HOYA ELECTRONICS SINGAPORE PTE. LTD.

COMPANY IT TICKET SYSTEM GUIDE

Welcome to the IT Ticket System guide! This document will help you understand how to effectively use the system to report and resolve IT-related issues in the company.

Overview of the IT Ticket System

The IT Ticket System is a centralized platform for employees to log and track IT issues, request support, and receive updates on resolutions. Using this system ensures efficient communication and faster problem-solving.

Key Features

1. **Issue Reporting:** Submit tickets for technical issues or IT support requests.

2. **Tracking:** Monitor the progress of your submitted tickets.

3. **Knowledge Base:** Access FAQs and troubleshooting guides for common issues.

4. **Prioritization:** IT assigns priority levels based on the urgency and impact of the issue.

5. **Notifications:** Receive email or app updates on ticket progress.

How to Access the IT Ticket System

1. **Via Web Portal:**

   o Open your web browser and go to helpdesk.company.com.

   o Log in with your company credentials (username and password).

2. **Via Mobile App:**

   o Download the "IT Buddy" app from your app store.

   o Log in using your company credentials.

3. **Via Email:**

- Send an email to ITHelpdesk.company.com. Ensure your email includes a clear subject line and detailed description of the issue.

Steps to Submit a Ticket

1. **Log in to the System:**

- Use your company credentials to access the IT Ticket System.

2. **Click on "New Ticket" or "Submit a Request."**

3. **Fill Out the Ticket Form:**

- **Issue Title:** Provide a concise title (e.g., "Cannot Access VPN").

- **Description:** Describe the problem in detail, including error messages, steps to reproduce the issue, and any recent changes to your system.

- **Category:** Select the appropriate category (e.g., Hardware, Software, Network).

- **Priority Level:** Indicate the urgency (e.g., Low, Medium, High).

- **Attachments:** Upload relevant screenshots or files.

4. **Submit the Ticket:**

- Click "Submit" to send the ticket to the IT department.

- You will receive a confirmation email with your ticket number.

Monitoring and Updates

1. **Track Your Ticket:**

- Log in to the IT Ticket System and check the "My Tickets" section.

- View updates, comments, and the status of your request (e.g., Open, In Progress, Resolved).

2. **Respond to IT Staff:**

- If IT staff request more information, respond promptly through the ticket system or reply to the email notification.

3. **Close the Ticket:**

o Once the issue is resolved, confirm by marking the ticket as "Closed."

o Provide feedback on the resolution if prompted.

Tips for Efficient Issue Reporting

- **Be Specific:** Provide as much detail as possible about the issue.

- **Use Screenshots:** Attach screenshots of error messages or issues.

- **Categorize Correctly:** Select the most relevant category for faster routing.

- **Check the Knowledge Base:** Before submitting a ticket, review the FAQs to see if your issue is addressed there.

FAQs

1. **What if I forget my login credentials?**

o Contact the HR or IT department for assistance with resetting your password.

2. **Can I escalate a ticket?**

o Yes. If a ticket is critical and unresolved, use the "Escalate" option or contact the IT manager.

3. **What are the typical resolution times?**

o Low Priority: 2-3 business days

o Medium Priority: 1-2 business days

o High Priority: Within 24 hours

For further assistance, contact the IT Helpdesk at 1800-IT-Helpdesk or ITHelpdesk.company.com.