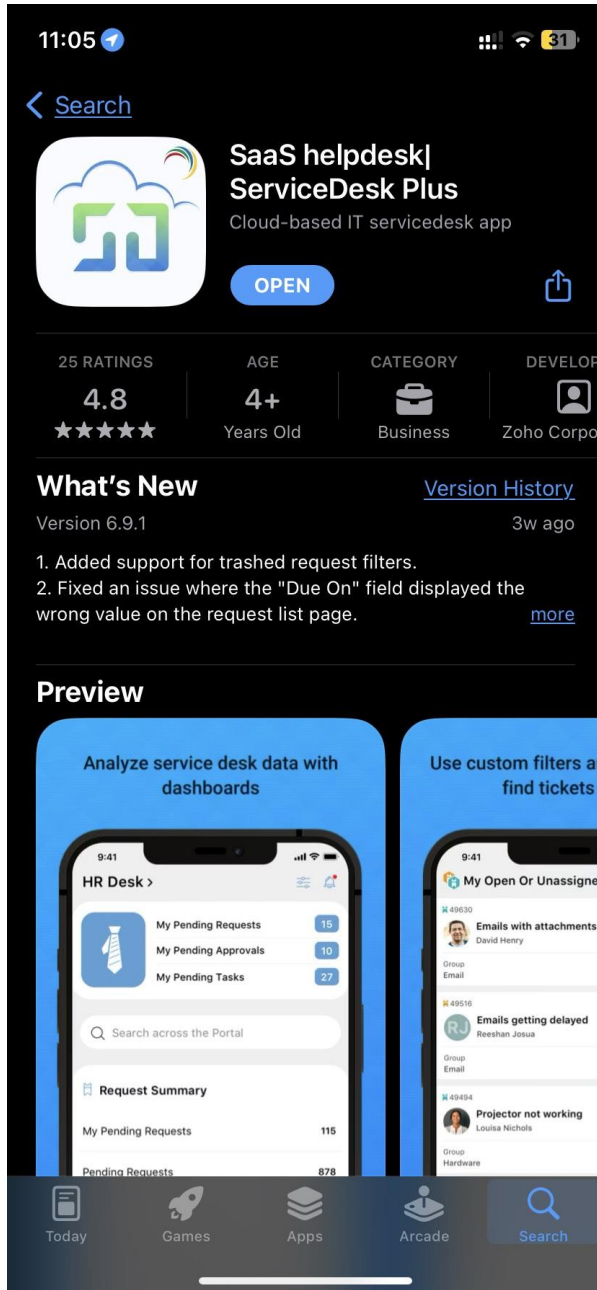# MANAGE ENGINE SERVICEDESKPLUS

SUPPORT HUB

IOS App Manual

Prepared by,
Priyadarshini Balakrishnan
Royal sundaram general insurance

Application is available as SaaS helpdesk/ServiceDesk Plus in IOS Appstore

<u>Application Download</u>

Download SaaS helpdesk|ServiceDesk Plus Available in IOS Appstore

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

Sign in

to access ServiceDesk Plus

priyadarshini.balakrishnan@royalsundaram.in   Change

Enter password

Sign in another way   Forgot Password?

Sign in

Step 2

After your email id populated
Select Sign in another way

← Sign in another way

Sign in via email address
A one-time password will be sent to
pr********************an@royals******.i*

Sign in with SAML
You will be redirected to
rsauth.royalsundaram.in

Step 3

Select Sign in with SAML

RSGI

Sign in to your account

Username or email

BPriyadarshini

Password

••••••••••••••

Sign In

STEP 4

Sign in with Windows ID and password

Royal Sundaram >

Royal Sundaram

My Pending Requests   0

My Pending Approvals   1

My Pending Tasks   0

🔍 Search across the Portal

🔖 **Request Summary**

My Pending Requests   0

Pending Requests   25

All Requests   26

My Requests Due Today   0

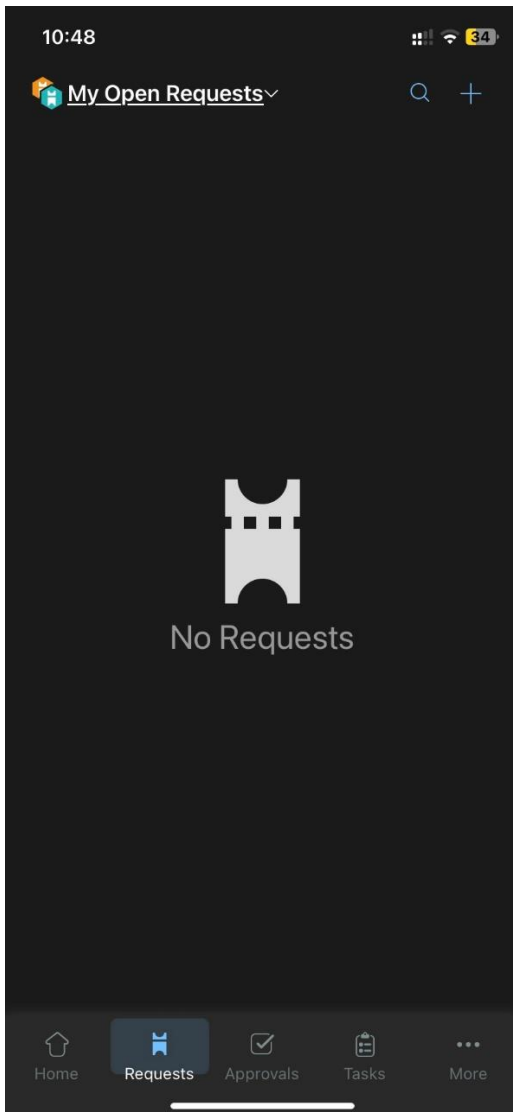☑ **Approval Summary**

Request Approvals   1

Change Approvals   0

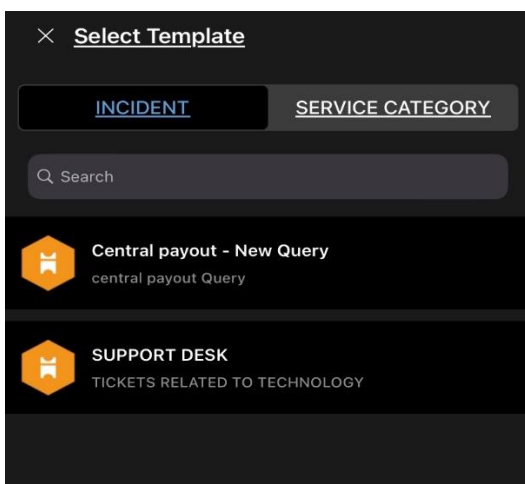Home   Requests   Approvals   Tasks   More

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
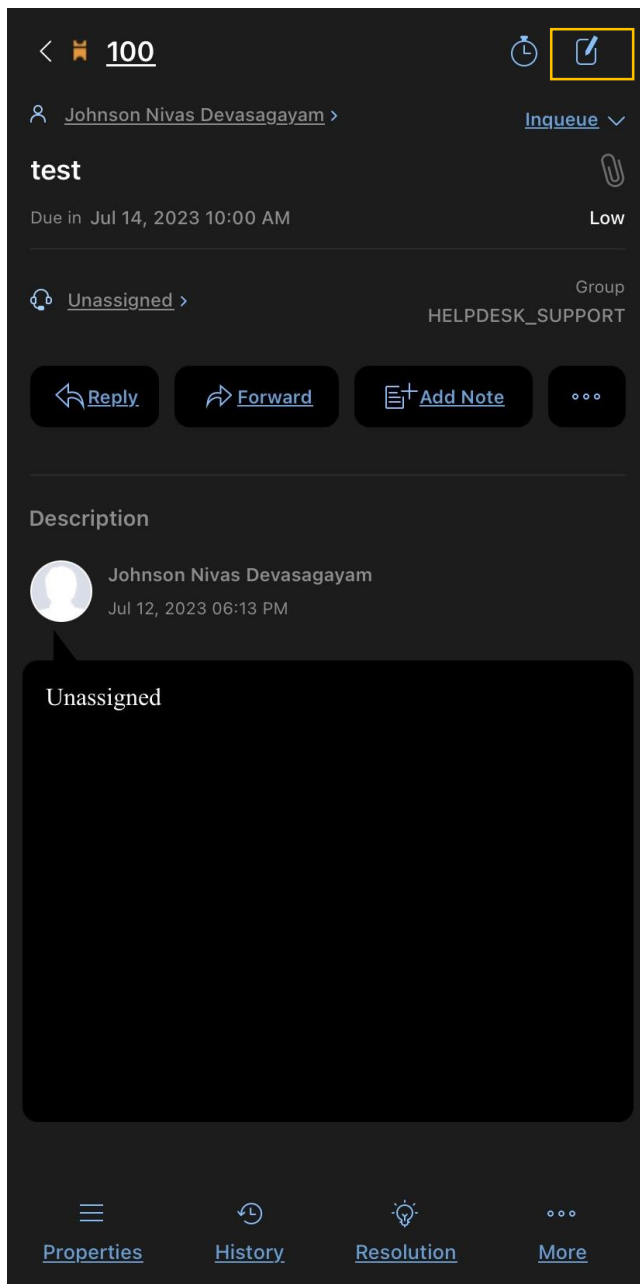
On clicking the edit icon located in right top Conner a ticket can be edited

Reply creates and conversation to the ticket

Additionally, adding note and forward of ticket is also possible

---END---