

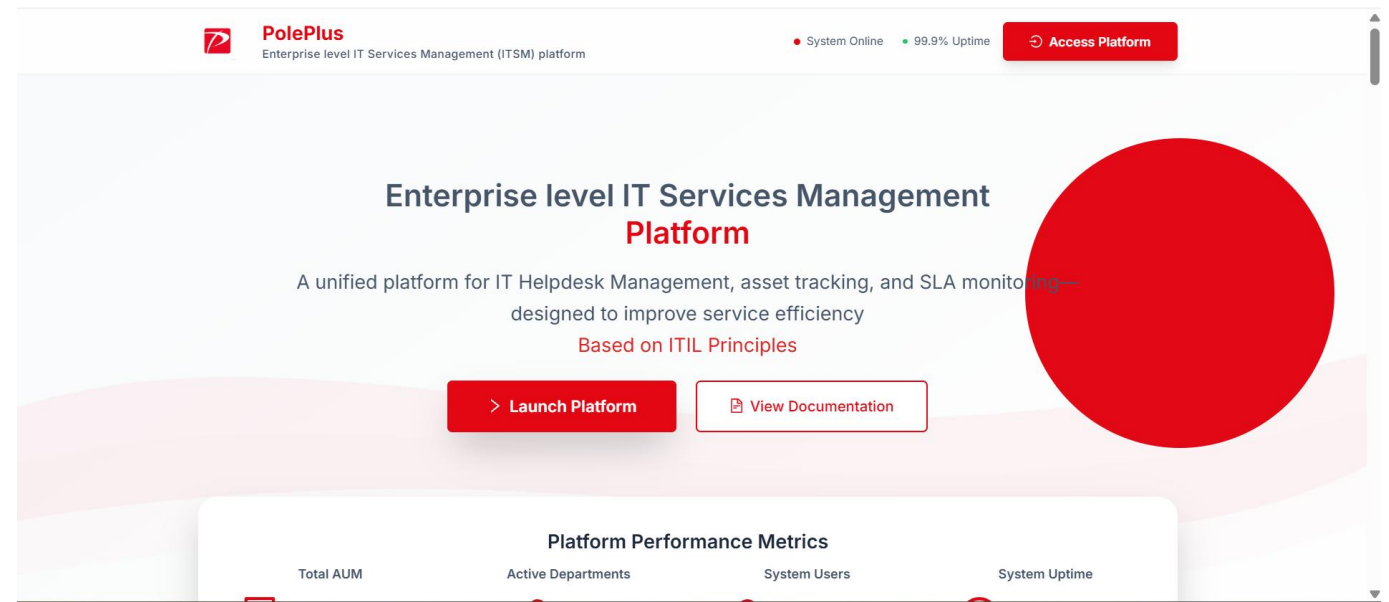


PolePlus- The Unified ITSM Platform

USER GUIDE FOR EMPLOYEE

How to Access the Application?

- ▶ Click on <https://itsm.cidcoindia.com> you will land on the home page .Click on **Access Platform** or **Launch Platform**



How to Login the Platform ?

- ▶ Login with your **Employee ID** as a Username and your Password
- ▶ First time users Can enter their Employee ID as username and Click on **Forget password**.
- ▶ It will ask for Email ID Enter your Official email ID and click on **Send Reset Link**
- ▶ You will receive password reset link. Reset your password. And use new password for login



Unified ITSM Platform

Sign in to access your account

Employee ID

Password

Sign In

[Forgot Password?](#)



Forgot Password

Enter your email to receive a password reset link

Email Address

Send Reset Link

Remember your password? [Sign In](#)

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Your Homepage

- Once you login you can see your dashboard
- Dashboard will have information and stats of.
 - Count of your assets
 - Your Asset requisition
 - Your tickets
 - Your consumable requests
 - List of assets assigned to you
 - List of your requisitions
 - Your consumable requisitions and
 - List of tickets created by you

The screenshot displays the PolePlus Unified ITSM Platform Employee Portal. The interface includes a dark sidebar with navigation links: Dashboard, My Assets, Asset Requisitions, Consumable Requests, Report Issue, and My Tickets. The main content area features a welcome message, quick action buttons, and several summary cards for My Assets, Asset Requisitions, My Tickets, and Consumable Requests. Below these are detailed tables for My Assets, My Tickets, and My Requisitions.

Quick Actions: Request Asset, Report Issue, Request Consumable

Summary Cards:

- My Assets:** 6 (5 Good)
- Asset Requisitions:** 0 Pending, 1 Completed
- My Tickets:** 0 Open, 0 Resolved
- Consumable Requests:** 0 Pending, 0 Delivered

My Assets Table:

Asset	Category	Condition
HP-8798 Hp	Hardware	Good
HP-21-8813 Hp Z1 TWR	Hardware	Good
BROTHER-DCP-8188 Brother DCP	Hardware	Good
NUMERIC-DIGITAL-8888 Numeric DIGITAL	Hardware	Good
DELL-VOSTRO-4081 Dell VOSTRO	Hardware	Good

My Tickets Table:

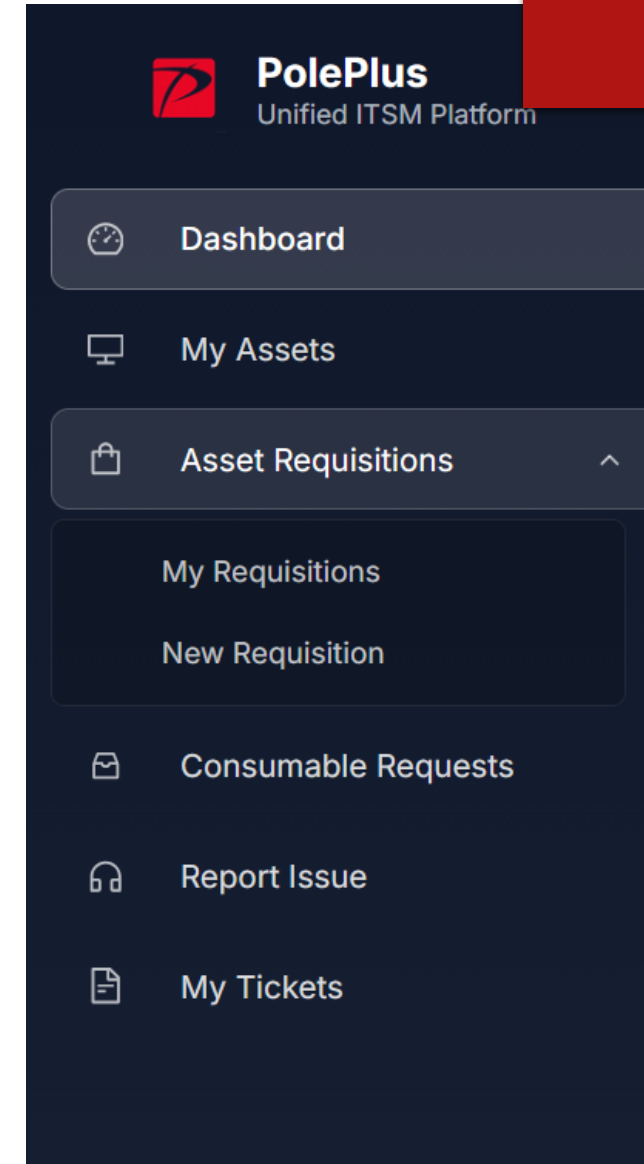
Ticket	Status	Created
No tickets raised		

My Requisitions Table:

Requisition	Status	Required By
REQ-2024-02-0001 test ticket to check the fl...	Completed	-12d left

Home Page Menu Explained

- ▶ Dashboard – Have stats of your Tickets, Assets, Requests etc.
- ▶ My Assets – Have details of assets assigned to you
- ▶ Asset Requisition
 - ▶ My Requisition – Details of all of your requisitions
 - ▶ New Requisition – from where you can request for new asset
- ▶ Consumable Requests – Will have details of your Consumable requisition like printer Cartridges and from here you can request Printer toner and cartridges
- ▶ Report Issue – From here you can raise a support ticket
- ▶ My Tickets – Will have details of your tickets



Creating a Support Ticket

- ▶ Click on Report Issue from the Left side menu bar
- ▶ Report an Issue form will open
- ▶ Fill in the details like
 - ▶ Issue Title
 - ▶ Issue Description
 - ▶ Issue category (Hardware, Software, Network Connectivity, Access/Permission, other)
- ▶ When you select Issue category as a Hardware you will be displayed list of hardware assets you have, select the asset for which you are facing an issue
- ▶ An Click on submit to create a Ticket

The screenshot displays the PolePlus Unified ITSM Platform Employee Portal. On the left is a dark sidebar menu with options: Dashboard, My Assets, Asset Requisitions, Consumable Requests, Report Issue (highlighted), and My Tickets. The main content area is titled 'My Tickets' with the subtitle 'View and track your support tickets'. It shows a 'Total Tickets' count of 0 and a search bar. A modal window titled 'Report an Issue' is open, containing the following fields:

- Creating ticket for yourself:**
 - Employee: Akshaykumar Uttam Mahajan
 - Employee ID: N/A
 - Department: DATA CENTRE
 - Location: Not Assigned
 - Department and location will be automatically inherited from the employee
- * Issue Title**: Brief description of the issue
- * Detailed Description**: Provide detailed information about the issue
- * Issue Category**: Select category to show related items
- * Ticket Type**: Service Request
- * Service Type**: General Support
- * Priority**: Medium

At the bottom of the modal are 'Cancel' and 'Submit Issue' buttons.

Example

- ▶ Here the Issue to be reported in slowness in application Opening
- ▶ You have to select hardware as an Issue Category and select a Hardware asset

* Detailed Description

Having issue in opening applications

* Issue Category

Hardware Issue

Related Hardware Assets

Select Related Assets 1

Search assets by tag, serial, or product...

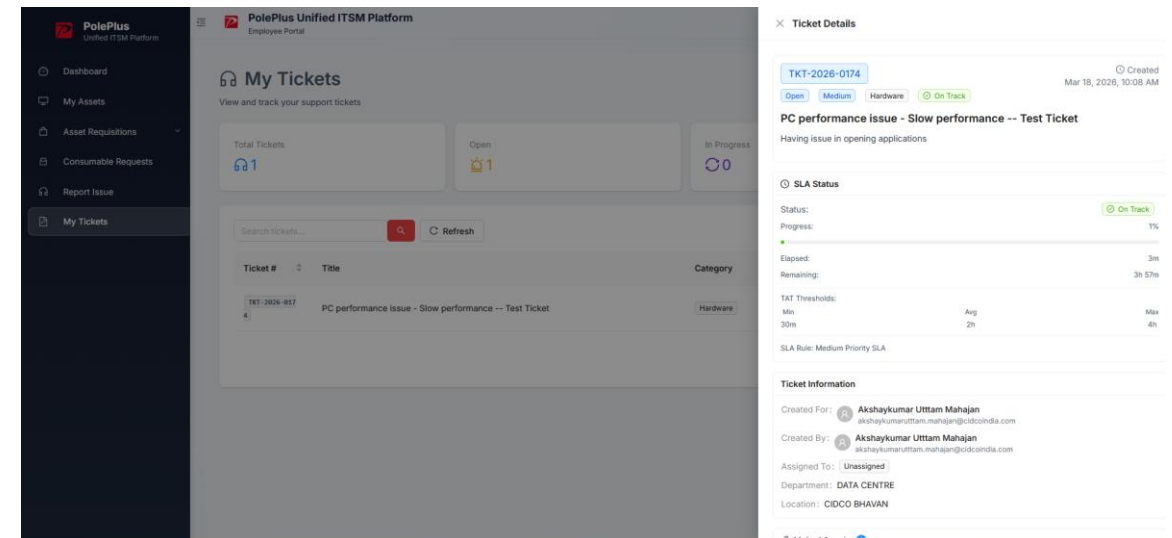
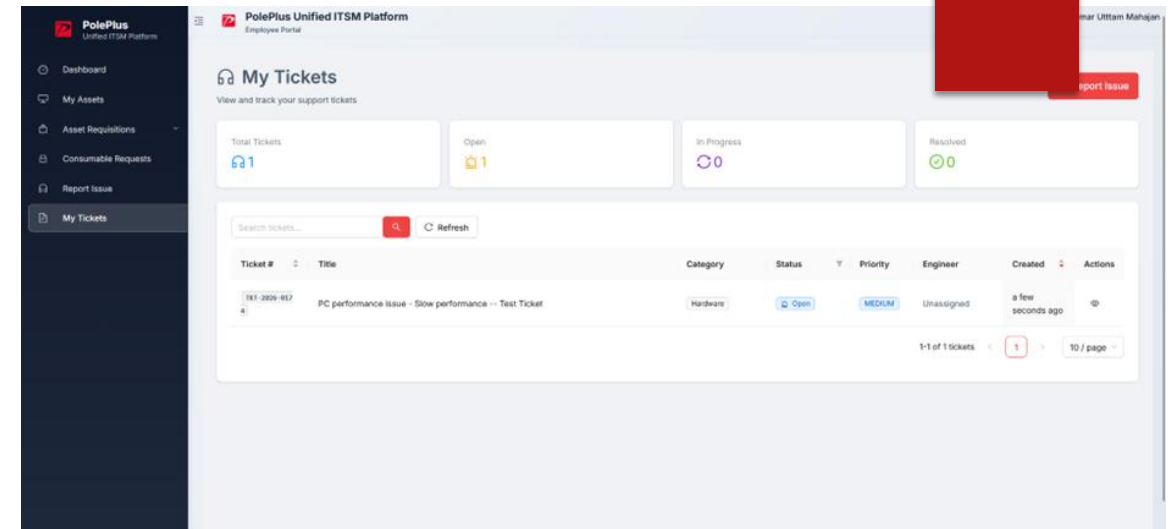
- ☐ **BROTHER-DCP-0184** Brother DCP (L2541 DW) **BROTHER** assigned
- ☐ **DELL-VOSTRO-0005** Dell VOSTRO (360) **DELL** assigned
- ☒ **DELL-VOSTRO-0101** Dell VOSTRO (3471 SFF) **DELL** assigned ✓
- ☐ **HP-0706** Hp (250 G9 15.9 INCH) **HP** assigned
- ☐ **HP-Z1-0019** Hp Z1 TWR (WORKSTATION G9 R 550W) **HP** assigned
- ☐ **NUMERIC-DIGITAL-0008** Numeric DIGITAL (1000 PLUS) **NUMERIC** assigned

Selected assets:

DELL-VOSTRO-0101 x

Viewing your Tickets

- Click on My Tickets where you can see your created Tickets.
- You can click on the Eye button on the right most side of the Specific ticket to view all Ticket related details
- You can track the progress
- You will be notified via Email once the Engineer is assigned to the ticket
- Now on the dashboard or My ticket section you can see stats of your tickets created
- One the problem is resolved you will be notified via email as your ticket is closed



Creating Asset Request

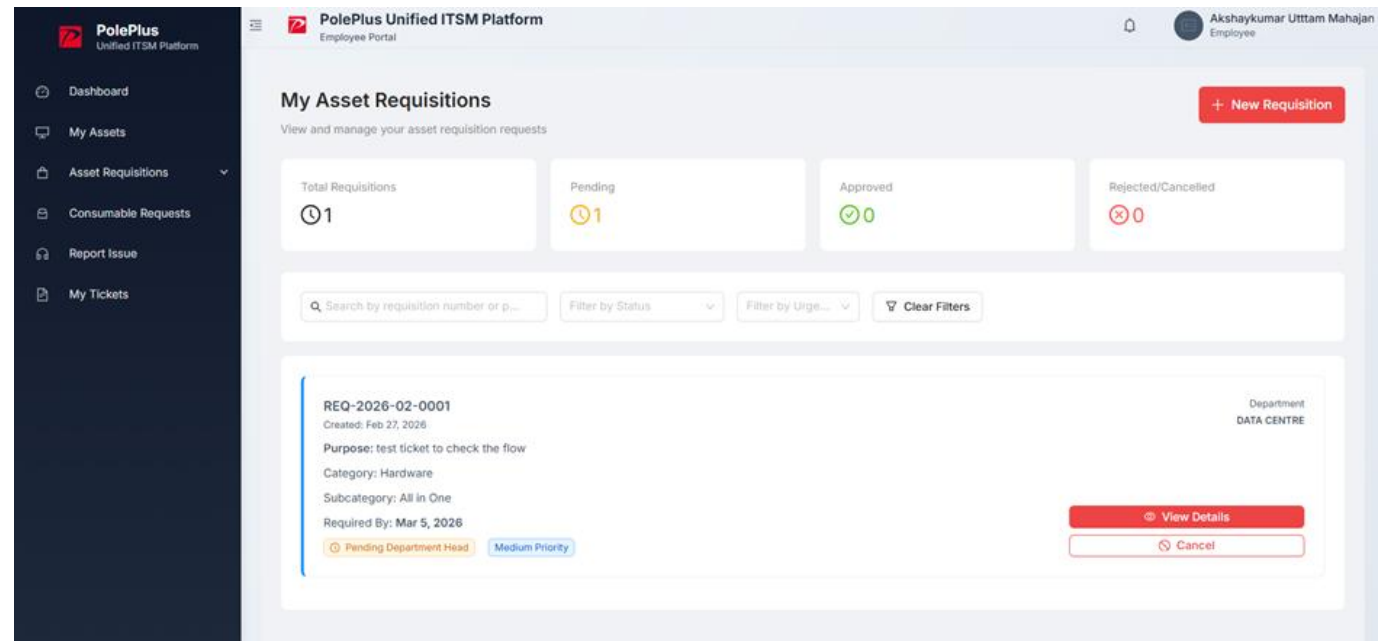
- ▶ Click on Asset Requisition >> New Requisition
- ▶ New Asset requisition form will open
- ▶ Fill in the type of Asset required Hardware/Software
- ▶ Fill in Asset subcategory like printer, Desktop, Laptop etc. from the dropdown Menu
- ▶ Fill in the specifications if any for asset requested
- ▶ Fill in Quantity
- ▶ Click on **Next**
- ▶ On the next Page fill in Purpose and business Justification for the request
- ▶ Click on **Next**
- ▶ Review the request and click on **Submit Requisition**

The screenshot shows the 'New Asset Requisition' form in the PolePlus Unified ITSM Platform. The form is divided into three main sections: 'Asset Details', 'Purpose & Justification', and 'Ready to Submit'. The 'Asset Details' section includes fields for 'Category' (Hardware), 'Subcategory' (All in One), 'Quantity' (1), and 'Required By' (2026-03-31). The 'Purpose & Justification' section has a text area for 'Purpose' (Business requirement). The 'Ready to Submit' section features a green bar with a checkmark and the text: 'Once submitted, your requisition will be sent to your Department Head for approval. You will be notified of any updates.' At the bottom right, there are buttons for 'Cancel', 'Previous', and 'Submit Requisition'.

The screenshot shows the 'New Asset Requisition' form in the PolePlus Unified ITSM Platform, specifically the 'Asset Information' step. The form includes fields for 'Asset Category' (Hardware), 'Asset Subcategory' (All in One), 'Quantity' (1), and 'Urgency Level' (Low, Medium, High, Critical). There is also a 'Required By Date (Optional)' field set to 2026-03-31. Below these fields is a large text area for 'Additional Specifications (Optional)' with a placeholder text: 'e.g., RAM requirements, storage capacity, screen size, etc.' At the bottom right, there are buttons for 'Cancel' and 'Next'.

Approval Process for Asset Request

- ▶ Click on **Asset Requisition > My Requisition**
- ▶ You can see the Realtime status of the asset request by Clicking on **View Details**
- ▶ Your request will be approved by your department head and then by IT head and you will be notified via Email after every approval



Tracking and Closure of Asset Request

- ▶ Once both the approvals are in place Coordinator will assign an asset and engineer to deliver the asset. You will be notified once the asset is assigned to you
- ▶ Engineer will upload an Install Job Report signed by you against the request and the Request will be closed, and you will be notified via Email

The screenshot displays the 'Employee Portal' interface for tracking an asset request. The left sidebar contains navigation links: Dashboard, My Assets, Asset Requisitions, Consumable Requests, Report Issue, and My Tickets. The main content area shows details for request 'REQ-2026-02-0001', which is marked as 'Completed' and 'Medium Priority'.

Requisition Information

Requisition Number	REQ-2026-02-0001
Status	Completed
Urgency	Medium
Requester	Akshaykumar Uttam Mahajan
Department	DATA CENTRE
Created On	Feb 27, 2026, 09:29 AM
Required By	Mar 5, 2026

Asset Details

Category	Hardware
Subcategory	All in One
Quantity	1
Specifications	Test asset request

Purpose & Justification

Purpose:
test ticket to check the flow

Justification:
test flow

Assigned Asset

Approval Timeline

- Requisition Created**
A Akshaykumar Uttam Mahajan (employee)
Feb 27, 2026, 09:29 AM
Comments: Requisition created
- Department Head Approval** (Approved)
A DHARMARAJ MADHUSUDAN BHATKAR (department_head)
Feb 27, 2026, 09:31 AM
Comments: business need test flow
- IT Head Approval** (Approved)
A Nilesh Thakur (IT_Head)
Feb 27, 2026, 09:33 AM
Comments: ok approved for test flow
- Asset Assigned**
A Rohit Jadhav (Coordinator)
Feb 27, 2026, 10:00 AM
Comments: Asset assigned to Akshaykumar Uttam Mahajan. Engineer: Onkar Mahind assigned for installation.
- Asset Assigned**
Asset Tag: DELL-VOSTRO-0005
Feb 27, 2026, 10:00 AM
- Employee Digitally Signed**
Feb 27, 2026, 10:05 AM
Signature received
- Functionality Verified & Completed**
Feb 27, 2026, 10:06 AM

Creating Consumable Request

- ▶ Click on Consumable Request on the left side Menu Bar
- ▶ Click on New Request
- ▶ A New Consumable request form will open
- ▶ Enter Asset for which you are requesting Consumable
- ▶ Select required Consumable from the drop-down option and **submit** the request

The screenshot displays the PolePlus Unified ITSM Platform Employee Portal. On the left, a dark sidebar menu contains options: Dashboard, My Assets, Asset Requisitions, Consumable Requests (highlighted), Report Issue, and My Tickets. The main content area shows the 'Consumable Request' section with a 'My Requests' table. A modal window titled 'New Consumable Request' is open, featuring the following fields: 'Asset' (a dropdown menu), 'Consumable' (a dropdown menu), 'Quantity' (a text input with '1' entered), 'Priority' (a dropdown menu with 'Normal' selected), and 'Purpose/Notes' (a text area with a placeholder 'Reason for request (optional)'). At the bottom of the modal are 'Cancel' and 'Submit Request' buttons. The background shows a table of requests with columns for Request #, Created, and Actions, and a pagination bar indicating '1-1 of 1 requests' and '10 / page'.

Tracking Consumable Request

- ▶ Your consumable request will be approved by the helpdesk Coordinator.
- ▶ You can track the status of consumable request by clicking on Eye Button at the right side of the Specific Request
- ▶ Once the request will be approved Engineer will be assigned to deliver the consumable

PolePlus Unified ITSM Platform
Employee Portal

Consumable Requests
Request and manage consumables for

My Requests

Search request #, consumable, asset

Request #	Consumable	Asset	Requested By	Location	Status	Priority	Purpose
CR-20260318-0002	TN-2365	BROTHER-DCP-0184	Akshaykumar Uttam Mahajan	CIDCO BHAVAN	Pending	Normal	-
CR-20260318-0001	DR-2365						

Request Details

Request # CR-20260318-0002

Consumable TN-2365 Quantity 1

Asset BROTHER-DCP-0184

Requested By Akshaykumar Uttam Mahajan Location CIDCO BHAVAN

Status Pending Priority Normal

Purpose -

Timeline

- Created on 18/3/2026, 11:24:41 am

1-2 of 2 requests < 1 > 10 / page