# PRICE 3.0 - HELPDESK MODULE

INSTRUCTIONS TO USERS

- 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.

1. Login as user.

2. Select **Help Desk** from **General** Menu.
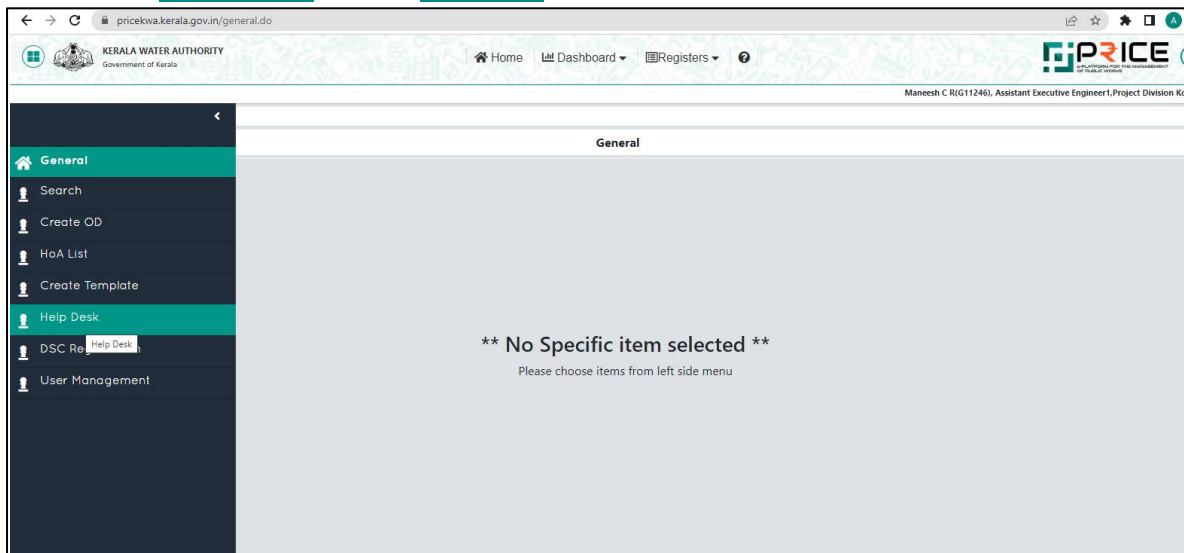
3. Create new issue *(click on* **+** *sign)*.
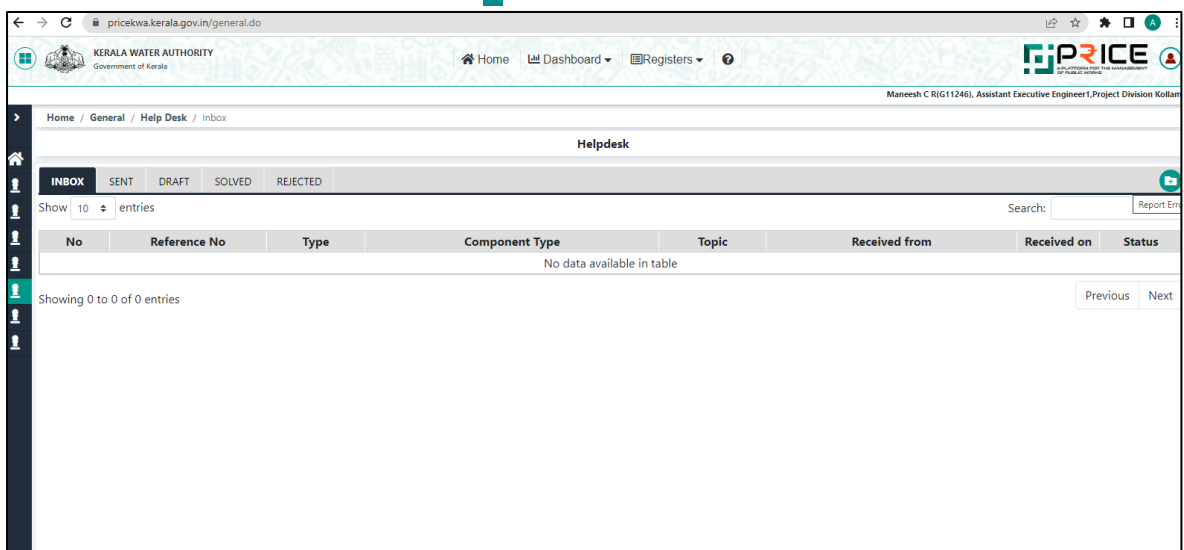
4. Save the content *(click on* `Save` *button - bottom right corner).*

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

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