

# Spandana Sphoorty Financial Limited

...Committed to low-income households

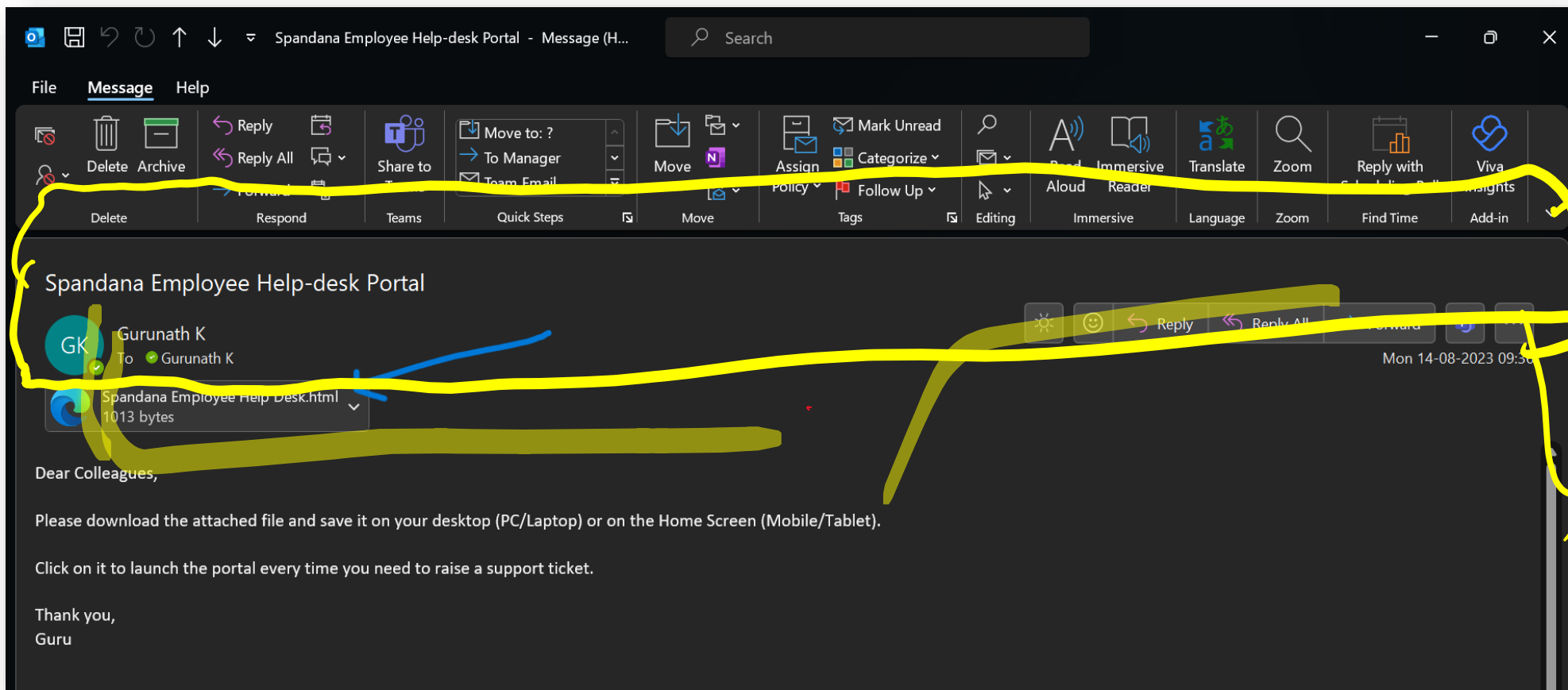


## User Manual: **Spandana Employee Help-desk Portal**

# SAVE THE .HTML FILE ON YOUR DESKTOP / HOME SCREEN(MOBILE)

Download and save the file named 'Spandana Employee Help-Desk Portal.html' that you would have received over mail.

**आपको ईमेल पर प्राप्त हुई 'Spandana Employee Help-Desk Portal.html' नाम की फ़ाइल को डाउनलोड कर उसे आपके पीसी/लैपटॉप/मोबाइल-फ़ोन के होम-स्क्रीन पर सेव करें |**



**STEP 1:**  
DOWNLOAD THE FILE  
"Spandana Employee  
Help-Desk  
Portal.html".

**STEP 2:**  
SAVE IT ON THE  
DEKSTOP (PC/LAPTOP)  
Or  
ON THE HOME-SCREEN  
OF YOUR MOBILE  
DEVICE.

This is a one-time activity. You DON'T need to download it again.

# LAUNCH THE PORTAL WHEN YOU NEED TO RAISE A TICKET

Every time you need to raise a support ticket (related to IT, HR, or Administration), just launch the employee help-desk portal and raise the ticket.

हर बार जब आपको आईटी, मानव संसाधन, प्रशासन, इत्यादि से संबंधित सपोर्ट टिकट रेज़ करनी हो तो बस इस पोर्टल को लॉन्च करें और वहीं से टिकट भेजें ।

TO LAUNCH THE PORTAL, DOUBLE-CLICK/TAP "SPANDANA EMPLOYEE HELP-DESK PORTAL" ICON(FILE) ON YOUR DESKTOP/HOME-SCREEN



# SPANDANA EMPLOYEE HELP-DESK PORATL LOGIN PAGE/SCREEN

Enter/Type in your username, password, & the security code to log in to the portal

पोर्टल में लॉग-इन करने के लिए अपना यूज़रनेम, पासवर्ड और सिक्योरिटी कोड टाइप करें।

The screenshot shows a web browser window with the URL `ssfemployeehelpdesk.spandanasphoorty.com`. The page title is "Employee Help Desk". Below the logo, it says "Sign in to raise a ticket". The form contains three input fields: "EMPLOYEE ID" (with an envelope icon), "PASSWORD" (with a lock icon), and "Enter Security code" (with a refresh icon). A blue box highlights the "Enter Security code" field, and a blue arrow points to it from the handwritten text "SECURITY CODE". A "Sign In" button is located below the form. The Windows taskbar is visible at the bottom, showing the time as 10:33 on 22-08-2023.

LOG IN TO THE PORTAL BY TYPING IN YOUR USERNAME (YOUR EMPLOYEE ID),

AND THE PASSWORD THAT YOU WOULD HAVE RECEIVED OVER EMAIL.

THEN TYPE IN THE 'SECURITY CODE' IN THE "ENTER SECURITY CODE" FIELD

CLICK/TAP ON THE 'SIGN IN' BUTTON TO LOG IN.

# RAISE YOUR TICKET FROM THE HOME PAGE/SCREEN AFTER LOGIN

Fill in all the compulsory/mandatory fields in the form that you see on the home page/screen after you log in to the portal.

पोर्टल में लॉग-इन करने के बाद होम पेज/स्क्रीन पर दिखाई देने वाले फॉर्म में सभी अनिवार्य/आवश्यक जानकारी उचित फील्डों में भरें।

SPANDANA

SRINIVASARAOA MEDIDA | CFL0000026

Select a service type to raise a ticket

**SERVICE TYPE \***  
Select Service Type

**REQUESTOR EMP ID \***  
CFL0000026

**REQUESTOR NAME \***  
SRINIVASARAOA MEDIDA

**REQUESTER EMAIL ID \***

**MOBILE NUMBER \***

**ATTACHMENT**  
Choose Files No file chosen

**EMAIL SUBJECT \***

**STATE \***  
Select State

**EMAIL BODY (Type your message here) \***

FILL IN THE  
COMPULSORY/MANDATORY  
FIELDS  
MARKED \*.

FAILING WHICH YOUR  
TICKET WILL NOT BE  
RAISED.

# RAISE YOUR TICKET FROM THE HOME PAGE/SCREEN AFTER LOGIN (CONTD.)

To raise a ticket, the first thing you need to do is select the "Service Type".

टिकट रेज़ करने के लिए, सबसे पहले आपको जिस विषय में मदद चाहिए उससे सम्बंधित "सेवा प्रकार" (SERVICE TYPE) का ड्रॉप-डाउन से चयन करें।

Select a service type to raise a ticket

<b>SERVICE TYPE *</b> Select Service Type   Select Service Type Administration Related Access Request Asset Handover Asset Re Allocation Dongle(Data card Support)	<b>REQUESTOR EMP ID *</b> CFL0000026	<b>REQUESTOR NAME *</b> SRINIVASARAOA MEDIDA
	<b>MOBILE NUMBER *</b>	<b>ATTACHMENT</b> Choose Files No file chosen
		<b>STATE *</b> Select State

Cancel Send

SELECT THE SERVICE TYPE YOU NEED SUPPORT FOR FROM THE DROP-DOWN MENU.

SCROLL DOWN OR UP TO SEE ALL THE SERVICE TYPES.

YOU CAN ALSO SEARCH FOR A SERVICE TYPE BY STARTING TO TYPE THE KEYWORD IN THE SEARCH BOX

# YOU CAN RAISE VARIOUS TYPES OF TICKET FROM EACH SERVICE TYPE.

Before raising a ticket, you can check about the various types of tickets you can raise via the selected 'service type'.

टिकट रज़ करने से पहले, चयनित 'सेवा प्रकार' (SERVICE TYPE) से सम्बंधित विभिन्न प्रकार के टिकटों के बारे में जानकार, उसके बाद अपनी आवश्यकता के अनुसार टिकट रज़ कर सकते हैं।

Select a service type to raise a ticket

**SERVICE TYPE** ⓘ

Access Request

**REQUESTER EMAIL ID \***

**EMAIL SUBJECT \***

**EMAIL BODY (Type your message here) \***

**REQUESTOR ALTERNATIVE MOBILE**

**REQUESTOR NAME \***

ASARAOA MEDIDA

**DOCUMENT**

Files No file chosen

State

**DOCUMENT**

**DESIGNATION**

**BRANCH NAME**

**STATE**

Raise a ticket related to one of the following:

- MAIL ID CREATION REQUEST FOR NEW EMPLOYEE
- EMAIL ID PASSWORD RESET
- VPN ACCESS
- EXCEL NOT WORKING
- SYSTEM SLOW
- PRINTER INSTALATION&(PRINTER NOT WORKING)
- OUTLOOK ISSUE
- NET WORK ISSUES
- BLUE SCREEN EEROR
- BIOS ISSUE
- SHARED FOLDER ACCESS
- POWER ISSUE

Close

CLICK/TAP ON THE 'INFO' ICON i.e., 'i' DISPLAYED BESIDE THE SERVICE TYPE FIELD NAME.

# SEND KARO, KHUSH RAHO! पोर्टल से ही रेज़ करो, कुश रहो ।

Make sure you have filled in all the compulsory information required to raise and resolve your ticket.

आपके टिकट के समाधान हेतु सभी आवश्यक/अनिवार्य जानकारी भरने के बाद 'सेंड' बटन पर क्लिक करने से टिकट रेज़ हो जाता है।

EMAIL BODY (Type your message here)\*

Printer not working please check resolve it.

REQUESTOR ALTERNATIVE MOBILE	EMP ID (IF THE REUQUEST IS FOR SOME OTHER EMPLOYEE)	DEPARTMENT
7658760987	sf0060871	IT
DESIGNATION	BRANCH NAME	STATE
avp	palakollu	BIHAR
REQUEST TYPE ISSUE *	APPROVER DESIGNATION	APPROVER EMAIL ID
OTHERS	AVP	prashanth.marri@spandansphoorty.com
ANY DESK NUMBER		
432365487376		

Cancel Send

CLICK/TAP ON THE 'SEND' BUTTON ONCE YOU HAVE ENTERED ALL THE INFORMATION REQUIRED FOR FASTER RESOLUTION OF YOUR TICKET.



# INSTANT CONFIRMATION!

If your ticket is complete in all respects, then you get an instant confirmation of your request being made successfully as soon as you send the request.

यदि आपका टिकट सभी प्रकार से पूर्ण है, तो 'सैंड' बटन क्लिक करते ही आपको टिकट के सफलतापूर्वक रेज़ होने की तुरंत पुष्टि मिल जाएगी।

EMAIL BODY (Type your message here)\*

Printer not working please check resolve it.

REQUESTOR ALTERNATIVE MOBILE: 7658760987

EMP ID (IF THE REUQUEST IS FOR SOME OTHER EMPLOYEE): sf0060871

DEPARTMENT: IT

DESIGNATION: avp

BRANCH NAME: pa

STATE: BIHAR

REQUEST TYPE ISSUE \*: OTHERS

APP: A P

APPROVER EMAIL ID: prashanth.marri@spandansphoorty.com

ANY DESK NUMBER

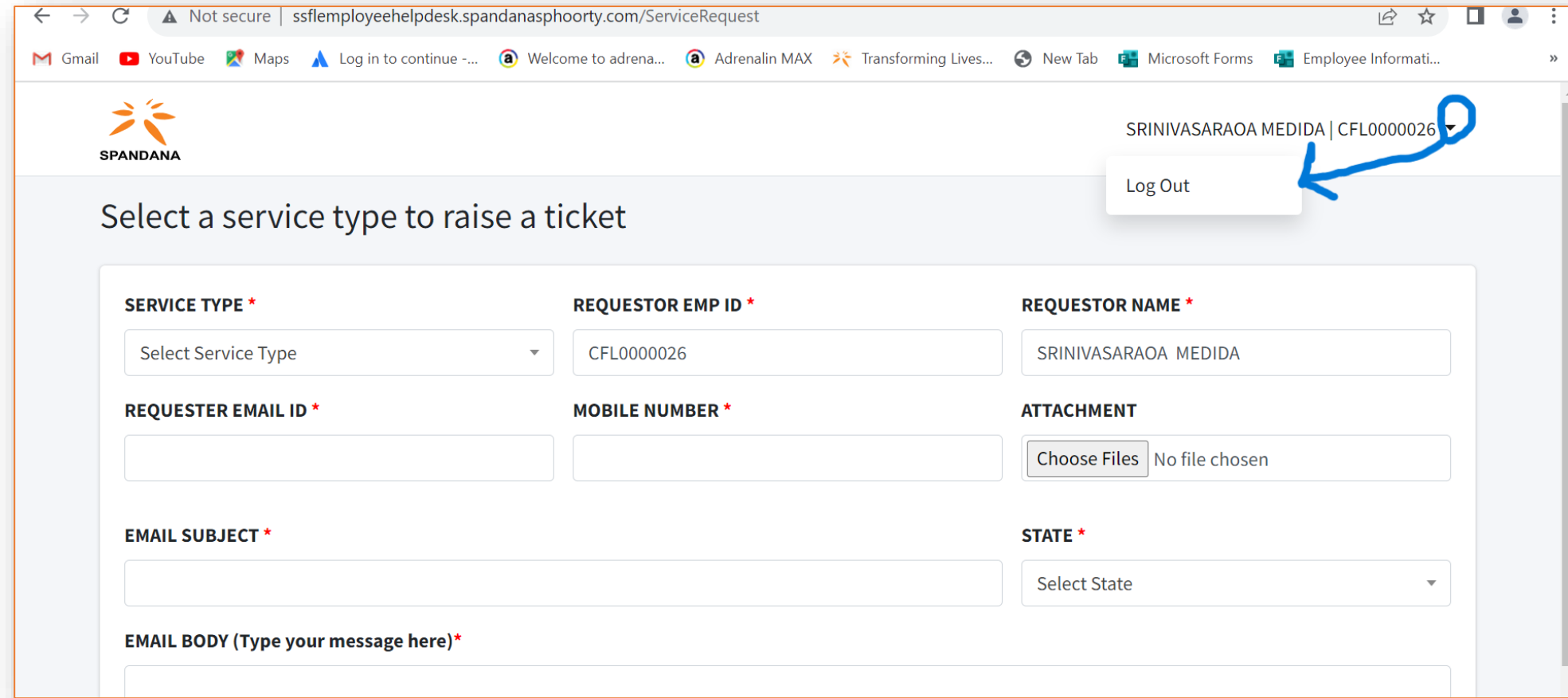
Cancel Send

A GREEN POP-UP WITH THE MESSAGE "REQUEST MAIL SENT SUCCESSFULLY" IS DISPLAYED AS SOON AS YOU CLICK/TAP THE 'SEND' BUTTON.

# LOG OUT FROM THE PORTAL

You may choose to log out of the portal once you have raised a ticket.

टिकट भेजने के बाद आप चाहे तो पोर्टल से लॉग-आउट कर सकते हैं।



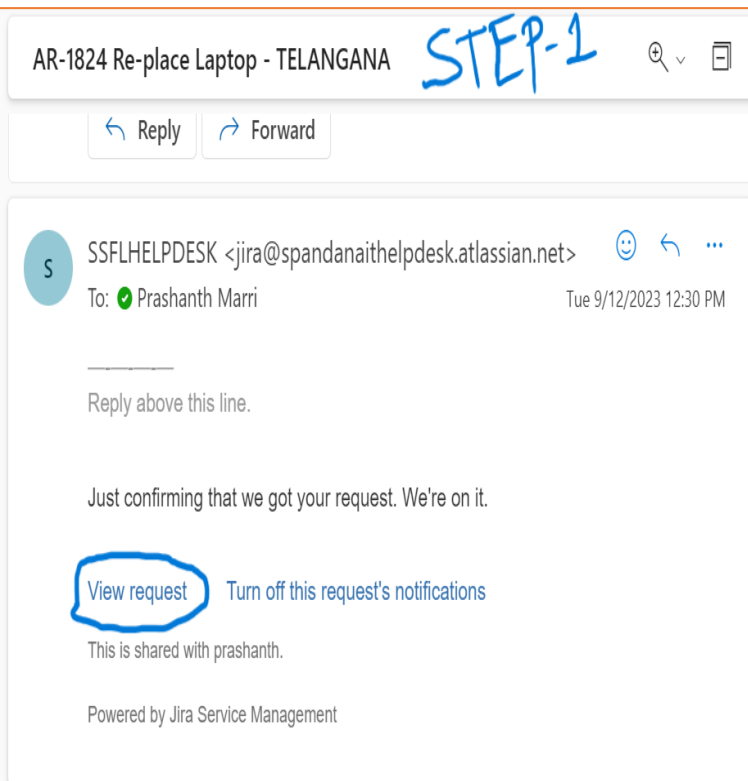
The screenshot shows a web browser window with the URL `ssfemployeehelpdesk.spandanaspohorty.com/ServiceRequest`. The page header includes the Spandana logo and the user's name and ID: `SRINIVASARAOA MEDIDA | CFL0000026`. A dropdown menu is open, showing a `Log Out` button, which is pointed to by a blue arrow. Below the header, there is a form titled "Select a service type to raise a ticket" with several input fields: `SERVICE TYPE *` (dropdown), `REQUESTOR EMP ID *` (text box with `CFL0000026`), `REQUESTOR NAME *` (text box with `SRINIVASARAOA MEDIDA`), `REQUESTOR EMAIL ID *` (text box), `MOBILE NUMBER *` (text box), `ATTACHMENT` (button `Choose Files` and text `No file chosen`), `EMAIL SUBJECT *` (text box), `STATE *` (dropdown with `Select State`), and `EMAIL BODY (Type your message here) *` (text area).

**LOG OUT:**  
CLICK/TAP ON THE  
DOWN BUTTON  
(ARROW) LCOATED  
BESIDE YOUR EMPLOYEE  
id ON THE LOGIN  
SCREEN.

# TICKET STATUS CHECK

To check the status of a ticket raised by you, click on the 'view request' link in the acknowledgement mail that you receive after raising a ticket.

यदि आप किसी टिकट की स्थिति जानना चाहते हैं, तो आपको टिकट रेज़ करने पर आई मेल का उत्तर दें या, उसी मेल में दिख रहे 'View request' लिंक पर क्लिक करें।



AR-1824 Re-place Laptop - TELANGANA **STEP-1**

Reply Forward

SSFLHELPDESK <jira@spandanaithelpdesk.atlassian.net>  
To: Prashanth Marri  
Tue 9/12/2023 12:30 PM

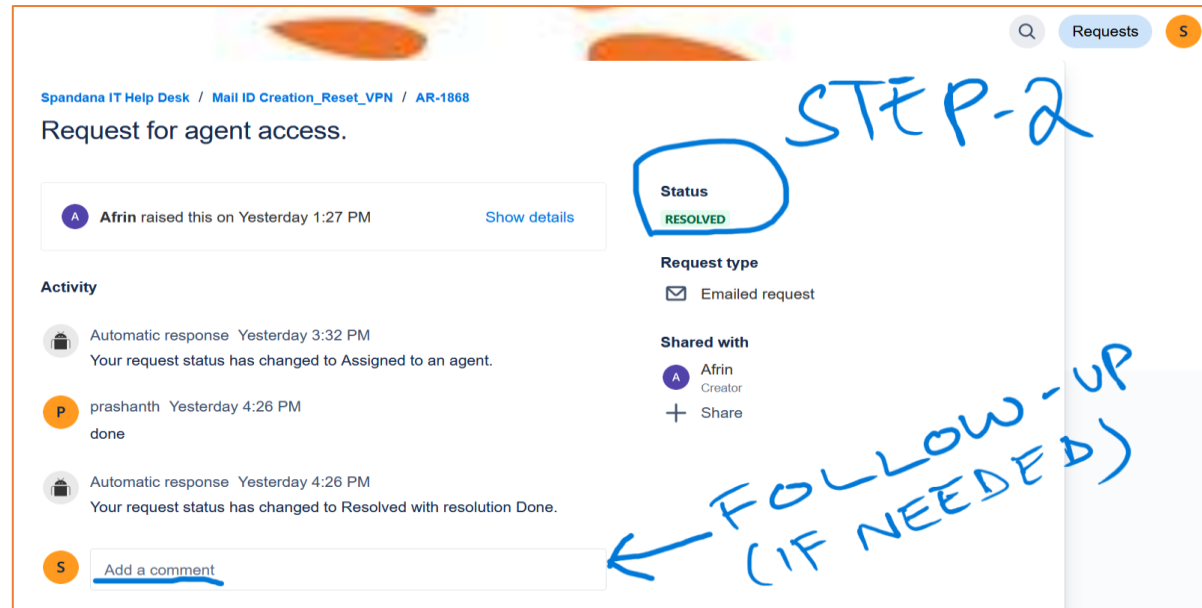
Reply above this line.

Just confirming that we got your request. We're on it.

**View request** Turn off this request's notifications

This is shared with prashanth.

Powered by Jira Service Management



Spandana IT Help Desk / Mail ID Creation\_Reset\_VPN / AR-1868

Request for agent access.

**Status**  
RESOLVED **STEP-2**

**Request type**  
Emailed request

**Shared with**  
Afrin Creator  
+ Share

**Activity**

- Automatic response Yesterday 3:32 PM  
Your request status has changed to Assigned to an agent.
- prashanth Yesterday 4:26 PM  
done
- Automatic response Yesterday 4:26 PM  
Your request status has changed to Resolved with resolution Done.

**View request** Add a comment **FOLLOW-UP (IF NEEDED)**

**TICKET STATUS :**  
CLICK/TAP ON THE  
'view request' LINK IN  
THE MAIL.

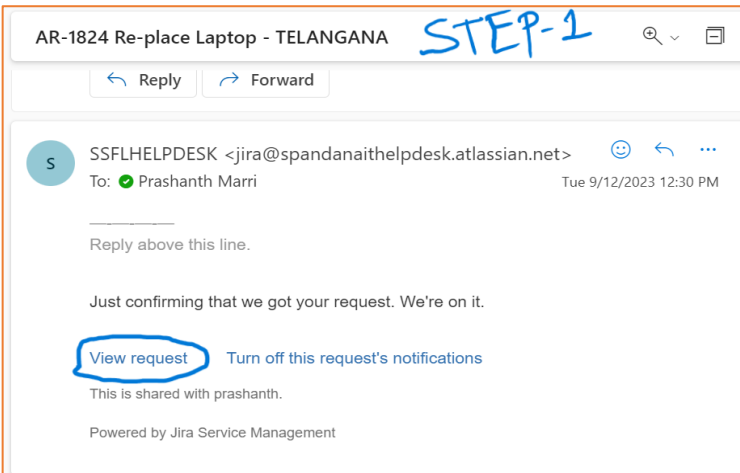
IF PROMPTED FOR  
LOGIN, PLEASE  
SUBMIT YOUR EMAIL  
CREDENTIALS  
(USERNAME &  
PASSWORD)

THIS IS A ONE-TIME  
SIGN-IN, THEREAFTER  
THE PORTAL WILL NOT  
ASK YOU TO LOGIN  
(UNLESS YOU HAVE  
LOGGED OUT).

# STATUS CHECK – OF ALL TICKETS RAISED BY YOU

To check the status of **all the tickets** raised by you, click on the 'view request' link in the acknowledgement mail that you receive after raising a ticket, and then click on 'Requests'.

**आपके द्वारा रेज़ किये गए सारे टिकटों की जानकारी (स्थिति) भी देख सकते हैं ।**



AR-1824 Re-place Laptop - TELANGANA **STEP-1**

Reply Forward

SSFLHELPDESK <jira@spandanaithelpdesk.atlassian.net>  
To: Prashanth Marri  
Tue 9/12/2023 12:30 PM

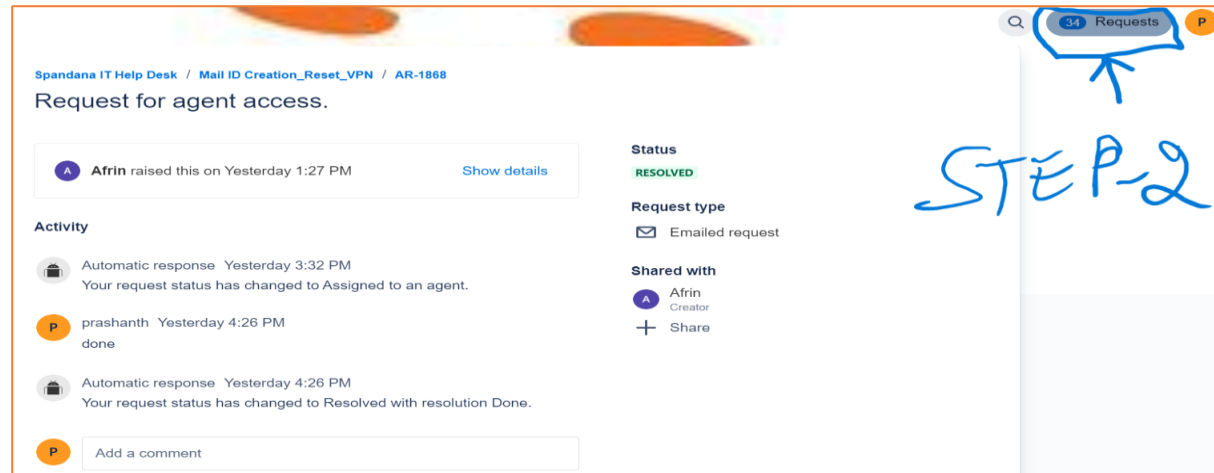
Reply above this line.

Just confirming that we got your request. We're on it.

**View request** Turn off this request's notifications

This is shared with prashanth.

Powered by Jira Service Management



Spandana IT Help Desk / Mail ID Creation\_Reset\_VPN / AR-1868

Request for agent access.

Afrin raised this on Yesterday 1:27 PM Show details

Status: **RESOLVED**

Request type: Emailed request

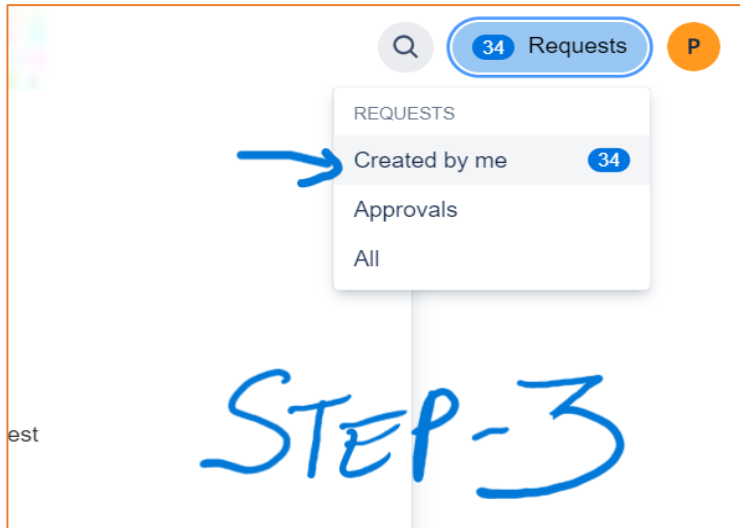
Shared with: Afrin (Creator), Share

Activity:

- Automatic response: Your request status has changed to Assigned to an agent.
- prashanth: done
- Automatic response: Your request status has changed to Resolved with resolution Done.

Add a comment

**34 Requests** **STEP-2**

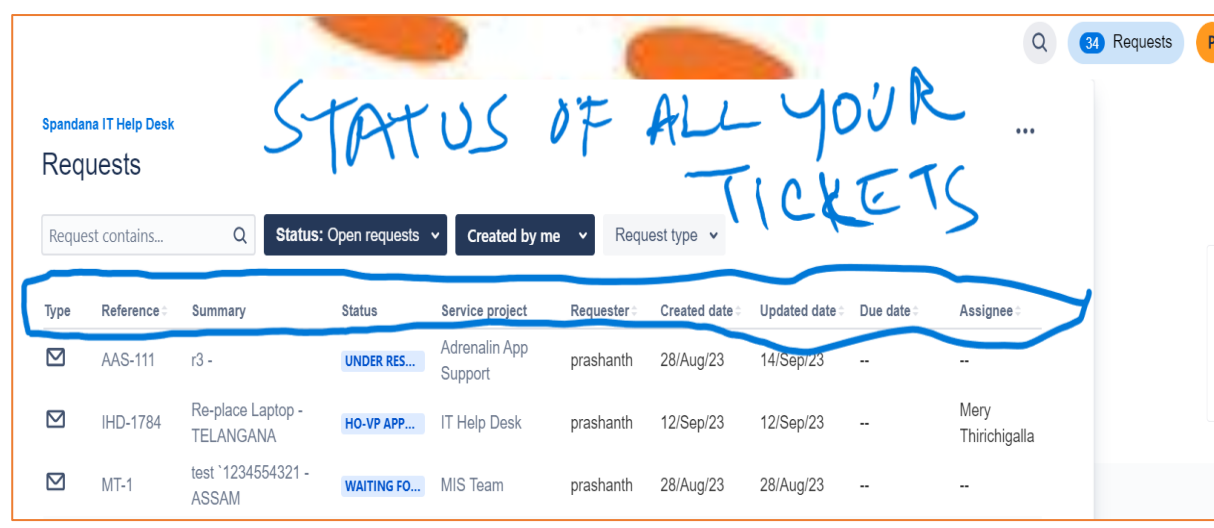


**34 Requests**

REQUESTS

- Created by me** **34**
- Approvals
- All

**STEP-3**



Spandana IT Help Desk

Requests **STATUS OF ALL YOUR TICKETS**

Request contains... Status: Open requests Created by me Request type

Type	Reference	Summary	Status	Service project	Requester	Created date	Updated date	Due date	Assignee
✓	AAS-111	r3 -	UNDER RES...	Adrenalin App Support	prashanth	28/Aug/23	14/Sep/23	--	--
✓	IHD-1784	Re-place Laptop - TELANGANA	HO-VP APP...	IT Help Desk	prashanth	12/Sep/23	12/Sep/23	--	Mery Thirichigalla
✓	MT-1	test `1234554321 - ASSAM	WAITING FO...	MIS Team	prashanth	28/Aug/23	28/Aug/23	--	--

Customize

**ALL TICKETS STATUS :  
CLICK/TAP ON THE  
'view request' LINK IN  
THE MAIL.**

**IF PROMPTED FOR  
LOGIN, PLEASE  
SUBMIT YOUR EMAIL  
CREDENTIALS  
(USERNAME &  
PASSWORD)**

**CLICK/TAP ON  
'Requests', THEN  
'Created by me'.**

# पोर्टल से सही मदद पाने के नुस्खे 🖱️ (DOs)

- TICKETS SHOULD BE RAISED ONLY THROUGH THE SPANDANA EMPLOYEE HELP-DESK PORTAL.
- टिकट केवल स्पंदना एम्प्लॉई हेल्प-डेस्क पोर्टल के माध्यम से ही भेजें ।
- PLEASE ENTER YOUR EMPLOYEE ID IN UPPERCASE (ALL CAPITAL LETTERS) TO LOGIN TO THE PORTAL. Ex. SF0070123
- कृपया पोर्टल पर लॉग-इन करने के लिए अपनी कर्मचारी आईडी (Employee ID) अप्पर केस (बड़े अक्षर) में ही अदा करें। (उदा. SF0070123)
- PLEASE ACKNOWLEDGE THE TICKET RESOLUTION WITHOUT WHICH A TICKET CANNOT BE CLOSED. (EX. When Laptop/PC/Dongle, etc., is delivered).
- आपके टिकट का समाधान होने पर कृपया उसकी जानकारी टिकट टीम को दें - क्योंकि इसके बिना टिकट क्लोज़ नहीं किया जाता। (उदा. जब लैपटॉप/पीसी/डोंगल इत्यादि की आपको डिलीवरी मिल चुकी हो, तो टिकट टीम को बता दें की आपको डेलिवेरी मिल चुकी है )।
- WRITE APPROPRIATE MESSAGE THAT RELATES TO THE SUBJECT OF THE TICKET.
- टिकट के विषय से हि संबंधित अनिवार्य (और उचित) संदेश लिखें।
- SELECT THE CORRECT SERVICE TYPE FOR THE REQUIRED SUPPORT. (EX. DO NOT SELECT 'IHD' FOR RAISING A TICKET FOR 'FIMO APP SUPPORT'.
- आवश्यक सहायता के लिए सही सेवा प्रकार (SERVICE TYPE) का चयन करें। (उदा. 'FIMO APP SUPPORT' के टिकट के लिए 'IT Help-Desk' का चयन न करें)।

# पोर्टल से सही मदद पाने के नुस्खे 📧 (DOs) – Contd.

- COMPULSORILY MENTION THE BRANCH & STATE NAME IN THE TICKET.
- टिकट में आपके ब्रांच (शाखा) एवं राज्य का नाम अनिवार्य रूप से अंकित करें।
- CORRECT ATTACHMENTS & THE REQUIRED INFORMATION SHOULD BE PROVIDED DEPENDING ON THE SERVICE & TICKET TYPE.
- सेवा प्रकार (SERVICE TYPE) और टिकट के प्रकार के अनुसार सही अटैचमेंट और आवश्यक जानकारी प्रदान करें।
- MENTION THE CORRECT NAMES & EMAIL IDS OF AVP/VP/SVP/CBO MAIL IDS DEPENDING ON THE SERVICE & TICKET TYPE.
- अगर ज़रूरत हो तो सेवा प्रकार (SERVICE TYPE) और टिकट के प्रकार के आधार पर एवीपी/वीपी/एसवीपी/सीबीओ के सही नाम और ईमेल आईडी का उल्लेख करें।
- IF YOU WANT TO KNOW THE STATUS OF A TICKET, JUST SHOULD REPLY TO THE SAME MAIL RECEIVED UPON RAISING A TICKET OR, BY CLIKCING ON 'view request' LINK IN THAT ACKNOWLEDGEMENT MAIL.
- यदि आप किसी टिकट की स्थिति जानना चाहते हैं, तो आपको टिकट रेज़ करने (भेजने) पर आई ईमेल का उत्तर दें या ईमेल में 'view request' लिंक पर क्लिक करके।
- CLICK ON THE 'Requests' & SELECT 'Created by me' TO CHECK THE STATUS OF ALL THE TICKETS RAISED BY YOU. CLICK ON THE RESPECTIVE TICKET TO KNOW THE HISTORY OF THE TICKET.
- आपके द्वारा रेज़ किये गए सभी टिकटों की स्थिति जानने के लिए 'Requests' पर क्लिक करें और 'Created by me' का चयन करें। किस टिकट का इतिहास जानने के लिए संबंधित टिकट पर क्लिक करें।

# मदद मांगते समय/पाने के लिए ऐसा ❌ बिलकुल ना करें (DON'Ts)

- DO NOT SEND EMAILS FOR RAISING A SUPPORT REQUEST.
- सपोर्ट टिकट रेज़ करने के लिए ईमेल न भेजें। सिर्फ पोर्टल का उपयोग करें।
- DO NOT RAISE A NEW (DUPLICATE) TICKET FOR FOLLOW-UP OF AN ALREADY RAISED REQUEST/SUPPORT TICKET.
- पहले से रेज़ की गयी टिकट के फॉलो-अप के लिए नया (डुप्लिकेट) टिकट न रेज़ करें (ईमेल तो बिलकुल न भेजें)।
- DO NOT MENTION IRRELEVANT/DISCONNECTED INFORMATION IN THE MESSAGE (EX. SUBJECT SAYS, 'LEASE AGREEMENT' BUT THE MESSAGE SAYS 'PC/DONGLE/PRINTER NEEDED').
- टिकट के संदेश (मैसेज) में अप्रासंगिक जानकारी का उल्लेख न करें (उदा. विषय कहता है 'लीज़ एग्रीमेंट' लेकिन संदेश कहता है 'पीसी/डॉंगल/प्रिंटर की आवश्यकता है')।
- DO NOT SEND MAIL TO ANY MAILING LIST, OR AN INDIVIDUAL FOR YOUR SUPPORT.
- किसी भी मेलिंग सूची या किसी व्यक्ति को अपने टिकट सम्बन्धी विषय के लिए मेल न भेजें।
- DO NOT WRITE EMAILS TO [IT.COMMUNICATION@SPANDANASPHOORTY.COM](mailto:IT.COMMUNICATION@SPANDANASPHOORTY.COM), [ITINFRA@SPANDANASPHOORTY.COM](mailto:ITINFRA@SPANDANASPHOORTY.COM), [ITMANAGER@SPANDANASPHOORTY.COM](mailto:ITMANAGER@SPANDANASPHOORTY.COM), ETC., FOR SUPPORT REQUESTS (SUCH REQUESTS ARE EITHER NOT ACCEPTED OR GET DELAYED RESOLUTION).
- सपोर्ट टिकट रेज़ करने के लिए [IT.COMMUNICATION@SPANDANASPHOORTY.COM](mailto:IT.COMMUNICATION@SPANDANASPHOORTY.COM), [ITINFRA@SPANDANASPHOORTY.COM](mailto:ITINFRA@SPANDANASPHOORTY.COM), [ITMANAGER@SPANDANASPHOORTY.COM](mailto:ITMANAGER@SPANDANASPHOORTY.COM) आदि को ईमेल न लिखें (ऐसे टिकट या तो स्वीकार नहीं किए जाते हैं या फिर उनका समाधान देर से होता है)।
- DO NOT INCLUDE/MARK AVP, VP, SVP, OR ANY OTHER LEADER'S EMAIL WHEN FOLLOWING UP FOR A TICKET (WHILE REPLYING TO THE AUTO-GENERATED TICKET ACKNOWLEDGEMENT MAIL THAT YOU RECEIVE AFTER RAISING A TICKET).
- टिकट भेजने पर आपको एक ईमेल आता है जिसका उपयोग आप फॉलो-अप के लिए कर सकते हैं। परन्तु ऐसा करते समय एवीपी, वीपी, एसवीपी, या किसी अन्य सीनियर अफसर को उस फॉलो-अप ईमेल में शामिल न करें।

# THANK YOU

