STATE BANK OF PAKISTAN BANKING SERVICES CORPORATION

FOREIGN EXCHANGE OPERATIONS DEPARTMENT

SBP REGULATORY APPROVAL SYSTEM

SERVICE DESK - USER GUIDE

VERSION: 1.0

March 24, 2020

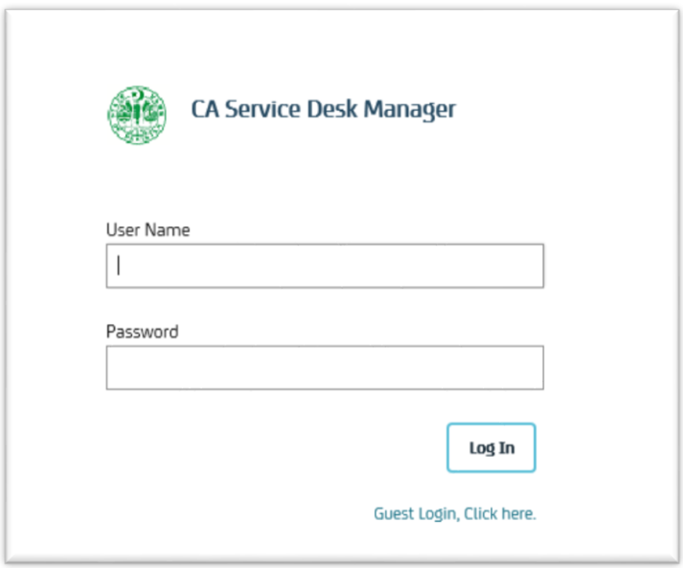
Service Desk

User Instruction Manual

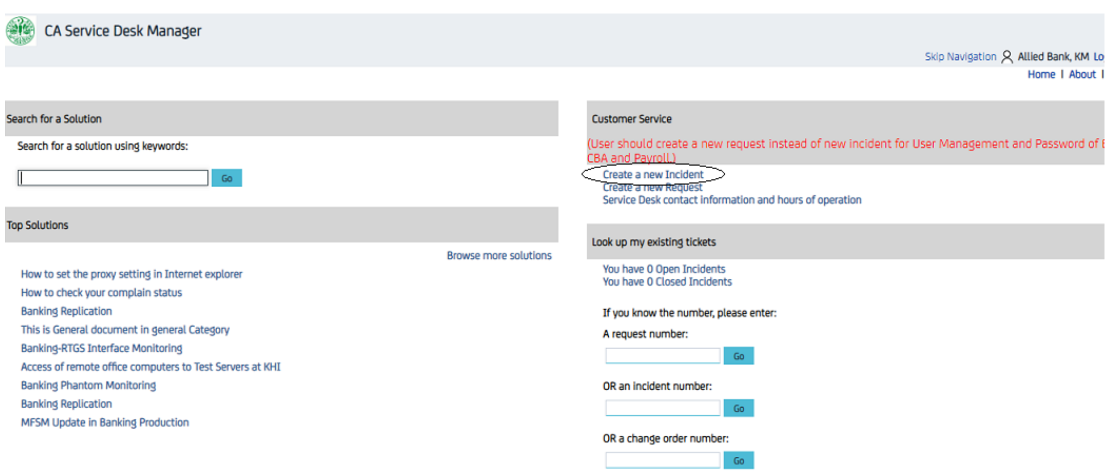
1. Click on the following link

   https://support.sbp.org.pk

2. CASD application will be started and the following page is shown.

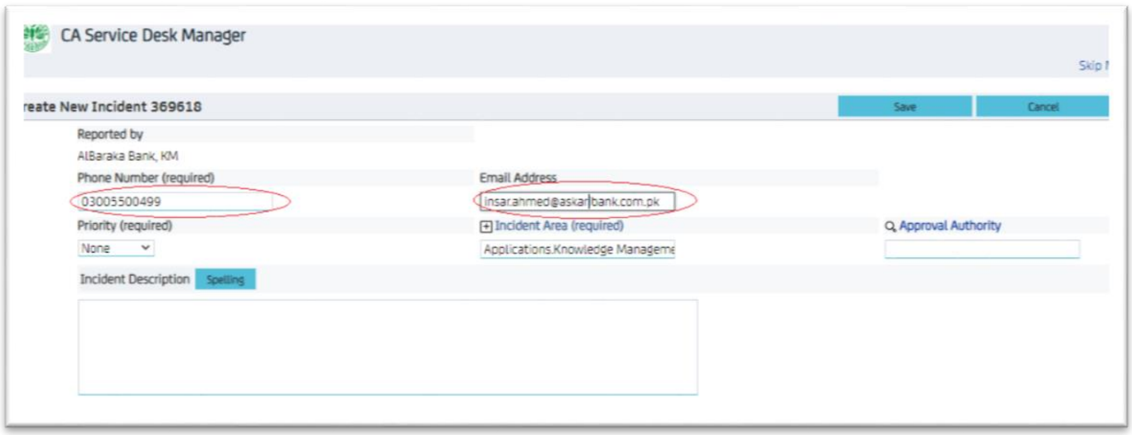


3. Enter the User Name and Password assigned to you and click login. The following screen will be shown to you.

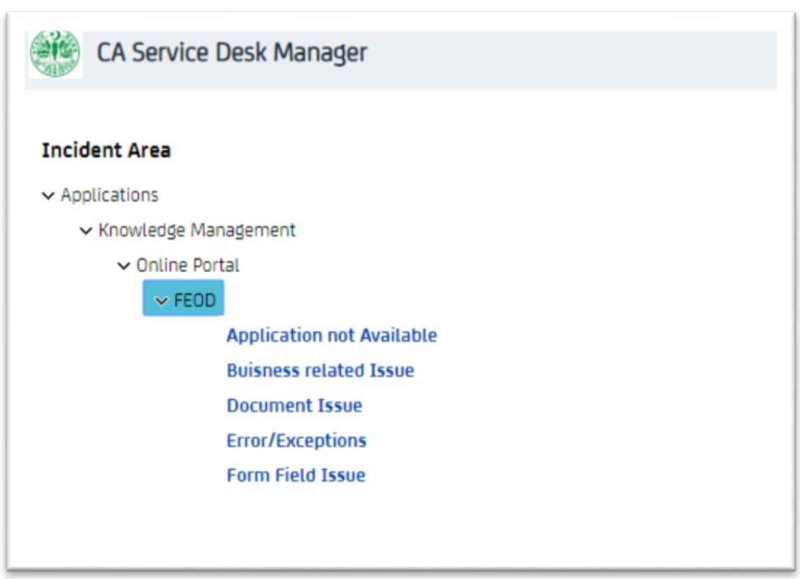


4. You can either see the status of previously opened incident, or you can make a new instance by clicking on the "Create a new Incident" link in the above window.

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



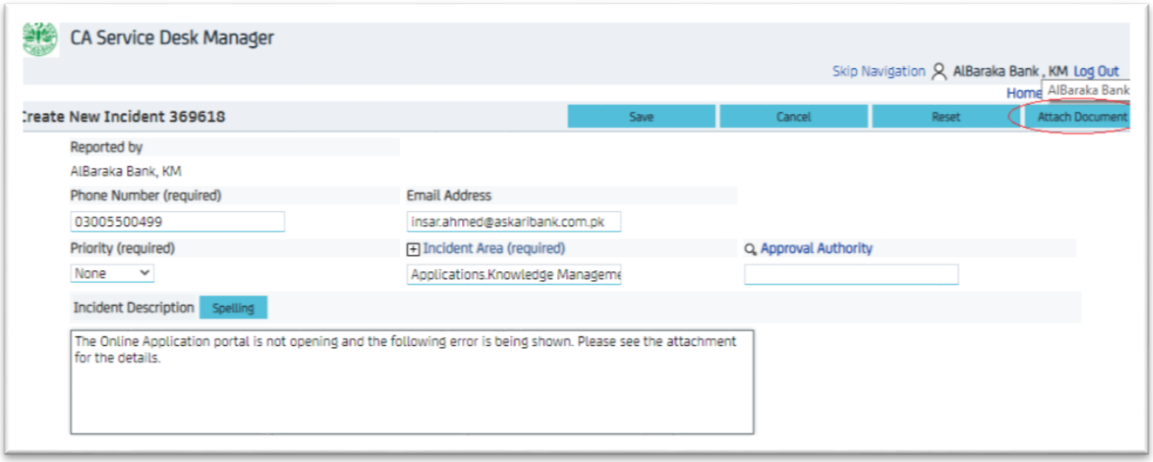
6. Here you can see that Phone no and Email Address is auto populated. You can change the phone no for future correspondence (if required)
7. Click on the Incident Area from the above page, a new window will be shown having all the relevant incident areas.



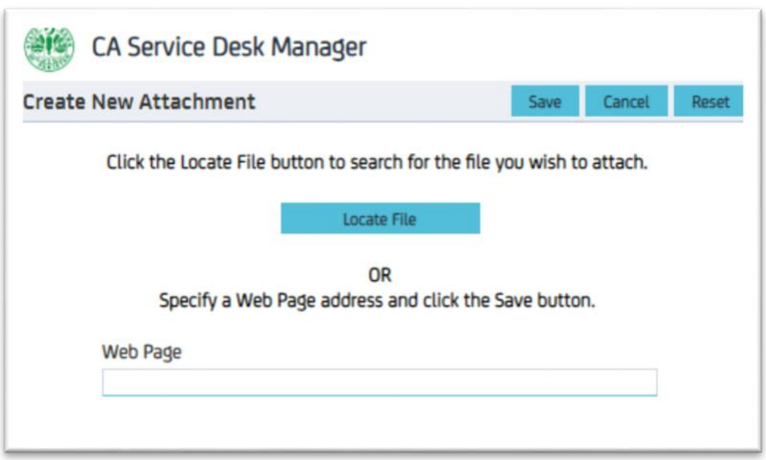
8. Select the Incident Area from the list.

e.g. Applications → Knowledge Management → Online Portal → FEOD → Application not Available

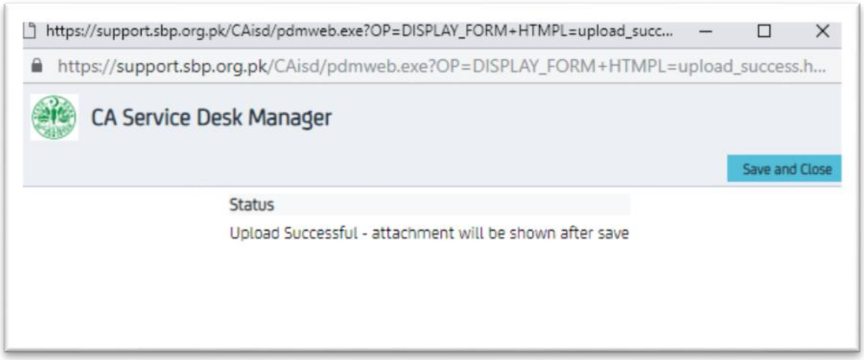
9. The Incident Area field will be filled accordingly. Now enter the Problem description in "Incident Description" field.



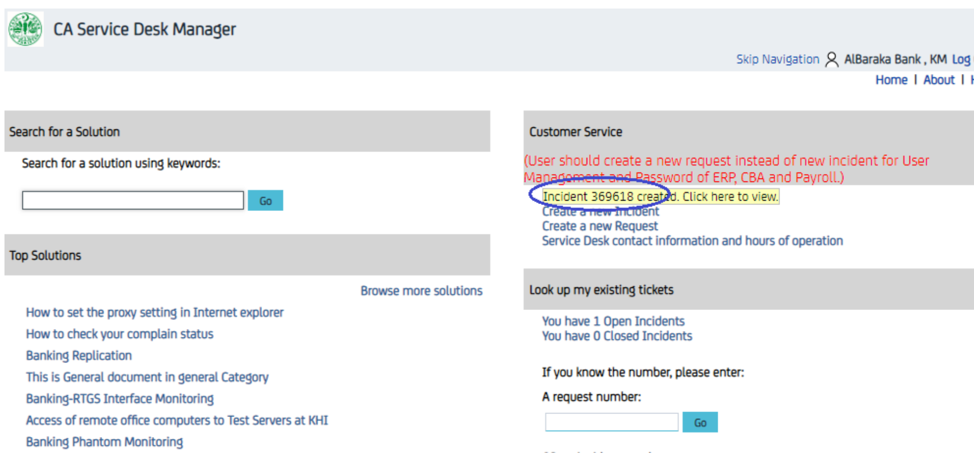
10. You can also attach the file containing screenshots, errors etc. To attach document click the "Attach Document" button. The following screen will be shown.



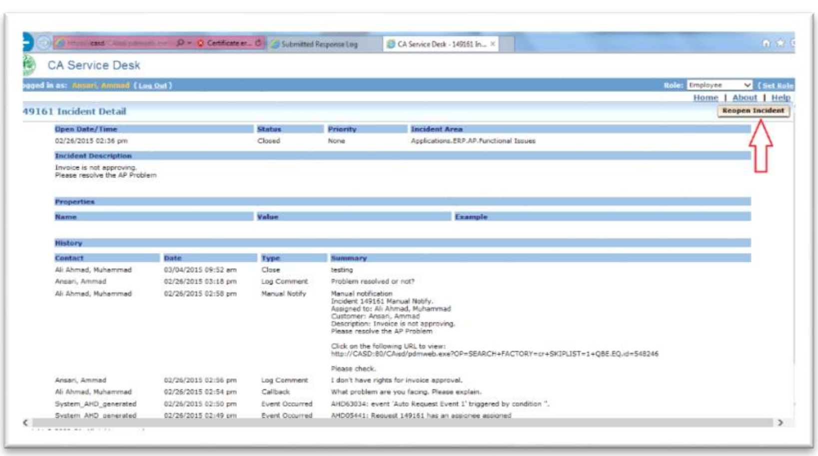
11. Here you can either attach a document by clicking the **"Locate File"** button or mention the web link in **"Web Page"** field.
12. Click the Locate File button and chose the file from the explorer and click OK button. Following screen will be shown.



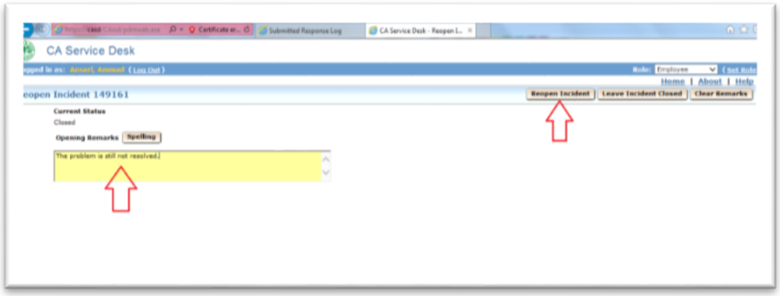
13. Click the Save button from the main incident screen. A new incident will be generated and will be assigned to concerned engineer automatically. The assigned engineer will contact you on your mentioned email as well as phone no. you can save the incident no for future references.



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.

<u>Note:</u>

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. **<u>“Incident No: xxxxxxxx</u>**