

Da'am System Employee  
Manual  
**Service Desk plus**



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## **Introduction:**

This guide is for employees and faculty members to state the following:

- How to log in the system.
- Introducing the main page.
- Placing an electronic ticket (Issue- Service).
- Tracking orders status.
- User satisfaction.

**User interface:**

You can enter this page through the Saudi Electronic University website. By clicking on



<http://sd.seu.edu.sa/>



الجامعة السعودية الإلكترونية  
Saudi Electronic University

Username

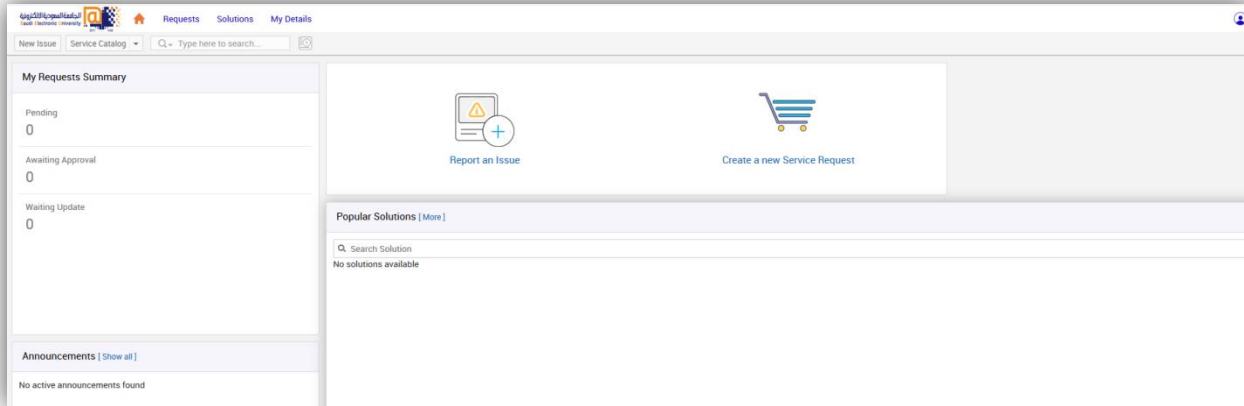
Password

Log on to SEU.NET

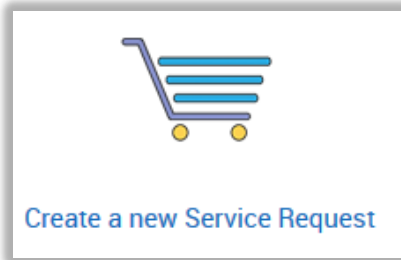
Login  Keep me signed in | < Options

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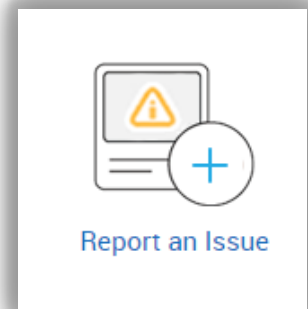
Home page:



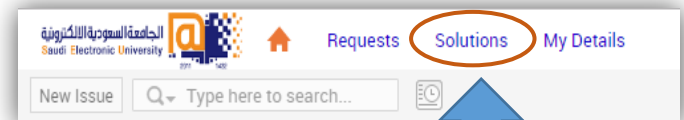
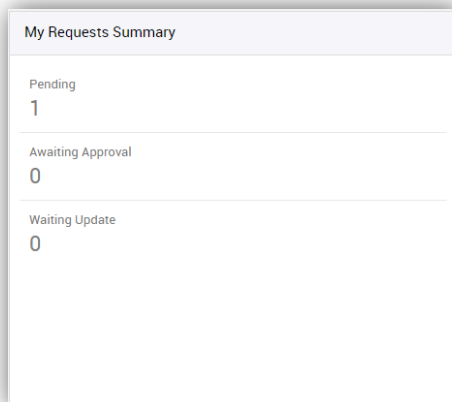
Click here to create a new service



Click here to report an issue

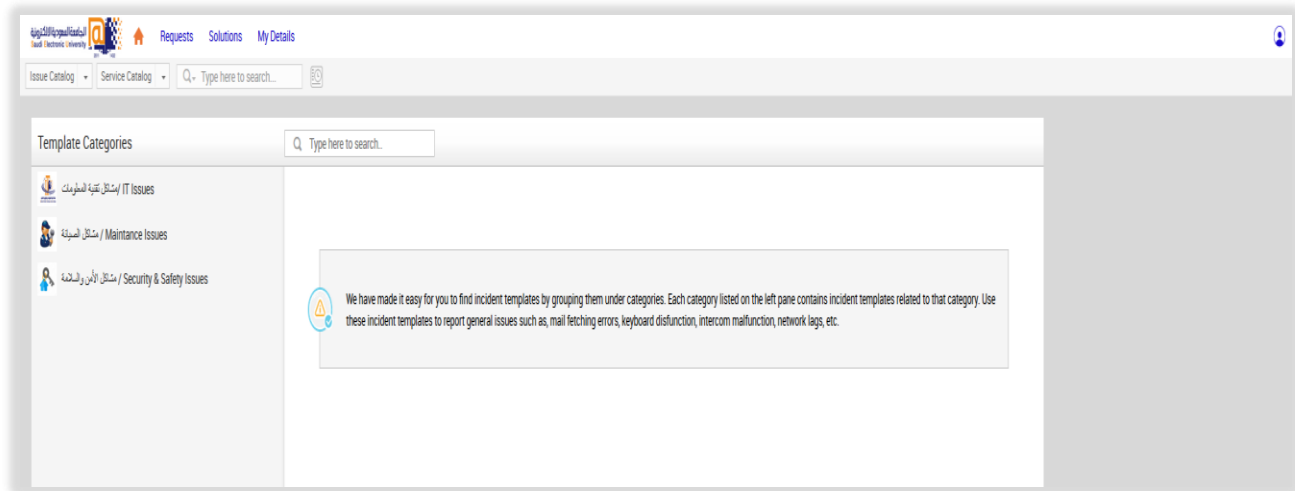


Click here for tracking

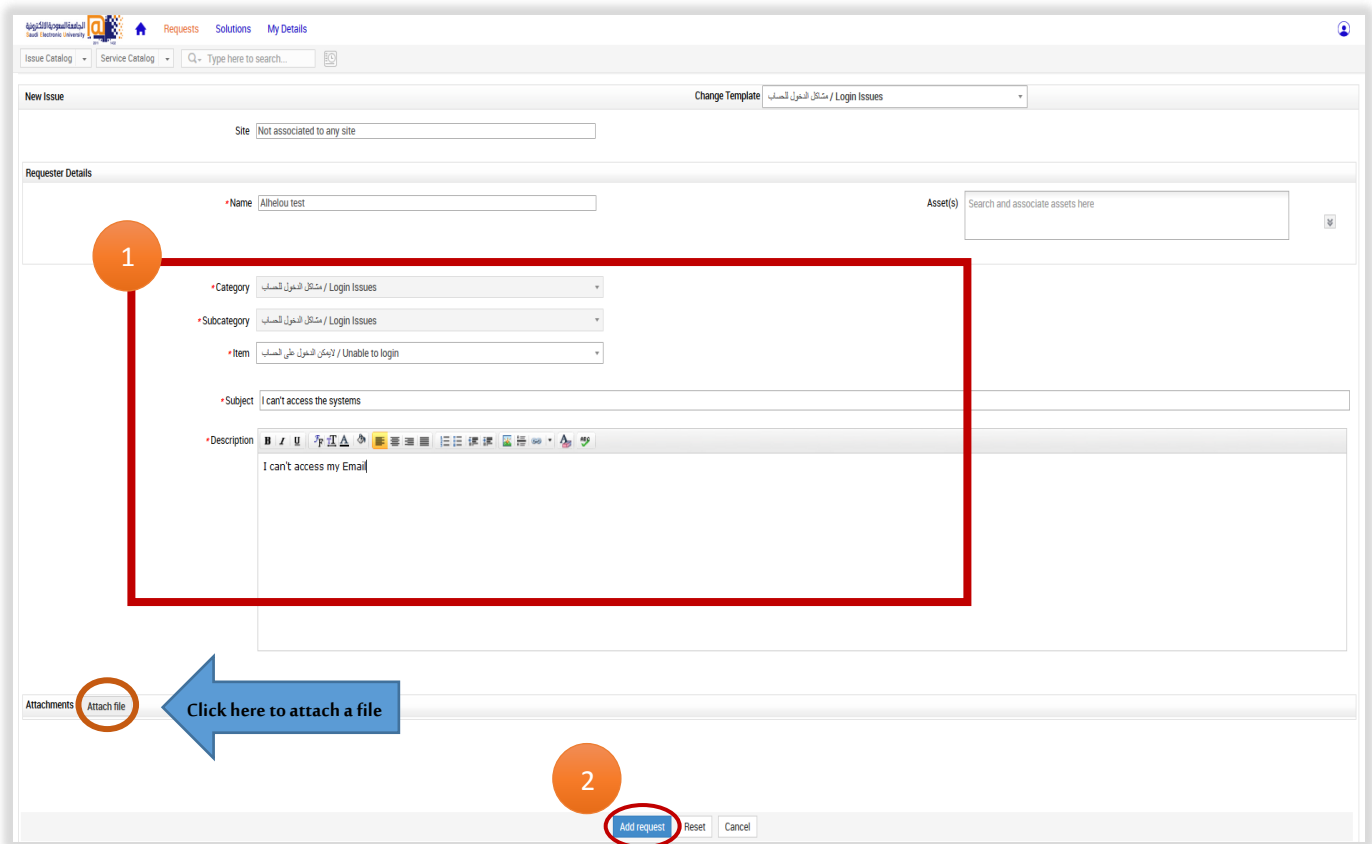


Click here to see suggested solutions before requesting help from technical support

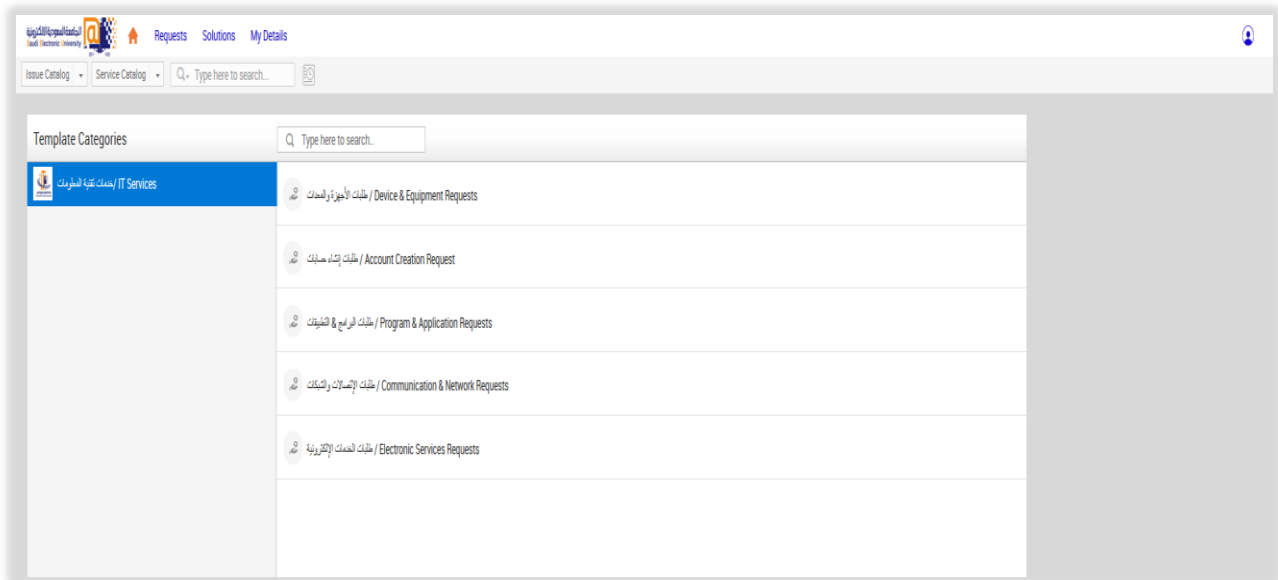
- Choose the problem.



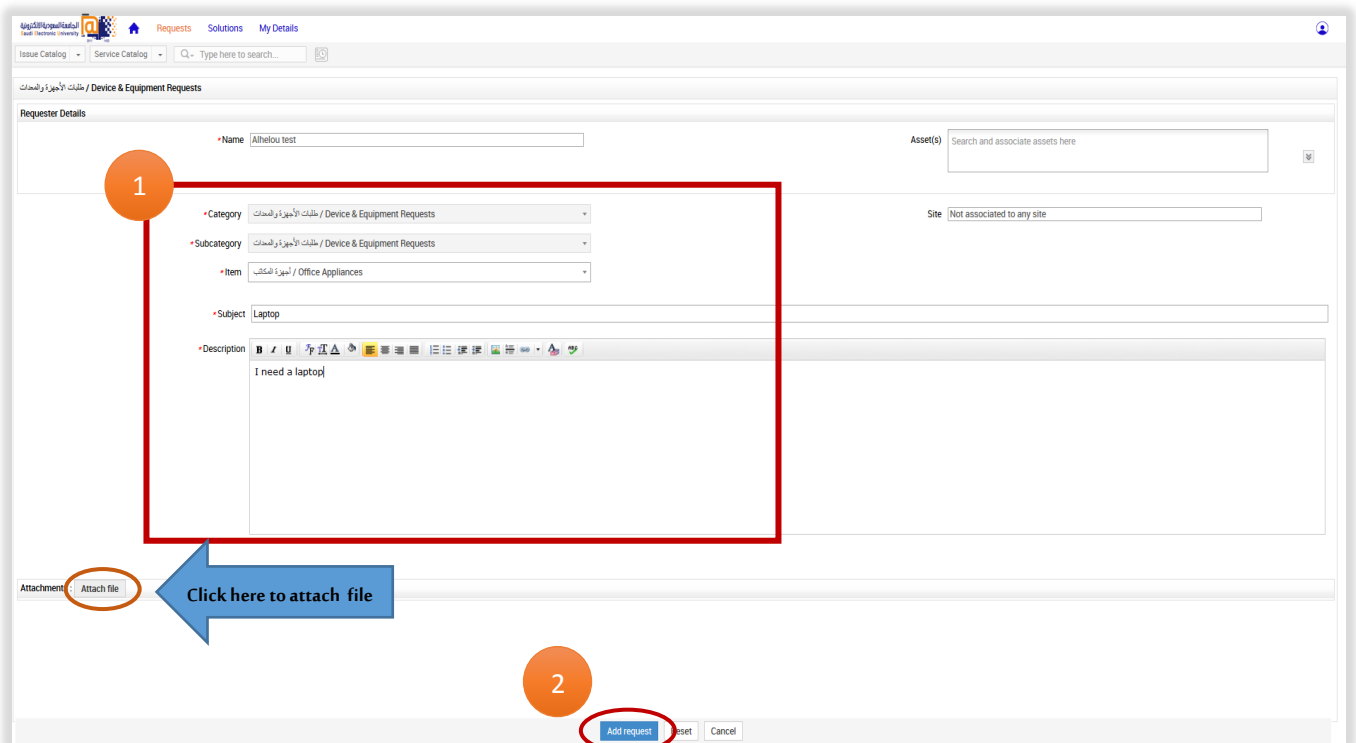
- Complete the following information.



-Choose the service.



- Complete the following information.



**Note:** You should get your manager's approval through the system

**User satisfaction:**

**After solving the problem by technician you will be asked to rate this service by Email.**

The screenshot shows a web-based survey form titled "User Satisfaction Survey" from Saudi Electronic University. The form includes a header with the university's logo and name, a language selection dropdown, and a personalized welcome message for "Fairal S. Alharbi". It provides details about the request "TEST" (ID 5453) and asks the user to rate their satisfaction. The rating options are "Poor", "Good", and "Excellent". There is also a text area for "Any other comments or suggestions" and "Submit" and "Cancel" buttons at the bottom.

Saudi Electronic University

User Satisfaction Survey Display Language: Select Language

Welcome Fairal S. Alharbi,

Survey sent for request "TEST"  
Request ID 5453 | Created on 17 Apr 2018, 09:45:16 | Closed on 17 Apr 2018, 09:47:22

Please help us to improve our service by participating in this brief survey.

1. How much your satisfaction of our Services?

Poor  
 Good  
 Excellent

Any other comments or suggestions

Thank you for taking part in this survey.

Submit Cancel