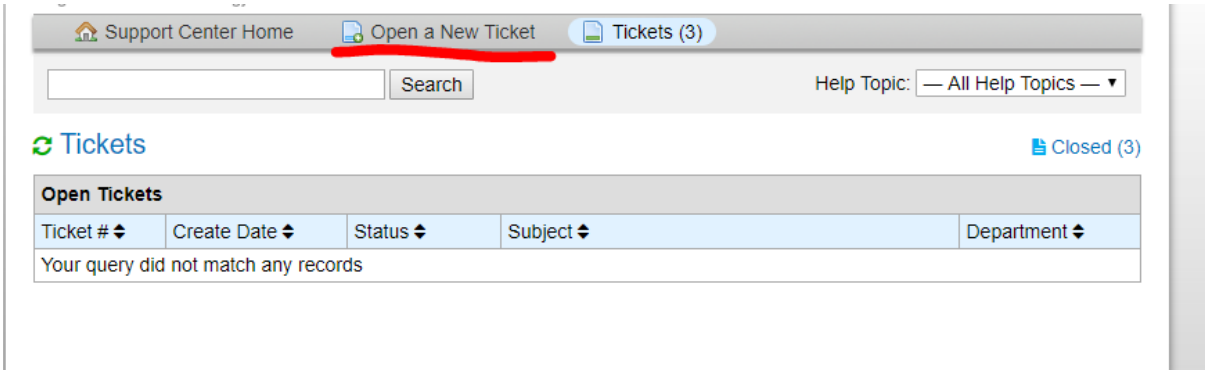
SOP TICKET SYSTEM

There is a URL of ticket system: http://helpdesk:8023/support

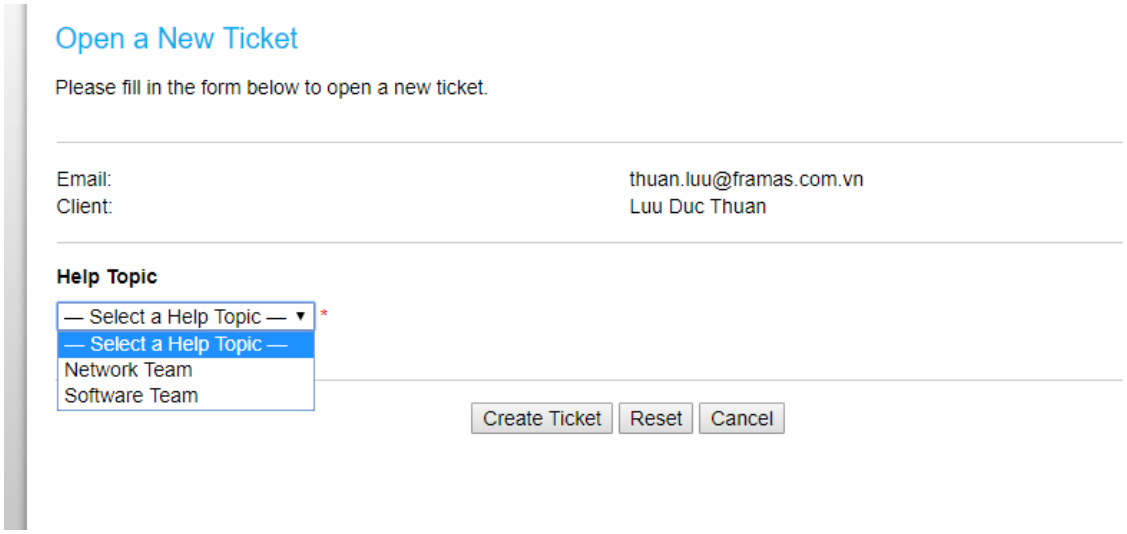
Firstly, go to the link : http://helpdesk:8023/support/account.php?do=create , and create an account for this system.

After that, you check your email and active your account.

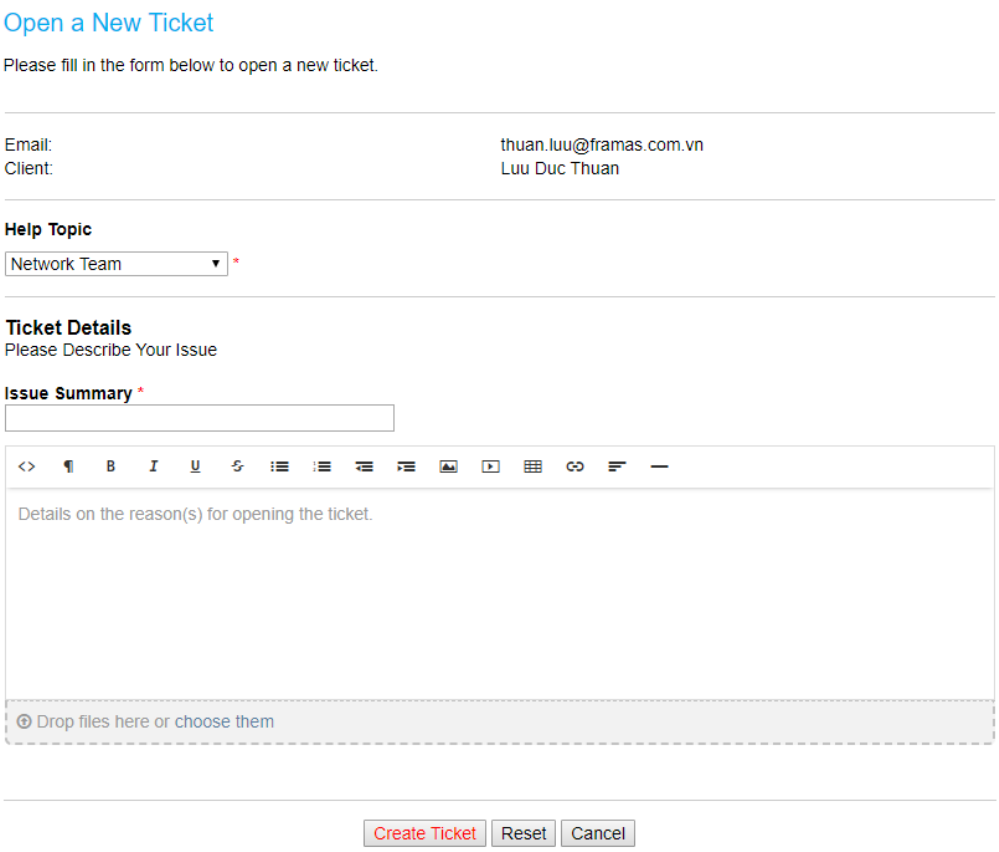
Secondly, you can create ticket to IT Dept.



Choose Open a New Ticket



When you create your ticket, you have to choose send to Network and System Team or Software Team



Please fill in all required information as given by the ticket system.

Click Create Ticket.