



NAGALAND INNER LINE PERMIT  
Government of Nagaland

# HELPDESK USER MANUAL

**Version 2.0**



**Helpdesk User Manual**  
Version 2.0  
Nagaland Inner Line Permit  
Government of Nagaland

## Document Details

<b>Domain</b>	ilp.nagaland.gov.in
<b>Helpdesk URL</b>	<a href="https://ilp.nagaland.gov.in/helpdesk/">https://ilp.nagaland.gov.in/helpdesk/</a>
<b>Organization</b>	Nagaland Inner Line Permit Home Department Government of Nagaland

Version	Date	Description / Log
1.0	1-Sep-2021	ILP Helpdesk User Manual: Step by Step instructions for the end-user to use the Helpdesk Tool.
2.0	28-Sep-2021	Upgradation of version.



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## 1. ABBREVIATION& SYNONYM

- Nagaland Inner Line Permit Helpdesk : A centralized system or tool that organizes end users request and communication to help support team respond to end users more quickly and effectively. By using this tool, it will allow support/helpdesk team to offer the best possible experience and effective solution to the end-users.
- Incident Ticket : Incident or Helpdesk Ticket is a service request from an end user that is received by ILP Helpdesk Ticketing Tool.
- Ticket Number : When a new service request is created the helpdesk system will automatically generate a ticket number. The ticket number is the reference of your request.
- Email : Refers to the end-user email ID.  
*Note: make sure to provide a valid email for further communication. All communication and notification will be done via email only.*
- Phone Number : Refers to the end user phone number.



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## 2. INTRODUCTION

The purpose of this document is to give step by step instructions for the Nagaland Inner Line Permit end users to Register, Create a New Ticket, Check the ticket Status and Reply/Communicate with helpdesk team using the Helpdesk System/Tool.

## 3. TICKET STATUS

Status	Description
<b>OPEN</b>	When a new incident ticket is created, the status by default will be in Open State.
<b>ACKNOWLEDGED</b>	When the status is in acknowledge, it means that helpdesk team has acknowledged and received your ticket.
<b>INPROGRESS</b>	When a workaround is in progress of the request the incident ticket will be to in-progress status.
<b>RESOLVED</b>	When the helpdesk team workaround on the issue request is completed the ticket is set to resolve. However, if the end-user is still not satisfied or issue is not resolved, then the end-users can still re-open the ticket by posting a reply to the ticket.
<b>CLOSED</b>	The closed status is same with Resolved state, only different is end-users cannot re-open the closed tickets.
<b>ARCHIVED</b>	Ticket is archived.
<b>DELETED</b>	User ticket deleted from the listing.



## 4. CREATE NEW TICKET

### 4.1. Go to Helpdesk

LINK: <https://ilp.nagaland.gov.in/helpdesk/> and click on “Create New Ticket”

**Create New Ticket**

Users facing any technical issues with the ILP Portal may create a new ticket to the helpdesk team. Please Provide as much details as possible so we can best assist you.

**Check Ticket Status**

To check the ticket history of all current and past tickets, use the check ticket status. Please register in helpdesk tool to view all the ticket archives and history

Click Here

Create New Ticket

Check Ticket Status

### 4.2. Fill Ticket Form

Fill in all the required information, select appropriate Help Topic from the drop-down list.  
Enter the Contact Information.

#### CONTACT INFORMATION

Full Name \*  
FULL NAME

Email Address \*  
ilpnagaland19@gmail.com

Phone Number \*  
1234567890

Address



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**HELP TOPIC**

ILPHD006 - Others

**TICKET DETAILS**  
Please Describe Your Issue

Issue Summary \*

Ticket Summary Here

Ticket Detail here

all changes saved

Drop files here or choose them

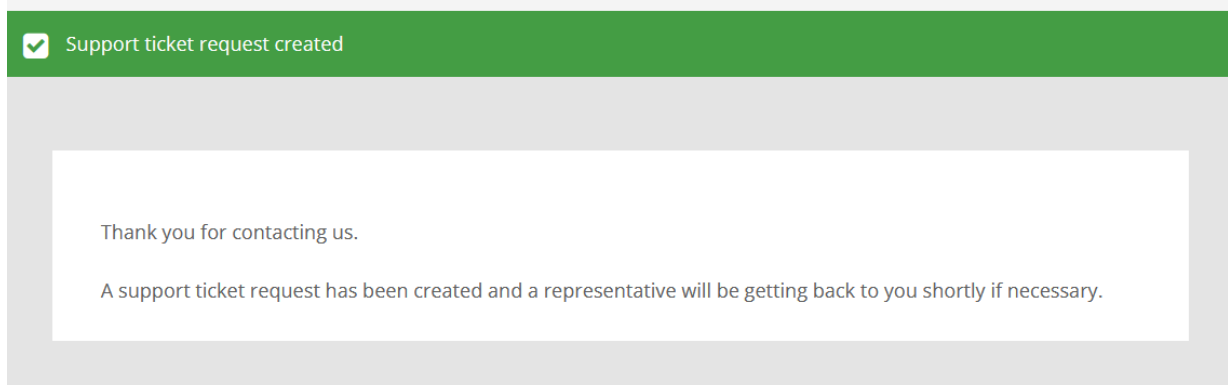
Create Ticket Reset Cancel

**Give proper issue and detail summary in the detail section. Once the information is filled, click on Create Ticket.**

### 4.3. Ticket Confirmation

A confirmation message will be shown on successful creation of a ticket. User will also receive an email confirmation with ticket number and other details. Refer the sample email below:-

#### Confirmation Message





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## Sample Email

Support Ticket Opened TK0000028 Inbox x



**Nagaland Inner Line Permit** <support.ilp@nagaland.gov.in>  
to me ▾

3:30 PM (0 minutes ago)



**Dear FULL,**

A request for support has been created and assigned ticket number TK0000028. A representative will follow-up with you as soon as possible. You can [view this ticket's progress online](#).

Regards,  
ILP HELPDESK



**NAGALAND INNER  
LINE PERMIT (ILP)**  
Home Department  
Govt. of Nagaland

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*If you wish to provide additional comments or information regarding the issue, please reply to this email or [login to your account](#) for a complete archive of your support requests.*



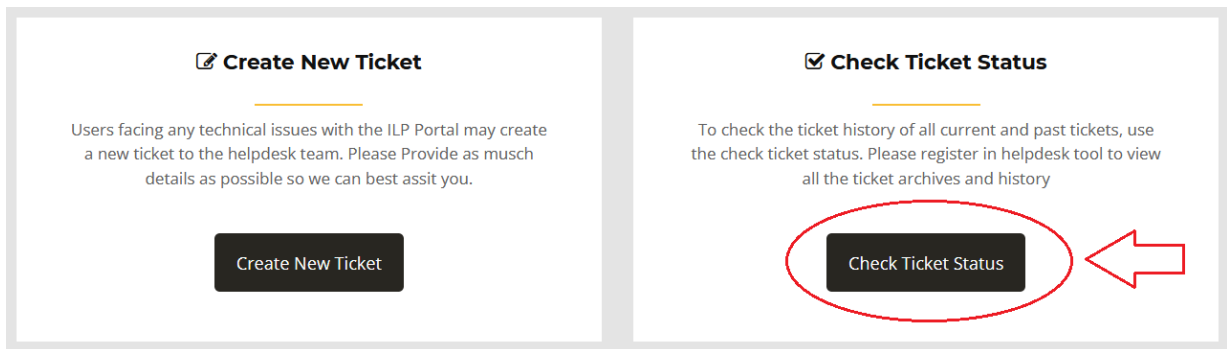


## 5. CHECK TICKET STATUS

To check the ticket status, User must enter the **Ticket Number** and registered **email ID** in the helpdesk tool. Once a ticket is created successfully, ticket number will be emailed to the registered email ID. Refer the screenshot below:-

### 5.1. Go to the Helpdesk

LINK: <https://ilp.nagaland.gov.in/helpdesk/> and click on “**Check Ticket Status**”



### 5.2. Fill Details

Enter the Email ID and Ticket Number, click on View Ticket

The screenshot shows a form with two input fields. The first field is labeled 'Email Address:' and contains the text 'ilpnagaland19@gmail.com'. The second field is labeled 'Ticket Number:' and contains the text 'TK0000028'. Below the fields is an orange button labeled 'View Ticket'. The 'View Ticket' button is circled in blue, and a blue arrow points to it from the right.

Have an account with us? [Sign In](#) or [register for an account](#) to access all your tickets.

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)



### 5.3. View Ticket

The user will be re-directed to the Ticket View Page, users can Post a Reply to the ticket using the Post Reply Text box. Refer the screen shot below:-

Looking for your other tickets?  
[Sign In](#) or [register for an account](#) for the best experience on our help desk.

**Ticket Summary Here** #TK0000028 Print Edit

Basic Ticket Information		User Information	
<b>Ticket:</b>	OPEN	<b>Name:</b>	Full Name
<b>Status:</b>		<b>Email:</b>	ilpnagaland19@gmail.com
<b>Department:</b>	HELPDESK	<b>Phone:</b>	(123) 456-7890
<b>Create Date:</b>	28-Sep-2021 3:30 PM		

**FULL NAME** posted 28-Sep-2021 3:30 PM

Ticket Detail here

Created by **FULL NAME** 28-Sep-2021 3:30 PM

### 5.4. Posting a Reply

**Post a Reply**

To best assist you, we request that you be specific and detailed\*

This is a Test Reply

unsaved


Drop files here or choose them

**Post Reply** Reset Cancel



## 5.5. Reply Success Confirmation

**FULL NAME** posted 28-Sep-2021 3:47 PM

This is a Test Reply 


Message Posted Successfully

## 5.6. View Reply from the Helpdesk Team

**FULL NAME** posted 28-Sep-2021 3:47 PM

This is a Test Reply

**Staff** posted 28-Sep-2021 3:48 PM

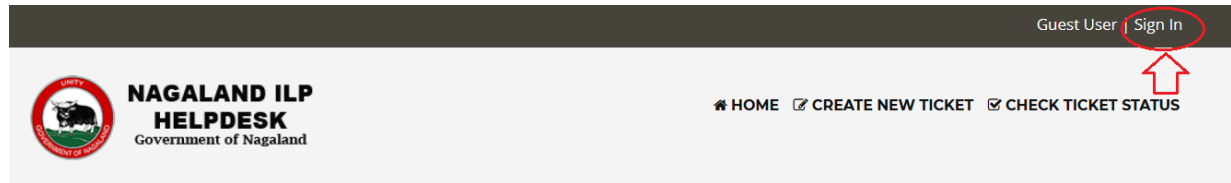
This is a reply from Helpdesk Team 



## 6. REGISTRATION

### 6.1. New Registration

Go to Helpdesk <https://ilp.nagaland.gov.in/helpdesk/> click “**Sign In > Create an Account**”



Email or Username

Password

Sign In

Forgot Password ?

Not registered? Create an account

If this is your first time contacting us or you've lost the ticket number, please [create a new ticket](#)



### 6.1.1. Registration Form

Fill up all the mandatory registration details and click on “**Register**”

Contact Information

FULL NAME \*  
FULL NAME

EMAIL ADDRESS \*  
ilpnagaland19@gmail.com

PHONE NUMBER \*  
1234567890

ADDRESS  
MY ADDRESS HERE

Preferences

TIME ZONE:  
Asia / Kolkata x v Auto Detect

Access Credentials

CREATE A PASSWORD:  
.....

CONFIRM NEW PASSWORD:  
.....

Register Cancel



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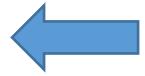
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## 6.1.2. Account Registration Confirmation Message (Sample)

### Account Registration

Thanks for registering for an account.

We've just sent you an email to the address you entered. Please follow the link in the email to confirm your account and gain access to your tickets.



Regards,  
ILP HELPDESK



## 6.2. Activate Account

In order to activate your account in Helpdesk Tool, click on the link send to your registered email to enable or activate the account. Refer the sample email below

Welcome to ILP :: HELPDESK Inbox x

Nagaland Inner Line Permit <support.ilp@nagaland.gov.in>  
to me ▾

**Dear FULL,**

We've created an account for you at our help desk at <https://ilp.nagaland.gov.in/helpdesk>.

Please follow the link below to confirm your account and gain access to your tickets.

<https://ilp.nagaland.gov.in/helpdesk/pwreset.php?token=BWrgWcU3JzwJHD5ifHzGUMHH3Tvorp3CNBWFx22552XuKJ08>



Regards,  
ILP HELPDESK



## 6.2.1. Account Activation Confirmation Message

### Account Confirmed!

Thanks for registering for an account.

You've confirmed your email address and successfully activated your account. You may proceed to open a new ticket or manage existing tickets.

Regards,  
ILP HELPDESK





## 7. ACCOUNT MANAGEMENT

### 7.1. Login to Helpdesk Tool

Go to Helpdesk Link: <https://ilp.nagaland.gov.in/helpdesk/login.php> click on “Sign in”

ilpnagaland19@gmail.com

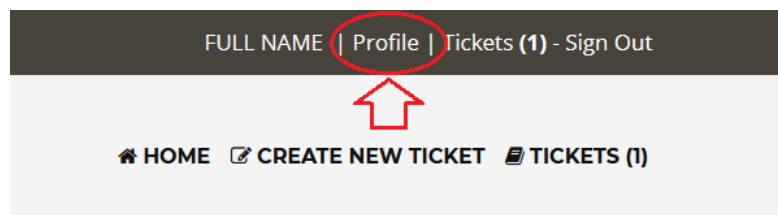
.....

Sign In

Forgot Password ?

### 7.2. Change Password

Go to Profile



Enter the current password, new password and click on update.



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Access Credentials

CURRENT PASSWORD:  
..... ←

NEW PASSWORD:  
..... ←

CONFIRM NEW PASSWORD:  
..... ←

↓

**Update** Reset Cancel

### 7.3. Forgot Password

While signing in, if a user enters the wrong login details, “**Forgot Password?**” option will pop-up, click on forgot password to reset the password.

Email or Username

Password

Sign In

**Forgot Password ?** ←

Not registered? Create an account

Enter the registered email ID or username, and click on send email. User will receive an email for password reset.

Enter your username or email address below

Username:

ilpnagaland19@gmail.com

Send Email

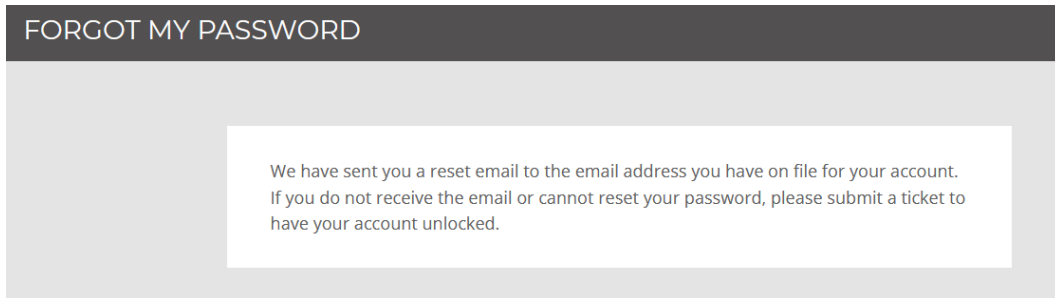




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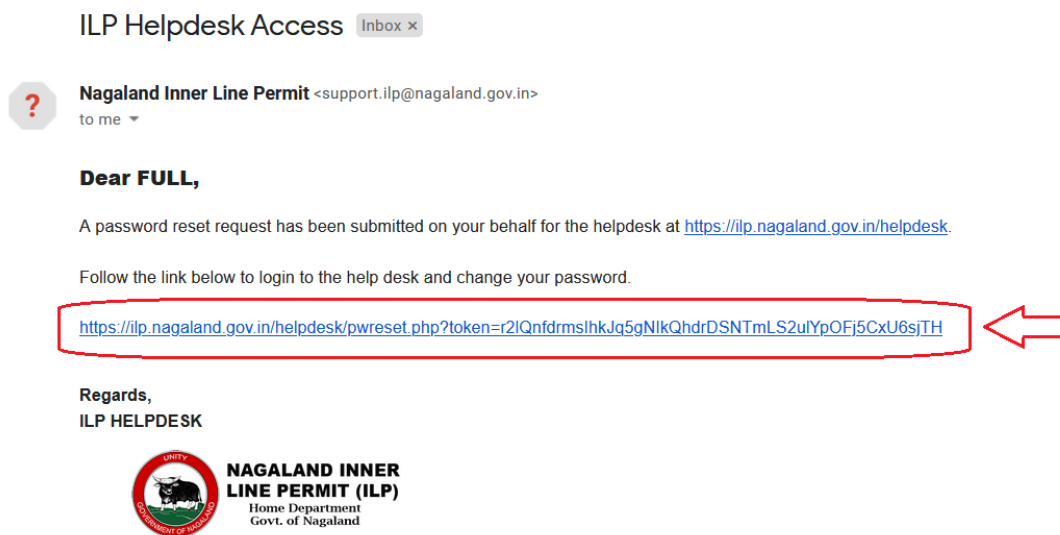
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## 7.3.1. Confirmation Message for Forgot Password



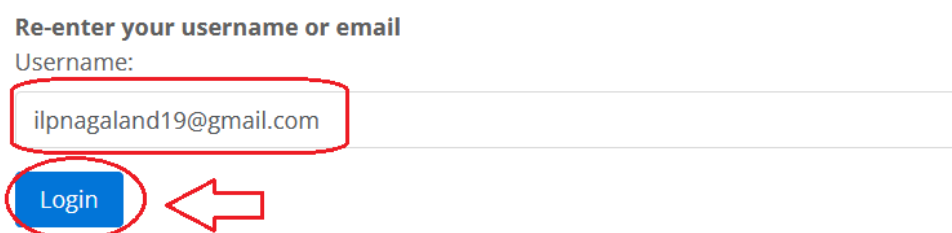
## 7.3.2. Password Reset Email Sample

Click on the link received in the email to reset your password



## 7.3.3. Reset Password

Enter the registered email ID and click on login.





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Enter the New Password and Click on **“Update”**

Access Credentials

New Password:

Confirm New Password:

### 7.3.4. User Dashboard

— All Help Topics —

🔄 Tickets <span style="float: right;">📄 Open (1)</span>				
Ticket # ↕	Create Date ↕	Status ↕	Subject ↕	Department ↕
TK000028	28-Sep-2021	OPEN	Ticket Summary Here	HELPDESK

Showing 1 - 1 of 1 Open Tickets

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