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   Home   About   Contact   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 »

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Information and Communications Technology Division

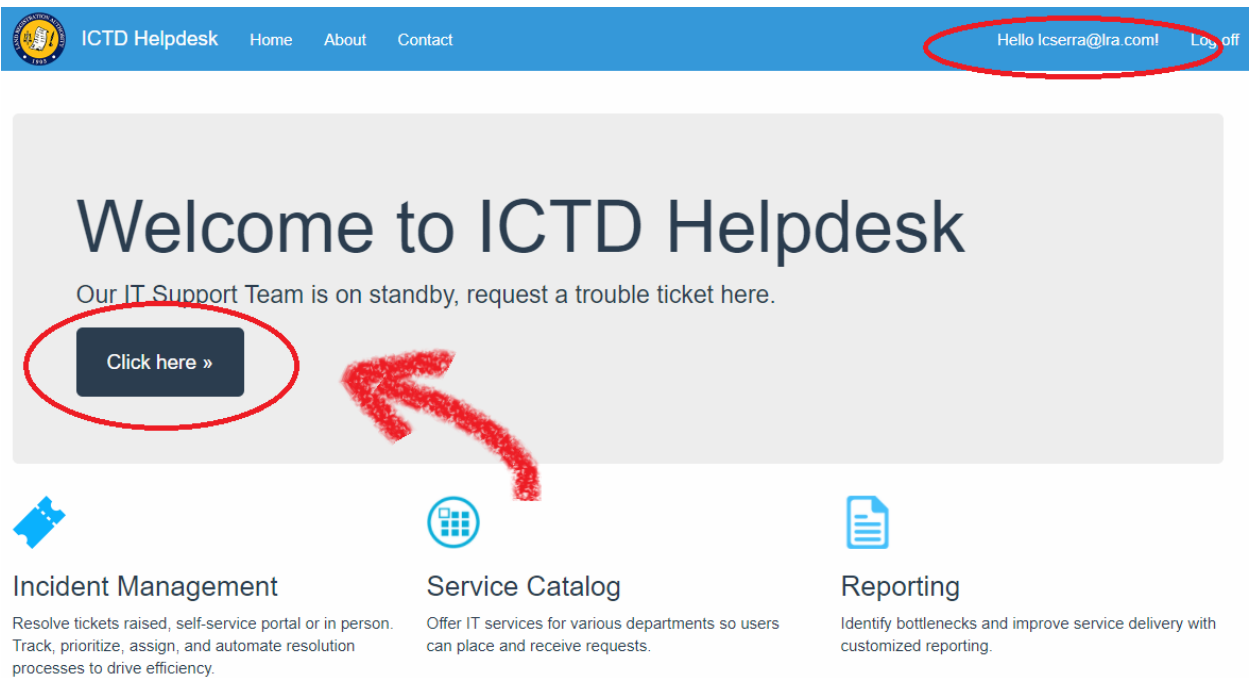A. To start click **Login** found on the upper right corner of the page.
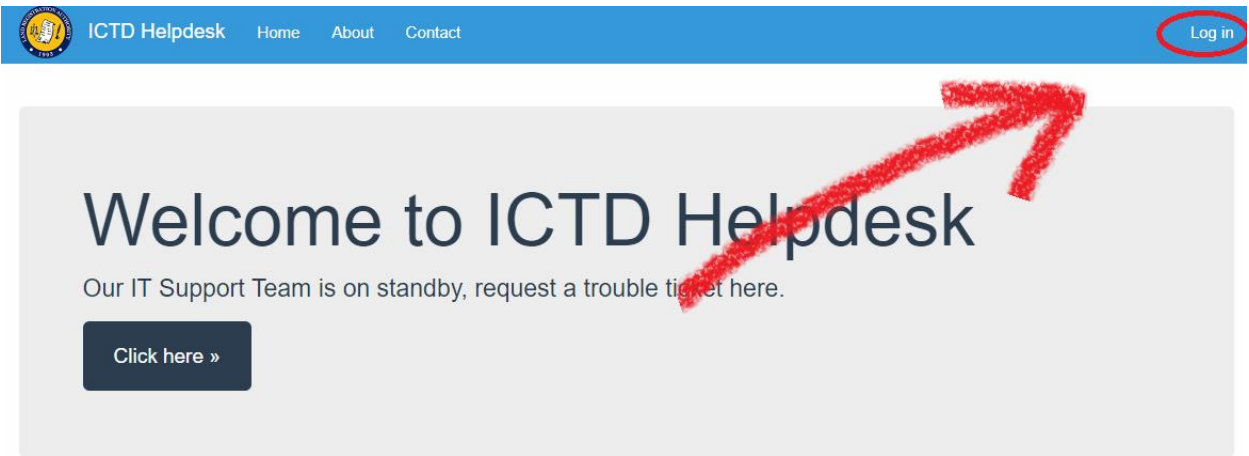
B. Input your designated username and password
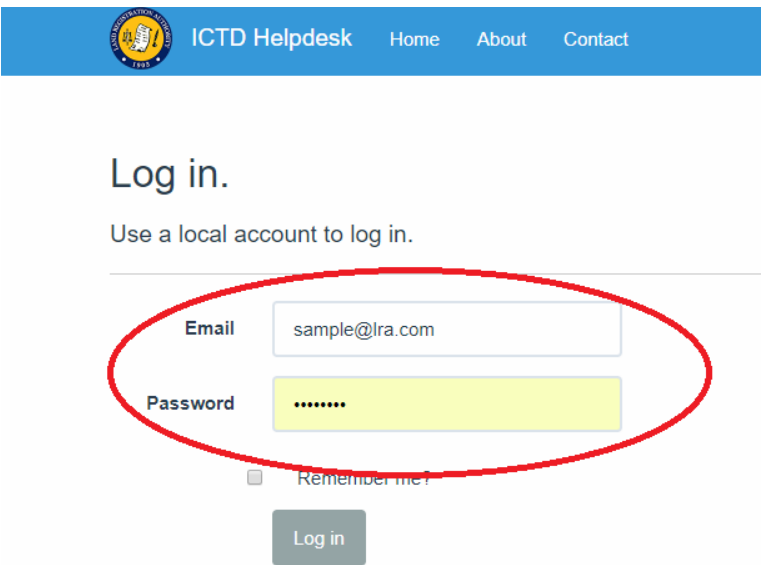
Your username will be shown on the upper right corner indicating that you are logged in.

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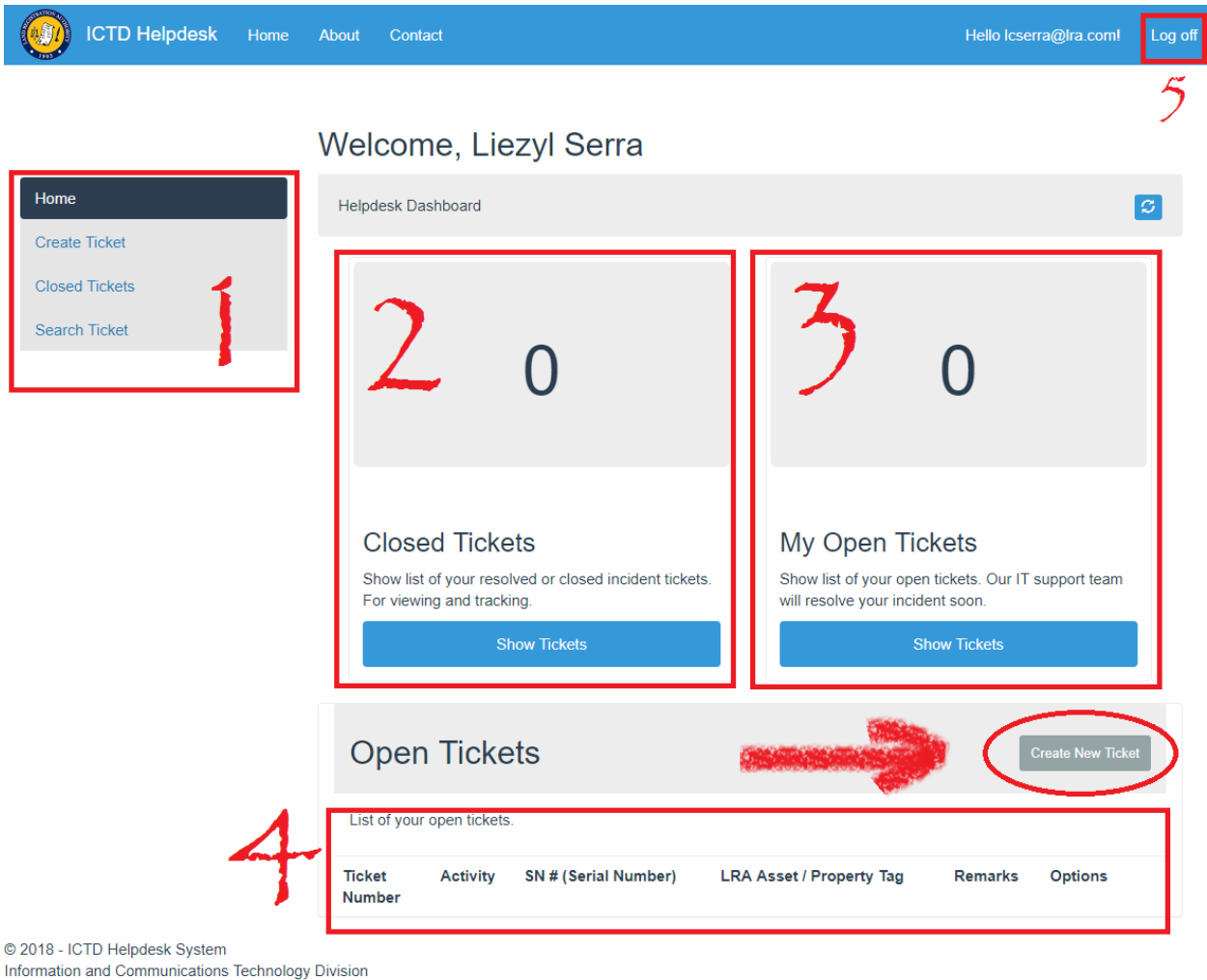
E. On the create page input all the required fields as shown on the picture.

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.

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

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

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.

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.

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

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

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