

# **NAGALAND BOARD OF SCHOOL EDUCATION**

## **Kohima : Nagaland**

NBSE Helpdesk  
User Manual  
Version – 2.0

<https://helpdesk.nbsenl.edu.in/>

---

*Prepared for: -*

**Nagaland Board of School Education (NBSE)**  
Bayavu Hill Kohima 797001  
Nagaland

*Prepared by: -*

**NK Square Infotech Private Limited**  
**ISO 9001:2015**

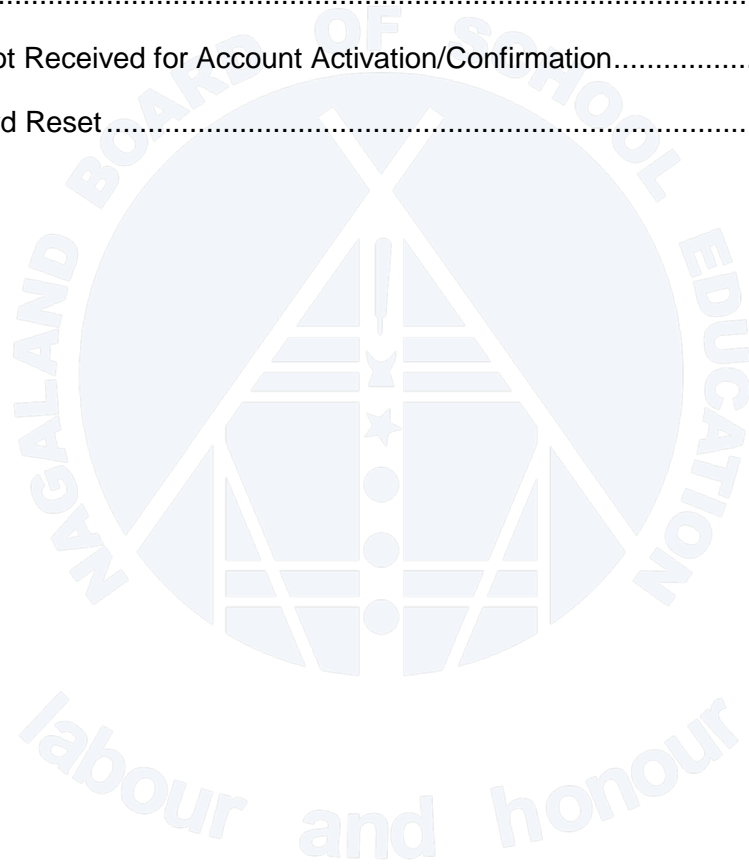
## Document Details

Version	Date	Description/ Change Log
1.0	1-Mar-2021	NBSE Helpdesk : How to Create a New Ticket, Check a Ticket Status & Reply a Ticket
1.1	2-Jun-2021	Addition of Reply a ticket
1.2	11-Aug-2021	Addition of ticket statuses
1.3	28-Sep-2021	Addition of User Registration.
2.0	29-Sep-2021	Update User Manual to Version 2.0



## **Table of Contents**

1. INTRODUCTION.....	4
2. TICKET STATUSES.....	4
3. HOW TO CREATE NEW TICKET? .....	5
4. HOW TO CHECK TICKET STATUS & REPLY A TICKET?.....	7
5. How to Register in NBSE Helpdesk.....	9
5.1. Register.....	9
5.2. Email Not Received for Account Activation/Confirmation.....	11
5.3. Password Reset.....	11



## 1. INTRODUCTION

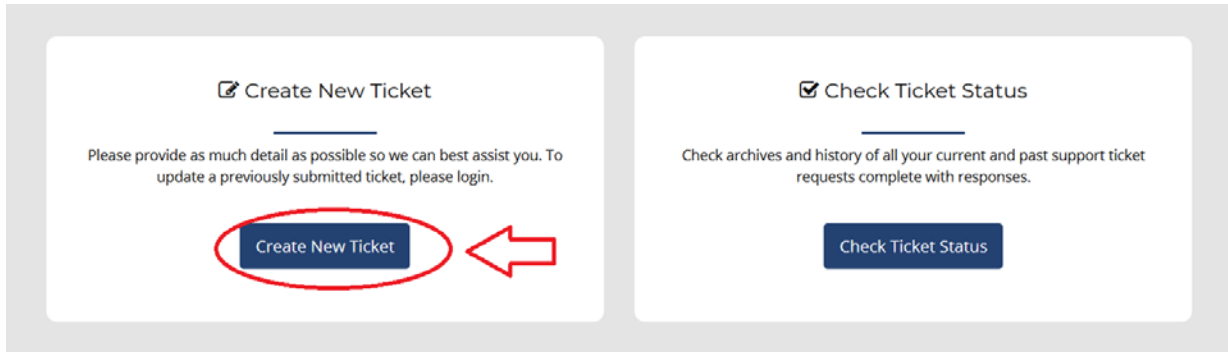
The purpose of this document is to give step by step instruction for the End-Users to Create New Ticket, Check the ticket Status and Reply the Ticket in NBSE Helpdesk.

## 2. TICKET STATUSES

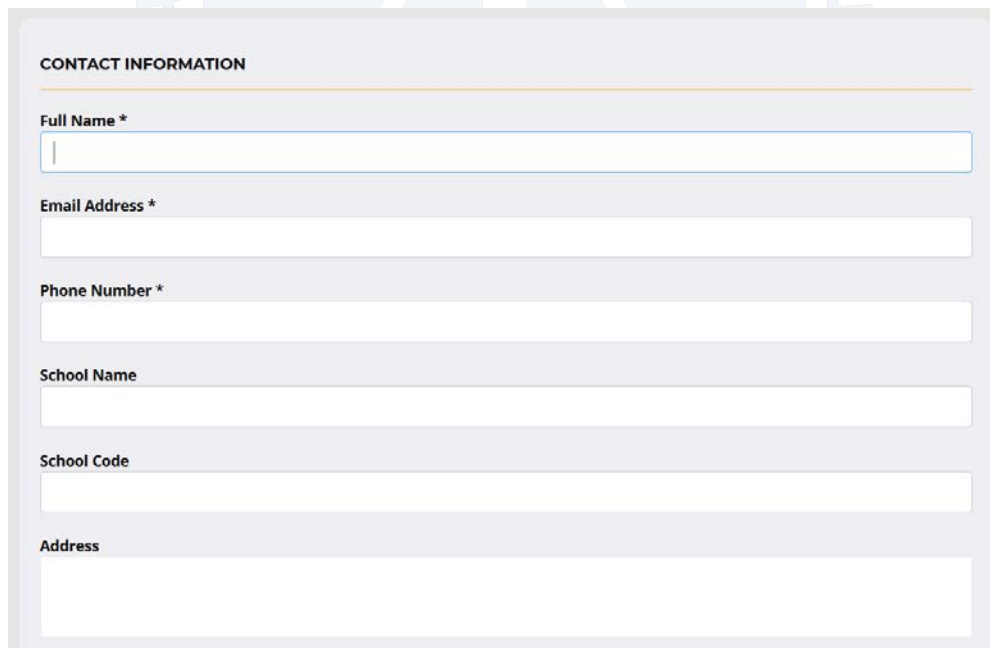
Status	Description
<b>OPEN</b>	When a new incident is created, the status by default will be in Open State
<b>ACKNOWLEDGED</b>	When the status is in acknowledge, it means that support team have acknowledge and received the incident ticket.
<b>INPROGRESS</b>	When a workaround is in progress of the request the incident will be to in-progress status.
<b>RESLOVED</b>	When a helpdesk or support team workaround completed on issue request has been set to resolve. However, if the end-user are still not satisfied or issue is not resolved, then the end-users can still re-open the ticket by posting a reply.
<b>CLOSED</b>	The closed status is more or less the same with Resolved state, only different is end-users cannot re-open the closed tickets.

### 3. HOW TO CREATE NEW TICKET?

**STEP 1** : Go to NBSE Helpdesk Link: <https://helpdesk.nbsenl.edu.in/> select “**Create New Ticket**”



**STEP 2** : Fill all mandatory and necessary information, select appropriate Help Topic from the drop down list, give brief summary of the issue and detail summary in the detail section. Once the information is filled, click on Create Ticket.



The screenshot shows a form titled 'CONTACT INFORMATION'. It has the following fields:

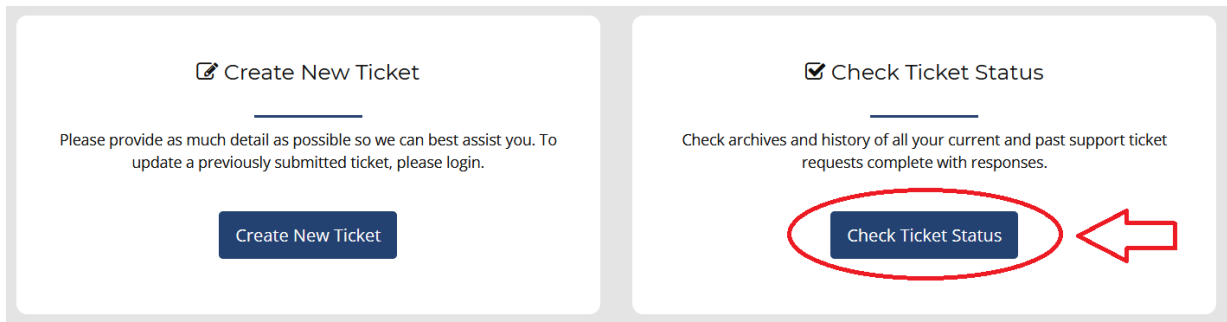
- Full Name \*
- Email Address \*
- Phone Number \*
- School Name
- School Code
- Address



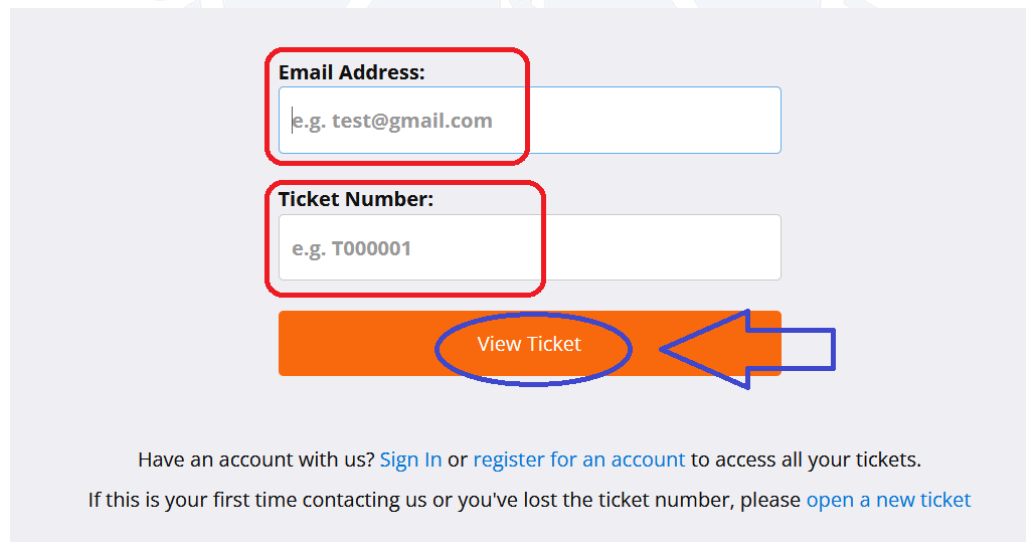
## 4. HOW TO CHECK TICKET STATUS & REPLY A TICKET?

In order to check the ticket status, user must have the **Ticket Number** and registered **email ID** in the helpdesk portal. Once a ticket is created successfully ticket number will be emailed to the registered email ID. Refer the screenshot below;-

**STEP 1:** Go to <https://helpdesk.nbsenl.edu.in/> and click on “**Check Ticket Status**”



**STEP 2:** Enter the **Email ID** and **Ticket Number**, click on **View Ticket**



The screenshot shows a form with two input fields. The first field is labeled 'Email Address:' and contains the placeholder text 'e.g. test@gmail.com'. The second field is labeled 'Ticket Number:' and contains the placeholder text 'e.g. T000001'. Below the fields is a large orange button labeled 'View Ticket'. A blue circle highlights the 'View Ticket' button, and a blue arrow points to it from the right.

Have an account with us? [Sign In](#) or [register for an account](#) to access all your tickets.  
If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

**STEP 3:** It will re-direct to Ticket View Page, users can Post a Reply to the ticket using the Post Reply Text box. Refer the screen shot below

Looking for your other tickets?  
[Sign In](#) or [register for an account](#) for the best experience on our help desk.

GIVE BRIEF SUMMARY OF THE ISSUE HERE

#NB000164 Print Edit

Basic Ticket Information	User Information
<b>Ticket Status:</b> OPEN	<b>Name:</b> Nbse Portal
<b>Department:</b> HELPDESK	<b>Email:</b> nbseportal@gmail.com
<b>Create Date:</b> 01-Mar-2021 12:52 PM	<b>Phone:</b> (857) 507-5124

**NBSE Portal** posted 01-Mar-2021 12:52 PM  
Give all the details of the issue here

Created by **NBSE Portal** 01-Mar-2021 12:52 PM

### Post a Reply

To best assist you, we request that you be specific and detailed \*

Rich text editor with toolbar (bold, italic, underline, link, etc.) and a text area containing "Reply the ticket here...".

all changes saved

Drop files here or choose them

Post Reply Reset Cancel

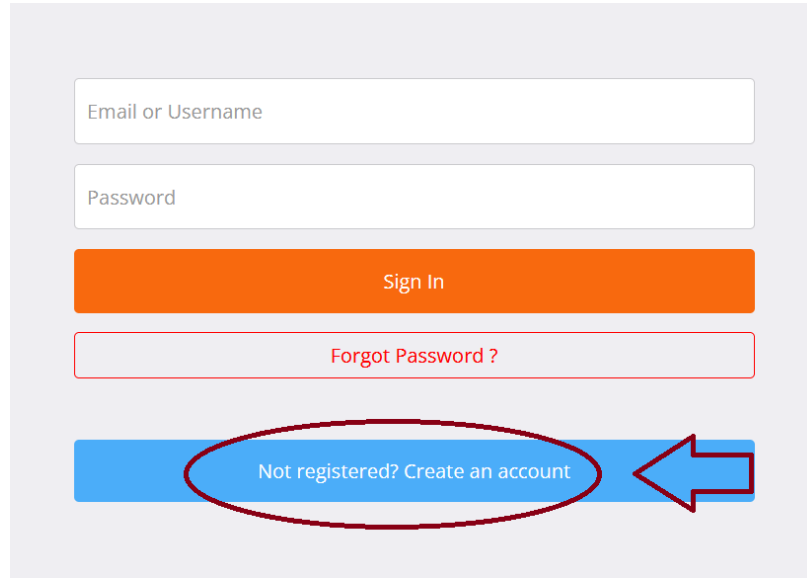
labour and honour



## 5. How to Register in NBSE Helpdesk

### 5.1. Register

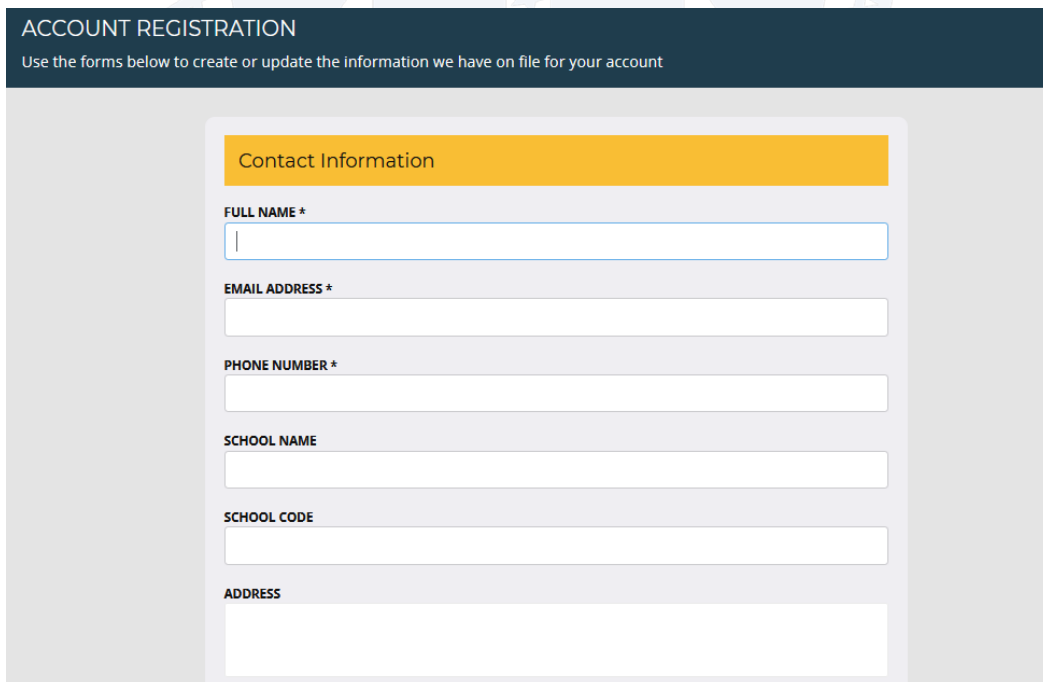
Go to <https://helpdesk.nbsenl.edu.in/> click on **Sign in > Create an account**



The screenshot shows a login interface with the following elements:

- Email or Username input field
- Password input field
- Sign In button (orange)
- Forgot Password? link (red text)
- Not registered? Create an account link (blue text, highlighted with a red oval and a blue arrow pointing to it)

Enter the Registration details as show below



The screenshot shows the ACCOUNT REGISTRATION page with the following details:

- ACCOUNT REGISTRATION header
- Use the forms below to create or update the information we have on file for your account
- Contact Information section (yellow header)
- FULL NAME \* input field
- EMAIL ADDRESS \* input field
- PHONE NUMBER \* input field
- SCHOOL NAME input field
- SCHOOL CODE input field
- ADDRESS input field

Enter your desired password and click on register.

Preferences

**TIME ZONE:**  
Asia / Kolkata x ▾

Access Credentials

**CREATE A PASSWORD:**

**CONFIRM NEW PASSWORD:**

### Registration Confirmation

**ACCOUNT REGISTRATION**

Thanks for registering for an account.

We've just sent you an email to the address you entered. Please follow the link in the email to confirm your account and gain access to your tickets.

Check your email and activate your account.

## 5.2. Email Not Received for Account Activation/Confirmation

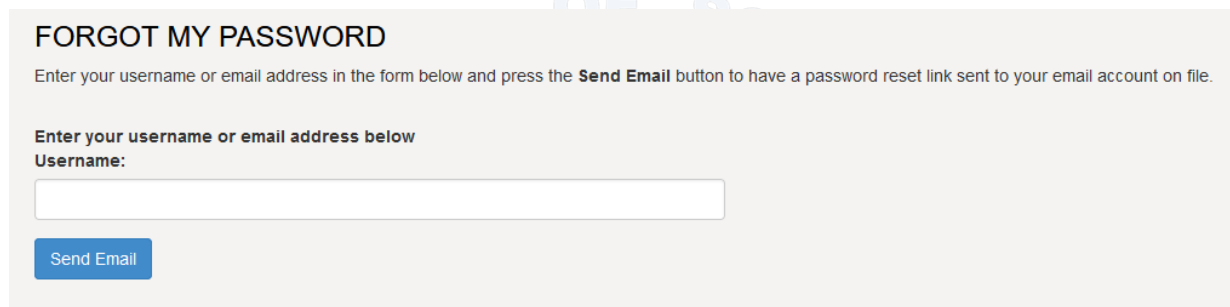
In case if user did not received email for account confirmation, kindly check in the SPAM or JUNK Inbox of your email.

However, if the email is still not received use the Password Reset Option to activate your account.

## 5.3. Password Reset

Refer the screenshot below:-

LINK : <https://helpdesk.nbsenl.edu.in/pwreset.php>



**FORGOT MY PASSWORD**

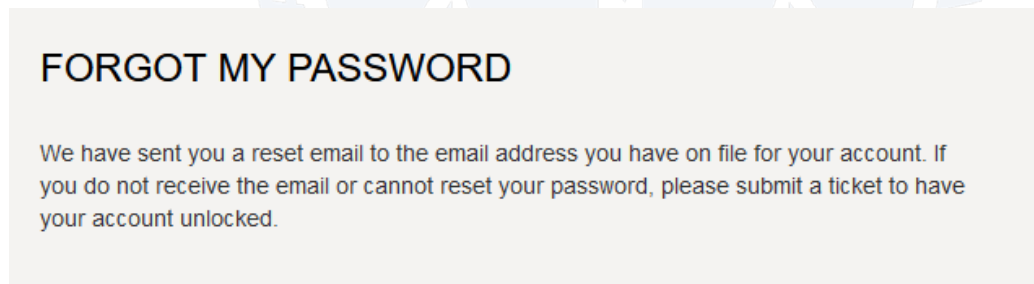
Enter your username or email address in the form below and press the **Send Email** button to have a password reset link sent to your email account on file.

Enter your username or email address below

Username:

**Send Email**

### Confirmation Message



**FORGOT MY PASSWORD**

We have sent you a reset email to the email address you have on file for your account. If you do not receive the email or cannot reset your password, please submit a ticket to have your account unlocked.

### Check email in the SPAM or JUNK

