

# User Manual

## Ticketing System



## Helpdesk Ticketing Portal

Helpdesk is an online ticketing system that allow students and employees to report respective dept. related services issues. The System keeps a log of all activities and automatically email status updates, allowing users to track the status of an incident ticket or a service request that has been submitted. This handout provides an overview of the Helpdesk user interface and covers how to report an issue.

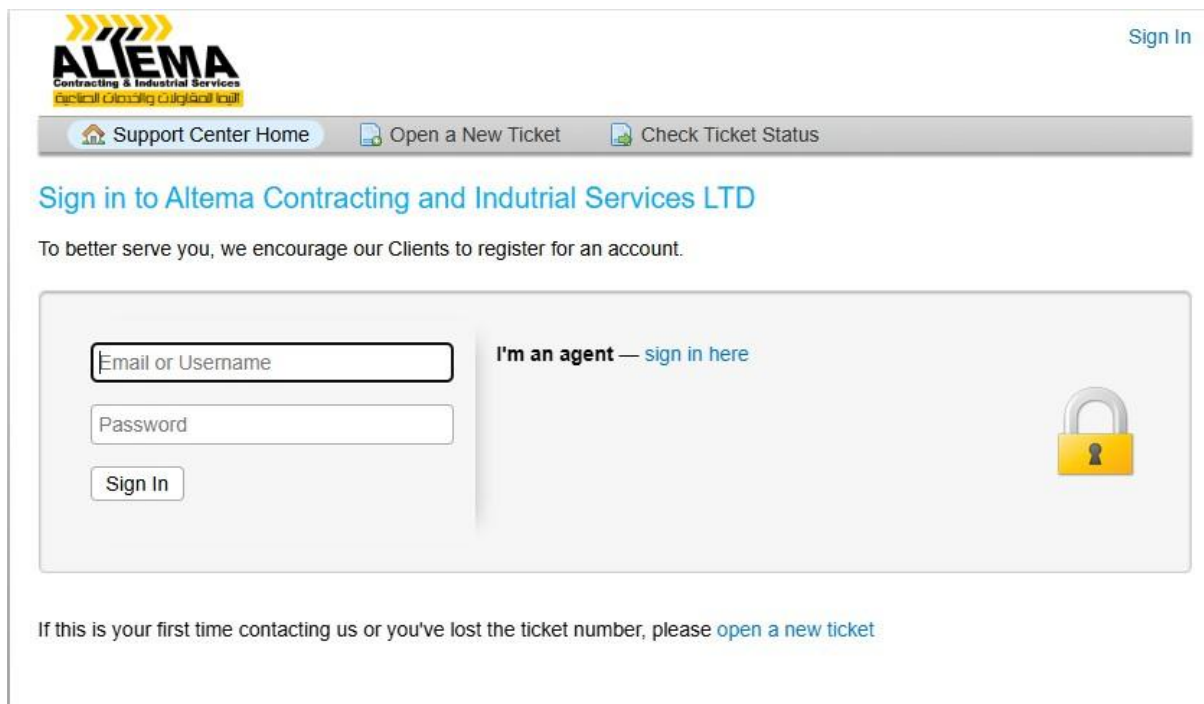
### To log in to Helpdesk Portal: -

**Step 1-** Open any browser page on your laptop or Mobile.

**Step 2.** Enter the URL: - <https://al-tema.com/support>

**Step 3.** Select the option ' **Open a new Ticket**'


**Step 4.** Enter your **Username and Password**



The screenshot shows the login page of the ALEMA Helpdesk Ticketing Portal. At the top left is the ALEMA logo with the text "Contracting & Industrial Services" and "أليما المقاولات والخدمات الصناعية". At the top right is a "Sign In" link. Below the logo is a navigation bar with three buttons: "Support Center Home", "Open a New Ticket", and "Check Ticket Status". The main heading is "Sign in to Altema Contracting and Industrial Services LTD". Below this is a message: "To better serve you, we encourage our Clients to register for an account." The login form contains two input fields: "Email or Username" and "Password", and a "Sign In" button. To the right of the form is a link: "I'm an agent — sign in here" and a yellow padlock icon. At the bottom of the form area, there is a message: "If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)".

**Step 5.** To raise a ticket user needs to select the department to which he/she wishes to submit the ticket, as shown below. *(i.e. IT support, HR Support, Accounts Support, General inquiry,)*

**Note: - Kindly make sure to choose the exact department for the exact problems so that your query can be addressed at the earliest.**



**ALEMA**  
Contracting & Industrial Services  
أليما للمقاولات والخدمات الصناعية

[Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

### Open a New Ticket

Please fill in the form below to open a new ticket.

#### Contact Information

**Email Address \***

**Full Name \***

Phone Number  Ext:

#### Help Topic

IT Support  \*

- Select a Help Topic —
- Accounts
- Feedback**
- General Inquiry
- HR Department
- IT Support
- Report a Problem
- Report a Problem / Access Issue

Details on the reason(s) for opening the ticket.

Drop files here or choose them

**Step 7. Explain your issue summery.**

[Sign In](#)

Support Center Home
 Open a New Ticket
 Check Ticket Status

### Open a New Ticket

Please fill in the form below to open a new ticket.

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**Contact Information**

**Email Address \***

**Full Name \***

Phone Number  
 Ext:

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**Help Topic**

\*

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**Ticket Details**  
Please Describe Your Issue

**Issue Summary \***

<> | | **A** | Aa | **B** | / | U | | | | | |

Details on the reason(s) for opening the ticket.

Drop files here or [choose them](#)

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**IT Support Form**

**Step 8. In the detail column, explain your issue in detail along with User id,, etc.**

Drop files here or [choose them](#)

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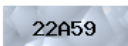
**IT Support Form**

Please Provide Additional Details

User ID

Official Email

Are you using Anydesk

CAPTCHA Text:   Enter the text shown on the image. \*

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Create Ticket
Reset
Cancel

Issue Summary \*

Details on the reason(s) for opening the ticket.

Drop files here or choose them

**Note: - If you are a student, please mention your required information. If the issue arises in Hostel room, please mention your hostel room number.**

**Step 9.** Once user has entered all the necessary information, he/she needs to click on the “Submit” button at the bottom as shown in figure below.

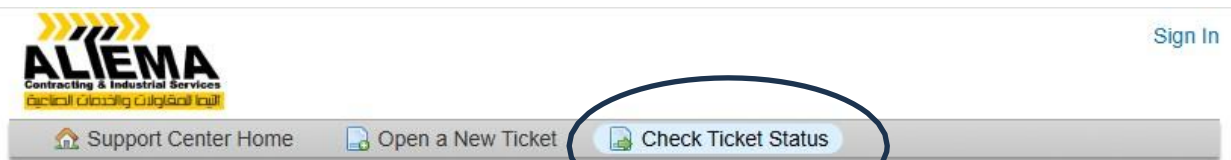
Details on the reason(s) for opening the ticket.

Drop files here or choose them

Submit Reset Cancel


## **Check the status of Previously Generated Ticket**

To check the status of already generated ticket, user has to click on the “Tickets” as shown below.



### Check Ticket Status

Please provide your email address and a ticket number. An access link will be emailed to you.

<p>Email Address: <input type="text" value="e.g. john.doe@osticket.com"/></p> <p>Ticket Number: <input type="text" value="e.g. 051243"/></p> <p><input type="button" value="Email Access Link"/></p>	<p>Have an account with us? <a href="#">Sign In</a></p> 
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If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)