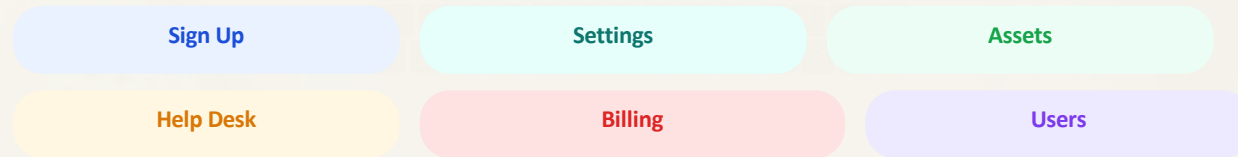




Digital IMALAG

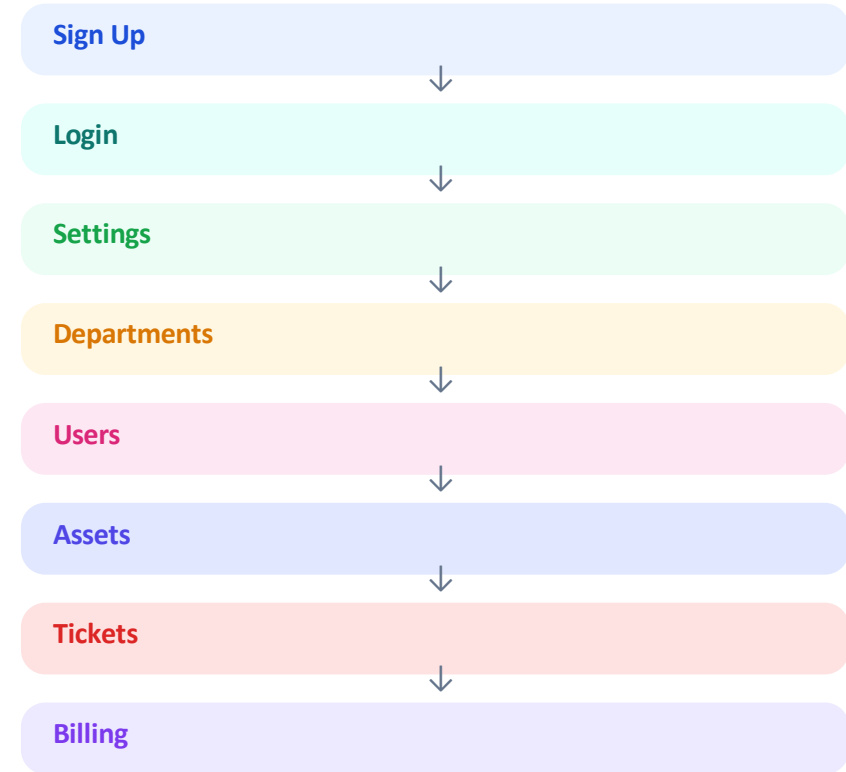
# IT Assets Management SaaS

A practical guide for new registered users, master admins, IT teams, HR, and company owners.



## What the platform does

One workspace for asset control, ticketing, roles, and billing.

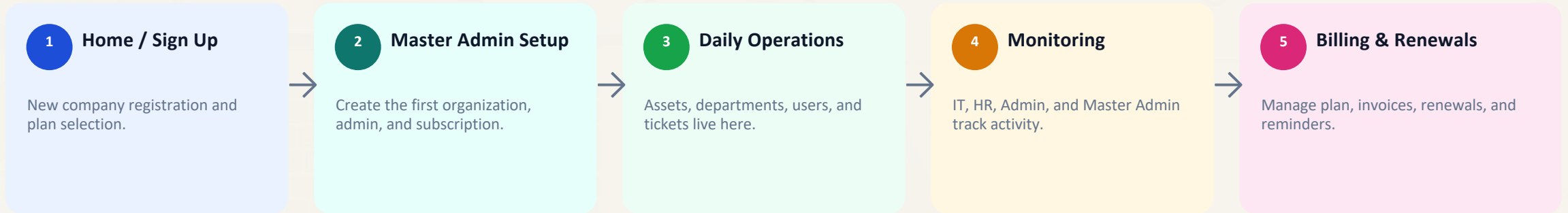


Built to guide company users from first sign-up to daily operations.



# A single company workspace connects identity, setup, operations, help desk, and billing.

How the product fits together



## Why this matters

- One login per user with role-based access
- One organization keeps its own data and branding
- One renewal cycle keeps billing and invoices clear
- One help desk for staff downtime



# Every company begins from the public home page and creates a secure workspace.

Sign up and first company setup

## 1. Open the home page

- Choose Sign Up for a new company workspace.
- Pick a unique company slug, like digital-atharva.
- Enter Master Admin name, email, phone, and password.

### 1 Select a plan

Free = 1 Master Admin + 5 assets. Paid plans unlock more users.

### 2 Create workspace

The system creates the organization, profile, and initial department together.

### 3 Sign in automatically

You land in the dashboard and can continue to onboarding or settings.

## Fields to fill

**Company name** What your organization should be called in the workspace.

**Slug** A unique short ID used in the tenant setup and billing flow.

**Full name** The first Master Admin account name.

**Email + password** Your primary sign in credentials.

**Department** Usually IT Support for the first admin.



# Authorized users sign in to reach their company workspace.

Login and onboarding

## Login screen

Company email

Password

Sign In button

Use the exact company email that was created for your account.

*Tip: if the user is inactive, ask a Master Admin to reactivate the account.*

## First login onboarding

The checklist appears after the first login and can be reopened later.

- 1 Complete company details in Settings
- 2 Create departments for teams and locations
- 3 Create users and assign roles or permissions
- 4 Add assets and start ticketing



# Settings is where the company identity and communication details stay up to date.

Settings and company profile

## What to maintain in Settings

- Company name, email, address, website, and phone
- GSTIN, PAN, CIN, country, state, timezone, currency
- Notifications for asset changes, tickets, approvals, and device offline events
- Company logo upload with PNG only and 100KB limit

### Logo tip

Use a square PNG with a transparent background for the cleanest nav/sidebar result.

## Where the values appear

**Profile** Company identity and contact details

**Sidebar** Workspace name and logo at the top

**Top bar** Branding visible across the dashboard

**Billing** Company details on invoices and receipts



# Departments and roles keep the right people responsible for the right work.

Departments and user roles

## Suggested roles



### Master Admin

Can manage the whole tenant, billing, branding, users, and settings.



### HR

Monitors onboarding, offboarding, and employee related handovers.



### Admin

Handles daily setup, moderation, and most operational tasks.



### Employee

Raises tickets, views assigned assets, and follows company process.



### IT

Works on assets, device health, and tickets.

Departments are separate from roles. For example, IT Support, Infrastructure, Operations, Design, and Security can each have different users and responsibilities.



# Assets should be tagged, assigned, and kept in a clean lifecycle.

Assets and tagging

## Asset lifecycle

- 1 Add** Create a record with asset tag, name, serial, and type.
- 2 Assign** Link the asset to a user, department, or location.
- 3 Track** Monitor warranty, status, cost, and notes.
- 4 Handover** Move devices cleanly during transfers or exits.
- 5 Retire** Keep history, then mark the asset inactive or retired.

## What changes based on asset type

**Laptop / Desktop / Server** Show processor, RAM, storage, and OS fields.

**Printer / Monitor / Router** Show capacity, model, and other useful hardware fields.

**Cables / Mouse / Keyboard** Keep the record lean with tag, name, quantity, and location.

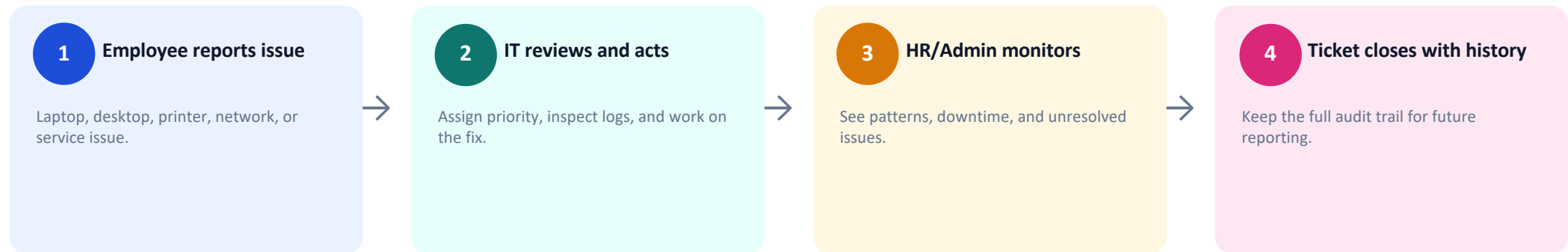
**USB HDD / SSD** Show storage capacity only.



# The help desk keeps downtime visible and gives each team a clear action list.

IT help desk ticketing

## Ticket flow



### Good help desk habits

- Use one ticket per issue
- Track root cause and resolution
- Keep comment history for audits



# Choose a plan, pay securely, then download the invoice and renew on time.

Plans, billing, and invoices

## Free

1 Master Admin + 5 Assets

Best for trials and small pilots.

Start free

## Starter

10 Users

Rs-600/M | Rs-6500/Y

Upgrade ready

## Growth

50 Users

Rs-700/M | Rs-7500/Y

Upgrade ready

## Enterprise

250 Users

Rs-1000/M | Rs-10000/Y

Upgrade ready

### Renewal flow

- You can switch monthly or yearly before checkout
- Renewal reminders appear before the subscription expires

### After payment

- Workspace gets activated automatically
- Invoice download stays available from the billing center



# A simple first-week checklist helps new companies adopt the system quickly.

Suggested first-week rollout

## 7-day adoption plan

Use this flow when you train a new company after sign-up.

**Day 1** Complete Settings and upload the company logo.

**Day 2** Create departments and assign their managers.

**Day 3** Create users and map roles and permissions.

**Day 4** Add the first laptops, desktops, servers, and other assets.

**Day 5** Teach employees how to raise IT help desk tickets.

**Day 6** Review billing, plan limits, and invoice download.

**Day 7** Export reports and confirm the workspace is ready.

New users can reopen this guide from the home page and share it with their team whenever needed.