



## USER'S MANUAL

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Online IT Service Desk System

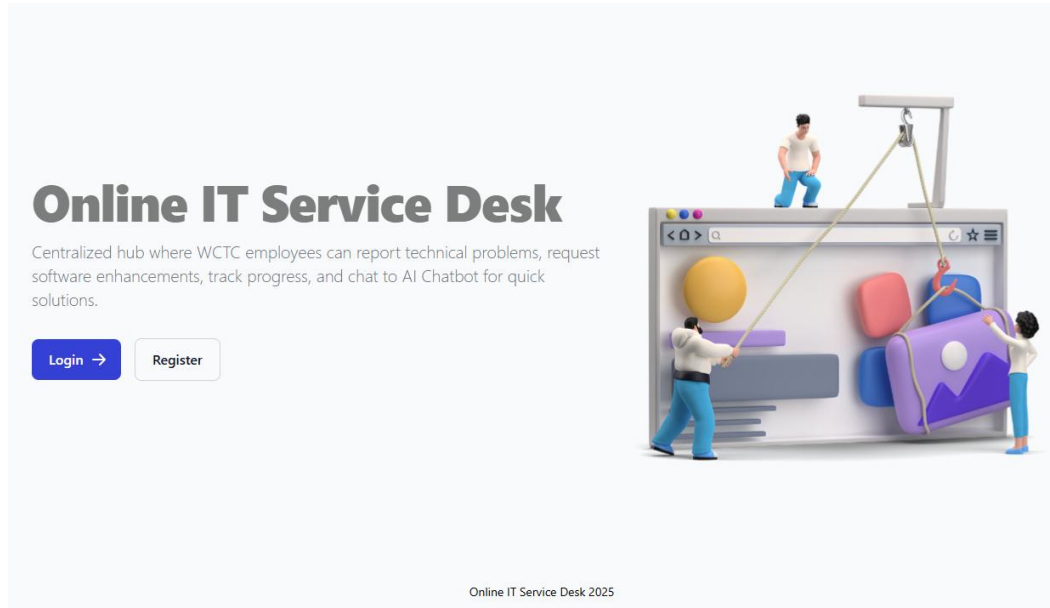
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Western Caroline Trading Co.

# 1. Accessing the System

## Step 1: Open the Web Browser

- Launch your preferred web browser (Chrome, Firefox, Edge, Safari, etc.).
- Enter one of the following URLs in the address bar:
  - <https://online-it-service-desk.publicvm.com>
  - <https://52.64.119.63>



## Step 2: Register an Account

- Click the "**Register**" button to create a new account.

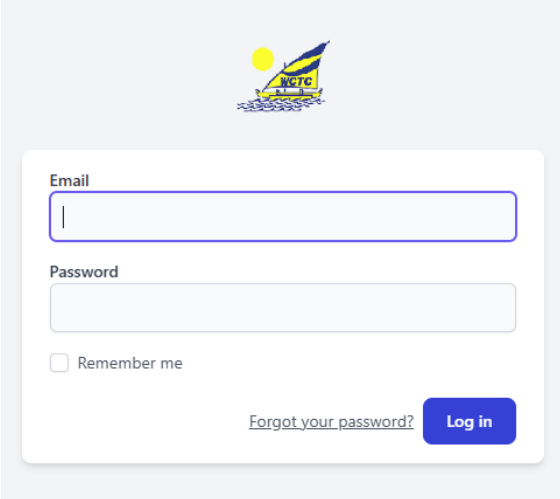
## Step 3: Fill in Required Information

- Provide the necessary details, including:
  - Employee Number
  - Full Name
  - Email Address
  - Password (must meet security requirements)
- Click "**Register**" to submit.

The image shows a registration form for the 'Online IT Service Desk'. At the top right of the form is a small logo featuring a yellow sun and a blue sailboat. The form consists of several input fields with labels to their left: 'Employee ID', 'Last Name', 'First Name', 'Middle Name', 'Email', 'Password', and 'Confirm Password'. Each label is followed by a white rectangular input box. At the bottom right of the form is a blue button labeled 'Register'. To the left of this button is a link that says 'Already registered?'. The entire form is set against a light grey background.

## Step 4: Log In to the System

- After successful registration, log in using your credentials (email and password).

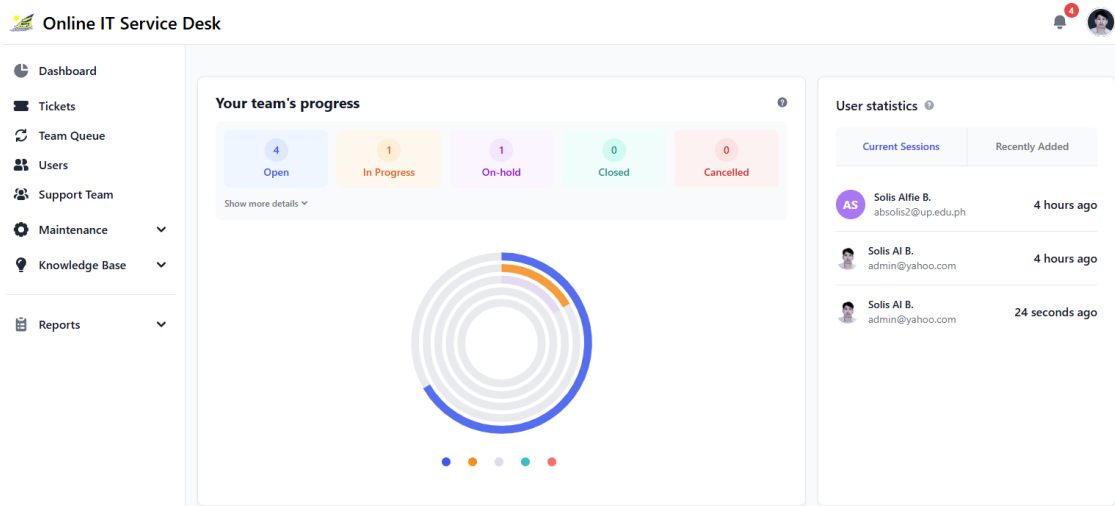


The login form is centered on a light gray background. At the top, there is a small logo of a yellow boat with a blue sail and a yellow sun. Below the logo, there are two input fields: 'Email' and 'Password'. The 'Email' field has a blue border and a cursor. Below the 'Password' field, there is a checkbox labeled 'Remember me'. At the bottom right, there is a blue 'Log in' button. To the left of the button, there is a link that says 'Forgot your password?'.

## 2. User Roles and Privileges

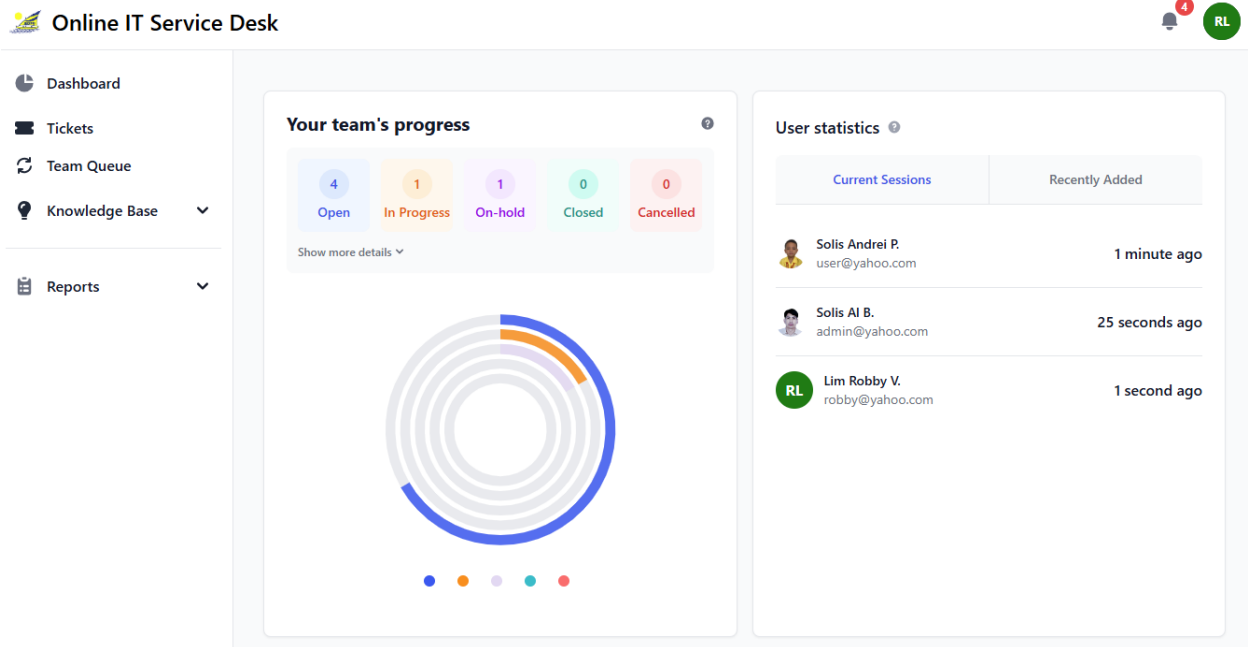
### Administrator

- **Full system access**, including:
  - User account management
  - Support team assignments
  - Category and department setup
  - Knowledge base article creation and editing
  - System configuration and reporting



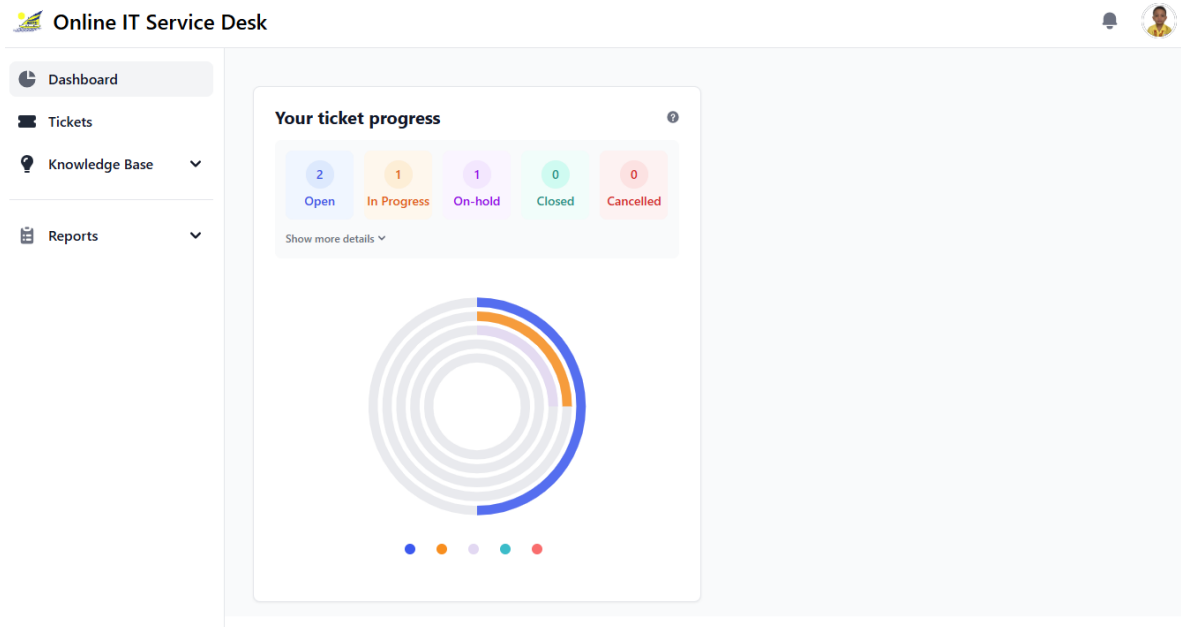
## Technical Support Team

- **Specialized access to:**
  - Manage and assign support tickets
  - View team queues
  - Maintain a repository of solutions and troubleshooting guides
  - Generate reports on ticket resolution



User

- **Basic access to:**
  - Create and track support tickets
  - Access knowledge base articles and AI Chatbot
  - Generate personal ticket reports



## 3. Tickets Management

Online IT Service Desk

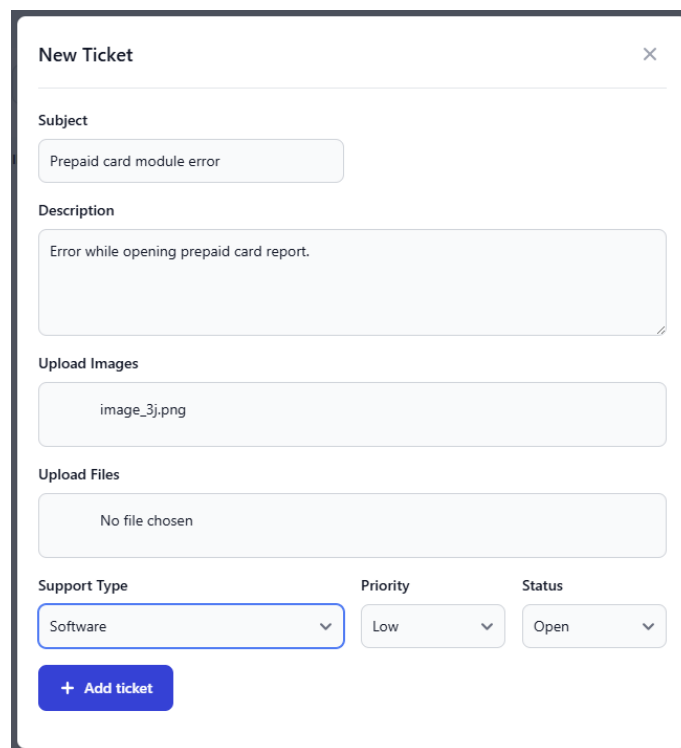
Search

+ New Ticket

ID	REQUESTED BY	SUBJECT	PRIORITY	ASSIGNED TO	CREATED	STATUS	
6	Gamet, Abejane	Print wifi code	Low		31 Mar 2025	Open	...
5	Solis, Alfie	Database migration	Medium		26 Mar 2025	Open	...
4	Solis, Andrei	Cabling	Low	A S	16 Mar 2025	Open	...
3	Solis, Andrei	CIP upgrade	Low	C M	15 Mar 2025	Open	...
2	Solis, Andrei	Setup new computer	High	T J R L T	15 Mar 2025	In Progress	...
1	Solis, Andrei	Unable to print	Low	J M	15 Mar 2025	On-hold	...

## Creating a Ticket

1. Navigate to the **"Tickets"** section.
2. Click **"New Ticket"**.
3. Fill in all required fields:
  - **Subject** (short description)
  - **Description** (detailed issue explanation)
  - **Category** (e.g., Hardware, Software, Network)
  - **Priority** (Low, Medium, High, Critical)
4. Attach supporting files/images (if applicable).
5. Click **"Add Ticket"**.



**New Ticket** [Close]

**Subject**  
Prepaid card module error

**Description**  
Error while opening prepaid card report.

**Upload Images**  
image\_3j.png

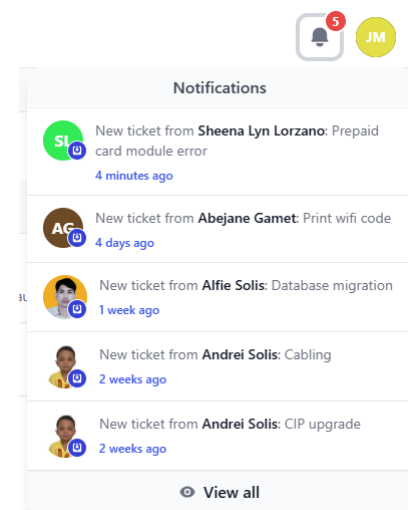
**Upload Files**  
No file chosen

**Support Type** [Software] **Priority** [Low] **Status** [Open]

**+ Add ticket**

## Note:

- The system automatically notifies the assigned support team.
- If no default team is set, all support teams receive the notification.



Viewing and Updating Tickets

- **For Users:**
  - Click **"Show"** to check ticket status and updates.
  - Click attached files/images to view them.

ID	REQUESTED BY	SUBJECT	PRIORITY	ASSIGNED TO	CREATED	STATUS	
7	<div>SL</div> Lorzano, Sheena Lyn	Prepaid card module error	Low	<div>C</div>	04 Apr 2025	In Progress	...
							<div>Show</div> <div>Edit</div>

SL

Subject

Prepaid card module error

Support Type

Software

Priority

Low

Status

In Progress

Support Team

Software Development


Support History

SL

Lorzano, Sheena Lyn

2025-04-04 23:55:03

Error while opening prepaid card report.




C

Solis, Alfie

2025-04-05 00:49:31

Install SQL server component and tools.



Close

- **For Support Team/Admin:**
  - Click **"Edit"** to reassign or update ticket status.

Search

+ New Ticket

ID	REQUESTED BY	SUBJECT	PRIORITY	ASSIGNED TO	CREATED	STATUS	
7	<div>SL</div> Lorzano, Sheena Lyn	Prepaid card module error	Low		04 Apr 2025	Open	...
							<div>Show</div> <div>Edit</div>





## 5. User Management (*Admin Only*)

The screenshot shows the 'Online IT Service Desk' interface. On the left is a sidebar with navigation links: Dashboard, Tickets, Team Queue, Users (highlighted), Support Team, Maintenance, Knowledge Base, and Reports. The main area displays a table of users with columns for ID, NAME, DESIGNATION, DEPARTMENT, and ACTIVE. A '+ New User' button is in the top right. At the bottom left, a status bar shows '127.0.0.1:8000/Users'.

ID	NAME	DESIGNATION	DEPARTMENT	ACTIVE
00001	Solis, Al			<input checked="" type="checkbox"/>
00002	Support, Team			<input checked="" type="checkbox"/>
00003	Solis, Andrei			<input checked="" type="checkbox"/>
00004	Solis, Alfie	Computer Programmer	Information Technology	<input checked="" type="checkbox"/>
23074	Manuel, Josef	Computer Technician	Information Technology	<input checked="" type="checkbox"/>
20493	Lim, Robby	System Analyst	Information Technology	<input checked="" type="checkbox"/>
20232	Montemayor, Charlie	Sr. Systems Analyst	Information Technology	<input checked="" type="checkbox"/>
23432	Susi, Rhemel	Computer Technician	Information Technology	<input checked="" type="checkbox"/>
23219	Maibog, Jeffrey	CCTV Operator	Information Technology	<input checked="" type="checkbox"/>
20646	Molina, Louis	IT Manager	Information Technology	<input checked="" type="checkbox"/>

Showing 1 to 10 of 28 results

### Adding a New User

1. Go to **"Users"**.
2. Click **"New User"**.
3. Fill in details (Employee ID, Name, Email, Contact No, Role, Department and Password).
4. Click **"Create User"**.

## Create New User

**General information**

Employee ID

Email

First Name

Middle Name

Last Name

Given name

Middle name

Family name

Designation

Phone Number

Developer

680-776-2062

Input a phone number that matches the format.

Department

Role

Select Department

Administrator

Password

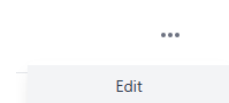
Confirm Password

Create User

Cancel

## Editing User Information

- Click the **"Edit"** button next to a user or go to My Profile.
- Modify details and save changes.



## User settings

**Profile picture**  
JPG, GIF or PNG. Max size of 800K

Upload

Delete

**Password information**

Current Password

New Password

Confirm Password

Save all

**General information**

Employee ID

Email

00002

support@yahoo.com

First Name

Middle Name

Last Name

Team

M.

Support

Designation

Phone Number

Developer

680-776-2062

Input a phone number that matches the format.

Department

Role

Select Department

Support Team

Status

Active

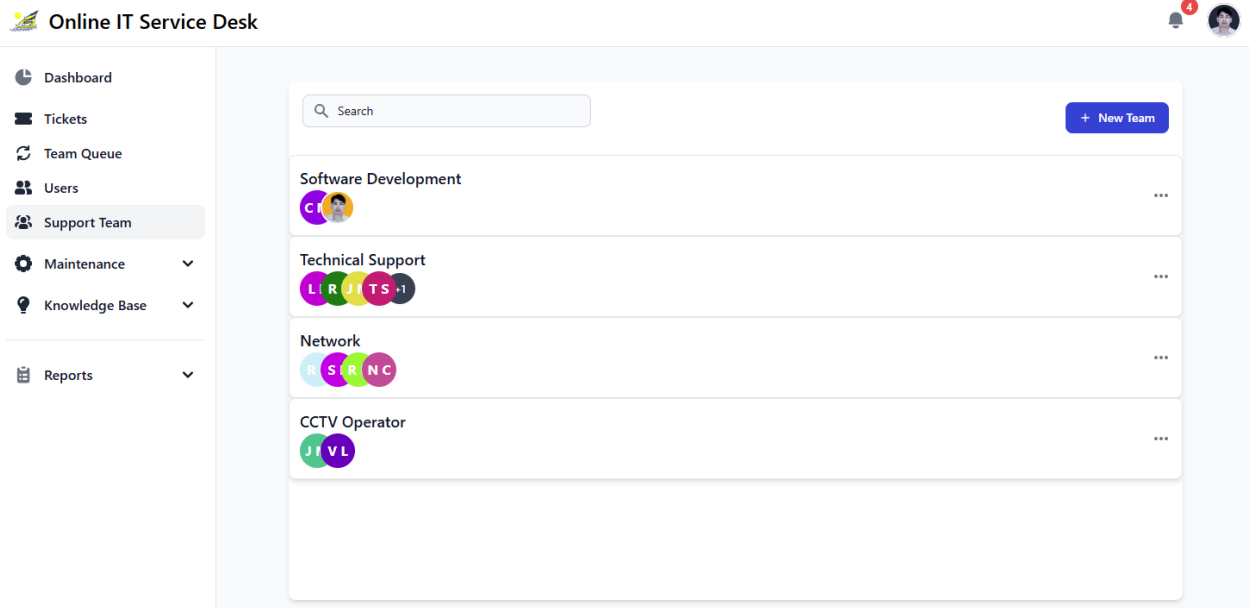
Save all

**Solis, Alfie B.**  
al.solis@wctc-palau.com

My profile

Sign out

## 6. Support Team Management (*Admin Only*)



### Creating a Support Team

1. Go to **"Support Team"**.
2. Click **"New Team"**.
3. Enter **Team Name**.
4. Select members from the dropdown (only **Technical Support** roles appear).
5. Click **"Create Team"**.

#### Create New Team

Team Name

Enter team name

Select Team Members

Search users...

- ☐ Support, Team
- ☐ Solis, Alfie
- ☐ Manuel, Josel
- ☐ Lim, Robby
- ☐ Montemayor, Charlie

Cancel

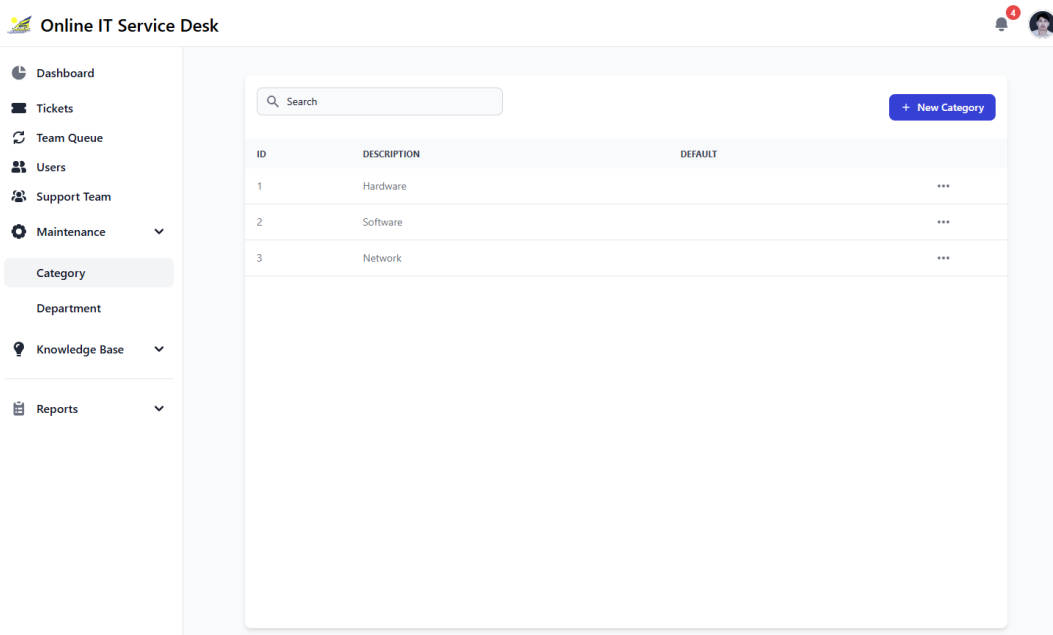
Create Team

### Editing a Support Team

- Click the **"Edit"** button next to a team.
- Modify members or team name as needed.



## 7. Category Management (*Admin Only*)



### Creating a Category

1. Go to **"Category"**.
2. Click **"New Category"**.
3. Enter **Category Name** and assign a **Default Support Team** (optional).
4. Click **"Add Category"**.

New Category

Description

Enter category name here

Default Support Team

Select Support Team

+ Add Category

### Editing a Category

- Click the **"Edit"** button next to a category.

ID	DESCRIPTION	DEFAULT
1	Hardware	...

## 8. Department Management *(Admin Only)*

Online IT Service Desk

Dashboard

Tickets

Team Queue

Users

Support Team

Maintenance

Category

Department

Knowledge Base

Reports

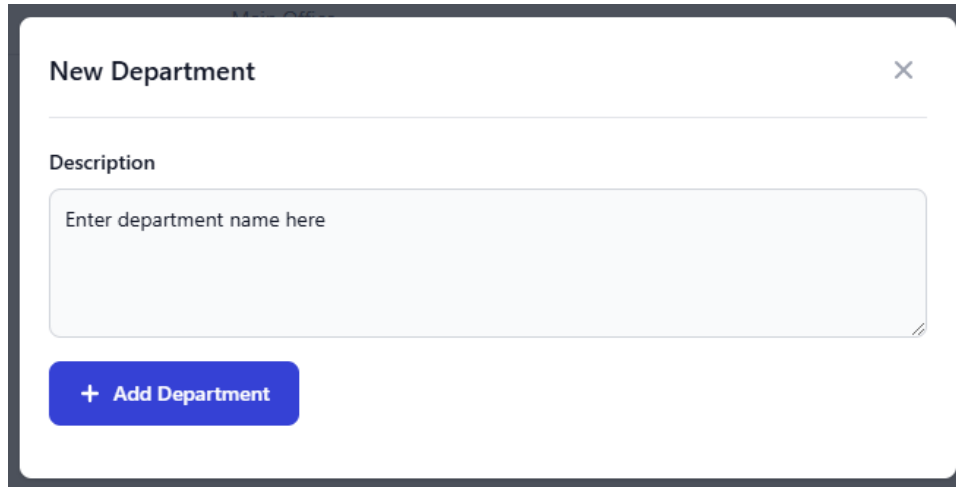
Search

+ New Department

ID	DESCRIPTION	
1	Information Technology	...
2	Main Office	...

### Creating a Department

1. Go to "**Department**".
2. Click "**New Department**".
3. Enter **Department Name**.
4. Click "**Add Department**".

A modal form titled "New Department" with a close button (X) in the top right corner. Below the title is a horizontal line. Underneath, the label "Description" is followed by a large text input area containing the placeholder text "Enter department name here". At the bottom of the form is a blue button with a white plus icon and the text "Add Department".

New Department

Description

Enter department name here

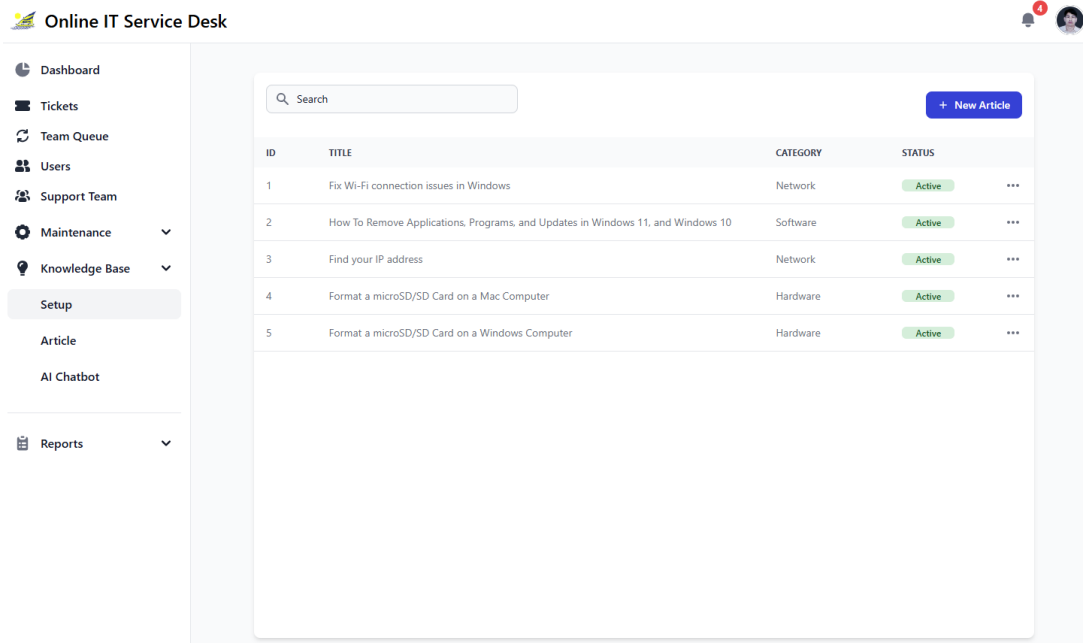
+ Add Department

### Editing a Department

- Click the "**Edit**" button next to a department.

ID	DESCRIPTION	
1	Information Technology	...

## 9. Knowledge Base Management (*Admin & Support Team*)



### Creating an Article

1. Go to **"Knowledge Base"**.
2. Click **"Create Article"**.
3. Fill in:
  - **Title**
  - **Category**
  - **Content** (supports rich text formatting)
4. Click **"Create Article"**.

## Create New Article

Title

Enter short title

Select Category

Select category

Status

Select status

Content



Cancel

+ Create Article

## Editing an Article

- Click the **"Edit"** button next to an article.

ID	TITLE	CATEGORY	STATUS	
1	Fix Wi-Fi connection issues in Windows	Network	Active	...

# 10. Article Viewing *(All Users)*

Online IT Service Desk

Dashboard

Tickets

Team Queue

Users

Support Team

Maintenance

Knowledge Base

Setup

Article

AI Chatbot

Reports

### Knowledge Base Article (5)

Search

Network

"Fix Wi-Fi connection issues in Windows"

Run the Network troubleshooterIf you are using a Windows 11 device, start by running the automated Network and Internet troubl ...

Added by Solis, Al B. on Mar 15, 2025 07:25 AM

Read more

Software

"How To Remove Applications, Programs, and Updates in Windows 11, and Windows 10"

Uninstall programs from the Start MenuYou can quickly uninstall an app from ...

Added by Solis, Al B. on Mar 15, 2025 07:27 AM

Read more

Network

"Find your IP address"

Find your IP addressTip: To quickly see details about the connected network, go to N ...

Added by Manuel, Josel B. on Mar 15, 2025 07:28 AM

Read more



- Click an article title or the "**Read more**" button to read the full content.

## How To Remove Applications, Programs, and Updates in Windows 11, and Windows 10

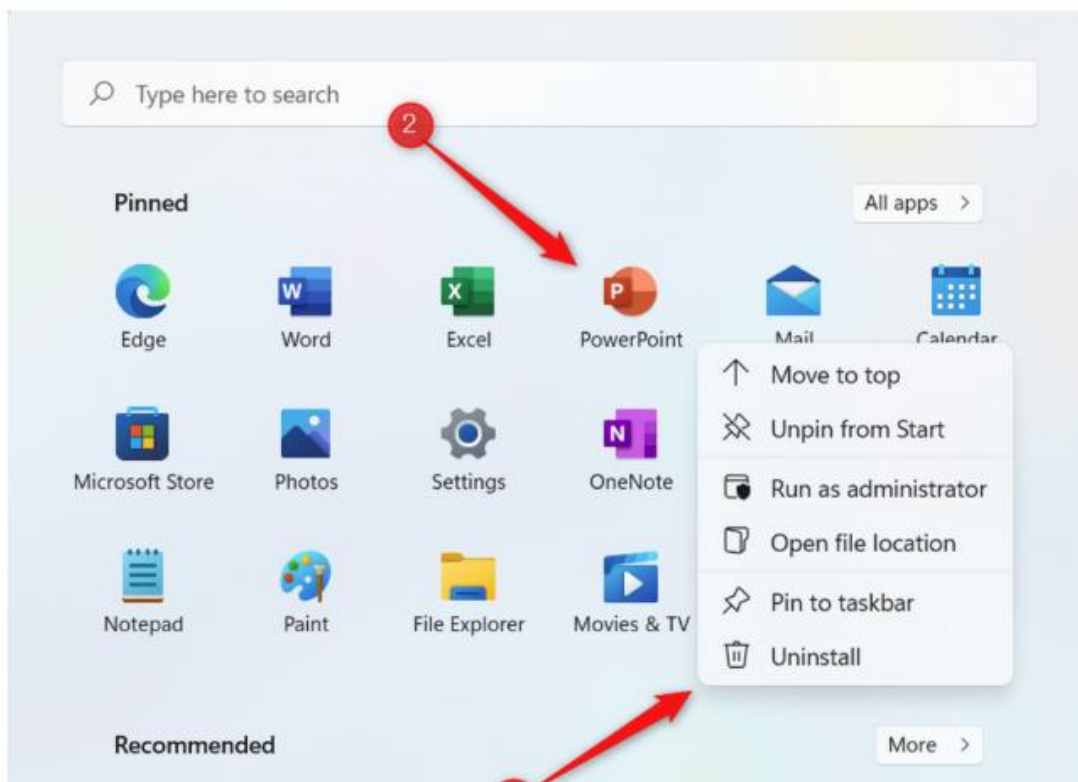
Software



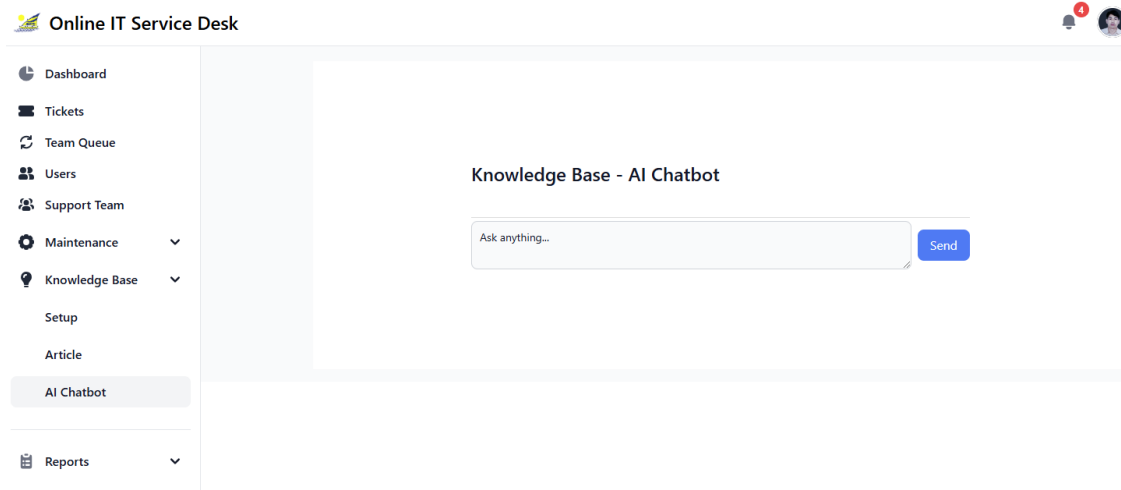
Added by Solis, Al B. on Mar 15, 2025 07:27:16am

### Uninstall programs from the Start Menu

You can quickly uninstall an app from Windows 11's Start menu. First, click the Windows icon in the taskbar to open the Start menu. At the top of the Start menu, you'll see a list of pinned apps. If the app you want to uninstall is in this list, right-click it and then click *Uninstall* from the context menu that appears.

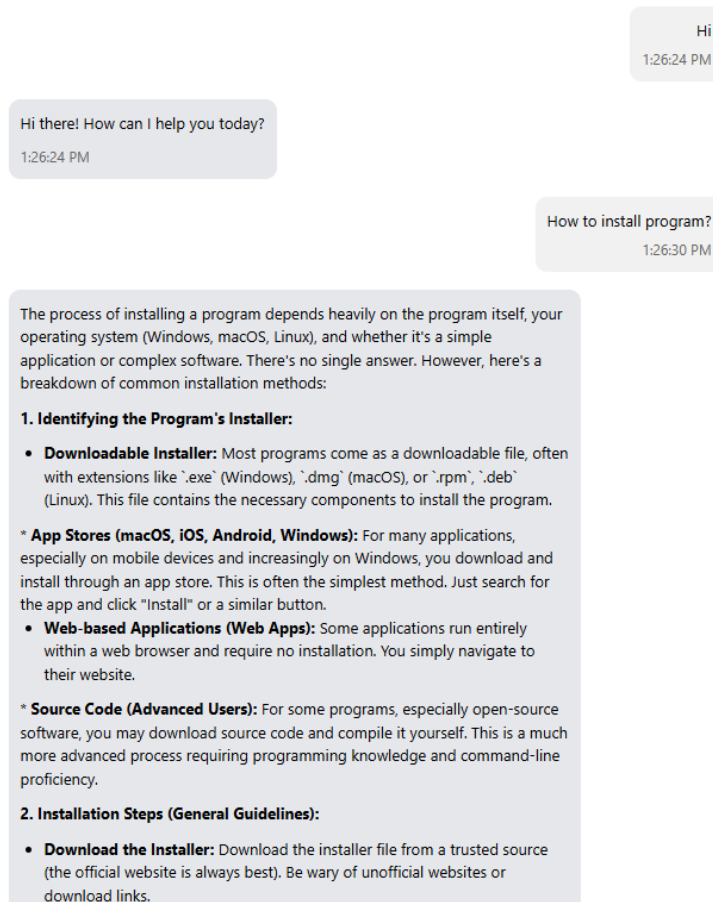


# 11. Chat with AI (*All Users*)



- A generative AI assistant helps answer IT-related queries.
- Type your question and receive instant responses.

## Knowledge Base - AI Chatbot



# 12. Reports

## Detailed Report

- Lists all tickets (filter by date range).
- **Export options:** Excel, PDF, CSV.

Online IT Service Desk

4

Dashboard

Tickets

Team Queue

Users

Support Team

Maintenance

Knowledge Base

Reports

Ticket - Detailed

Ticket - Summary

Export

Ticket Details Report

mm/dd/yyyy

mm/dd/yyyy

Filter

Reset

Export to Excel

Export to PDF

Search:

ID	Requester	Description	Priority	Status	Created	Last Update
1	Solis, Andrei P.	Unable to print	Low	On-hold	2025-03-15	2025-03-24
2	Solis, Andrei P.	Setup new computer	High	In Progress	2025-03-15	2025-03-24
3	Solis, Andrei P.	CIP upgrade	Low	Open	2025-03-15	2025-03-15
4	Solis, Andrei P.	Cabling	Low	Open	2025-03-16	2025-03-16
5	Solis, Alfie B.	Database migration	Medium	Open	2025-03-26	2025-03-26
6	Gamet, Abejane T.	Print wifi code	Low	Open	2025-03-31	2025-03-31

Showing 1 to 6 of 6 entries

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## Summary Report

- Shows ticket count per support member.

Online IT Service Desk

4

Dashboard

Tickets

Team Queue

Users

Support Team

Maintenance

Knowledge Base

Reports

Ticket - Detailed

Ticket - Summary

Export

Ticket Summary Report by Support Member

mm/dd/yyyy

mm/dd/yyyy

Filter

Reset

Export to Excel

Export to PDF

Search:

Name	Open	In Progress	On-hold	Closed	Cancelled	Total
Epistola Leonard	0	1	0	0	0	1
Lim Robby	0	1	0	0	0	1
Manuel Josel	0	1	1	0	0	2
Montemayor Charlie	1	0	0	0	0	1
Solis Alfie	3	0	0	0	0	3
Support Team	0	1	0	0	0	1
Tolentino Lauro	0	1	0	0	0	1

Showing 1 to 7 of 7 entries

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Export Report

- Retrieves tickets for integration with **Manpower Allocation System**.

 Online IT Service Desk

Dashboard

Tickets

Team Queue

Users

Support Team

Maintenance

Knowledge Base

Reports

Ticket - Detailed

Ticket - Summary

Export

mm/dd/yyyy

mm/dd/yyyy

Filter

Reset

Export to Excel

Export to PDF

Search:

ID	Date	Time	Description
00003	2025-03-15	07:00:22	Unable to print

Showing 1 to 1 of 1 entry

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1

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