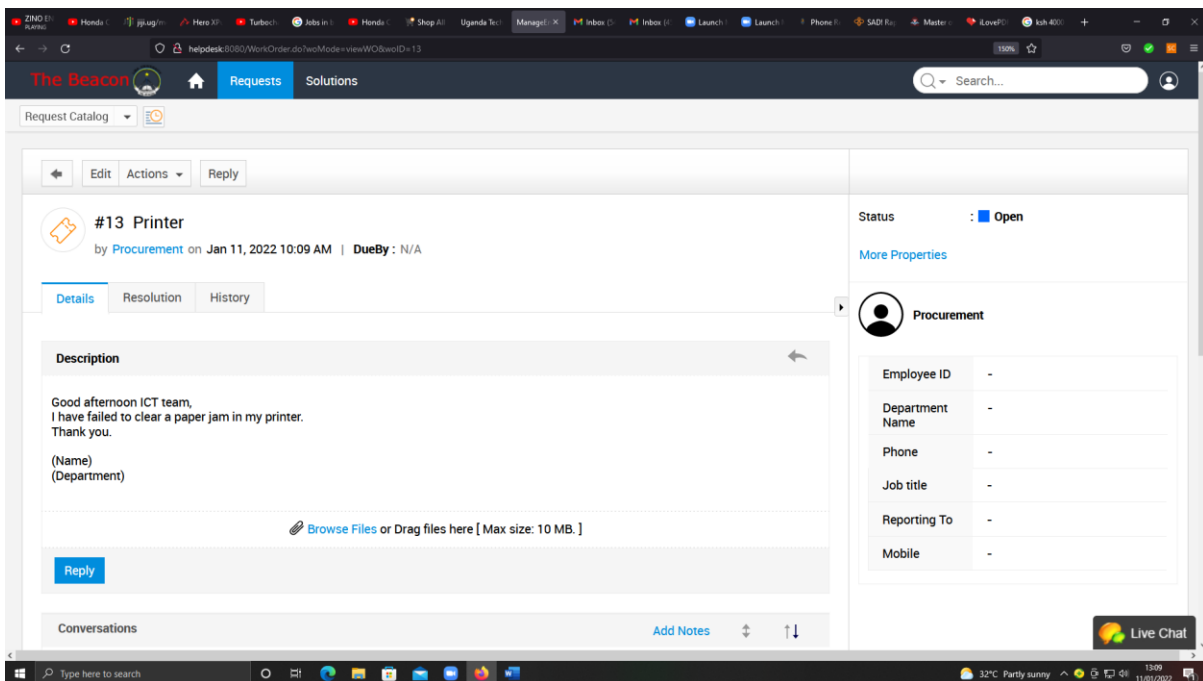
NB. Fill all the required fields and explain the challenge being faced.



Step 6, Example below, fill the template then after click Add request to proceed.



Step 7, Your request is then added to the system for ICT team to be able to receive it and respond to it accordingly with in shortest time possible.



Below are the account details for logging in the helpdesk service.

Office	User name	Password
Finance	acc	@acc
Accounts		
Stores		
Administration	admin	@admin
Management science (Includes all lecturers under management science)	mgts	@mgt
Public health (includes all lecturers under public health)	phl	@phl
Academic registrar	ar	@ar
Teaching hospital	th	@th
Midwifery (includes lecturers under midwifery)	mw	@mw
Education	educ	@educ
Estates	est	@est
Procurement	pdu	@pdu
Internal auditor	aud	@aud
Library	lib	@lib
Dean Of Students	dos	@dos