

## **What is DIHE Online Help Desk System (OHDS)?**

A DIHE online help desk system is an on-premise or cloud-based software to manage students questions, requests or reported issues. The questions or requests are raised as tickets.

The DIHE online help desk system is specifically designed for organizing and tracking all the fixes and replies made for a service request or for technical support.

DIHE online help desk system will ensure you that the tickets are read and resolved by the right person/department in appropriate time.

It is one of the primary ways for the students to interact with DIHE to ensure that the right support team is prepared to help our students.

### **The Default Ticket Status Values Available in Raise a Ticket are:**

- **Open** - A ticket that has been opened by a student. The first response time is calculated from the timestamp when the ticket is created.
- **Closed** - A ticket that is closed and on which no work is being done; normally after being acknowledged by the student for closure. The resolution time is calculated from the timestamp when the ticket is created until the timestamp when the ticket is closed.
- **Pending** - The ticket is awaiting a response from another department, not the student. The on-hold time is added to the student wait time and not staffs wait time. On-hold is set where there is no predictable estimate time for a reply.
- **In Progress** - A ticket on which work is currently being done.
- **Resolved** - A ticket on which work has been finalized and marked as solved by the department.

## **How to use DIHE Online Help Desk System (OHDS)?**

Kindly click on [www.dadabhoy.edu.pk/support](http://www.dadabhoy.edu.pk/support)

For details information please click on [www.dadabhoy.edu.pk/elearning](http://www.dadabhoy.edu.pk/elearning)

## **Department Wise FAQ's**

### **1. EXAMINATION DEPARTMENT:**

If you have matter related to Degree, Transcript, Semester Award sheet (Results), Comprehensive Test and Documents Verification; you have to select Examination Department while creating a ticket.

### **2. ACCOUNTS DEPARTMENT:**

If you have matter related to Fee Voucher, Fee Concession, Fee Installments, Convocation Fee Voucher and Verification of Student Paid Status; you have to select Accounts Department while creating a ticket.

### **3. ADMISSION DEPARTMENT:**

If you have matter related to Registration Number, Student ID Card, Student Name/Father Name Correction, Unlocking Portal for Semester Registration and Scholarship; you have to select Admission Department while creating a ticket.

### **4. LEARNING MANAGEMENT SYSTEM (LMS) DEPARTMENT:**

If you have matter related to Incorrect/Invalid user name & password, Unblock Accounts; you have to select Learning Management System Department while creating a ticket.

### **5. IT/E-PORTAL DEPARTMENT:**

If you have matter related to Updating CNIC and Course URL (If not working); you have to select Learning Management System Department while creating a ticket.