

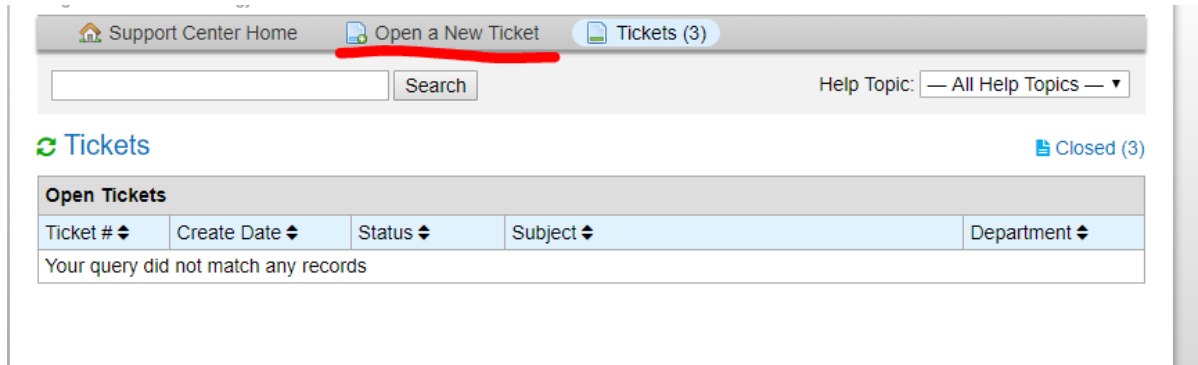
SOP TICKET SYSTEM

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.

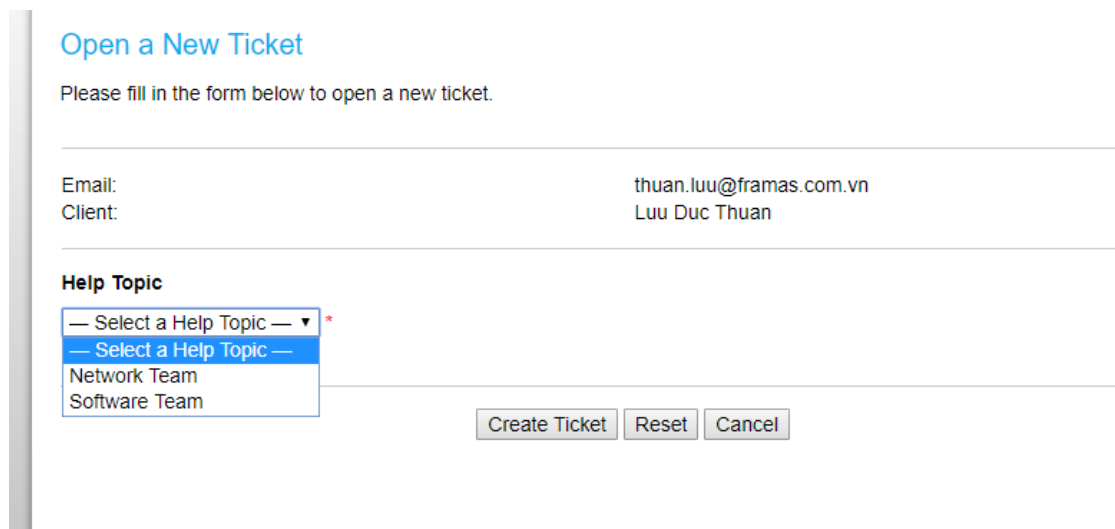
After that, you check your email and active your account.

Secondly, you can create ticket to IT Dept.



The screenshot shows the 'Support Center Home' page. At the top, there are three tabs: 'Support Center Home', 'Open a New Ticket' (which is highlighted with a red underline), and 'Tickets (3)'. Below the tabs is a search bar with a 'Search' button and a 'Help Topic' dropdown menu set to 'All Help Topics'. The main content area is titled 'Tickets' and shows a table for 'Open Tickets'. The table has columns for 'Ticket #', 'Create Date', 'Status', 'Subject', and 'Department'. Below the table, it says 'Your query did not match any records'. There is also a 'Closed (3)' link on the right.

Choose Open a New Ticket



The screenshot shows the 'Open a New Ticket' form. It has a title 'Open a New Ticket' and a instruction 'Please fill in the form below to open a new ticket.' Below this, there are two rows of input fields. The first row is for 'Email' with the value 'thuan.luu@framas.com.vn'. The second row is for 'Client' with the value 'Luu Duc Thuan'. Below these, there is a 'Help Topic' dropdown menu with a red asterisk next to it. The dropdown menu is open, showing three options: 'Select a Help Topic', 'Network Team', and 'Software Team'. At the bottom of the form, there are three buttons: 'Create Ticket', 'Reset', and 'Cancel'.

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

[Open a New Ticket](#)

Please fill in the form below to open a new ticket.

Email: thuan.luu@framamas.com.vn
Client: Luu Duc Thuan

Help Topic

Network Team

Ticket Details

Please Describe Your Issue

Issue Summary ^{*}

<> ¶ B I U ↺ ☰ ☷ ☰ ☷ 🖼️ ▶ 📄 🔗 ☰ —

Details on the reason(s) for opening the ticket.

📎 Drop files here or [choose them](#)

Create Ticket Reset Cancel

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

Click Create Ticket.