



Staff Guide

FCMS Service Desk Portal

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Welcome to the **FCMS Service Desk!**

This is where you go to get IT help, exam support, or report any issue.

How to Sign In

On the Web

1. Go to servicedesk.fcms.edu.sa
2. Click **Single Sign-On**
3. Sign in with your **student email and password**.



فقيه.
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Email
Password
[Forgot your password](#)

Sign in

Single Sign-On

By signing in you agree [Terms of Service](#)

English

VISION 2030
رؤية 2030
اعتماد
اعتماد
وزارة التعليم
Ministry of Education

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SCAN & SHARE!

FOLLOW, LIKE & COMMENT

THANKS FOR CONNECTING
YOUR FEEDBACK & SUPPORT
IS THE KEY TO OUR JOINT SUCCESS.
TOGETHER, WE CAN MAKE
A DIFFERENCE

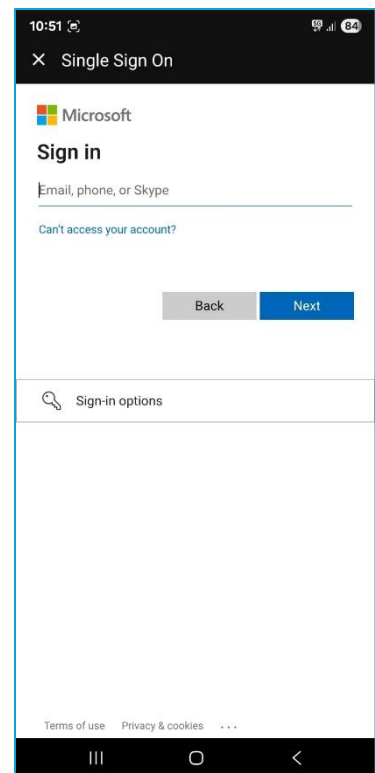
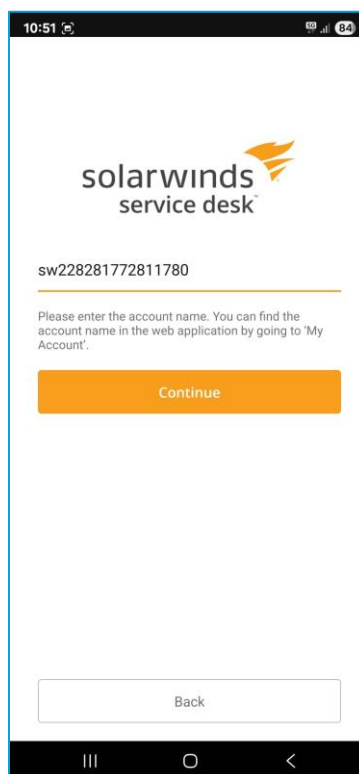
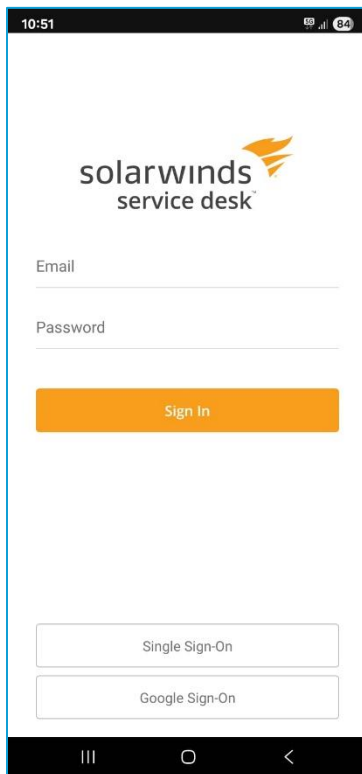
FAKEEHCOLLEGE.EDU.SA 9200 13 777

جدة | Jeddah

On the Mobile App

1. Download **SolarWinds Service Desk** from the App Store / Google Play.
2. Click **Single Sign-On**.
3. Enter the account name: **sw228281772811780**
4. Sign in with your **student email and password**.

→ → →



Opening a Ticket from the Service Catalog

There are **two ways** to create a new ticket:

1. Service Catalog

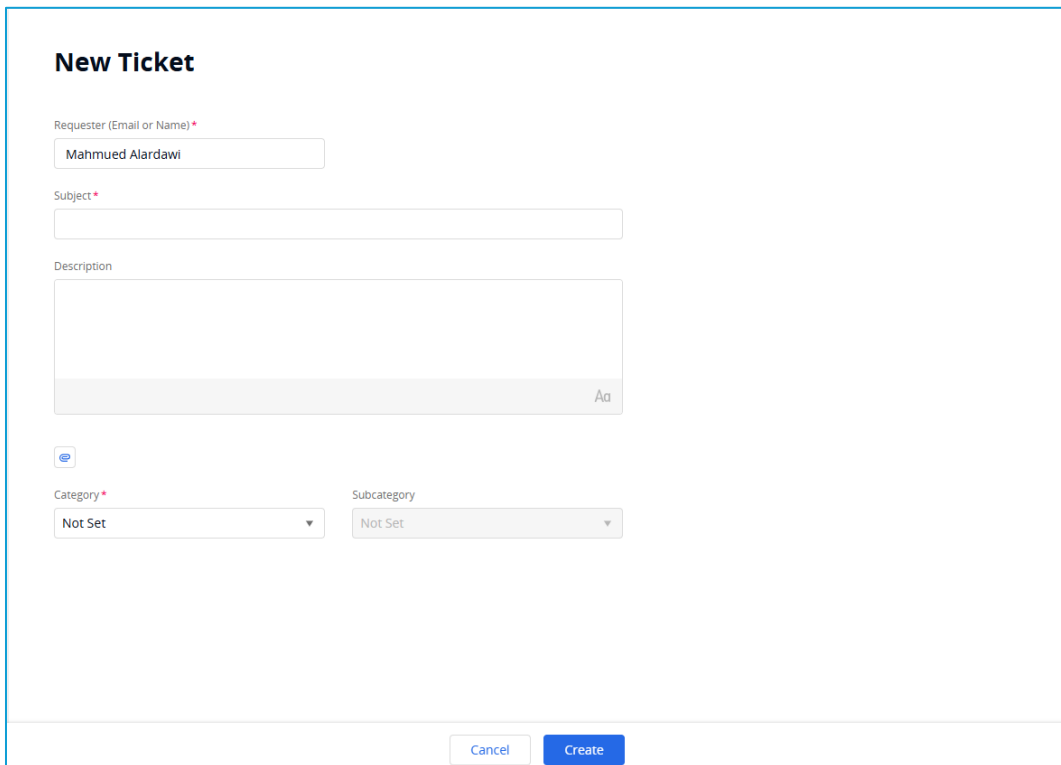
- After you log in, you will see the **Service Catalog** button.
- Click it → choose the right service (IT, Exams, Email, etc.).
- Fill out the form → click **Submit**.

Best for when you want to **browse** available services.

2. Open a New Ticket

- On the portal, click **Open a New Ticket** (or **Submit Request**).
- The system will guide you to the **Service Catalog**.
- Pick the category and fill in your request.

Best for when you already know you need to **raise a new issue quickly**.



The screenshot shows a 'New Ticket' form with the following fields and controls:

- Requester (Email or Name) ***: A text input field containing 'Mahmued Alardawi'.
- Subject ***: An empty text input field.
- Description**: A large text area for the ticket description, with a small 'Aa' icon at the bottom right.
- Category ***: A dropdown menu currently showing 'Not Set'.
- Subcategory**: A dropdown menu currently showing 'Not Set'.
- Buttons**: 'Cancel' and 'Create' buttons at the bottom right.



Track Your Requests

- Go to **My Tickets** in the portal.
- Here you can:
 - See all your tickets.
 - Check the **status** (Open, In Progress, Resolved).
 - Add comments or upload files.



Tasks Assigned to You

Sometimes, after you submit a ticket, the Service Desk may assign you **tasks** to complete before your request can move forward.

Where to find them:

- Open your ticket → scroll down to the **Tasks** section.
- Each task will have its own description, deadline, and status.

Types of tasks you may receive:

- Upload a File: e.g., attach a report, approval letter, invoice, or supporting document.
- Fill in Details: provide missing information (staff ID, department name, issue details).
- Confirm Action: verify if the issue has been resolved or confirm completion of a request.
- Approval/Acceptance: approve or acknowledge actions (such as facility requests, system access, or resource booking).

Make sure to complete tasks on time, otherwise your ticket may be delayed.



Find Solutions

- Use the **Knowledge Base** to read guides and FAQs.
- Example: password reset, Wi-Fi connection, email setup.



Quick Tips

- Always log in with your **college email**.
- Be clear in your request (course, error message, screenshot).
- Use the correct **category** for faster help.

That's it! The portal makes it easy to ask for help and track updates.

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