

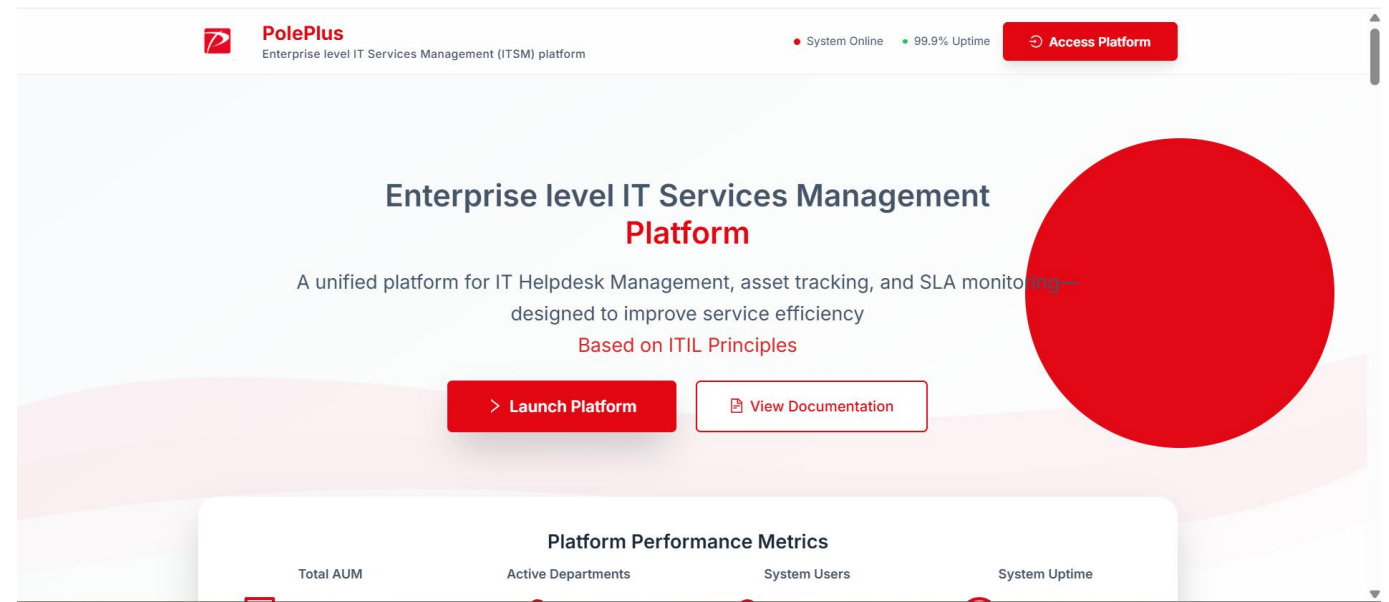


PolePlus- The Unified ITSM Platform

USER GUIDE FOR DEPARTMENT HEAD
AND DEPARTMENT COORDINATOR

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

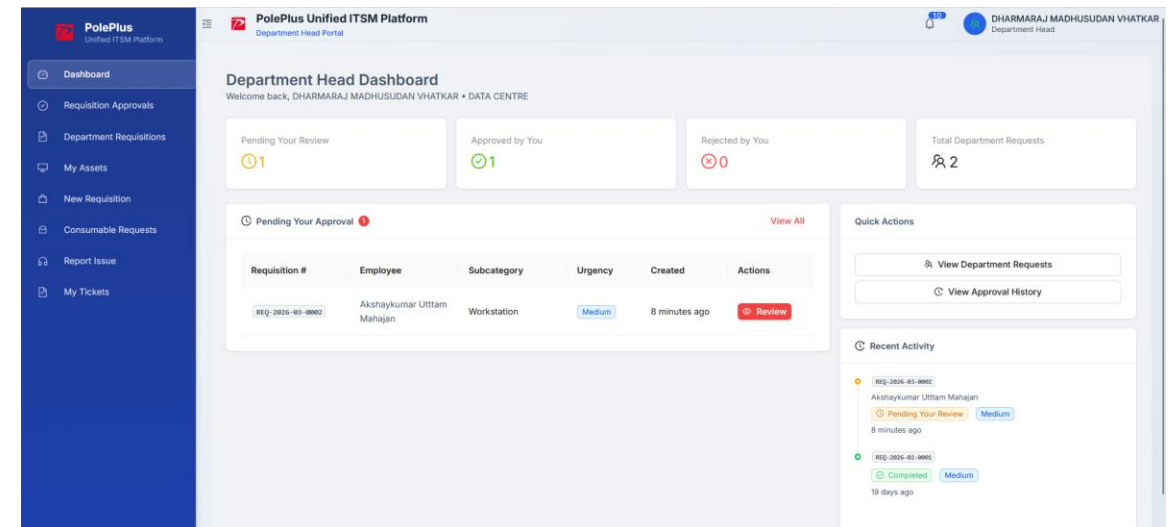
Send Reset Link

Remember your password? [Sign In](#)

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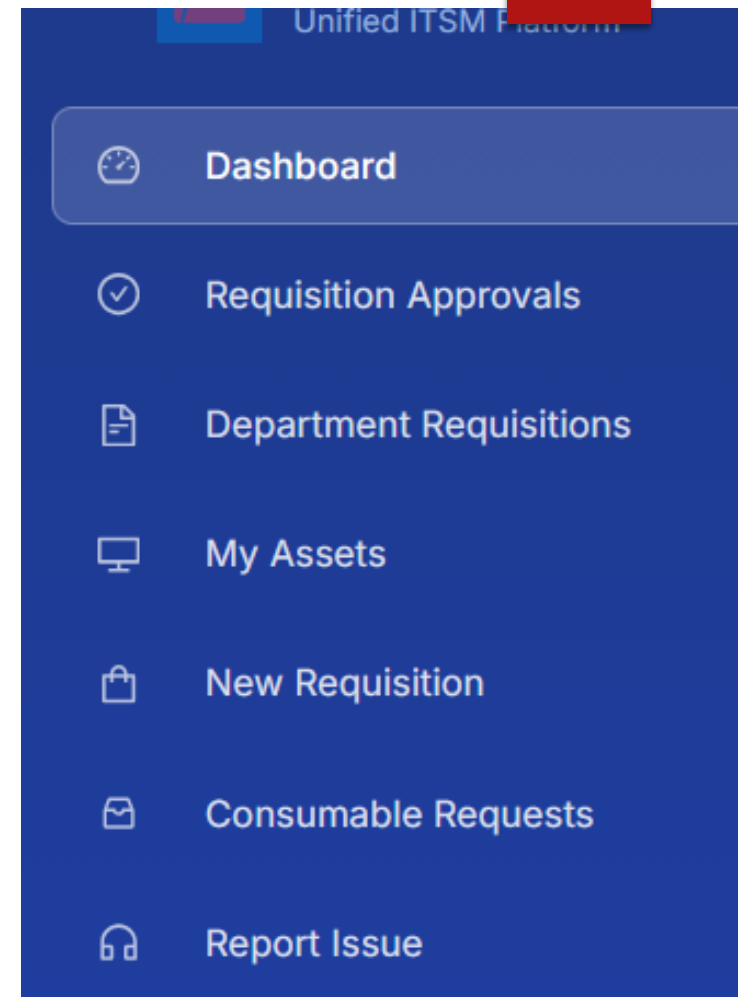
Your Homepage

- Once you login you can see your dashboard
- Dashboard will have information and stats of.
 - Count of assets requests pending for Review
 - Count of request approved
 - Count of requests Rejected
 - Count of all Requests from your department
 - List of Requisitions pending for approval from where you can review and approve the request
 - Quick action button
 - Recent activity



Home Page Menu Explained

- ▶ Dashboard – Have stats of your Tickets, Assets, Requests etc.
- ▶ Requisition Approvals – Here you will have all the request which are pending for your approval
- ▶ Department Requisition – Here you can see all the Asset Requisitions from your department
- ▶ My Assets – Have details of assets assigned to you
- ▶ 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



View and Track Requisitions

- ▶ To View all Requisitions from your department, click on **Department requisition**
- ▶ To view Requisition pending for your approval Click **Requisition Approvals**

The screenshot shows the 'Department Requisitions' page in the PolePlus Unified ITSM Platform. The left sidebar contains navigation links: Dashboard, Requisition Approvals, Department Requisitions (selected), My Assets, New Requisition, Consumable Requests, Report Issue, and My Tickets. The main content area has a header 'Department Requisitions' with the subtitle 'View and manage all asset requisitions from your department'. Below this is a summary bar with four boxes: 'Total Requisitions' (2), 'Pending' (1), 'Approved' (1), and 'Rejected/Canceled' (0). A search bar and filter options are present. The main list displays two requisitions: 'REQ-2026-03-0002' (Created: Mar 18, 2026, Purpose: test ticket to check the flow, Category: Hardware, Subcategory: Workstation, Status: Pending Department Head, Priority: Medium Priority) and 'REQ-2026-03-0001' (Created: Feb 27, 2026, Purpose: test ticket to check the flow, Category: Hardware, Subcategory: All in One, Status: Completed, Priority: Medium Priority). Each entry has a 'View Details' button. At the bottom, it shows 'Assigned Asset: DELL-VOSTRO-0005' by Riddhi Jadhav and 'Assigned Engineer: Gaurav Mahesh' (Scheduled: 28/2/2026, 12:00:00 am).

The screenshot shows the 'Department Head Approvals' page in the PolePlus Unified ITSM Platform. The left sidebar is the same as the previous screenshot. The main content area has a header 'Department Head Approvals' with the subtitle 'Review and approve asset requisitions from your department'. Below this is a summary bar with three boxes: 'Pending Approvals' (1), 'Critical Priority' (0), and 'High Priority' (0). A search bar and filter options are present. The main list displays one requisition: 'REQ-2026-03-0002' (Created: Mar 18, 2026, Purpose: test ticket to check the flow, Category: Hardware, Subcategory: Workstation, Status: Pending Department Head, Priority: Medium Priority). At the bottom right, there are 'Reject' and 'Approve' buttons.

Request Approval

- ▶ Click on **Requisition Approval**
- ▶ You can see all the pending asset request from your department
- ▶ Click on Approve
- ▶ Approve requisition form will open
- ▶ Put Comments if any and click on **Approve**

✓ Approve Requisition

✓ You are about to approve this requisition. It will be forwarded to the IT Head for final approval.

Requisition Details

Requisition Number	REQ-2026-03-0002		
Urgency	Medium		
Requester	Akshaykumar Uttam Mahajan	Department	DATA CENTRE
Category	Hardware	Subcategory	Workstation
Quantity	1	Purpose	
Justification			

Comments (Optional)

e.g., Approved. Please coordinate with IT for asset allocation.

0 / 1000

Add any notes or conditions for approval (optional)

Cancel

Approve

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...

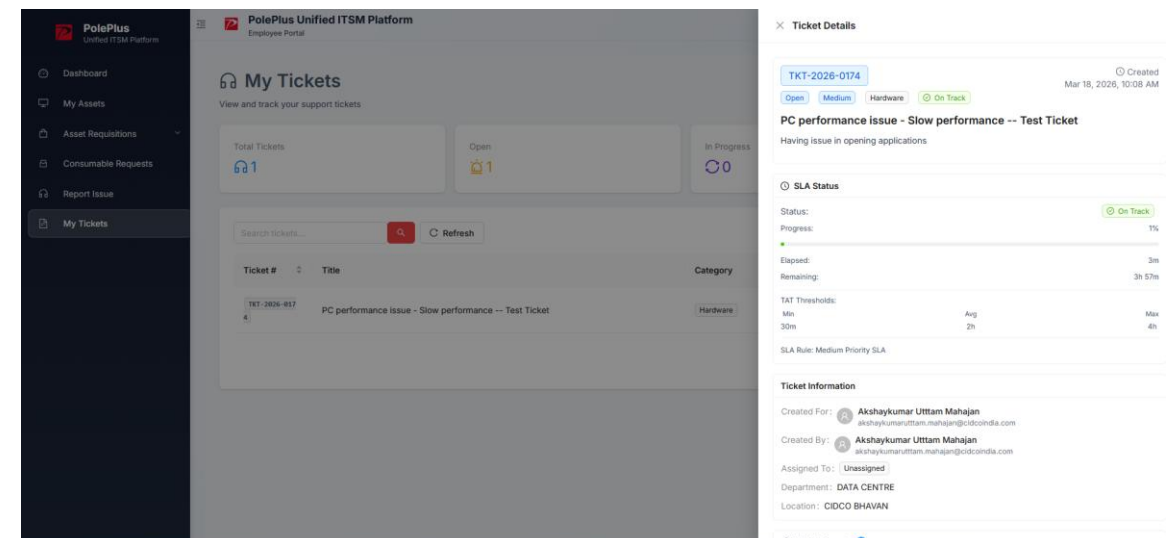
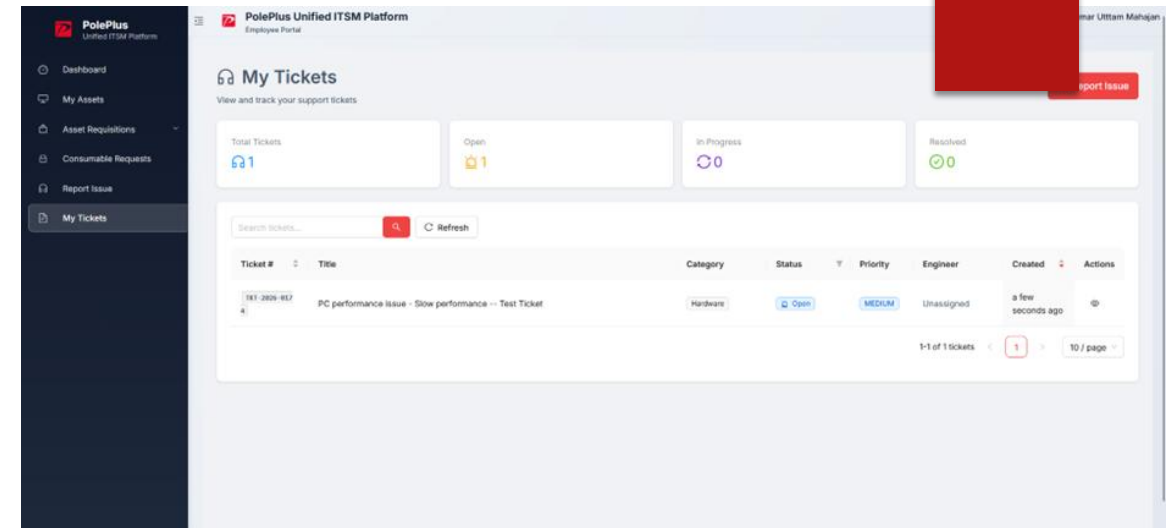
- ☐ **BROTHER-DCP-0184** Brother DCP (L2541 DW) **BROTHER** assigned
- ☐ **DELL-VOSTRO-0005** Dell VOSTRO (360) **DELL** assigned
- ☒ **DELL-VOSTRO-0101** Dell VOSTRO (3471 SFF) **DELL** assigned ✓
- ☐ **HP-0706** Hp (250 G9 15.9 INCH) **HP** assigned
- ☐ **HP-Z1-0019** Hp Z1 TWR (WORKSTATION G9 R 550W)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

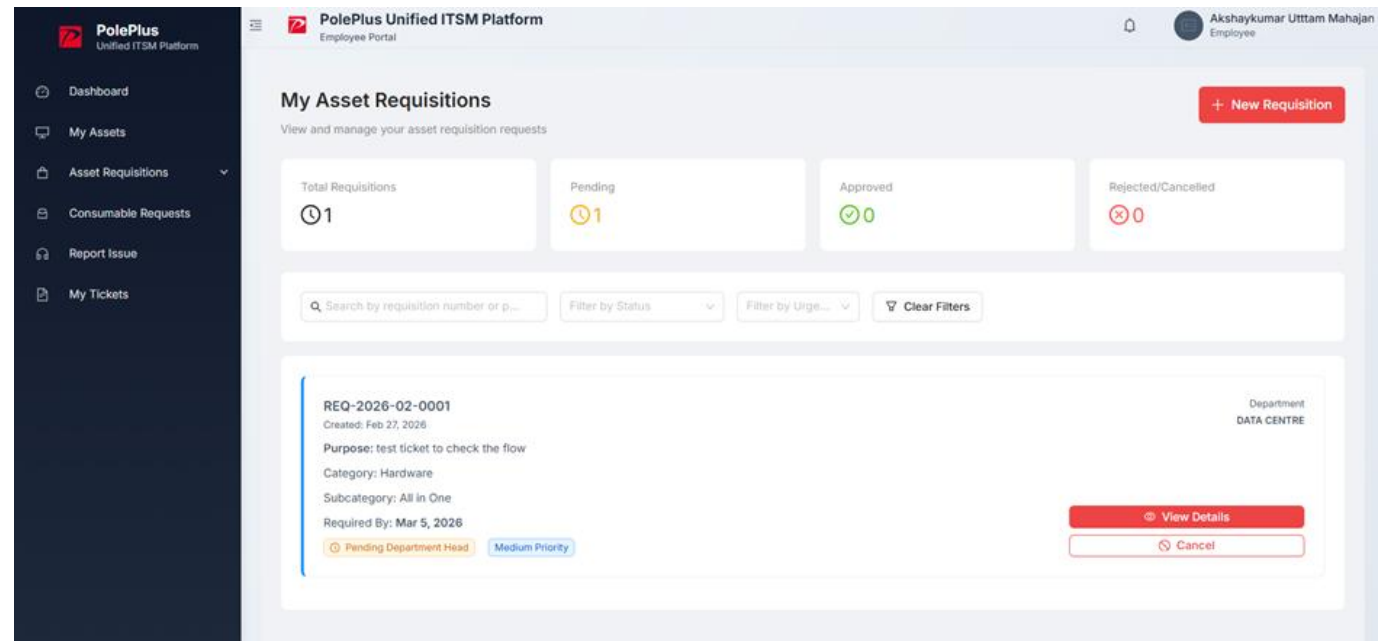
- ▶ Click on Asset Requisition >> New Requisition
- ▶ New Asset requisition form will open
- ▶ Fill in the type of Asset required Hardware/Software
- ▶ Fill in Asset subcategory like printer, Desktop, Laptop etc. from the dropdown Menu
- ▶ Fill in the specifications if any for asset requested
- ▶ Fill 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 contains a green box with a checkmark and the text 'Ready to Submit' and '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 with the date 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.' and a note 'Any specific requirements or preferences'. 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 page is titled 'REQ-2026-02-0001' and shows a 'Completed' status with a 'Medium Priority' label. The left sidebar contains navigation links: Dashboard, My Assets, Asset Requisitions, Consumable Requests, Report Issue, and My Tickets.

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 with the instruction 'Select an asset first'), 'Quantity' (a text input with '1'), 'Priority' (a dropdown menu with 'Normal'), and 'Purpose/Notes' (a text area with the 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
CR-20260318-0002	TN-2365
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