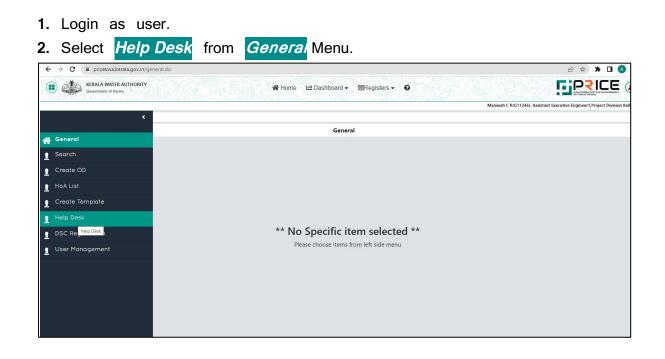
## PRICE 3.0 - HELPDESK MODULE

- The Helpdesk module in PRICE 3.0 is enabled for all users. Users can report their issues directly through Helpdesk available in the *General* Menu.
- Provision to include screen shots while reporting the issue is also available. Instructions to use Helpdesk is enclosed.



Coverment of Kents	C 🔒 pricekwa.kerala.gov.in/general.do					) 🗆 🍳
Home / General / Help Desk / Inbox Helpdesk Helpdesk INBOX SENT DRAFT SOLVED REJECTED Now 10 ¢ entries No Component Type Topic Received from Received on SNo data available in table No data available in table		중 Home U Dashboard - Ⅰ	≣Registers - Ø			CE
Helpdesk         INBOX       SENT       DRAFT       SOLVED       Search:         Now       10 + entries       Search:       Search:         No       Reference No       Type       Component Type       Topic       Received from       Received on       Search:         No       Reference No       Type       Component Type       Topic       Received from       Received on       Search:				Maneesh C R(G11246),	Assistant Executive Engineer1,Pro	ect Division
INBOX     SENT     DRAFT     SOLVED     REJECTED       Now     10 ★     entries     Search:	Home / General / Help Desk / Inbox					
now 10 e entries Search: Search: No Reference No Type Component Type Topic Received from Received on S No data available in table		Helpdesk				
No Reference No Type Component Type Topic Received from Received on S No data available in table	INBOX SENT DRAFT SOLVED REJECTED					
No data available in table	how 10 🗢 entries				Search:	Rep
	No Reference No Type	Component Type	Торіс	Received from	Received on	Statu
nowing 0 to 0 of 0 entries		No data available	in table			
towing 0 to 0 81 0 entries					Prev	ious N
	nowing 0 to 0 of 0 entries					



4. Save the content (click on Save button - bottom right corner).

← → C		🖻 🎓 🗦 🔲 🛃 🗄
Government of Kerala	☆ Home Led Dashboard → I III Registers →	
	Maneesh	C R(G11246), Assistant Executive Engineer1, Project Division Kollam
> Home / General / Help Desk / Draft		
*	Helpdesk	
1 Details	Draft Details	
1	Type* :	
1	Complaint	~
2	Component Type* :	
1	Estimate	~
1	Topic* :	
	Save DPR details	~
	Estimate / Component Number* :	
	2511/2022	
	Error message :	
	Unable to save DPR	
	Remarks" :	10
	Page exception error is seen	
Action		Save

5. Click on *Actions* tab on the bottom left corner and *Forward* the issue to Dept. Admin.

		xecutive Engineer1,Project Division Kol
Home / General / Help Desk / Draft / D		
	Helpdesk	
Details	FORWARD	
S History	Action*: For Resolving Issue	÷
	To *:Select Officer	÷
	Note * :Select Officer	
	KWA Admin (kwaadmin), KWA Admin1, Administrator	
	Sometrian of the second se	
		Powered by Tiny
		Powered by Ins

- 6. The Dept. Admin will check the issue and revert back through Helpdesk.
- 7. The user can check the Helpdesk to know the status of the issue reported.
- 8. If any documents are sought by the Dept. Admin, it can be resubmitted in 'Add extra'.

NODAL OFFICER PRICE 3.0, KWA

