



CHHATTISGARH SWAMI VIVEKANAND TECHNICAL UNIVERSITY, BHILAI  
छत्तीसगढ़ स्वामी विवेकानंद तकनीकी विश्वविद्यालय, भिलाई

Ref.no...2129.../CSVТУ/Infocell17/

Bhilai, Date...26/...09/...17...

**NOTICE**

For CSVТУ, Bhilai, Tata Consultancy Service Limited has developed Mobile App '*ION m TOP*' to facilitate students in respect of view exam result and helpdesk option.

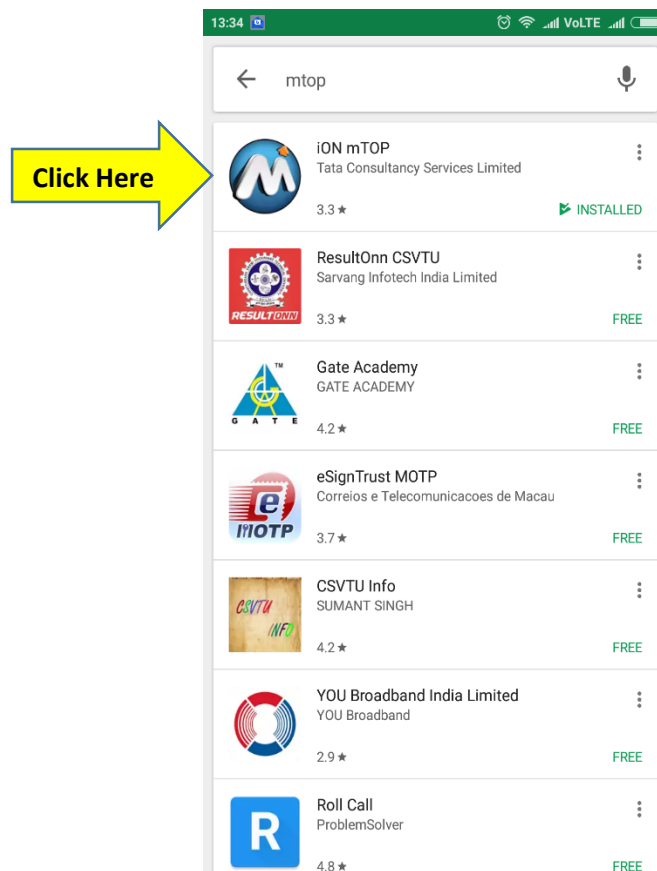
To download manual for Helpdesk Module through Mobile App '*ION m TOP*' please follow six (6) easy steps enclosed herewith.

  
Registrar  
CSVТУ, Bhilai  
25/9/17

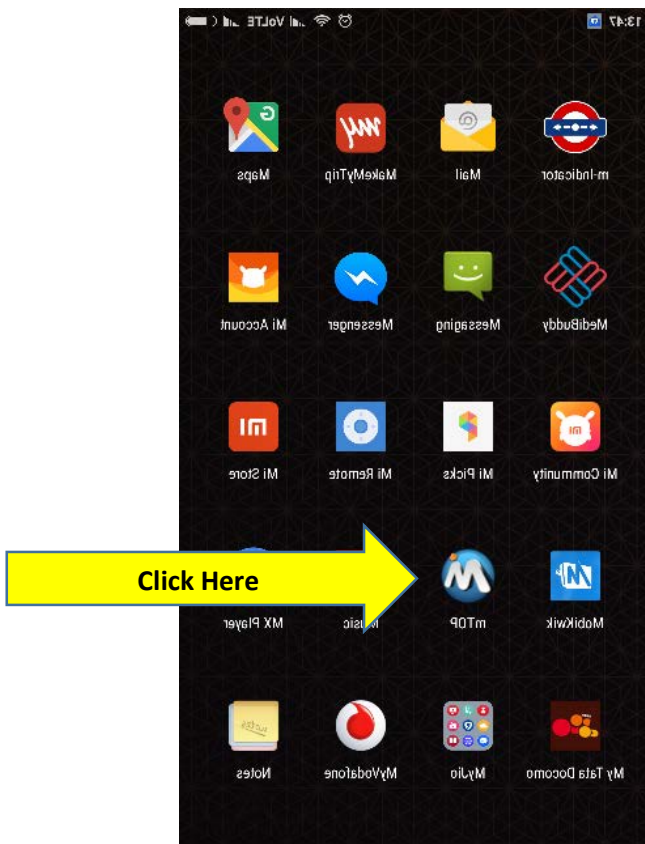
Enclosed:- Download manual for Helpdesk Module.

## Manual for Helpdesk Module through Mobile App mTOP.

**Step 1:** Login to Google Playstore and search for mTop application as shown below. Look for **iON mTOP** application developed by Tata Consultancy Services Limited for CSVTU Bhilai. Download the iON mTOP app and install it on your mobile.



**Step 2:** Once installed look for the mTOP icon on your mobile as shown below. Click on the app and login using your student portal login id and password. Login Id will be in the form of <Enrollment\_No>@csvtu.ac.in For eg: [AX1234@csvtu.ac.in](mailto:AX1234@csvtu.ac.in).



**Step 3:** On successful login, you will be able to view the Home Page of App as shown below. Click on the Help Desk as indicated by an Arrow above. On the click of Help Desk, below Help Desk Window will Open Up.



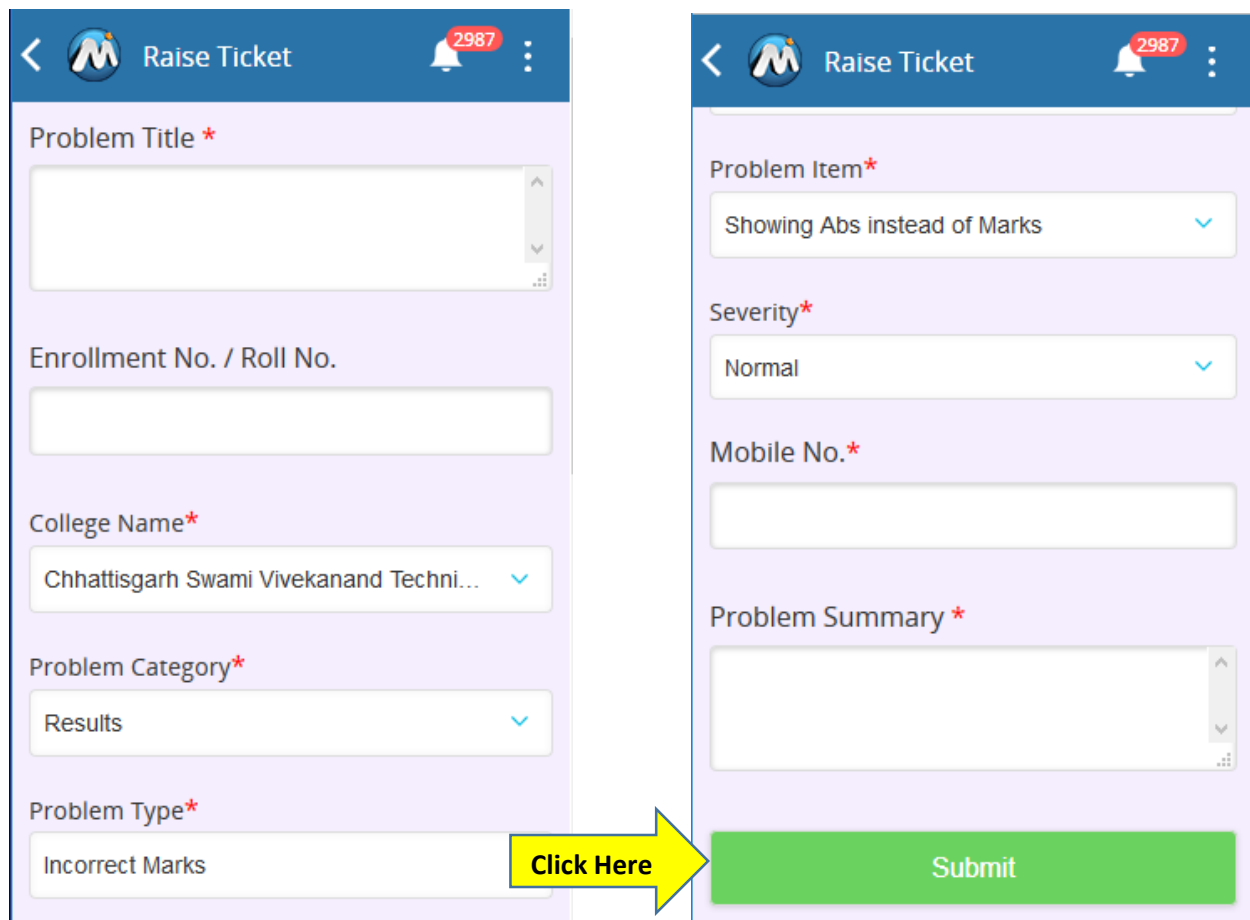
Welcome Test one





My Ticket Request


Raise Ticket

**Step 4:** On the click of Raise Ticket as shown in Step 3 above, below Window will Open Up. Please select the correct Problem Category, Problem Type and Problem Item for accurate analysis and resolution of the ticket. Please fill in all the required Mandatory fields, Enrollment No. /Roll No. and then click on Submit button at the bottom of the window as shown below.



Raise Ticket




2987

⋮


Problem Title \*

Enrollment No. / Roll No.

College Name \*



Chhattisgarh Swami Vivekanand Techni... 

Problem Category \*


Results 

Problem Type \*

Incorrect Marks


Raise Ticket




2987

⋮

Problem Item \*

Showing Abs instead of Marks 

Severity \*

Normal 

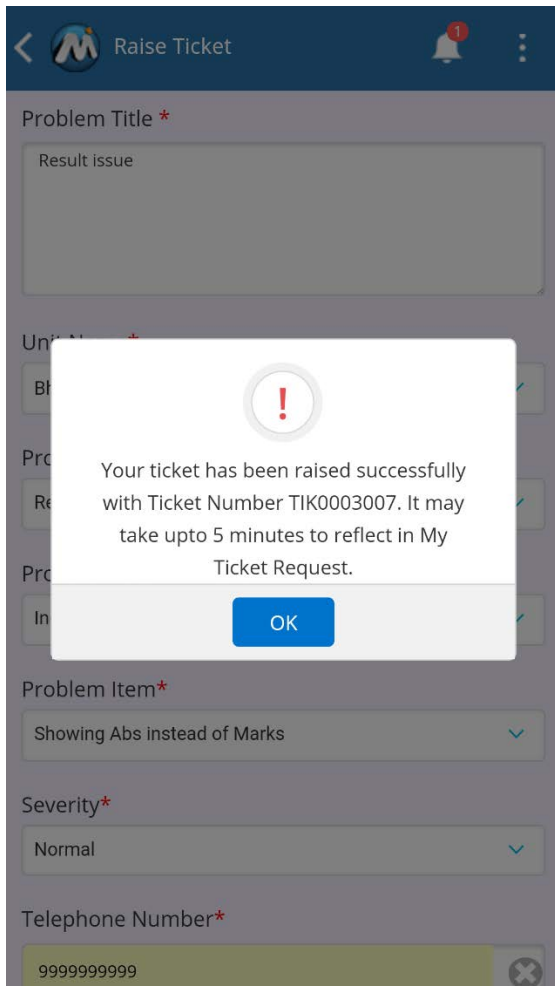
Mobile No. \*

Problem Summary \*

Submit

Click Here

**Step 5:** On the click of the Submit button, a Ticket will be logged into the system and a Ticket Number will be displayed on the screen as shown below.



The screenshot shows a mobile application interface for raising a ticket. At the top, there is a header bar with a back arrow, a user icon, the text "Raise Ticket", a notification bell with a red "1", and a menu icon. Below the header, the form fields are visible: "Problem Title" with a red asterisk and a text input field containing "Result issue"; "Unit" with a red asterisk and a dropdown menu showing "BF"; "Problem" with a red asterisk and a dropdown menu showing "Re"; "Severity" with a red asterisk and a dropdown menu showing "Normal"; and "Telephone Number" with a red asterisk and a text input field containing "999999999". A modal dialog box is centered on the screen, featuring a red exclamation mark icon in a circle. The text inside the dialog reads: "Your ticket has been raised successfully with Ticket Number TIK0003007. It may take upto 5 minutes to reflect in My Ticket Request." At the bottom of the dialog is a blue button labeled "OK".

**Step 6:** Status of the raised tickets can be checked by clicking on My Ticket Request. Details of a particular ticket can be checked by clicking on the Ticket Request Number.

