

Login steps

1. Please type URL <http://www.mpigr.gov.in:8090/arsys/> in your browser or click on the “Register Your Complaint” button given on the SAMPADA portal <http://www.mpigr.gov.in/>



2. After clicking on the “Register Your Complaint” button or entering URL <http://www.mpigr.gov.in:8090/arsys/> in your browser following Login page will open.
 - For the First time login, enter your user name (same as SAMPADA application user name) and leave password field blank and click on “Log In” button.

A screenshot of the SAMPADA login page. The background is blue with a large white play button icon on the left. The text "Please log in." is displayed in white. Below this, there are three input fields: "User Name" containing "TestingUser", "Password", and "Authentication". At the bottom right, there are two buttons: "Log In" and "Clear".

3. After clicking on the “Log In” button following page will open.
 - Leave the current password field blank and type new password in “New Password” field and type same password in “Current New Password” field and click on save button.
 - Please remember this password or note it down for future use.

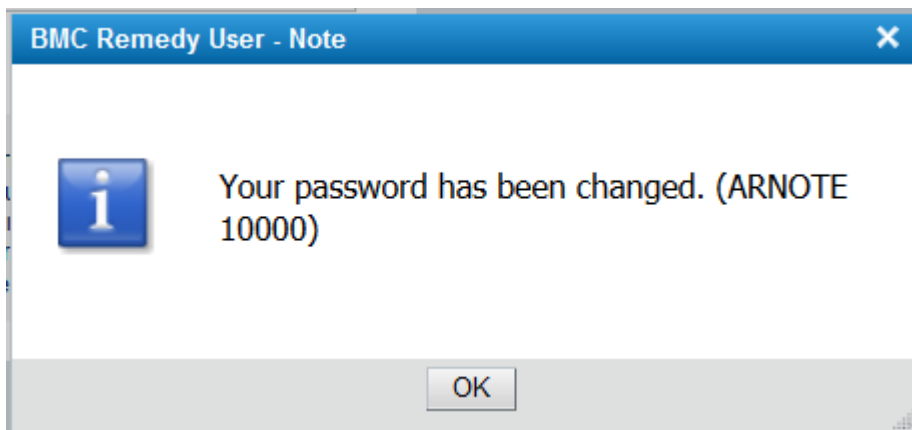
Change Password

User Name	TestingUser
Current Password	
New Password	
Confirm New Password	

Save

Note:
A password cannot be empty or the same as your user name. It should be between the system configured minimum and 30 bytes in length. It should be different from your current password. It must include an upper case character, a lower case character, and a special character (for example: #, !, +, %).

4. After clicking on the “save” button following page will open.
 - Click on “OK” button.



5. After clicking on the "OK" button following page will open.
 - This is your home page and Ticket can be logged by clicking on the "Create New Request" Button.

BMC REMEDY IT SERVICE MANAGEMENT

1 [New Broadcast](#) **Welcome to the IT Requester Console**

Use this Requester Console to submit requests to IT.
The My Requests table displays the requests you have submitted.

[Create a New Request](#)

My Requests

[View](#) [Print](#) [Cancel](#) [Reopen](#)

0 entries returned - 0 entries matched

Request ID	Summary
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6. To log a Ticket, click on "Create New Request" button.

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[Create a New Request](#)

My Requests

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0 entries returned - 0 entries matched

Request ID	Summary
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7. After clicking on the “Create New Request” button following page will open.
 - Click on the down arrow tab  given in the Summary field and select the appropriate option related to your problem.
 - Provide complete description of the issue in notes field.
 - Select Urgency (Critical, High, Medium or Low).
 - Click on the “Add Attachment” button for uploading any documents or files.
 - Provide Phone Number (include country code 91) & Email Address in the “Phone” and “Email” Field if it is showing blank, this information is mandatory to solve the ticket.
 - Click on “Save” button.

New Request

Submit your request or find a solution.

Request Details

Summary*+ ▼

Notes

Urgency* 3-Medium ▼

[Add Attachment](#)

Requester

Company MPIGRS

First Name Testingpurpose

Middle Name

Last Name Testingpurpose

Phone ###

Email

Organization

Department

Possible Solutions

Table has Not been Loaded Preferences ▼ Refresh

Description	CategoryTier 1	CategoryTier 2	CategoryTier 3

View Use Solution

Save Close

8. After clicking on the "Save" button following page will open.
- Your Ticket number and status of the ticket will be displayed on this page.

The screenshot shows the 'IT Requester Console' interface. On the left is a navigation menu with 'View Requests' expanded, showing 'Open' and 'All' options. Below that are 'Functions' and 'Consoles'. The main content area has a header with a 'New Broadcast' link and a 'Welcome to the IT Requester Console' message. A 'Create a New Request' button is visible. Below this is a 'My Requests' section with 'View' and 'Print' icons, and 'Cancel' and 'Reopen' buttons. A table shows 2 entries returned, with 2 entries matched. The table has two columns: 'Request ID' and 'Summary'. The first row shows 'In Process' and 'Delivery of Document'. The second row shows 'INC000000000479' and 'E mail alerts / SMS alerts'. A red box highlights the 'Request ID' and 'Summary' columns.

Request ID	Summary
In Process	Delivery of Document
INC000000000479	E mail alerts / SMS alerts