NETWORK CENTER, VNIT, NAGPUR

NOTE:

Subject: Regarding Helpdesk information

Network Center has made the Help Desk facility available for registering Network/Computer related complaints, details as given below:

Complaints registration through the online Portal is available at:

A) For Permanent Employees (Faculty and Non-Faculty)
- http://192.168.2.65/idcard/login.php   (Login / Password same as AIMS)

B) For Staff and Students :-
- http://192.168.2.65/complaint_management_system/cms/users/register-complaint_all.php
(Only for Network and Computer related complaints)

Urgent/NW-availability related complaints registration is also available through telephone extension **1878 or 0712-2801878** during 9 am to 6 pm on working days. On Saturday/Sunday such complaints may be registered through email id : nc_complaint@vnit.ac.in

Any other requirement related to Network Centre can be raised to Network Center by sending a Note addressed to Sr. Technical Officer, Network Center/ Associate Dean (IT).

NOTE: Though the service will be provided quickly by technical staff but still kindly consider the minimum time for attending the call by Network Center staff (tentatively 15 minutes to 30 minutes) as per the availability of technical staff and/or severity of the problem.

Also, the time required for resolution of a problem may vary depending on the severity of the problem and availability of the required material and staff bandwidth.

You are requested to kindly assign one technical assistant of your department to assist Network center staff, if required.

Dr. R.B. Keskar
Associate Dean(IT)

Associate Dean (IT)
Network Centre
VNIT, NAGPUR-10

To,

All Heads

CC:Deans/Directors/Section Heads/Registrar/Deputy Registrar/Joint Registrar/Assistant Registrar and others with request to circulate among staff working under them for information to all.