




Republika ng Pilipinas  
Kagawaran ng Katarungan  
PANGASIWAAN SA PATALAAN NG LUPAIN  
(LAND REGISTRATION AUTHORITY)  
East Avenue, cor. NIA Road, Diliman, Quezon City

Welcome to **ICTD Helpdesk** User Manual

**INTRODUCTION:**

ICTD Helpdesk System or an Issue Tracking System (also ITS, Trouble Ticket System, Support Ticket, Incident Ticket System) is a computer software package that manages and maintains lists of issues, as needed by the organization.

**Main Page:**



ICTD Helpdesk


HomeAboutContact

Log in

Welcome to ICTD Helpdesk


Our IT Support Team is on standby, request a trouble ticket here.

Click here »




Incident Management

Resolve tickets raised, self-service portal or in person. Track, prioritize, assign, and automate resolution processes to drive efficiency.



Service Catalog

Offer IT services for various departments so users can place and receive requests.



Reporting

Identify bottlenecks and improve service delivery with customized reporting.

ICTD Officer

For ICTD Officers that will help resolve the problem or issues.

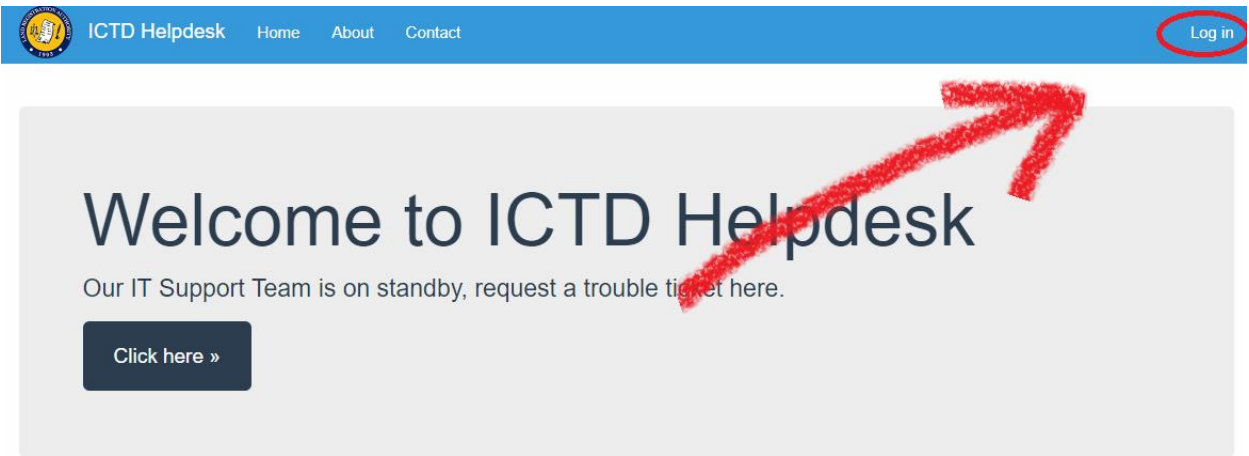
Click here »

Go to LRA Web Portal

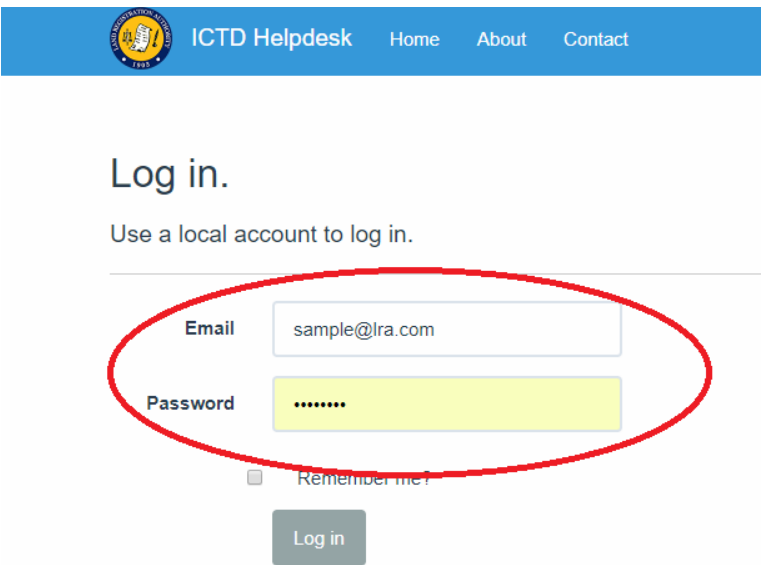
LRA intranet (webportal) provide access, control and procedures. Serves as a single point of access for information and communication within LRA employees in the Central Office. Provide central library for forms and documents which are commonly used. Deliver task management, collaboration and application integration and offer assistance in IT technical support through ticketing system.

Got to Site »

A. To start click **Login** found on the upper right corner of the page.

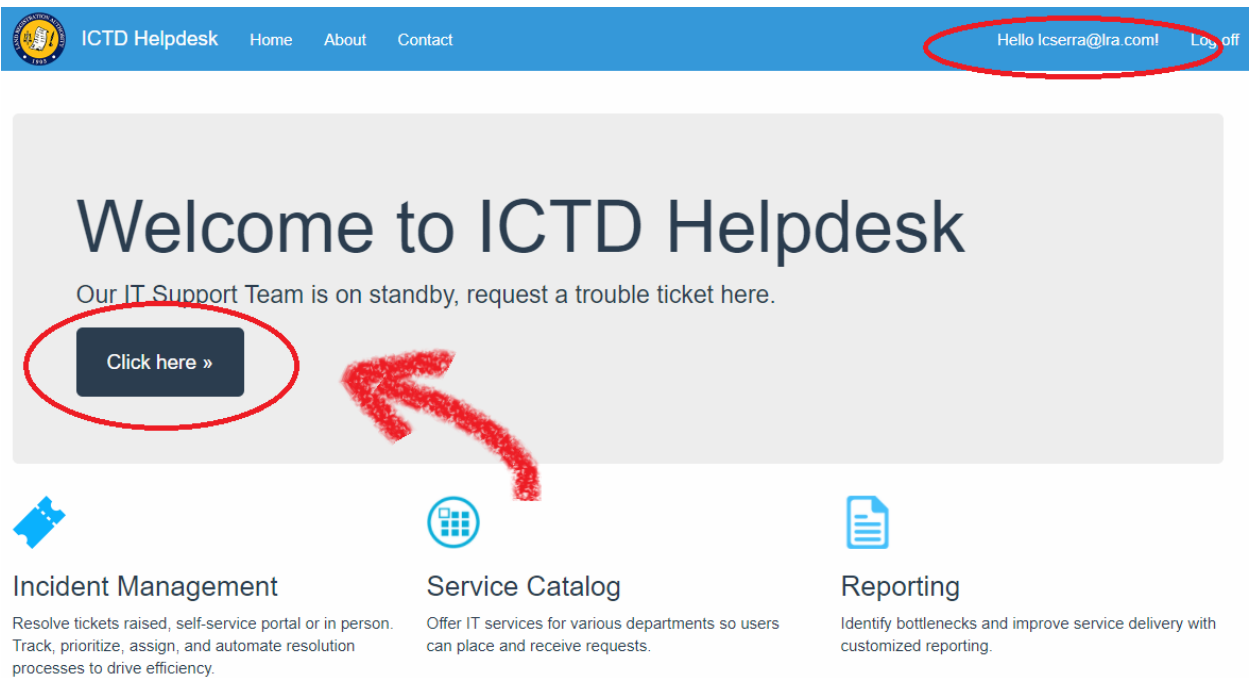


B. Input your designated username and password



Your username will be shown on the upper right corner indicating that you are logged in.

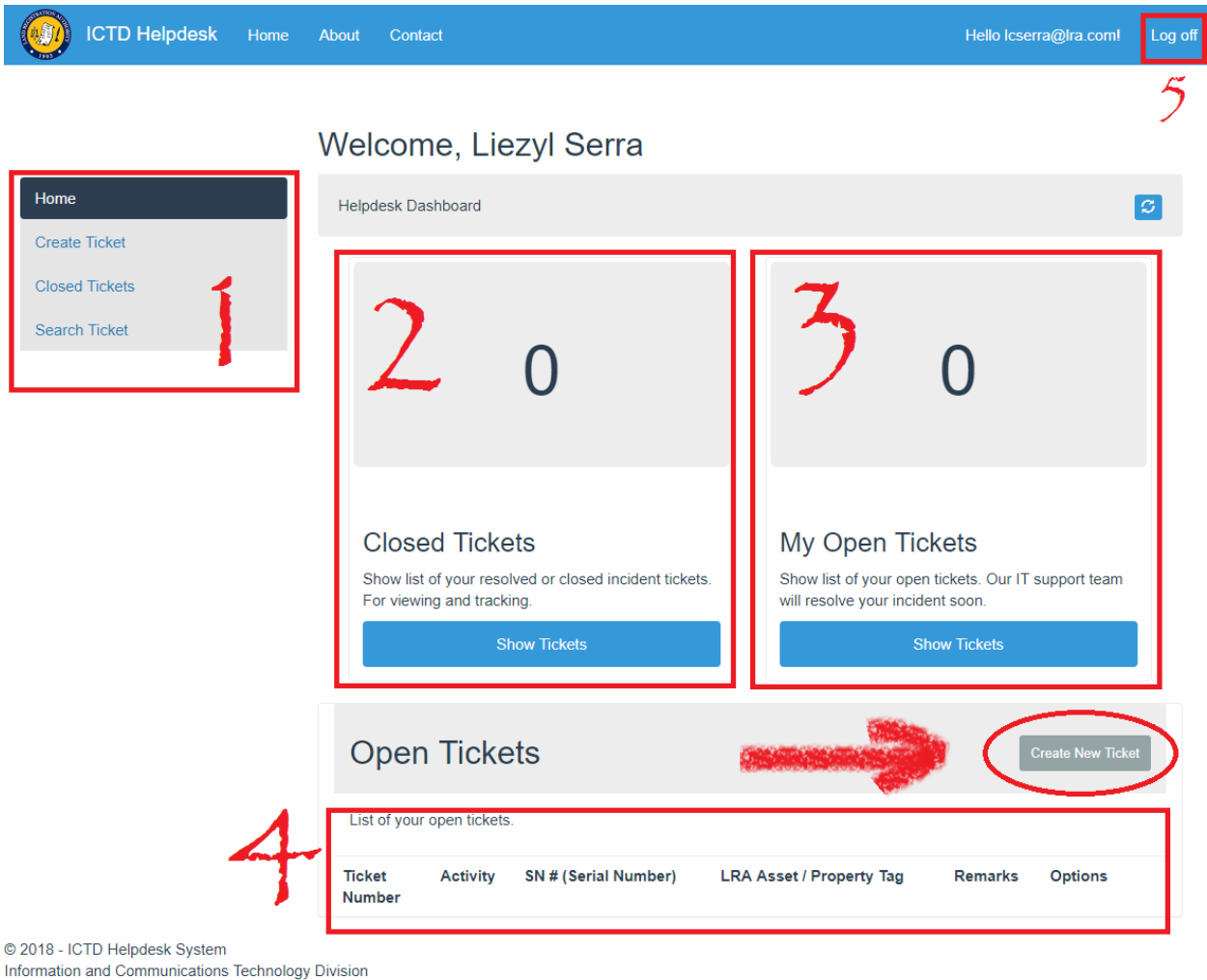
C. Go to the **Click Here** button to go to the ticketing page.



D. Click **Create New Ticket** as shown on the arrow to start making an incident or issue.

Legend:

- 1. Navigation toolbar for **Create Ticket, Closed Tickets and Search Tickets**.
- 2. Total count of closed tickets and Show **Open Tickets** page.
- 3. Total count of open tickets and Show **Closed Tickets** page.
- 4. List of your **Open Tickets**.
- 5. **Log off** button.




E. On the create page input all the required fields as shown on the picture.

Legend:

- 1. **UserID** - automatically generated with your designated username.
- 2. **Description** - description of your incident or issue.
- 3. Tick the checkbox if the incident is official, if personal, leave it unchecked.
- 4. **ActivityID** - shows the list of type of incidents or issues.  
Note: Indicate the incident on the remarks section if type selected is **OTHERS**.
- 5. **Serial Number** - indicate the serial number of the workstation. It can be found on the ICTD provided sticker.
- 6. **Property Tag** - indicate the property tag of the workstation. It can be found on the Property and Supply Section provided sticker.
- 7. **Remarks** – say something as a comment.

F. Press **Create Button** to create the incident.

ICTD Helpdesk

HomeAboutContact

Hello lcserra@lra.com!Log off

Home

Create Ticket

Closed Tickets

Search Ticket

Create

Back to List

1. UserID

lcserra@lra.com

2. Description

There is no internet connection

3. Official

☒

4. ActivityID

Internet Access Issue

5. SN # (Serial Number)

6CR7181JPJ

6. LRA Asset / Property Tag


LRA-443-108

7. Remarks

Secure internet connection ASAP!

Create

When the incident is created, notice that you will return to the Open Ticket Page with the following changes.

ICTD Helpdesk

HomeAboutContact

Hello lcserra@lra.com!Log off

Home

Create Ticket

Closed Tickets

Search Ticket

Welcome, Liezyl Serra

Helpdesk Dashboard

0

Closed Tickets

Show list of your resolved or closed incident tickets. For viewing and tracking.

Show Tickets

1

My Open Tickets



Show list of your open tickets. Our IT support team will resolve your incident soon.

Show Tickets

Open Tickets

Create New Ticket

List of your open tickets.



Ticket Number	Activity	SN # (Serial Number)	LRA Asset / Property Tag	Remarks	Options
2018-01-12-0001	Internet Access Issue	6CR7181JPJ	LRA-443-108	Secure internet connection ASAP!	 


G. You may edit the open ticket or add supporting documents for the incident.

Open Tickets

Create New Ticket

List of your open tickets.

Ticket Number	Activity	SN # (Serial Number)	LRA Asset / Property Tag	Remark	Options
2018-01-12-0001	Internet Access Issue	6CR7181JPJ	LRA-443-108	Secure internet connection ASAP!	 

G.1. On the Edit Option page  , update the information if necessary. Then press the **Update Button** located at the bottom of the page.

Note: Ticket Number cannot be changed as it is system generated.

ICTD Helpdesk

Home About Contact

Hello lcserra@lra.com! Log off

Home

Create Ticket

Closed Tickets

Search Ticket

Edit Ticket

Back to List

Update ticket information or correction.

Ticket Number

2018-01-12-0001

Description

There is no internet connection

Official

☒

ActivityID

Internet Access Issue

SN # (Serial Number)

6CR7181JPJ


LRA Asset / Property Tag

LRA-443-108

Remarks

Secure internet connection ASAP!

Update

G.2. On the View Details page  , you can view the information of your incident, you may also upload additional supporting documents if necessary.

For Uploading:

1. Click the **Choose File** button.
2. Select the file that will serve as your supporting document.  
Note: Only .jpg,.jpeg and .pdf files can be uploaded.

- Home
- Create Ticket
- Closed Tickets
- Search Ticket

Details

Back to List

Ticket Number	2018-01-12-0001
Performed Activity	Internet Access Issue
Status	Open
Requested By	Liezyl Serra
SN # (Serial Number)	6CR7181JPJ
Asset No.	LRA-443-108
DateCreated	12/01/2018 1:33:39 PM
Description	There is no internet connection
Official	<input checked="" type="checkbox"/>
Remarks	Secure internet connection ASAP!

Upload Supporting Documents

Choose File

No file chosen

Upload File

Upload only jpg and pdf files.

Close Ticket

3. Click the **Upload File Button** to save the supporting document.

Details

Ticket Number	2018-01-12-0001
Performed Activity	Internet Access Issue
Status	Open
Requested By	Liezyl Serra
SN # (Serial Number)	6CR7181JPJ
Asset No.	LRA-443-108
DateCreated	12/01/2018 1:33:39 PM
Description	There is no internet connection
Official	<input checked="" type="checkbox"/>
Remarks	Secure internet connection ASAP!

Upload Supporting Documents

Choose File

noInternet.jpg

Upload File

Upload only jpg and pdf files.

4. A pop-up will show that your file is uploaded.

me About


localhost says:  
File Uploaded.  

OK

Details

Ticket Number	2018-01-12-0001
Performed Activity	Internet Access Issue
Status	Open
Requested By	Liezyl Serra
SN # (Serial Number)	6CR7181JPJ
Asset No.	LRA-443-108

H. You can close the open ticket once the ICTD Helpdesk Officer has resolved the issue.



ICTD Helpdesk

[Home](#)[About](#)[Contact](#)

Hello lcsera@lra.com![Log off](#)

Home

Create Ticket

Closed Tickets

Search Ticket

Details

Back to List

Ticket Number

2018-01-12-0001

Performed Activity

Internet Access Issue

Status

Open

Requested By

Liezyl Serra

SN # (Serial Number)

6CR7181JPJ

Asset No.

LRA-443-108

DateCreated

12/01/2018 1:33:39 PM

Description

There is no internet connection

Official

☒

Remarks

Secure internet connection ASAP!

Upload Supporting Documents

Choose File

No file chosen

Upload File

Upload only jpg and pdf files.

Close Ticket

A large, hand-drawn red arrow pointing from the left towards the 'Close Ticket' button, which is also circled in red.