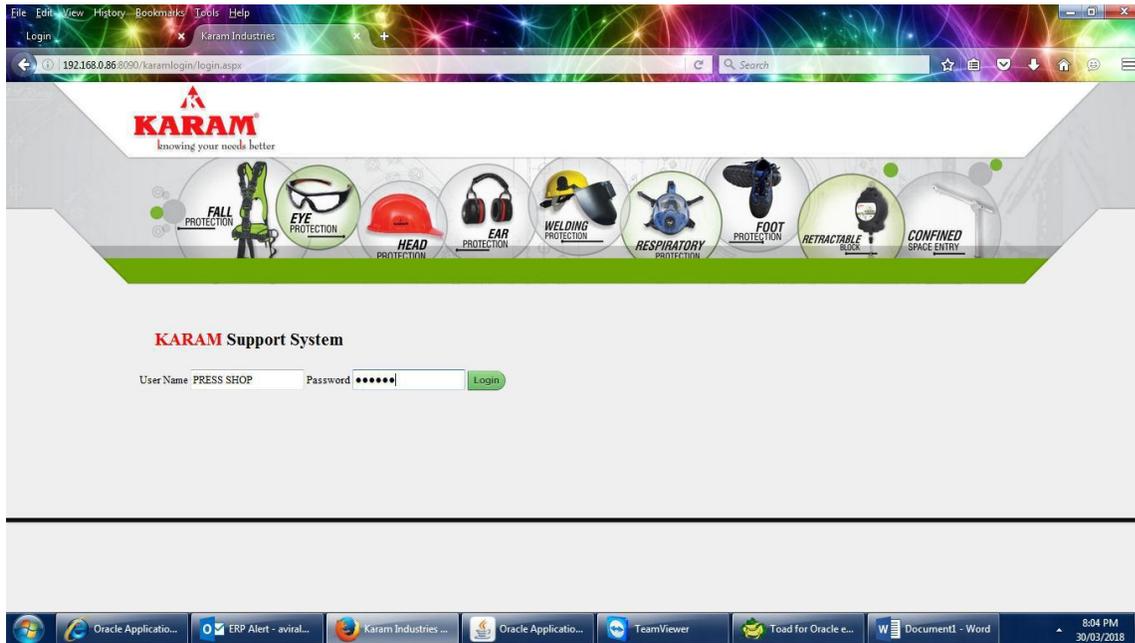


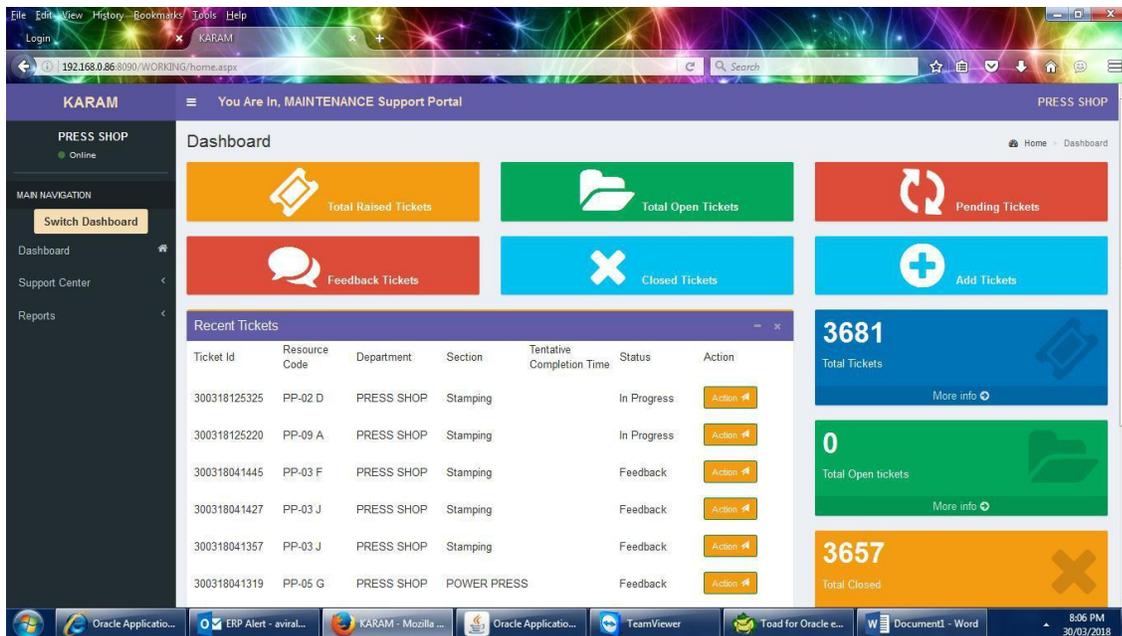
# Karam Support System Workflow – MAINTENANCE

URL: <http://172.20.0.86:8090/karamlogin/login.aspx>

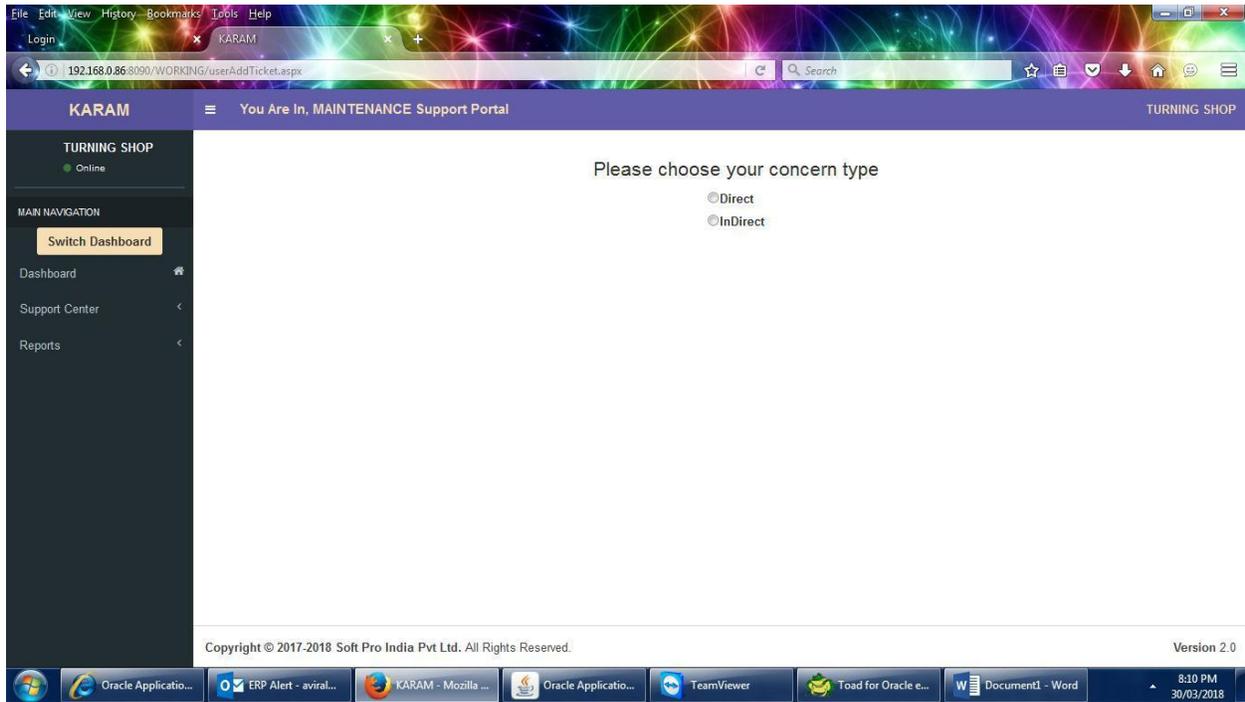
1) Login with the Department Name and Password as provided:



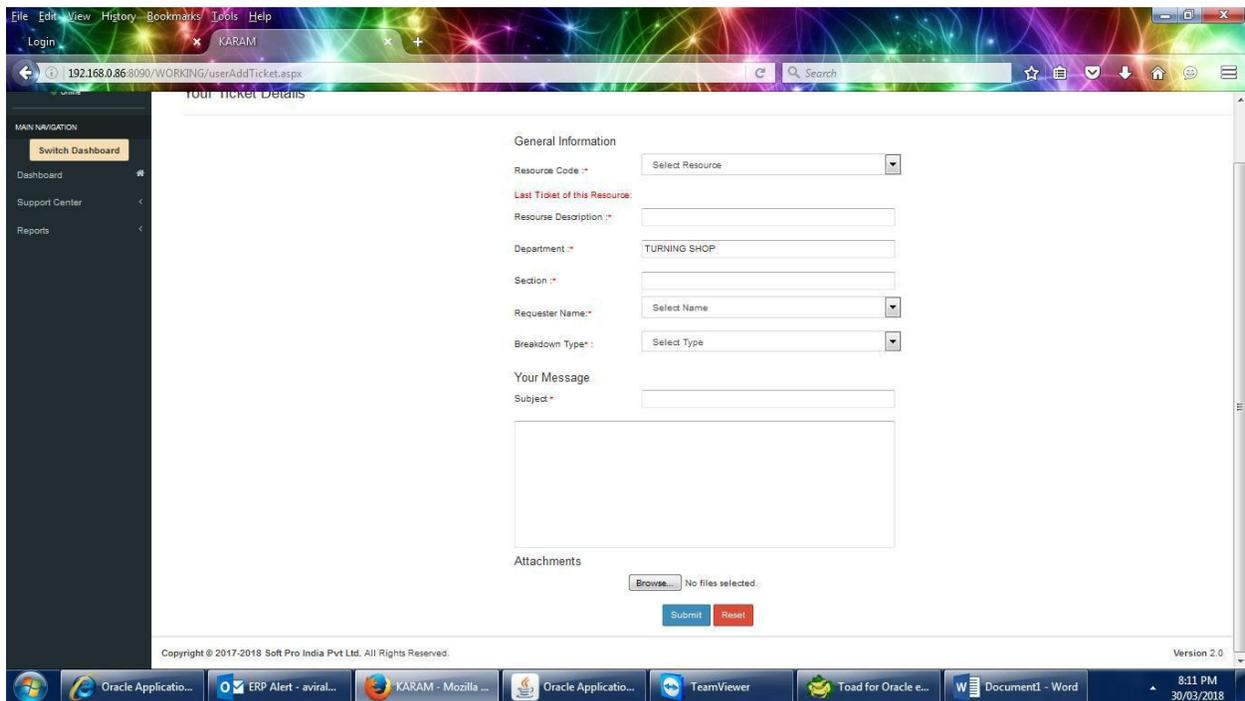
2) Click On Maintenance and the Below page would open :



### 3) Click On Add Ticket and choose Direct/Indirect Option:



### 4) Choose Direct for Resource Codes Related Issues:



- 5) Fill all the fields as asked in the Add Ticket Page and click Submit.
- 6) You would then be able to see your ticket on the Dashboard as well as in the Open Ticket Tab.
- 7) The Ticket raised would also be reflected in the Maintenance Members Login for working.
- 8) Then Maintenance Member can assign the ticket to the respective worker for working.
- 9) After the work is complete Maintenance Member can update the Remarks along with Root Cause and Analysis and can click on Feedback Button for putting the ticket in Feedback Stage.
- 10) The ticket would now reflect in the Requestor Login with the STATUS of the Ticket as Feedback.
- 11) Now if the work is Complete as per the Requestor, he can close the ticket.
- 12) If not, the Requestor can open the ticket and submit remarks.
- 13) The ticket would now be in OPEN stage once again and reflect in Maintenance Login for Re-working.
- 14) Then the same cycle would be followed.