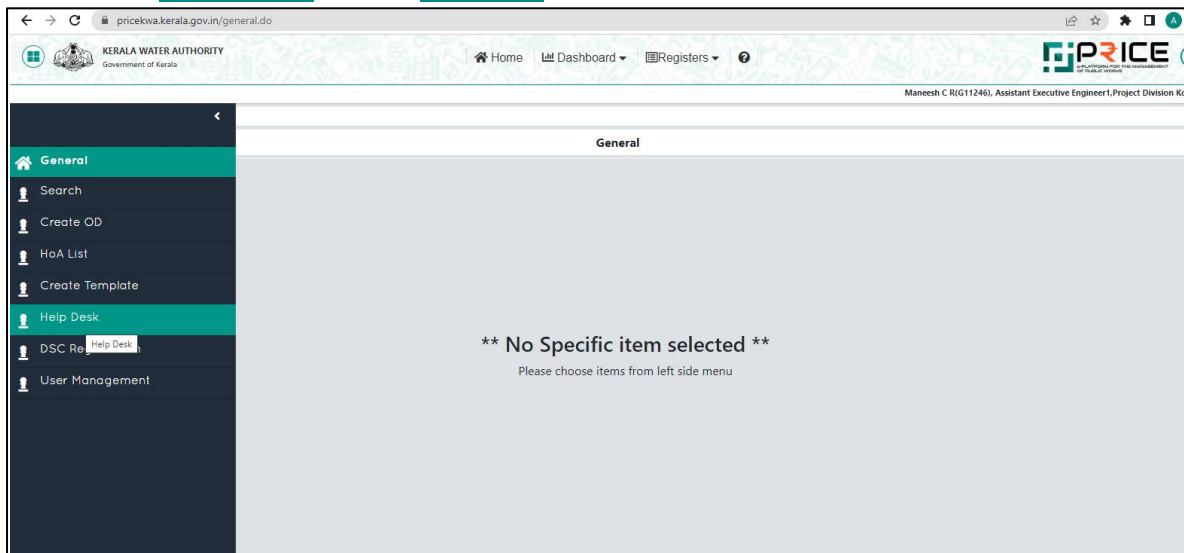


PRICE 3.0 - HELPDESK MODULE

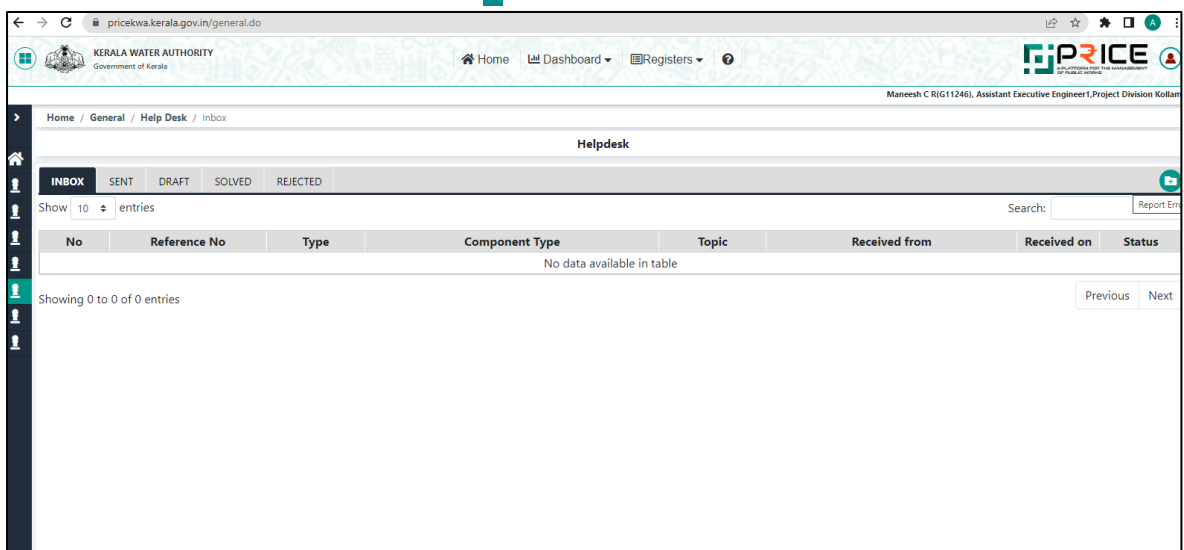
INSTRUCTIONS TO USERS

- 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).

The screenshot shows the 'Draft Details' form in the PRICE 3.0 application. The form fields are as follows:

- Type*: Complaint
- Component Type*: Estimate
- Topic*: Save DPR details
- Estimate / Component Number*: 2511/2022
- Error message: Unable to save DPR
- Remarks*: Page exception error is seen

Buttons: Action (bottom left), Save (bottom right)

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

The screenshot shows the 'FORWARD' form in the PRICE 3.0 application. The form fields are as follows:

- Action*: For Resolving Issue
- To*: KWA Admin (kwaadmin), KWA Admin1, Administrator
- Note*: (Empty text area)

Buttons: Action (bottom left), Save (bottom right), Submit (bottom right)

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**

