



**N HEP**



# **Agri-DIKSHA & Virtual classroom Helpdesk Guide**

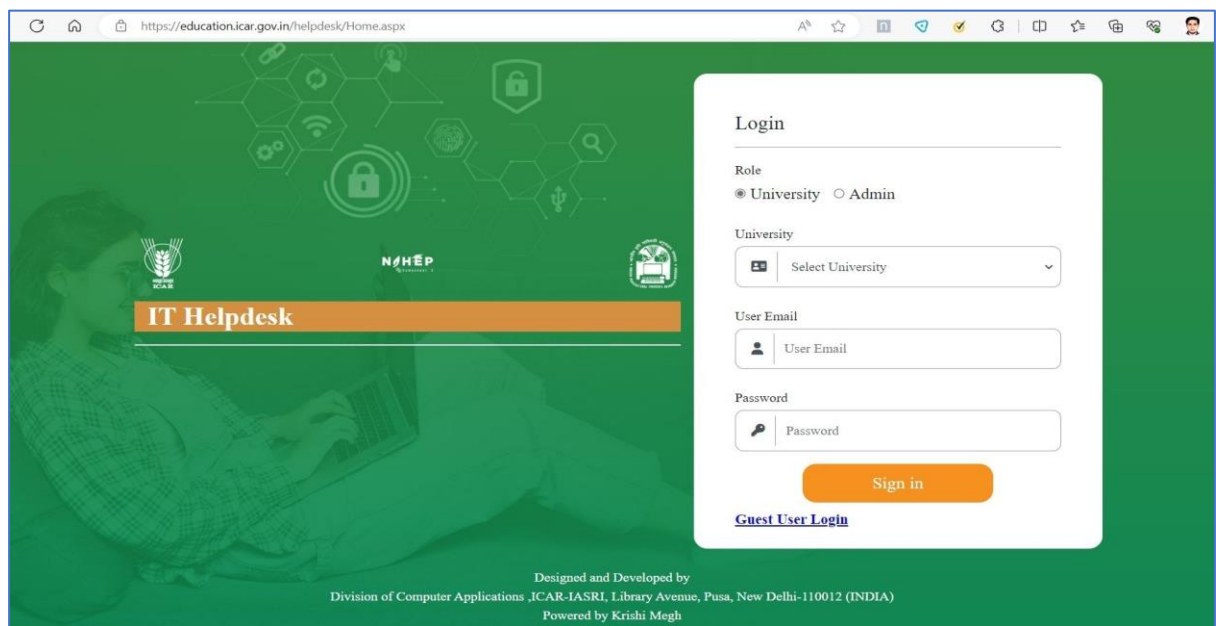
## Purpose:

The purpose of this document is to provide guidance to users for raising tickets regarding Agri-DIKSHA and virtual classroom issues on Helpdesk. This document also contains different types of issues related to Agri-DIKSHA and virtual classroom along with escalation matrix.

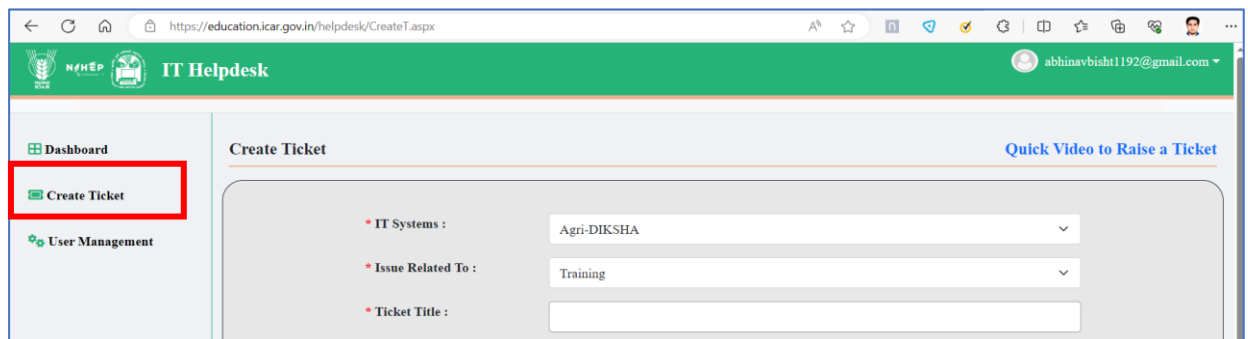
## Steps to raise a ticket

### 1. Login to Helpdesk

User logs into the Helpdesk by selecting their respective university through the drop-down menu and using the credentials provided. In case they do not have one, they can select 'Guest User Login'.



2. Once user has successfully logged in to the helpdesk, they need to select the option "Create Ticket".



3. User needs to fill-in the below required fields and click on submit.

**IT Systems:** "Agri-DIKSHA"

**Issue related to:** "Need to select type of issue"

**Ticket Title:** "Enter name of the issue"

**Description:** "Provide description of issue"

## Attachment (if any): "Attach screenshot of issue"

Dashboard

Create Ticket

User Management

Create Ticket

Quick Video to Raise a Ticket

\* IT Systems : Agri-DIKSHA

\* Issue Related To : Training

\* Ticket Title :

\* Description : (Max. 1000 characters)

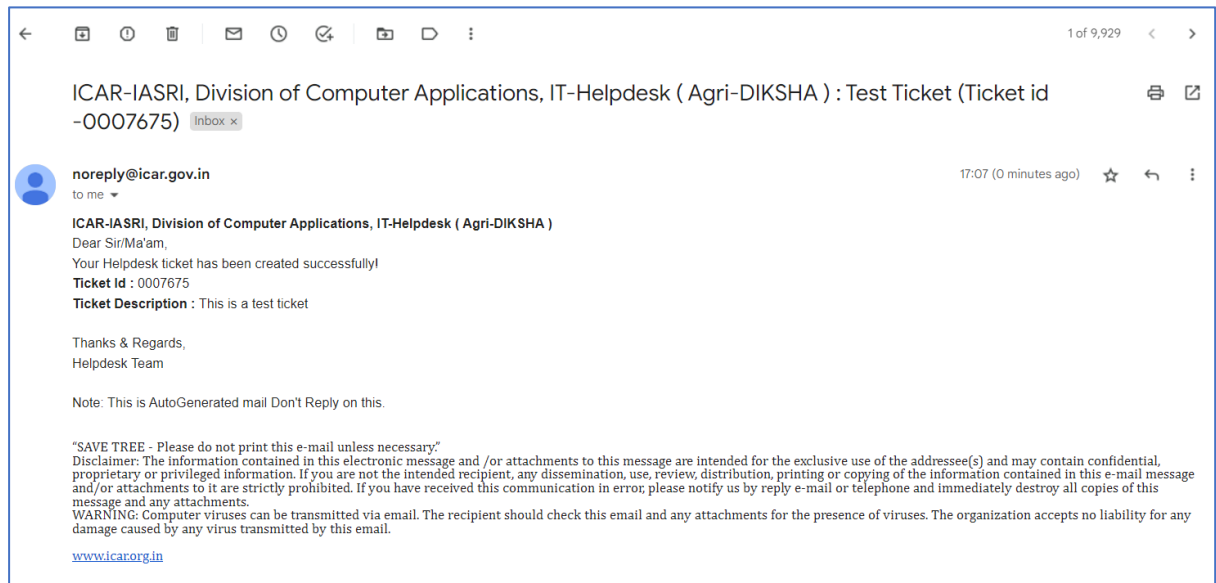
Attachment : (pdf/.png/.jpg/.jpeg only) Max. size 25KB

Choose Files No file chosen

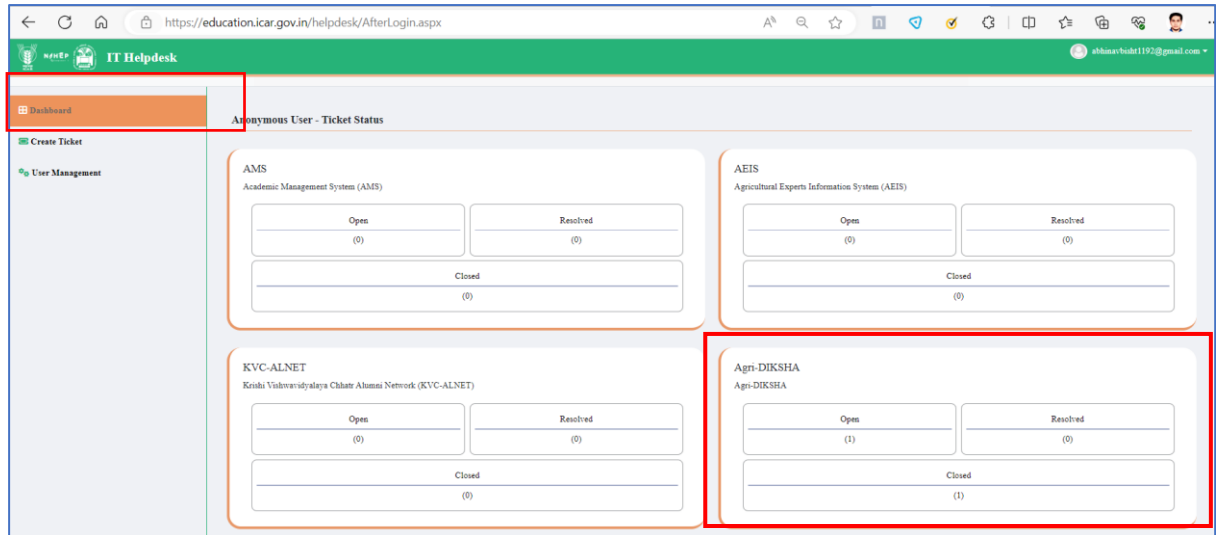
Submit

\* fields are mandatory

- Once User clicks on submit button, they will receive an automated email mentioning the Ticket ID and its description.



- User would be able to see status of the ticket, through Dashboard section of the Helpdesk. It would either be in Open, Resolved, or Closed.



6. If the user clicks on one of the status (for e.g., Open status) as shown in dashboard, then they would be able to view current state under “Assigned to” column.



## List of Issues related with Agri-DIKSHA & Virtual Classroom:

### 1. Hardware Issues

S.No.	Issue type	Issue Description
1.	Camera not working	The user can face challenges with the camera if it hasn't been properly setup or is not functioning in the virtual classroom environment.
2.	Lock issue with podium	Podium can get locked due to following reasons: <ul style="list-style-type: none"> <li>• Password gets changed without any notification</li> <li>• Podium opens through a key which contains a chip. If the chip doesn't function properly, then podium can get locked.</li> <li>• In case if key of podium gets misplaced then it can be opened through a passcode.</li> </ul>
3.	Issue with MIC	Podium in Agri-DIKSHA virtual classroom has three types of MICs which are: handheld, collar and attached to podium. There can be issues with functioning of any of these three due to which the voice of trainer would not be audible.

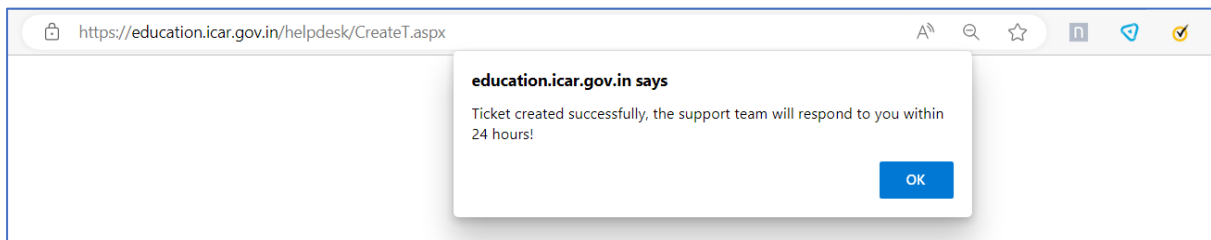
4.	Interactive flat panel not working	There is a screen present in Agri-Diksha virtual classroom which is used for presenting material related with teaching, sometimes it does not work properly.
5.	Audio system not working	Agri-diksha virtual classroom is equipped with 4 speakers. So, there can be times when they do not function properly.
6.	Podium PC slowness	At times this can occur due to operating system used in the PC. The user should check if any updates are required and update their systems regularly.
7.	Document visualizer not working properly	A document visualizer is integrated with the podium which may not function properly sometimes.

## 2. Software Issues

- If the user forgets their password, they will face challenges with logging into the 'Agri-DIKSHA portal'.
- Video not working properly on Agri-DIKSHA portal.
- Agri-DIKSHA portal page not loading.

### Resolution time

Once the ticket gets raised on the Helpdesk, users get notified that support team would respond to them within 24 hours.



## **Escalation Matrix**

### **Level 1:**

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