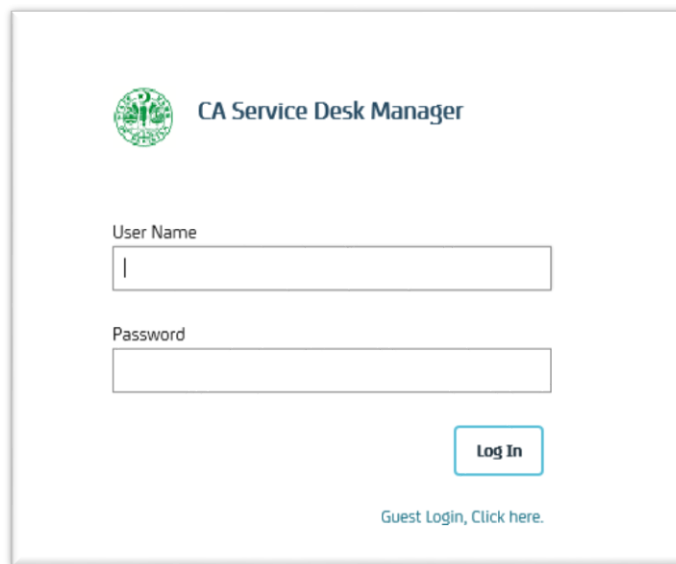


Service Desk

User Instruction

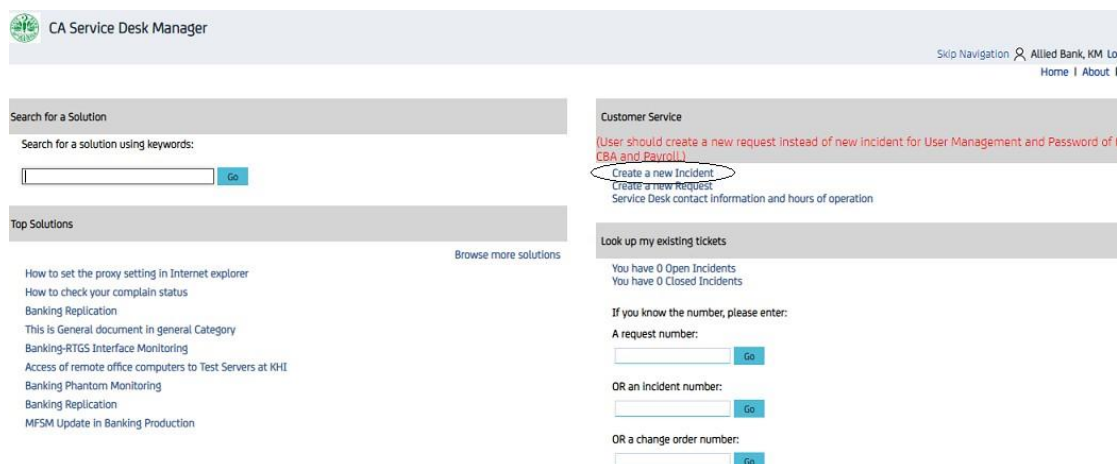
Manual

1. Click on the following link: <https://support.sbp.org.pk>
2. CASD application will be started and the following page is shown.



The screenshot shows the login interface for the CA Service Desk Manager. At the top left is the CA logo, followed by the text "CA Service Desk Manager". Below this are two input fields: "User Name" and "Password". A "Log In" button is positioned to the right of the password field. At the bottom, there is a link that says "Guest Login, Click here."

3. Enter the User Name and Password assigned to you and click login. The following screen will be shown to you.



The screenshot displays the main dashboard of the CA Service Desk Manager. The header includes the CA logo, the text "CA Service Desk Manager", and navigation links for "Skip Navigation", "Allied Bank, KM Lo", and "Home | About |". The main content area is divided into several sections: "Search for a Solution" with a search bar and a "Go" button; "Top Solutions" with a list of links such as "How to set the proxy setting in Internet explorer" and "Banking Replication"; "Customer Service" with a red warning message and links for "Create a new Incident" and "Create a new Request"; and "Look up my existing tickets" with status indicators for open and closed incidents and input fields for searching by request number, incident number, or change order number.

4. You can either see the status of previously opened incident, or you can make a new instance by clicking on the "Create a new Incident" link in the above window.

5. When you click that link, the following screen will be shown to you.

CA Service Desk Manager

Create New Incident 369618

Save Cancel

Reported by
AlBaraka Bank, KM

Phone Number (required)
03005500499

Email Address
insarahmed@askaribank.com.pk

Priority (required)
None

Incident Area (required)
Applications Knowledge Management

Q Approval Authority

Incident Description

6. Here you can see that Phone no and Email Address is auto populated. You can change the phone no for future correspondence (if required)
7. Click on the Incident Area from the above page, a new window will be shown having all the relevant incident areas.

CA Service Desk Manager

State Bank of Pakistan

Incident Area

- Applications
 - CBA
 - DWH
 - ERP
 - Globus
- Knowledge Management
 - Business Process Management
 - Enterprise Content Management
- Online Portal
 - BPRD
 - DFSD
 - EPD
 - FEOD
- PSP&OD**
 - Business related Issue
 - Change Request
 - Document Issue
 - Error/Exceptions
 - Form/Field Issue
 - UserManagement

8. Select the Incident Area from the list.

e.g. Applications → Knowledge Management → Online Portal → PSP&OD → Business Related Issue

9. The Incident Area field will be filled accordingly. Now enter the Problem description in “Incident Description” field.

CA Service Desk Manager

Skip Navigation | AlBaraka Bank, KM | Log Out

Home | AlBaraka Bank

Create New Incident 369618 | Save | Cancel | Reset | **Attach Document**

Reported by
AlBaraka Bank, KM

Phone Number (required) | Email Address
03005500499 | insarahmed@askaribank.com.pk

Priority (required) | Incident Area (required) | Approval Authority
None | Applications Knowledge Management |

Incident Description | Spelling

The Online Application portal is not opening and the following error is being shown. Please see the attachment for the details.

10. You can also attach the file containing screenshots, errors etc. To attach document click the “Attach Document” button. The following screen will be shown.

CA Service Desk Manager

Create New Attachment | Save | Cancel | Reset

Click the Locate File button to search for the file you wish to attach.

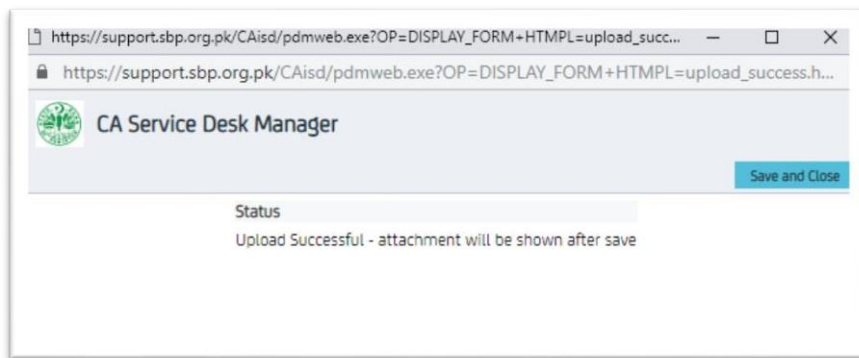
Locate File

OR

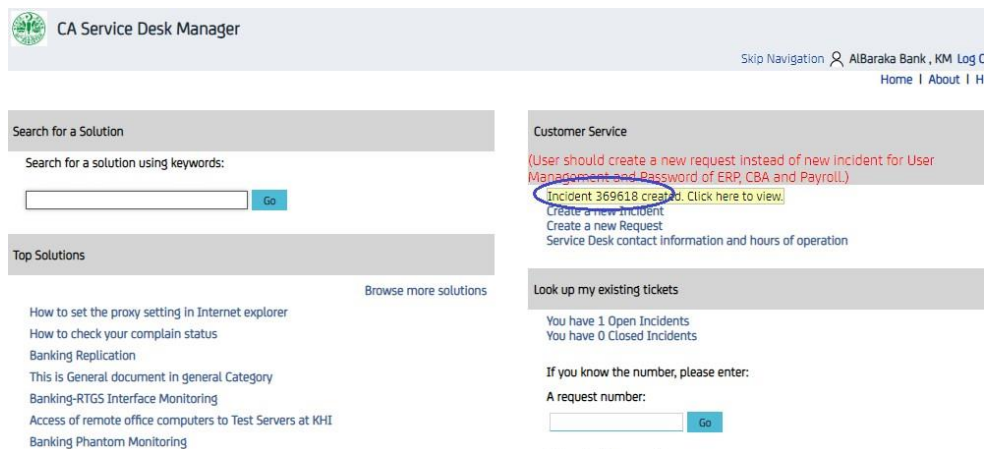
Specify a Web Page address and click the Save button.

Web Page

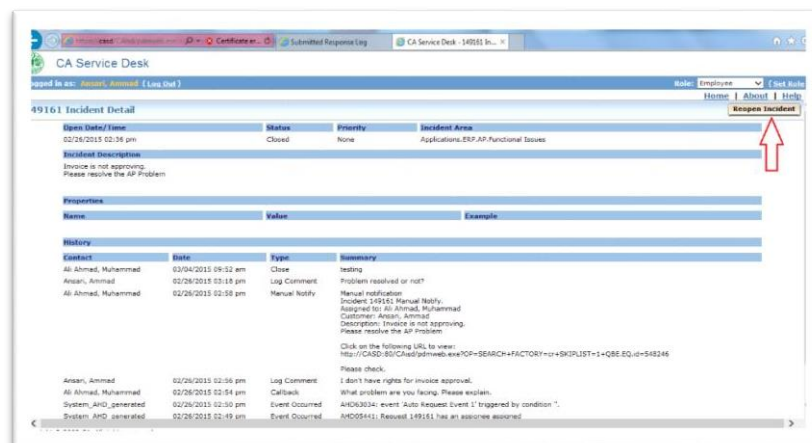
11. Here you can either attach a document by clicking the “**Locate File**” button or mention the web link in “**Web Page**” field.
12. Click the Locate File button and chose the file from the explorer and click OK button. Following screen will be shown.



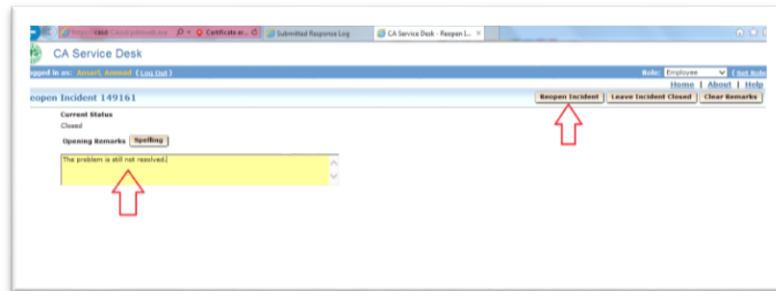
13. Click the Save button from the main incident screen. A new incident will be generated and will be assigned to concerned engineer automatically. The assigned engineer will contact you on your mentioned email as well as phone no. you can save the incident no for future references.



14. If you want to know the status of any incident. Enter the incident no in the above field and click OK button.



15. If the Incident is "Closed" by the engineer and you feel that the call is still not resolved, you can click on the "Reopen Incident" button above.



16. Enter your remarks in the field above and click on the **“Reopen Incident”**

button. Note:

The assigned engineer will contact you either by contact no or email address regarding the raised incident by you.

You need to have the email conversation with the assigned engineer on email only with the reference of the Incident No. The incident no should always be shown on the subject of email for any further conversation._

“Incident No: xxxxxxxx”