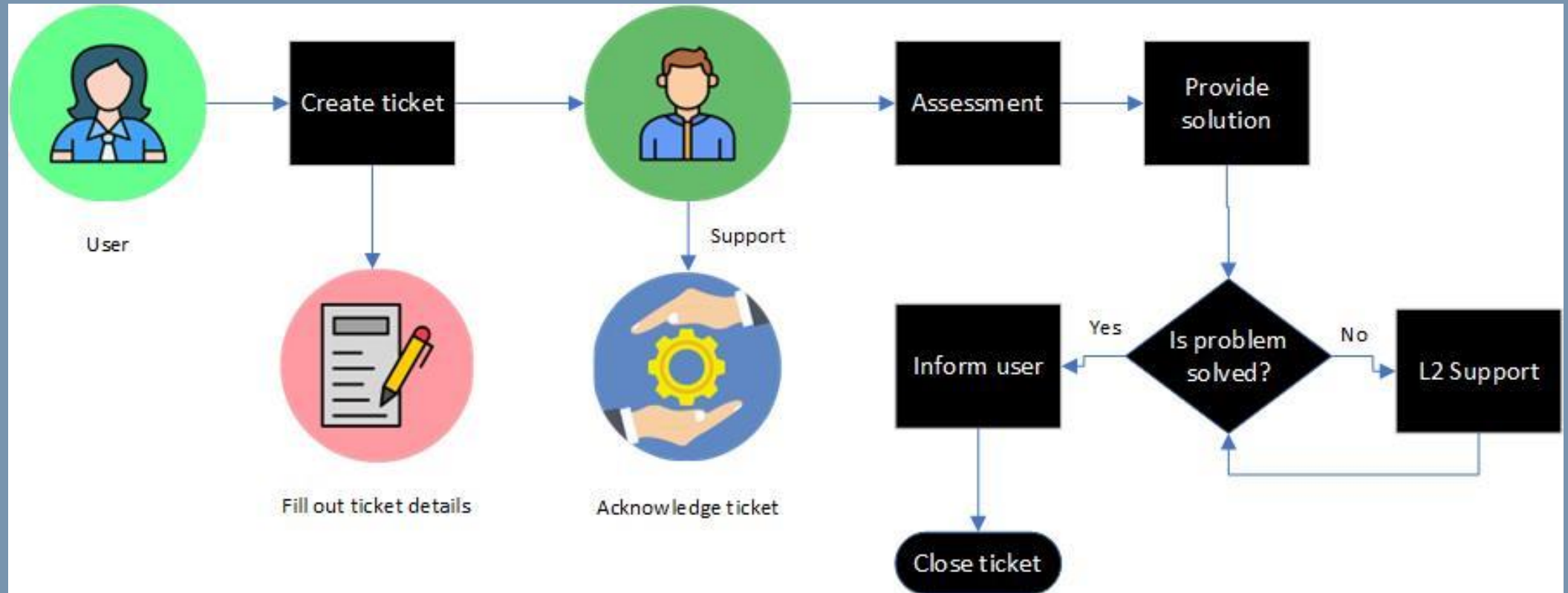




# Welcome to I.T. Helpdesk

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

Helpdesk System

Ticket

 user1

Create Ticket

Show 

10

 entries

Search:

S/N	Ticket ID	Subject	Department	Created By	Created	Status	Resolved			
50	67491cc557780	Software Issue	SME	user1	3 day/s ago	Open	On Progress	View Ticket	Edit	Close
49	67481df9530d8	Software Issue	SME	user1	3 day/s ago	Open	On Progress	View Ticket	Edit	Close

Showing 1 to 2 of 2 entries (filtered from 50 total entries)

Previous

1

Next

## 1. Create Request

Create your ticket

## 2. View Ticket

Track your ticket and view their status, make follow ups

# Ticket submission

The screenshot displays a 'Helpdesk System' interface. A 'Create Ticket' modal is open in the center, allowing a user to submit a new request. The modal contains fields for 'Subject' (a dropdown menu with 'Application Support' selected), 'Department' (a dropdown menu with 'SME' selected), and 'Message' (a large text area). At the bottom of the modal, there is a 'Status' section with a radio button selected for 'Open', and two buttons: 'Save Ticket' and 'Close'. The background shows a 'Ticket' tab, a search bar, and a table of existing tickets with columns for S/N, Ticket ID, and Subject. The table lists two tickets, both with status 'On Progress'. A 'Create Ticket' button is also visible in the background interface.

Helpdesk System

Ticket

Show 10 entries

S/N	Ticket ID	Subject
50	67491cc557780	Software Is
49	67481df9530d8	Software Is

Showing 1 to 2 of 2 entries (filtered from 6)

Create Ticket

Search:

Resolved

On Progress

View Ticket

Edit

Close

Previous 1 Next

Create Ticket

user1

Create Ticket

Subject

Application Support

Department

SME

Message

Status ☒ Open

Save Ticket

Close

## 1. Fill out

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

## 2. Submit request

Save your ticket