

General Insurance

MANAGE ENGINE SERVICEDESKPLUS

SUPPORT HUB

Android App Manual

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Application is available as ServiceDesk Plus Saas Helpdesk in Android Playstore

Application Download



Download ServiceDesk Plus Saas Helpdesk Available in Playstore

Server setup



Login configuration

ServiceDesk Plus	Store 1
to access ServiceDesk Plus	Step 1
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STEP 2

Sign in with Windows ID and password

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

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