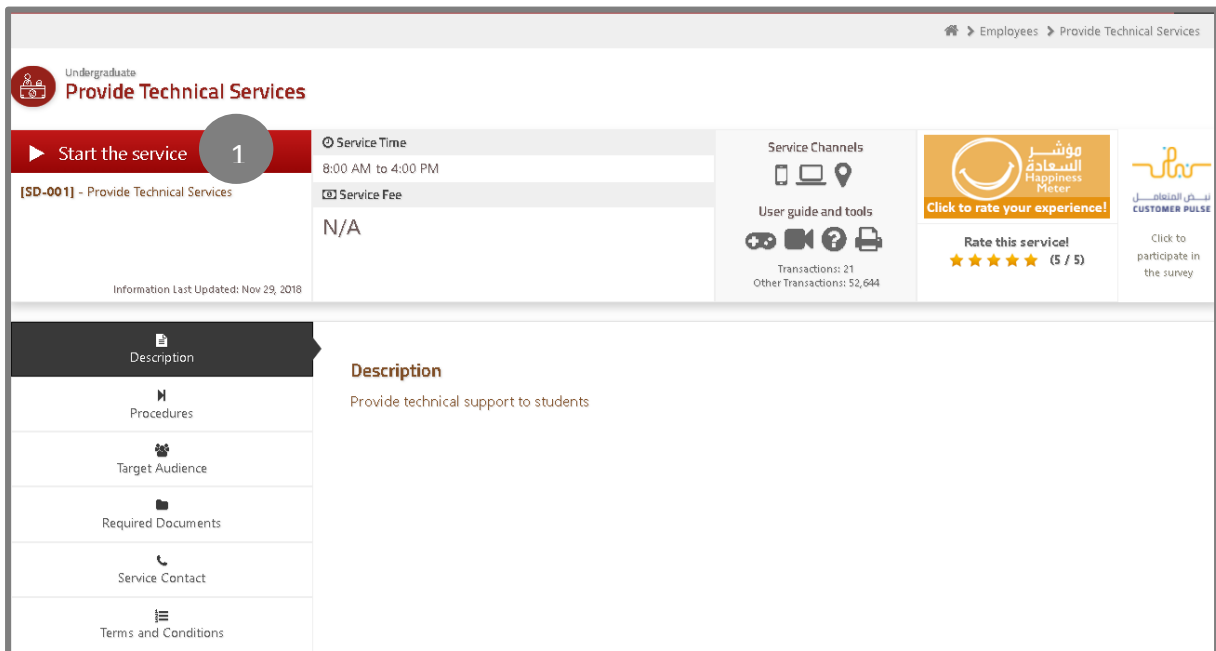


Provide Technical Services

End-User Guide

Step 1: Login

1- Click on **(Start the service)**.



Undergraduate
Provide Technical Services

▶ **Start the service** 1

[SD-001] - Provide Technical Services

Information Last Updated: Nov 29, 2018

Service Time: 8:00 AM to 4:00 PM

Service Fee: N/A

Service Channels

User guide and tools

Transactions: 21
Other Transactions: 52,644

Click to rate your experience!
Rate this service! ★★★★★ (5 / 5)

Click to participate in the survey

Description

Procedures

Target Audience

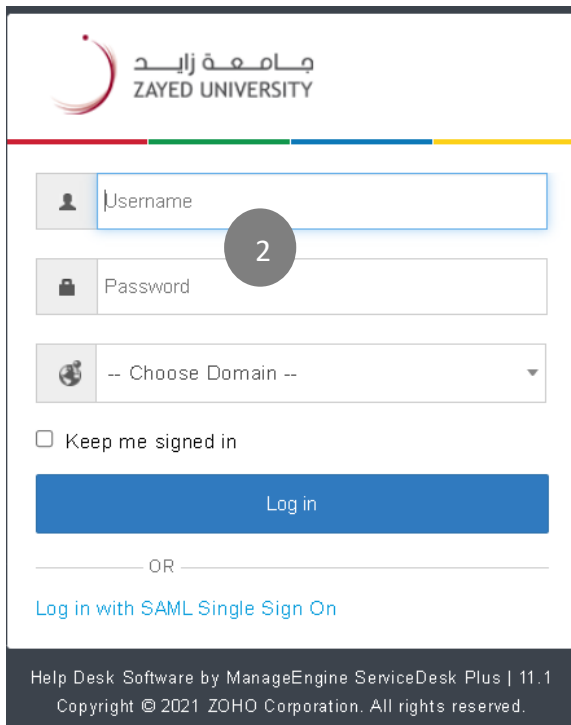
Required Documents

Service Contact

Terms and Conditions

Description
Provide technical support to students

2- 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

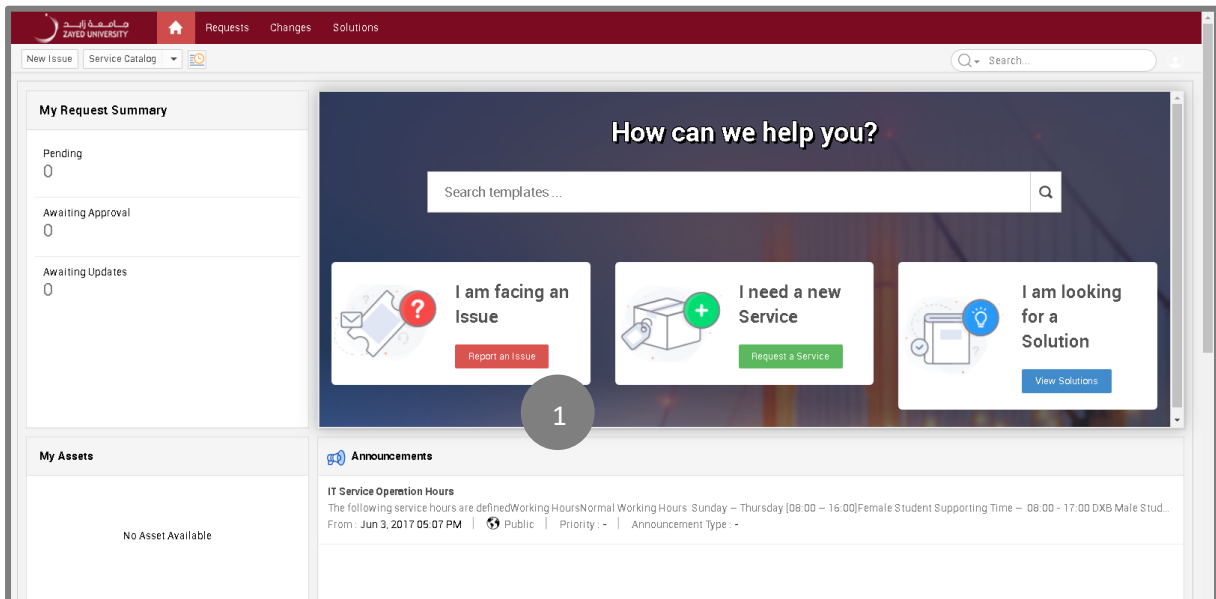
OR

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

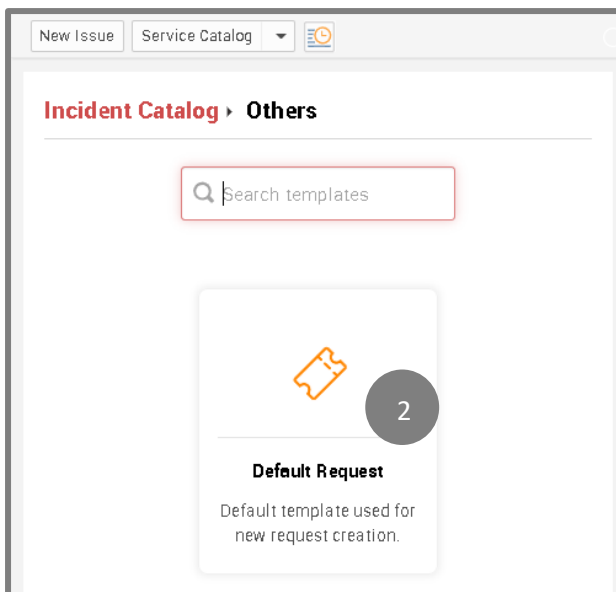
Help Desk Software by ManageEngine ServiceDesk Plus | 11.1
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Step 2: Service Completion

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



2- Click on **(Default Request)**.



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

The screenshot shows a web interface for Zayed University. The top navigation bar includes 'Requests', 'Changes', and 'Solutions'. Below this is a 'New Issue' form. The form contains the following fields and elements:

- Name:** A text input field.
- Asset(s):** A search box with the placeholder text 'Search and associate assets here' and a magnifying glass icon.
- Site:** A dropdown menu currently showing 'Dubai Main Campus'.
- Subject:** A text input field.
- Description:** A rich text editor with a toolbar containing icons for Bold (B), Italic (I), Underline (U), and a dropdown arrow.
- E-mail Id(s) To Notify:** A text input field.
- Attachments:** A section with the text 'Attachments (Files of type *.jpg, *.jpeg, *.png, *.pdf, *.xls, *.doc, *.ppt) can be attached:' and an 'Attach file' button.
- Buttons:** At the bottom, there are three buttons: 'Add request' (highlighted in red and circled with a '3'), 'Reset', and 'Cancel'.
- Live Chat:** A 'Live Chat' button with a colorful icon is located in the bottom right corner.

Thank you for using this tutorial



إدارة تقنية المعلومات
Information Technology Department