

I.T. Ticketing System – End User Manual

YTO Express Philippines – Technology Group Corporation

1. System Overview

The **I.T. Ticketing System** is a centralized support platform developed for **YTO Express Philippines Technology Group Corporation**.

It provides a streamlined and efficient way for employees to **report IT issues, track ticket progress**, and for IT personnel to **manage and resolve support requests**.

This system serves as the **centralized dashboard for IT support**, ensuring seamless communication, transparency, and faster resolution of technical concerns across the organization.

2. Installation Guide

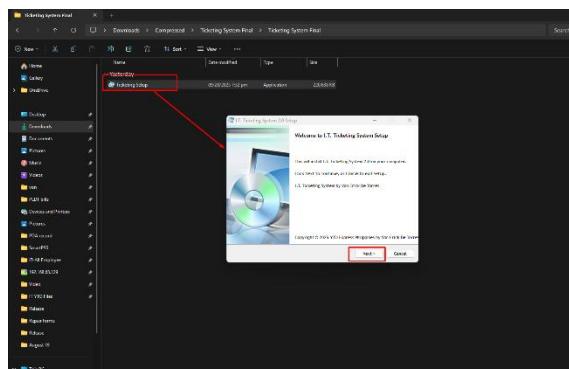
Follow these steps to install and launch the I.T. Ticketing System:

1. Download the application

- Open your web browser and download the installer from the following link:
[Download Here](#)

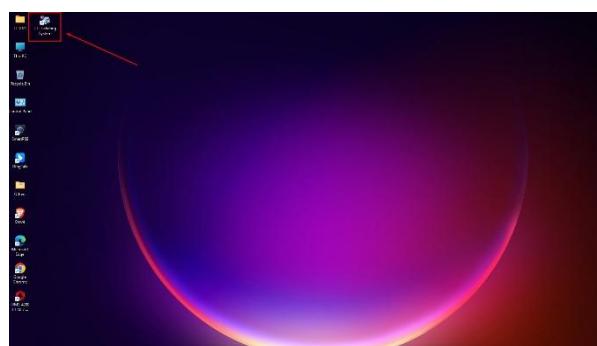
2. Run the installer

- After downloading, open the installer file and follow the on-screen instructions by clicking **Next** until the installation is complete.



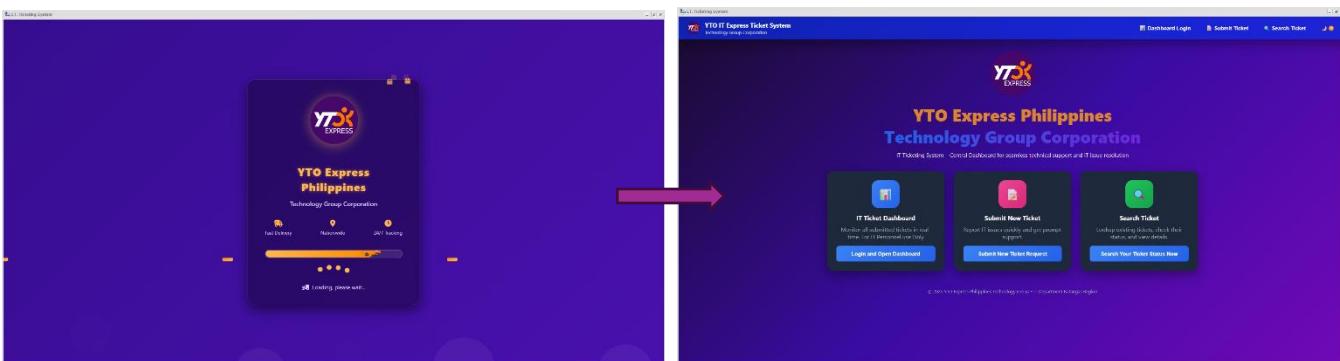
3. Launch the application

- Once installed, locate the **I.T. Ticketing System** shortcut on your desktop and double-click to open it.



4. Access the homepage

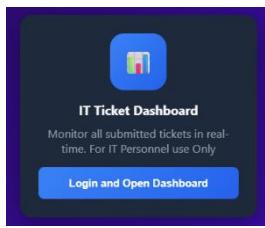
- Wait for the **loading screen** to finish. You will then be directed to the **Homepage** of the application.



3. System Homepage Overview

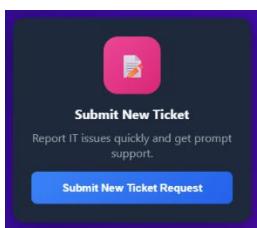
The homepage features **three main functions** designed to streamline IT support operations:

3.1. IT Ticket Dashboard



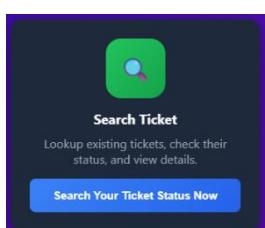
- **Purpose:** Accessible only to IT personnel.
- **Function:** Provides real-time monitoring of all submitted support tickets.
- **Access Control:** Restricted login for authorized IT department staff.
- **Benefits:** Helps IT teams manage workloads, prioritize tasks, and track ticket progress efficiently.

3.2. Submit New Ticket



- **Purpose:** For employees reporting IT issues.
- **Function:** Allows users to submit support requests quickly and easily.
- **Benefits:** Ensures issues are logged systematically for faster response and resolution.

3.3. Search Ticket

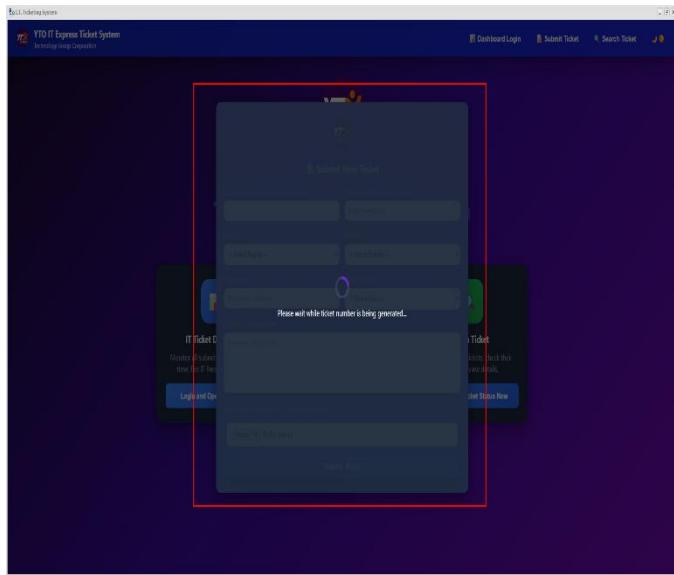


- **Purpose:** For users who have already submitted a request.
- **Function:** Enables users to search and view the status of existing tickets.
- **Benefits:** Increases transparency, reduces duplicate requests, and allows users to track progress without contacting IT.

4. Submitting a New Ticket

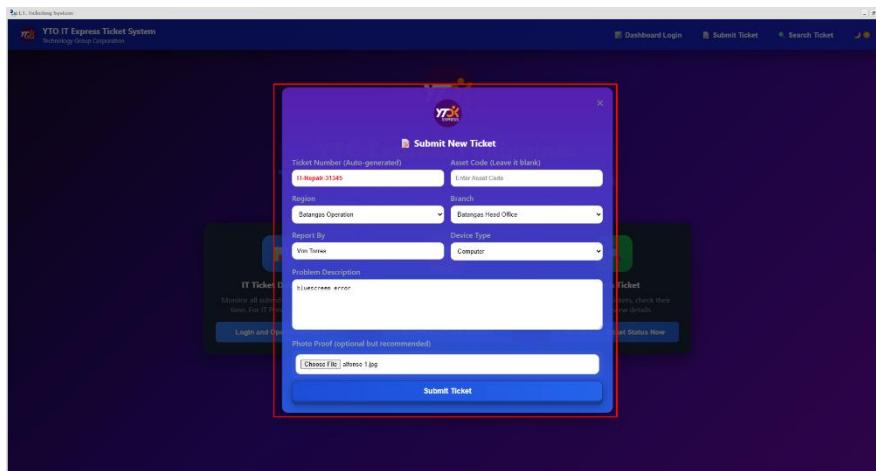
Follow the steps below to report an IT issue:

1. Click “**Submit New Ticket Request**”.
2. Wait for the system to generate a **Ticket Number**.

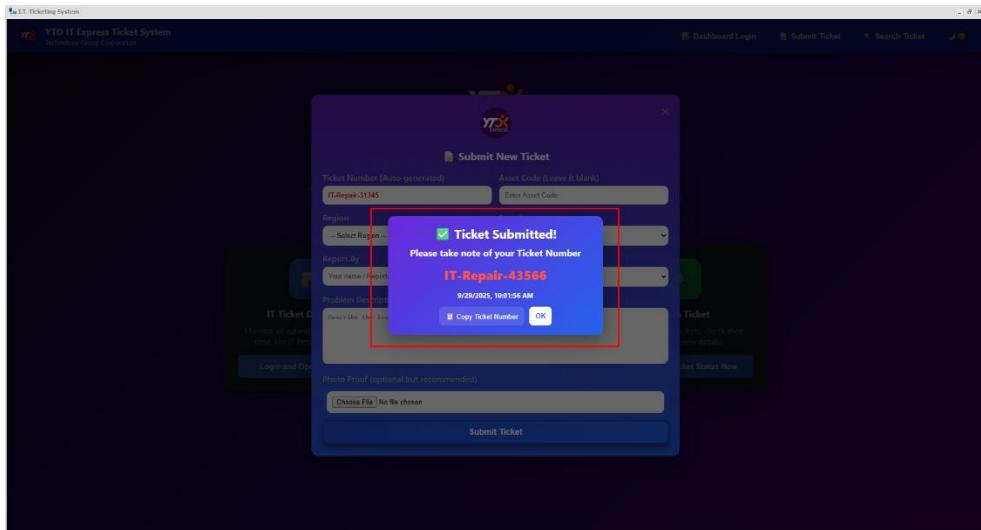


3. Fill in the required fields:

- o **Asset Code:** (*Optional – leave blank if not applicable*)
- o **Region:** Select the region your branch belongs to.
- o **Branch:** Choose your assigned branch.
- o **Reported By:** Enter the name of the person reporting the issue.
- o **Device Type:** Select the type of device affected.
- o **Problem Description:** Provide detailed information about the issue encountered.
- o **Photo (Optional):** Upload a photo of the issue (recommended for faster diagnosis).



4. After completing the form, click **Submit**.
5. A confirmation message will appear once your ticket has been successfully submitted.

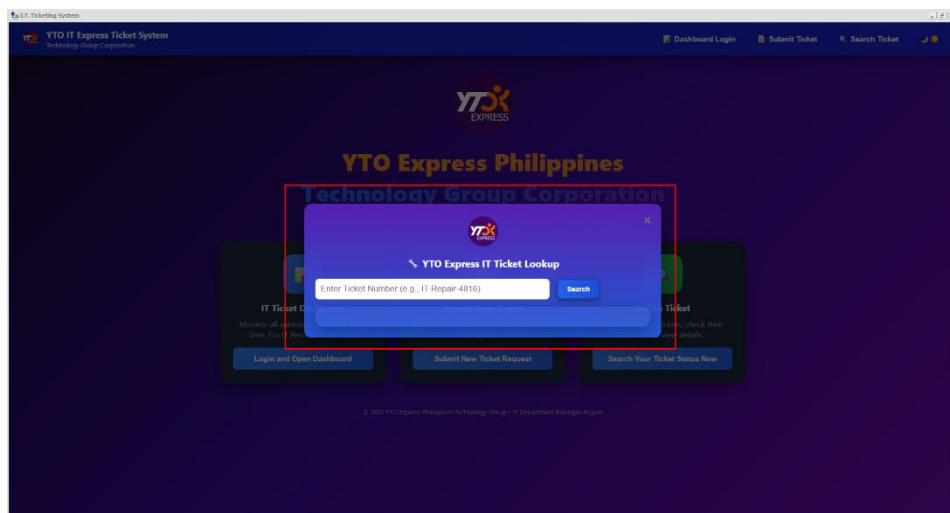


6. **Important:** Take note of your **Ticket Number** — it is required to track the status of your request and to identify the IT personnel assigned to your case.
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5. Checking Ticket Status

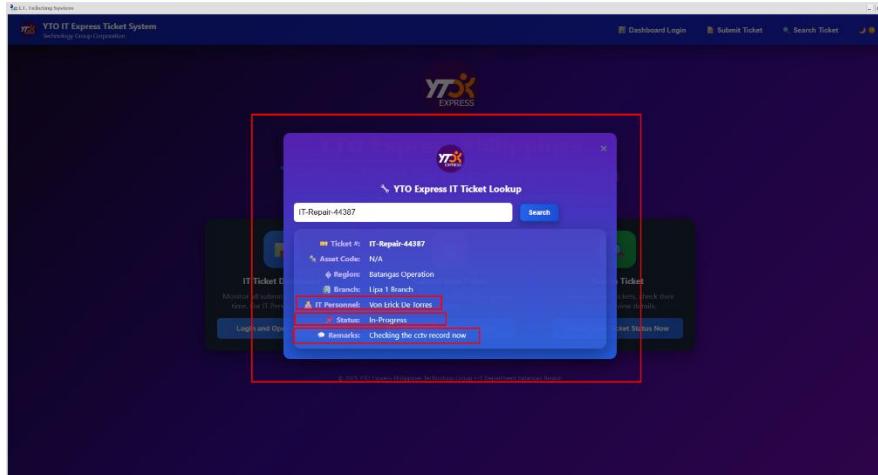
To check the progress of a submitted ticket:

1. Click “**Search Your Ticket Status**” on the homepage.



2. Enter your **Ticket Number** in the search bar and click **Search**.

3. The system will display the following details including your Ticket Number, Asset Code, Region, Branch and:
- **Assigned IT Personnel** – The staff handling your request.
 - **Ticket Status** – Current status (e.g., pending, in-progress, resolved).
 - **Remarks** – Notes from the IT team regarding actions taken or next steps.



Tip: Regularly monitor your ticket status. Updates and remarks may change as the issue progresses.

6. Best Practices for Users

- Always provide **detailed and accurate** problem descriptions for faster troubleshooting.
 - Include **photos or screenshots** whenever possible.
 - Keep your **Ticket Number** safe for future reference.
 - Use the **Search Ticket** feature regularly to track updates.
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End of Manual

This documentation is intended to guide users in efficiently navigating and using the **I.T. Ticketing System**. By following these steps, employees and IT staff can ensure seamless communication and timely resolution of all technical issues within the organization.