



**Royal Sundaram**

**General Insurance**

**MANAGE ENGINE  
SERVICE DESK PLUS**

**SUPPORT HUB**

**Web Form Manual**

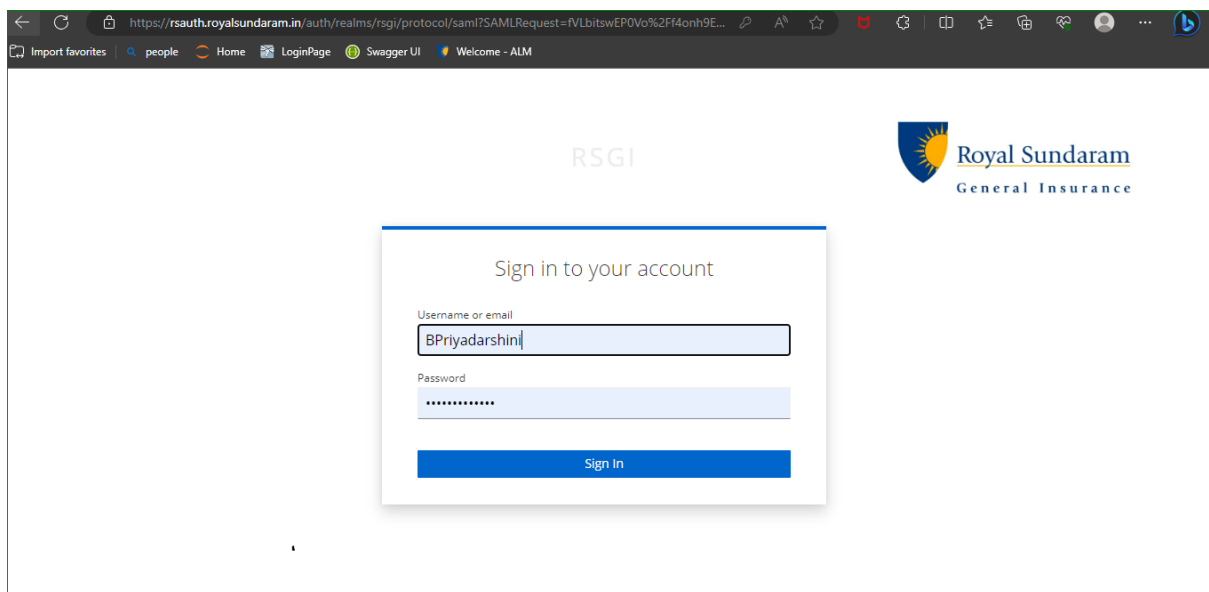
*Prepared by,  
Priyadarshini Balakrishnan  
Royal sundaram general insurance*

***Raise ticket via email – [Supporthub@royalsundaram.in](mailto:Supporthub@royalsundaram.in)***

## Logging In to Support Hub Console :-

To access the application, go to the below url

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



The screenshot shows a web browser window with the URL <https://rsauth.royalsundaram.in/auth/realms/rsgi/protocol/saml?SAMLRequest=IVLbitswEP0Vo%2Ff4onh9E...>. The page content includes the text "RSGI" and the Royal Sundaram General Insurance logo. A central login form titled "Sign in to your account" contains the following elements:

- Username or email:
- Password:
- Sign In button

Use Your windows id and password to Login

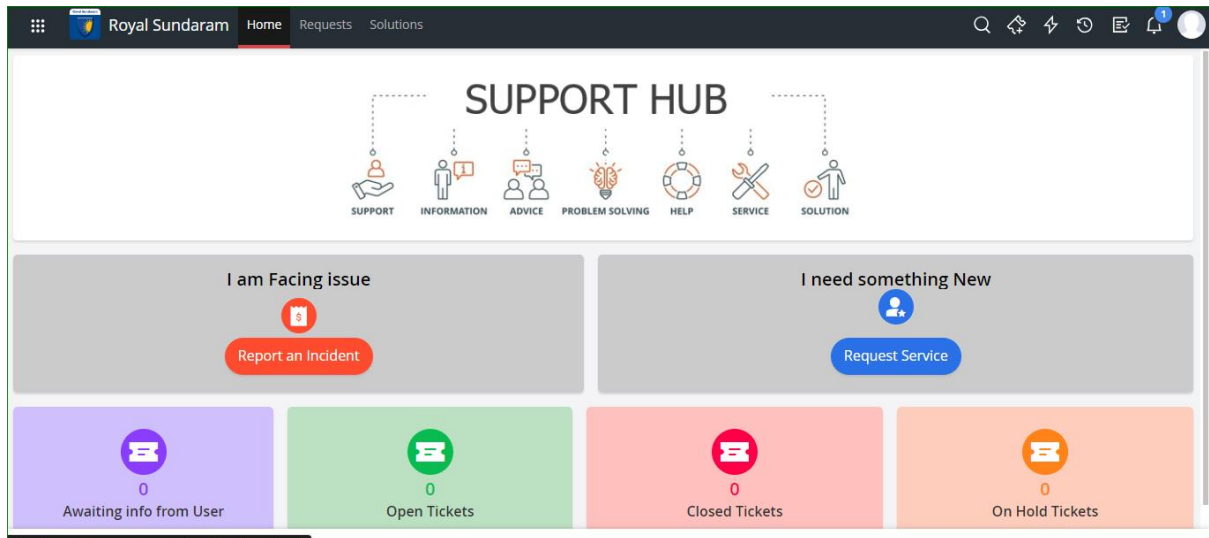
## Creating a New Ticket :-

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 :-

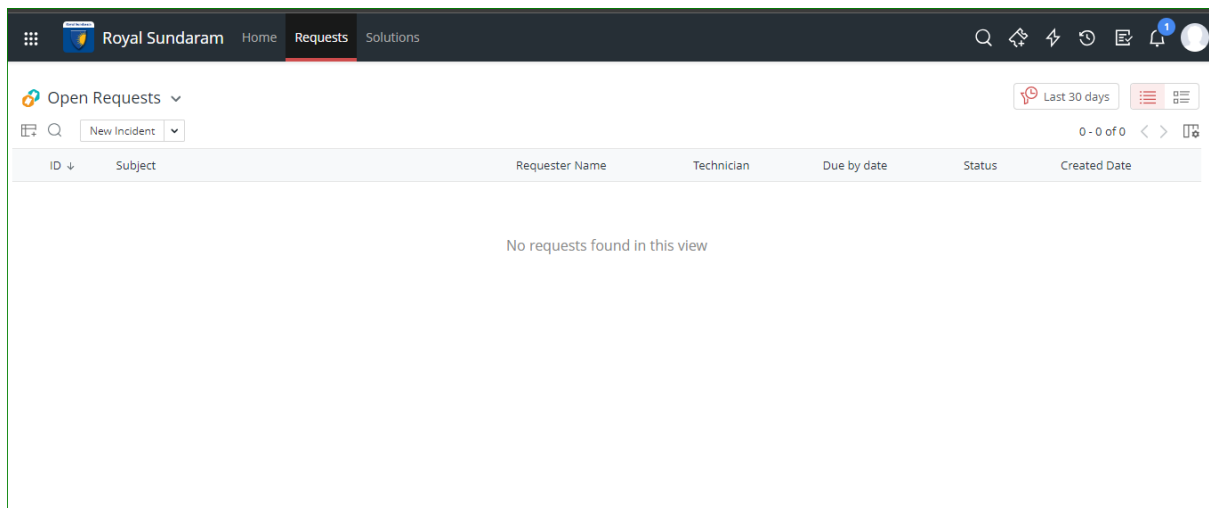
- Click on Report an issue >> Support hub request form page will open

The screenshot shows the 'Create an incident' form. At the top left, it says 'Create an incident' and 'SUPPORT HUB'. The form is divided into two main sections: 'Requester Details' and 'Ticket Details'. In the 'Requester Details' section, there are several dropdown menus: '\* Requester Name' (pre-filled with 'fasupport36(Kishore)'), '\* Impact' ( '-- Select Impact -- '), '\* Request Type' ( '-- Select Request Type -- '), '\* Urgency' ( '-- Select Urgency -- '), '\* Category' ( '-- Select Category -- '), and '\* Sub Category' ( '-- Select Sub Category -- '). There is also a text input field for 'Extn/Mobile No'. The 'Ticket Details' section has a '\* Subject' text input field and a 'Description' field with a rich text editor toolbar. At the bottom of the form, there are two buttons: 'Add Request' (red) and 'Cancel' (grey).

## 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

-----END-----