



**TAYLOR'S**  
INFORMATION AND  
COMMUNICATION  
TECHNOLOGY (ICT)

# **Service Desk**

## **User Guide**

*Version 2.0*  
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## Login to ICT Service Desk Management

### 1. Accessing the portal

For Windows user, double click the ICT Service Desk Management System shortcut at your desktop or launch your internet browser (Eg: Edge, Chrome, Firefox).

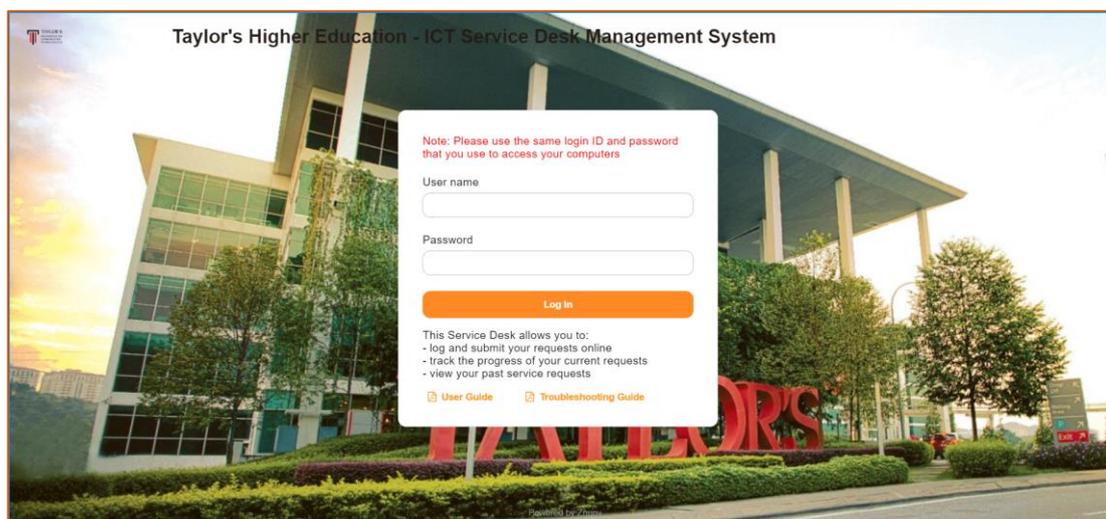
For Mac user, launch your Safari.

Type in the following URL: <https://servicedesk.taylors.edu.my>

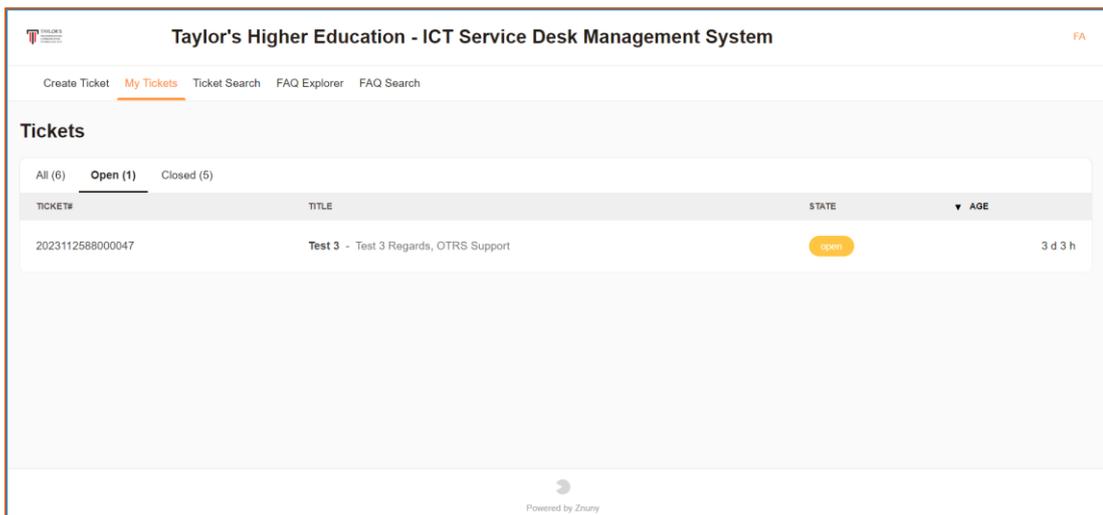
### 2. Entering user credentials

Enter your username and password (Same with your windows login username and password).

Then click Log In.



This will be your main page for the ICT Service Desk Management System.



**Create Ticket:** to raise a new ticket.

**My Tickets:** To view your history of raised tickets.

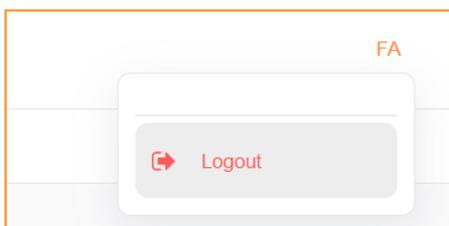
**Ticket Search:** To search your tickets.

**FAQ Explorer:** View any of the provided FAQ or Knowledgebase.

**FAQ Search:** Search for the FAQ or Knowledgebase.

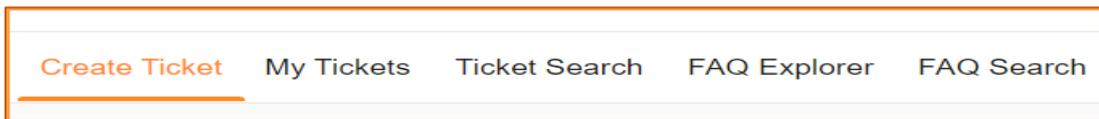
### Logout from ICT Service Desk Management

1. To logout from the system, click top right corner (Your name initials), then click Logout.

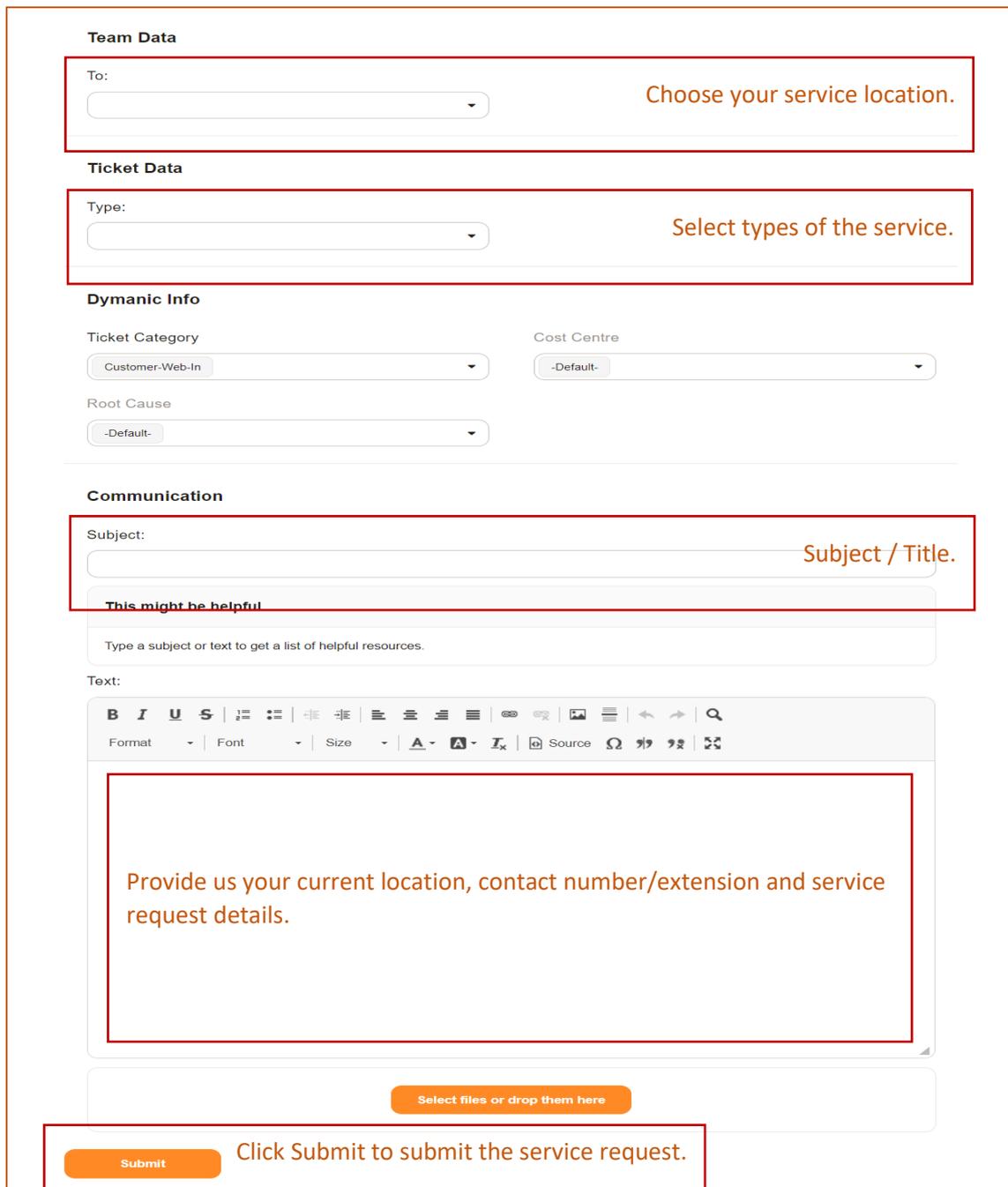


## Create a New Ticket to Request for ICT Services

1. Click on **Create Ticket**.



2. Follow the step indicated at the screenshot below.



The screenshot shows a 'Create Ticket' form with several sections highlighted by red boxes:

- Team Data:** A dropdown menu labeled 'To:' with the instruction 'Choose your service location.'
- Ticket Data:** A dropdown menu labeled 'Type:' with the instruction 'Select types of the service.'
- Dymanic Info:** Three dropdown menus: 'Ticket Category' (with 'Customer-Web-In' selected), 'Cost Centre' (with '-Default-' selected), and 'Root Cause' (with '-Default-' selected).
- Communication:** A text input field labeled 'Subject:' with the instruction 'Subject / Title.'
- This might be helpful:** A search box with the placeholder text 'Type a subject or text to get a list of helpful resources.'
- Text:** A rich text editor with a toolbar and a large text area containing the instruction: 'Provide us your current location, contact number/extension and service request details.'
- File Upload:** A button labeled 'Select files or drop them here'.
- Submit:** An orange 'Submit' button with the instruction 'Click Submit to submit the service request.'

- A ticket number will be generated upon submission, and you will be receiving an email notification.

Tickets			
All (6) <b>Open (1)</b> Closed (5)			
TICKET#	TITLE	STATE	AGE
2023112588000047	Test 3 - Test 3 Regards, OTRS Support	open	3 d 4 h

For further assistance you may approach ICT Service Desk during the following hours:

- Office Hours 8am to 6pm, Monday to Friday.
- Saturday, Sunday & Public Holidays is closed.

Campus	Helpdesk	Email	Telephone
Taylor's University ICT Helpdesk	ICT Helpdesk Lakeside Campus, Block D Level 7	<a href="mailto:TLSC.ICTServiceDesk@taylors.edu.my">TLSC.ICTServiceDesk@taylors.edu.my</a>	03 5629 5000, Ext 8000
Taylor's College ICT Helpdesk	TCSJ ICT Helpdesk Taylor's College Subang Jaya, Level 1	<a href="mailto:TCSJ.ICTServiceDesk@taylors.edu.my">TCSJ.ICTServiceDesk@taylors.edu.my</a>	TCSJ - 03 5636 2641, Ext 555
	WSJ ICT Helpdesk Taylor's Wisma Subang Jaya, Level 2	<a href="mailto:WSJ.ICTServiceDesk@taylors.edu.my">WSJ.ICTServiceDesk@taylors.edu.my</a>	WSJ - 03 5637 1150, Ext 555
	TCSH ICT Helpdesk Taylor's College Sri Hartamas, Ground Floor.	<a href="mailto:TCSH.ICTServiceDesk@taylors.edu.my">TCSH.ICTServiceDesk@taylors.edu.my</a>	TCSH – 03 6203 0168, Ext 555