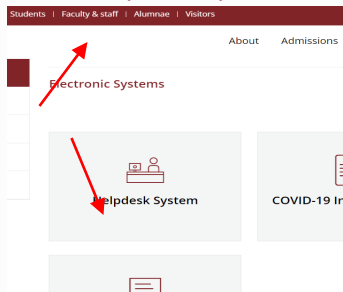


# How to use HelpDesk





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

Log in using Credentials

Username

Password

DAH

Keep me signed in

Log in

OR

[Log in with SAML Single Sign On](#)



### 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

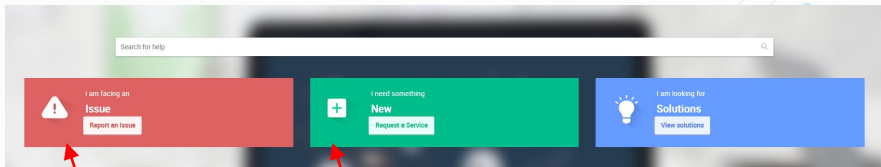


Research Center

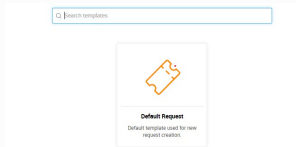


Acc-Master Students

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



← Add request Template

Requester

Priority  Category

Subcategory  Item

Subject

Description 

**B** *I* U **Roboto**  **A**

Site

Attachments 

[Browse Files](#) or Drag files here | Max size: 10 MB |



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

The screenshot displays the ServiceDesk Plus user interface. At the top, there is a navigation bar with the following items: ServiceDesk Plus logo, Home, Requests (highlighted in blue), and Solutions. Below the navigation bar, there is a header area with 'My Pending Reques...', a '+ New' button, a search icon, a list icon, and a status indicator '0 - 0 of 0'. A dropdown menu is open under the 'Requests' tab, showing a search filter input field and a list of request categories. A red arrow points to the 'All My Requests' option in the dropdown list. Below the dropdown, there is a table header with the column 'Requester'. At the bottom left, there is an 'Archived' button with a download icon.

ServiceDesk Plus Home **Requests** Solutions

My Pending Reques... + New Search List 0 - 0 of 0

Search Filter

- My Open Requests
- My Requests On Hold
- My Pending Requests
- My Completed Requests
- My Closed Requests
- All My Requests**
- My Overdue Requests
- Awaiting Approval
- Requests Shared with me
- Pending Requests Shared with me

Requester

Archived

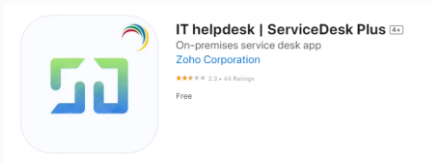
# How to use HelpDesk on your mobile



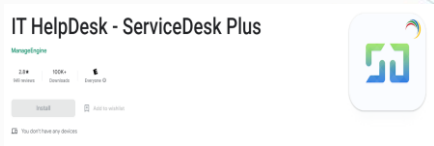




## 1. Download the app from AppStore



or Google Store





2. Enter DAH HelpDesk URL <https://ithd.dah.edu.sa/>

ManageEngine  
ServiceDesk Plus

Save



### 3. Log in using your DAH username and Password

ManageEngine  
ServiceDesk Plus

Username

Password

Choose Domain

Login

SAML Login

### 4. Then select DAH for the domain.

Choose Domain

Login

SAML Login

Domains

Choose Domain

DAH

Local Authentication



## 5. Or you can Log in using SAML

ManageEngine  
ServiceDesk Plus

Username

Password

Choose Domain

Login

SAML Login

## 6. Then log in using your DAH email and password.

Cancel SAML Login

Microsoft

**Sign in**

Email, phone, or Skype


Can't access your account?







Next

Sign-in options

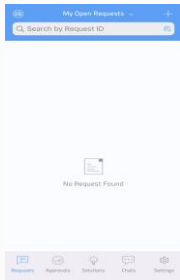


## 7. Select the HelpDesk you need from the list.

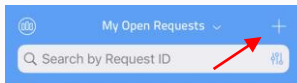
Choose Service Desk Instance 

-  **IT Helpdesk**  
Helpdesk to manage all IT support
-  **Accounting**
-  **Student Affairs**
-  **Support Services**
- Admissions**
-  **Research Center**
-  **Acc-Master Students**

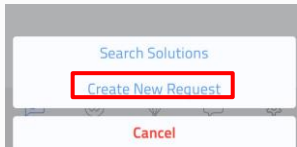
7. You will be able to see all your current requests listed



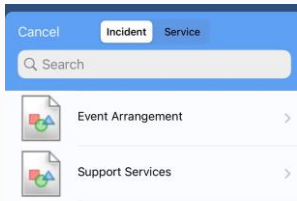
8. Tap on the + sign to create a new request.



## 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)

Close Add request Support Services Paperclip Checkmark

Requester Details

Requester

Category \* Support Services

Subcategory \* -----Select-----

Item -----Select-----

Subject \*

Description