



DADABHOY  
INSTITUTE  
OF HIGHER  
EDUCATION



# **DIHE Online Help Desk System (DIHE- OHDS)**

**Information Technology  
Department  
DIHE**

# DIHE – OHDS

DIHE OHDS enable us to resolve students/staffs issues efficiently by simply automating complaint resolution process with ticket management.

This OHDS is the small step to reduce the communication distance between the staffs and students but it's a great leap for us.

- **Notification Management**
- **Service Provider**
- **Automatic Task Identification**
- **Secured Remote Access**
- **Great User Experience**
- **Facility to assign, track and scale issues**
- **Supervisor**



# Planning Phase of online support using DIHE-OHDS

**Step 1:** Collection of Facts/Data

**Step 2:** Scrutiny of the existing system (If Available)

**Step 3:** Analysis of the proposed system

# Design and Development Phase of online support using DIHE-OHDS

**Step 1:** Desired features and operations are described in detail, including screen layouts, process diagram and other documentation.

**Step 2:** Implementation of open source.

# Execution Phase of online support in all Departments - DIHE

**Step 1: Creation of all Departments on OHDS by IT Department.**

**Step 2: Created Signup/Login page for students faculty wise.**

**Step 3: How a student can Signup/Login into OHDS.**

**Step 4: How a student can create a ticket.**



# Step 1: Creation of Department - OHDS by IT Department

Talha Hassan  
My Account | Close session

Staff Members **Departments**

## Departments

A department is a group where the tickets can go. They are used to categorize the tickets. You can assign them to other staff members.

Departments


- LMS (Learning Management System)
- IT Department
- Examination Department
- Accounts Department
- Quality Enhancement Cell
- HR
- Student's Portal
- Library
- Admission

+ Add new

Name

Private ?

Add department



All  
Departments

# Step 2: Created Signup/Login page for students, faculty wise

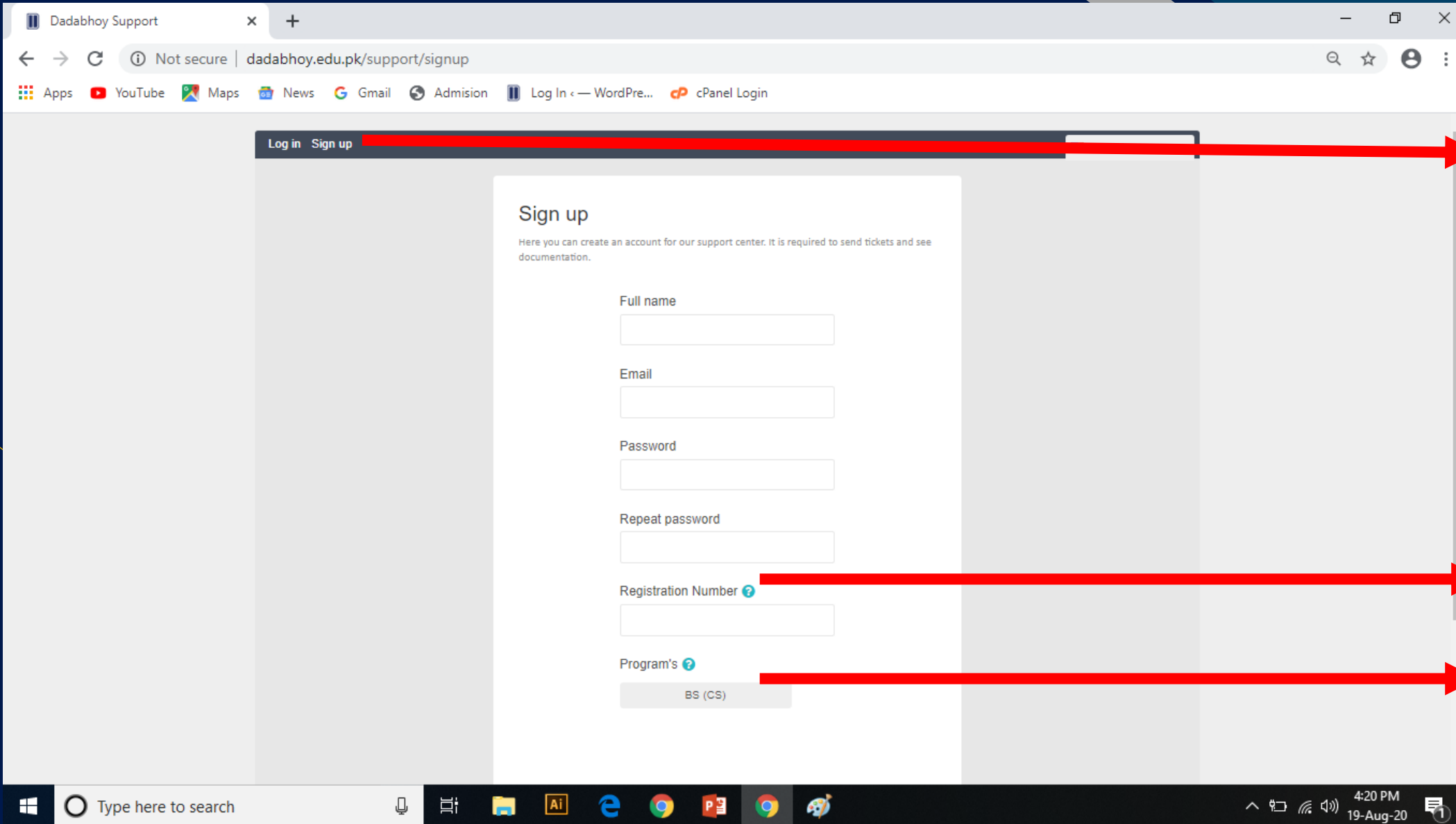
The screenshot shows a web browser at the URL [dadabhoy.edu.pk/support/](http://dadabhoy.edu.pk/support/). The page features a navigation bar with 'Log in' and 'Sign up' links. On the left, there is a 'LOG IN' form with fields for 'email' and 'password', a 'Remember me' checkbox, a red 'LOG IN' button, and a 'Forgot your password?' link. On the right, the 'Dadabhoy Support' section includes a welcome message and three main service cards: 'TICKETS' (red), 'ACCOUNT' (green), and 'ARTICLES' (teal). A red arrow points from the 'Sign up' link in the navigation bar down to the 'LOG IN' form.

Link for students to access OHDS

Students can Signup & login



# Step 3: How a student can Signup/Login into OHDS.



The screenshot shows a web browser window with the URL `dadabhoy.edu.pk/support/signup`. The page has a navigation bar with "Log in" and "Sign up" links. The "Sign up" link is highlighted with a red arrow. Below the navigation bar is a "Sign up" form with the following fields:

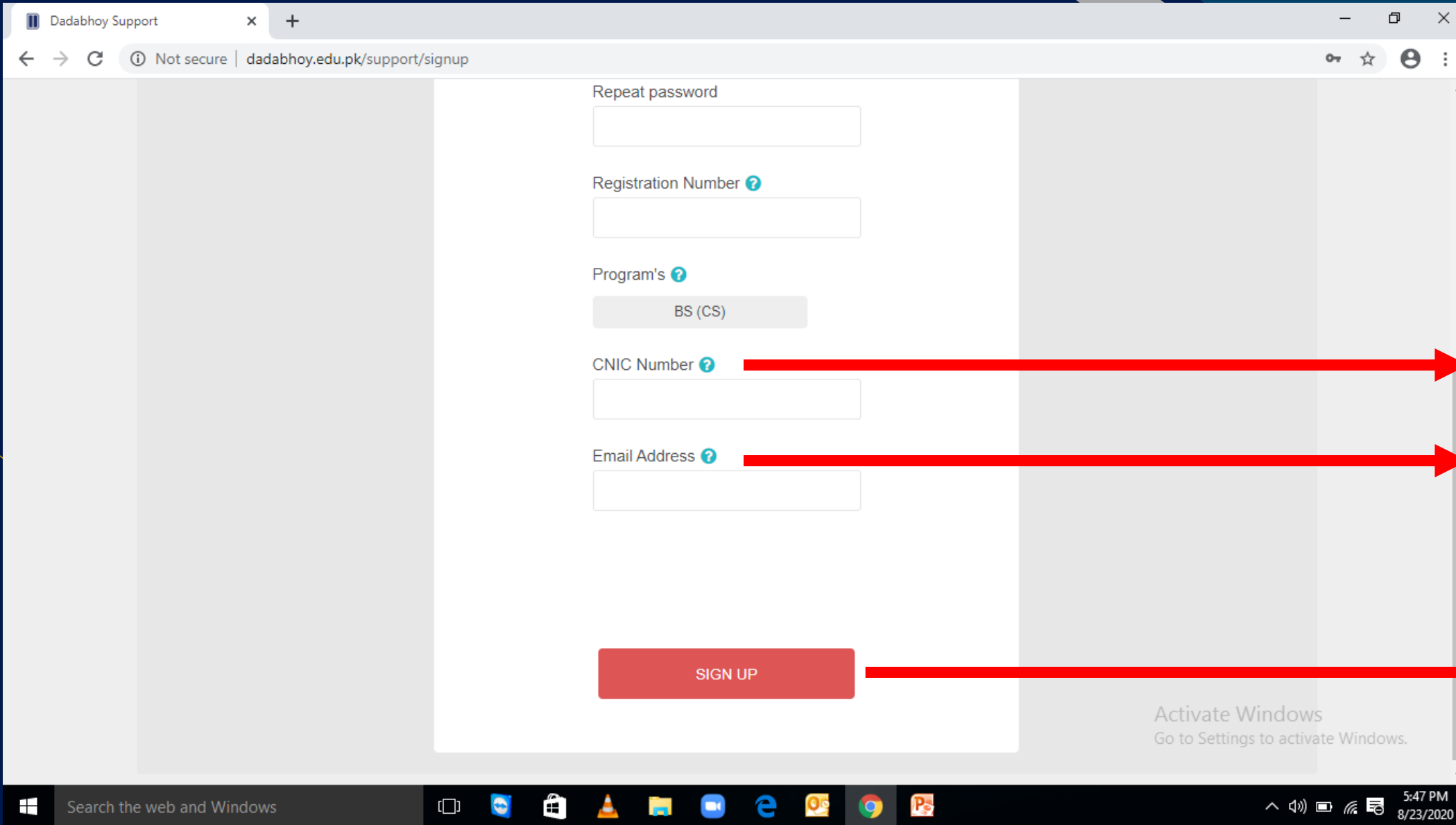
- Full name
- Email
- Password
- Repeat password
- Registration Number
- Program's (with a dropdown menu showing "BS (CS)")

At the bottom of the browser window, the Windows taskbar is visible, showing the search bar and various application icons. The system tray on the right shows the time as 4:20 PM on 19-Aug-20.

By clicking on signup, this page will popup for new account

Student will use his/her Registration No & Program

# Step 3: How a student can Signup/Login into OHDS.



The screenshot shows a web browser window with the address bar displaying "dadabhoj.edu.pk/support/signup". The page contains a registration form with the following fields and options:

- Repeat password:
- Registration Number:
- Program's:
- CNIC Number:
- Email Address:
- 

At the bottom right of the page, there is a watermark that says "Activate Windows Go to Settings to activate Windows." The Windows taskbar is visible at the bottom of the screen, showing the time as 5:47 PM on 8/23/2020.

Student will use his/her CNIC & email address too.

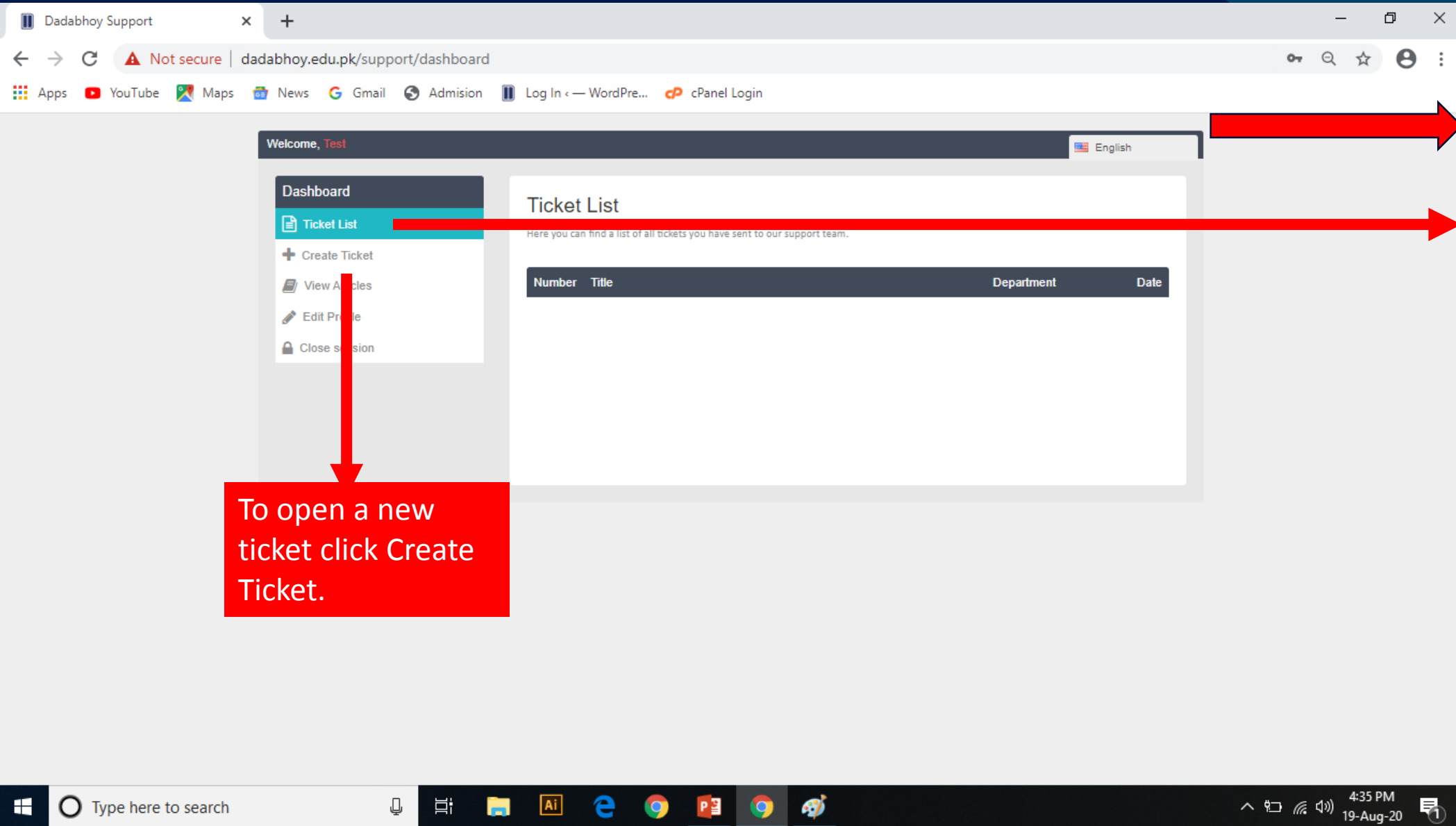
Lastly, Click Sign Up button.

# Step 4: How a student can create a ticket.

This is students main Dashboard.

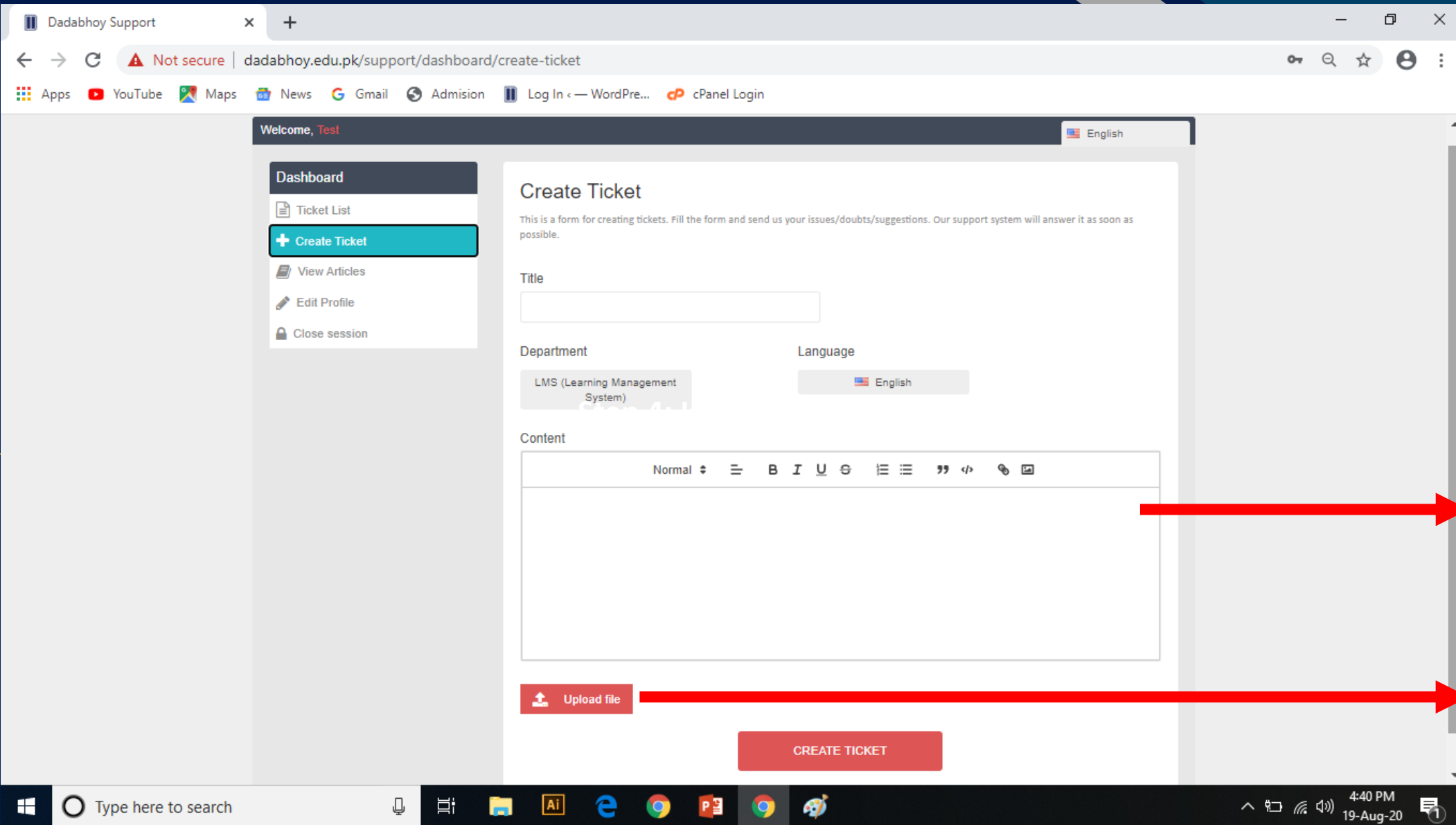
Ticket list will show all the tickets which student has opened.

To open a new ticket click Create Ticket.



The screenshot shows a web browser window with the URL `dadabhoy.edu.pk/support/dashboard`. The page displays a dashboard for a student named 'Test'. On the left, there is a sidebar menu with options: 'Dashboard', 'Ticket List', 'Create Ticket', 'View Articles', 'Edit Profile', and 'Close session'. The 'Ticket List' option is highlighted. The main content area shows a 'Ticket List' section with a sub-header: 'Here you can find a list of all tickets you have sent to our support team.' Below this is a table with columns: 'Number', 'Title', 'Department', and 'Date'. The table is currently empty. A red arrow points from the 'Create Ticket' button in the sidebar to the text box below. Another red arrow points from the 'Ticket List' header to the text box on the right. A third red arrow points from the top right of the dashboard to the text box above it.

# Step 5: How to create/forward/close a ticket



Dashboard

- Ticket List
- + Create Ticket**
- View Articles
- Edit Profile
- Close session

## Create Ticket

This is a form for creating tickets. Fill the form and send us your issues/doubts/suggestions. Our support system will answer it as soon as possible.

Title



Department

LMS (Learning Management System)

Language

English

Content

Normal **B** *I* U ~~S~~ **¶** **¶** **”** **</>**  

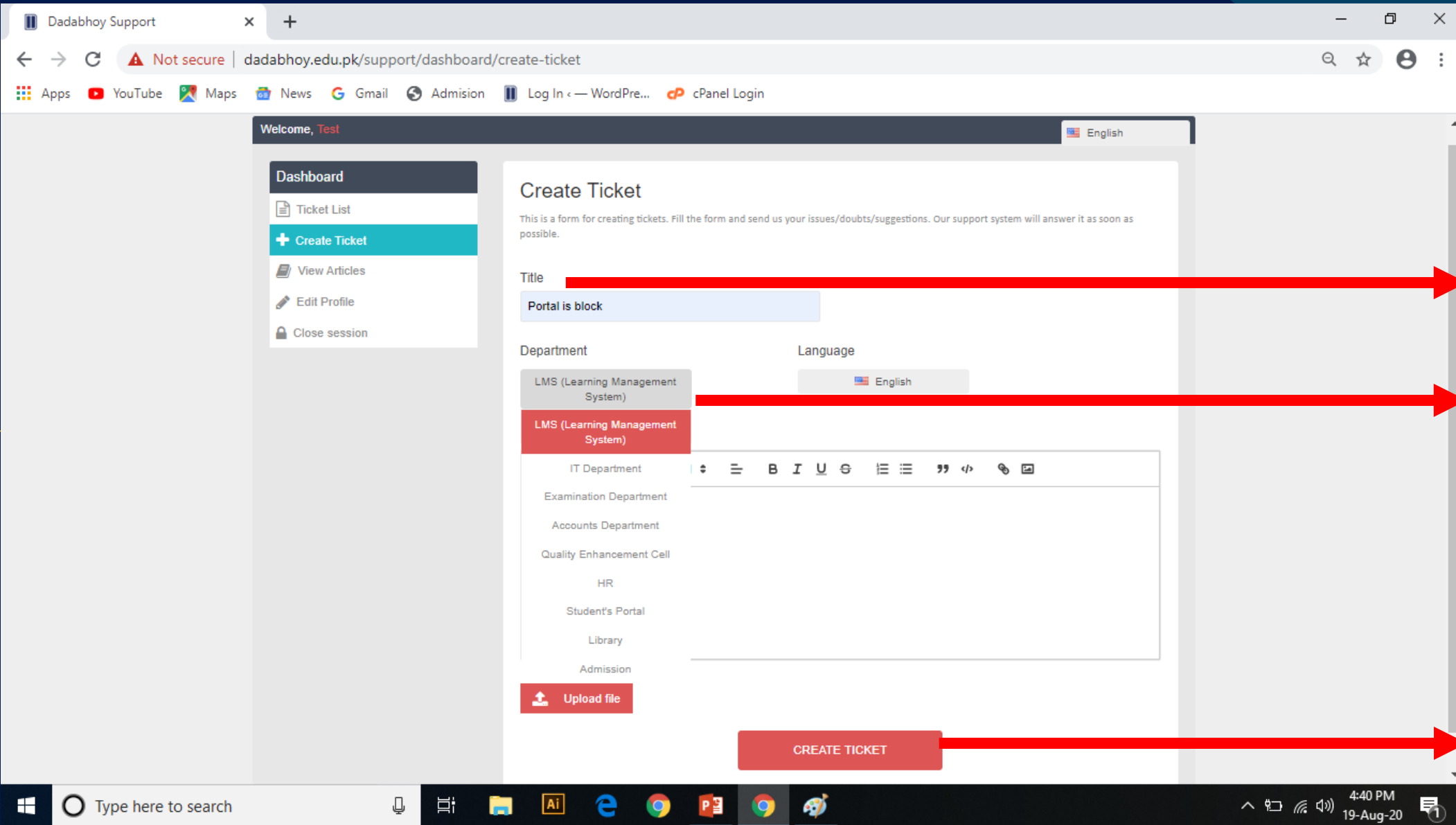
Upload file

CREATE TICKET

After clicking on create ticket this screen will popup where student can write/describe his/her complaint.

Student can also upload any file like Voucher or screen shoot.

# Step 4: How a student can create a ticket.



The screenshot shows a web browser window with the URL `dadabhoj.edu.pk/support/dashboard/create-ticket`. The page title is "Dadabhoj Support". The user is logged in as "Test". The dashboard includes a sidebar with options: Ticket List, Create Ticket (highlighted), View Articles, Edit Profile, and Close session. The main content area is titled "Create Ticket" and contains the following form elements:

- Title:** A text input field containing "Portal is block".
- Department:** A dropdown menu with "LMS (Learning Management System)" selected.
- Language:** A dropdown menu with "English" selected.
- Rich Text Editor:** A text area with a toolbar for formatting (bold, italic, underline, link, list, quote, code, link, unlink).
- Upload file:** A button with an upload icon.
- CREATE TICKET:** A large red button at the bottom of the form.

Red arrows from the text boxes on the right point to the Title field, the Department dropdown, and the CREATE TICKET button.

Subject of the ticket

Student can choose the department for which complaint is about

Once it done click Create Ticket. Respective department will receive that ticket in their OHDS account.



# Thank You



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