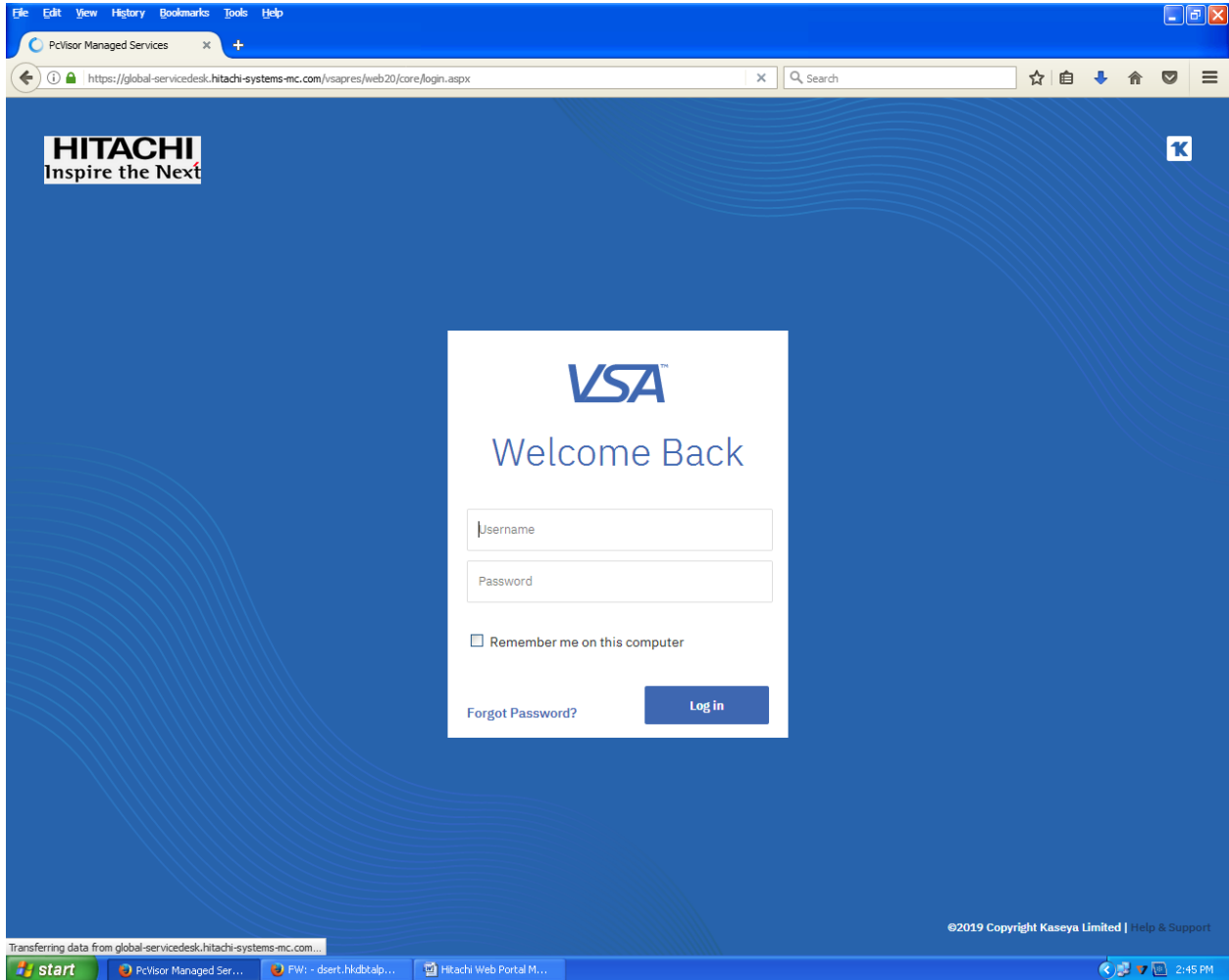


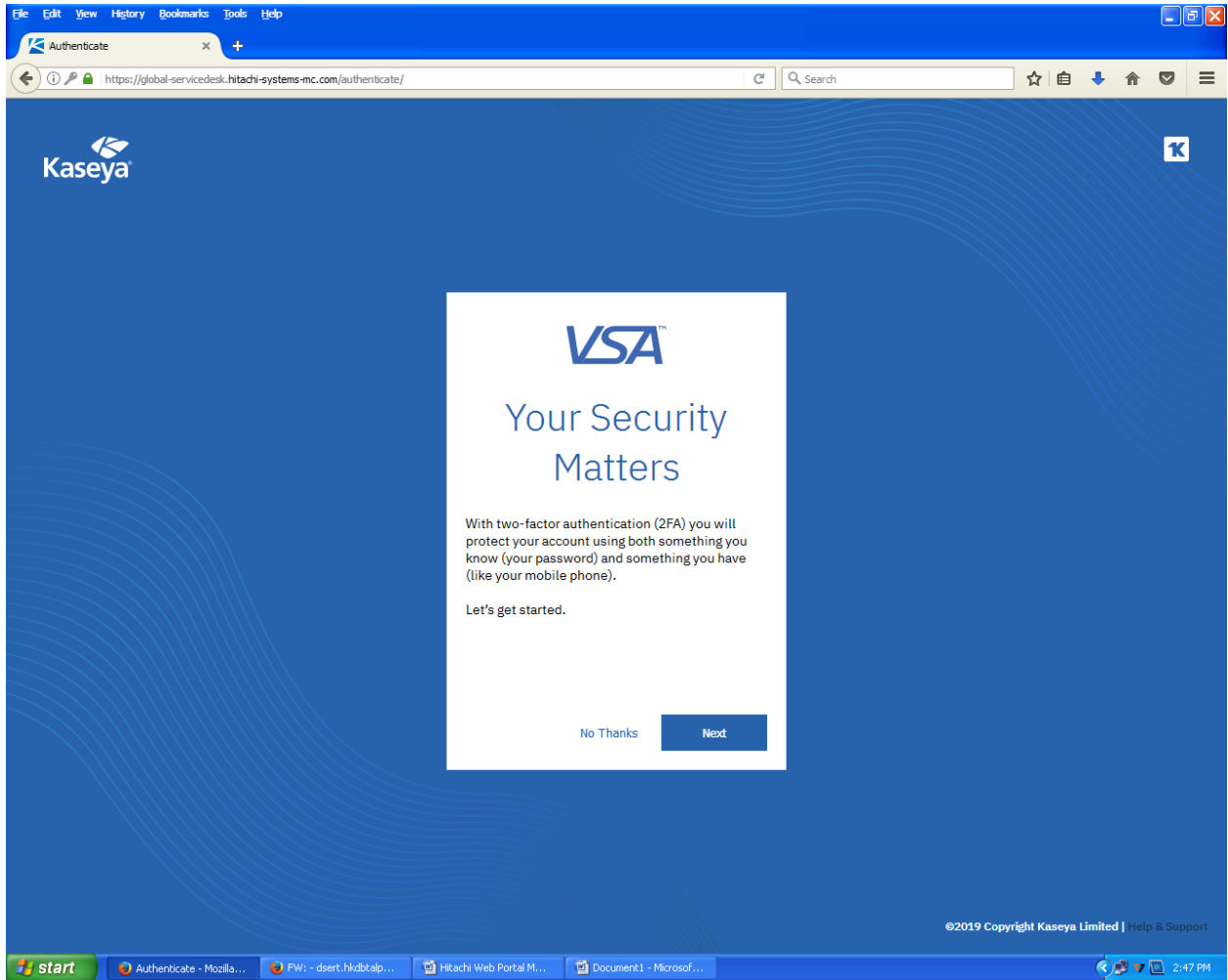
Please find the below details for login the Portal

URL: <https://global-servicedesk.hitachi-systems-mc.com> Or



Username: **9123450**

Password: **asd@#1234**



Click on No Thanks



The screenshot shows the Hitachi Automated Managed Services web interface. The browser address bar displays the URL: <https://global-servicedesk.hitachi-systems-mc.com/vsaPres/Web20/core/K4Home.aspx?firstIn=true&ReferringWebWindowId=7dc03b42-1>. The page header includes the Hitachi logo and the slogan "Inspire the Next". The main navigation menu on the left contains "Info Center", "Service Desk", "Operations", "Tickets", "Knowledge Base", and "System". The "Service Desk" menu item is currently selected. The main content area displays a list of tickets with the following columns: ID, Summary, Status, Severity, Category, Submitter, and Organization. The tickets listed are:

ID	Summary	Status	Severity	Category	Submitter	Organization
IN176272	Two Systems are not Functioning	Closed	Severity3	Warranty	HEAD MASTER GHS ULI	Department of stat
IN177582	testing	Closed	Severity1	Warranty	9123450	Department of stat
IN177998	Google drive not opening	Closed	Severity3	Warranty - OE	9123450	Department of stat
IN194144	system not working(adopter not working)	Closed	Severity3	Warranty	9123450	Department of stat
IN211669	System not working	Closed	Severity3	FMS	9123450	Department of stat
IN214298	system not working	Closed	Severity3	Warranty	9123450	Department of stat
IN214343	PC1505NM is not working.	Closed	Severity3	FMS	9123450	Department of stat
IN214509	not open computers	Closed	Severity3	FMS	9123450	Department of stat
IN215990	Lenovo all system Damage boxes Checking	Closed	Severity3	Warranty	ServiceDesk_Bangalore	Department of stat
IN216869	Key board and Mouse not available	Closed	Severity3	Warranty	9123450	Department of stat
IN216874	Mouse not available	Closed	Severity3	Warranty	9123450	Department of stat
IN216876	Keyboard and mouse not available	Closed	Severity3	Warranty	9123450	Department of stat
IN216878	Keyboard not available	Closed	Severity3	Warranty	9123450	Department of stat
IN216881	Keyboard not available	Closed	Severity3	Warranty	9123450	Department of stat
IN216885	Keyboard and mouse not available	Closed	Severity3	Warranty	9123450	Department of stat
IN216887	Keyboard not available	Closed	Severity3	Warranty	9123450	Department of stat
IN216889	Keyboard not available	Closed	Severity3	Warranty	9123450	Department of stat
IN216891	Keyboard and mouse not available	Closed	Severity3	Warranty	9123450	Department of stat

The interface also includes a search bar, navigation controls (New Ticket, Add Note, Go To, View, Edit), and a taskbar at the bottom with the Windows Start button and several open applications.

This close-up screenshot highlights the top navigation and search area of the Hitachi Automated Managed Services interface. It shows the "HITACHI Inspire the Next" logo and the "Automated Managed Services" title. Below the header, there is a "Search Navigation" input field. To the right of the search field are buttons for "New Ticket" and "Add Note". Below these buttons is a pagination control showing "1 of 1" and a search icon. The bottom part of the image shows the beginning of the ticket list, with the first two rows visible:

ID	Summary	Status	Severity	Category	Submitter	Organization
IN176272	Two Systems are not Functioning	Closed	Severity3	Warranty	HEAD MASTER GHS ULI	Department of stat
IN177582	testing	Closed	Severity1	Warranty	9123450	Department of stat

Click on New Ticket

Automated Managed Services x New Tab

https://global-servicedesk.hitachi-systems-mc.com/vsaPres/Web20/core/K4Home.aspx?firstIn=true&ReferringWebWindowId=7dc03b42-1

HITACHI Automate
Inspire the Next

Create a new Ticket

Save and Close Save and New Cancel

General Related Items

Summary Information

Service Desk*: Incident

Summary*:

Submitter Name: 9123450 Organization: Department of state Educational Research and Training

Submitter Email: itateprocurement@gmail.com

Created:

Escalation:

Status: Open

Engineer Name: - No Selection -

Hold Reason:

DefineResolutionTim 0

ResolutionSLA:

TotalResponseTake 0

Serial No.:

ContractType*: - No Selection -

CustomerEmail*:

EmpCode:

Account_Manager:

ResolvedBy:

Closed:

Due:

Categories

Category 1*:

Category 2:

Category 3:

Category 4:

Category 5:

Severity: Severity3

DefineResponseTim 0

ResponseSLA:

TotalResolutionTake

Org. Address (Optional)*:

Phone*:

State*: - No Selection -

Request Type*: Incident

CSField:

Contract_Location:

start Automated Managed ... FW: - dsert.hkdbtab... Hitachi Web Portal M... Document1 - Microsof... untitled - Paint 2:59 PM

- 1) Summary – Write the problem faced in system
- 2) Serial - Enter the PC Serial no (eg: PC13456F)
- 3) Contract Type – Select FMS from dropdown
- 4) Category 1 – Select Warrant from dropdown
- 5) Org Address – type school name and Disecode (mandatory)
- 6) Phone – Mobile no (mandatory)

Click on Save and close