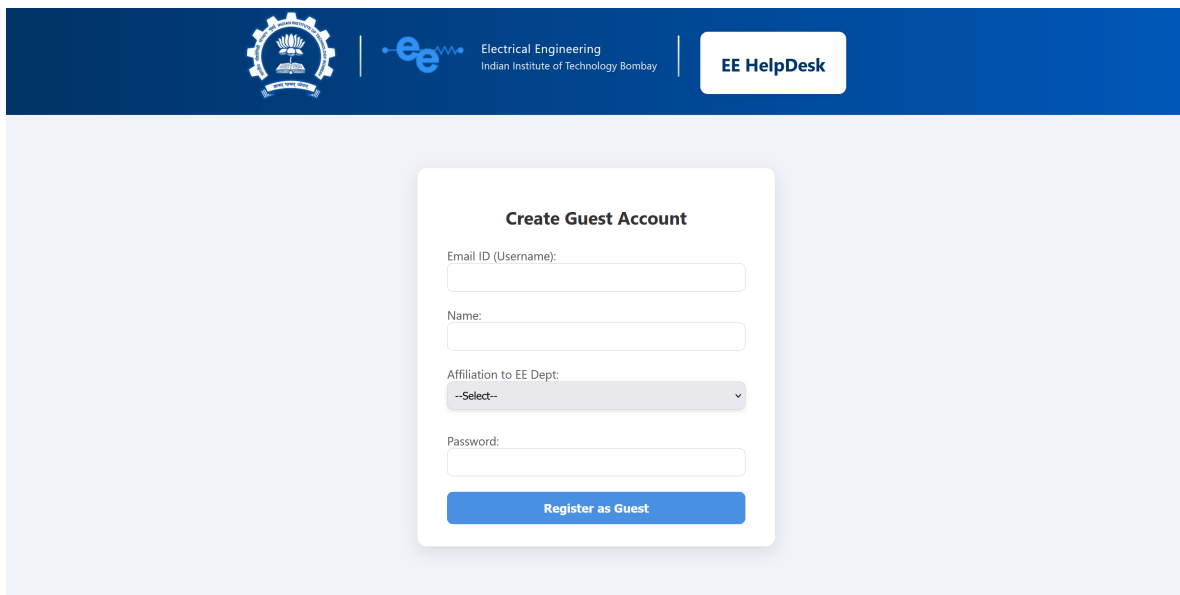


1 Users without EE Mail ID

- Anyone with valid Gmail ID or IITB id can create a Guest account by clicking the "Register as Guest" option.
- Set your desired password and enter the details as shown in the below image.
- Once account is created, tickets can be raised.

Note: The guest accounts whose tickets are resolved will be deleted monthly once. They are temporary accounts only.

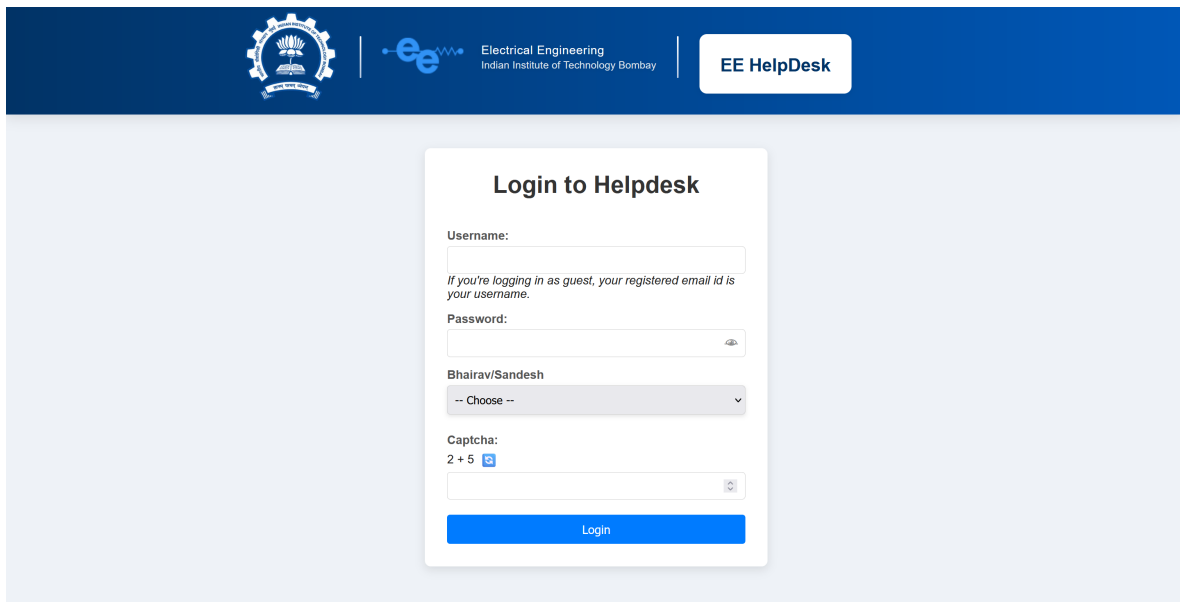


The screenshot shows the 'Create Guest Account' form on the EE HelpDesk website. The form is centered on a light blue background. At the top, there is a dark blue header with the IIT Bombay logo, the 'ee' logo, and the text 'Electrical Engineering Indian Institute of Technology Bombay'. To the right of the header is a white button with the text 'EE HelpDesk'. The form itself has a white background and a blue border. It contains the following fields: 'Email ID (Username):' with a text input field, 'Name:' with a text input field, 'Affiliation to EE Dept:' with a dropdown menu showing '--Select--', and 'Password:' with a text input field. At the bottom of the form is a blue button with the text 'Register as Guest'.

Figure 1: Register as Guest

2 Login to create tickets

- EE users can use their Bhairav/Sandesh Username and appropriate password to login.
- Guest users can use their Mail id used to create guest account as their username.
- Then select the appropriate dropdown based on your account type.

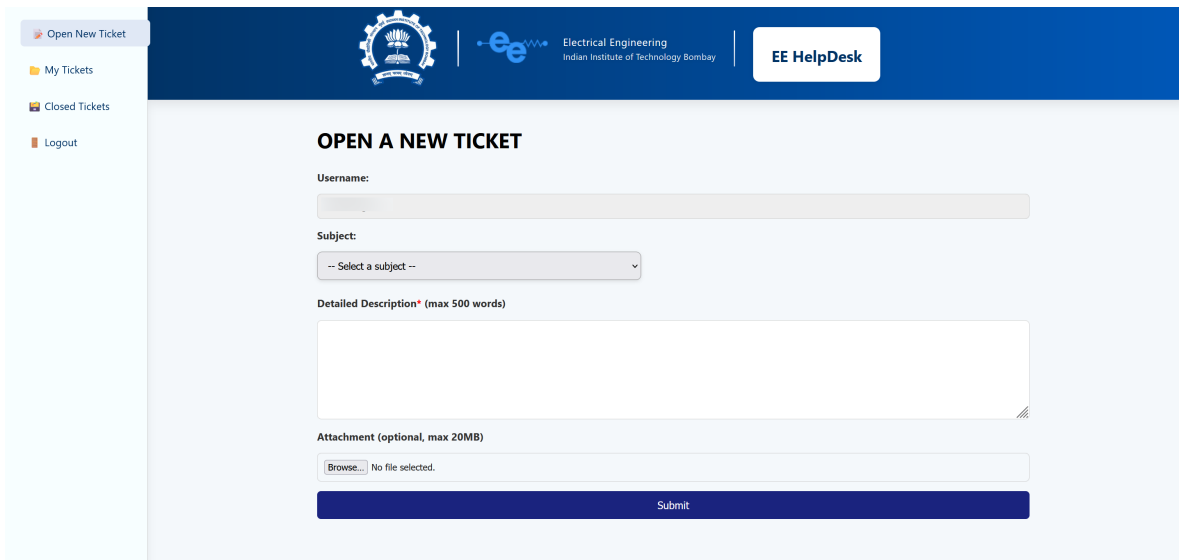


The screenshot shows the login interface for the EE HelpDesk. At the top, there is a blue navigation bar containing the IIT Bombay logo, the EE logo, the text 'Electrical Engineering Indian Institute of Technology Bombay', and a button labeled 'EE HelpDesk'. Below this, the main content area is light blue and features a white login form titled 'Login to Helpdesk'. The form includes a 'Username:' field with a note: 'If you're logging in as guest, your registered email id is your username.' Below that is a 'Password:' field with a visibility toggle. A dropdown menu for 'Bhairav/Sandesh' is set to '-- Choose --'. The 'Captcha:' section shows '2 + 5' with a small icon and a corresponding input field. A blue 'Login' button is positioned at the bottom of the form.

Figure 2: Login to HelpDesk

3 Open a new ticket

- Users should select a subject from the dropdown list, if the reason is not found then click on **others** and specify in the space appearing below.
- Write a detailed description of the problem and make sure to attach the proper documents.
- For **example**, project staffs who are in need of creating a IITB LDAP id, attach your relevant joining report/extension report.
- The following extensions are supported **.jpg, .jpeg, .png, .pdf, .csv, .xlsx, .docx, .txt, .zip** If there are multiple documents, zip all of those and attach it.
- Users can view the progress of the ticket by visiting "**My Tickets**" section. They can also add feedback for the submitted tickets if requested by Admin.
- For ease of trackability the users will also receive confirmation mails with each of the ticket updates like after creating tickets, after adding feedbacks and after closing the tickets.
- The "**Closed Tickets**" tab will display the past tickets raised by the user after it gets closed by the Admin.



The screenshot shows the 'Open a New Ticket' interface of the EE HelpDesk. The page has a dark blue header with the IIT Bombay logo, the 'ee' logo, and the text 'Electrical Engineering Indian Institute of Technology Bombay'. A white button labeled 'EE HelpDesk' is in the top right. On the left, a sidebar contains links: 'Open New Ticket' (active), 'My Tickets', 'Closed Tickets', and 'Logout'. The main content area is titled 'OPEN A NEW TICKET' and contains the following fields:

- Username:** A text input field.
- Subject:** A dropdown menu with the placeholder text '-- Select a subject --'.
- Detailed Description* (max 500 words):** A large text area with a diagonal line in the bottom right corner.
- Attachment (optional, max 20MB):** A file upload field with a 'Browse...' button and the text 'No file selected.'
- Submit:** A dark blue button at the bottom.

Figure 3: Open a new ticket

4 Points to be noted

- You will receive a preliminary response from the EE SysAd team within 2–3 working days.
- The time needed to actually resolve the issue is dependent on the nature of the problem and may take longer than 3 days.
- If you have been requested for feedback/response on a ticket, and we do not get a response for more than 10 days, we may close the ticket due to inactivity.