Assam University
Notification

This is to inform all that the **IT Helpdesk of Samarth Portal in Assam University is fully Operational** and is open for all the Departments, Officers, Employees, etc. for requesting IT support by generating Ticket through SAMARTH.

The step by step procedure is attached for generation of Ticket by the stakeholders.

For any technical assistance, please contact Computer Center.

Attachment: As above
File no. AUS/SAMARTHCELL/2025/01/   dt 7th Feb 2025

Registrar

Copy to:
1. PS to VC for kind information of Vice-Chancellor *for n.a.*
2. PS to FO for kind information of Finance Officer *for n.a*
3. COE/ Librarian/ DCDC/DIQAC/ NO Samarth/DCC for kind information *for n.a.*
4. All Officers *for n.a*
5. All Employees *for n.a*
6. File

Regsitrar

Steps for Usage of IT Help Desk
of Samarth Portal in Assam University

This manual outlines steps that need to be followed by each department/section/employee of Assam University to generate Tickets for ICT support under Samarth.

A. For Generation of Ticket

1. Open aus.samarth.ac.in using your office credentials
2. Click on Governance
3. Click on create a new service Ticket under IT Service Desk
4. Select Service Queries from drop down menu of "Service Queue"
5. Enter details of problem
6. Select checkbox if you require the hardware support (Model Name of Hardware, Sl. No. Of Hardware, upload supporting documents) and "Save"
7. Click on "Update" button if any modification required
8. Click "Submit" button to generate Ticket

B. For Online Status of Ticket

1. Open aus.samarth.ac.in using your office credentials
2. Click on Governance
3. Click on "All Service Tickets" button under IT Service Desk
4. Click the particular Ticket No. And see the Status