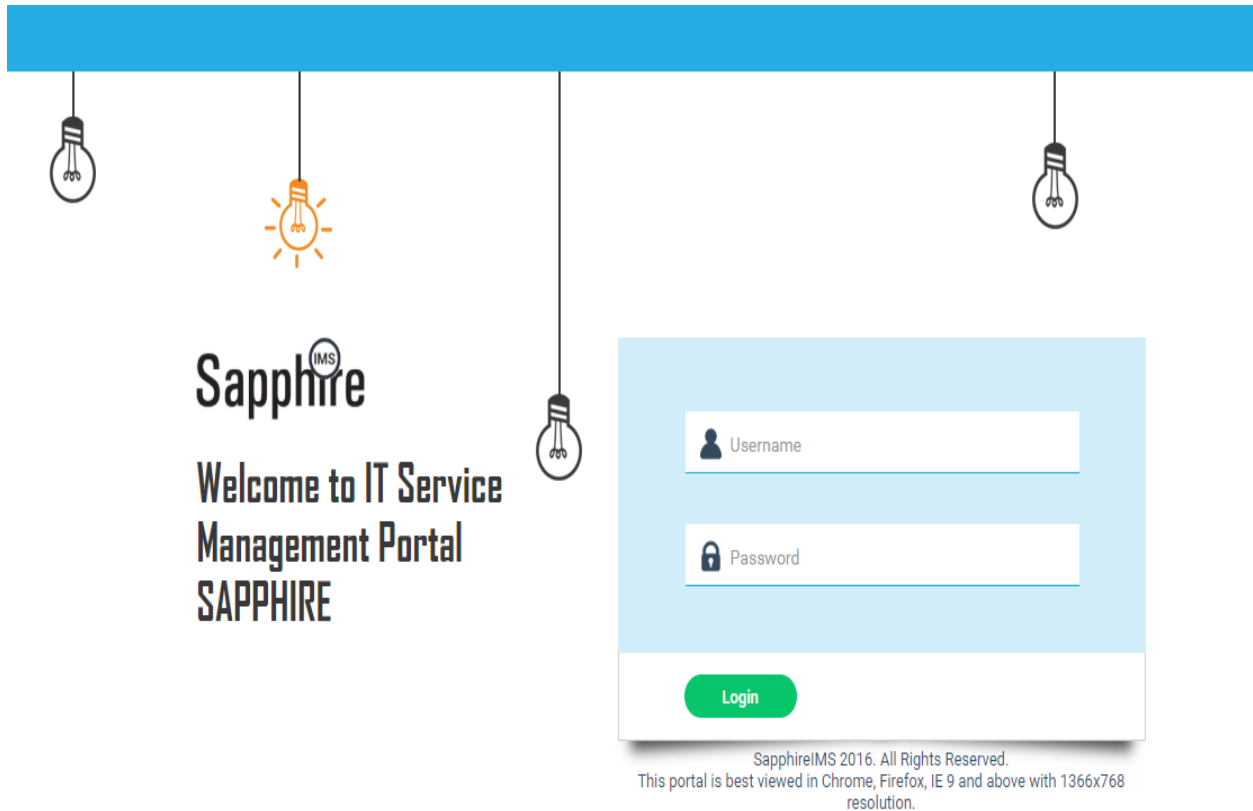


1. IT Service Management Portal SAPPHIRE :-

Step 1. Login



Sapphire^{IMS}
Welcome to IT Service
Management Portal
SAPPHIRE

Username

Password

Login

SapphireIMS 2016. All Rights Reserved.
This portal is best viewed in Chrome, Firefox, IE 9 and above with 1366x768 resolution.

Enter AD/System/M3 Username and Password to Login.

Step 2. "IT Complaint" Screen appear when you login :-

January 25, 2020 15:36:37 IST [Last Login: January 25, 2020 15:15:30 IST] [Helpdesk Lodha] | Logout

Home CMDB IT Request **IT Complaint** Self Service Reports

New IT Complaint | My IT Complaint | My Work Group | All IT Complaint | My Team Incidents | SLA Violated Incidents | Incidents By Email/SMS(0) -- Search --

Matching KB Articles

Matching Quick Templates

New IT Complaint

Incident Categorization

Service * Software

Category * --- choose ---

Sub-Category * --- choose ---

Urgency * ----choose----

Impact * ----choose----

Priority ----choose----

Submitter Info

Location RSWM Lodha Department IT

Source Web

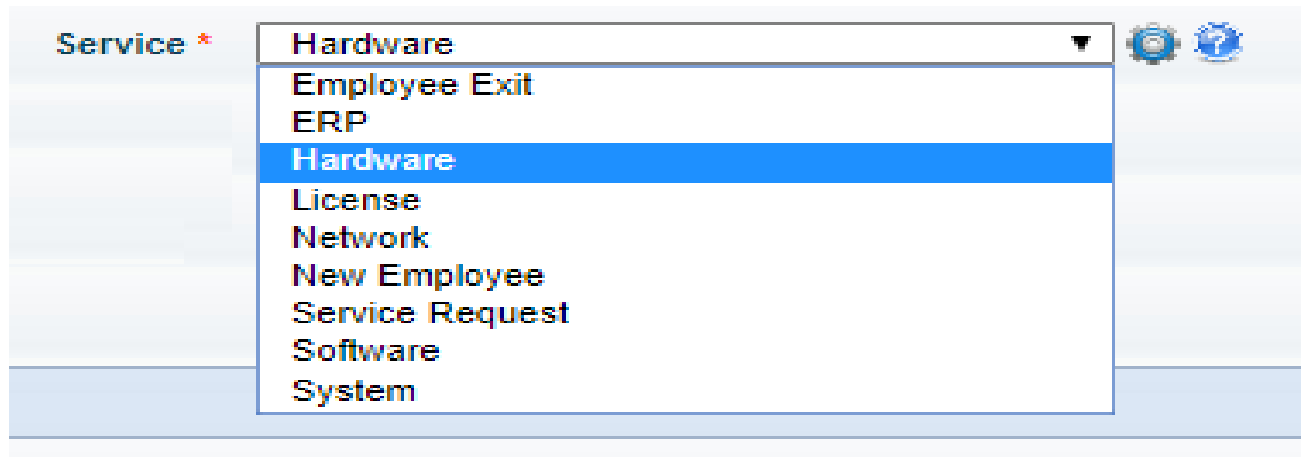
Asset --- choose ---

Incident Details

Incident Title *

Incident Description *

Step 3. Service: In this field, we have to choose type of service :-

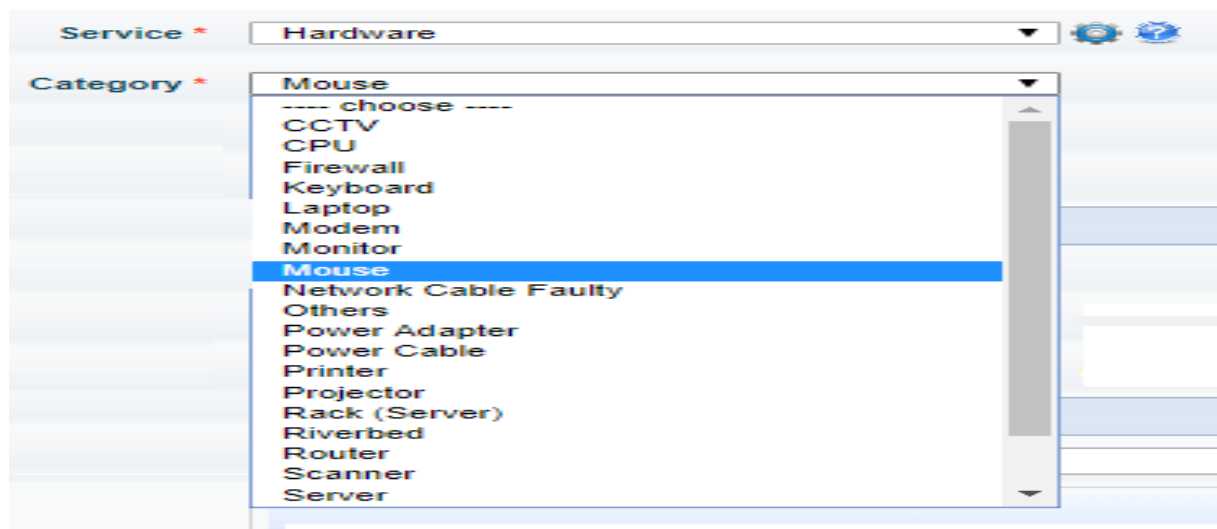


A screenshot of a web form showing a dropdown menu for the 'Service' field. The dropdown is open, displaying a list of service types. The 'Hardware' option is highlighted in blue. To the right of the dropdown, there are two circular icons: a gear (settings) and a question mark (help).

Service *	Hardware
	Employee Exit
	ERP
	Hardware
	License
	Network
	New Employee
	Service Request
	Software
	System

Step 4.

Category : Choose one of the related service category :-

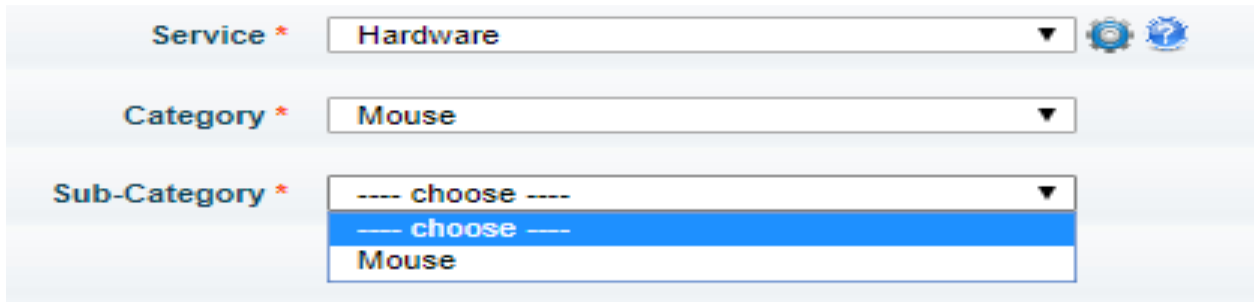


A screenshot of a web form showing a dropdown menu for the 'Category' field. The dropdown is open, displaying a list of hardware categories. The 'Mouse' option is highlighted in blue. The 'Service' field above it is set to 'Hardware'. To the right of the dropdown, there are two circular icons: a gear (settings) and a question mark (help).

Service *	Hardware
Category *	Mouse
	--- choose ---
	CCTV
	CPU
	Firewall
	Keyboard
	Laptop
	Modem
	Monitor
	Mouse
	Network Cable Faulty
	Others
	Power Adapter
	Power Cable
	Printer
	Projector
	Rack (Server)
	Riverbed
	Router
	Scanner
	Server

Step 5.

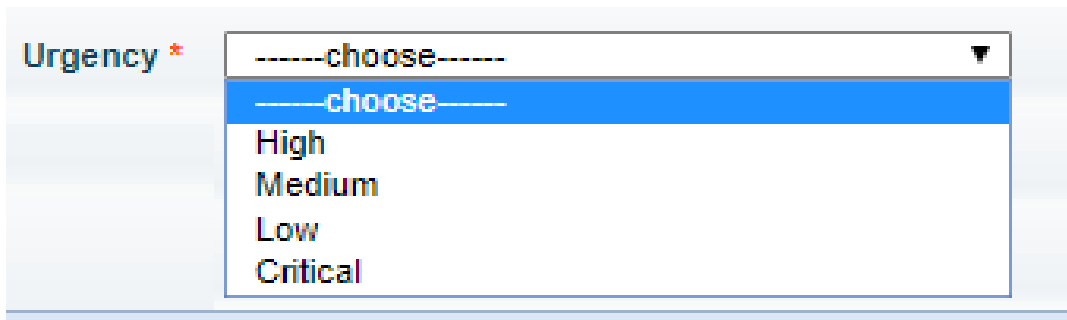
Sub-Category : choose service sub-category :-



The screenshot shows a form with three dropdown menus. The first menu is labeled 'Service *' and has 'Hardware' selected. The second menu is labeled 'Category *' and has 'Mouse' selected. The third menu is labeled 'Sub-Category *' and has a dropdown list open with 'Mouse' selected. The list also contains two placeholder options: '---- choose ----' and '--- choose ---'. There are gear and question mark icons to the right of the first menu.

Step 6.

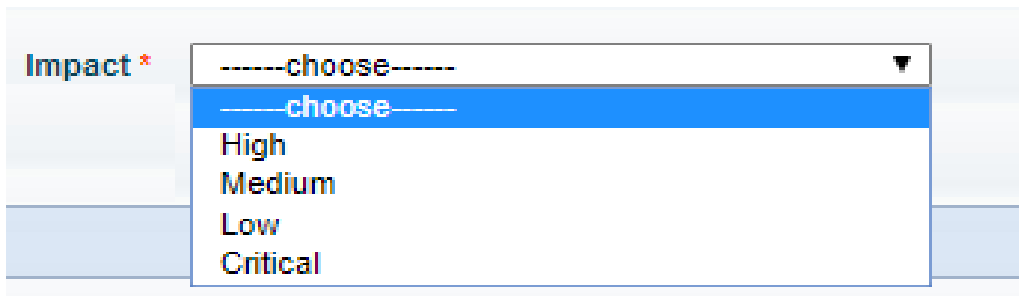
Urgency : Select incident urgency level :-



The screenshot shows a form with a dropdown menu labeled 'Urgency *'. The dropdown list is open, showing four options: 'High', 'Medium', 'Low', and 'Critical'. The first option, 'High', is highlighted in blue. The list also contains two placeholder options: '-----choose-----' and '---choose---'.

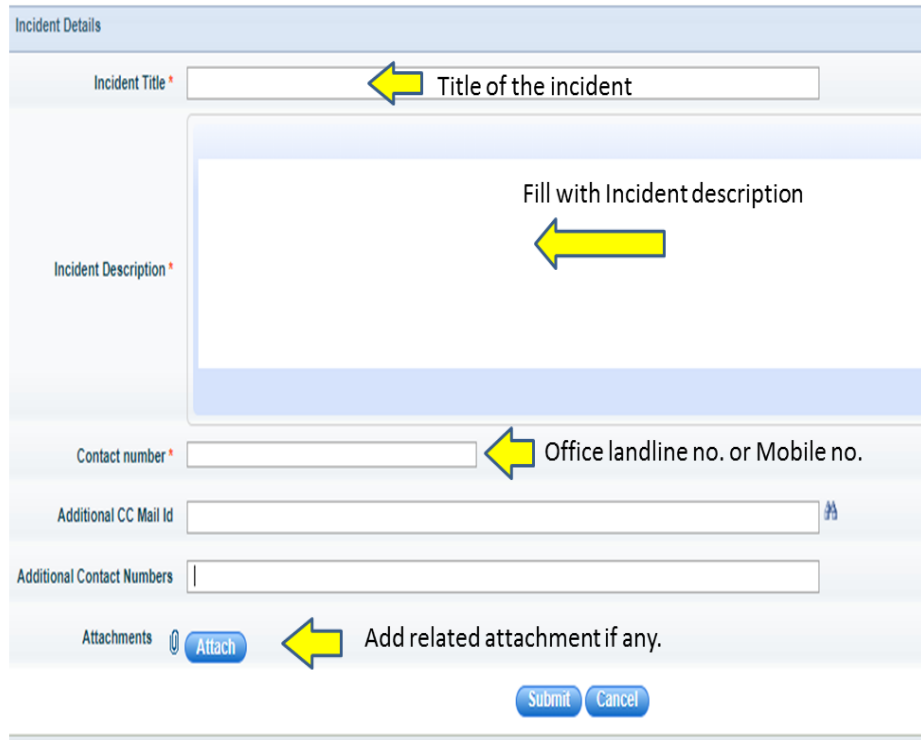
Step 7.

Impact : Select incident impact level :-



The screenshot shows a form with a dropdown menu labeled 'Impact *'. The dropdown list is open, showing four options: 'High', 'Medium', 'Low', and 'Critical'. The first option, 'High', is highlighted in blue. The list also contains two placeholder options: '-----choose-----' and '---choose---'.

Step 7. Fill the incident details :-



Incident Details

Incident Title * ← Title of the incident

Incident Description * ← Fill with Incident description

Contact number * ← Office landline no. or Mobile no.

Additional CC Mail Id

Additional Contact Numbers

Attachments ← Add related attachment if any.

- Fill the form and Submit.

Next,

Your incident posted successfully.

Incident ID : INC-2019-016597.

Goto Submitted Incident

Your Incident posted successfully, here you receive Incident ID. That will help you to track your Incident.