

I.T. Ticketing System – I.T. Personnel 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

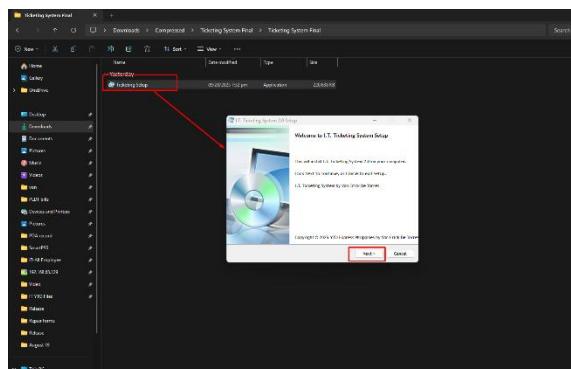
Follow these steps to install and launch the I.T. Ticketing System:

2.1. Download the application

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

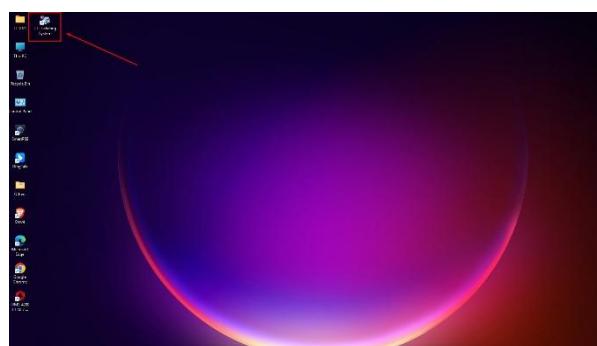
2.2 Run the installer

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



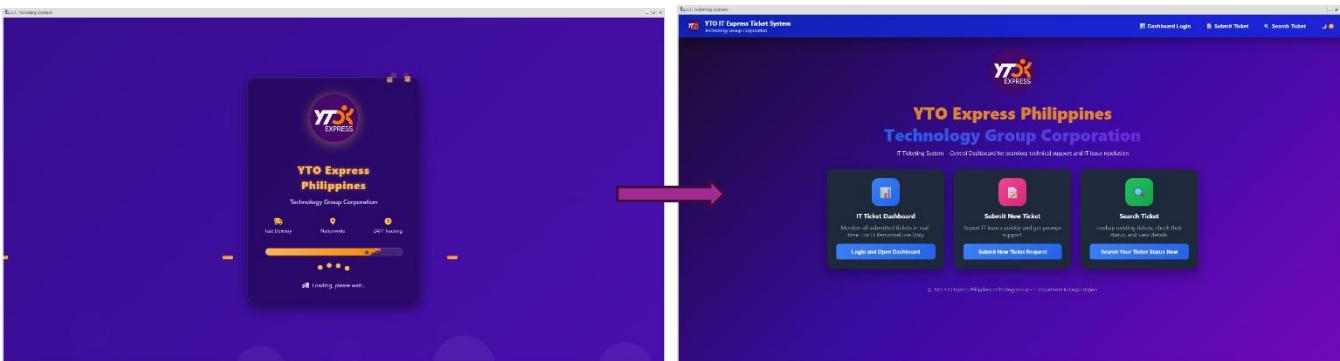
2.3 Launch the application

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



2.4. Access the homepage

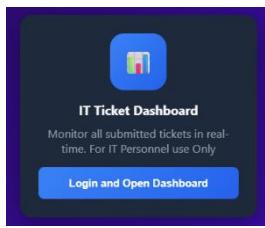
- Wait for the **loading screen** to finish. You will then be directed to the **Homepage** of the application.



3. System Homepage Overview

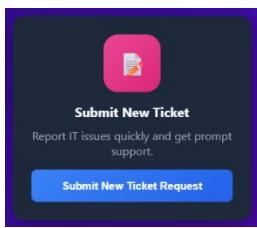
The homepage features **three main functions** designed to streamline IT support operations:

3.1. IT Ticket Dashboard



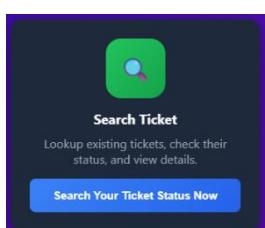
- **Purpose:** Accessible only to IT personnel.
- **Function:** Provides real-time monitoring of all submitted support tickets.
- **Access Control:** Restricted login for authorized IT department staff.
- **Benefits:** Helps IT teams manage workloads, prioritize tasks, and track ticket progress efficiently.

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

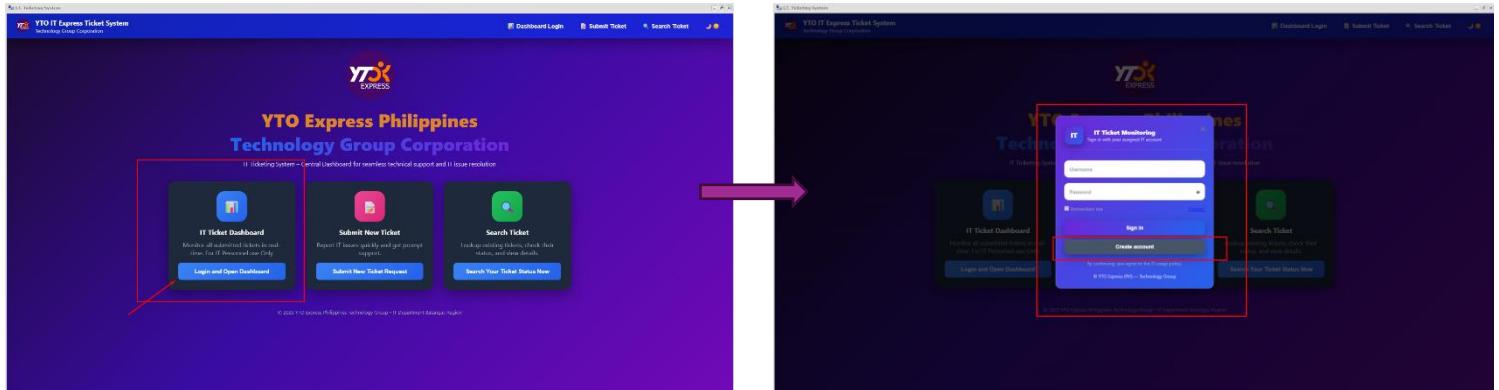


- **Purpose:** For users who have already submitted a request.
- **Function:** Enables users to search and view the status of existing tickets.
- **Benefits:** Increases transparency, reduces duplicate requests, and allows users to track progress without contacting IT.

4. IT Ticket Dashboard – IT Personnel

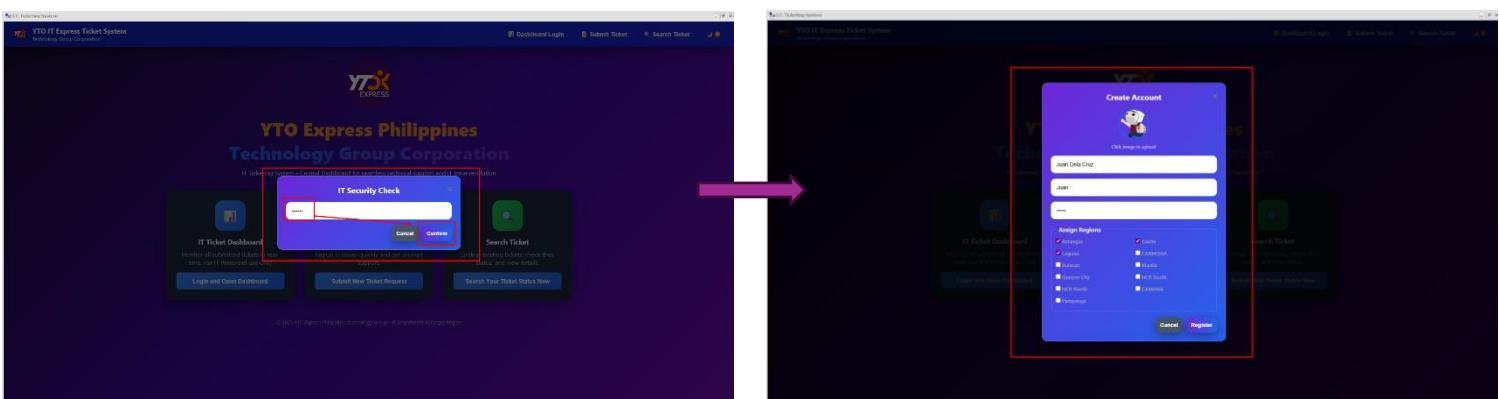
4.1 Login Process

First, open the Login Page. If you are a new IT Personnel, you must create an account first before you can access the dashboard.



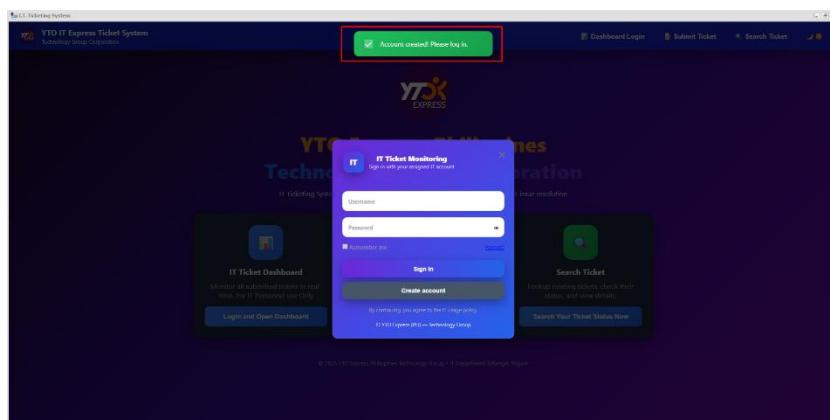
4.2 Account Creation

- Input **IT Security Code** (provided by IT Admin).
- Fill in account details:
 - Profile Picture (*optional*)
 - Full Name (*required*)
 - Username (*required*)
 - Password (*required*)
 - Assigned Region (*required – cannot be changed later*)



4.3. Successful Account Creation

Once your account has been created successfully, you will be redirected back to the Login Page. You can now log in using your registered credentials.



5. Main Dashboard

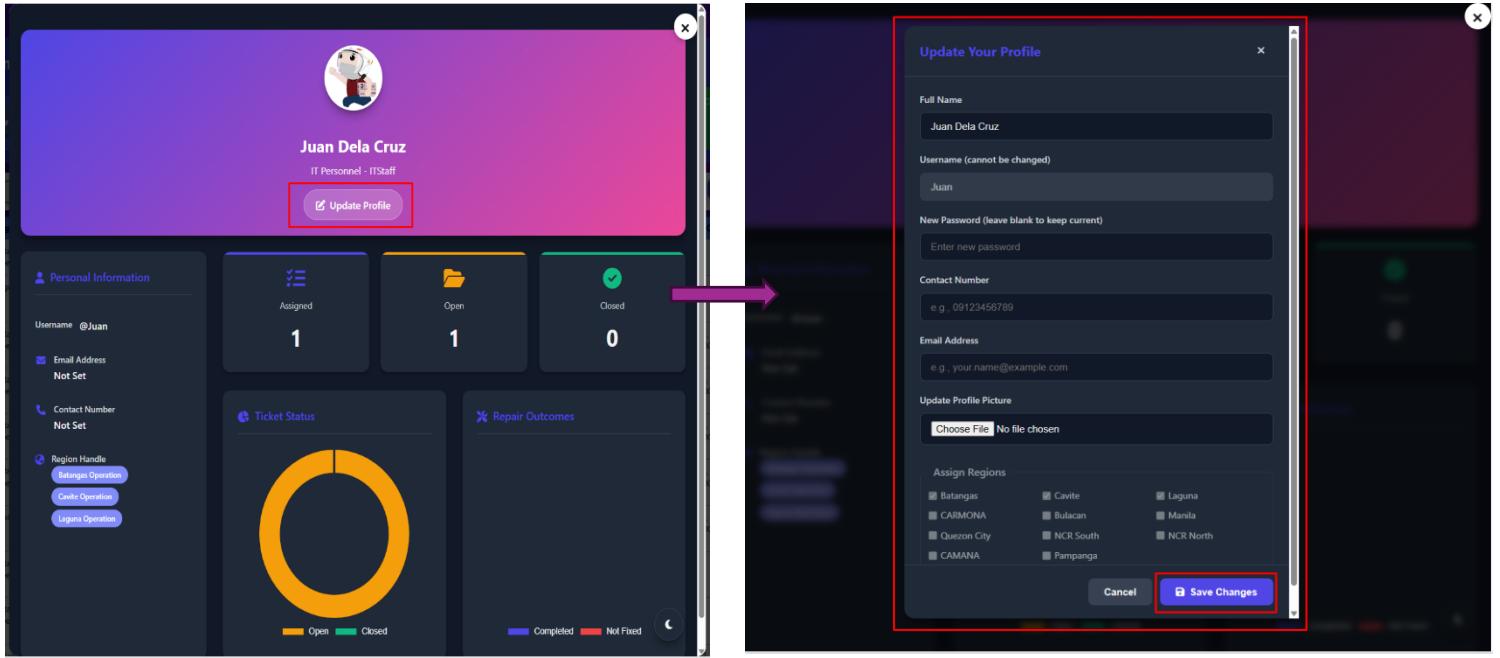
The screenshot shows the IT Ticketing System Monitoring Dashboard. At the top, there is a header bar with the YTS logo, the title "IT Ticketing System Monitoring Dashboard", the user name "Juan Dela Cruz", and navigation buttons for "Show Statistics", "Submit Ticket", "IT Personnel", and "Logout". A yellow warning icon is also present. Below the header, there are four summary boxes: "Total Tickets" (68), "Open Tickets" (8), "Closed Tickets" (60), and "Today's Tickets" (1). The main area displays a table of ticket details, including columns for Ticket ID, Date Submitted, Region, Branch, Reported By, Device, Problem Description, Photo, Ticket Status, IT Person, Repair Complete, Repair Status, and View Summary. The table lists several tickets, each with a status indicator (e.g., Open, Closed) and a "View Summary" button. On the right side of the dashboard, there is a sidebar with a "User Profile" section for Juan Dela Cruz, showing personal information like username (@Juan), email address (Not Set), contact number (Not Set), and region handle (IT Support Operator). It also displays ticket statistics: Assigned (1), Open (1), and Closed (0). Below this is a circular donut chart showing repair outcomes: Open (yellow), Closed (green), Completed (blue), and Not Fixed (red).

5.1. User Profile

- Displays profile picture and full name.
- Click to view profile details: Username, Email, Address, Contact Number, Assigned Region, Total Tickets Assigned, Total Tickets Repaired.

This screenshot provides a detailed view of the User Profile section for Juan Dela Cruz. It shows a large profile picture of a cartoon character. Below the picture, the user's name "Juan Dela Cruz" is displayed, followed by the title "IT Personnel - ITStaff". There is a "Update Profile" button. The profile page is divided into several sections: "Personal Information" (Username: @Juan, Email Address: Not Set, Contact Number: Not Set), "Ticket Status" (Assigned: 1, Open: 1, Closed: 0), and "Repair Outcomes" (a donut chart showing Open (yellow), Closed (green), Completed (blue), and Not Fixed (red)). To the left of the profile page, a sidebar lists recent tickets with their IDs, dates, and descriptions. The sidebar includes buttons for "All Regions", "All Branches", and "All Tickets". The sidebar also shows summary statistics: "Closed Tickets" (60) and "Today's Tickets" (1). The overall layout is clean and modern, using a dark theme with blue and orange accents.

- Profile update option: Username, Password, Profile Picture, Contact Number, Email.
(Note: Assigned Region can only be changed by IT Admin.)

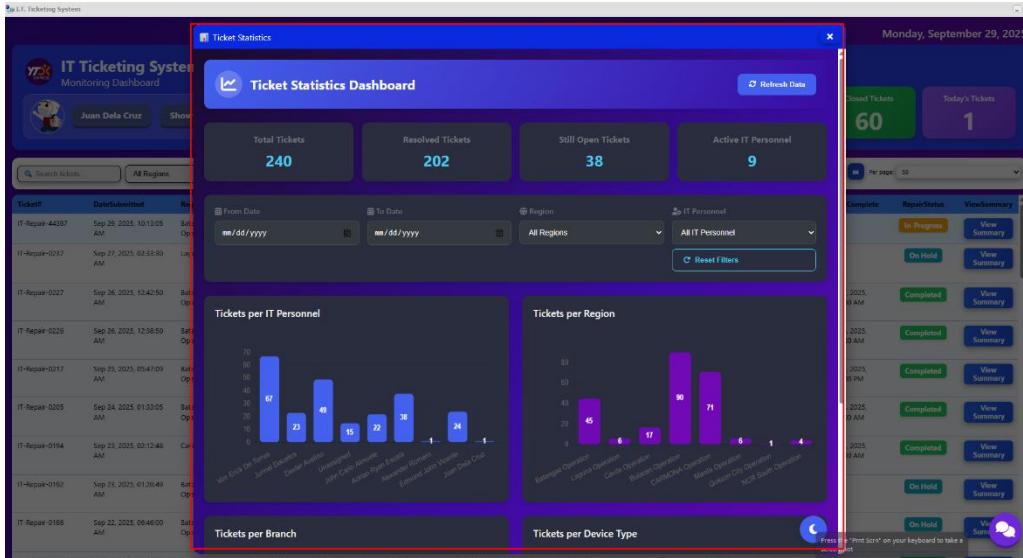


5.2. Show Statistics

This page displays ticket statistics including:

- Total Ticket Requests
- Closed/Resolved Tickets
- Pending Tickets

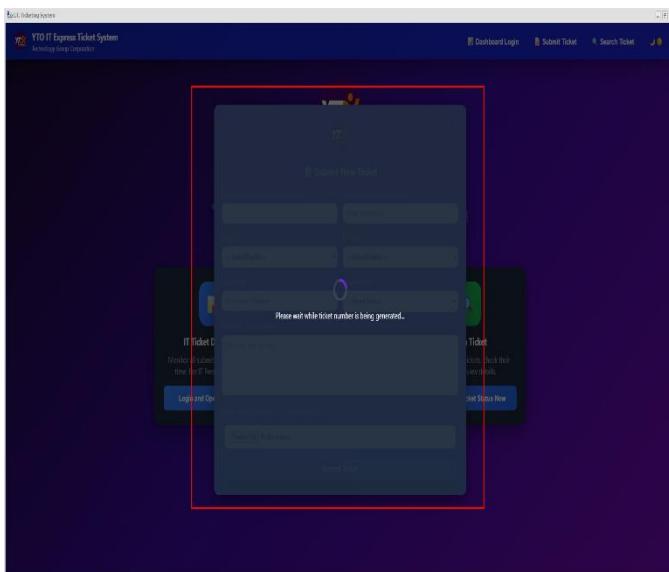
You can filter by Date, Region, and Assigned IT Personnel. Data is shown in charts grouped by IT Personnel, Region, Branch, and Device Type.”



5.3. Submit Ticket

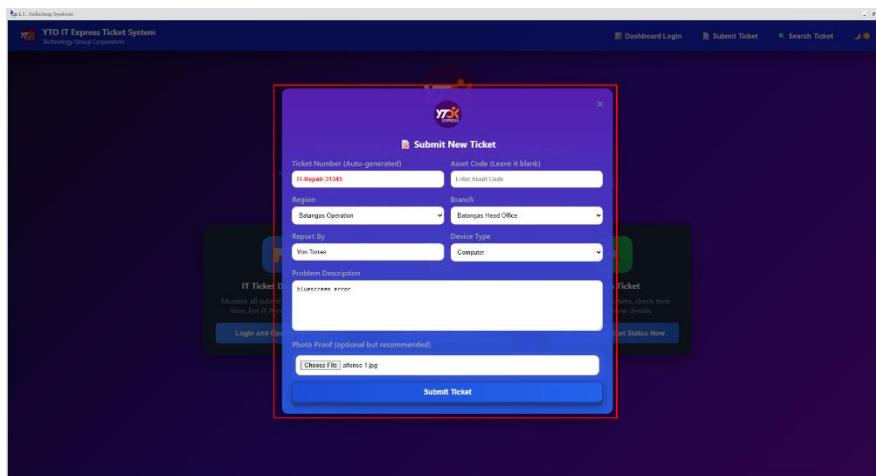
Opens new ticket submission form.

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



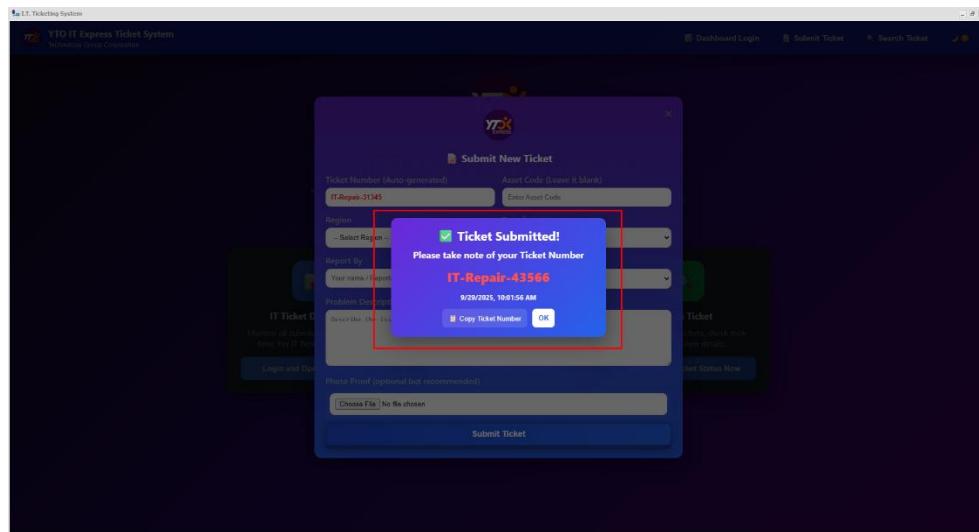
3. Fill in the required fields:

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

5.4. IT Personnel

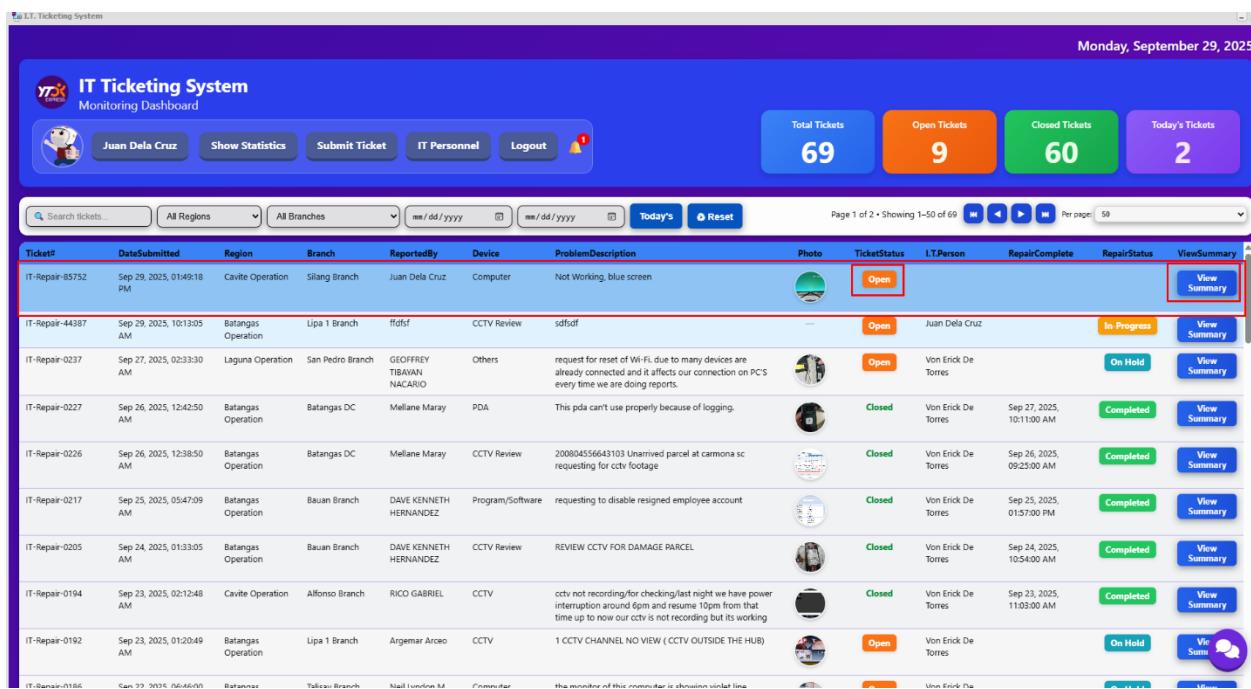
This section is an IT staff directory. It shows all IT Personnel and Admins, their roles, and contact details. It serves as a reference when assigning tickets, ensuring the right staff handles the issue.

A screenshot of the YTO IT Express Ticket System interface. The top navigation bar includes 'IT Portal', 'YTO Express Philippines IT Department', and 'IT Personnel - ITStaff Juan'. On the left, there's a sidebar with 'Today's Tickets' (1), 'RepairStatus' (In Progress, ViewSummary), 'Completed' (View Summary), and 'On Hold' (View Summary). The main area is titled 'IT Personnel' and displays a grid of 10 IT staff profiles. Each profile card includes a circular profile picture, the staff's name, role (e.g., ITSTAFF or ADMIN), and a dropdown arrow. Below the grid is a table with columns 'Ticket#', 'DateSubmitted', and 'Last Update'. The table lists several tickets, such as 'IT-Repair-44387' (Sep 29, 2025, 10:01:56 AM) and 'IT-Repair-0237' (Sep 27, 2025, 10:01:56 AM). The bottom of the screen shows a footer with various system status indicators.

- 5.5. Logout** – Clears session and redirects to login page. Always logout after use to prevent unauthorized access

6. Ticket Table Information

- Displays ticket details upon submission:
 - Ticket Number
 - Date Submitted
 - Region
 - Branch
 - Reported By
 - Device Type
 - Problem Description
 - Photo
- Ticket Status is initially **OPEN** (no IT personnel assigned).



The screenshot shows the IT Ticketing System Monitoring Dashboard. At the top, there's a header with the date "Monday, September 29, 2025". Below the header are four summary boxes: "Total Tickets" (69), "Open Tickets" (9), "Closed Tickets" (60), and "Today's Tickets" (2). The main area is a table displaying ticket details. The columns include: TicketID, DateSubmitted, Region, Branch, ReportedBy, Device, ProblemDescription, Photo, TicketStatus, I.T.Person, RepairComplete, RepairStatus, and ViewSummary. The first ticket in the list, "IT-Repair-85752", has its "ViewSummary" button highlighted with a red border. Other tickets show various statuses like Open, In Progress, On Hold, Closed, and Completed.

TicketID	DateSubmitted	Region	Branch	ReportedBy	Device	ProblemDescription	Photo	TicketStatus	I.T.Person	RepairComplete	RepairStatus	ViewSummary
IT-Repair-85752	Sep 29, 2025, 01:49:18 PM	Cavite Operation	Silang Branch	Juan Dela Cruz	Computer	Not Working, blue screen		Open				View Summary
IT-Repair-44387	Sep 29, 2025, 10:13:05 AM	Batangas Operation	Lipa 1 Branch	ffdfdf	CCTV Review	sdfcdf		Open	Juan Dela Cruz	In Progress		View Summary
IT-Repair-0237	Sep 27, 2025, 02:33:30 AM	Laguna Operation	San Pedro Branch	GEOFFREY TIBAVAN NACARIO	Others	request for reset of Wi-Fi due to many devices are already connected and it affects our connection on PCs every time we are doing reports.		Open	Von Erick De Torres	On Hold		View Summary
IT-Repair-0227	Sep 26, 2025, 12:42:50 AM	Batangas Operation	Batangas DC	Mellane Maray	PDA	This pda can't use properly because of logging.		Closed	Von Erick De Torres	Sep 27, 2025, 10:11:00 AM	Completed	View Summary
IT-Repair-0226	Sep 26, 2025, 12:38:50 AM	Batangas Operation	Batangas DC	Mellane Maray	CCTV Review	200804556643103 Unarrived parcel at camrona sc requesting for cctv footage		Closed	Von Erick De Torres	Sep 26, 2025, 09:25:00 AM	Completed	View Summary
IT-Repair-0217	Sep 25, 2025, 05:47:09 AM	Batangas Operation	Bauan Branch	DAVE KENNETH HERNANDEZ	Program/Software	requesting to disable resigned employee account		Closed	Von Erick De Torres	Sep 25, 2025, 01:57:00 PM	Completed	View Summary
IT-Repair-0205	Sep 24, 2025, 01:33:05 AM	Batangas Operation	Bauan Branch	DAVE KENNETH HERNANDEZ	CCTV Review	REVIEW CCTV FOR DAMAGE PARCEL		Closed	Von Erick De Torres	Sep 24, 2025, 10:54:00 AM	Completed	View Summary
IT-Repair-0194	Sep 23, 2025, 02:12:48 AM	Cavite Operation	Alfonso Branch	RICO GABRIEL	CCTV	cctv not recording/or checking/last night we have power interruption around 6pm and resume 10pm from that time up to now our cctv is not recording but its working		Closed	Von Erick De Torres	Sep 23, 2025, 11:09:00 AM	Completed	View Summary
IT-Repair-0192	Sep 23, 2025, 01:20:49 AM	Batangas Operation	Lipa 1 Branch	Argemar Arced	CCTV	1 CCTV CHANNEL NO VIEW (CCTV OUTSIDE THE HUB)		Open	Von Erick De Torres	On Hold		View Summary
IT-Dashboard-0186	Can 29, 2024, 06:00:00 AM	Batangas	Talcazo Branch	Mail Lorraine M.	Monitor	the monitor of this monitor is showing violet line		Open	Von Erick De Torres	On Hold		View Summary

6.1. Ticket Handling Process

6.1.1. Take/Assign Ticket

- Click the **OPEN** button → Update Ticket Status form opens.
- Assign IT Personnel.
- Update repair status and add remarks.
- Click **Update Status**.
- Table updates to show assigned staff + repair status.

The screenshot shows the IT Ticketing System interface. On the left, a modal window titled 'Update Ticket Status' is open for ticket #IT-Repair-05752. It displays the ticket details: Date Submitted: Sep 25, 2023, 09:48 AM; Branch: Silang Branch; Device: Computer; Problem: Not Working, blue screen; Repair Status: Open. Below these are sections for 'Assign to IT Personnel', 'Repair Status', and 'Remarks (optional)'. At the bottom are 'Update Status', 'Transfer Ticket', and 'Close' buttons. A red box highlights the 'Update Status' button. On the right, the main dashboard shows a summary of tickets (Total Tickets: 69, Open Tickets: 9, Closed Tickets: 60, Today's Tickets: 2) and a list of tickets with columns for ID, Date Submitted, Branch, Repair Status, and Description. A red arrow points from the 'Update Status' button in the modal to the 'In Progress' row in the ticket list.

6.1.2. Progress Updates

- IT Personnel continue updating ticket (In Progress, Pending, On-Hold → Completed / Not Fixed).
- Repair Completion Date/Time is recorded automatically.
- Ticket Status changes to **Closed** once finished.

This screenshot shows the same process as the previous one, but with different ticket details. The modal for ticket #IT-Repair-05752 now shows the 'Completed' status under 'Repair Status' and includes a note: 'Already assigned to Mr. Erick De Torres. Click to change.' The 'Remarks (optional)' field contains 'Full cleaning.' A red box highlights the 'Update Status' button. The main dashboard on the right shows updated ticket counts (Total Tickets: 70, Open Tickets: 9, Closed Tickets: 61, Today's Tickets: 3) and the ticket list now includes a 'Completed' row for this ticket, with a completion date of Sep 29, 2023, 11:00 AM. A red arrow points from the 'Update Status' button in the modal to the 'Completed' row in the ticket list.

6.1.3. View Summary

- After closing, click **View Summary**.
 - Shows all details + timeline.
 - Option to **Print Ticket Report** for records (IT Device General Assessment Report).

The screenshot displays two views of the IT Ticketing System. On the left, a 'Ticket Summary' modal is open, showing details for ticket ID IT-Repair-05752. The ticket is assigned to 'Van Erick De Tornos' and has a status of 'Closed'. The problem reported is 'Not Working: blue screen'. The repair outcome is 'Full Cleaning'. The ticket was created on Sep 29, 2025, at 02:22 PM, and took 34 minutes. On the right, a 'Print Report' modal is open, titled 'IT DEVICE GENERAL ASSESSMENT REPORT'. It contains a summary of the ticket, including the asset code, item description (Computer), problem description (Not Working: blue screen), cause of issue (Human induced: Yes / No / Others), repair status (Completed), and the remediation solution (Full Cleaning). A photo of the device is included, showing a blue screen of death. The report is signed off by 'Van Erick De Tornos' and 'IT Technical Support' from 'YTO Express Philippines: Technology Group Corporation'. A large watermark for 'YTO EXPRESS' is visible across the bottom of the report.

7. Filtering Tickets

You can filter tickets by:

- Date Range
 - Region
 - Branch

This helps in quickly locating specific tickets or monitoring workload.

IT Ticketing System

Monday, September 29, 2025

IT Ticketing System

Monitoring Dashboard

Von Erick De Torres

Show Statistics Submit Ticket IT Personnel Logout

Total Tickets 70 Open Tickets 9 Closed Tickets 61 Today's Tickets 3

Search tickets. All Regions All Branches mm/dd/yyyy mm/dd/yyyy Today's Reset

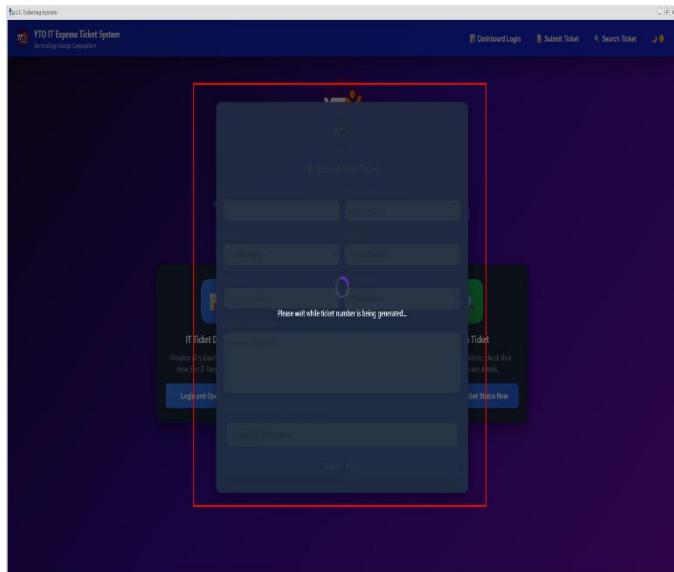
Page 1 of 2 • Showing 1-50 of 70

Ticket#	DateSubmitted	Region	Branch	ReportedBy	Device	ProblemDescription	Photo	TicketStatus	IT.Person	RepairComplete	RepairStatus	ViewSummary
IT-Repair-07940	Sep 29, 2025, 02:16:57 PM	Batangas Operation	Balyan Branch	Discaya	CCTV	Need ng madaming cctv para sa flood control program.		Open	Von Erick De Torres	Sep 29, 2025, 02:23:22 PM	Completed	View Summary
IT-Repair-85752	Sep 29, 2025, 01:49:18 PM	Cavite Operation	Silang Branch	Juan Dela Cruz	Computer	Not Working, blue screen		Closed	Von Erick De Torres	Sep 29, 2025, 02:23:22 PM	Completed	View Summary
IT-Repair-44387	Sep 29, 2025, 10:13:05 AM	Batangas Operation	Lipa 1 Branch	#f0f5f	CCTV Review	sdfsdf		Open	Juan Dela Cruz	Sep 29, 2025, 10:13:05 AM	In Progress	View Summary
IT-Repair-0237	Sep 27, 2025, 02:33:30 AM	Laguna Operation	San Pedro Branch	GEOFFREY TIBAWAN NACARIO	Others	request for reset of Wi-Fi, due to many devices are already connected and it affects our connection on PCs every time we are doing reports.		Open	Von Erick De Torres	Sep 27, 2025, 02:33:30 AM	On Hold	View Summary
IT-Repair-0227	Sep 26, 2025, 12:42:50 AM	Batangas Operation	Batangas DC	Mellane Maray	PDA	This pda can't use property because of logging.		Closed	Von Erick De Torres	Sep 27, 2025, 10:11:00 AM	Completed	View Summary
IT-Repair-0226	Sep 26, 2025, 12:38:50 AM	Batangas Operation	Batangas DC	Mellane Maray	CCTV Review	200804556643103 Unarrived parcel at carmona sc requesting for cctv footage		Closed	Von Erick De Torres	Sep 26, 2025, 09:25:00 AM	Completed	View Summary
IT-Repair-0217	Sep 25, 2025, 05:47:09 AM	Batangas Operation	Bauan Branch	DAVE KENNETH HERNANDEZ	Program/Software	requesting to disable resigned employee account		Closed	Von Erick De Torres	Sep 25, 2025, 01:37:00 PM	Completed	View Summary
IT-Repair-0205	Sep 24, 2025, 01:33:05 AM	Batangas Operation	Bauan Branch	DAVE KENNETH HERNANDEZ	CCTV Review	REVIEW CCTV FOR DAMAGE PARCEL		Closed	Von Erick De Torres	Sep 24, 2025, 10:54:00 AM	Completed	View Summary
IT-Repair-0194	Sep 23, 2025, 02:12:48 AM	Cavite Operation	Alfonso Branch	RICO GABRIEL	CCTV	cctv not recording/or checking/last night we have power interruption around 8pm and resume 10pm from that time up to now our cctv is not recording but its working		Closed	Von Erick De Torres	Sep 23, 2025, 11:03:00 AM	Completed	View Summary
IT-Repair-0192	Sep 23, 2025, 01:20:49 AM	Batangas	Lipa 1 Branch	Arenmar Arceo	CCTV	1 CCTV CHANNEL NOT VIEW / CCTV OUTSIDE THE HUB		Open	Von Erick De Torres	Sep 23, 2025, 11:03:00 AM	On Hold	View Summary

5. Submitting a New Ticket on Home Page

Follow the steps below to report an IT issue:

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



9. Fill in the required fields:

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

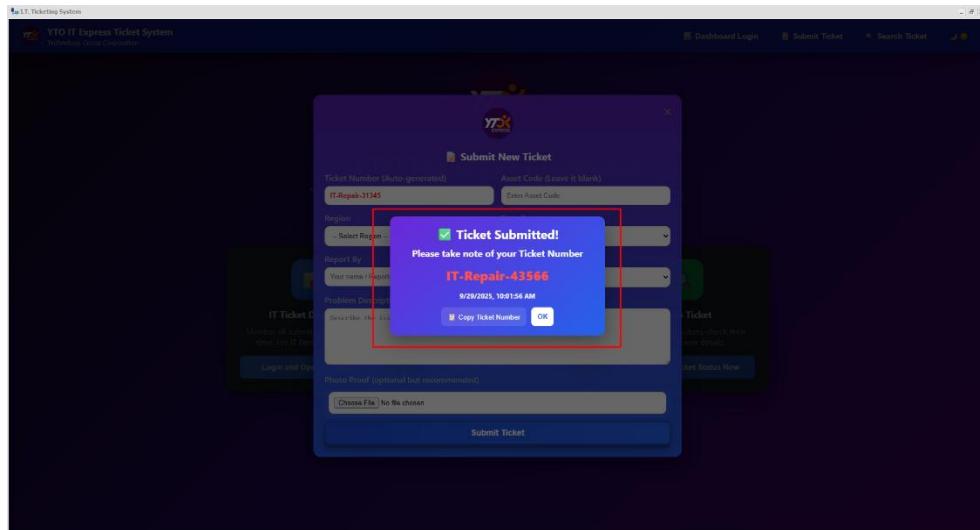
A screenshot of the YTO IT Express Ticket System showing the "Submit New Ticket" form. The form is filled with the following data:

- Ticket Number (Auto-generated): #12345-31245
- Asset Code (Leave it blank):
- Region: Bangalore Operation
- Branch: Bangalore Head Office
- Report By: Von Torres
- Device Type: Computer
- Problem Description: Screen error
- Photo Proof (optional but recommended): A file named "offsec 1.jpg" is selected.

A red box highlights the entire form area.

10. After completing the form, click **Submit**.

11. A confirmation message will appear once your ticket has been successfully submitted.

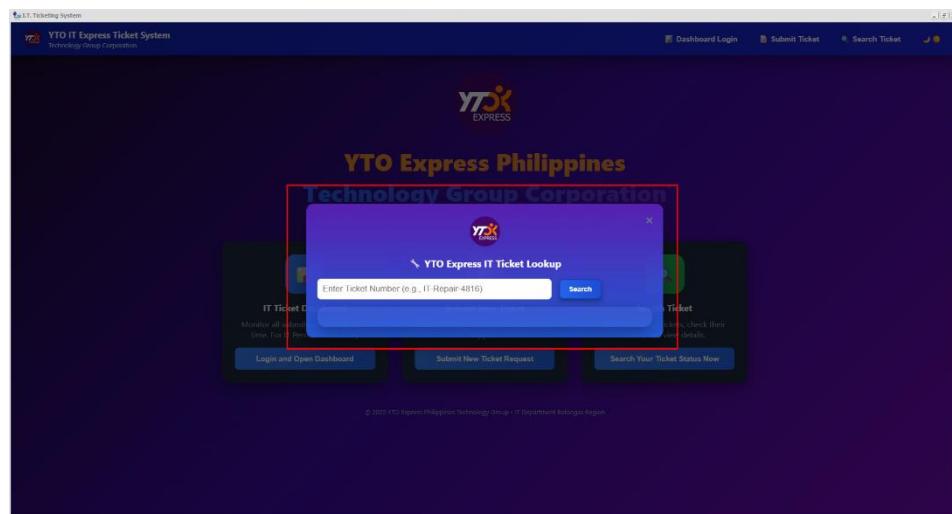


12. **Important:** Take note of your **Ticket Number** — it is required to track the status of your request and to identify the IT personnel assigned to your case.

6. Checking Ticket Status

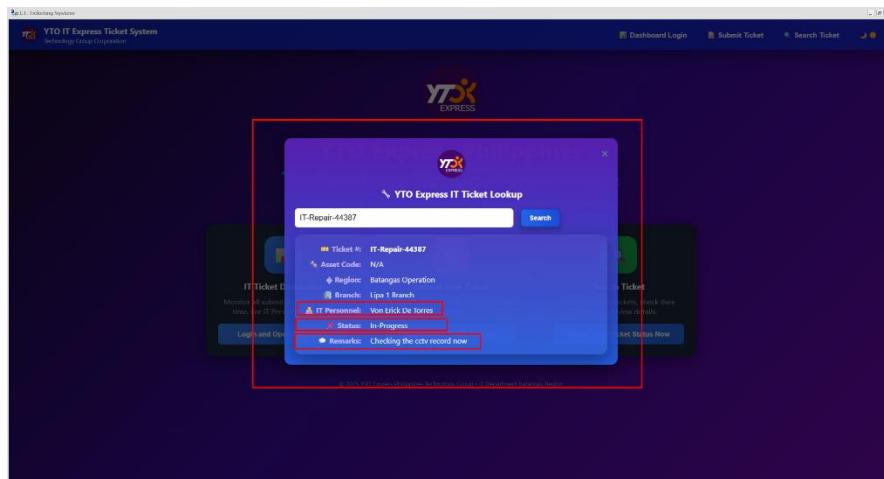
To check the progress of a submitted ticket:

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:
 - o **Assigned IT Personnel** – The staff handling your request.
 - o **Ticket Status** – Current status (e.g., pending, in-progress, resolved).
 - o **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.

7. 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.

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.