

# ManageEngine ServiceDesk Plus for End Users

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## Course Description

This course is designed to empower end users to efficiently interact with ManageEngine ServiceDesk Plus, ensuring smooth communication with IT support teams. Participants will learn how to navigate the ServiceDesk Plus portal, submit and track requests, utilize self-service features, and communicate effectively with technicians. The course also emphasizes best practices for providing detailed information in requests, understanding SLAs, and using the mobile app for convenience.

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## Audience Profile

This course is ideal for:

- Employees or end users of organizations using ManageEngine ServiceDesk Plus.
  - Non-technical staff who need to interact with IT support teams.
  - Anyone responsible for submitting, managing, and tracking IT service requests.
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## Prerequisites

Participants should:

- Be familiar with basic IT concepts and workflows.
  - Have basic knowledge of using web portals and mobile applications.
  - Be aware of their organization's IT policies and service guidelines.
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## Course Objectives

By the end of this course, participants will be able to:

1. Log into the ServiceDesk Plus portal and personalize their dashboard.
2. Submit incidents and service requests with complete and accurate information.
3. Navigate the self-service portal to access knowledge base articles, FAQs, and IT service catalogs.
4. Track the status of requests, add comments, and escalate tickets as needed.
5. Communicate effectively with IT support through notes, updates, and feedback.
6. Approve or reject requests and understand multi-level approval workflows.

7. Use the mobile app to manage tickets and receive notifications on the go.
  8. Follow best practices for faster resolution and improved service delivery.
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## **Table of Contents (TOC)**

### **1. Introduction to ServiceDesk Plus**

- What is ServiceDesk Plus?
- Overview of Features for End Users
- How IT Services are Managed with ServiceDesk Plus

### **2. Getting Started**

- Logging into the ServiceDesk Plus Portal
- Navigating the User Dashboard
- Updating Your Profile Information
- Setting Up Email Notifications

### **3. Submitting a Request**

- Difference Between Incidents and Service Requests
- How to Submit an Incident
- How to Submit a Service Request
- Using the Service Catalog to Request Services
- Attaching Files and Screenshots to Requests
- Submitting Requests via Email (if applicable)
- Choosing the Right Category for Your Request
- Providing Detailed Information for Quick Resolution

### **4. Tracking and Managing Requests**

- Viewing Open and Closed Requests
- Checking the Status of a Request
- Adding Comments or Notes to an Existing Request
- Escalating Tickets for Faster Resolution
- Reopening Resolved or Closed Requests

### **5. Self-Service Portal Features**

- Searching for Solutions in the Knowledge Base
- Accessing FAQs and Common Troubleshooting Steps
- Viewing and Requesting IT Services from the Service Catalog
- Submitting Requests for New Software or Hardware
- Using Announcements for IT Updates
- Requesting Access to Specific Services

#### **6. Communicating with IT Support**

- Responding to Technician Queries
- Viewing Technician Notes on Your Requests
- Rating and Providing Feedback on Resolutions
- Email Notifications for Updates and Approvals

#### **7. Approvals and Workflow**

- Approving or Rejecting Service Requests
- Understanding Multi-Level Approvals (if applicable)
- Viewing Pending Approvals

#### **8. FAQs and Troubleshooting**

- Common Issues When Submitting Requests
- Contacting Support for Help
- Reporting Issues with the ServiceDesk Plus Portal
- What to Do If Your Request is Not Addressed on Time
- Resolving Login or Portal Access Issues
- Contacting IT Support for Assistance

#### **9. Best Practices for End Users**

- Providing Complete and Accurate Information in Requests
- Searching the Knowledge Base Before Submitting Requests
- How to Create Clear and Concise Requests
- Providing Detailed Information for Faster Resolution
- Understanding SLAs and Expected Response Times
- Keeping Track of Your Tickets

- Providing Constructive Feedback to Improve Services

#### **10. Additional Resources**

- Quick Start Guides and Videos
- IT Policies and Guidelines (if applicable)
- Contact Information for IT Support
- FAQs and Community Forums

#### **11. Using the Mobile App**

- Installing and Logging into the Mobile App
- Submitting Requests via Mobile
- Tracking Tickets On-The-Go
- Receiving Notifications on Mobile