Front end i.e. for all Egerton University staff:

URL: - https://helpdesk.egerton.ac.ke/

Logins for front end users:

Username: your Egerton University standard email   -----> e.g. example@egerton.ac.ke

Password: Egerton   ----->   you will be prompted to change your password.

How it works…………

There are two ways to create a ticket i.e. through frontend and backend.

1. **Frontend**

User logins in and create a ticket, once it is created the ticket is automatically assigned to section head of the respective section depending on the issue being raised by the user. E.g. if it is a SAGE issue the ticket will automatically be assigned to the section head of Developers Section who will in turn reassign the ticket to his/her team as he/she wish. Also he/she can transfer the ticket to another section if he/she feels the ticket can be handled better in that section.

2. **Backend**

ICT staff logins to the system through backend and create the ticket, he/she can assign ticket to any staff or teams e.g. Njoro, Nakuru or Nairobi team.

- This is just a quick info about the system, there are much much more to explore e.g. reporting, interacting with tickets etc.