

TATA CARA PENGGUNAAN HELPDESK GUNADARMA

Silahkan masuk ke website <http://helpdesk.gunadarma.ac.id>

HELPDESK
http://helpdesk.gunadarma.ac.id

17 Sep 2014

Support Center

Submit a Ticket
Submit a new ticket.

Knowledgebase
Search support articles and find answers to frequently asked questions.

News
View news articles and manage subscriptions.

Troubleshooter
Use troubleshooter wizards to diagnose and resolve common problems.

Downloads
View our library of file downloads and links.

Log in [Lost Password]
E-mail:
Password:
Remember Me:

Search

-- Entire Support Site --

Live Support
OFFLINE

Latest Knowledgebase Articles	Date Added
Inbox EMail Penuh dan tidak bisa login Nustaffsite	05 Jul 2010 03:06 PM
Tidak Bisa Aktivasi Studentsite	16 Feb 2010 04:05 PM
Migrasi Studentsite Mahasiswa Transfer	16 Feb 2010 04:02 PM

Home | [Submit a Ticket](#) | [Knowledgebase](#) | [Troubleshooter](#) | [News](#) | [Downloads](#) Language: [English \(U.S.\)](#)

Ketika sudah masuk ke halaman utama (seperti di atas) silahkan pilih '*Submit a Ticket*'.

Kemudian pilihlah salah satu departemen berdasarkan permasalahan yang dialami, seperti :

- Media Center : terkait dengan studentsite (tidak berhasil aktifasi, tidak berhasil login, lupa username/password, migrasi data D3 ke S1 dan permasalahan lainnya yang terkait dengan tampilan di studentsite)
- Network Operation Center : terkait dengan jaringan yang digunakan.
- System Development Center : terkait dengan sistem yang digunakan.
- E-learning Center : terkait dengan permasalahan v-class (seperti login v-class) serta permasalahan lain yang berkesinambungan dengan e-learning.
- Career Center : terkait dengan permasalahan yang mengalami kesulitan dalam login, seperti lupa username/password ataupun untuk memposting lowongan pekerjaan.
- Pendaftaran Mahasiswa Baru : terkait dengan penerimaan mahasiswa baru.

Setelah memilih salah satu departemen (contoh memilih Media Center) kemudian klik **NEXT**.



17 Sep 2014

Support Center » Submit a Ticket

Submit a Ticket

If you can't find a solution to your problem in our [knowledgebase](#), you can submit a ticket by selecting the appropriate department below.

Select Department

- General
- Media Center
- Network Operation Center
- System Development Center
- E-Learning Center
- Career Center
- Pendaftaran Mahasiswa Baru

Next »

Reset

Back

Log in [Lost Password]

E-mail:

Password:

Remember Me:

Log in

Search

Search

-- Entire Support Site --



Isi form di bawah ini dengan benar.

HELPDESK
17 Sep 2014

Support Center » Submit a Ticket » Media Center

Submit a Ticket
If you can't find a solution to your problem in our knowledgebase, you can fill in the fields below with as much detailed information as possible and send it to our agents.

General Information
Full Name: *
E-mail: *
Priority: Low

Specific Identification
NPM / NIP: *
Your NPM / NIP

Problem Identification
Problem Identification: *
Please describe the problem: LUPA Username/Password Studentsite

Message Details
Subject: *

Upload File(s)
Pilih File Tidak ada file yang dipilih
Pilih File Tidak ada file yang dipilih
Pilih File Tidak ada file yang dipilih

Recipients
You can specify custom recipients in the field below, multiple e-mail addresses can be separated using empty space or , (comma). The added recipients will only receive updates sent by our agents.
CC:

Verify Submission
Please enter the text you see in the image at the right into the textbox below. This is required to prevent automated submission of tickets.
s t r p 9

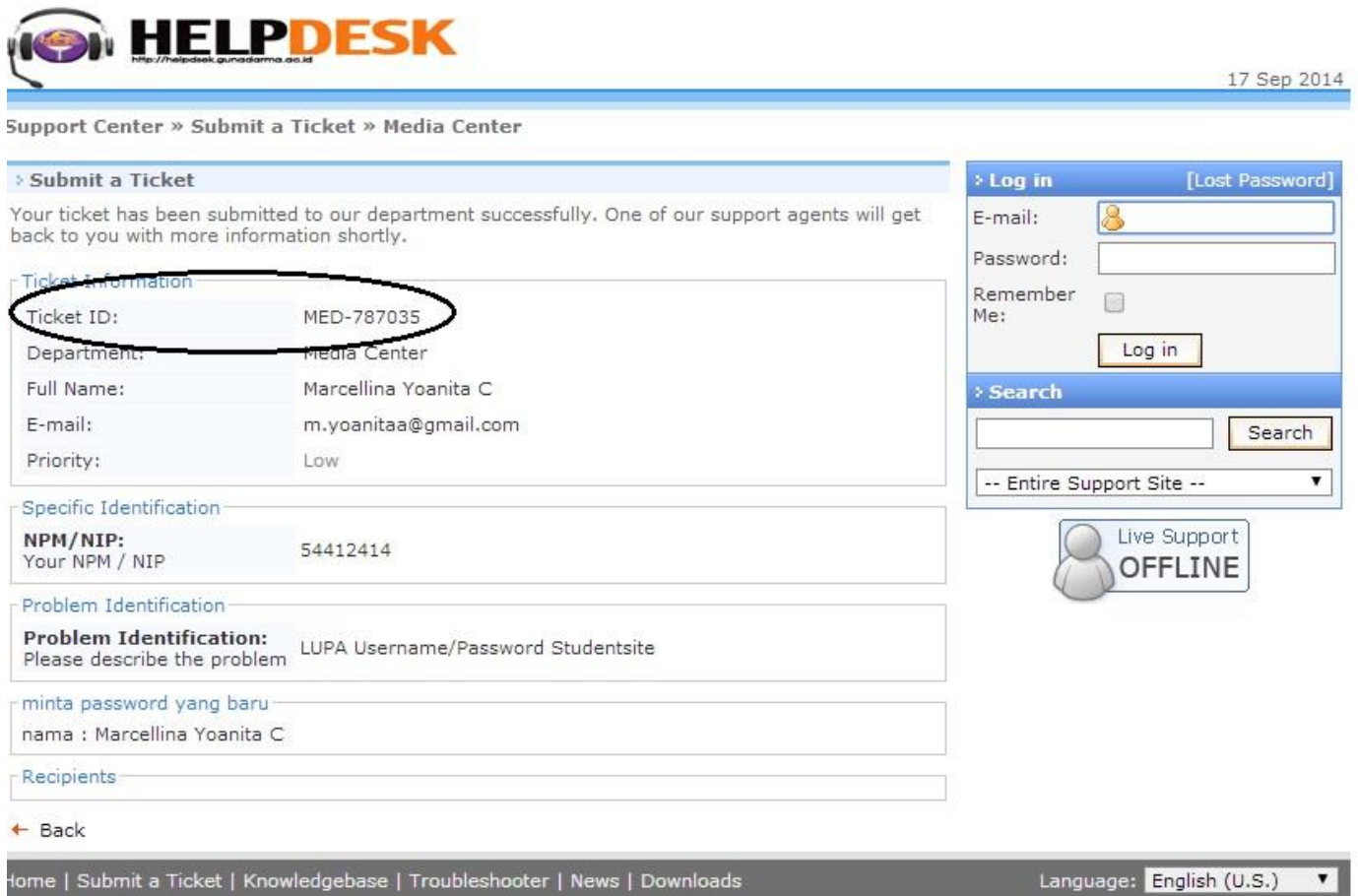
Submit Reset

Back

Home | Submit a Ticket | Knowledgebase | Troubleshooter | News | Downloads
Language: English (U.S.)

Apabila permasalahan **LUPA PASSWORD STUDENTSITE**, **JANGAN LUPA UNTUK MELAMPIRKAN KTM/KTP** pada saat mengirimkan keluhan. Pilih berkas dan pilih file yang akan diupload (KTM/KTP hasil scan).

Setelah data diisi dengan benar, maka akan tampil form seperti dibawah ini. **JANGAN LUPA UNTUK MENCATAT TICKET ID** seperti yang dilingkari pada gambar dibawah ini :



The screenshot shows a web interface for a helpdesk system. At the top left is the logo for 'HELPDESK' with the URL 'http://helpdesk.gunadarma.ac.id'. The date '17 Sep 2014' is displayed at the top right. The main navigation bar includes 'Support Center » Submit a Ticket » Media Center'. The primary content area is titled 'Submit a Ticket' and contains a confirmation message: 'Your ticket has been submitted to our department successfully. One of our support agents will get back to you with more information shortly.' Below this is a 'Ticket Information' section with the following details: Ticket ID: MED-787035 (circled in red), Department: Media Center, Full Name: Marcellina Yoanita C, E-mail: m.yoanita@gmail.com, and Priority: Low. Other sections include 'Specific Identification' (NPM/NIP: 54412414), 'Problem Identification' (LUPA Username/Password Studentsite), and a text input field with the content 'minta password yang baru' and 'nama : Marcellina Yoanita C'. A 'Recipients' section is also present. On the right side, there is a 'Log in' form with fields for E-mail and Password, a 'Remember Me' checkbox, and a 'Log in' button. Below the login form is a 'Search' section with a search input field and a 'Search' button. At the bottom right, there is a 'Live Support OFFLINE' indicator. The footer contains navigation links: 'Home | Submit a Ticket | Knowledgebase | Troubleshooter | News | Downloads' and a language dropdown set to 'English (U.S.)'.

Setelah mencatat *ticket id*, silahkan tunggu jawaban dari Media Center di email yang sudah dicantumkan ketika pengisian form keluhan.

