

Request provision of Technical Support services to students

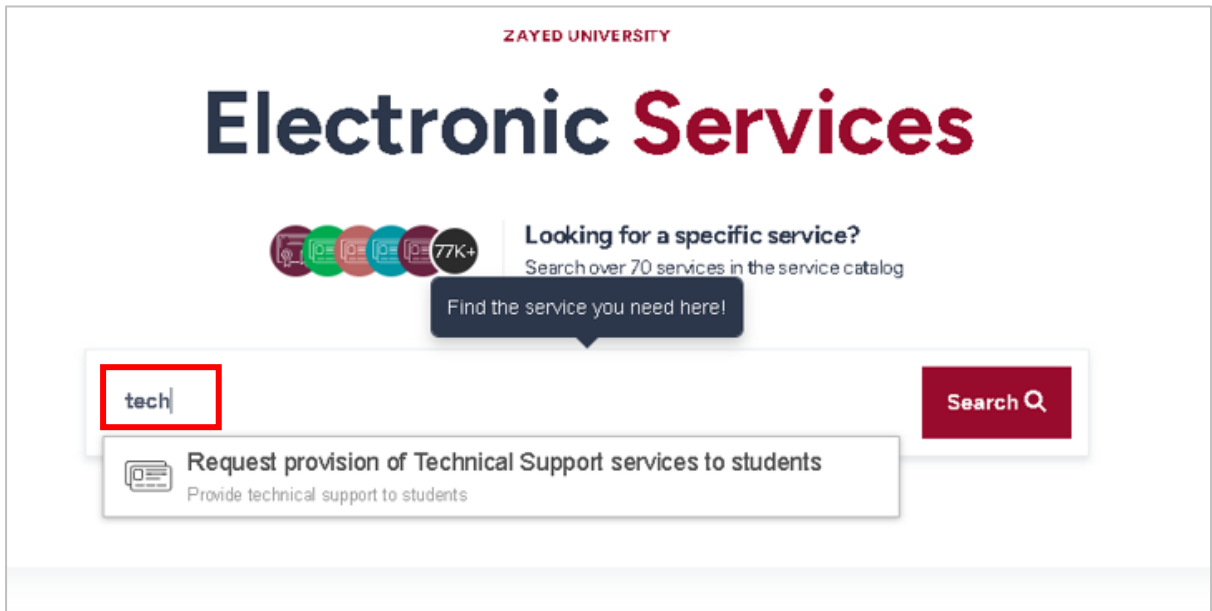
End-User Guide

1: Login

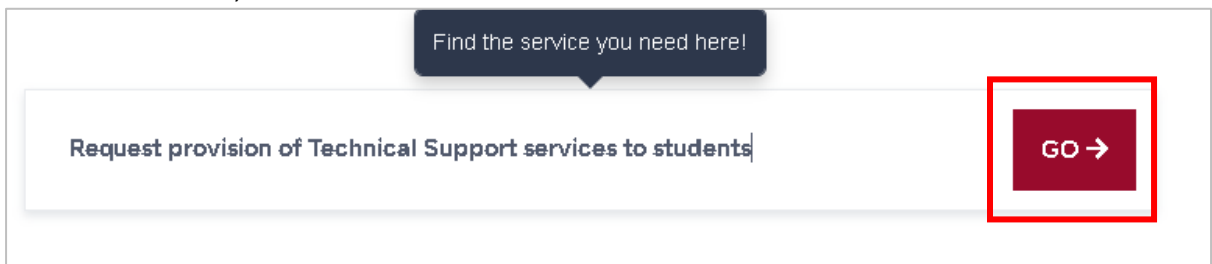
1. Under ZU Main website, click on **(e-Services)**.



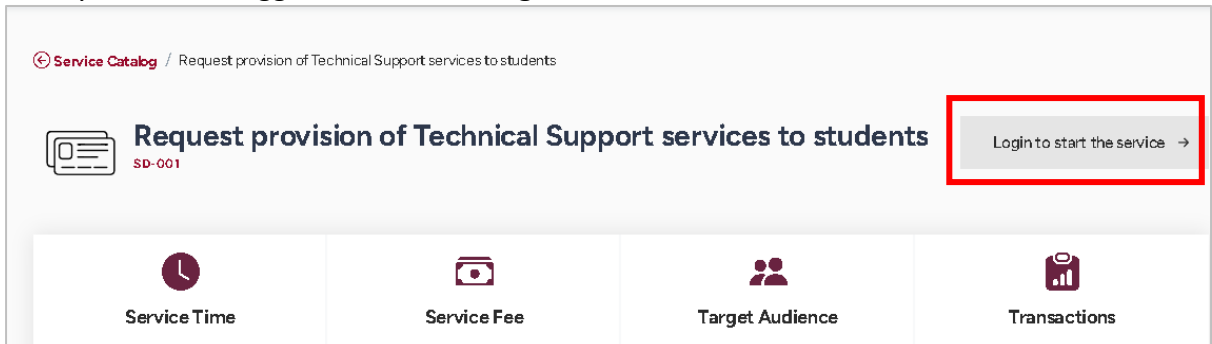
2. Use the **search box** to find the service.



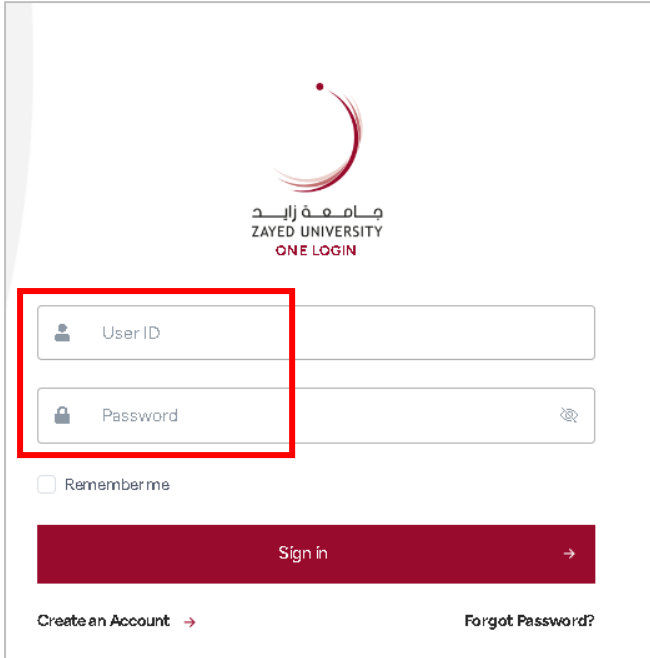
3. Once selected, click on **“Go”**.



4. If you are not logged-in, click on **“Login to start the service”**.

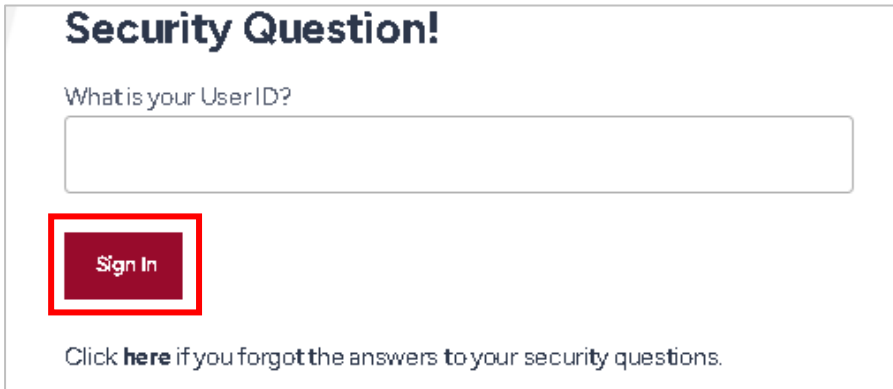


5. Enter the **User ID & Password** to login.



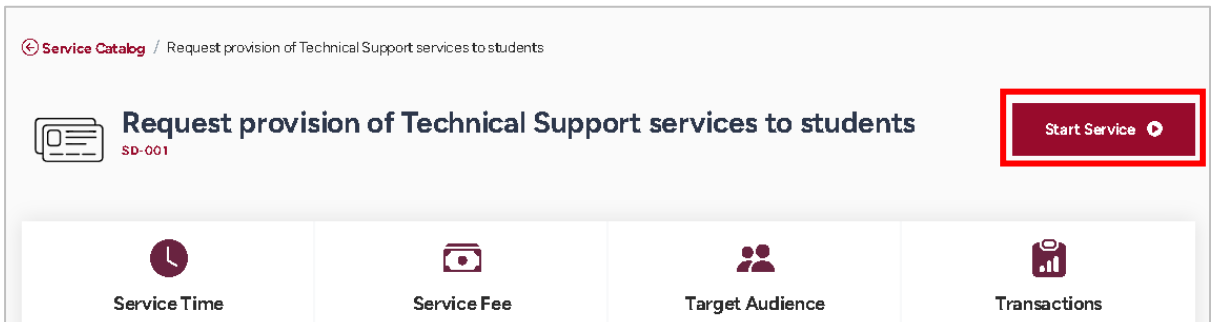
The image shows the login page for Zayed University. At the top center is the university's logo, which consists of a stylized red and white circular emblem. Below the logo, the text "جامعة زايد" (Zayed University) is written in Arabic, followed by "ZAYED UNIVERSITY" and "ONE LOGIN" in English. The main content area contains two input fields: "User ID" and "Password". Both fields are highlighted with a red rectangular border. Below the "Password" field is a "Remember me" checkbox. A prominent red "Sign in" button with a right-pointing arrow is located below the input fields. At the bottom of the page, there are two links: "Create an Account" with a right-pointing arrow and "Forgot Password?".

6. Answer the **Security Question** then click on **“Sign In”**.



The image shows a "Security Question!" page. The title "Security Question!" is displayed in a large, bold, dark blue font. Below the title, the text "What is your User ID?" is followed by a large, empty text input field. Below the input field is a red "Sign In" button, which is highlighted with a red rectangular border. At the bottom of the page, there is a link that says "Click **here** if you forgot the answers to your security questions."

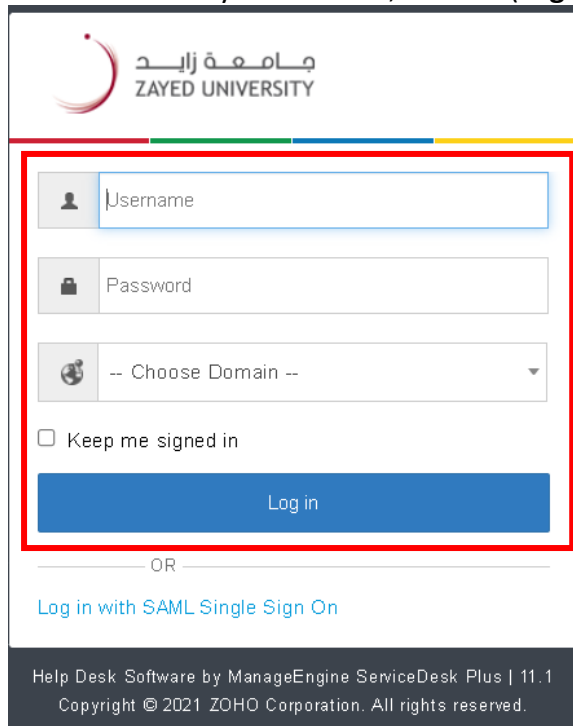
7. Click on **“Start the Service”**. You will be directed to Sanad website.



The image shows a "Service Catalog" page. At the top left, there is a breadcrumb trail: "Service Catalog / Request provision of Technical Support services to students". The main heading is "Request provision of Technical Support services to students" with the code "SD-001" below it. To the right of the heading is a red "Start Service" button with a right-pointing arrow, highlighted with a red rectangular border. Below the heading, there is a navigation bar with four items: "Service Time" (with a clock icon), "Service Fee" (with a wallet icon), "Target Audience" (with a group of people icon), and "Transactions" (with a bar chart icon).

2: Request for service

1. Enter your **Username** (ZU ID) and **Password**. **Domain** will be generated automatically. Once done, click on **(Log in)**.



جامعة زايد
ZAYED UNIVERSITY

Username

Password

-- Choose Domain --

Keep me signed in

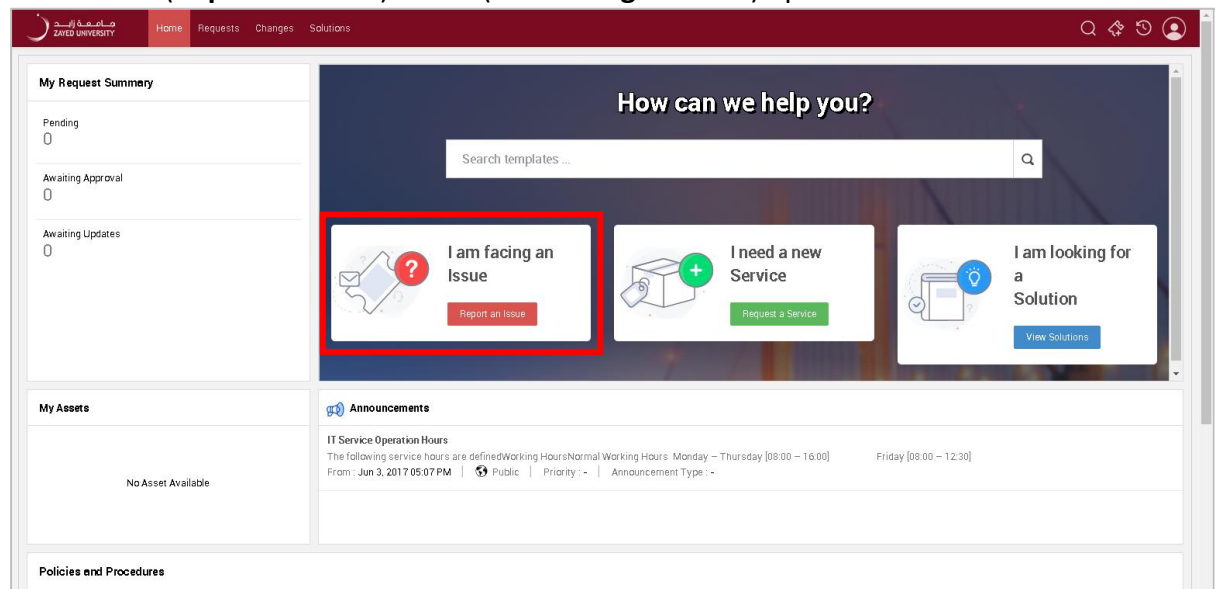
Log in

OR

[Log in with SAML Single Sign On](#)

Help Desk Software by ManageEngine ServiceDesk Plus | 11.1
Copyright © 2021 ZOHO Corporation. All rights reserved.

2. Click on **(Report an Issue)** under **(I am facing an Issue)** option.



جامعة زايد
Zayed University

Home Requests Changes Solutions

My Request Summary

Pending
0

Awaiting Approval
0

Awaiting Updates
0

My Assets

No Asset Available

Policies and Procedures

How can we help you?

Search templates ...

I am facing an Issue
Report an Issue

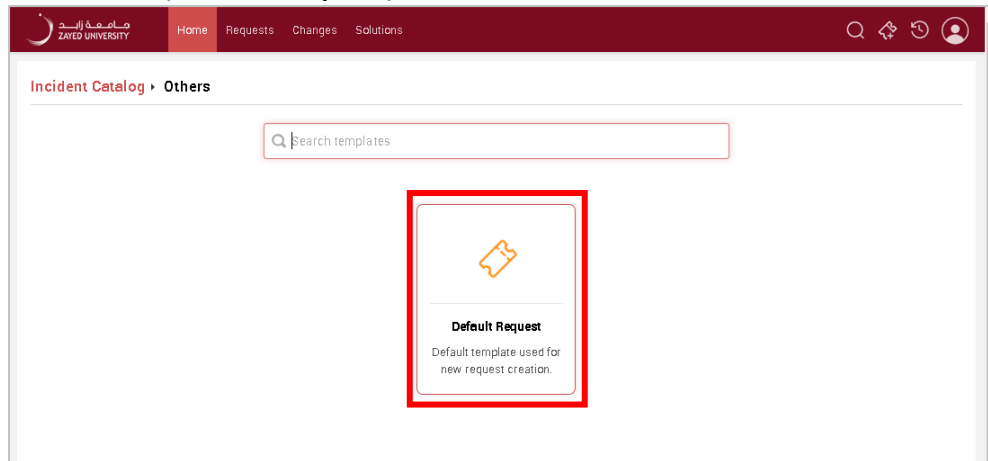
I need a new Service
Request a Service

I am looking for a Solution
View Solutions

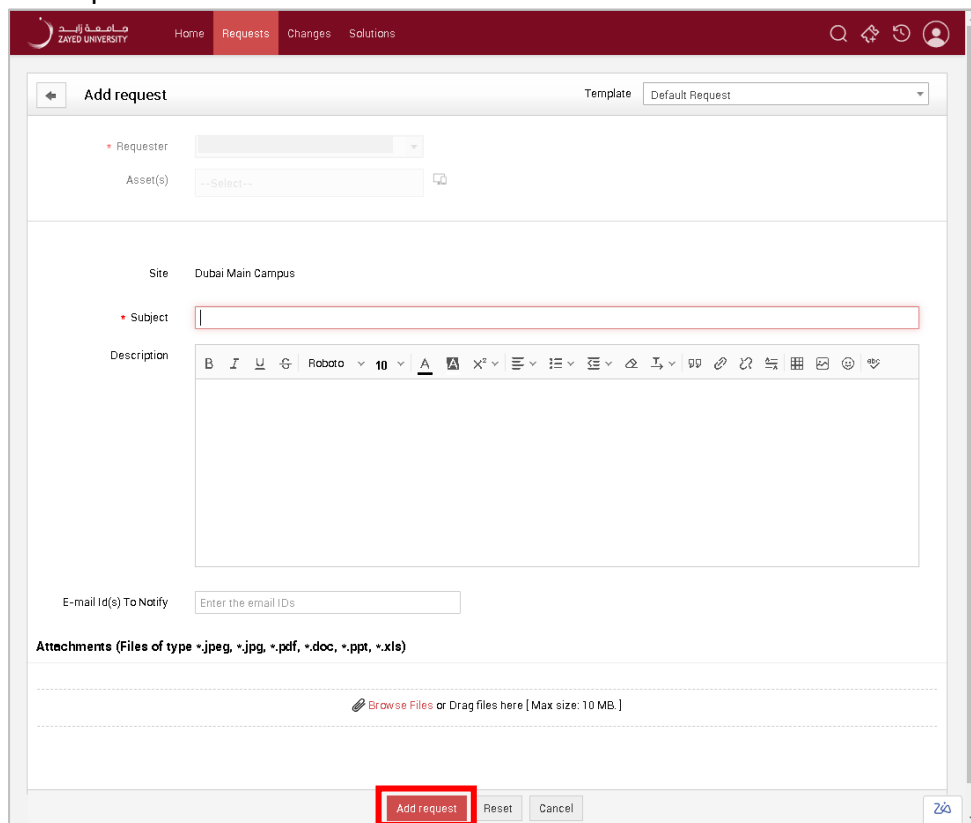
Announcements

IT Service Operation Hours
The following service hours are defined: Working Hours Normal Working Hours Monday – Thursday [08:00 – 16:00] Friday [08:00 – 12:30]
From: Jun 3, 2017 05:07 PM | Public | Priority: - | Announcement Type: -

3. Click on **(Default Request)**.



4. Fill in the form, then click on **(Add request)**. You will be notified through e-mail upon request submission.



Thank you for using this tutorial



إدارة تقنية المعلومات
Information Technology Department