Welcome to Freshservice- the IT service desk with a fresh twist.

This user guide will walk you through everything you need to know about Freshservice. SysAdmins can set up and manage the entire service desk and also configure the end user interface, that you use. They also provide self-help solutions to common IT issues in Freshservice’s knowledge base. You can refer to these solutions to solve problems you face and (if still required), raise a service ticket for your service desk to resolve.

Here’s how to get started.
Logging into Freshservice

Your organisation would provide the URL for your service desk which would be in the format: <yourcompanynname>.freshservice.com.

You have access to your service desk’s knowledge base and announcements even before you login.

You’ll also be able to raise a ticket without logging in (you’ll be prompted to provide your official email address), but you will need to login in order to track a ticket you’ve raised. Click on “Login” in the top-right corner to do so.

You can login to Freshservice using one of two options:

1. Your official email address and its password
2. Your official Google ID (if your organisation has integrated it with Google Apps)

Note: In case you happen to forget your login password, you can click on ‘forgot your password?’ to get a password reset link mailed to your email address.

Self-Help Solution Articles

The service desk admins and agents in your organisation want you to resolve some issues on your own. To help you with this, they provide solution articles in Freshservice’s knowledge base. You can access these articles right from the self-service portal, without the need to log in. The knowledge base is provided right on the home page, but you can use the search field to
find solutions for specific issues.

Freshservice also suggests solutions in case the issue you’re reporting happens to have a relevant solution in the knowledge base- even before you submit the ticket.
Raising a Ticket

Click on the **New Ticket** button to access the ticket submission form.

Although you can access the form even without logging in, it is recommended that you DO login before submitting a ticket, for two main reasons.

Firstly, it gives you access to the entire form as opposed to when you are logged out (for instance, if you’re logged in, you can specify assets- like your laptop etc.- that the ticket pertains to).

Secondly, it ensures that the ticket traces back to you easily and avoids potential confusion caused, for instance, by inadvertently mistyping the email address.

Tracking your Tickets

When you click on the **Tickets** tab, you get a list of your tickets. By default, this list shows your **open** and **pending** tickets, but you can change the filter to show just the **resolved** and **closed** tickets or all of your tickets.

You can also sort your tickets based on:

- Date Created
- Last Modified
- Status (default)
- Ascending order
- Descending order

From this list, click on the ticket you need to track. This opens the detailed view for the ticket that provides information like the name of the **agent** working on it, the current **status** and any **conversation** that has happened on the ticket so far.
At the detailed view, you can post a reply, mark the ticket as closed and even add people to be notified about future activity on the ticket.

Exporting Tickets

Freshservice lets you export your tickets in CSV or XLS format, should you need a detailed copy of them. You can choose (tickets created in) a specific time period and specific fields to be Exported.

To export tickets, go to the Tickets tab and click on Export tickets.
Then select the file format, the time period and the fields you need to export.

**Raising a Service Request**

The Service Catalog consolidates all the services that you, as an employee, are entitled to. The catalog makes it easy for you to request for services by providing a one stop shop on the portal.

To raise a service request,

1. Login to the end user portal and click on either Service Catalog or Request New Service.
2. From the list of services click on the one that you want to request. You can even search for it directly.

3. This takes you to the checkout page that provides more details about the service and tells you when you can expect it.
4. If you need more than one of the item, specify the quantity.
5. In case you’re placing the request on somebody else’s behalf, enter their email address and then click on **Place Request**.

This creates a **Service Request** automatically. You can keep track of it from the **Tickets** tab.

**Announcements**

Your IT department might sometimes need to update/alert you about upcoming events like server migrations, possible downtimes etc. They can do this by posting an announcement on Freshservice.

Announcements are displayed on the right pane on the Home tab. You can view them even if you’re not logged in.