



Prime Minds Consulting Pvt. Ltd.



HelpDesk Manual

V 1.1

www.primeminds.co



Open **help.primeminds.co** in your browser and click on Sign-In as highlighted in the below image.



Once you have click on Sign-In please enter your Login-Details which are provided in your invite email.

P		Home Contact us Help Service Desk Sign in
	Email Email Password Password Log in Reset Password	Enter your Login Details Here
Our Products & Services Home	Connect with us Contact us Rajest: 8088223666 Support@primemindsconsulting.com Share f y in S	Prime Minds Consulting Pvt. Ltd About us We are a team of passionate people whose goal is to improve everyone's life through disruptive products. We build great products to solve your business problems. Our products are designed for small to medium size companies willing to optimize their performance.
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After inserting your Login Email and password click on Log In.



Once Logged in you will see the below mentioned screen along with various menus like Home, Contact Us, Help and Service Desk.

<u>@</u>	Home Contact us Help Service Desk				
Documents	Your Company Name Address Email	Details Professional angeloa: Professional Cognition Frontin (27) Laf Ad Professional Roads Maintenberging Bengalacie Socialit Kamatalas KA Professional Angeloana KA Professio			
Our Products & Services Home Copyright © Prime Minds Consulting Pvt. Ltd.	Connect with us Prime Min Contact us We are a tea Calgebra We are a tea Support@primemindsconsulting.com build great prime Share f y in Our products companies we	ds Consulting Pvt. Ltd About us im of passionate people whose goal is to yone's life through disruptive products. We oducts to solve your business problems. a ser designed for small to medium size illing to optimize their performance.			

- **Home:** you can see the Helpdesk details and certain other features.
- **Contact Us:** if any information is required for our Helpdesk, you may fill the form in Contact Us and the same will be provided at our earliest.
- **Help:** In Case you face any difficulty for creating a ticket or Incident, you can download this manual from **Download Manual** button.
- **Service Desk:** Once clicked on service desk, you will see the below mentioned screen.

0		Home	Contact us	Help	Service Desk
* / Incident					Create Incident
Search by name, type, category or request message					Q
My o Open 52 Closed () All 53	There are currently no reque	ests.			
Our Products & Services Home	Connect with us Contact us ♥ Rajesh: 8088223666 ■ support@primemindsconsulting.com Share f v in ■		Prime M We are a improve o build great Our prod companie	Minds a team everyor at prod lucts a es willin	a Consulting Pvt. Ltd About us of passionate people whose goal is to nee's life through disruptive products. We ducts to solve your business problems. are designed for small to medium size ing to optimize their performance.
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Click on create Incident button for reporting any Issue/Enhancement/Training accordingly.

0		Home Contact us Help Service Desk				
A / Incident / New	Attachment		1. Request 2. Send			
Fill request data	K					
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Please enter your description of the issue and can also add the attachments accordingly.						
Our Products & Services Home	Connect with us Contact us ♥ Rajesh: 8088223666 ☎ support@primemindsconsulting.co Share f ♥ in	Prime Minds Consulting We are a team of passionate improve everyone's life throug build great products to solve y Our products are designed f companies willing to optimize	Pvt. Ltd About us people whose goal is to h disruptive products. We pur business problems. or small to medium size their performance.			
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Once the description is entered, click on create. Hence your ticket will be generated and the confirmation will also be received in your **Mail Inbox** with details as Ticket Number and creation dates.

Once we have resolved the ticket, you will again receive a confirmation mail for closing the ticket which you need to confirm from your side as well as then only the ticket will be closed.

In case after our confirmation of closing your ticket, we don't receive any confirmation from your side, after 48 Hrs. the ticket will be automatically closed.

In case any other info is required, please send your queries at support@primemindz.com