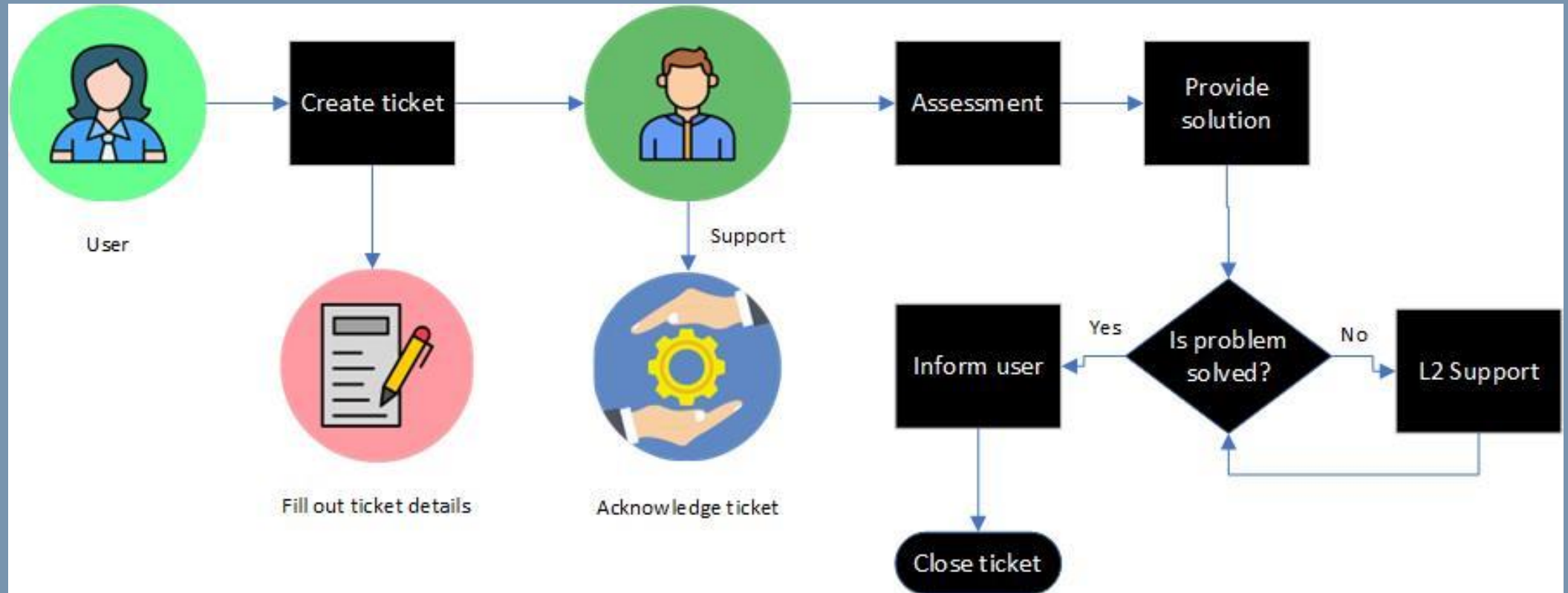# Welcome to I.T. Helpdesk

This guide highlighted the ticket status, detailing the process from submission to resolution. Effective communication, clear prioritization, and collaboration are crucial for successful ticket management.

Helpdesk Flow

How to access Helpdesk

1. Register

Create your own username. (eg. fpsudayon)

2. Password

Create your own password

3. Access Method

You can access the portal locally on your company device or remotely using your computer or mobile phone.

4. Link

Local Access Go to **http://oxc-helpdesk.ct.ws**

Login

User Login

👤 user

🔒 password

Login   Register

Ticket submission

1. Create Request

Create your ticket

2. View Ticket

Track your ticket and view their status, make follow ups

Ticket submission

1. Fill out
Specify subject, select your department
and a brief reason for your request.

2. Submit request
Save your ticket