

Ticketing System/Helpdesk System

Ticketing system for Hostel student's issues is live.

Through this ticketing system you can raise tickets for following issues /areas

Sr. No	Issues	Department	Standard Resolution Time
1	Plumbing, Civil works , Painting, Repair etc.	Estate (Civil Works)	24 working hours
2	Electrical work related issues (bulb, switch board etc.)	Estate (Electrical work)	24 working hours
3	Housekeeping related issues, like cleaning, common toilet areas. common areas etc.	Estate (Housekeeping)	24 working hours
4	Wi-Fi internet Access	IT CELL (Network Wi-Fi)	24 working hours

Working Hours: Monday to Saturday: 10.30 AM to 6.00 PM. First & Third Saturday Off. All Public Holidays of university is off.

Instruction to Students

1. While Creating a ticket, please select proper department & location of your issue/problem.
2. Choosing incorrect department/location may cause delay in issue resolution.

.....P.T.O

User Manual for Ticketing System

Savitribai Phule Pune University,Pune.

Ticketing System link shows only Campus department admitted Student.

1. Create User for Ticketing System

- 1.1. Enter following URL to your browser: www.unipune.ac.in & click on Admission Portal. Click on 'PG ADMISSIONS 2019-2020' or
<https://campus.unipune.ac.in/CCEP/Login.aspx>
- 1.2. Enter your Registered User name and password & login
- 1.3. A Ticketing System link is displayed (Ticketing System link available to only Campus department admitted Student.)
- 1.4. This form displays all information of Student.
- 1.5. **Username for Ticketing system is your ID Card number (starting with N19.....)**
- 1.6. Click on '**Click Here to SignUp for Ticketing System**' link.
- 1.7. This Link Redirected to Ticketing System Account Password Creation. Create your own Password, and remember it.
- 1.8. After Submission of your password, You will get E-Mail to your registered Mail-ID with your credential. (username & password)

2. Create Ticket

2.1. Through Website : <http://helpdesk.unipune.ac.in/>

- 2.1.1. 'Login' with username and password received on email.
- 2.1.2. If you want Submit Ticket, click on Submit a ticket tab.
- 2.1.3. Fill all the information and submit the ticket.
- 2.1.4. If you want to see status of your submitted Ticket. Click on My Tickets tab.
- 2.1.5. If you want to see your profile, Click on My Profile tab.
- 2.1.6. If you want to update your profile, click on Update Tab. ***Password Change is Disabled from this profile update form.***

2.2. Through Mobile App (Android Only)

- 2.2.1. This is beta version app. Enhancements are still going on.
- 2.2.2. Download app from Play store by using this Link
<https://play.google.com/store/apps/details?id=com.sppu.helpdesk.rn&hl=en/>
OR
Search on Play Store as "SPPU Helpdesk " or "SPPU Helpdesk IT Cell"
- 2.2.3. Login with your user name and password.
- 2.2.4. Create ticket by filling Necessary information
- 2.2.5. ***Viewing of Status of ticket is not available as of now through mobile app. You can view status of your ticket by logging on website/url through mobile web browser.***