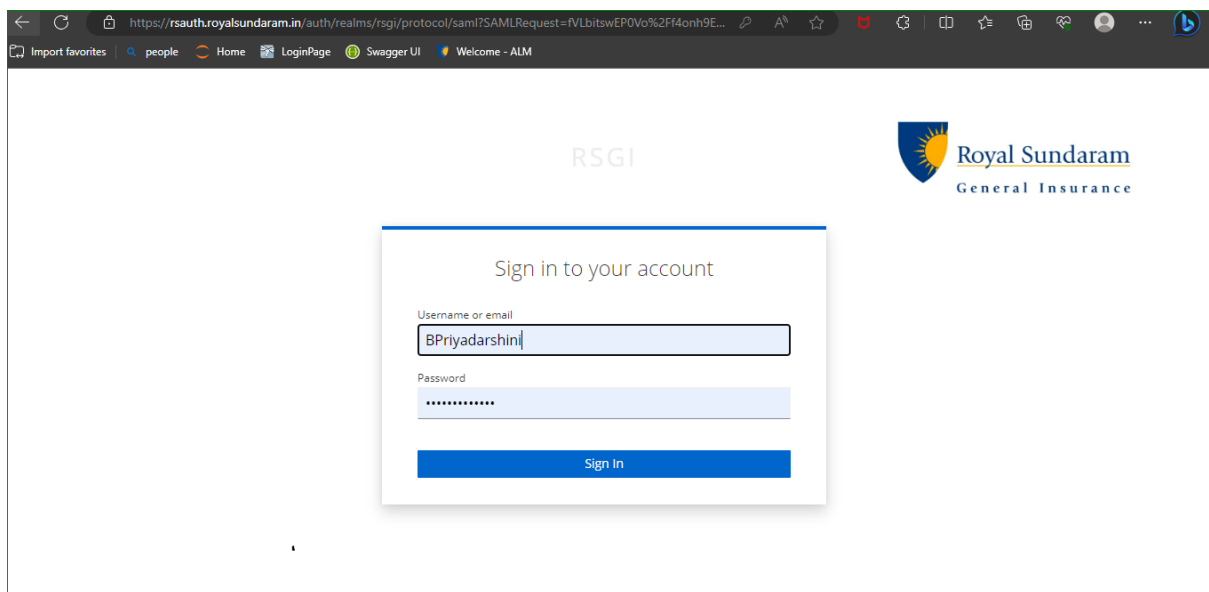# MANAGE ENGINE SERVICEDESKPLUS

SUPPORT HUB

Web Form Manual

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Raise ticket via email – Supporthub@royalsundaram.in

Logging In to Support Hub Console :-

To access the application, go to the below url

URL : - https://supporthub.royalsundaram.in/

Use Your windows id and password to Login

Creating a New Ticket :-

You can easily raise a new ticket to the system admin team when in need of any issue or a new request for anything related to IT and Non-IT categories.

Incident: When there is a failure of a business service or degradation of service for one or more users.

Problem and incident tickets

Service request: A standard request for some kind of service. Id creation and New change request
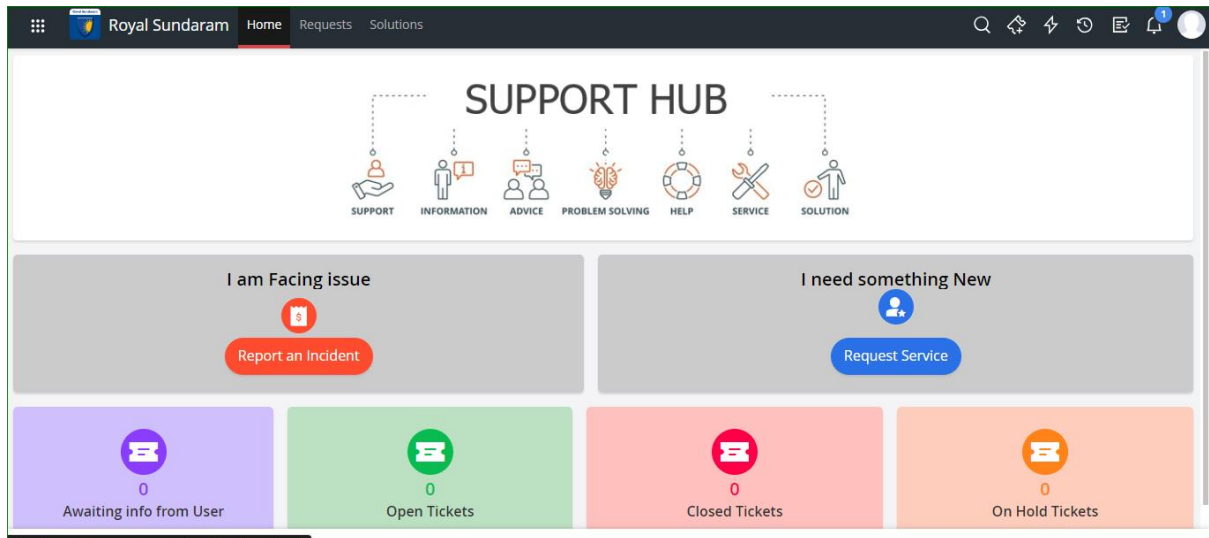


Incident request creation :-

- *Click on Report an issue >> Support hub request form page will open*

Providing Incident details:

In the selected incident request form,

- *Select the **urgency** and **impact , request type***

- *Select the **required category and subcategory.***

- *Enter the Subject of Incident request and Next enter the body of the mail and click on to add request .If you have any attachments those can also be added by just drag and drop method.*

- *Once you have added the request by clicking on Requests tab you can view all the details of your requests as shown below.*
- *By clicking onto required requests you can reply in the same ticket when technician responds to your request.*
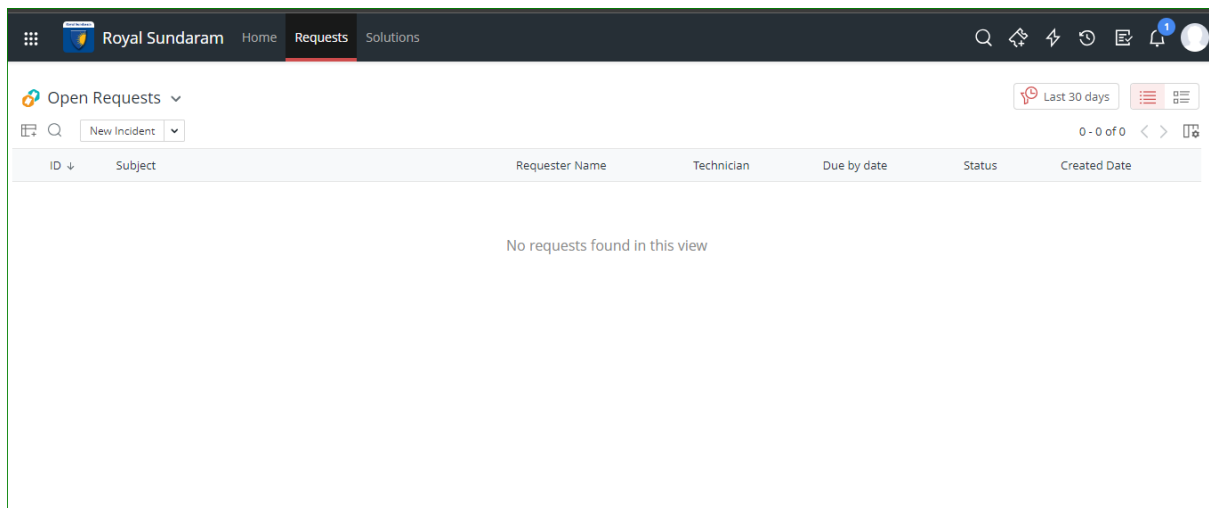
Service tickets is also same as incident

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