USER GUIDE TO ACCESS LIBRARY THROUGH ORANGE PORTAL

➤ Log into My UPES: "**https://myupes-beta.upes.ac.in**" with your credentials provided by UPES IT.

➤ To access library catalogue (Web-OPAC) click on the "Library" link available on My UPES Beta (Orange Portal)
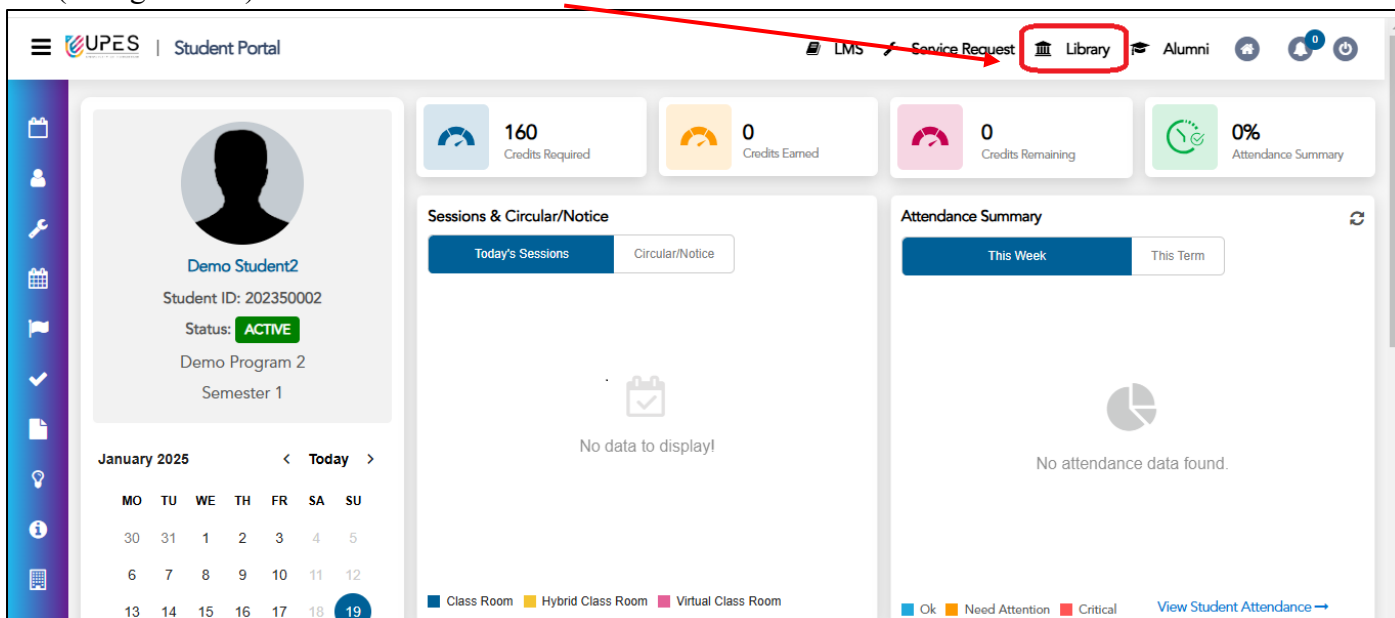

Set Password to Access Self-Service RFID Kiosk Machine

➤ New users need to set their own password to access the self-service RFID kiosk machine for issue/return of library material.

➤ Click on **"Yes"** and you will receive a link in your student email to set your password.
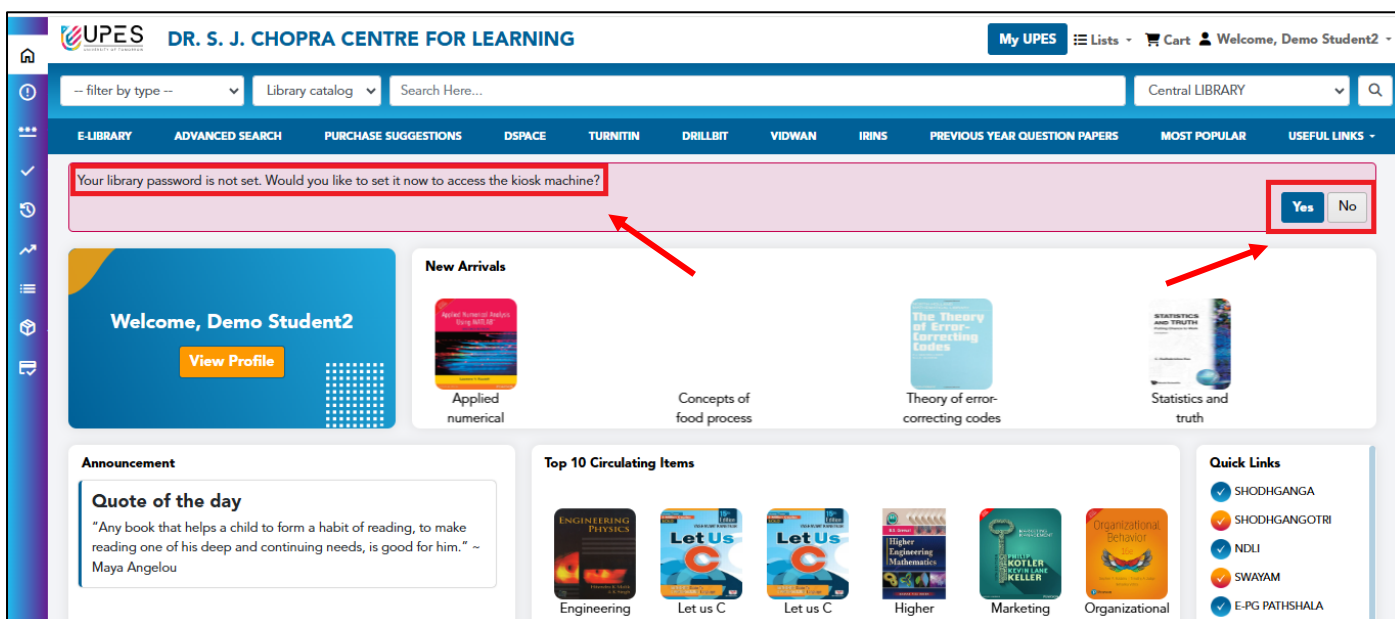
Search Library Catalogue

- On navigating to this page, the user can search library collections by the following steps -

- Choose your search criteria from the **"Library Catalogue"** drop-down menu, put your desired search term in "**Search Here**" box, choose your desired library from the drop-down menu and click on search icon to get the result.
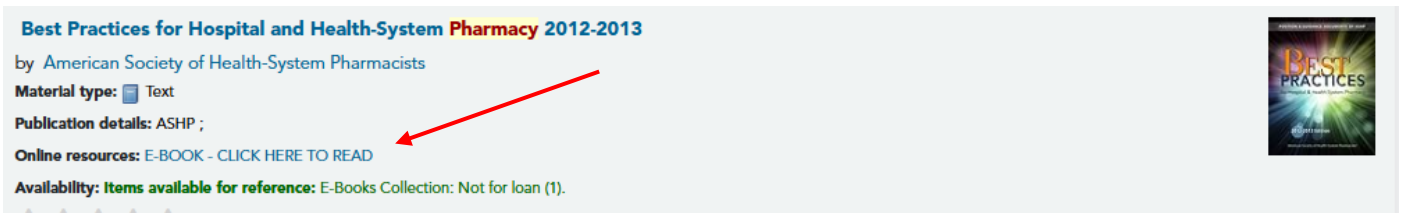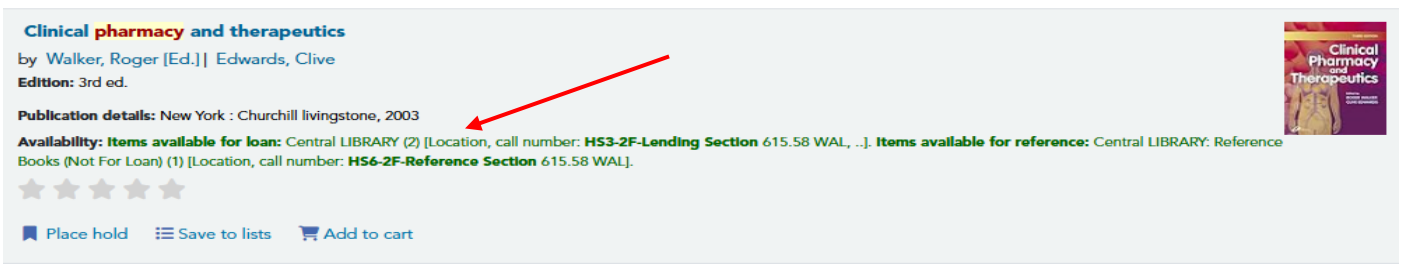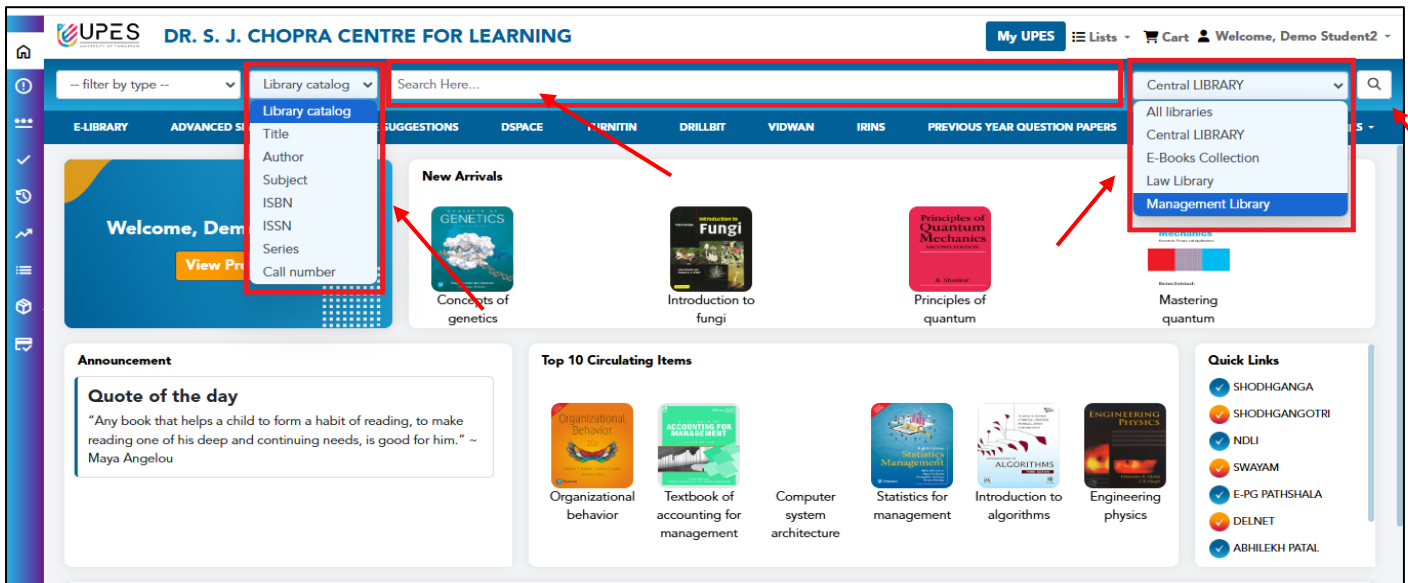
Check Your Library Account

Hover your mouse on the home button this will expend other options

- **Summary option** - you can see your **check-out summary details (Number of books in your library account, its due date etc.),** total check-out history, holds history if any raised by you etc.

- **Change Password / Reset Forgotten Password -** User may Change / reset their password to access the self-service RFID kiosk machine for issue/return of library material.

- **Purchase Suggestion -** User may suggest new required books or other library material.

HOW TO RENEW BOOKS ONLINE

- Go to the summary page of your account and you will find the list of books in your library account. Click on the check box that you want to renew and click on Renew Selected or Renew All button to renew your desired books, present at the bottom left of the page.
- Check the due date of the document for further verification.

Note: <mark>Renewal is allowed only before due date and if there is no hold against the book</mark>.

HOW TO PLACE HOLD ON BOOKS ONLINE

- On navigating to library page, the user can search library collections and put holds on the desired book by the following steps -

- Choose your search criteria from the **"Library Catalogue"** drop-down menu, put your desired search term in **"Search Here"** box, choose your desired library from the drop-down menu and click on search icon to get the result.

- Click on your desired title to check its availability

- If all copies of the title are checked out, then only you are allowed to place hold on that title. Click on "Place Hold" button to make hold.
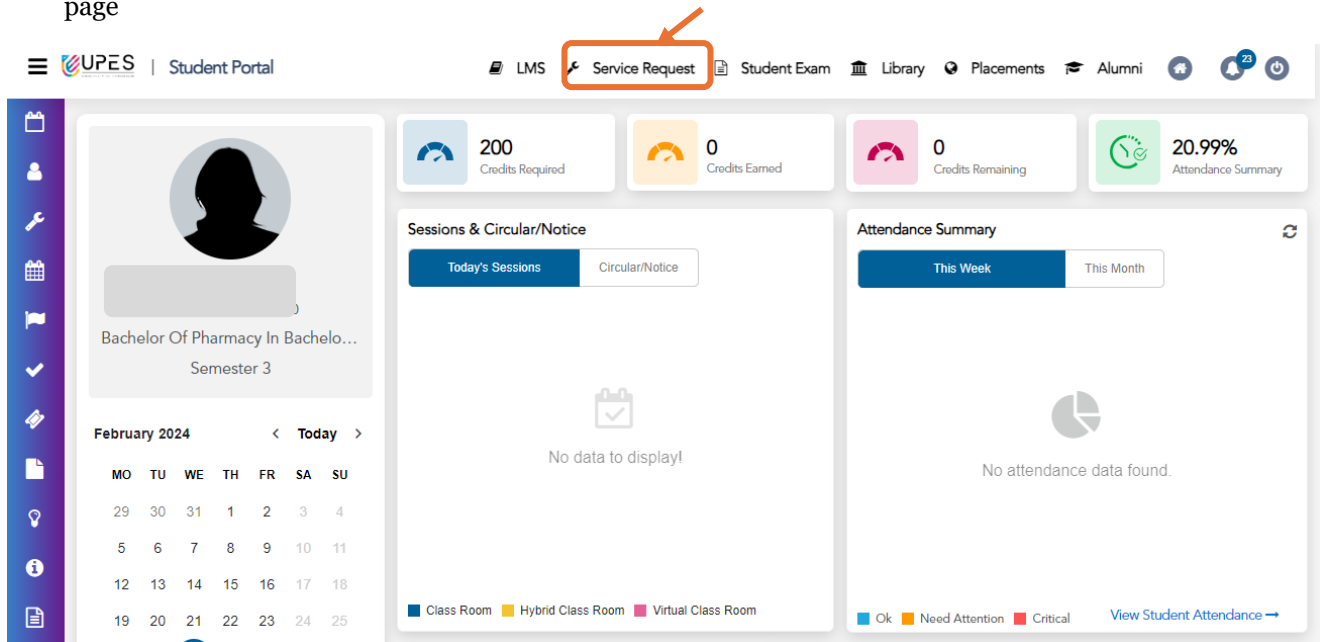

- Click on "Confirm Hold" button to confirm finally.

For any other technical issues, you are advised to create a ticket through the below mentioned process -

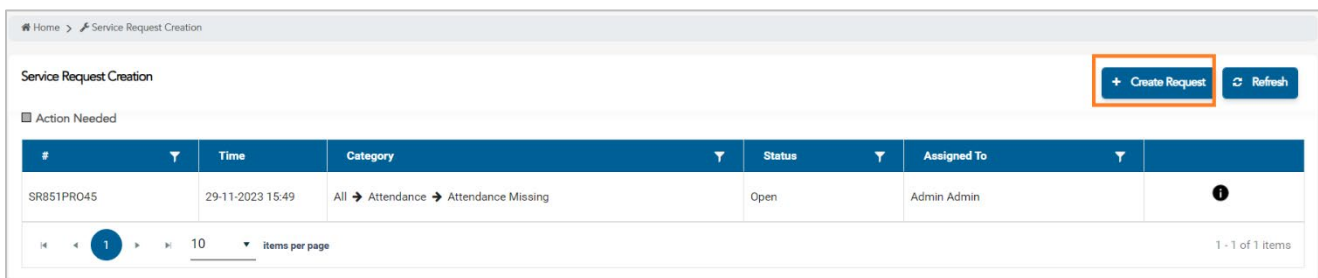# Service Request Creation

Log into **MyUPES**: **https://myupes-beta.upes.ac.in** with your credentials.

- The user needs to click on the "Service Request" option. This will navigate the user to the service request creation page

- On navigating to this page, the user can see the list of their past service requests

- To create a new request, the user needs to click on the "Create Request" button

- The user needs to select the category, subcategory, and fill out all the required fields that are populated. Choose your option accordingly.

- The user can upload any supporting files and click on the "Submit" button to create the service request

- Once the request is captured, the user can view the same in the service request list. They can view the details by clicking on the "View" button

- The user can add further comments by clicking on the "Reply" button. To save the comments, the user needs to click on the "Submit" button

- Once the ticket is resolved, the user can view the resolution comments by clicking on the "Info" icon.

- The "Info" icon will show the status of ticket as open or closed.

- If the status is resolved, the user can also reopen the ticket in case of unsatisfactory resolution by clicking on the "Reopen Ticket" button.
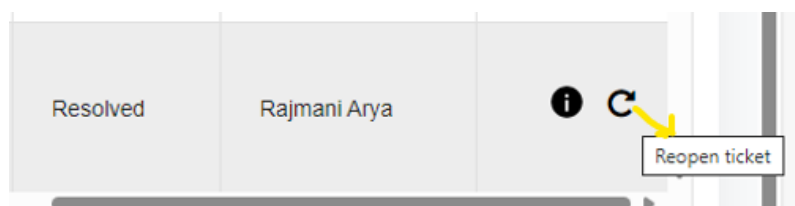
- While reopening the ticket, the user can provide additional comments