

Office of the
Commissioner of Income Tax
(Computer Operations)
Block-3A, 3rd Floor, I.T.Towers,
A.C.Guards, Hyderabad-500 004.

F.No.CIT(CO)/helpdesk/2014-15

Date : 09-09-2014

C I R C U L A R

Sub:- Procedure of new helpdesk in place of old helpdesk w.e.f.
01-09-2014—Regarding.

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A new help desk system is in place of old help desk. The URL is at <http://itbahelpdesk.incometax.net>, which is accessible through intranet.

2. Users are requested to log in at <http://itbahelpdesk.incometax.net> to raise complaints and login including issues related to ITD application, Sevottam, itaxnet, RSA token, email Solution and anti-virus (excluding desktop maintenance related issues).

3. The existing co-desk will now only be used for managing hardware related or local complaints and PCs on network with unexpired warranty period and supplied by DIT(Systems). Old complaints prior to 31-08-2014 will also be attended through the co-desk.

4. The details of websites are as follows:-

| Sl.No. | Site Name | To solve issues related to |
|--------|---|--|
| 1. | http://itbahelpdesk.incometax.net | ITD application, Sevottam, itaxnet, RSA token, email Solution and anti-virus |
| 2 | https://codesk.incometax.net | Managing hardware related or local complaints or network |

5. All the Users are requested to note the above changes.



(K. MYTHILI RANI)
Commissioner of Income Tax (CO)
Hyderabad.

To

All Commissioners of Income Tax, A.P. and Telangana Region.