

## VidyaLekha Help Portal and Help desk Ticketing System



We have integrated Freshdesk as Customer help Portal and Support Ticketing system in VidyaLekha.

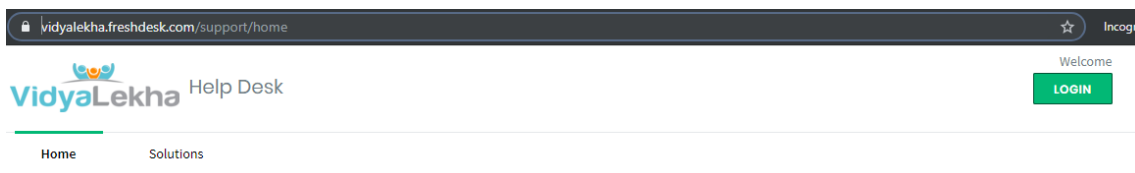
We have sent invitation to all of you on your gmail ids to join VidyaLekha.freshdesk.com. Let me know if anyone has not received it.

**Henceforth all support tickets will be logged in to this system including sales team. You can login through web or freshdesk Mobile App.**

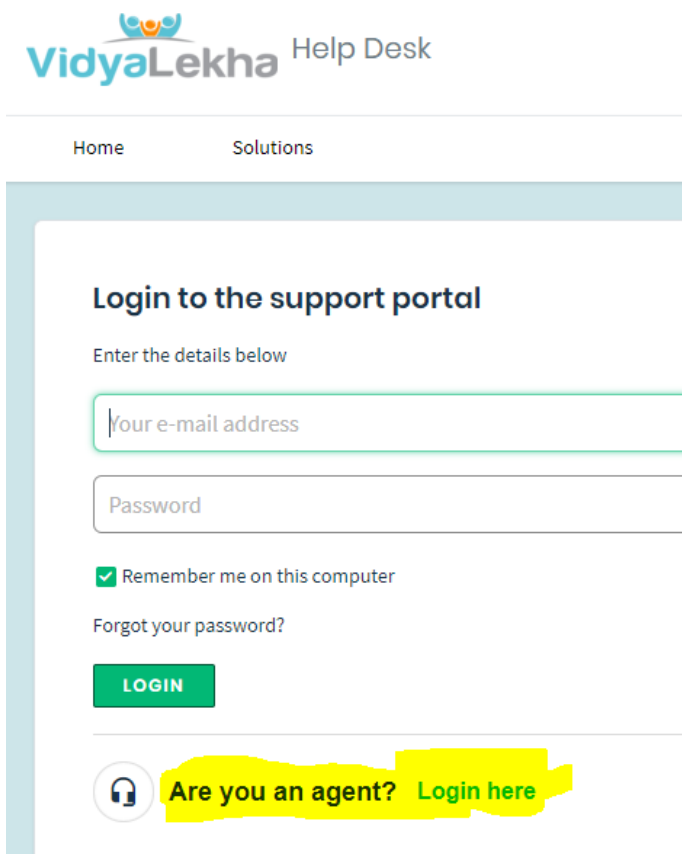
Explained login process and ticket raising process as below.

1. **Web login:** <https://vidyalekha.freshdesk.com>

Click on LOGIN



Then Click on Agent Login



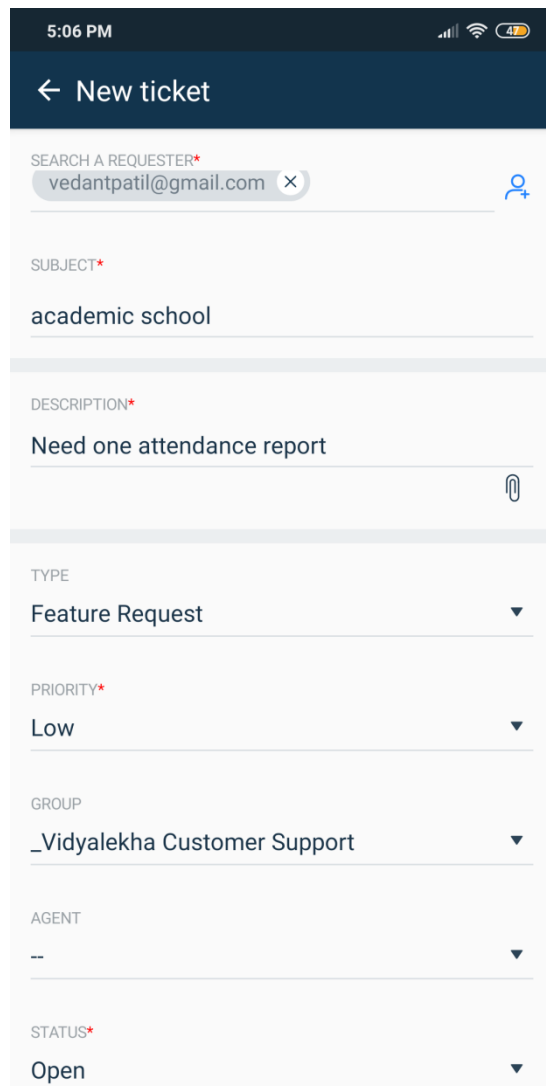
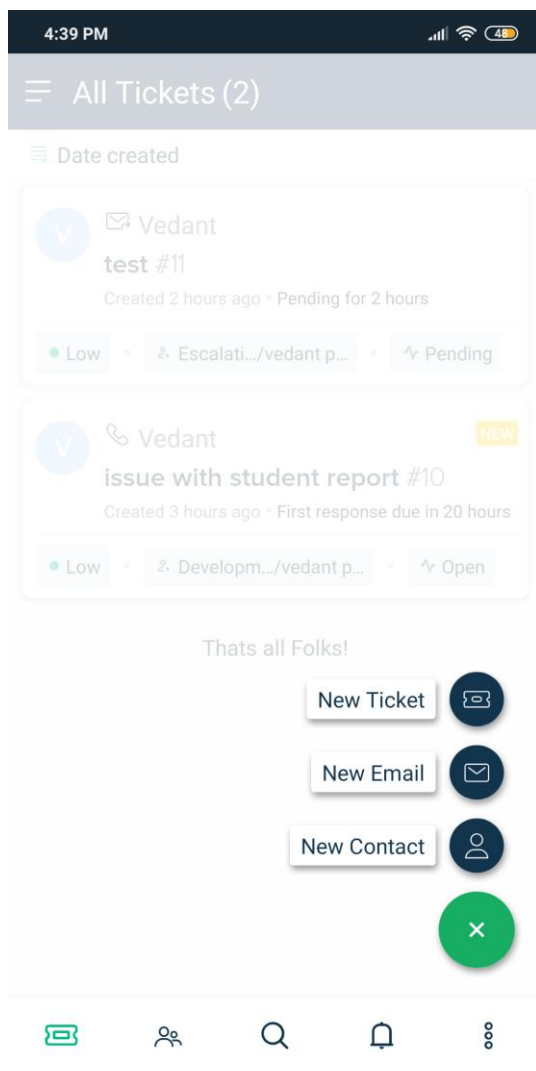
## 2. App: Download Freshdesk app from playstore

[https://play.google.com/store/apps/details?id=com.freshdesk.helpdesk&hl=en\\_IN](https://play.google.com/store/apps/details?id=com.freshdesk.helpdesk&hl=en_IN)

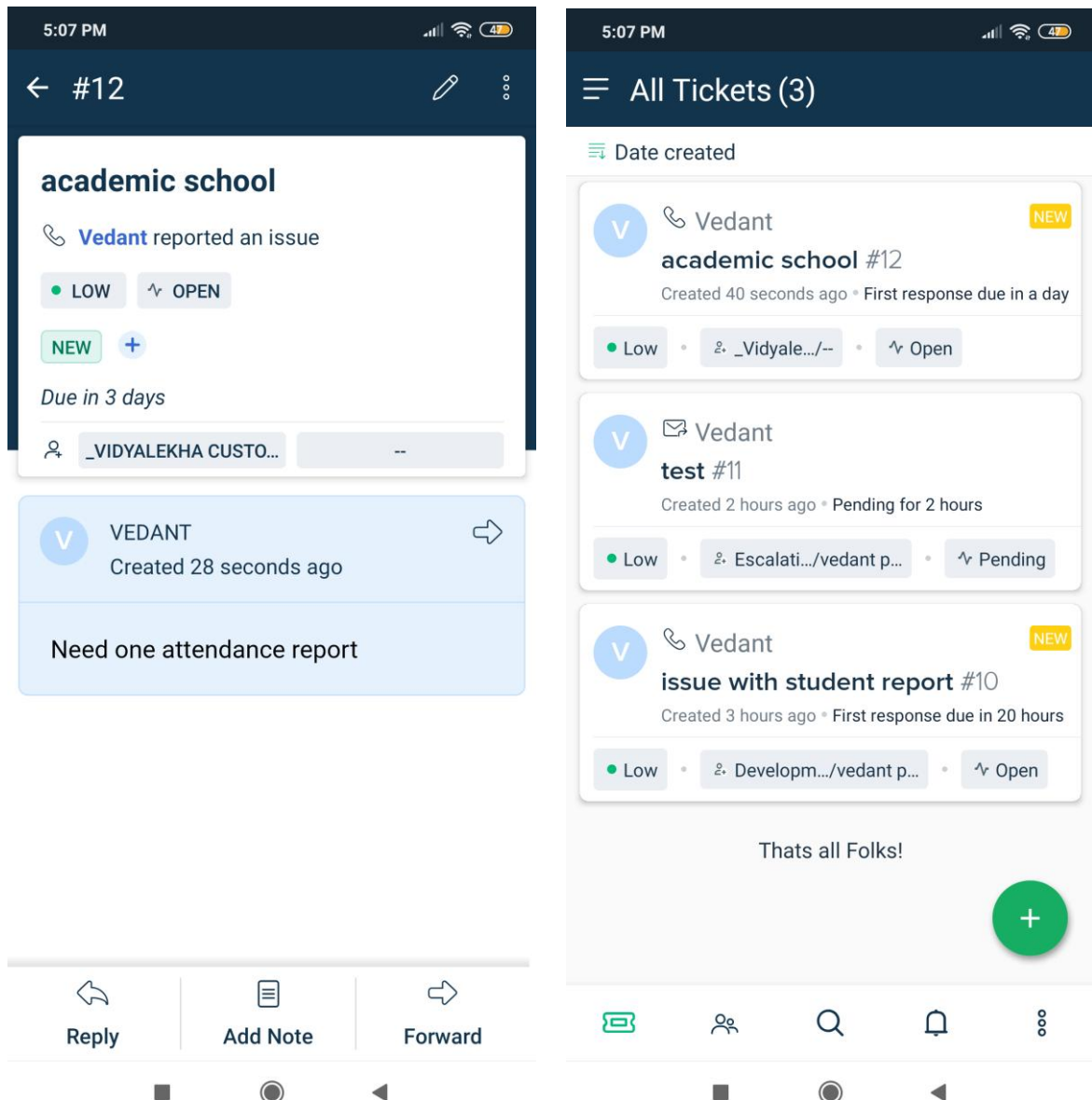
Login with your gmail id and password provided.

### Ticket Creation process:

1. Click on + Plus button in All tickets Dashboard window. Click New Ticket
- 2 Enter Ticket Information click Submit

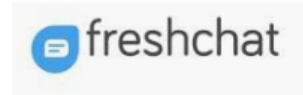


3. Ticket will be added in the system you can check current status on dashboard.



4. Once Ticket is added to the system, Operation team will TAG ticket with the “School Name” and “Inst\_ID” for further tracking.
5. You can mark Ticket status as resolved once issue is fixed.

## New Help Portal and Help Desk Chat



Operations team will have FreshChat app / Web open to support direct customers queries. Separate communication has been sent to all members with installation procedure.

vidyalekha.freshdesk.com/support/home

VidyaLekha Help Desk

Welcome  
**LOGIN**

Home Solutions

How can we help you today?

Enter your search term here...

+ New Support Ticket + Check Ticket Status +91 9370916764

### Knowledge base

#### General FAQ

#### Getting Started (2)

- How to register to Vidyalekha Parent or Staff App?
- Dashboard Summary

#### Parent Modules

##### Registration & Login (1)

- How to register & login to Parent App?

##### Parent Dashboard (1)

- Parent Module Web Portal Q1

### Message Us

Hi there! We'd love to help you out!

T

Teachers Help Desk

hi

1:02 PM

A

Admin Help Desk

Post your queries here if you are an ad...

P

Parents & Students Help Desk

Post your queries here if you are a pare...

V

Vidyalekha App Feedback

Post your feedback regarding Vidyalekh...

Activate Windows  
Go to Settings to activate Windows.