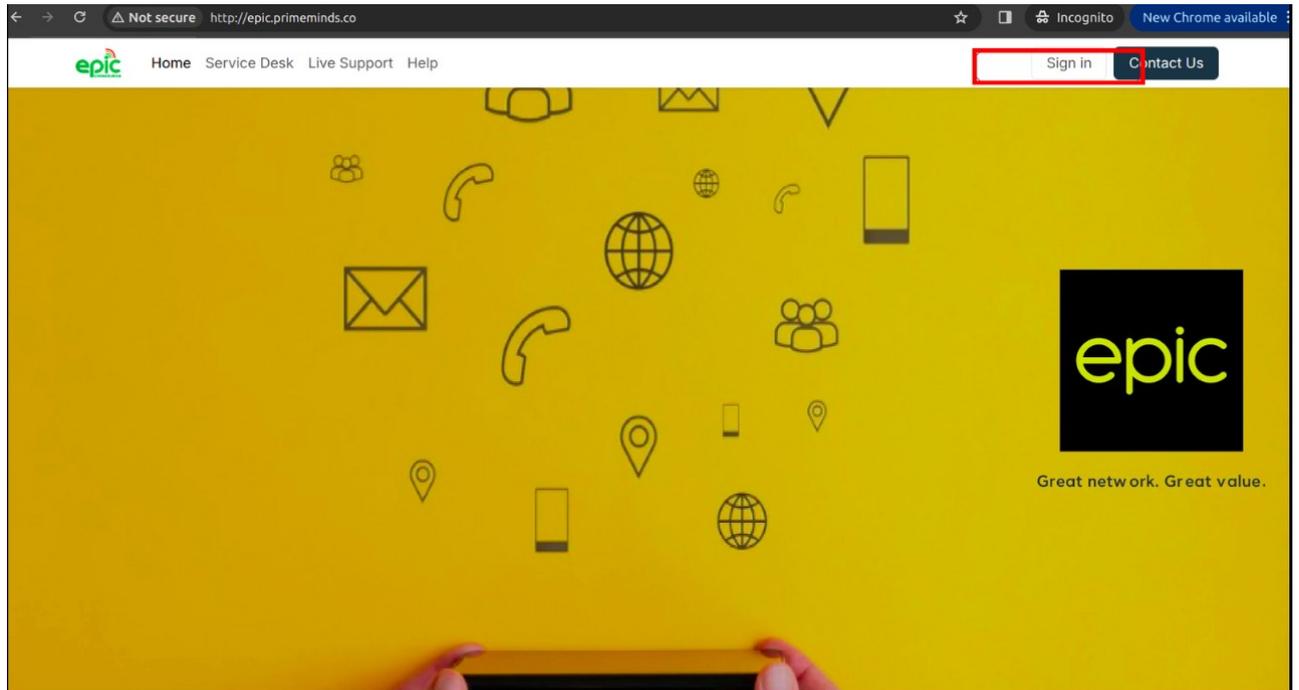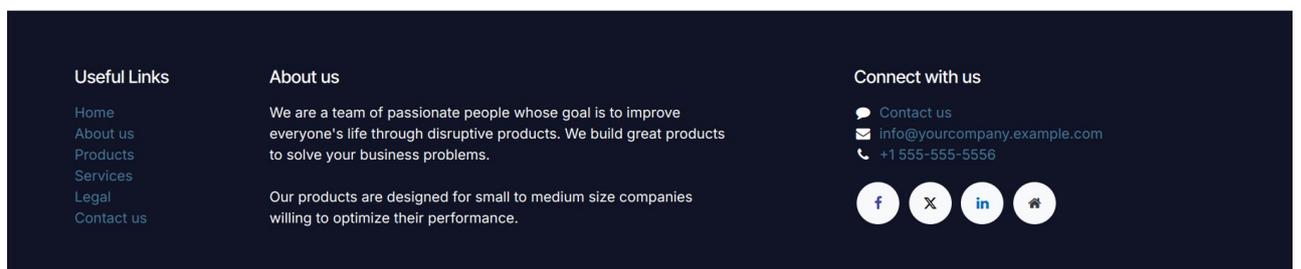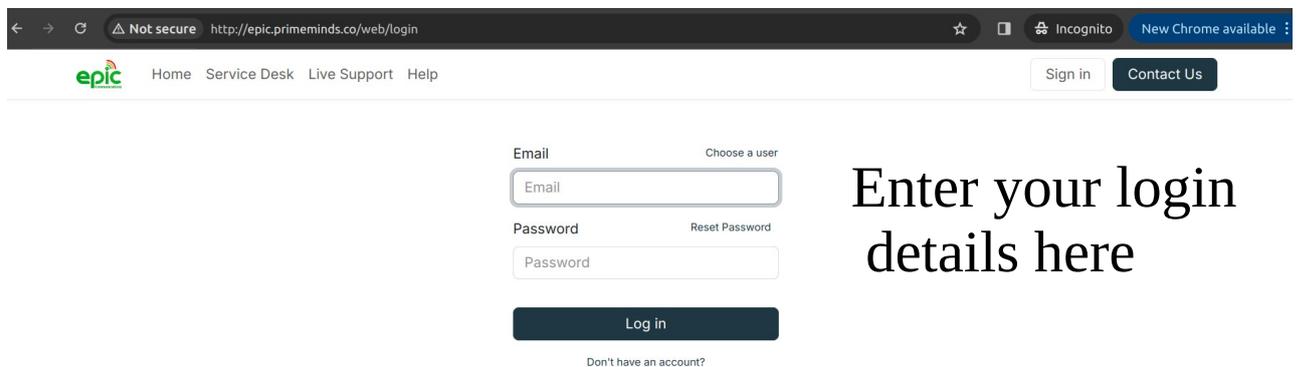# EPIC COMMUNICATIONS INC.

HelpDesk Manual

V 1.1

Open **epic.primeminds.co** in your browser and click on Sign-In as highlighted in the below image.


Once you have click on Sign-In please enter your Login-Details which are provided in your invite email.


After inserting your Login Email and password click on Log In.

Once Logged in you will see the below mentioned screen along with various menus like Home, Contact Us, Help and Service Desk.

- **Home:** you can see the Helpdesk details and certain other features.

- **Contact Us:** if any information is required for our Helpdesk, you may fill the form in Contact Us and the same will be provided at our earliest.

- **Help:** In Case you face any difficulty for creating a ticket or Incident, you can download this manual from <mark>Download Manual</mark> button.

- **Service Desk:** Once clicked on service desk, you will see the below mentioned screen.
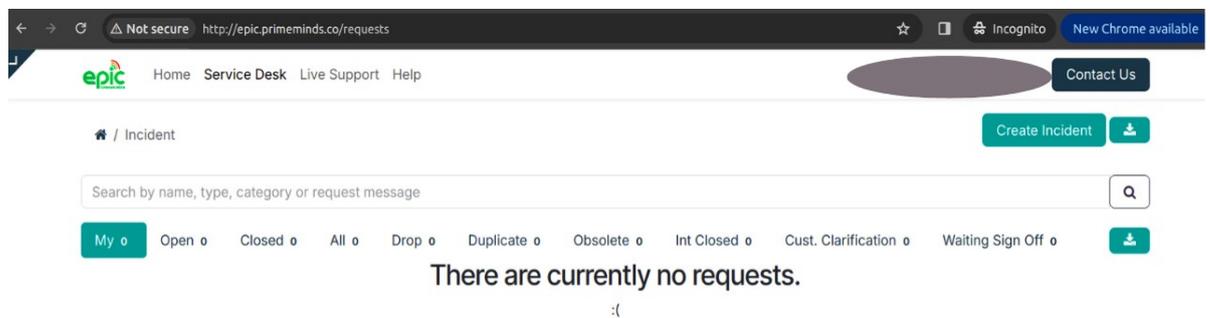
Click on create Incident button for reporting any Issue/Enhancement/Training accordingly.
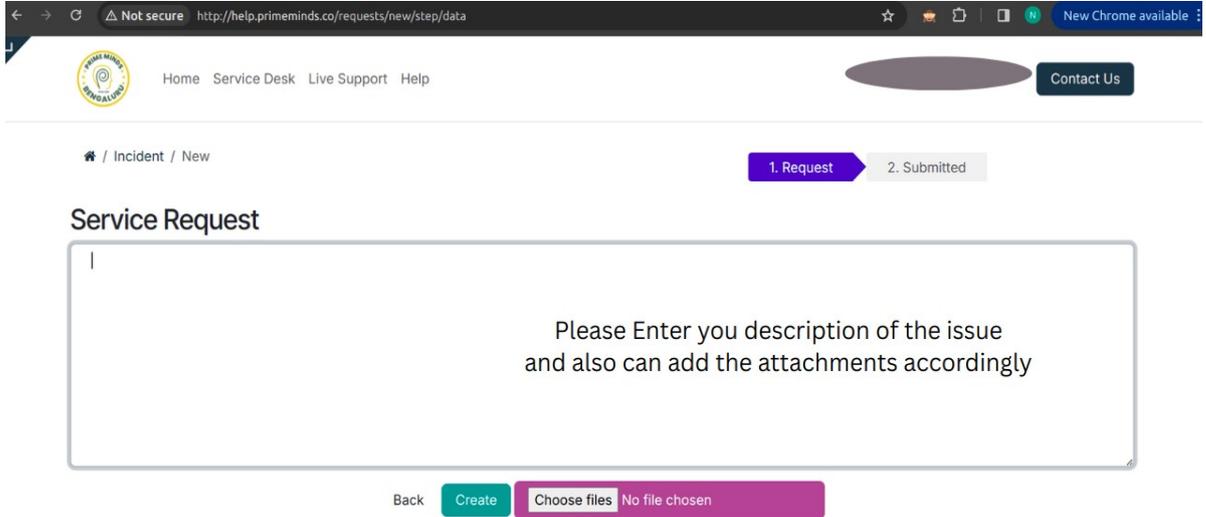
Once the description is entered, click on create. Hence your ticket will be generated and the confirmation will also be received in your **Mail Inbox** with details as Ticket Number and creation dates.

Once we have resolved the ticket, you will again receive a confirmation mail for closing the ticket which you need to confirm from your side as well as then only the ticket will be closed.

In case after our confirmation of closing your ticket, we don't receive any confirmation from your side, after 48 Hrs. the ticket will be automatically closed.

In case any other info is required, please send your queries at support@epic.com