



Southern Philippines Medical Center

MANUAL

Title: SPMC Track It System

Document Number: SPMC-MAN-IHOM-10



SPMC TRACK IT SYSTEM USER GUIDE





	<p>Southern Philippines Medical Center</p> <p>MANUAL</p> <p>Title: SPMC Track It System</p> <p>Document Number: SPMC-MAN-IHOM-10</p>	
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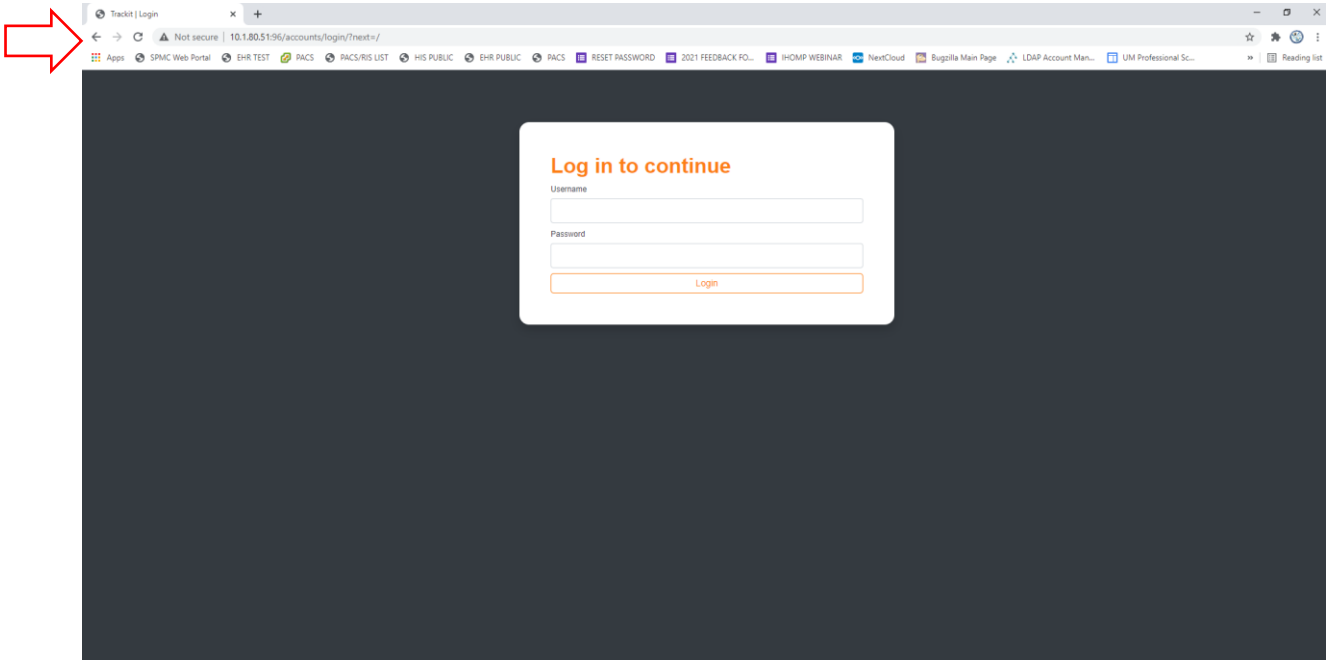
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GETTING THERE


Currently, the entire system is hosted in our local servers and can be accessed by all computers who are in the network. It is web-based. Thus, there is no need for any software installation on computers.

Kindly open your Google Chrome browser or Mozilla Firefox, type **10.1.80.51:96** in the address bar, and press the enter key. If you can see the following image below, then you are on the Track It System. If not, check the address bar and type the correct URL.



HOW TO LOG-IN?

1. Once you are already on the website, kindly type in the assigned username and password. Username should be typed in the ***Username*** field while password should be typed in the ***Password*** field. Afterward, click the **Login** button

1 

Log in to continue

Username

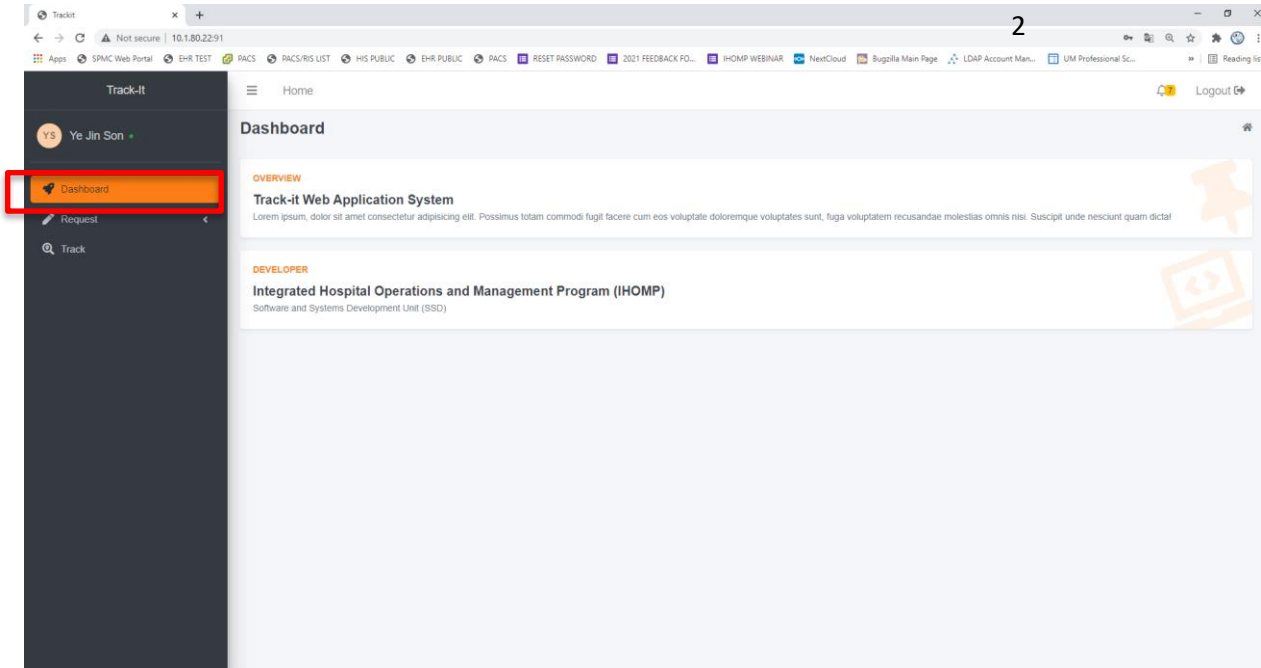
Password

Login

Note:

- Your password can't be too similar to your other personal information.
- Your password must contain at least 8 characters.
- Your password can't be a commonly used.
- Your password can't be entirely numeric.

You will be met with the Dashboard of the system when you have successfully logged in. (active and matched)



(Inactive and unmatched)

Log in to continue

Please enter a correct username and password. Note that both fields may be case-sensitive.

Username

kim

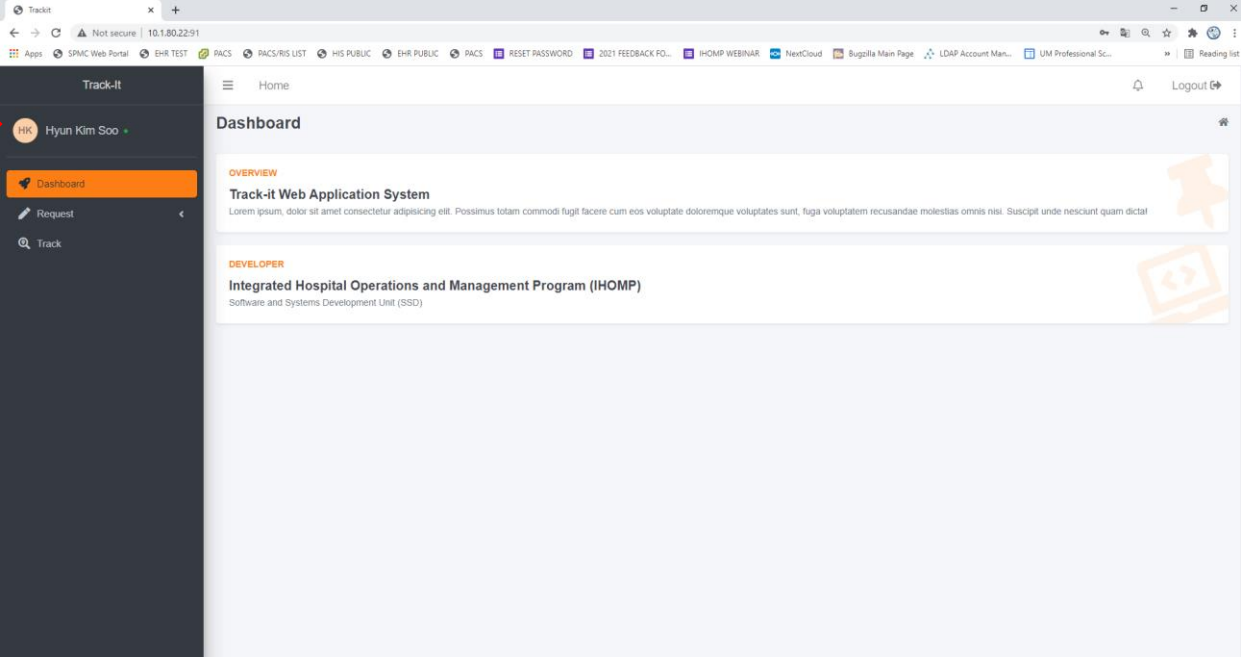
Password


Login

HOW TO MANAGE USER PROFILE?

1. Click your name (user profile) on the upper left side tab.

1



2. Click  pen icon to update user profile.

Track-It

HK Hyun Kim Soo

Dashboard

Request


Track

Home

Logout

HK

Hyun Kim Soo

2 

About

Fullname

Hyun Kim Soo Jr.

Username

kim

Email

kimsoohyun@gmail.com

Department

ADMINISTRATIVE

Date Joined

Since 13 April 2021

My Requests

+ Create Request

TICKET NO.	REQUEST TYPE	DESCRIPTION	CATEGORY	STATUS
No data available in table				

View All

3. Update the necessary fields (marked with *) under Personal Information tab
Update Profile

PERSONAL INFORMATION

ACCOUNT CREDENTIALS

First Name *

Hyun

Middle Name

Enter middle name

Last Name *

Kim Soo

Name Suffix

Jr.

i.e. Jr., Sr., I, II etc.

Email Address

kimsoohyun@gmail.com

Optional. Must be a valid and active email address

Department *


ADMINISTRATIVE

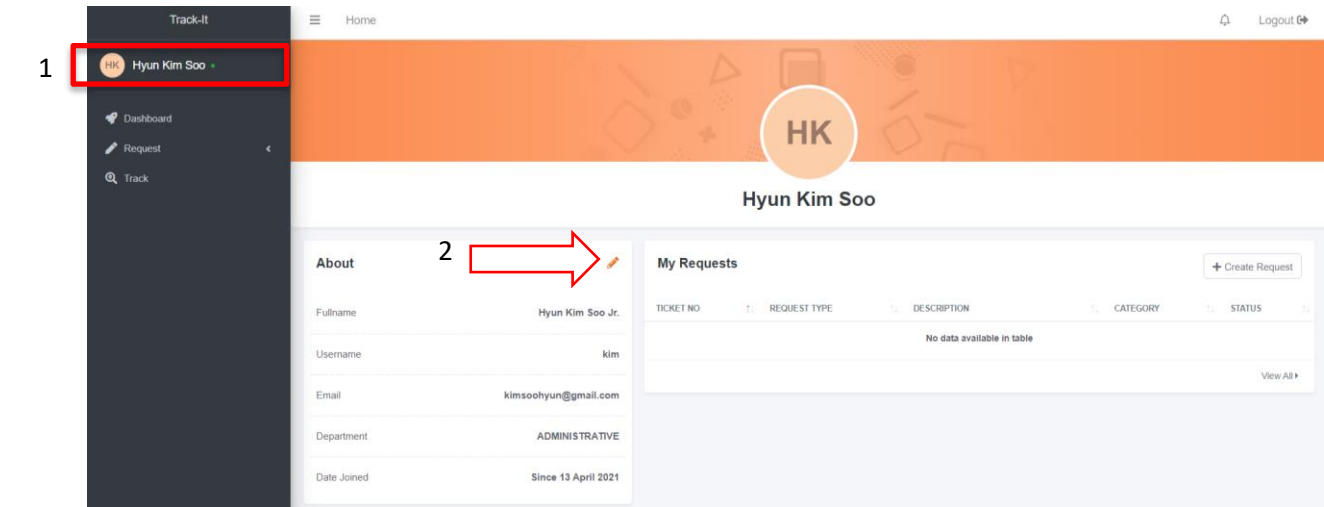
Cancel

Save

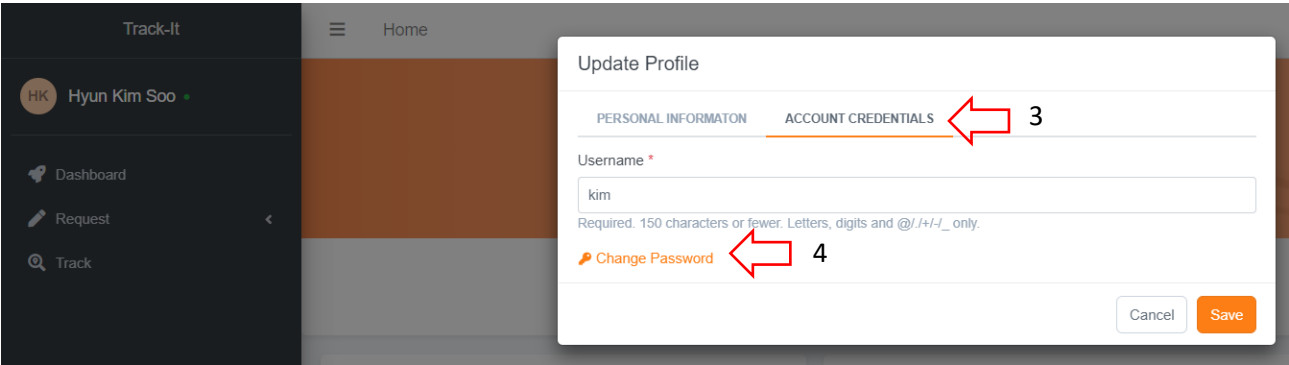
 3

HOW TO CHANGE PASSWORD?

- 1. Go to User Profile at the upper left side.
- 2. Click  pen icon to Update Profile.



3. Click Account Credentials tab, then click Change Password button.
4. Click Change Password button.



5. Enter current password, and new password of your choice.
6. Then, click Change Password button.

Change Password

5

Current Password *

Enter current password

New Password *

Enter new password

Your password can't be too similar to your other personal information.
Your password must contain at least 8 characters.
Your password can't be a commonly used password.
Your password can't be entirely numeric.

Confirm New Password

Confirm new password

Enter the same password as before, for verification.

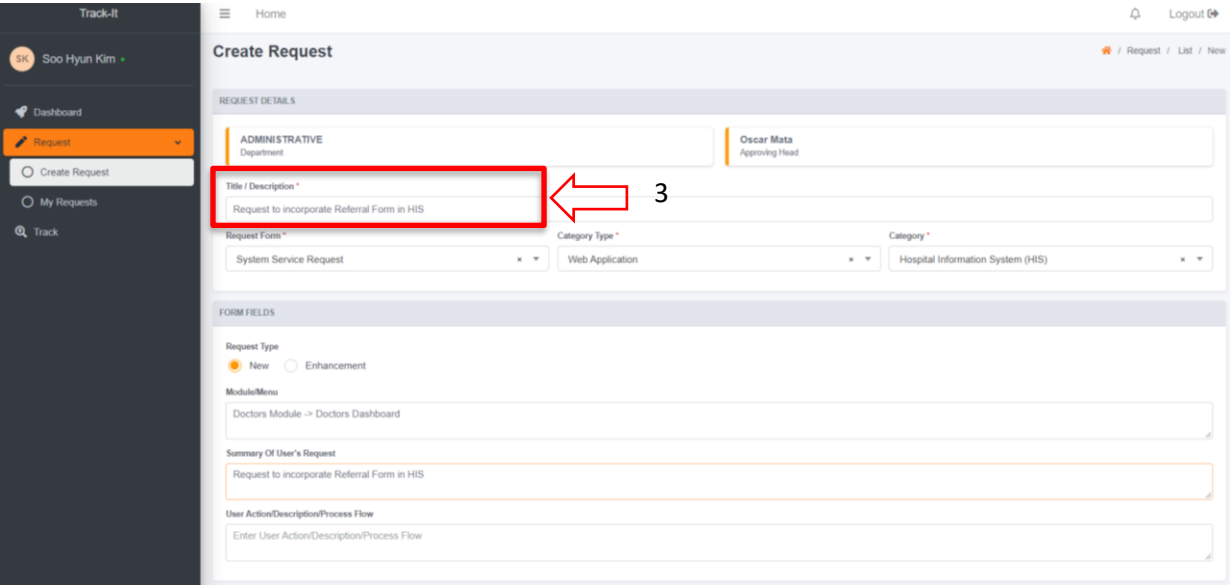
Cancel

Change Password

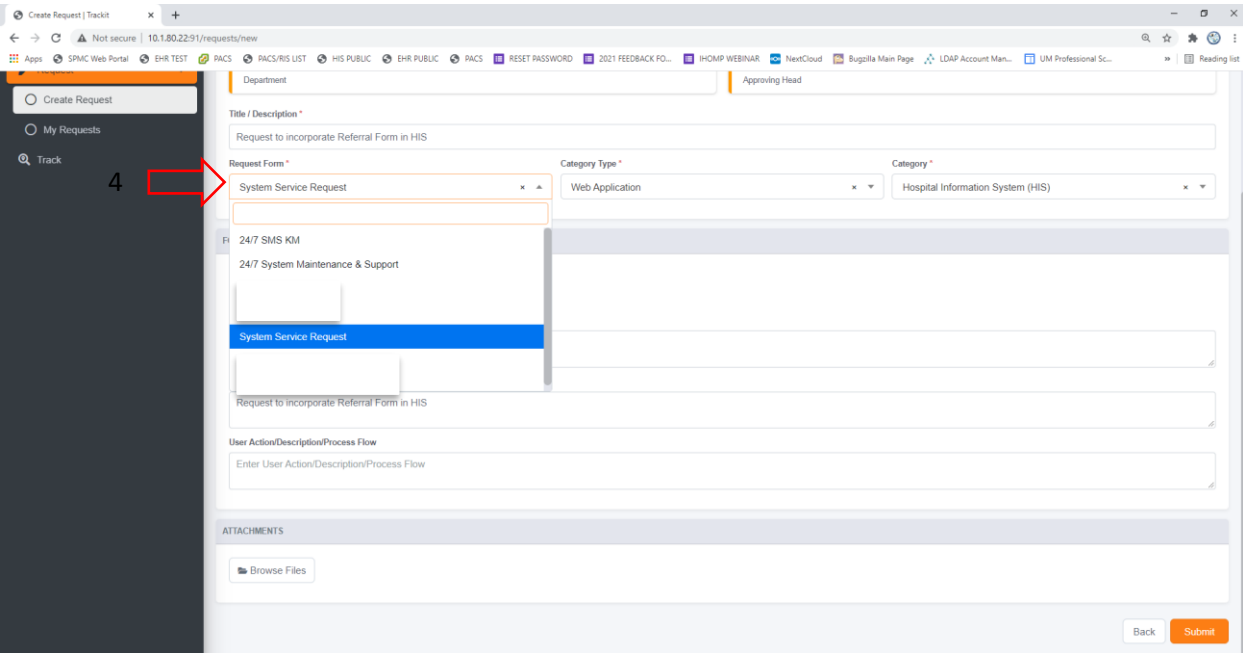
6

HOW TO CREATE REQUEST?

1. Click Request button under Dashboard Menu.
2. Then click Create Requests submenu.
3. Type your request under Title/Description field.



4. Select Request Form type on the dropdown list.
 - System Service Request – for new and enhancement request
 - 24/7 System Maintenance and Support



5. Select Category type on the dropdown list.
Note: Category type is filtered based on selected form

Create Request

My Requests

Track

Department

Approving Head

Title / Description *

Request to incorporate Referral Form in HIS

Request Form *

System Service Request

5

Category Type *

Web Application

6

Category *

Hospital Information System (HIS)

FORM FIELDS

Request Type

New

Enhancement

Module/Menu

Doctors Module -> Doctors Dashboard

Summary Of User's Request

Request to incorporate Referral Form in HIS

User Action/Description/Process Flow

Enter User Action/Description/Process Flow

ATTACHMENTS

Browse Files

Back

Submit

6. Select Category on the dropdown list.

Create Request

My Requests

Track

Title / Description *

Request to incorporate Referral Form in HIS

Request Form *

System Service Request

Category Type *

Web Application

Category *

Hospital Information System (HIS)

6

Daily Time Record (DTR)

Document Management System (DMS)

Electronic Health Record (EHR)

Electronic New Government Accounting System (ENGAS)

Hospital Information System (HIS)

Hospital Information System (HIS)

IDTOMIS

FORM FIELDS

Request Type

New

Enhancement

Module/Menu

Doctors Module -> Doctors Dashboard

Summary Of User's Request

Request to incorporate Referral Form in HIS

User Action/Description/Process Flow

Enter User Action/Description/Process Flow

ATTACHMENTS

Browse Files

Back

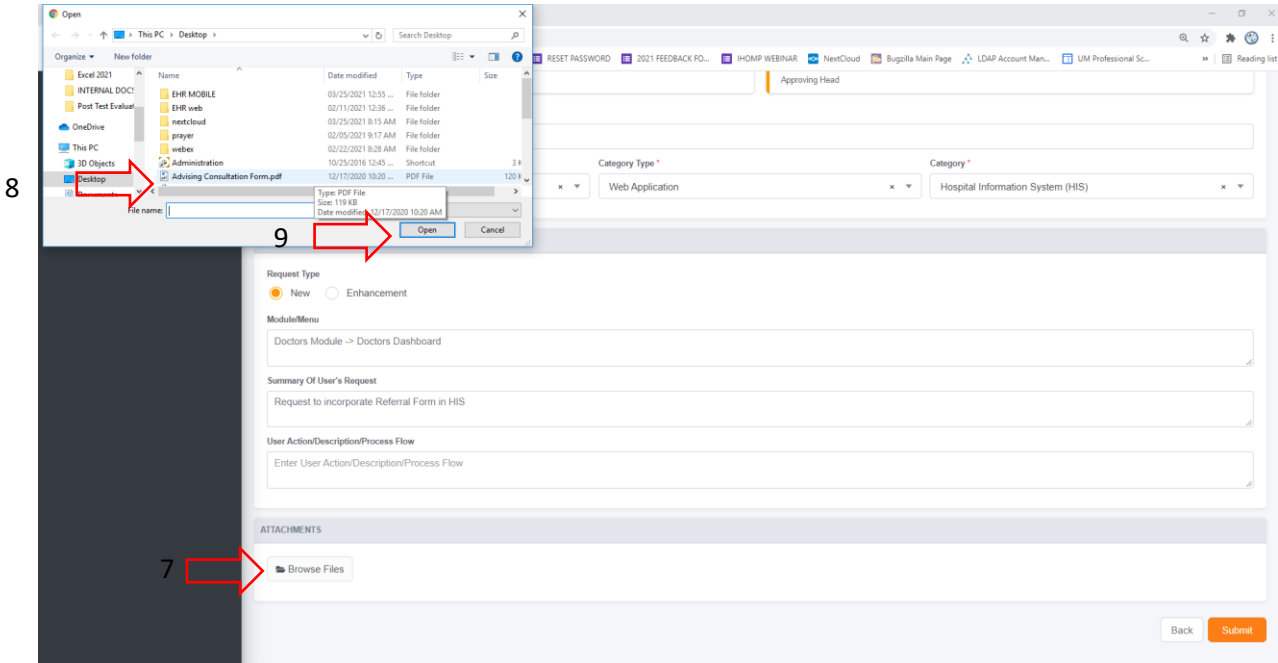
Submit

7. Click Browse files button to attach files (format: .pdf, .jpeg., word, .xls)

8. Select file to attach.

9. Click open button.

Page 9 of 24

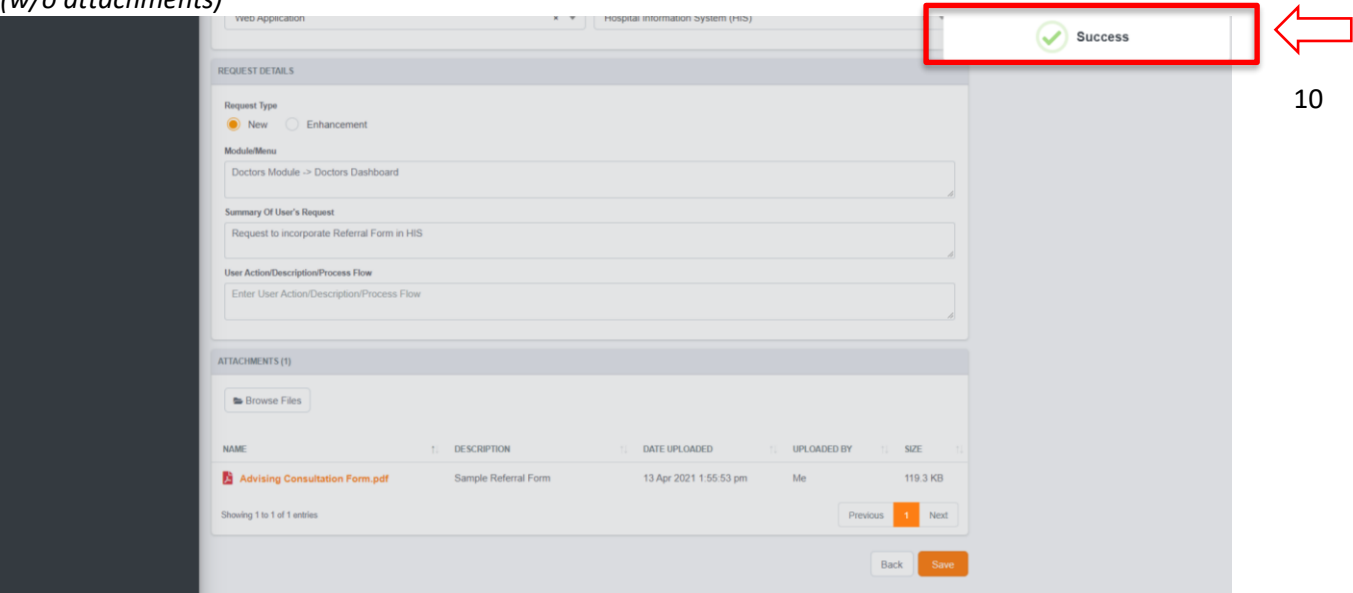


10. Wait for the confirmation message.

(with attachment/s)



(w/o attachments)



- 11. Type name of the attachment.
- 12. Click submit button.

My Requests

Track

Request to incorporate Referral Form in HIS

Request Form *
System Service Request

Category Type *
Web Application

Category *
Hospital Information System (HIS)

FORM FIELDS

Request Type
☒ New ☐ Enhancement

Module/Menu
Doctors Module -> Doctors Dashboard

Summary Of User's Request
Request to incorporate Referral Form in HIS

User Action/Description/Process Flow
Enter User Action/Description/Process Flow

ATTACHMENTS

Browse Files

Advising Consultation Form.pdf
119.3 KB

Sample Referral Form

Clear All

Back

Submit

13. Click Browse Files button to add multiple files to attach.
14. Select files to attach.

REQUEST DETAILS

Title / Description *
Request to Change Biometric

Category Type *
Web Application

Request Type
☒ New ☐ Enhancement

Module/Menu
DTR

Summary Of User's Request
Change Finger Print bio

User Action/Description/Process Flow
Enter User Action/Description/Process Flow

ATTACHMENTS (13)

Browse Files

Clear All

Browse Files

DTR - NURSE ATT. - A.pdf
56.9 KB

DTR - NURSE ATT. - C.pdf
56.9 KB

DTR - NURSE ATT. - O.pdf
56.5 KB

NAME

DESCRIPTION

DATE UPLOADED

- Add more file - selected file/s added
- Each file has separate fields for description

Create Request

REQUEST DETAILS

Department: IHOMP

Approving Head: Johann Manalang

Title / Description *

Enter request title or description

Request Form *

System Service Request

Category Type *

Web Application

Category *

Daily Time Record (DTR)

FORM FIELDS

Request Type

☒ New ☐ Enhancement

Module/Menu

DTR

Summary Of User's Request

Change Finger Print bio

User Action/Description/Process Flow

Enter User Action/Description/Process Flow

ATTACHMENTS

Browse Files

Clear All

Back

Submit

- For complete and valid data - Submit Successfully

Department: IHOMP

Approving Head: Johann Manalang

Title / Description *

Request to Change Biometric

Request Form *

System Service Request

Category Type *

Web Application

Category *

Daily Time Record (DTR)

FORM FIELDS

Request Type

☒ New ☐ Enhancement

Module/Menu

DTR

Summary Of User's Request

Change Finger Print bio

User Action/Description/Process Flow

Enter User Action/Description/Process Flow

ATTACHMENTS

Browse Files

Clear All

Submit Successfully

Back

Submit

16. After submitting the request, it will display on My Requests List.

My Requests

Filter

Search

Create Request

TICKET NO	FORM	DESCRIPTION	CATEGORY	REFERENCE NO	DEPARTMENT	DATE REQUESTED	REQUESTED BY	STATUS	IS ACTIVE
EC10FF6769	247 System Maintenance & Support	Request to change login logout	Daily Time Record (DTR) Web Application	3333-0000-0000	IHOMP	25 March 2021 10:39:20 am	Lalaine Reyes	For Approval	<input checked="" type="checkbox"/>
B2D542620F	System Service Request	Request to Change Biometric	Daily Time Record (DTR) Web Application	3333-0000-0000	IHOMP	25 March 2021 2:21:51 pm	Lalaine Reyes	For Approval	<input checked="" type="checkbox"/>

Showing 1 to 2 of 2 entries

Previous

1

Next

HOW TO VIEW MY REQUESTS?

1. Click Request button under Dashboard Menu.

2. Click My Requests submenu.

Account is user (shows list/s of personal request of the user)

1

2

Lalaine Reyes

Dashboard

Request

Create Request

My Requests

Track

My Requests

Filter Search

Ticket No	Form	Description	Category	Reference No	Department	Date Requested	Requested By	Status	Is Active
EC10FF6769	24/7 System Maintenance & Support	Request to change login logout	Daily Time Record (DTR) Web Application	XXX-0000-0000	IHOMP	25 March 2021 10:39:26 am	Lalaine Reyes	For Approval	<div></div>
B2D562828F	System Service Request	Request to Change Biometric	Daily Time Record (DTR) Web Application	XXX-0000-0000	IHOMP	25 March 2021 2:21:51 pm	Lalaine Reyes	For Approval	<div></div>

Showing 1 to 2 of 2 entries

- Account is department head (shows list of personal requests and requests of its subordinates)

Track-It

Johann Manalang

Dashboard

Request

My Requests

Track

Home

My Requests

Filter Search

Ticket No	Form	Description	Category	Reference No	Department	Date Requested	Requested By	Status	Is Active
EC10FF6769	24/7 System Maintenance & Support	Request to change login logout	Daily Time Record (DTR) Web Application	XXX-0000-0000	IHOMP	25 March 2021 10:39:26 am	Lalaine Reyes	For Approval	<div></div>
B2D562828F	System Service Request	Request to Change Biometric	Daily Time Record (DTR) Web Application	XXX-0000-0000	IHOMP	25 March 2021 2:21:51 pm	Lalaine Reyes	For Approval	<div></div>
6A95C800C7	System Service Request	asdasd	Document Management System (DMS) Web Application	SSR-2021-0001	IHOMP	19 March 2021 11:31:57 am	Aldrich Muyco	For Approval	<div></div>

Showing 1 to 3 of 3 entries

3. Select Filter by request form, by category type, by category, by department, by status, by date requested – filter options are based on add/edit request.

4. Click Apply button.

3

My Requests

Filter Search

By Request Form

All

By Category Type

All

By Category

All

By Department

All

By Status

All

By Date Requested

mm/dd/yyyy

mm/dd/yyyy

Close

Clear

Apply

DESCRIPTION	CATEGORY	REFERENCE NO	DEPARTMENT	DATE REQUESTED	REQUESTED BY	STATUS	IS ACTIVE
Request to change login logout	Daily Time Record (DTR) Web Application	XXX-0000-0000	IHOMP	25 March 2021 10:39:26 am	Lalaine Reyes	For Approval	<div></div>
Request to Change Biometric	Daily Time Record (DTR) Web Application	XXX-0000-0000	IHOMP	25 March 2021 2:21:51 pm	Lalaine Reyes	For Approval	<div></div>

Previous 1 Next

5. Search results is based on description.

Track-It

LR Lalaine Reyes

Dashboard

Request

Create Request

My Requests

Track

Home

My Requests

Filter

bio

✕

🔍

TICKET NO	FORM	DESCRIPTION	CATEGORY
B2D562828F	System Service Request	Request to Change Biometric	Daily Time Record (DTR) Web Application

Showing 1 to 1 of 1 entries

View Request

- directs to request details

Track-It

LR Lalaine Reyes

Dashboard

Request

Create Request

My Requests

Track

Home

My Requests

Filter

Search

🔍

EC10FF6769

24/7 System Maintenance & Support

Request to change login logout

Daily Time Record (DTR)
Web Application

XXX-0000-0000

IHOMP

25 March 2021
10:39:20 am

Lalaine Reyes

For Approval

🟢

B2D562828F

System Service Request

Request to Change Biometric

Daily Time Record (DTR)
Web Application

XXX-0000-0000

IHOMP

25 March 2021
2:21:51 pm

Lalaine Reyes

For Approval

🟢

Showing 1 to 2 of 2 entries

Previous1Next

LR Lalaine Reyes

Dashboard

Request

Create Request

My Requests

Track

View Request

Request to Change Biometric

Title / Description

B2D562828F

Ticket No

25 March 2021 02:21 PM

Date Requested

System Service Request

Request Form

XXX-0000-0000

Reference No

Lalaine Reyes

Requested By

Daily Time Record (DTR)

Category

IHOMP

Department

For Approval

Status

REQUEST DETAILS

Request Type

New

Module/Menu

DTR

Summary Of User's Request

Change Finger Print bio

User Action/Description/Process Flow

ATTACHMENTS (13)

View Logs

Update Request

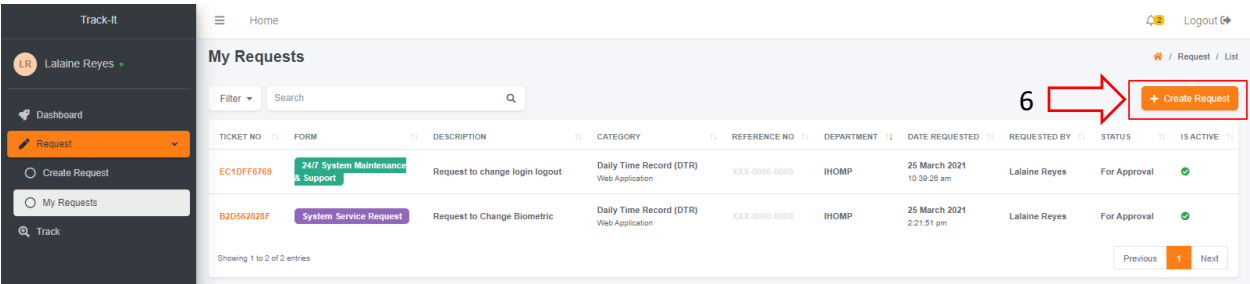
COMMENTS

Write a comment...

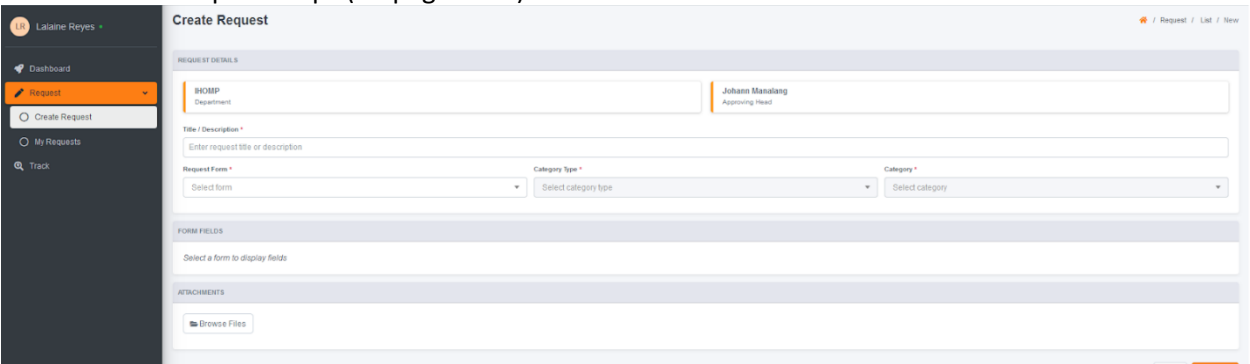
Post Comment

6. You may also create request on My Request submenu.

Click Create Request button on the upper right.

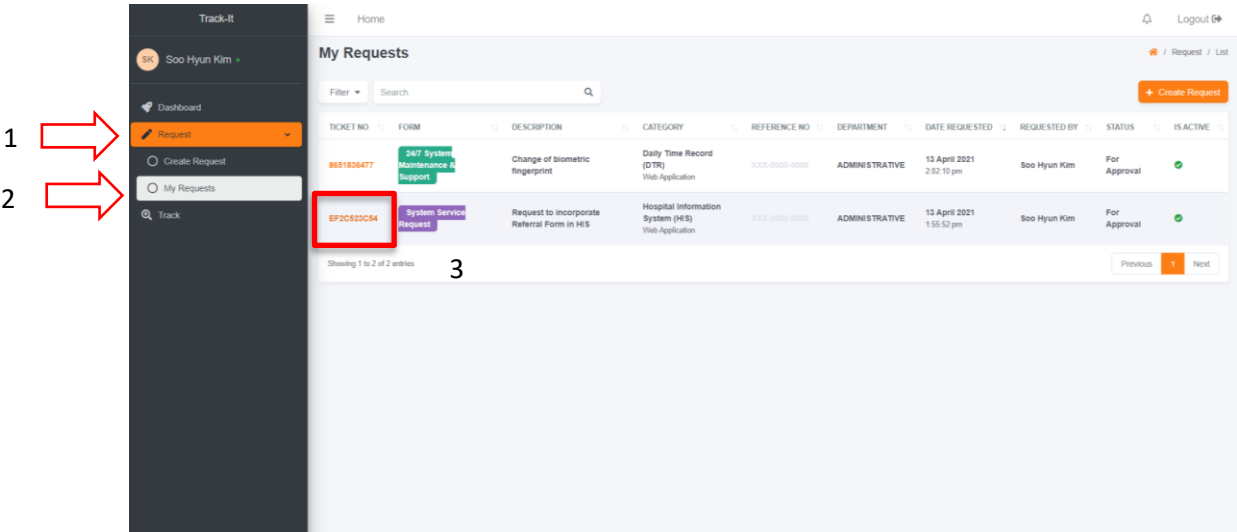


Follow Create Request steps (on page no. 7)



HOW TO UPDATE REQUEST?

- 1. Go to Requests button, then My Requests button
- 2. Search the request
- 3. Click Ticket No. to view the request.



- 4. Click Update Request button to view the request.

Track-It

SK Soo Hyun Kim

Dashboard

Request

Create Request

My Requests

Track

Home

View Request

Request / List / Ticket No: EF2C523C

View Logs

Update Request

TICKET INFORMATION

Request to incorporate Referral Form in HIS

EF2C523C54

13 April 2021 01:55 PM

System Service Request

XXXX-0000-0000

Soo Hyun Kim

Hospital Information System (HIS)

ADMINISTRATIVE

For Approval

REQUEST DETAILS

Request Type

Module/Menu

Summary Of User's Request

User Action/Description/Process Flow

COMMENTS

Write a comment...

Post Comment

5. Edit the necessary fields to be updated or attach more files.
6. Click Save button.

REQUEST DETAILS

Request Type

Module/Menu

Summary Of User's Request

User Action/Description/Process Flow

ATTACHMENTS (2)

Browse Files

NAME	DESCRIPTION	DATE UPLOADED	UPLOADED BY	SIZE
Advising Consultation Form.pdf	Sample Referral Form	13 Apr 2021 1:55:53 pm	Me	119.3 KB
CASH SERVE.PNG		13 Apr 2021 2:06:40 pm	Me	89.7 KB

Showing 1 to 2 of 2 entries

Previous

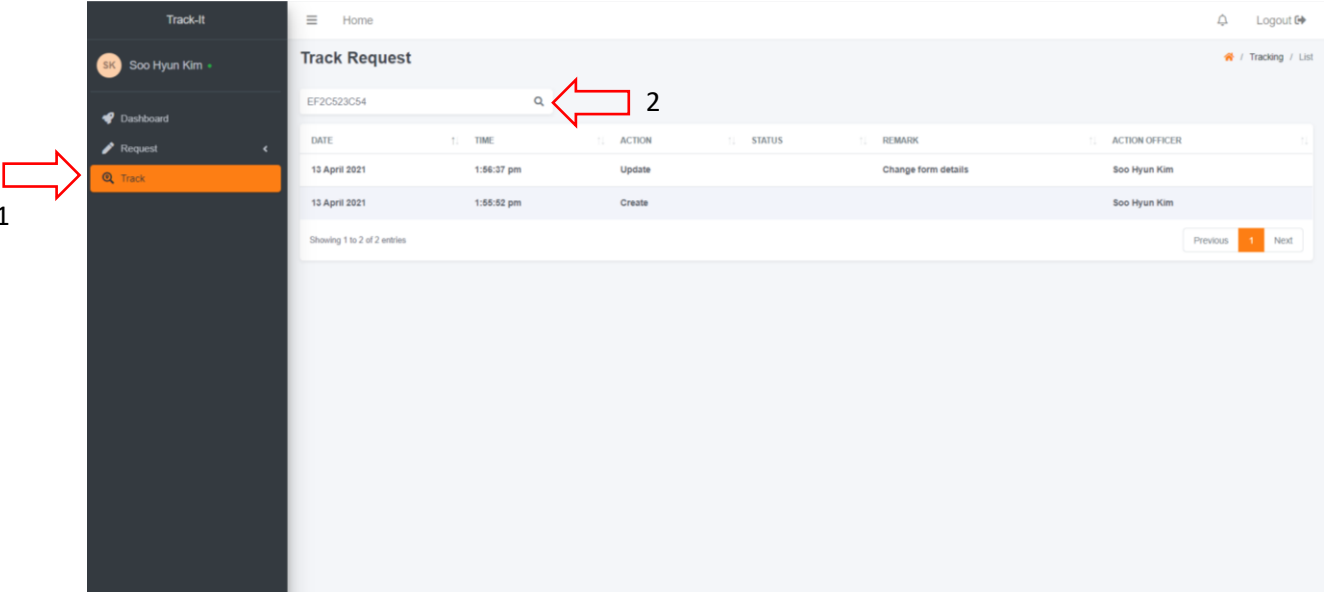
Next

Back

Save

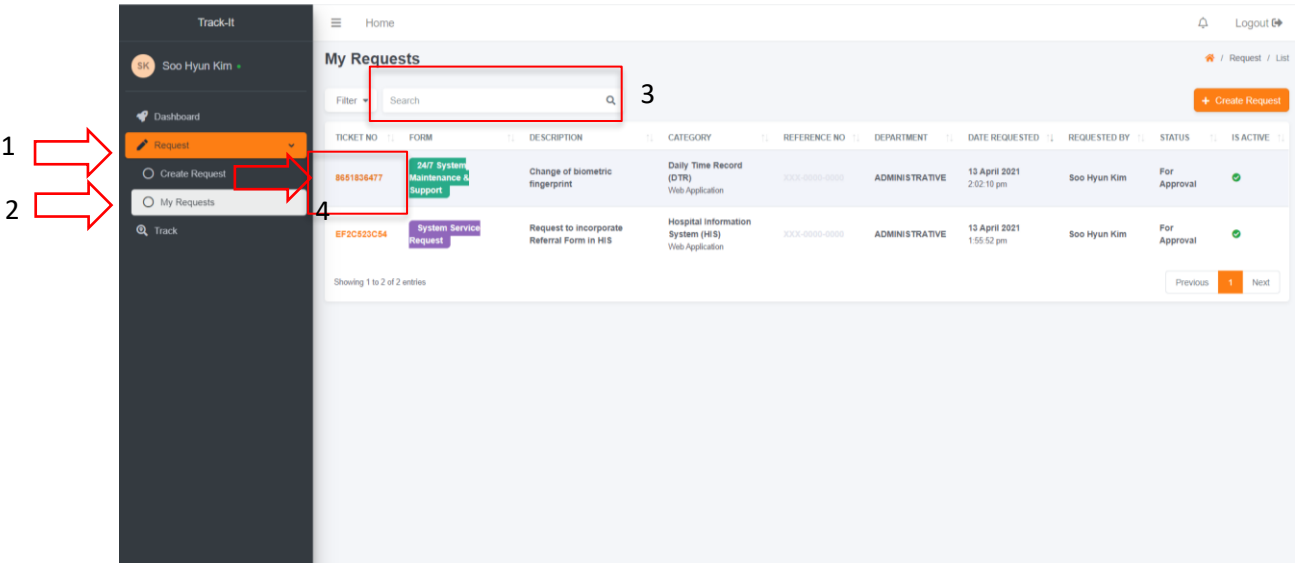
HOW TO TRACK REQUEST?

1. To view logs or track request, click Track menu button below the Request menu.
2. Type the Tracking no. in the search request tab then click search button.



HOW TO MANAGE ACTIONS? (FOR USER AND DEPARTMENT HEAD/ SECTION HEAD)

- 1. Click Request menu
- 2. Click My Requests tab
- 3. Enter Ticket no, or description to search.



5. You may type a comment then afterwards, then click post comment button .

Track-It

SK Soo Hyun Kim

Dashboard

Request

Create Request

My Requests

Track

Home

View Request

Request / List / Ticket No: 8651836477

View Logs

Update Request

TICKET INFORMATION

Change of biometric fingerprint

Title / Description

8651836477

Ticket No

13 April 2021 02:02 PM

Date Requested

24/7 System Maintenance & Support

Request Form

XXXX-0000-0000

Reference No

Soo Hyun Kim

Requested By

Daily Time Record (DTR)

Category

ADMINISTRATIVE

Department

For Approval

Status

REQUEST DETAILS

Technical Findings/Impact

Corrective Actions

Preventive Actions/Recommendations

Type of Error

Summary of Incident

Change of biometric fingerprint due to horizontal creases. with bio number 1234

COMMENTS

for follow up request please. thanks

5

Post Comment

6. The comment is already posted indicating date and time posted.

Track-It

SK Soo Hyun Kim

Dashboard

Request

Create Request

My Requests

Track

Home

View Request

Request / List / Ticket No: 8651836477

View Logs

Update Request

TICKET INFORMATION

Change of biometric fingerprint

Title / Description

8651836477

Ticket No

13 April 2021 02:02 PM

Date Requested

24/7 System Maintenance & Support

Request Form

XXXX-0000-0000

Reference No

Soo Hyun Kim

Requested By

Daily Time Record (DTR)

Category

ADMINISTRATIVE

Department

For Approval

Status

REQUEST DETAILS

Technical Findings/Impact

Corrective Actions

Preventive Actions/Recommendations

Type of Error

Summary of Incident

Change of biometric fingerprint due to horizontal creases. with bio number 1234

COMMENTS

Write a comment ...

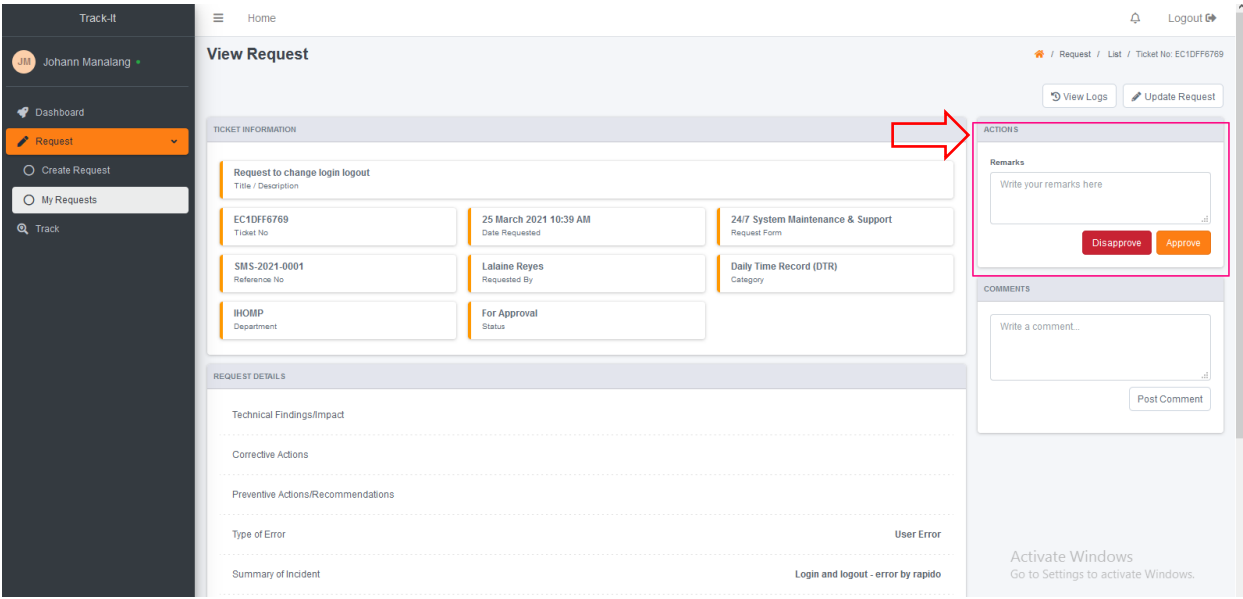
Post Comment

Soo Hyun Kim · Apr 15, 2021 09:52 am

for follow up request please. thanks

- account is department head - displays when the current step is assigned to the department head

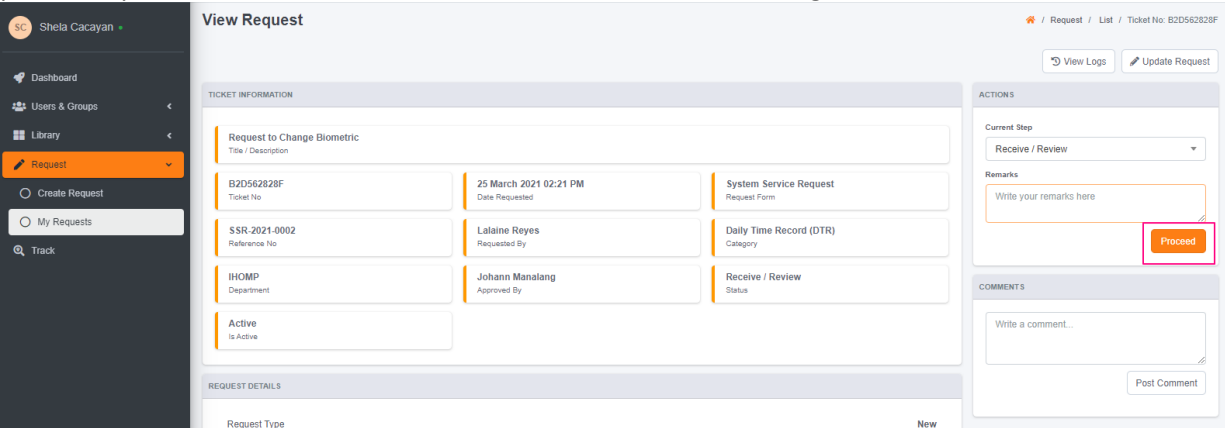
NOTE: Reference no. automatically generates once request is approved by department head



7. The department head/unit head, may approve or disapprove the request to proceed the transaction.

- approve/pass - proceeds to next action/status and notifies user/staff incharge

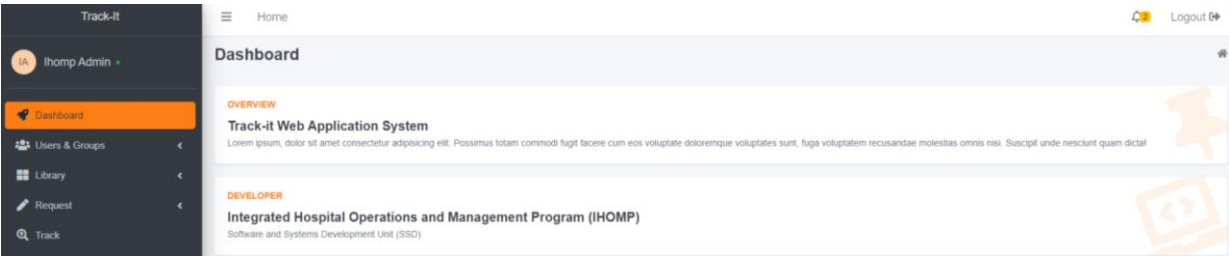
proceed - proceeds to next action/status. Notifies user / staff incharge



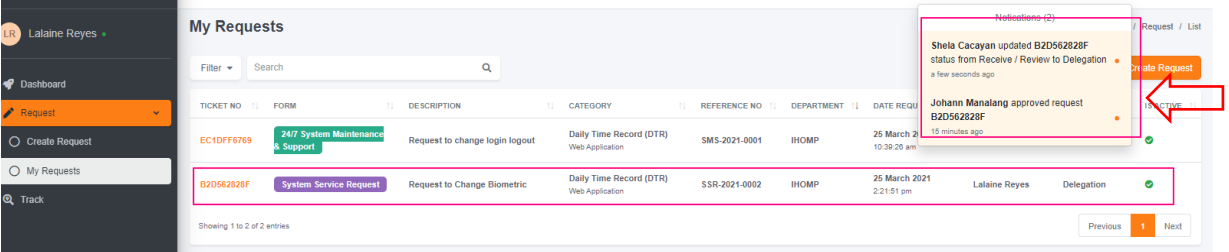
HOW TO VIEW NOTIFICATION?

1. The end user can click the Notification button located at the upper right portion of the dashboard beside the Logout button.

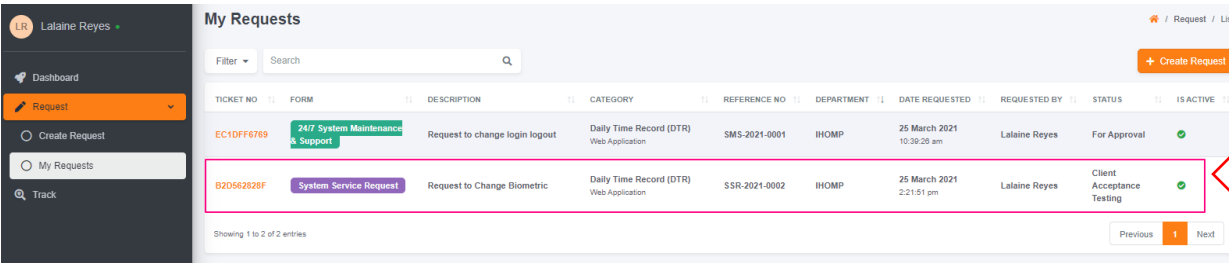




2. The notifications will display. Select the corresponding notification to be open.



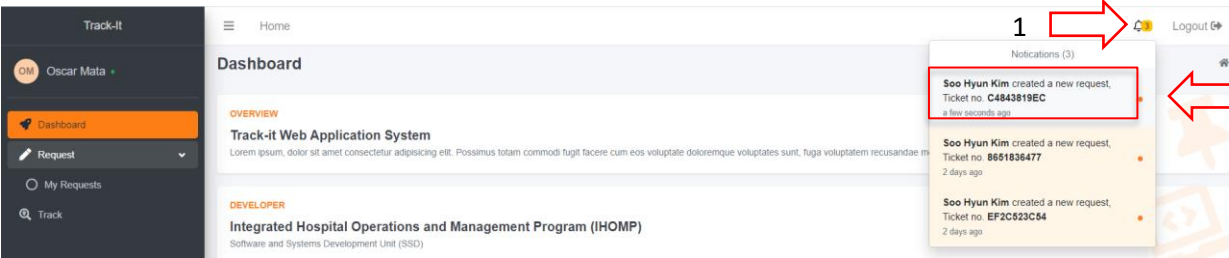
3. The request will be displayed.



HOW TO APPROVE OR DISAPPROVE REQUEST?

The department/ section head can approve or disapprove request.

1. Click notification bell button located at the upper right side of the screen.
2. Click the specific notification to view new request.



3.Input remarks on the remarks field then click approve or disapprove button.

Track-It

OSCAR MATA

Dashboard

Request

My Requests

Track

Home

View Request

Request / List / Ticket No: C4843819EC

View Logs

TICKET INFORMATION

Request to Change biometric fingerprint

Title / Description

C4843819EC

Ticket No

15 April 2021 10:50 AM

Date Requested

24/7 System Maintenance & Support

Request Form

XXXX-0000-0000

Reference No

Soo Hyun Kim

Requested By

Daily Time Record (DTR)

Category

ADMINISTRATIVE

Department

For Approval

Status

REQUEST DETAILS

Technical Findings/Impact

Corrective Actions

Preventive Actions/Recommendations

Type of Error

ACTIONS

Remarks

Sample Remarks

Disapprove

Approve

COMMENTS

Write a comment...

Post Comment

4. Once approved, the status will be change to “Receive/Review”.

Track-It

OSCAR MATA

Dashboard

Request

My Requests

Track

Home

My Requests

Request / Li

Filter

Search

TICKET NO	FORM	DESCRIPTION	CATEGORY	REFERENCE NO	DEPARTMENT	DATE REQUESTED	REQUESTED BY	STATUS	IS ACTIVE
C4843819EC	24/7 System Maintenance & Support	Request to Change biometric fingerprint	Daily Time Record (DTR) Web Application	XXXX-0000-0000	ADMINISTRATIVE	15 April 2021 10:50:39 am	Soo Hyun Kim	Receive / Review	✓
8651836477	24/7 System Maintenance & Support	Change of biometric fingerprint	Daily Time Record (DTR) Web Application	XXXX-0000-0000	ADMINISTRATIVE	13 April 2021 2:02:10 pm	Soo Hyun Kim	For Approval	✓
8F2C832C564	System Service Request	Request to incorporate Referral Form in HIS	Hospital Information System (HIS) Web Application	XXXX-0000-0000	ADMINISTRATIVE	13 April 2021 1:55:52 pm	Soo Hyun Kim	For Approval	✓

Showing 1 to 3 of 3 entries

Previous1Next

5. If the department/section head will disapprove the request, type the remarks in the remarks box under Actions
6. You may also write comments in the comments box
7. Click disapprove button. (Note: Once disapproved, it will directly close change the status of the request to close)

Track-It

OSCAR MATA

Dashboard

Request

My Requests

Track

Home

View Request

Request / List / Ticket No: 8651836477

View Logs

TICKET INFORMATION

Change of biometric fingerprint

Title / Description

8651836477

Ticket No

13 April 2021 02:02 PM

Date Requested

24/7 System Maintenance & Support

Request Form

XXXX-0000-0000

Reference No

Soo Hyun Kim

Requested By

Daily Time Record (DTR)

Category

ADMINISTRATIVE

Department

For Approval

Status

REQUEST DETAILS

Technical Findings/Impact

Corrective Actions

ACTIONS

Remarks

lacking attachments, incomplete request

Disapprove

Approve

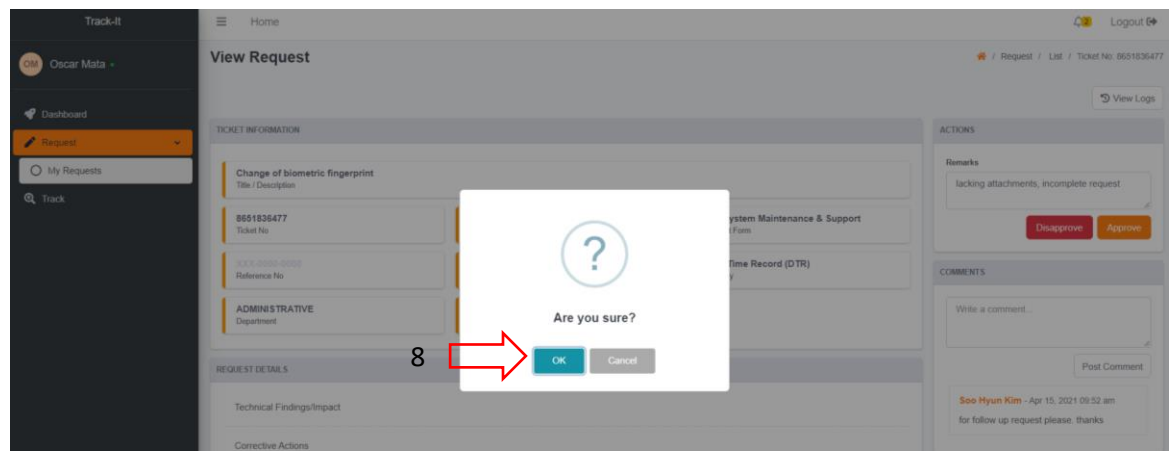
COMMENTS

Write a comment...

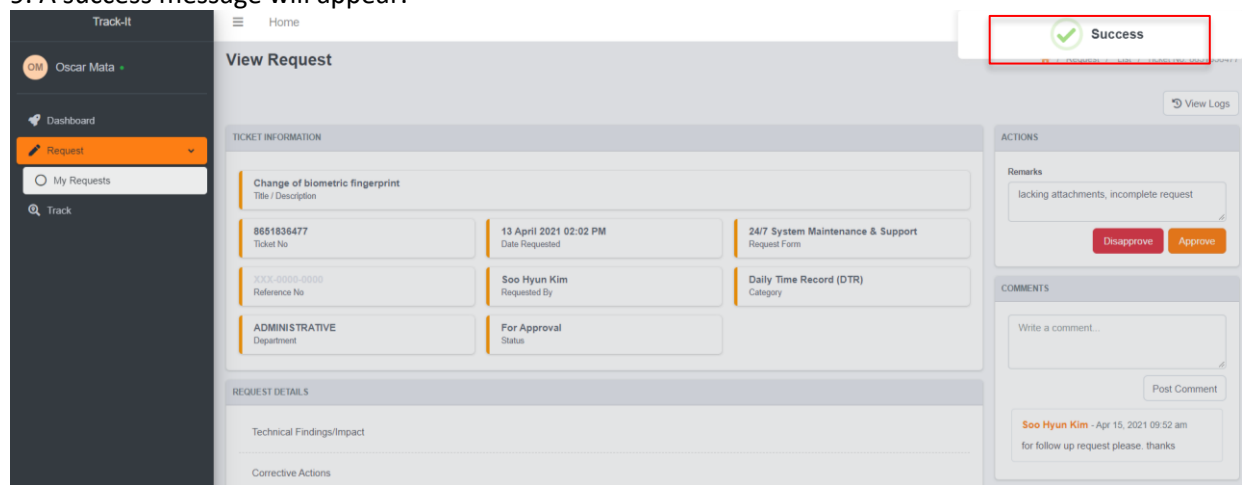
Post Comment

Soo Hyun Kim - Apr 15, 2021 09:52 am
for follow up request please: thanks

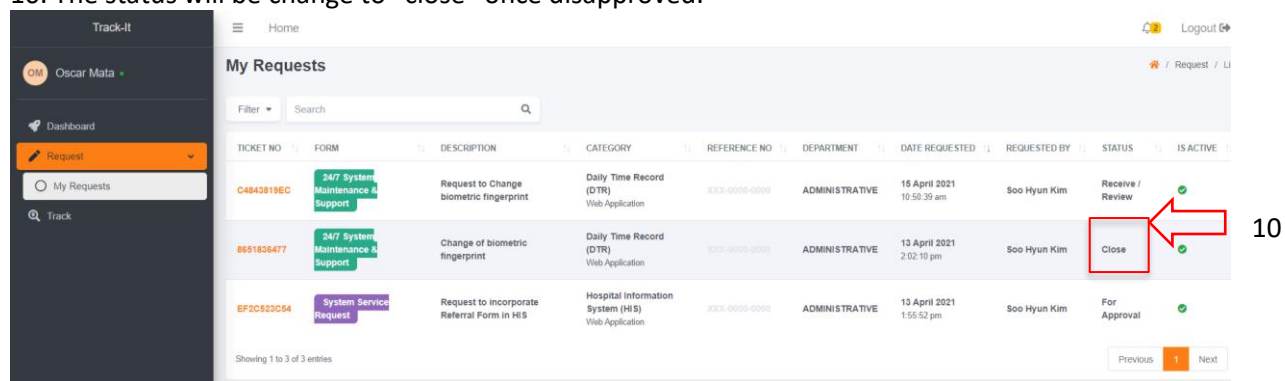
8. A prompt message will appear “Are you sure?” Click ok to proceed, else, click cancel.



9. A success message will appear.



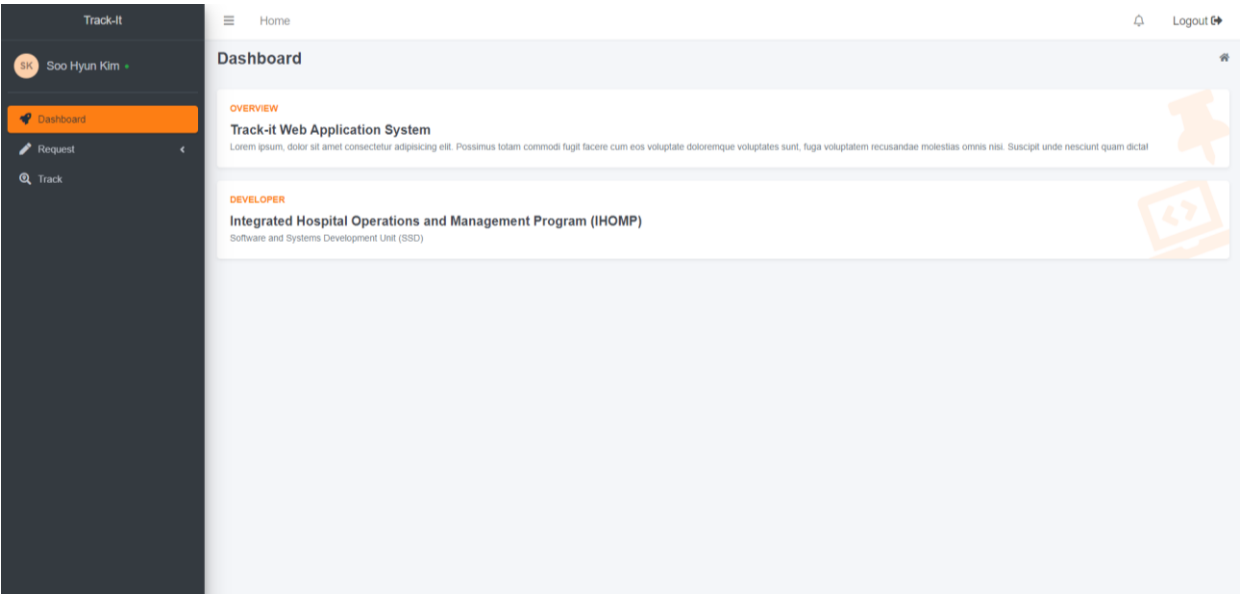
10. The status will be change to “close “once disapproved.



HOW TO LOG OUT YOUR ACCOUNT?

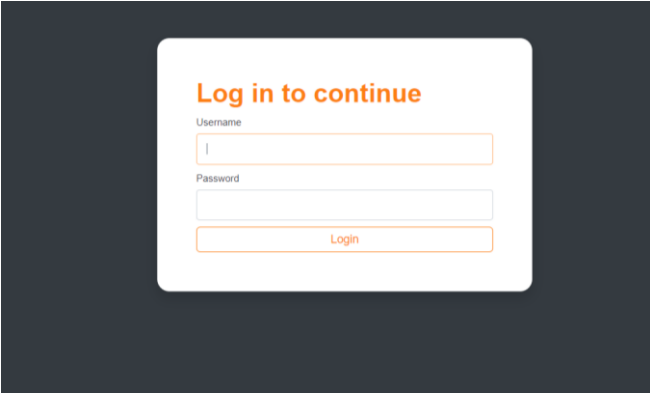
1. Click Log Out button on the upper right side of the page.





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2. After clicking Log Out button, it shall proceed to the log in page indicating you have successfully logged out the Track It system.



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