



Graham Group Helpdesk User Guide:

Login

The following is a how-to guide on logging into the Graham Group helpdesk system. **NOTE:** *This guide will only explain the login process.* Please refer to the User Guide tab if you are looking for more information on other guides.

Product

Graham helpdesk
Graham Group
Enterprise Edition

Difficulty

Easy

Focus

Graham Group Helpdesk:
Login

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NOTE:

Some screenshots might not be exactly
you see on your screen

PREREQUISITES

Before using this guide, please
make sure you have the necessary
permission from your IT
administrators for logging into
the Graham helpdesk system

Table of Contents

| | |
|--------------------|---|
| LOGIN GUIDE | 1 |
| Login Screen | 1 |
| Main Menu..... | 2 |

Graham Group Helpdesk: Login Guide



Welcome to The Graham Group Help Desk System!

Please enter your login information

User Name:

Password:

Remember Me

Login

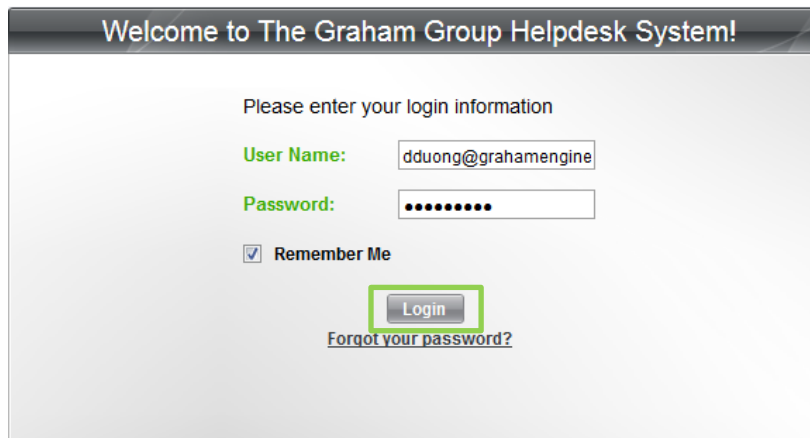
[Forgot your password?](#)

You are looking at the Login screen of the Graham Group helpdesk.

To enter the Graham Helpdesk system you will need a user name and password.

Your user name will be your Graham email address, for example:
dduong@grahamengineering.com.

Your password, which can be combination alphanumeric characters, will initially be assigned by your IT Administrator.



Welcome to The Graham Group Helpdesk System!

Please enter your login information

User Name:

Password:

Remember Me

Login

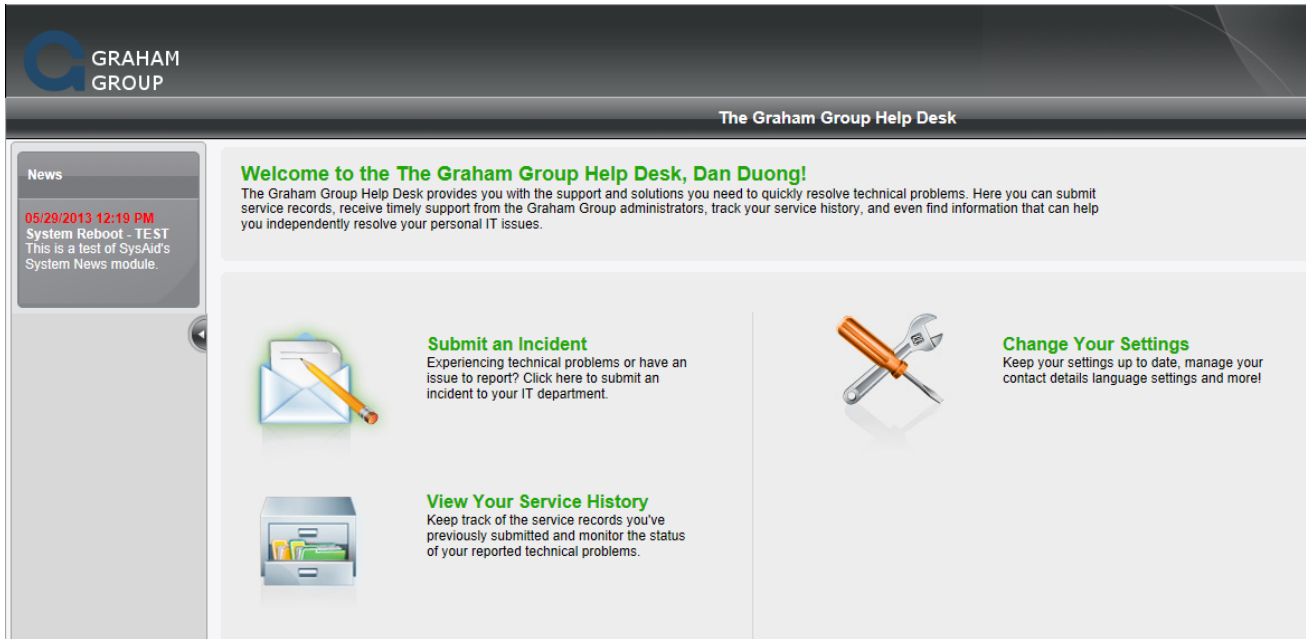
[Forgot your password?](#)

Once you have entered both your user name and password, press the Login button.

If you are receiving this error or have forgotten your password, please refer to the FAQ section.

**Incorrect login information.
Letters must be typed in the correct case.
Please make sure the Caps Lock key is disabled.**

If you've entered the correct information, you should be logged into the Graham Helpdesk system and viewing the home screen.



The Graham Helpdesk Main Menu

*This is the end of the Login guide. For more information on other guides, please visit www.grahamhelp.com and click on the **User Guide** tab.*