

Samarth Portal

“IT Service Desk Module”

How to Raise IT service Request from Samarth portal

Login Link: - <https://dhsgsu.samarth.ac.in/index.php/site/login>

The screenshot shows the login interface of the Samarth Portal. A blue box with the text "Please Enter Your Username & Password" has an arrow pointing to the login form. The form includes fields for Username (containing "dept_"), Password (masked with dots), and a Captcha Verification section with the image "6358174". A red circle highlights the "LOGIN" button, with a green arrow pointing to it from a yellow box containing the text "Click Here to Login". The footer of the page reads "© Samarth eGov Suite - Designed & Developed by University of Delhi | An Initiative by Ministry of Education" and "eGov".

The screenshot shows the dashboard of the Samarth Portal. On the left, a sidebar menu lists "Employee Services", "Finance", "Governance", "Academic", and "Account Settings". The "Governance" option is circled in red, and a green arrow points to it from a yellow box containing the text "Click on Governance". The main dashboard area displays several service modules: "Employee Management System" (Management of University Staff using Employee Management System), "RTI Management" (Capture/Track RTI Requests and Responses using RTI Management Module), "Vendor Management System" (Capture/Track Vendor Bill using Vendor Bill Payment), "Leave Management System" (Leave Applications and Management), and "Inventory Management System" (Inventory Management System). Each module has a "PROCEED" button. The footer of the page reads "© Samarth eGov Suite - Designed & Developed by University of Delhi | An Initiative by Ministry of Education" and "eGov".

Employee Services

Finance

Governance

Academic

Account Settings

Dashboard

RTI

RTI Unit →

Visit RTI →

IT Service Desk

Dashboard →

Tickets →

Visit IT Service Desk →

Click on Dashboard

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IT Service Desk

HOME

Dashboard

Tickets

Create Service Ticket

Click here

Total Submit Tickets

0

VIEW DETAILS

Total Open Ticket

0

VIEW DETAILS

Total Close Ticket

0

VIEW DETAILS

Total Pending Ticket

0

VIEW DETAILS

Type Of Service Ticket

No Details Found

Agent Wise Ticket

No Details Found

Total Ticket's State In Each Service Type

Total Ticket's Status In Each Service Type

IT Service Desk

HOME

Dashboard

Tickets

Create Service Ticket

Create Ticket

Service Queue *

--Select--

University Email ID

Computer Hardware / Software Problem

MHRD Wi-fi Related Issue

Wi-Fi Registration (Employee's)

Samarth Portal

Details *

☐ NOTE: If you have Model N

* Upload Supported Document

*accepted formats: jpg/jpeg/pdf/png

*min/max size: 10kb/5MB

*Please upload a detailed and signed/forwarded copy of the complaint here.

Save

Cancel

Select "Service Queue"

IT Service Desk

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Tickets

Create Service Ticket

Create Ticket

Service Queue *

Computer Hardware / Software Problem

Sub-Service Queue

Select..

Antivirus installation

MS- Office installation

PC power issue

Window Formatting/ Re-installation

Other issue_(not listed)

Details *

☐ NOTE: If you have Model N

* Upload Supported Document

*accepted formats: jpg/jpeg/pdf/png

*min/max size: 10kb/5MB

*Please upload a detailed and signed/forwarded copy of the complaint here.

Select "Sub-Service Queue"

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Tickets

Create Service Ticket

Create Ticket

Service Queue * Computer Hardware / Software Problem x v

Sub-Service Queue Window Formatting/ Re-installation x v

Details *

Describe Your Issue here

Contact
Name:- "Your name"
M. No:- 9999.....

☐ NOTE: If you have Model Name/Serial No. click on the checkbox.

* Upload Supported Document No file selected.

*accepted formats: jpg/jpeg/pdf/png
*min/max size: 10kb/5MB
*Please upload a detailed and signed/forwarded copy of the complaint here.

“Write Your Issue”

Upload file/Document only if Required

IT Service Desk

HOME

Dashboard

Tickets

Create Service Ticket

IT00000133

Please submit the ticket for further action.

Ticket No	
User Name	
OU / Department	
Phone No.	
Service Queue	
Sub-Service Queue	
User	
Ticket State	
Serial No.	
Model Name (If Hardware)	

Click on “submit” Button to Finally Raise Your queries

IT Service Desk

Create Service Ticket

Info!

Mail Sent to Successfully.

Ticket

Select Columns

Expert

Showing 1-1 of 1 item.

#	Ticket #	Ticket State	User Name	OU / Department	Assign To Agent	User	Service Queue	Sub-Service Queue	Details	Ticket Feedback
1	IT00000133	All					Administrative	Samarth Portal	Other issue- (not listed)	Trial Entry

IT ticket No. shown here

Click to open

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Tickets

Create Service Ticket

IT00000133

Response is pending from administration side.

Ticket No

User Name

OU / Department

Phone No.

Service Queue

Sub-Service Queue

User

Ticket State

Serial No.

Model Name(Of Hardware)

All responses & solution about the ticket is shown Here

=====X=====Thank you=====X=====