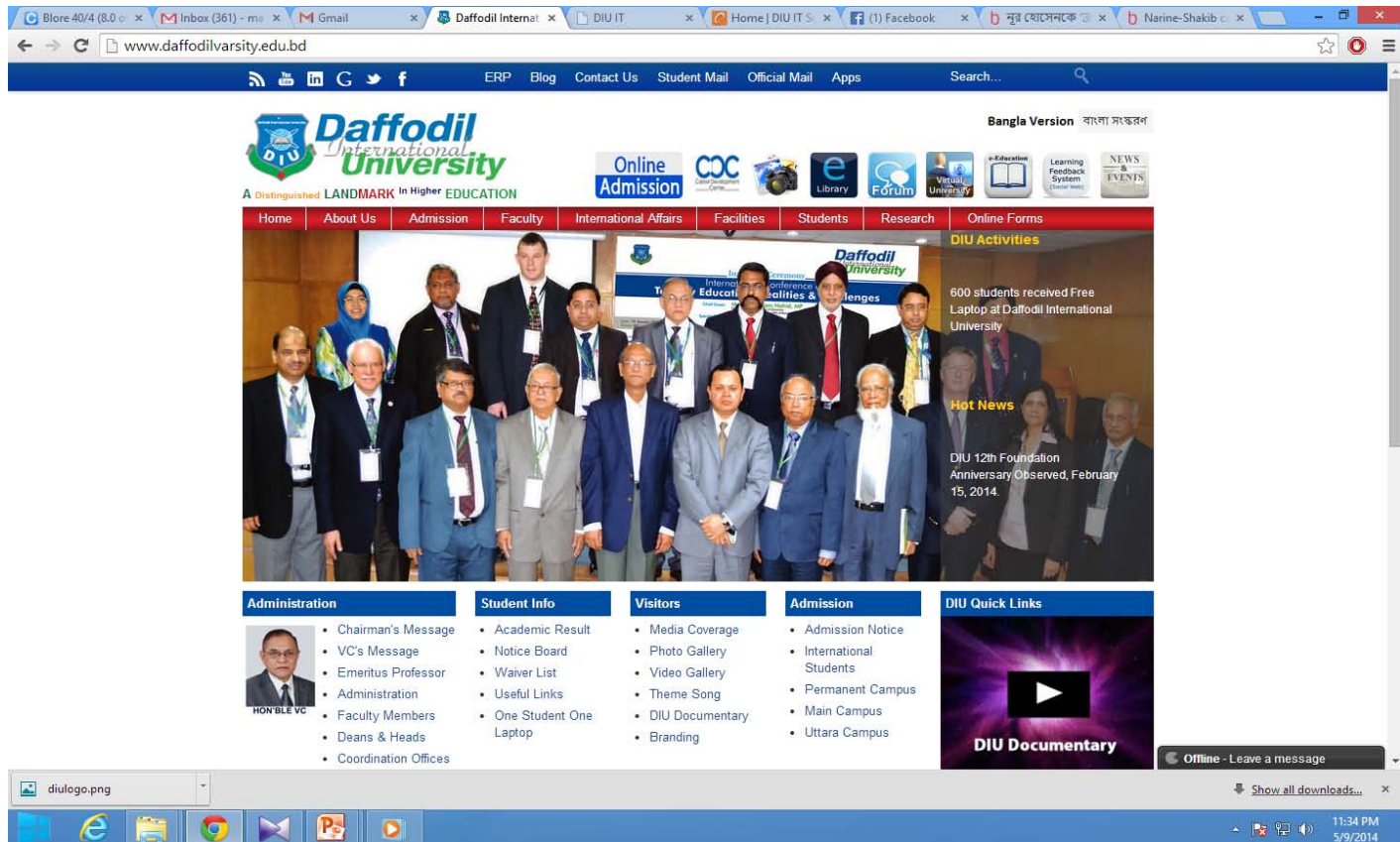


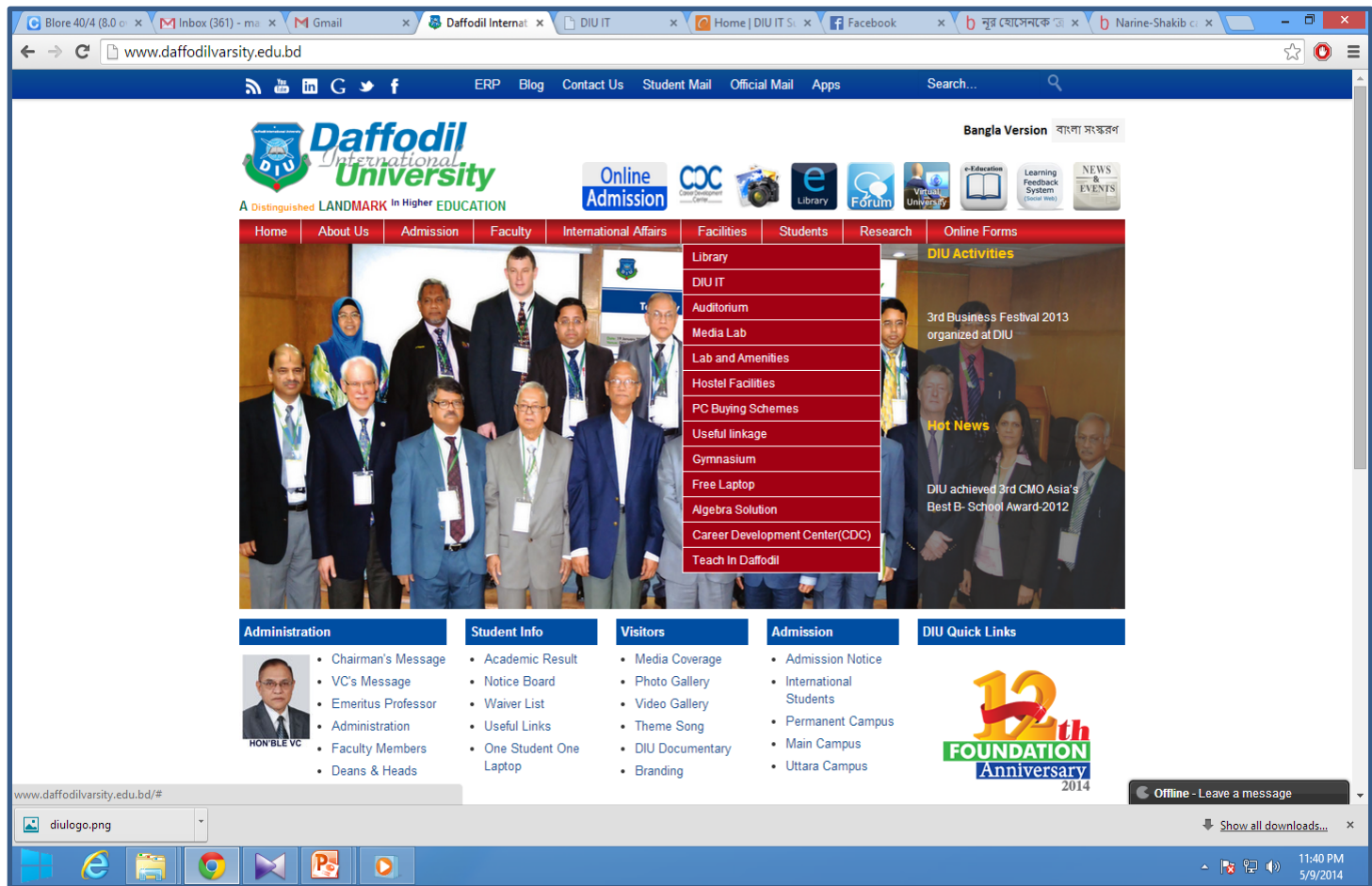


How to use DIU IT Support E-Help Portal

At First Go to www.daffodilvarsity.edu.bd




- Then Go to the Facilities Manu bar and click DIU IT.




- Click E-Help



← → ↻ it.daffodilvarsity.edu.bd ☆ 0 ☰





Daffodil International University
Information Technology




[Home](#)
[About DIU IT](#)
[Services](#)
[Teaching & Learning](#)
[Get Linked](#)
[e-Help](#)
[IT Team](#)







24/7 IT **E-Support**



24/7 IT **E-Help**



Computer Lab



Teaching & Learning

Main Campus(Campus-1)	Admin Building(Campus-2)	Prince Plaza (Campus-3)	Uttara Campus:
Land Phone: +8802 9138234-5, Ext: 115 Time: 8.30am to 8.00pm, (Saturday-Thursday) Email: itsupport@daffodilvarsity.edu.bd arman.it@daffodilvarsity.edu.bd	Land Phone: +88 02 9138234-5, Ext: 156 Time: 8.30am to 8.00pm, (Saturday-Thursday) Email: masud.it@daffodilvarsity.edu.bd faruque@daffodilvarsity.edu.bd itsupport@daffodilvarsity.edu.bd	Land Phone: +88 02 9138234-5, Ext: 325 Time: 8.30am to 8.00pm, (Saturday-Thursday) Email: rashed.it@daffodilvarsity.edu.bd itsupport@daffodilvarsity.edu.bd	Land Phone: +88 02 8922660, Ext: 111 Time: 8.30am to 8.00pm, (Saturday-Thursday) Email: kazianif@daffodilvarsity.edu.bd ituttara@daffodilvarsity.edu.bd itsupport@daffodilvarsity.edu.bd

Copyright © 2013 Daffodil International University. All Rights Reserved. Powered by Daffodil Web Team

Give your DIU Email address then login

The screenshot shows a web browser window with the address bar displaying `203.190.10.43/portal`. The browser's tab bar includes several open tabs: "Blore 40/4 (8.0 ov, AB de", "Inbox (361) - masud.it@", "Gmail", "Daffodil International U", "DIU IT", "Home | DIU IT Support", and "Facebook".

The website header features the Daffodil International University logo on the left and a "Not signed in sign in now" link on the right. Below the header is a "Home" button.

The main content area is titled "Welcome to DIU IT e-Ticket Portal". It contains a section for login with the text "Complete the form below to get started." and a form with an "Email:" label and an input field. A "Login" button is positioned below the input field. Below the login section are two links: "Please sign in to view your open help requests" and "Please sign in to create a new help request".

On the right side of the page, there is a "Phone & e-mail" section with contact information for three campuses:

- Main Campus (Campus-1):**
Phone: +88 02 9138234-5, Ext: 115
Email: itsupport@daffodilvarsity.edu.bd
arman.it@daffodilvarsity.edu.bd
- Admin Building (Campus-2):**
Phone: +88 02 9138234-5, Ext: 156
Email: masud.it@daffodilvarsity.edu.bd
faruque@daffodilvarsity.edu.bd
itsupport@daffodilvarsity.edu.bd
- Prince Plaza (Campus-3):**
Phone: +88 02 9138234-5, Ext: 325
Email: rashed_it@daffodilvarsity.edu.bd
itsupport@daffodilvarsity.edu.bd

Below this is the "Uttara Campus:" section:

- Uttara Campus:**
Phone: +88 02 8922660, Ext: 111
Email: kazianif@daffodilvarsity.edu.bd
ituttara@daffodilvarsity.edu.bd
itsupport@daffodilvarsity.edu.bd

At the bottom of the right sidebar is a "Links" section with a single link:

- www.daffodilvarsity.edu.bd

The Windows taskbar at the bottom shows various application icons and the system clock indicating 11:54 PM on 5/9/2014.

Update your information and upload a photo then save

Blore 40/4 (8.0 ov, AB de) x Inbox (361) - masud.it@ x Gmail x Daffodil International University x DIU IT x User Profile | DIU IT Sup x Facebook x

203.190.10.43/portal/user-profile

Daffodil International University

masud@daffodilvarsity.edu.bd
edit profile
sign out

Please take a minute to update your information below

upload photo

Edit Profile for masud

First Name:

Last Name:

Office Phone:

Cell Phone:

Title:

Start Date:

Save Cancel

12:03 AM
5/10/2014

Blore 40/4 (8.0 ov, AB de

Inbox (361) - masud.it@

Gmail


Daffodil International U

DIU IT

User Profile | DIU IT Sup

Facebook

203.190.10.43/portal/user-profile



masud@daffodilvarsity.edu.bd

[edit profile](#)

[sign out](#)

Home

Please take a minute to update your information below

Choose File

IMG_201311...103719.jpg

Upload

cancel upload

Edit Profile for masud

First Name:

Masud

Last Name:

Parvez

Office Phone:

Ext-156

Cell Phone:

01723597520

Title:

IT Officer (Admin Building)


Start Date:

2014-05-10

Save

Cancel

Uploading (35%)...



12:10 AM

5/10/2014

Submit you Ticket for IT related issues and IT support
DIU IT Support Team will response in a short time.
Check you current status in your user portal.

The screenshot shows a web browser window with multiple tabs open, including 'Blore 40/4 (8.0 ov, AB de', 'Inbox (361) - masud.it', 'Gmail', 'Daffodil International U', 'DIU IT', 'Home | DIU IT Support', and 'Facebook'. The address bar shows '203.190.10.43/portal'. The page header features the Daffodil International University logo and a user profile for 'masud@daffodilvarsity.edu.bd' with links to 'edit profile' and 'sign out'. A 'Home' button is visible in the navigation bar.

The main content area is titled 'Welcome to DIU IT e-Ticket Portal'. Below this, a message states 'You do not have any open help requests right now'. A section for submitting a request says 'For help with an IT issue you are experiencing, please complete the form below.' The form includes a 'Summary:' text input field, a 'Description:' text area, and an 'Optional Attachment:' section with a 'Choose File' button, 'No file chosen' text, and a 'clear attachment' link. A 'Submit Request' button is at the bottom of the form.

On the right side, there is a 'Phone & e-mail' section with contact information for three campuses:

- Main Campus (Campus-1):**
Phone: +88 02 9138234-5, Ext: 115
Email: itsupport@daffodilvarsity.edu.bd
arman.it@daffodilvarsity.edu.bd
- Admin Building (Campus-2):**
Phone: +88 02 9138234-5, Ext: 156
Email: masud.it@daffodilvarsity.edu.bd
faruque@daffodilvarsity.edu.bd
itsupport@daffodilvarsity.edu.bd
- Prince Plaza (Campus-3):**
Phone: +88 02 9138234-5, Ext: 325
Email: rashed_it@daffodilvarsity.edu.bd
itsupport@daffodilvarsity.edu.bd

Below this is the 'Uttara Campus:' section:

- Uttara Campus:**
Phone: +88 02 8922660, Ext: 111
Email: kazianif@daffodilvarsity.edu.bd
ituttara@daffodilvarsity.edu.bd
itsupport@daffodilvarsity.edu.bd

A 'Links' section follows with a single link: www.daffodilvarsity.edu.bd.

The bottom section is titled 'Completed IT Help Requests' and contains the text: 'View your completed IT help requests for help with a recurring problem.'

The Windows taskbar at the bottom shows the time as 12:11 AM on 5/10/2014, along with various system icons and application shortcuts.