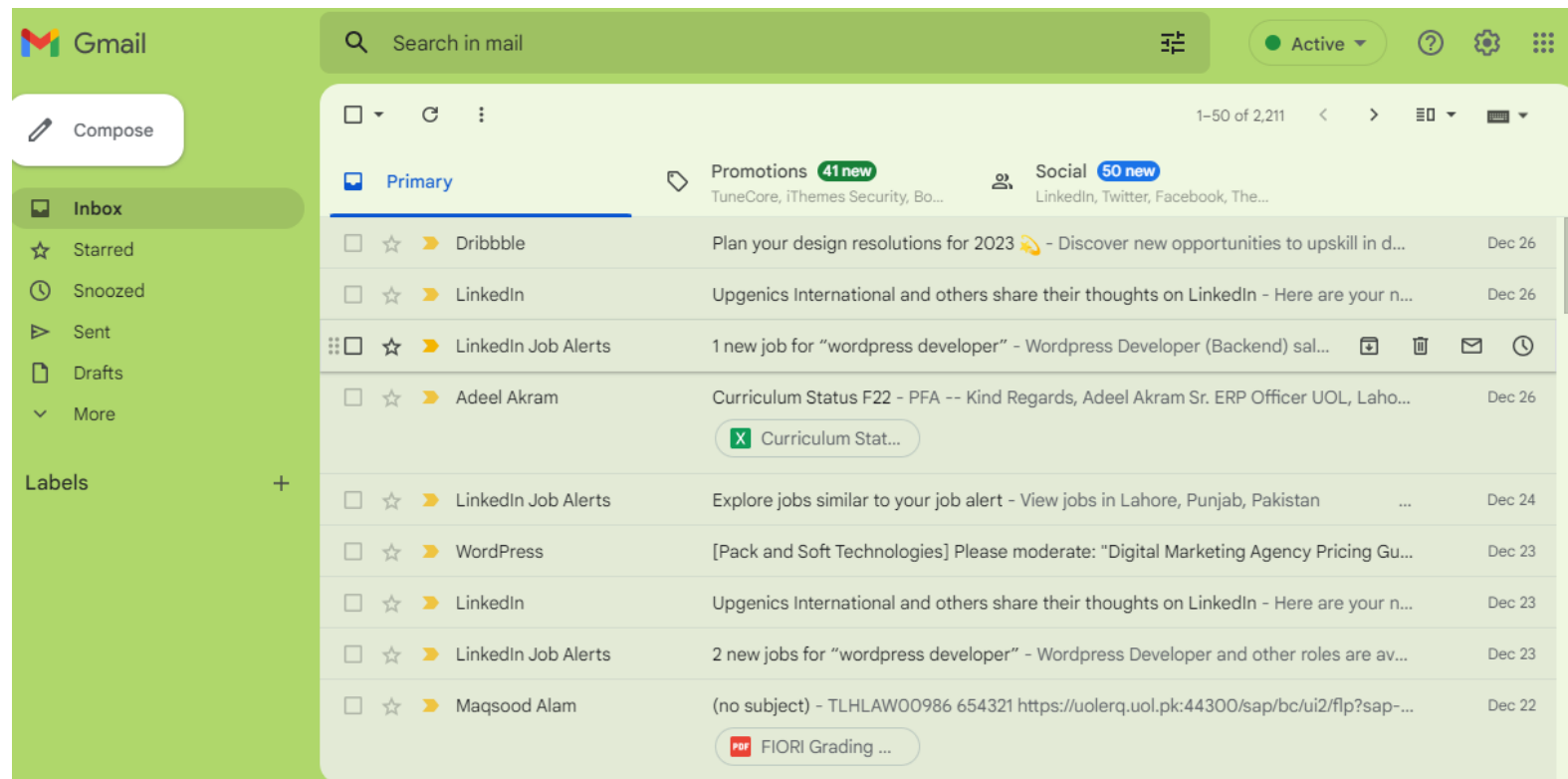




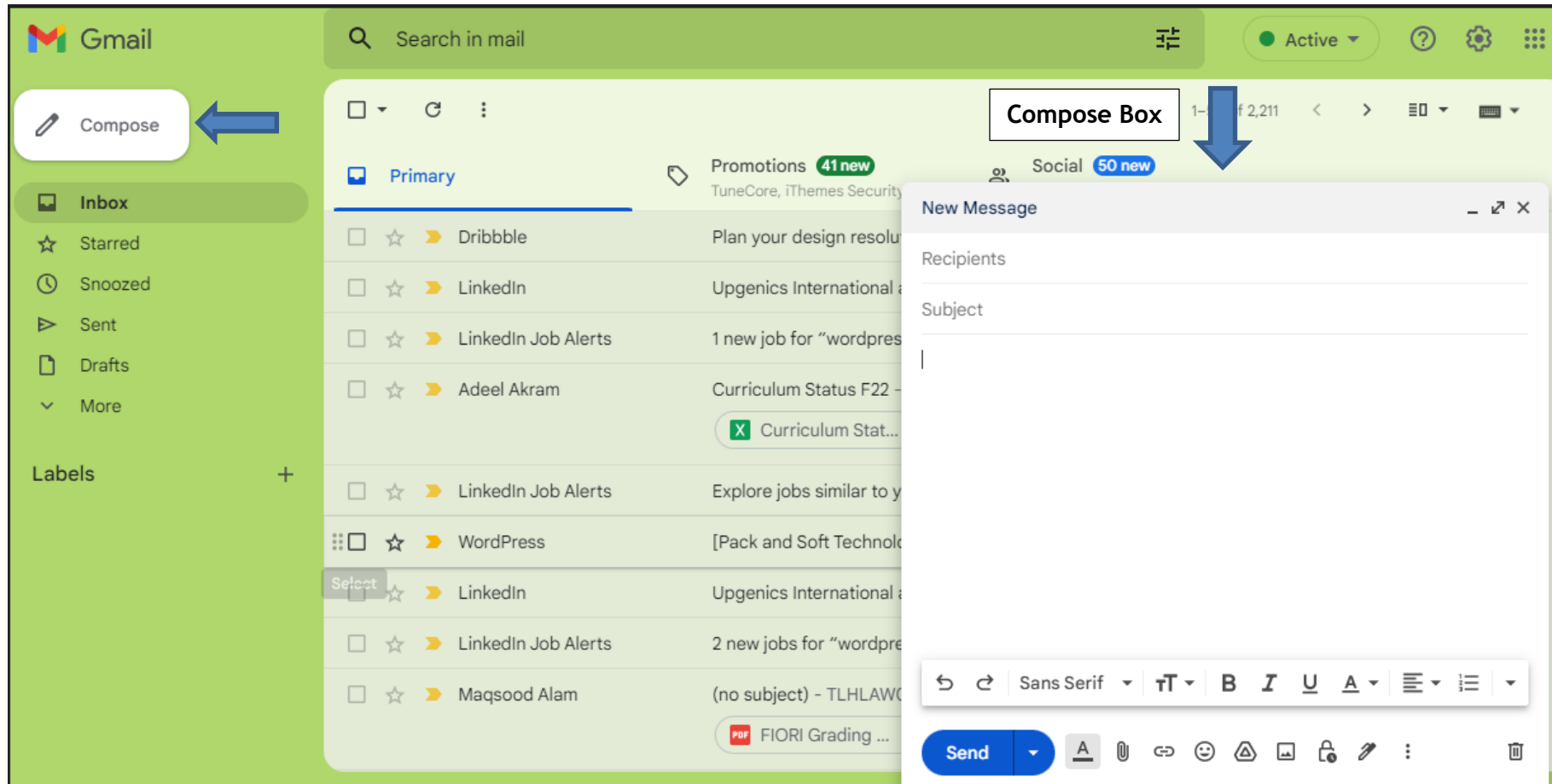
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Manual for E-mail on service desk

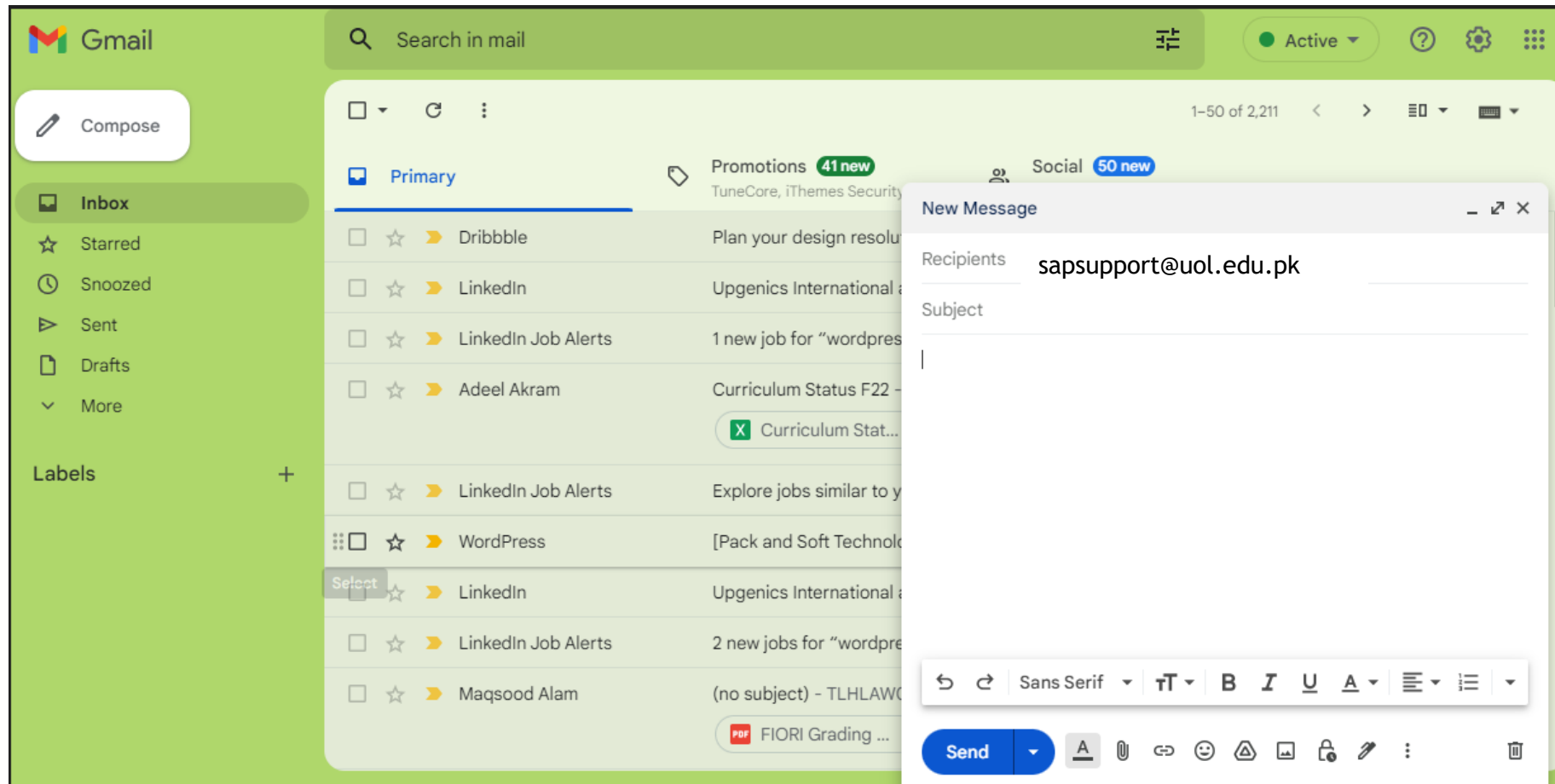
Open your University Gmail Account:



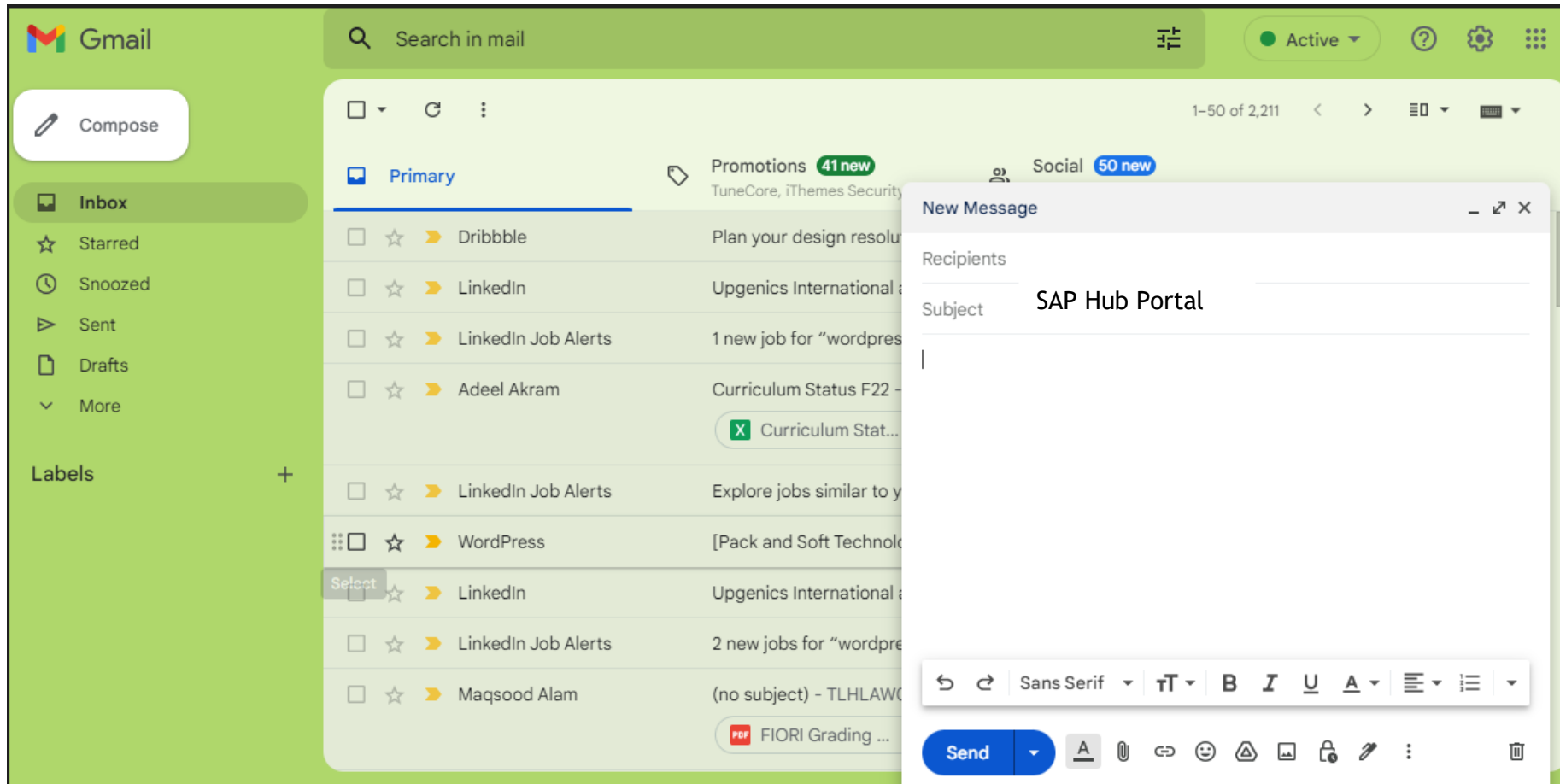
Click on Compose Button. A compose box will appear.



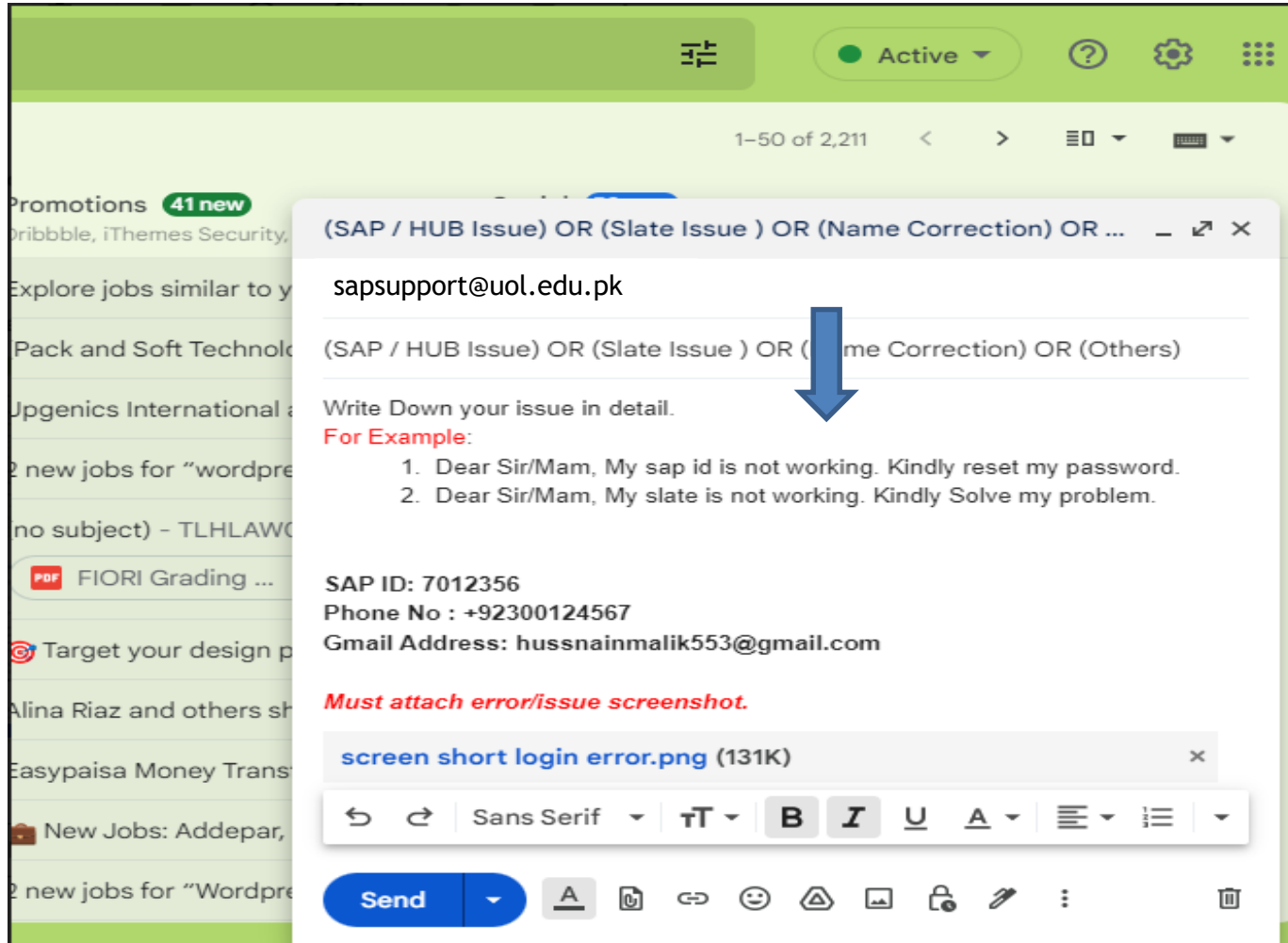
In Recipient box, write an email(sapsupport@uol.edu.pk)



Write down your Issue/Error Title in the Subject box.



In Description Kindly follow the procedure mentioned in the image (Must Attach the Screenshot of your Issue/Error.)



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(SAP / HUB Issue) OR (Slate Issue) OR (Name Correction) OR ...

sapsupport@uol.edu.pk

(SAP / HUB Issue) OR (Slate Issue) OR (Name Correction) OR (Others)

Write Down your issue in detail.

For Example:

1. Dear Sir/Mam, My sap id is not working. Kindly reset my password.
2. Dear Sir/Mam, My slate is not working. Kindly Solve my problem.

SAP ID: 7012356
Phone No : +92300124567
Gmail Address: hussnainmalik553@gmail.com

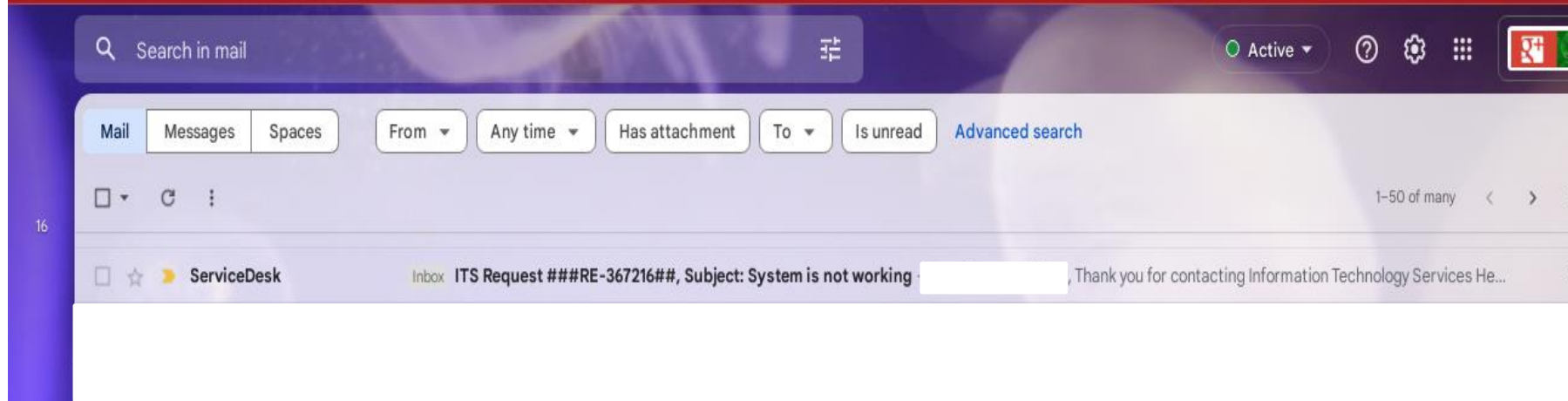
Must attach error/issue screenshot.

screen short login error.png (131K)

Send

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After clicking on send button, you will receive a confirmation email from the Service Desk.



Note: -
You will receive a new email after your issue has been resolved.