ManageEngine ServiceDesk Plus

User Guide

ManageEngine
Powering IT ahead

ManageEngine ServiceDesk plus
Helpdesk and Asset management Software

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Introduction

ManageEngine ServiceDesk Plus is a comprehensive help desk and asset management software that provides help desk agents and IT managers, an integrated console to monitor and maintain the assets and IT requests generated from the users of the IT resources in an organization. The IT help desk plays an important part in the provision of IT Services. It is very often the first contact the users have in their use of IT Services when something does not work as expected. The IT help desk is a single point of contact for end users who need help.

To make the process of reporting the issues to the IT help desk easier, ManageEngine ServiceDesk Plus provides you with a Self-Service Portal where you can log your complaints and issues online with the help of a web-based form. Once you have filed your issue, it gets listed in your request view page, where you can keep track of the logged issue. You can also update your personal information using the Self-Service Portal. In the Self-Service Portal, you will be able to access the following modules:

Requests: You can create a new request and view the same. Also all the requests that you have raised till date will be saved in your requests module for future references.

Solutions: From the solutions knowledge base that has been developed and maintained by your IT help desk team, you can search for solutions for the issue that you are currently facing. If you do not find any solution for the problem at hand, then you can post your issue as a request to the help desk team.

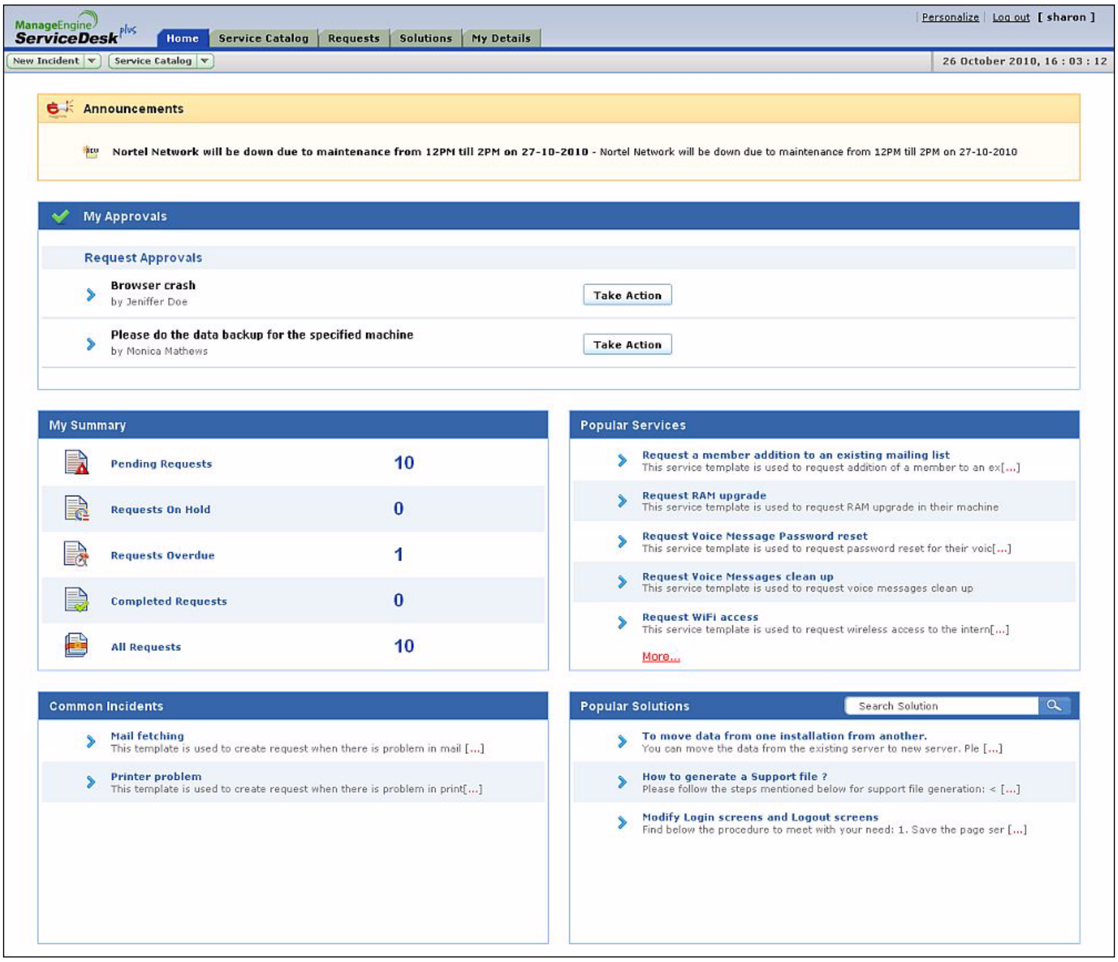
My Details: You can view and edit your account details including your password. This updated information will be displayed whenever your information is requested.

Home Page

The home page for the end-user log in ServiceDesk Plus has many useful information that enables a user to take necessary actions.

The user you are logging in as is the **Requester**. Based on the configurations enabled by the administrator, the following are available in the home page,

1. Announcements
2. My Approvals
3. My Summary
4. Popular Services
5. Common Incidents
6. Popular Solutions
7. Personalize
8. New Request drop down
9. Service Catalog drop down
10. Quick Actions drop down



Announcements

Announcements published company wide by your help desk support administrator is displayed under this block. Click on the announcement link to view the announcement details. Refer Announcements to know more.

My Approvals

If you have the permission to approve a service request or purchase, then the same appears under My Approvals block. Click Take Action button to approve or reject the request or PO.

My Summary

My Summary displays the request summary list of the logged in requester. The request summary consists of Service and Incident requests. My summary block displays,

- **Pending Requests:** Number of requests that is yet to be completed.
- **Pending Onhold:** Number of requests with status as onhold.
- **Requests Overdue:** Number of requests that have exceeded the due by time.
- **Completed Requests:** Number of closed/resolved requests.
- **All requests:** Number of requests created by the logged in requester.

Clicking on the any of these links takes you to the request list view page of the selected option. Say, you have selected 'Completed Requests' link, the request list view opens is filtered to show the completed requests.

Popular Services

The services that is most frequently used by the logged in requester is displayed under Popular Services. Its an easy access to create service requests instantly. Clicking on **More** link takes you to the Service Catalog module displaying the service categories made available to you. From the Service Catalog page, you can create a service request using the templates.

Common Incidents

The most frequently used request templates are listed under Common Incidents. Its an easy access to create incident requests instantly. Clicking on **New Incident** link takes you to the new request form.

Popular Solutions

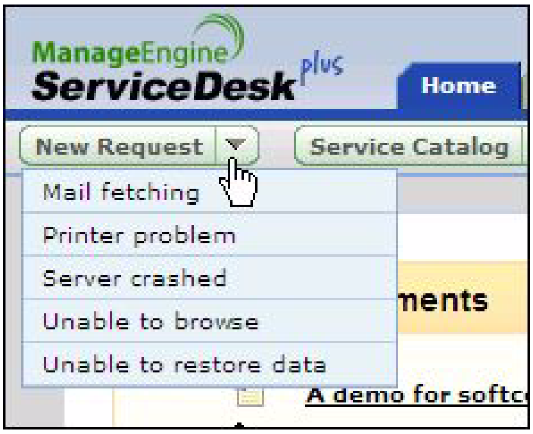
The most frequently viewed solutions are listed under Popular Solutions block. You can also search for solutions by typing the keywords in the search field. Clicking on **More** link takes you to the Solutions module displaying the solutions made available to you.

Personalize

You can choose the display language, time zone, date and time format to be displayed in the application. In addition, you can also change your password to log into the application. Click Personalize link to know more.

New Request drop down

The request templates made available to you are listed in the New Request drop down. Click on **New Request** link to access the New Request form.



Service Catalog drop down

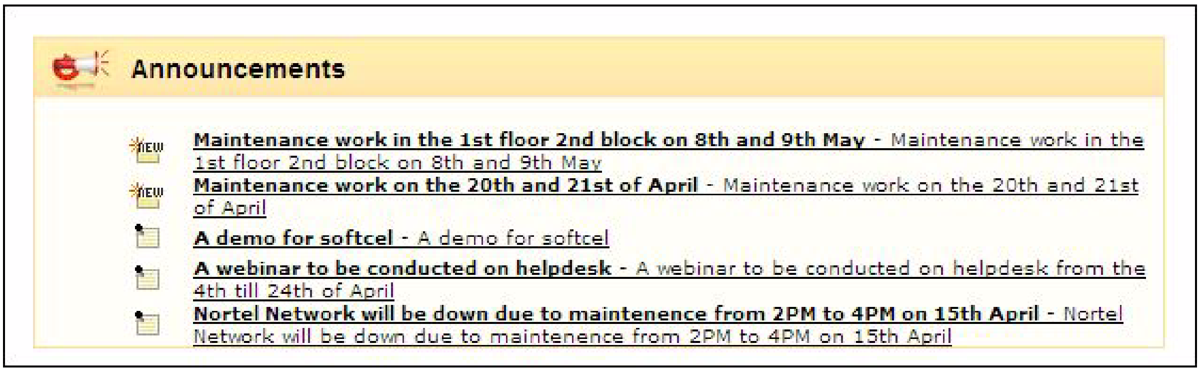
The service categories and the service items available to you are listed in the Service Catalog drop down. The list is organized to view the service items under each service category. All you need to do is browse for the available services in the catalog and submit a request.

Quick Actions drop down

If the administrator has enabled the option to show **Reminder(s)** to the requesters in the self service portal settings, the Quick Actions drop down appears. The quick actions drop down also lists the link to Archive Requests. Click Reminders to know more on adding and viewing reminders.

Announcements

The company wide announcements published by your help desk administrator is displayed in the announcements block of your login home page.



Representation of Icons,

 - Announcement made public i.e., announcements visible to requesters.

 - Newly added announcements visible to requesters.

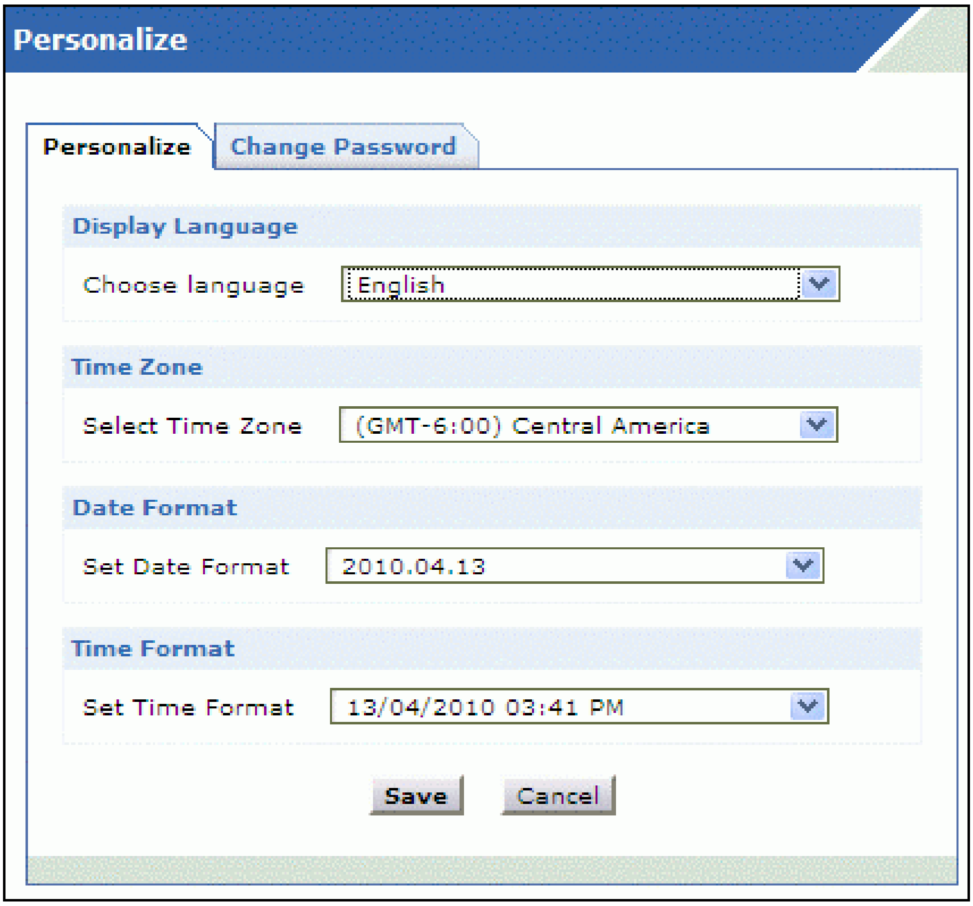
Click on the **Announcement Title** to view the announcement details. The details of the announcement opens in a pop-up window. If there are more than one announcement, a **Previous** and **Next** button appears in the pop-up. Using these buttons, you can navigate through the announcements list and view all the announcements without closing the pop-up window.

Personalize

Customize your personalization to be displayed in the application such as, display language, time zone, date and time format. In addition, you can also change your login password.

1. Click on **Personalize** link.

2. The Personalize page opens to display the **Personalize** and **Change Password** tab. By default, the Personalize tab is displayed.



- **Display Language** Select the language to be displayed in the application from Choose Language drop down. Say, *French*, *English* and so on. All the data in the application will be displayed in the selected language.
- **Time Zone** You can also customize the time zone according to the site where the server is installed. The date and time will be set with respect to the time zone.
- **Date/Time Format** Select the format of the date such as, Tue 16 Sep 2010, from the **Set Date Format** drop down box. Similarly, you can also set the time format from **Set Time Format** drop down box. The selected date and time format will be displayed where ever date/time is considered Say, while creating a request, the request created on and due by time will be displayed in the selected date and time format.

Change Password

1. Click the Change Password tab.
2. Enter your old password in the **Current Password** field.
3. Next, enter your **New Password**.
4. Re-enter the new password in **Confirm New Password** field.
5. Click **Save**. Your login password has been changed and will be taken into effect when u log out and log into the application.

Reminders

Reminders are a substitute for those sticky notes or post-it notes which your use to remember your tasks for the day. The Reminders option is available under Quick Actions drop down.

Note	**Quick Actions** drop down is available if the administrator has enabled the option under Self Service Portal Settings.

Add Reminders

To add new reminders to your reminder list,

1. Click **Quick Actions** just below the header tabs -> **Add New** under the **Reminders** block. The Reminders form pops up. Alternatively, you can add a new reminder by clicking **Quick Actions** -> **My Reminder (s).** The **My Reminder (s)** form pops up as shown below,

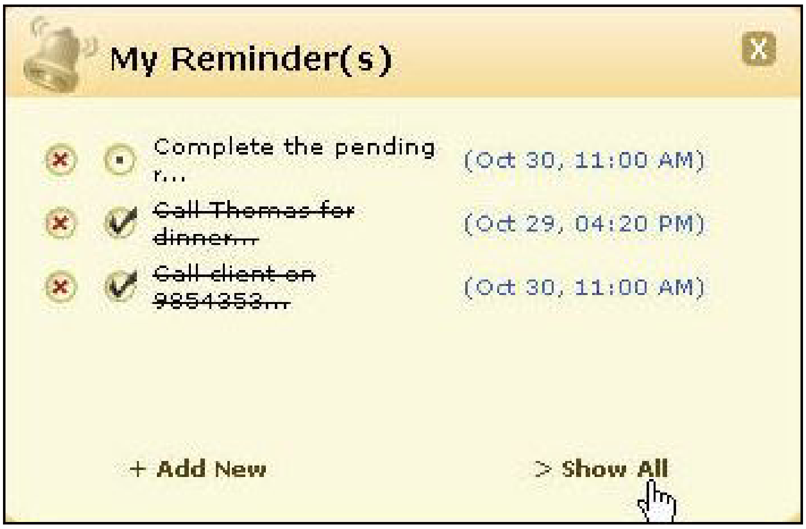
Click **+Add New** link at the bottom of the my reminders form. This opens Reminders page.

3. Enter the task summary in the text field provided.
4. Select the **Date & Time** for the reminder. The date field is set to the today's date and the time is set by default as 11:00 AM. Change the date and time settings. To change the **date**, click the calender icon beside the date field and choose the date of your choice. From the time combo box, choose the time at which the task is scheduled. The values in the combo box are available in a gap of 5 min time interval.
5. Click **Add**. The new reminder is added and is listed along with the already existing reminders in the ascending order based on date and time.

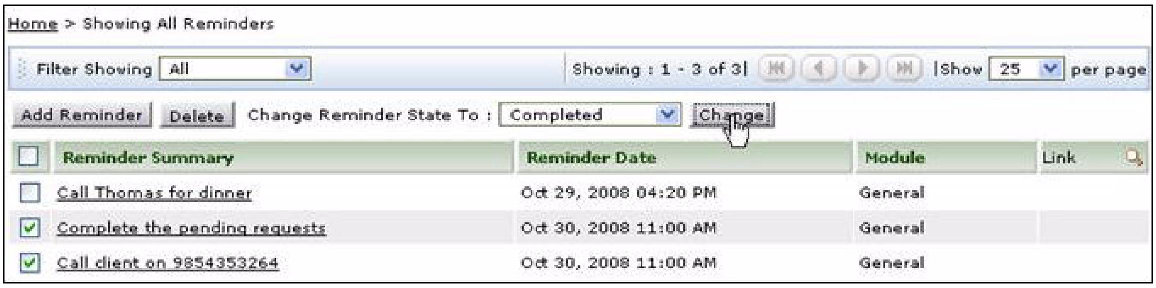
Changing Status

When you have completed a reminder, you can just strike the reminder to indicate that it is completed by selecting the radio button beside the reminder.

1. From the **My Reminders** form, click the status radio button to change the task status from incomplete to **Completed**. The task is struck through to indicate that it is completed.



2. Alternatively, you can also change the task state by executing the following steps :
    1. Click **Show all** at the bottom right of the **My Reminders** pop up window. The **All Reminders** window opens as shown below,



    2. Select the check boxes beside the **Reminder Summary** for which you wish to change the state.
    3. Select the state from the **Change Reminder State To** combo box, select the reminder state to **Completed**.
    4. Click **Change** button to change the status of the task. To indicate the change the task would be striked of.

Deleting Reminders

The reminders can be deleted by,

1. From the **My Reminders** form, click **Delete this reminder** radio button  available beside the status radio button. The reminder gets deleted from the list.
2. Alternatively, from **All Reminders** window, enable the check box beside the Reminder summary to be deleted. Click **Delete**. A pop up window confirming the delete operation appears. Click **Ok** to proceed. The reminder gets deleted from the list.

The advantage of moving the reminder to completed state instead of deleting it completely is that, you can revert the state of the reminder to **Open** again and edit its attributes. But once you delete the reminder, it is completely removed from the application and cannot be retrieved.

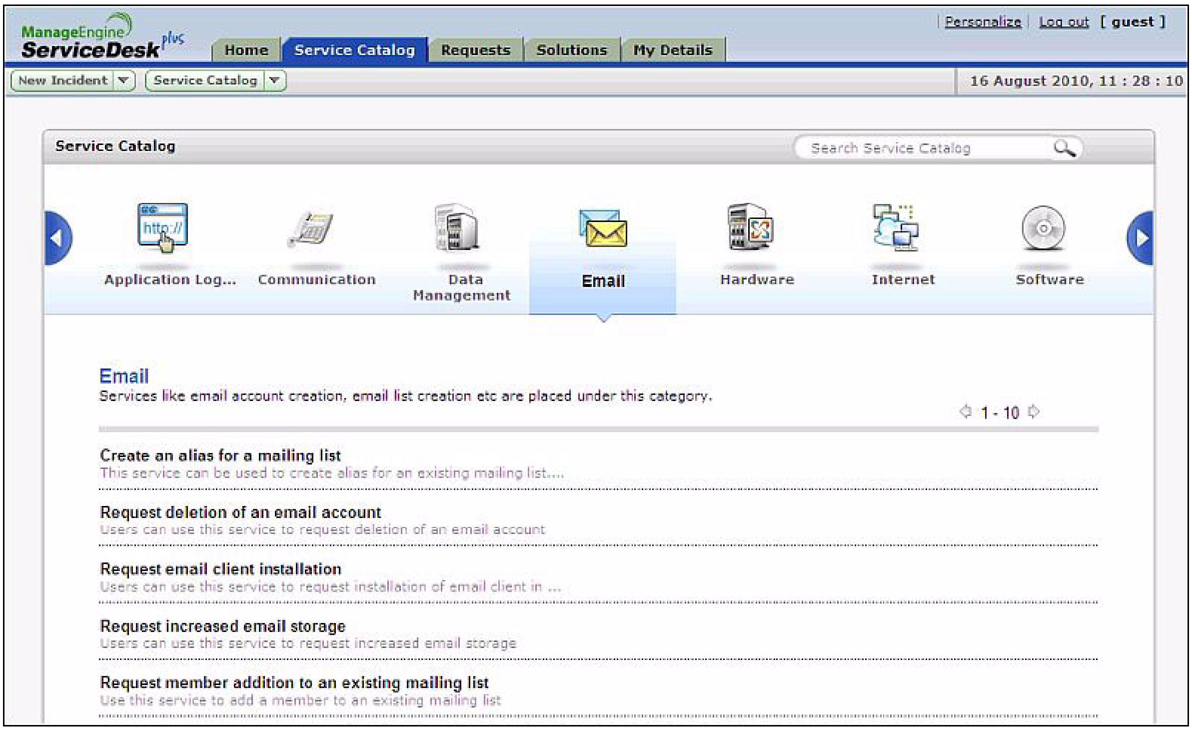
Recent Items

When you are using the ManageEngine ServiceDesk Plus application, the application tracks your last viewed items and lists them in the **Recent Items** block on the left side. This has a list of the last 10 items that you viewed in the application, with the latest viewed item appearing on the top of the list. Clicking the hyperlinked item takes you directly to the item's details.

Service Catalog

The IT departments have a wide range of services to offer to the IT users and these services are exposed to the users in the **Service Catalog** module. The services proposed to the end-users are employee-centric with a request-oriented view of the service. The easy-to-use service catalog describes the services offered, and facilitates users to browse for services, submit requests for IT services and monitor their status.

Most of the basic day-to-day IT services required by the users are installation, relocation, internet access, email access, virus protection, provision of hardware and software, mail server and account management to name a few. With the Service Catalog module, services are easily accessed, evidently portrait and delivered consistently with high quality.



Searching for Service(s)

The service items are available to the users who are approved to access it. A search can be conducted to choose a service from the wide range of service items displayed in the application. Enter a key word in the search field say, software and click enter. The desired search results are obtained.

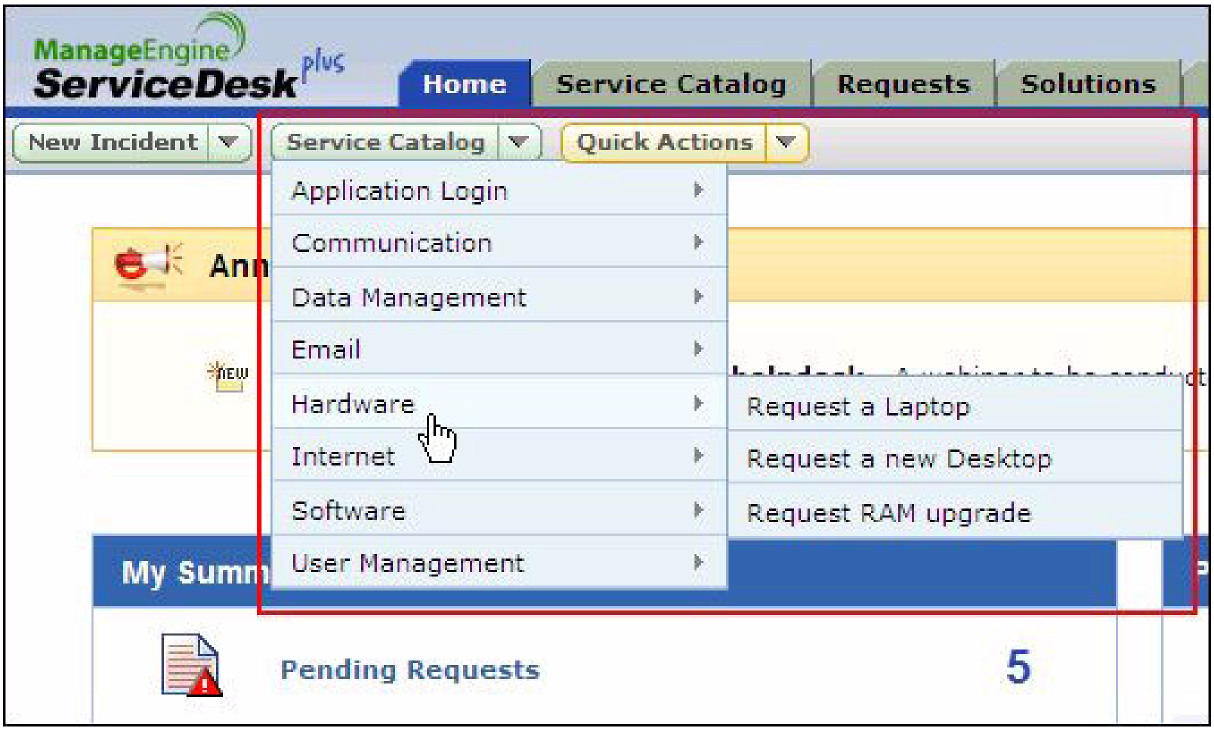
Creating a Service Request

Creating a new service request is as simple as creating a new incident request from the available templates. Service requests can be raised from the application in two ways,

- **Service Catalog drop down**
- **Service Catalog tab**

Service Catalog drop down

Similarly to the New Incident drop down, a **Service Catalog drop down** listing the available service categories in the catalog appears. Browse through the service categories and select a service.



Service Catalog

Alternatively, you can select a service from the **Service Catalog** tab. All you need to do is select the Service Category and select the service item link from the list. You can also conduct a search for desired services.

Selecting a service from the list, takes you to the **New Service Request** form. The form is customized for end-user specific by the Service Manager.

In the service request form,

1. The logged in Requester Details are pre-filled automatically. These fields are non editable.
2. The **Subject** and **Description** for the service request is pre-filled by the Service Manger.
3. Enter relevant values in remaining fields. If the fields are pre-filled with values, you can edit the same. Certain fields might not be editable.
4. If you are requesting for any resources, select the resources from the available list from the **Resource** Info block.
5. If required, you can **Attach Files** to the service request. To attach a file,
    1. Click **Attach File** button and browse through the files.
    2. Click **Open** in the File Upload pop-up.
    3. Click **Attach File** button. The file is attached to the service request with the file name and size. A delete icon is present to delete the file. Similarly, you can add another file but please note that the maximum size of the attachment is 10MB.
6. Click **Add New Request** to raise the request. Click Reset to reset the entered values. Clicking on Cancel takes you to the request list view page.

Request

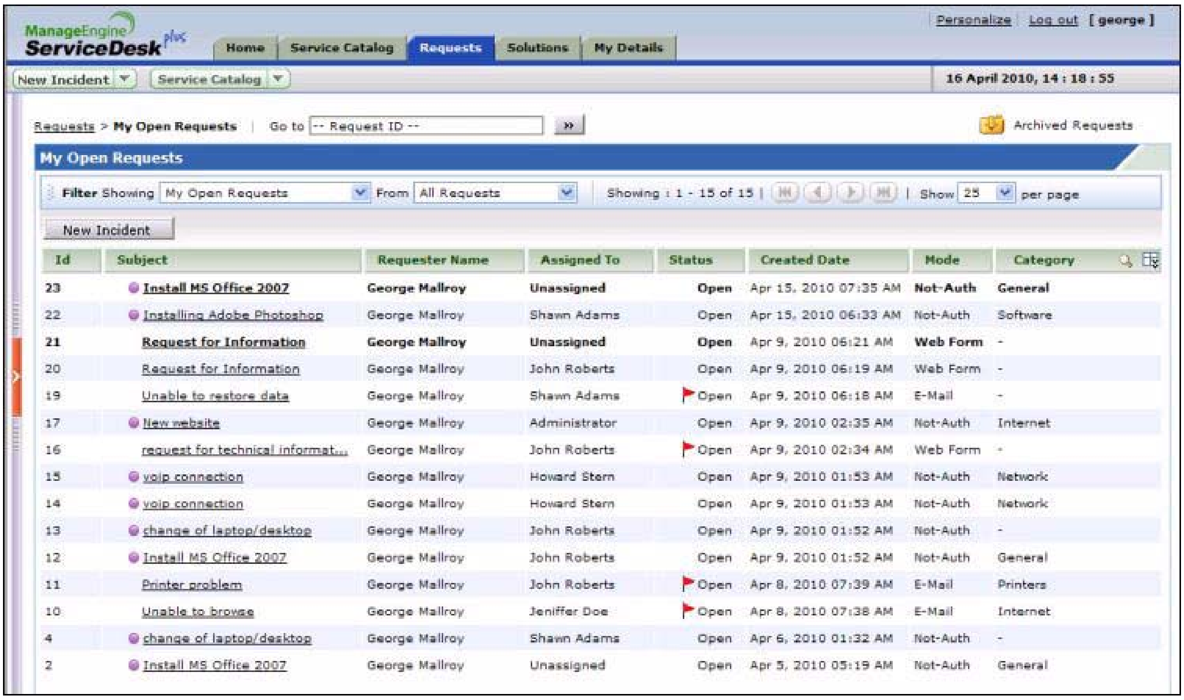
ManageEngine ServiceDesk Plus provides you a Self-Service Portal with the request module. Here, you can create new requests to post your concerns and issues to the IT help desk team. You can also view the request that you have posted and keep track of its status. Once the request is closed, you can view the same in the closed requests.

Request List View

The request list view page organises and displays all your tickets raised in the application. This page includes various useful functionality such as,

- option to view requests based on filters.
- option to segregate the list view based on Incident and Service requests.
- option to view archive requests.
- view request details on entering the request ID.
- customize columns to be displayed in the list view.
- set the number of requests to be displayed per page.

On clicking the Request tab in the header pane, the page redirects to the request list view page.

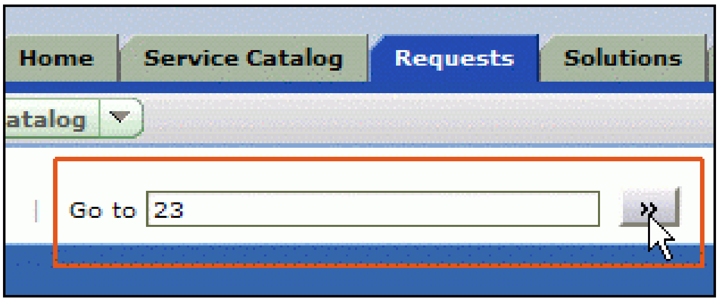


Representation of Icons in the list view:

- - indicates Service Requests
- - indicates that the First Response time and Resolution time are overdue.
- - indicates overdue requests.
- - indicates First response time is overdue.
- - perform column-wise search on requests.
- - select columns to be displayed in the list view.

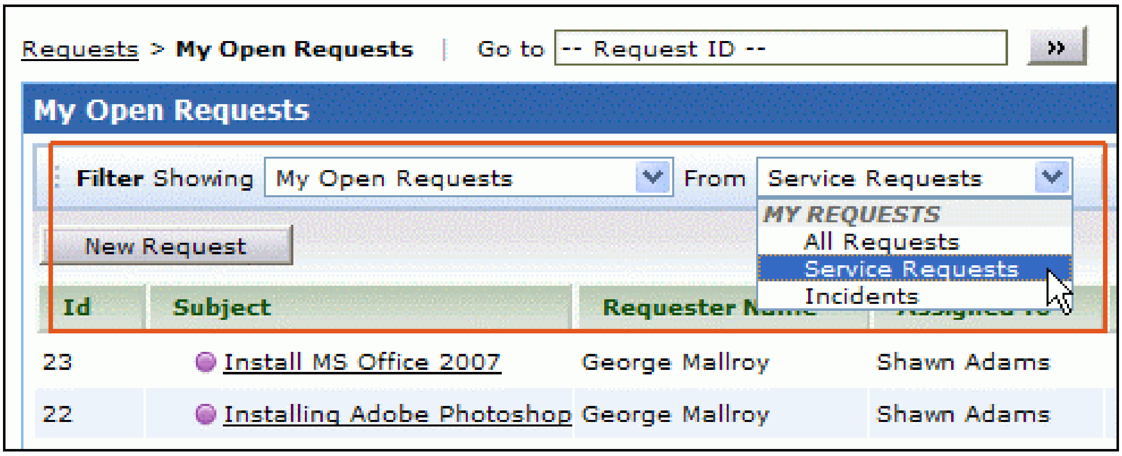
From the list view page, you can:

View request details on entering the Request ID: Go to the request details page on entering the Request ID. It is an instant option to access the request details.

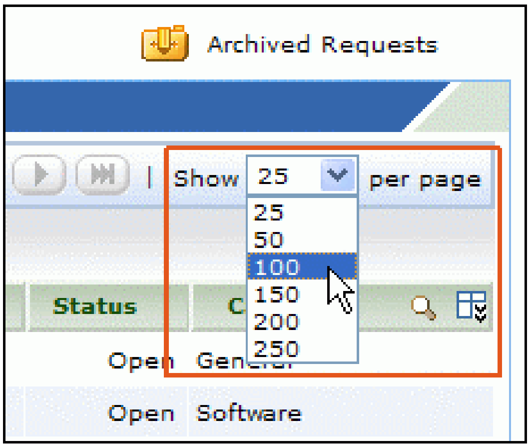


Viewing Archive Requests: View all your requests in the Archive state. The data archiving is schedule by the administrator at regular intervals to move the closed/completed requests into an inactive (archive state). This is to prevent accumulation of millions of active requests in the application thereby increasing the helpdesk performance.

View Requests based on filters for Incidents/Service requests: View requests based on filters for incident, service, or both incident and service requests. Based on your access privilege, you can view only your requests, request raised in your department, requests raised in your site. This access privilege is provided by the administrator.



Set the number of requests per page and navigation buttons: You can set the number of requests to be displayed in the request list view page.



New Request: Create new requests on specifying information such as, priority, category, sub category and items. [Refer New Request to know more].

Creating a New Incident

When you need to report a failure or problem of your system to the IT help desk team, then send a request to the team. There are different modes of placing a request to the IT help desk team, such as web-based form, e-mail notification, and phone call. ServiceDesk Plus provides options to log details of a request originating in any of the above-mentioned forms.

To create a new incident using the web-based form

1. Log in to the ServiceDesk Plus application using your **user name** and **password**.
2. Click the **New Incident** link available just below the tabs in the header pane.

Requester Details

In this block, your name and the workstation that has been associated with you are displayed. The **Name, Contact number** and **Site** is non-editable. From the **Workstation** drop-down list, select the workstation to which the issue that you are submitting is related. Depending on the configurations set by the ServiceDesk Plus administrator, the workstation list will have all the available workstation in your organization or it may have only the workstations that are associated with you. Selecting the workstation is not a mandatory requirement. Only if the issue is related to the workstation, you need to select it.

Classifying Category

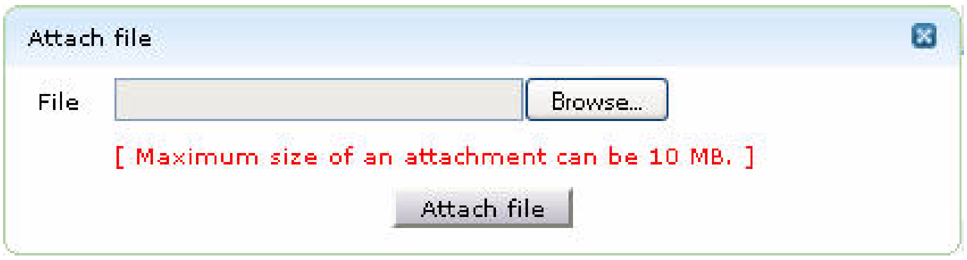
The **Category** drop-down box, lists the categories under which an incident can be classified. Select the relevant category to which your incident request can be grouped. Select the relevant **Sub-Category** from the combo box. Also select the relevant **Item** from the combo box.

Describe Incident Request

Once you have assigned the category and priority for the incident, describe the request in detail. The detailed request has two components to it, namely **Subject** and **Description**. In the **Subject** field, provide a relevant title to the incident that will exactly summarize your request content. Then, provide a detailed description with any other associated details relevant to the incident in the **Description** text box.

Add Attachments to the Request

1. Below the **Description** text box, click the **Attach File** button. Click this. This opens an **Attach File** pop-up window.



2. Click the **Browse** button.
3. From the file chooser window, choose the file to be attached.
4. Click **Open**.
5. Click **Attach File**. The chosen file gets listed in the table below the browse field. If you have more files to choose repeat the steps 2,3, and 4 till you have attached all the relevant files.
6. Click **Attach File**. The selected files are attached to the request.

Once you have done all the above, click the **Add request** button. The request is added to the list of requests and can be viewed from the request list view which can be invoked by clicking on the **Request** tab in the header pane.

Additional Fields

Any additional fields which the requesters can set can be viewed below the description text field. Enter relevant details in the field.

Modes of Creating an Incident Request

There are different modes of creating an incident request. One of them is using the web-based form. To use the Web-based form, you must have login access to the ServiceDesk application. If you do not have a login access to the application, then you can submit your request in either of the other two modes:

1. **E-mail** the request to the help desk team. This e-mail will automatically be changed to a new request in the ServiceDesk Plus application and any actions to be performed on the request will be immediately taken into notice.
2. Call up the IT help desk agent and report an issue or explain the nature of your request. The help desk agent will manually feed in the details into the application through the web-based New Incident form available in the Request module.

Viewing a Request

Follow the steps given below to view a request available in the ServiceDesk Plus Request module:

1. Log in to the ServiceDesk Plus application using your user name and password.
2. Click the **Request** tab in the header pane. The next page lists all the requests raised by you in the ServiceDesk Plus application. If there are any requests that have not been assigned any technician then they will appear in bold font.
3. Click the **Title** of the request that you want to view. This opens the **View Request** page.
4. The request header has the request ID, category of the request, level, its status, and priority. Then the requester name, due date, request summary, and request description are displayed. Below this, the request details containing mode of request, technician attending to the request, created date, and due date are displayed. Finally, the requester details are displayed below the request details block. If there are any attachments to request, click on the file that is attached to view the same.
5. Click the **Resolution** tab to view the resolution for the request.
6. To view the history of the request, click the **History** tab.
7. To view all the replies that have been sent to you, click the **Replies** tab in the center pane. All the notifications will be listed in the ascending order of the date and time when they were sent.

The **Created Date** field displays the time when you created the request. Based on the priority of the request, the **Due Date** is calculated and is displayed beside the **Created Date** in the request details block. If you have received any response for the request, then you will see the **Responded Date** also in the view request page.

The **Notes** added to the request are appended below **Task Details**. The notes are displayed in the descending order, with the recently added note displayed first.

Printing the Request

To print a request,

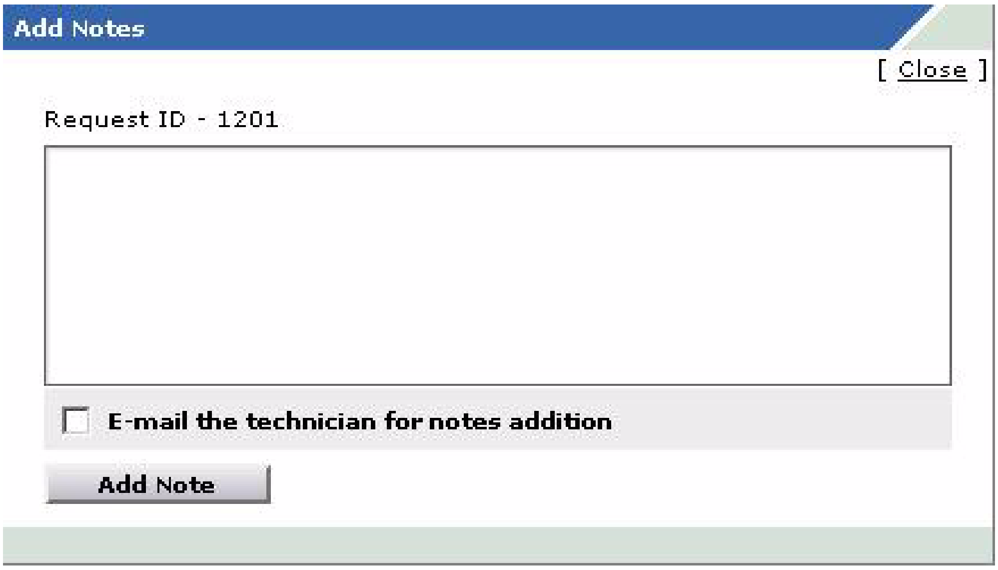
1. Log in to the ServiceDesk Plus application using your **user name** and **password**.
2. Click the **Request** tab in the header pane.
3. Click the **Subject** link of the request that you want to print.
4. Click Actions combo box on the right hand side of the page. Click **Print Preview** option. The print preview of the request is opened in a pop-up window.
5. Click the **Print** menu item from the browser **File** menu list.
6. The default printer associated with your workstation is invoked. Set the required options and click **OK**. You can collect the printed copy of the request at the printer that is linked to your workstation.

Adding Notes

After posting a request, if you want to add additional information about the request, use **Add Notes**.

To add a note to a request,

1. Log in to the ServiceDesk Plus application using your **user name** and **password**.
2. Click the **Request** tab in the header pane.
3. Click the **Subject** link of the request to which you would like to add a note.
4. In the **View Request** page, on the right side **Tasks** block, click the **Add Notes** link. The **Add Notes** pop-up window is displayed as below:



5. Enter your content in the text box below the **Request ID**.
6. If you wish to notify the technician in-charge of your request about the addition of the note, then select the check box **E-mail the technician for notes addition**.
7. Click **Add Note**. The note is added at the bottom of the request along with a date and time stamp. Your name is also displayed.

You can add any number of notes to a request. The notes added to a request will be displayed at the bottom of the request in the **View Request** page in the descending order, that is, the recently added note will be displayed first.

Note: You will not be able to delete any of the notes in a request even though you have added them. Only technicians can delete the notes added to a request.

Viewing Request Resolution

When the IT help desk team resolves a request, they can add the resolution for the request. If a resolution is added for the request, you can view it by following these steps:

1. Log in to the ServiceDesk Plus application using your **user name** and **password**.
2. Click the **Requests** tab in the header pane.
3. Click on the **Subject** link of the request for which you want to know the resolution.
4. In the **View Request** page, click the **Resolution** tab in the center pane.
5. The request header is retained as is from the request view. Just below that you will find the resolution for the request, if it had been added by the technician who attended to the request. Or else, a message stating that ***No Resolution Available*** is displayed. The resolution has information of who created it, creation date and time, resolution title, and detailed description.

Viewing Request History

The various actions performed on a particular request are stored in the request history for future reference and auditing purposes.

To view the request history,

1. Log in to the ServiceDesk Plus application using your **user name** and **password**.
2. Click the **Request** tab in the header pane.
3. Click on the **Subject** link of the request for which you need to know the complete history.
4. In the **View Request** page, click the **History** tab in the center pane. This displays the complete history of actions that were performed on the request from the time of its creation.

The details that are displayed in the History are in the ascending order with the earliest performed action shown at the top of the page and the latest action at the bottom of the page.

Viewing the Requester Details

1. Click the **Request** tab in the header pane.
2. Click the **Title** of a request.
3. Click the **Requester Name** link in the **Requester Details** block. The **View Requester Details** window pops up where you can view details, such as name, designation, employee ID, department to which the requester belongs, e-mail ID, and phone and mobile numbers.

4. Once you have finished viewing the details, click the **Close** link.

Alternatively, you can also click the **My Details** tab in the header pane to view your personal details.

Viewing all Replies

The IT help desk team sends notifications to you during the course of solving the issue submitted. Your responses to the technicians will also be displayed as threads / conversation. You can view these conversations from your own login view.

1. Log in to the ServiceDesk Plus application using your user name and password.
2. Click the **Requests** tab in the header pane.
3. Click the **Title** of the request for which you wish to check the conversations.
4. In the **View Request** page, the various mails between you and the technician in-charge will be displayed under the head **Conversations**.

Viewing Survey Results

Once the requester completes the survey, the administrator and the requester who took the survey can view the survey results.

To view the survey results,

1. Log in to the ServiceDesk Plus application using your **user name** and **password**.
2. Click the **Requests** tab.
3. In the Requests list view select the **My Closed Requests** filter.
4. Click on the **Subject** link for which you wish to see the survey results.
5. Click **View Survey Results** link available under the **Tasks** block. The survey results opens in a pop-up window.
6. Once you have viewed the results, click the **Close** button.

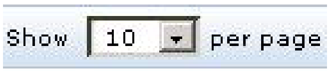
Note:

1. The View Survey Results link appears only if the you have completed taking the survey. Else this link will not be present.
2. Once the survey is submitted, the responses cannot be changed.

Viewing Requests based on Filters

ManageEngine ServiceDesk Plus allows you to view the list of all your requests. You can also apply various filters to this list and view only a specific group of requests. To view the whole list of requests posted by you, click the **Request** tab in the header pane. This lists all the open requests that you have submitted. You can set the number of requests that you would like to view in a single page.

1. In the **Requests** list page, click the drop-down box available as shown in the figure below:

2. From the drop-down list, select the number of records that should be displayed in a single page.

There are more filters which can be used as explained below,

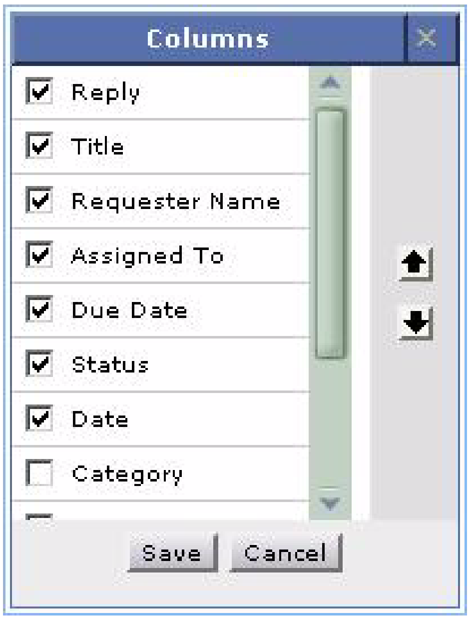
- **My Open Requests** This is the default status on opening the request list view page. All your open requests will be listed under this option.
- **My Requests On hold** All your assigned requests that are kept on hold will be listed under this option.
- **My Pending Requests** All your assigned unfinished requests are listed under this option.
- **My Completed Requests** All your assigned requests that are closed will be listed under this option.
- **My Closed Requests** All your requests with the status as closed will be listed under this option.
- **All My Requests** All your requests irrespective of the status will be listed under this option.

Customizing Request List View

ManageEngine ServiceDesk Plus allows you to customize the request list view to include columns of your choice.

To customize the list view

1. Log in to the ServiceDesk Plus application using your **user name** and **password**.
2. Click the **Requests** tab in the header pane.
3. Click the column edit icon available at the corner of the request list headers. This opens the available columns that can be displayed in the list view. All those that are visible currently, will have the check box beside them selected.



4. To remove a column, remove the selection from the respective check box beside the column name.
5. To add a column to the list view, select the unchecked select box beside the column name.
6. To change the column order, click the up and down arrow after selecting the column that you wish to move.
7. Click **Save**.

This will add only those columns which you have chosen in the list view.

Sorting Requests by Column

To sort request by column, click the column header. Clicking it once will sort it in ascending order. Clicking twice will sort the column in descending order.

Searching Requests

ManageEngine ServiceDesk Plus gives you an option to search for requests using a keyword search. All requests that match the keyword that you have provided in the search will be displayed.

You can also do a column-wise search of the requests. To perform a column-wise search

1. Click the search icon at the end of the request list view headers. This opens the search field just below every column that is visible in the list view.
2. Enter the search key in field under the column of your choice.
3. Click **Go**. The search results matching the search string(s) are displayed.

Note: The search would return the results for any of the text fields of the request. You will not be able to search for a request based on any of the date fields of the request.

Solutions

ManageEngine ServiceDesk Plus gives a provision to add resolutions for all the requests that have been posted. These resolutions can be directly converted to knowledge base articles that are grouped under the solutions head. If your help desk team has already added such knowledge base articles to the solutions section, then you can search for solutions specific to your problem and fix it. Thus, the solutions module serves as a knowledge base to find solutions for known problems using the keyword-based search.

You can access the solutions even without logging in to the application, but will be able to view only those solutions that are published in the Self Service Portal. To access the knowledge base directly without having to login to the application, type the URL provided below in the address bar of the browser:

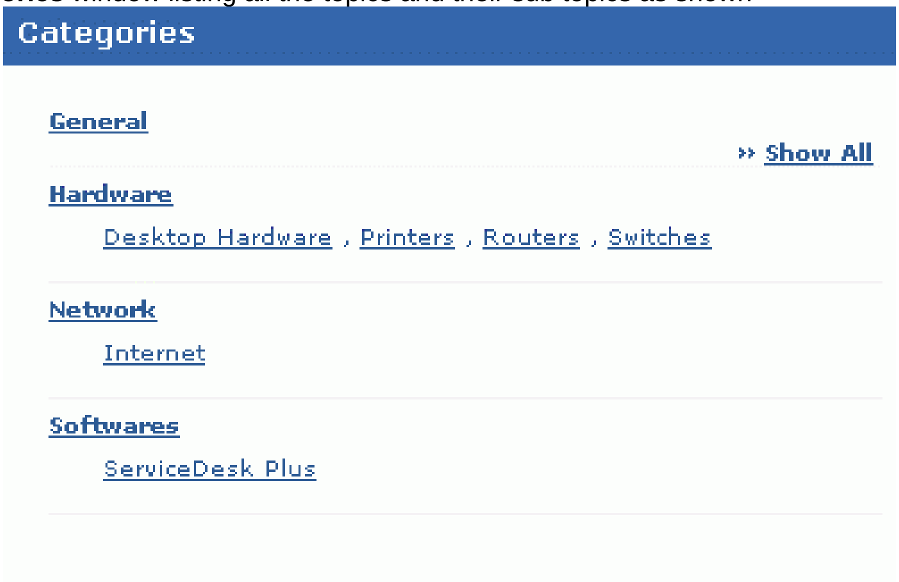
http://<server name>:<port number>/sd/SolutionsHome.sd

where,
<server name> is the name of the server where ServiceDesk Plus is installed and
<port number> is the port where the application is running.

Browsing Solutions by Topic

To browse the available solutions by individual topics,

1. Log in to the ServiceDesk Plus application using your user name and password.
2. Click the **Solutions** tab in the header pane. This opens the Solutions list view page.
3. Hover over 

combo box next to manage topics link. This opens the **Categories** window listing all the topics and their sub topics as shown


below,
4. To view all the sub topics, click **>>Show All** link on the right hand side of the page. This lists out the topics and sub topics in a logical manner.
5. On clicking the topic, the solutions of the topic and its corresponding sub topics gets listed. Click the sub topic to view the solutions only in that sub topic.

Search in Solutions

ManageEngine ServiceDesk Plus allows you to search for solutions using its Search in Solutions option.

To search for solutions,

1. Log in to the ServiceDesk Plus application using your **user name** and **password**.
2. In the Search block on the left hand side of the page, enter the **Solution Keyword** in the provided field.
3. Click **Go** or press the **Enter** key in your keyboard. The search results display all the solutions that match the search string.

Alternatively, from the solutions list view page, enter the search string in the Search Solutions text field. Click **Search Solutions** button. The list of solutions corresponding to the search string gets displayed.

Another option to search solutions will be using the column-wise search option. To perform a column-wise search

1. Click the search icon at the end of the solution list view headers. This opens the search field just below every column in the list view as shown below,

2. Enter the search key in field under the column of your choice. You can enter keywords in more than one column to perform a combined column search.
3. Click **Go**. The search results matching the search string(s) are displayed.

My Details

When creating your login details in the ServiceDesk Plus application, your profile would have some default information. In the **My Details** section of the Self-Service Portal of ServiceDesk Plus, you are allowed to modify the information relating to your profile, including the password. This helps you maintain your profile updated with the latest changes. It also gives you the freedom to edit your profile at your will provided the option is enabled by the administrator under Self-Service Portal Settings in the Admin tab .

Editing My Details

You can edit your details through the Self-Service Portal and need not depend on your IT help desk team to do the same for you. It enables you to modify your own profile whenever you want and saves considerable time.

To edit your profile,

1. Log in to the ServiceDesk Plus application using your **user name** and **password** to access the Self-Service Portal.
2. Click the **My Details** tab on the header pane. The next page displays your user profile as created/edited last time in an editable form.
3. All the fields in this form are editable. Your **name** is a mandatory fields in the form. You can choose to leave the other fields blank. The information that you can edit are your name, employee ID, e-mail, phone, mobile, department name, and job title.
4. To change your department name, you need to select from the list of departments that are available in the drop-down list provided against the **Department** field.
5. When you are done with the modifications, click **Update Details**.

Note : You can edit your details only if the option is enabled in **Self Service Portal Settings** under the Admin tab. The administrator has the privilege to enable the option.