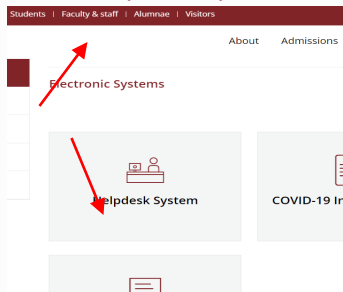# How to use HelpDesk

1. Access it from DAH website head to Faculty&Staff page then Helpdesk System.

Or use DAH HelpDesk URL
https://ithd.dah.edu.sa/

2. Log in with you DAH username and password or use SAML and log in with your DAH email and password

3. Select the department Helpdesk you'd like to enter from the list

Welcome to ManageEngine ServiceDesk Plus's Service Desk

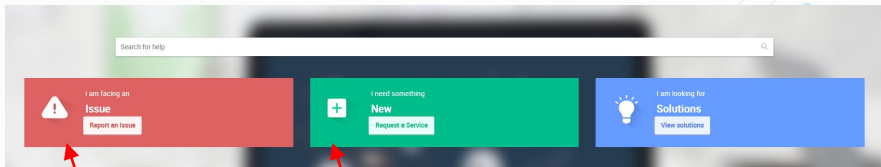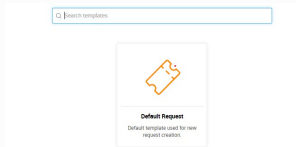|		
IT Helpdesk Helpdesk to manage all IT sup...	Accounting	Student Affairs
Support Services	Admissions	Research Center
Acc-Master Students		

4. Select the type of request you need help with either a service or issue.

5. Select the request template.

6. Then fill in the request form

7. To view requests select Requests then select from the dropdown list "All My Requests".

How to use HelpDesk on your mobile

1. Download the app from AppStore

IT helpdesk | ServiceDesk Plus [4+]
On-premises service desk app
Zoho Corporation
★★★☆☆ 3.3 • 44 Ratings
Free

or Google Store

IT HelpDesk - ServiceDesk Plus
ManageEngine

2.8★ 100K+ E
946 reviews Downloads Everyone ⓘ

[Install] ☐ Add to wishlist

☐ You don't have any devices
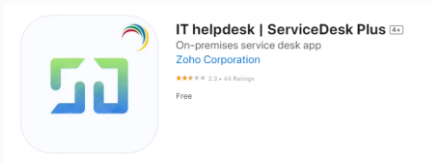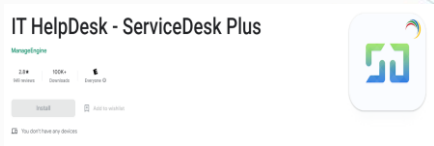
2. Enter DAH HelpDesk URL https://ithd.dah.edu.sa/

3. Log in using your DAH username and Password

4. Then select DAH for the domain.

5. Or you can Log in using SAML

6. Then log in using your DAH email and password.
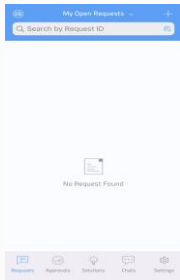
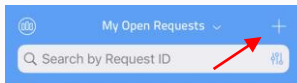## 7. Select the HelpDesk you need from the list.

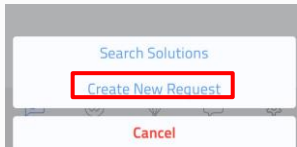| Choose Service Desk Instance |
| --- |
| **IT Helpdesk** — Helpdesk to manage all IT support |
| **Accounting** |
| **Student Affairs** |
| **Support Services** |
| **Admissions** |
| **Research Center** |
| **Acc-Master Students** |

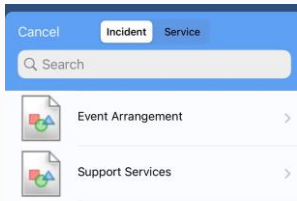7. You will be able to see all your current requests listed

8. Tap on the + sign to create a new request.

8. Select "Create New Request"

9. The type of request you need.

10. Then fill in the needed information and tap on the check sign to submit.(if you need to attach files tap on the paperclip sign)