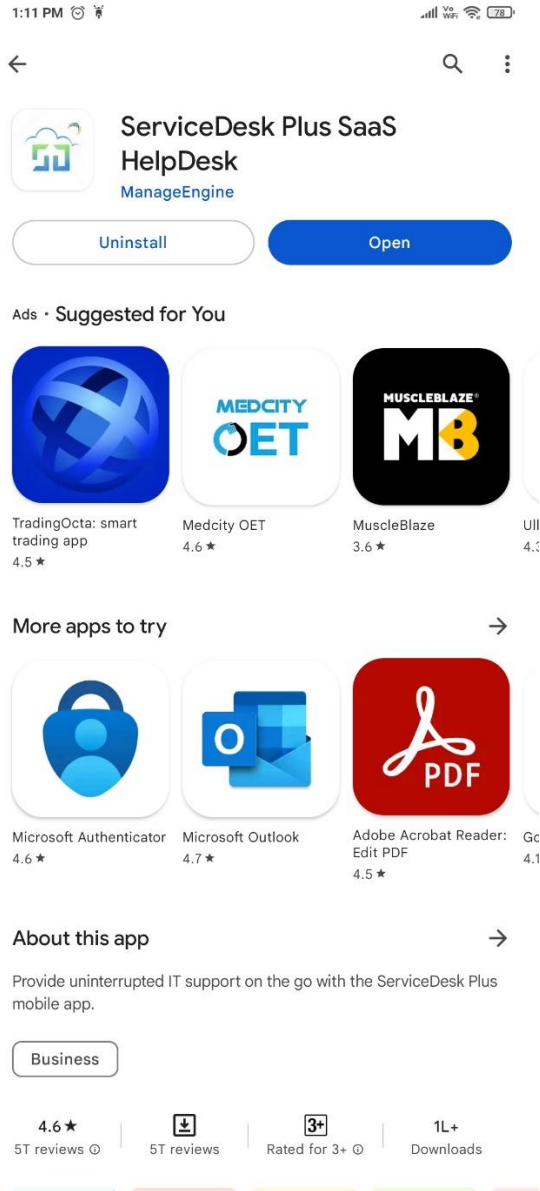# MANAGE ENGINE SERVICEDESKPLUS

SUPPORT HUB

Android App Manual

Prepared by,
Priyadarshini Balakrishnan
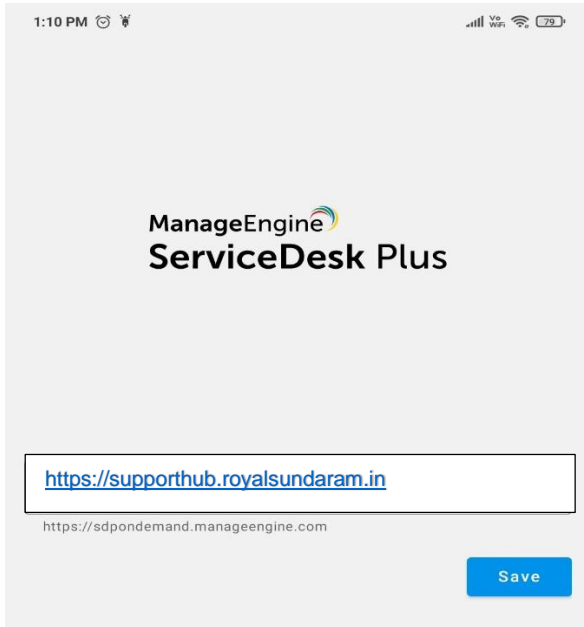*Royal sundaram general insurance*

Application is available as ServiceDesk Plus Saas Helpdesk in Android Playstore

Application Download

Download ServiceDesk Plus Saas Helpdesk Available in Playstore
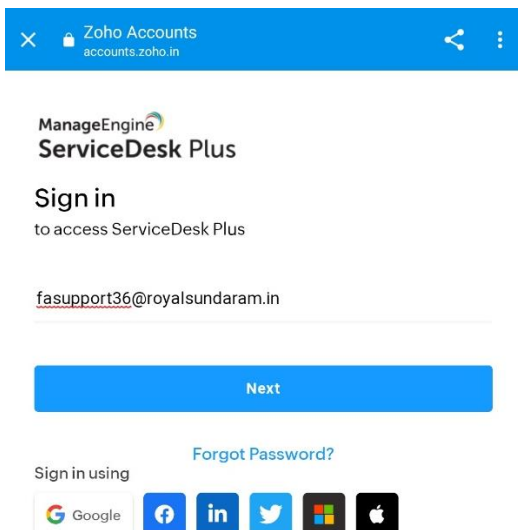
Server setup

Enter the below server URL

https://supporthub.royalsundaram.in

and save

Login configuration

Step 1

Enter your Royal sundaram Email id and give next

RSGI

Sign in to your account

Username or email
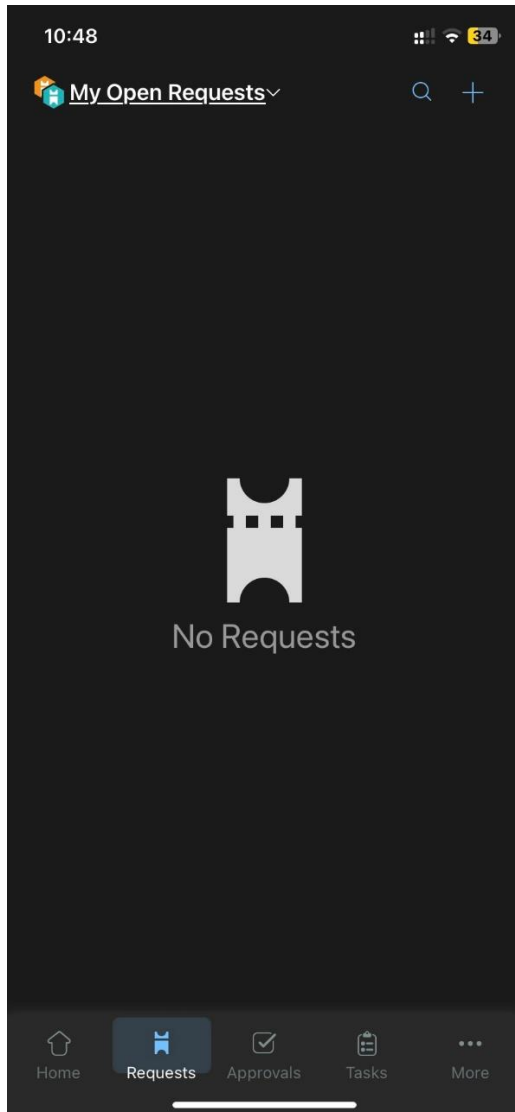
BPriyadarshini

Password

•••••••••••••

Sign In

STEP 2

Sign in with Windows ID and password

4:39 PM

Royal Sundaram

📢 Announcements

There are no announcements available currently

🔷 Request summary

|	
My Pending Requests	0
Pending Requests	0
All Requests	0
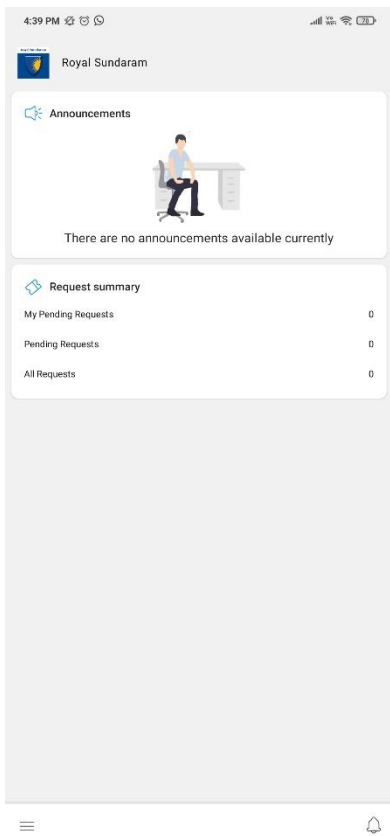
Step 5

On successful login Home screen would be displayed with Dashboard related to all tickets

Raising Ticket

On clicking Requests in below tab it will Display all open request tickets created and to be actioned by you

There is a plus icon available in screen top right from where you can raise ticket directly from app
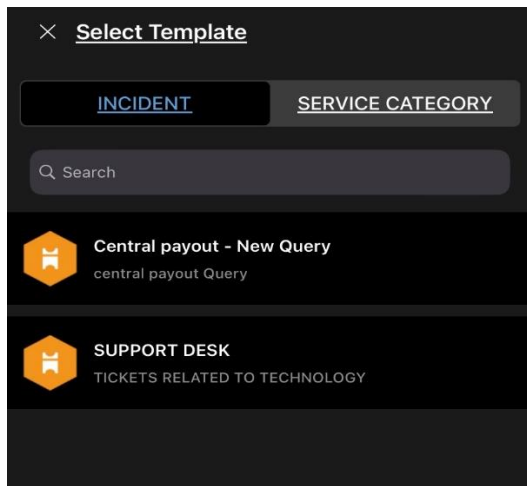
You can select the template incident/ service ticket to be raised which will redirect to ticket creation page

Editing ticket as technician/ user
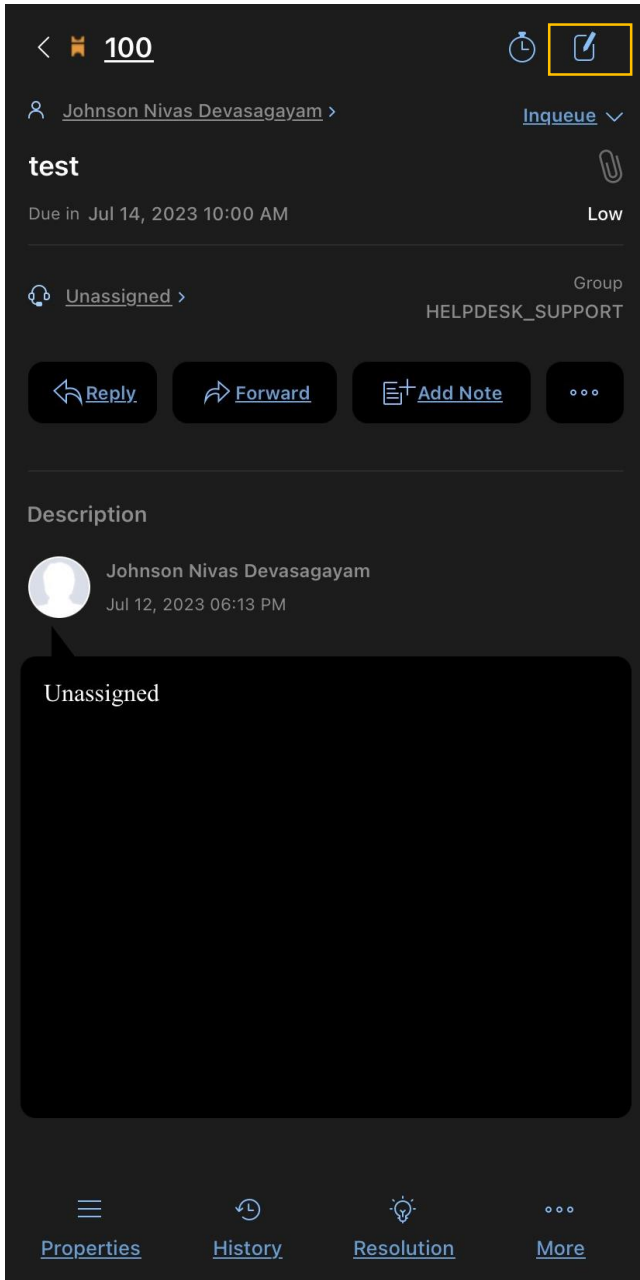
On clicking the edit icon located in right top Conner a ticket can be edited

Reply creates and conversation to the ticket

Additionally, adding note and forward of ticket is also possible

---END--