



NAGALAND PUBLIC SERVICE
COMMISSION SERVICE

Helpdesk End- User Manual

Version 1.1



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1.0	21-Sep-2021	NPSC Helpdesk User Manual : Step by Step instruction for the end-user to use the Helpdesk Tool



Table of Contents

Abbreviations & Synonyms:-.....	3
1. INTRODUCTION.....	4
2. TICKET STATUSES.....	4
3. HOW TO CREATE NEW TICKET?	5
3.1. STEP-1 : Go to Helpdesk	5
3.2. STEP 2 : Fill Ticket Form	5
3.3. STEP 3 : Ticket Confirmation	6
4. HOW TO CHECK TICKET STATUS & POST A REPLY?.....	8
4.1. STEP 1: Go to Helpdesk	8
4.2. STEP 2: Fill details.....	8
4.3. STEP 3: View Ticket.....	9
4.4. Posting a Reply	10
4.5. Reply Success Confirmation	10
4.6. View Reply from NPSC Helpdesk Team.....	10



Abbreviations & Synonyms:-

- NPSC Helpdesk : A centralized system or tool that organizes end users request and communication to help NPSC helpdesk team respond to end users (candidates) more quickly and effectively. By using this tool, it will allow support/helpdesk team to offer the best possible experience and effective solution to the end-users.
- Incident Ticket : Incident or Helpdesk Ticket is a service request from an end user that is received by NPSC Ticketing system/tool.
- Ticket Number : When a new service request is created the helpdesk system will automatically generate a ticket number. The ticket number is the reference of your request.
- Email : Refers to the end-user email ID.
Note: make sure to provide a valid email for further communication. All communication and notification will be done via email only.
- Phone Number : Refers to the end user phone number.



1. INTRODUCTION

The purpose of this document is to give step by step instruction for the end users to Create a New Ticket, Check the ticket Status and Reply/Communicate with helpdesk team using the Helpdesk Tool.

2. TICKET STATUSES

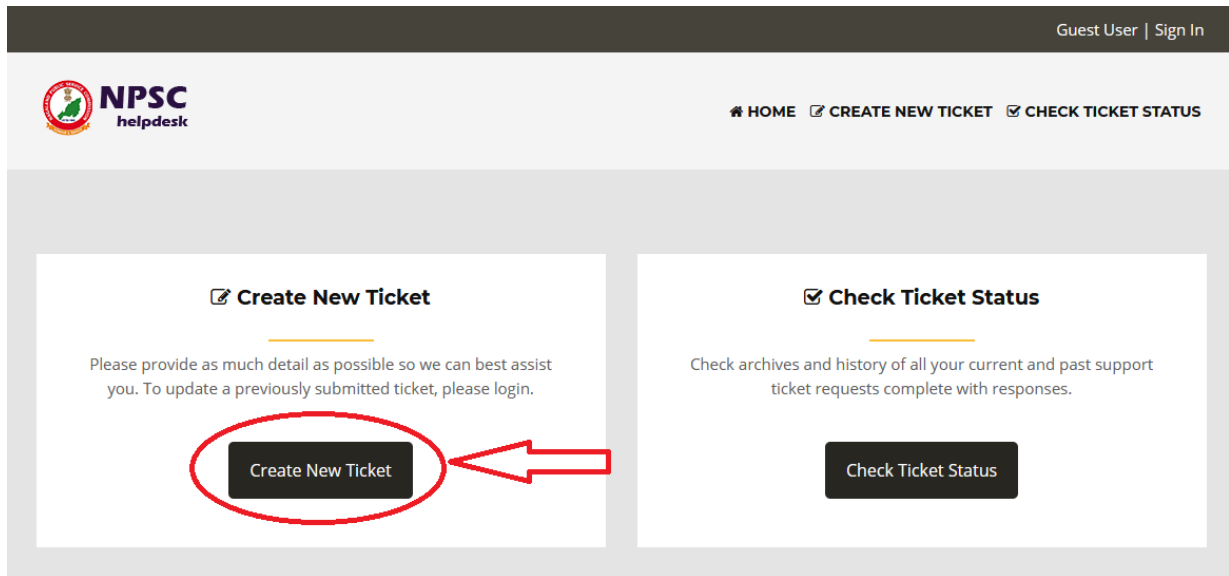
Status	Description
OPEN	When a new incident ticket is created, the status by default will be in Open State.
ACKNOWLEDGED	When the status is in acknowledge, it means that helpdesk team has acknowledged and received your ticket.
INPROGRESS	When a workaround is in progress of the request the incident ticket will be to in-progress status.
RESOLVED	When the helpdesk team workaround on the issue request is completed the ticket is set to resolve. However, if the end-user are still not satisfied or issue is not resolved, then the end-users can still re-open the ticket by posting a reply to the ticket.
CLOSED	The closed status is same with Resolved state, only different is end-users cannot re-open the closed tickets.



3. HOW TO CREATE NEW TICKET?

3.1. STEP-1 : Go to Helpdesk

LINK : <https://npsc.nagaland.gov.in/helpdesk/> and click on “Create New Ticket”



3.2. STEP 2 : Fill Ticket Form

Fill all mandatory and necessary information, select appropriate Help Topic from the drop down list.

CONTACT INFORMATION

Email Address *

Full Name *

Phone Number

HELP TOPIC

— Select a Help Topic —

*

The form contains several input fields. The "Email Address *" and "Full Name *" fields are highlighted with red boxes and have red arrows pointing to them from the right. The "HELP TOPIC" section has a dropdown menu highlighted with a red box and a red arrow pointing to it from the right. There is also a red asterisk at the bottom left of the form.

Give brief summary of the issue and detail summary in the detail section. Once the information is filled, click on Create Ticket.



HELP TOPIC

Other

TICKET DETAILS
Please Describe Your Issue

Issue Summary *

Issue with Admit Card Download

When I try to download my admit card, it is giving an error or invalid case number.
Attaching the error screenshot

all changes saved

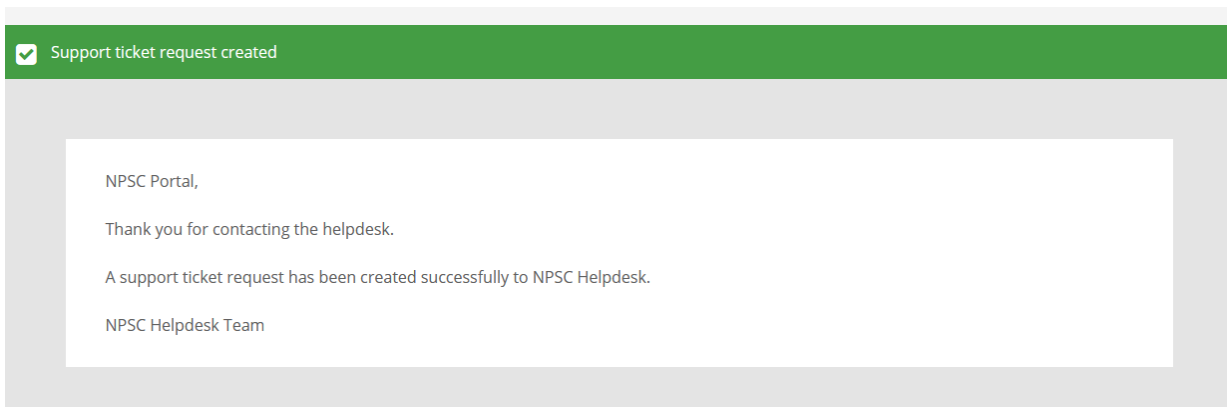
Drop files here or choose them

Create Ticket Reset Cancel

3.3. STEP 3 : Ticket Confirmation

A confirmation message will be shown on successful creation of ticket, user will also receive an email confirmation with ticket number and other detail. Refer the sample email below:-

Confirmation Message





Sample Email



npsc-ngl@nic.in

to me ▾

10:23 AM (0 minutes ago)



**** DO NOT REPLY THIS EMAIL ****

This is a system generated email notification only. In order to reply the query by the support/helpdesk team, login to the ticketing tool and reply the query. If your reply this email notification, information will not be transferred or passed to the support/helpdesk team. Since this mail inbox is not monitored.

Hi Administrator NPSC,

New ticket #T000014 created

From: NPSC Portal

Department: TECH SUPPORT

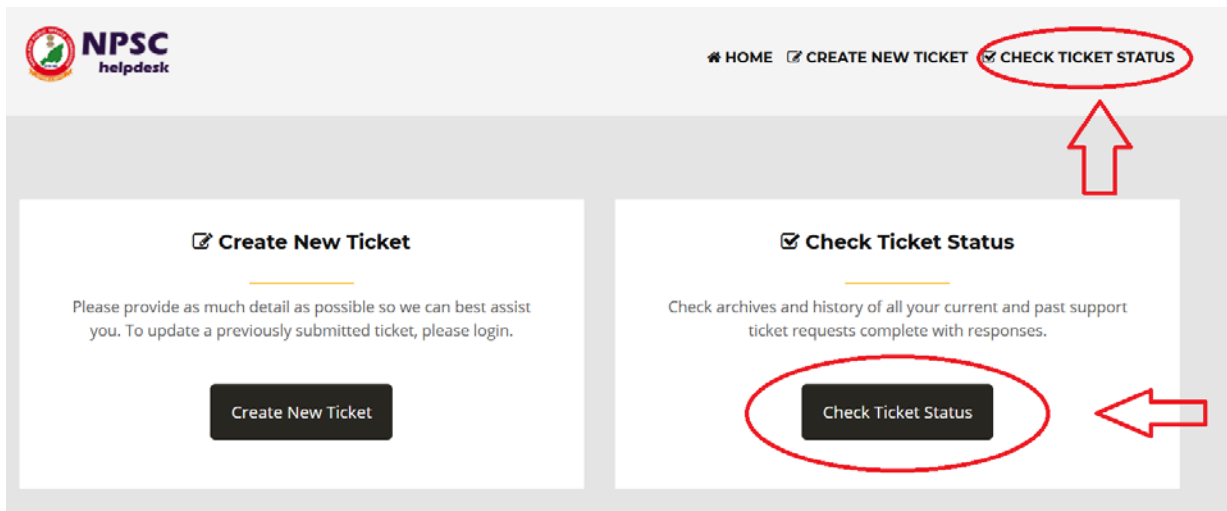
This is a Test ticket

4. HOW TO CHECK TICKET STATUS & POST A REPLY?

In order to check the ticket status, user must have the **Ticket Number** and registered **email ID** in the helpdesk tool. Once a ticket is created successfully, ticket number will be emailed to the registered email ID. Refer the screenshot below;-

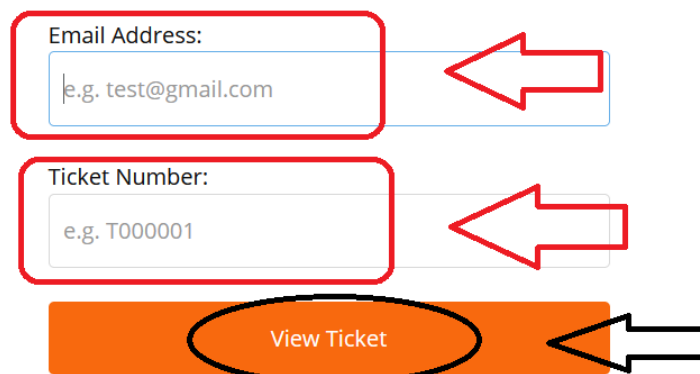
4.1. STEP 1: Go to Helpdesk

LINK : <https://npsc.nagaland.gov.in/helpdesk/> and click on “Check Ticket Status”



4.2. STEP 2: Fill details

Enter the Email ID and Ticket Number, click on View Ticket



The form consists of two input fields and a button. The first field is labeled 'Email Address:' and contains the placeholder text 'e.g. test@gmail.com'. A red arrow points to this field from the right. The second field is labeled 'Ticket Number:' and contains the placeholder text 'e.g. T000001'. A red arrow points to this field from the right. Below these fields is an orange button labeled 'View Ticket'. This button is circled in black, and a black arrow points to it from the right.

Have an account with us? [Sign In](#) or [register for an account](#) to access all your tickets.

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)



4.3. STEP 3: View Ticket

It will re-redirect to Ticket View Page, users can Post a Reply to the ticket using the Post Reply Text box. Refer the screen shot below

Looking for your other tickets?
[Sign In](#) or [register for an account](#) for the best experience on our help desk.

This is a Issue Summary #T000014 Print Edit

Basic Ticket Information		User Information	
Ticket Status:	OPEN	Name:	Npsc Portal
Department:	TECH SUPPORT	Email:	npscportal@gmail.com
Create Date:	21-Sep-2021 10:23 AM	Phone:	(857) 507-5123

Created by Staff 21-Sep-2021 10:23 AM

NPSC Portal posted 21-Sep-2021 10:23 AM

This is a Test ticket

Post a Reply

*To best assist you, we request that you be specific and detailed**

Drop files here or choose them


Post Reply Reset Cancel

4.4. Posting a Reply

Post a Reply

To best assist you, we request that you be specific and detailed *

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


This is a Reply| 

unsaved

Drop files here or choose them

Post Reply **Reset** **Cancel**

4.5. Reply Success Confirmation

 NPSC Portal posted 21-Sep-2021 10:39 AM

This is a Reply

Message Posted Successfully

4.6. View Reply from NPSC Helpdesk Team

Staff posted 21-Sep-2021 10:43 AM 

This is reply from NPSC Helpdesk Team

  Staff changed the status to **ACKNOWLEDGED** 21-Sep-2021 10:43 AM