SPMC TRACK IT SYSTEM
USER GUIDE

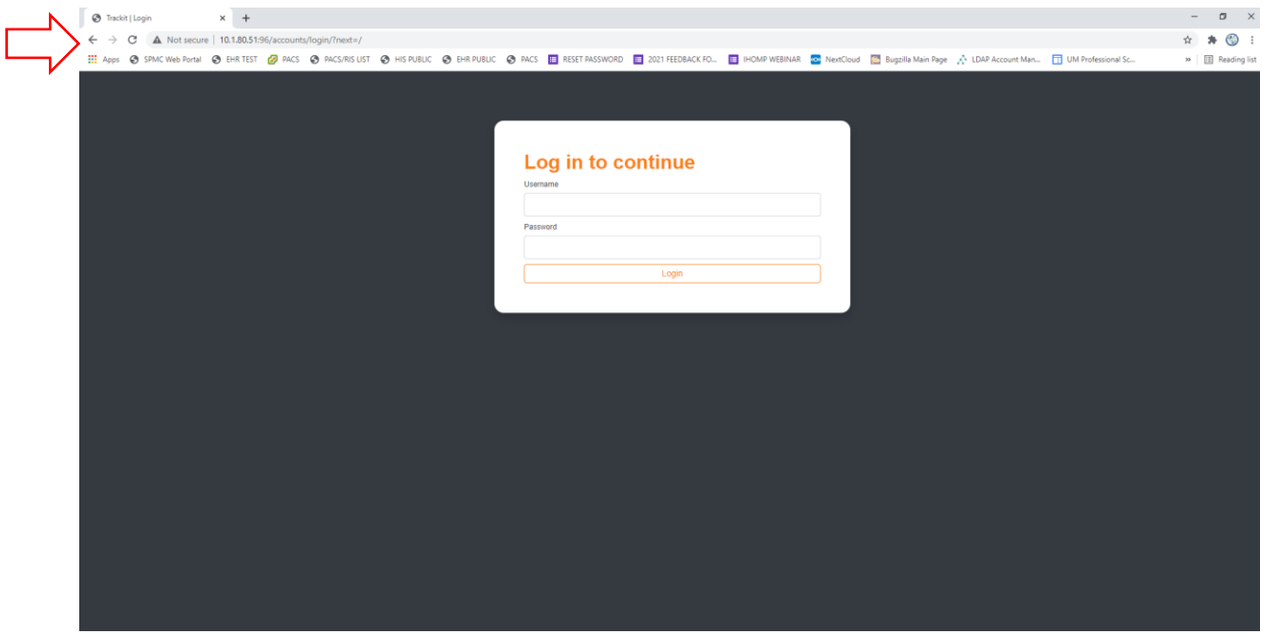
Table of Contents

GETTING THERE	3
HOW TO LOG-IN?	3
HOW TO MANAGE USER PROFILE?	5
HOW TO CHANGE PASSWORD?	6
HOW TO CREATE REQUEST?	8
HOW TO VIEW MY REQUESTS?	14
HOW TO UPDATE REQUEST?	16
HOW TO TRACK REQUEST?	17
HOW TO MANAGE ACTIONS? (FOR USER AND DEPARTMENT HEAD/ SECTION HEAD)	18
HOW TO VIEW NOTIFICATION?	20
HOW TO APPROVE OR DISAPPROVE REQUEST?	21
HOW TO LOG OUT YOUR ACCOUNT?	23

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.

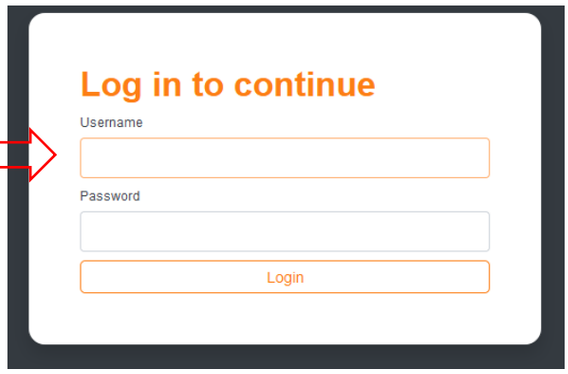
Kindly open your Google Chrome browser or Mozilla Firefox, type ***10.1.80.51:96*** in the address bar, and press the enter key. If you can see the following image below, then you are on the Track It System. If not, check the address bar and type the correct URL.



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

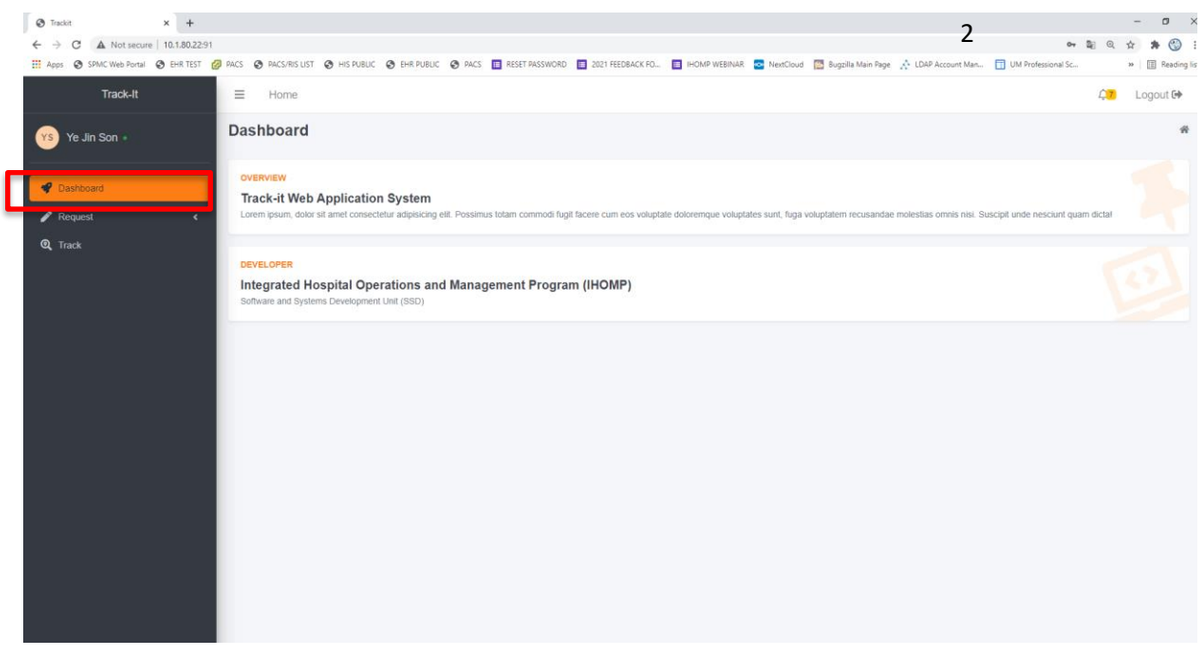


Note:

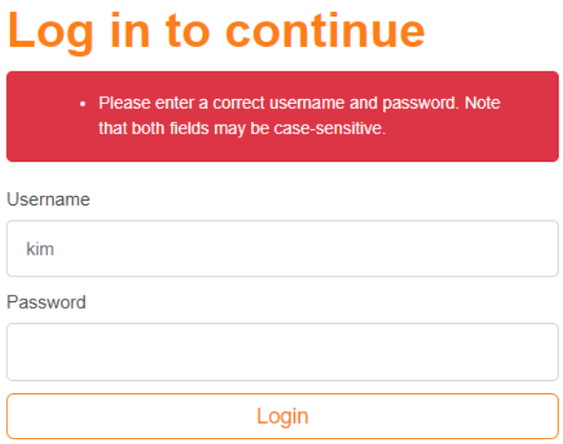
- Your password can't be too similar to your other personal information.
- Your password must contain at least 8 characters.
- Your password can't be a commonly used.
- Your password can't be entirely numeric.

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

2



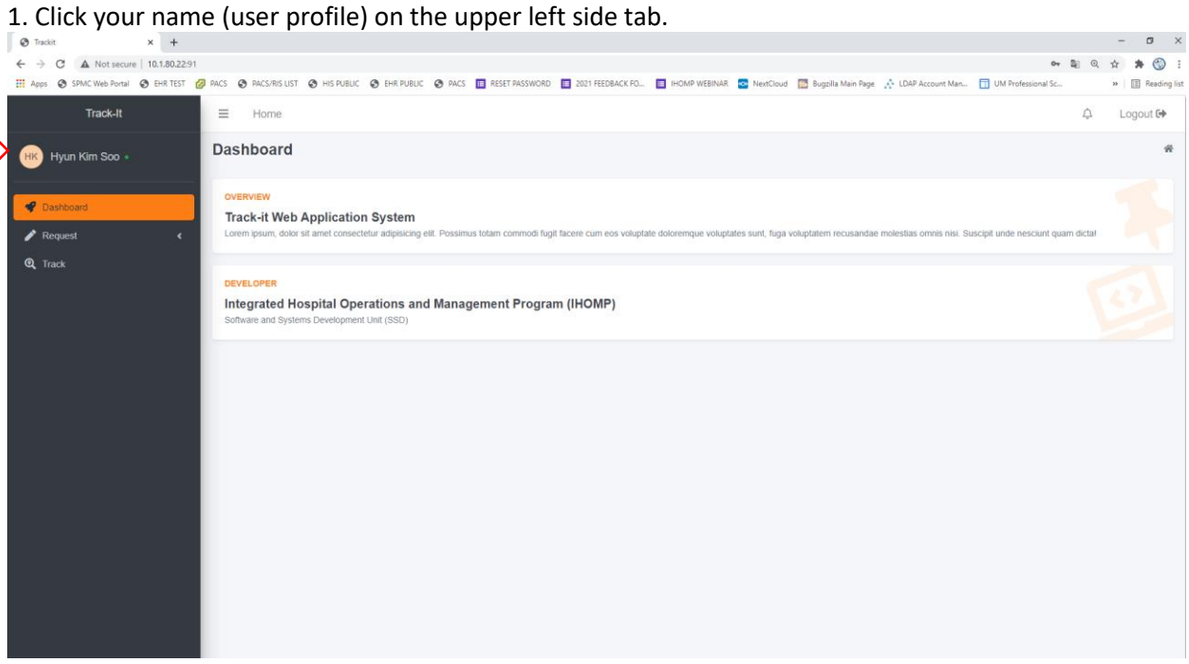
(Inactive and unmatched)



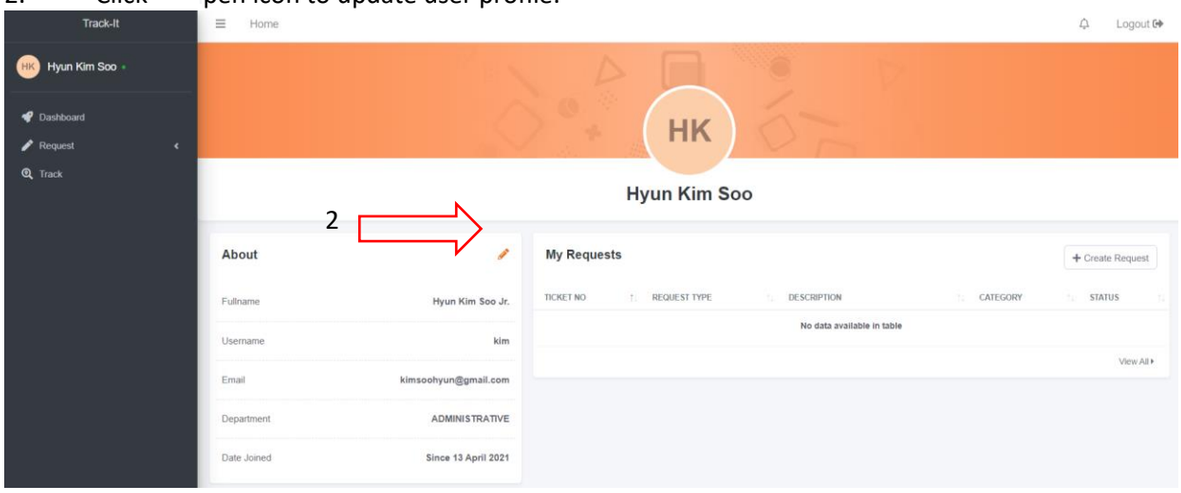
HOW TO MANAGE USER PROFILE?

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

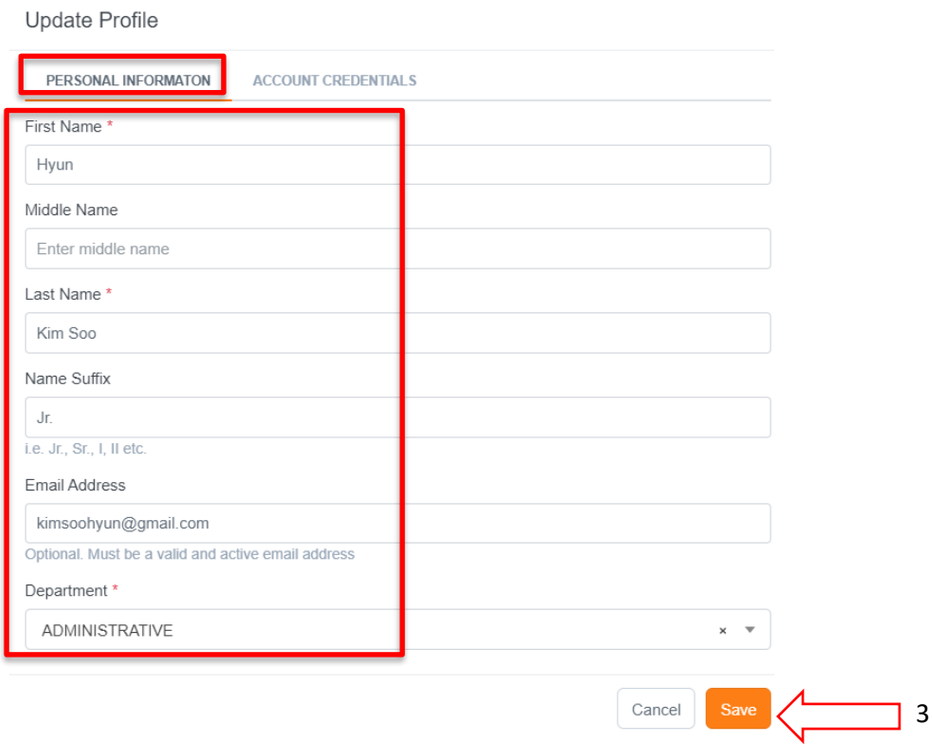
1



2. Click pen icon to update user profile.



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

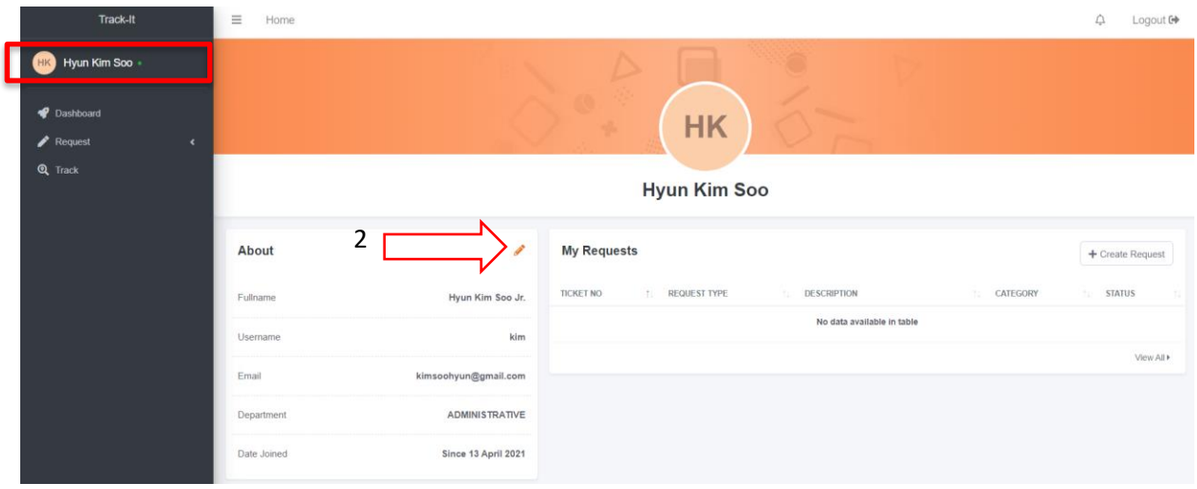


HOW TO CHANGE PASSWORD?

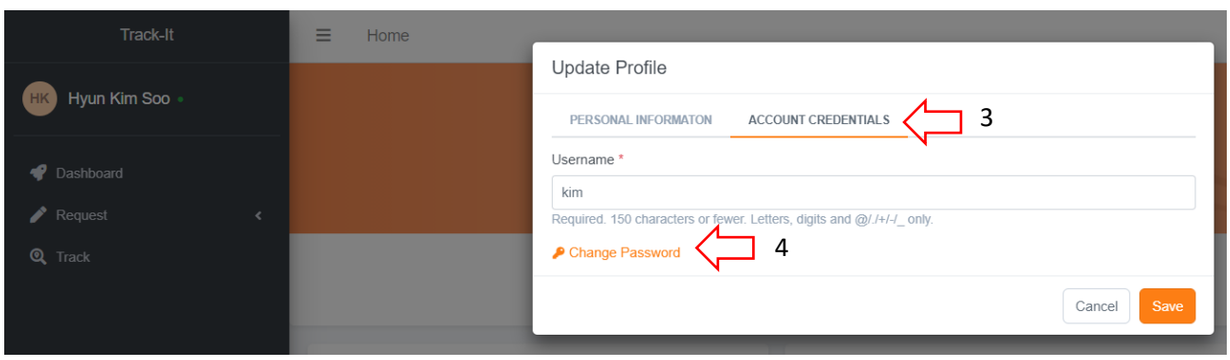
1. Go to User Profile at the upper left side.

2. Click pen icon to Update Profile.

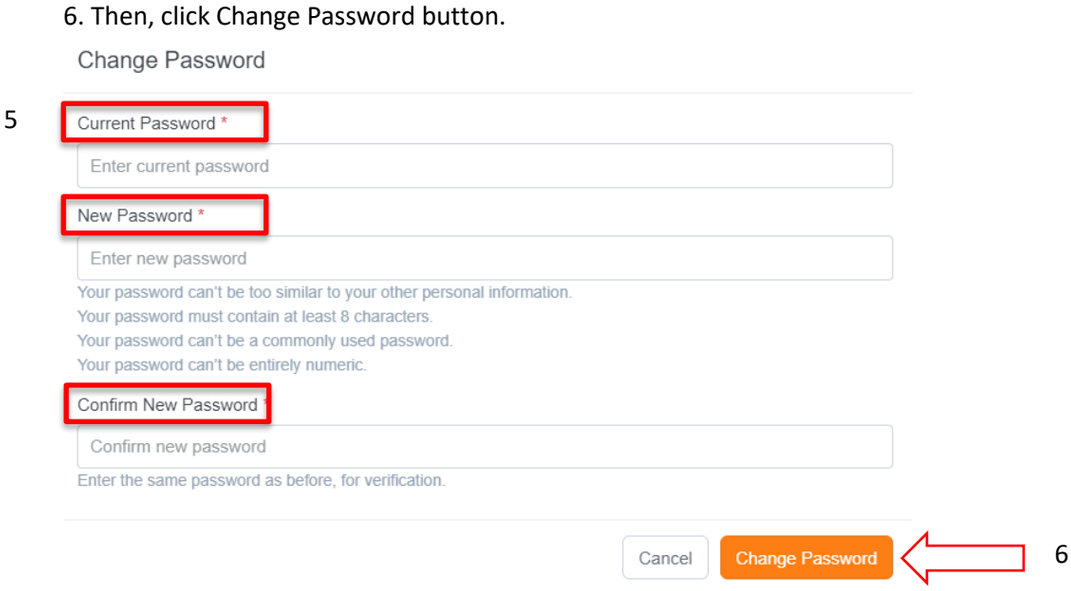
1



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.

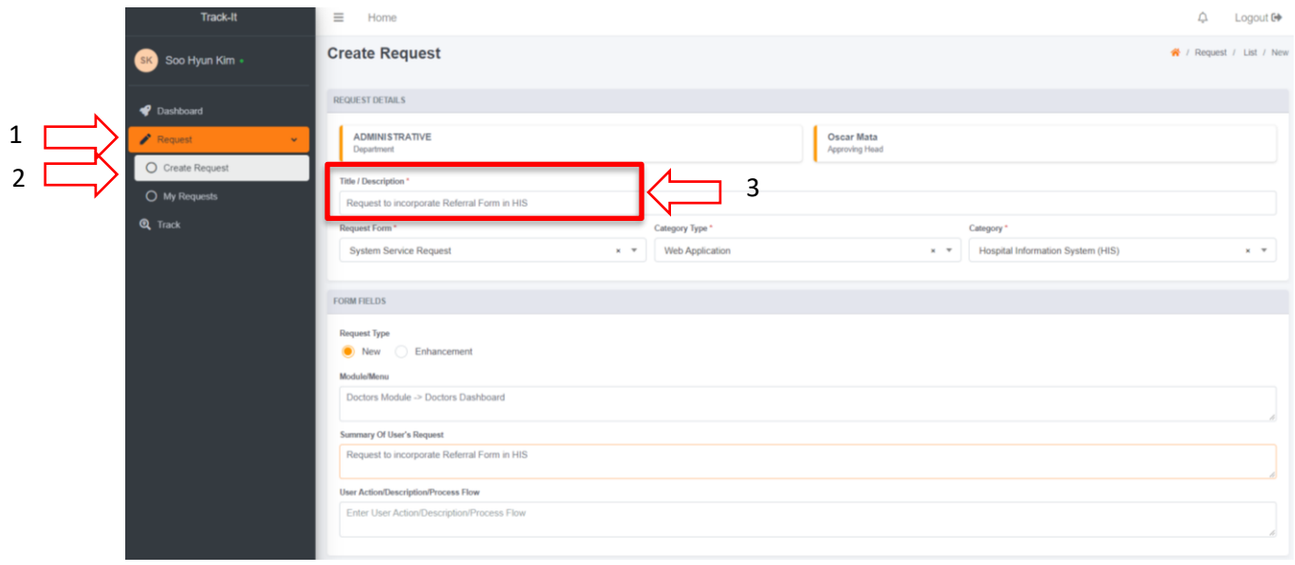


HOW TO CREATE REQUEST?

1. Click Request button under Dashboard Menu.

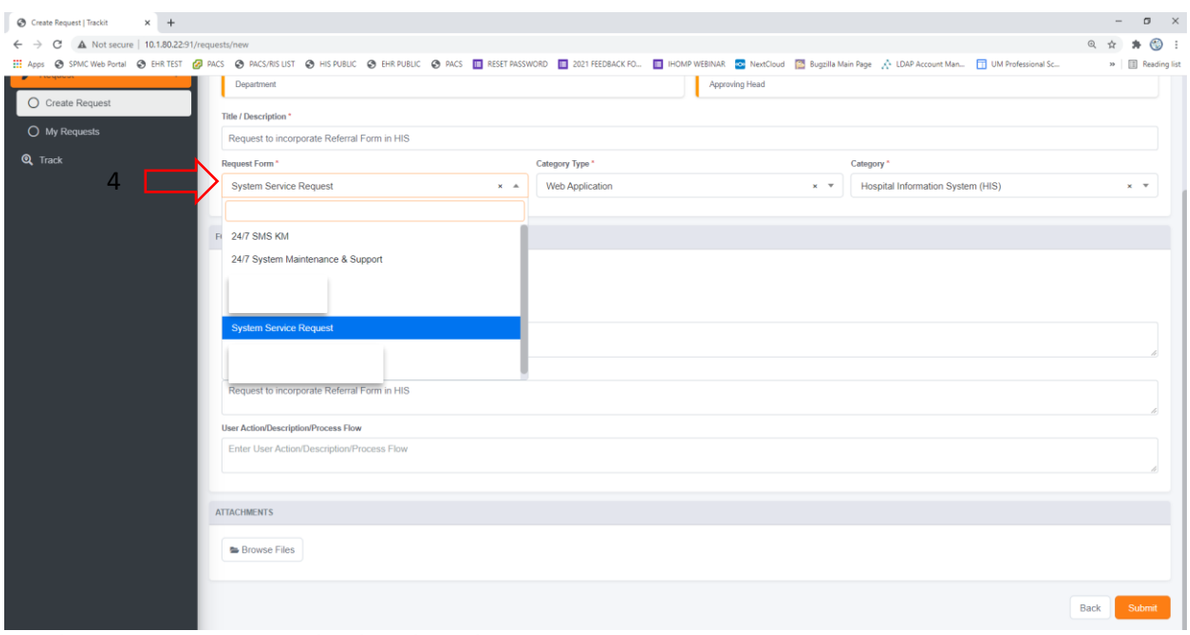
2. Then click Create Requests submenu.

3. Type your request under Title/Description field.

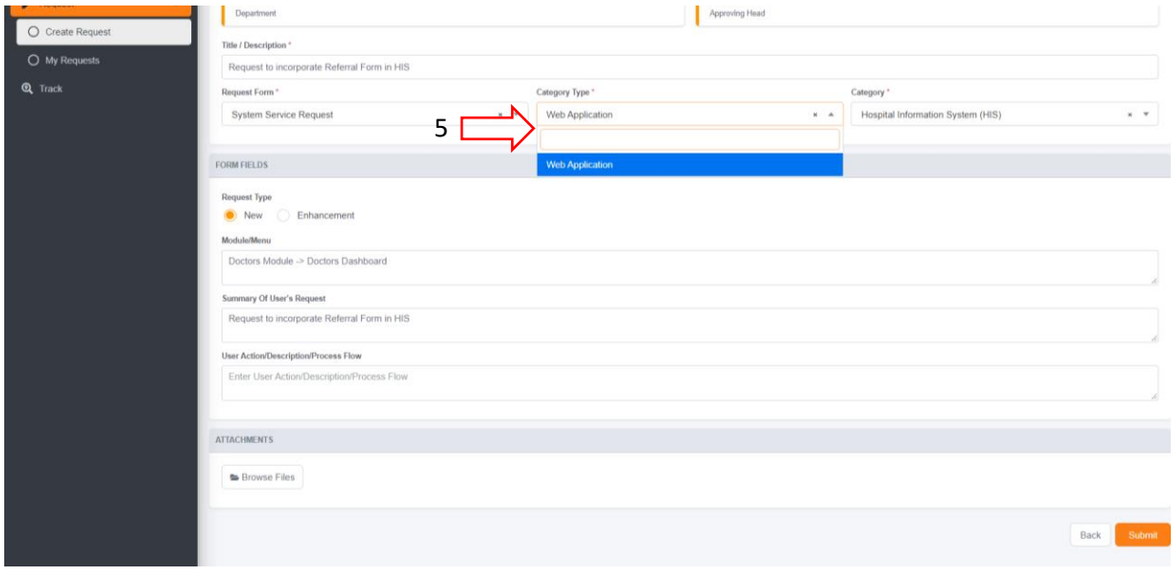


4. Select Request Form type on the dropdown list.

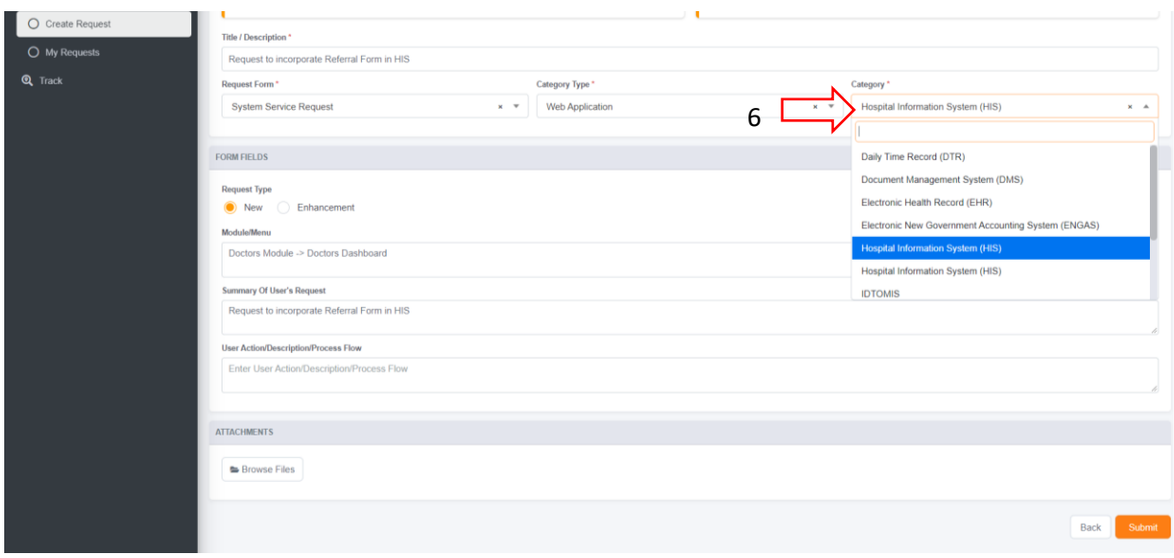
- System Service Request – for new and enhancement request
- 24/7 System Maintenance and Support



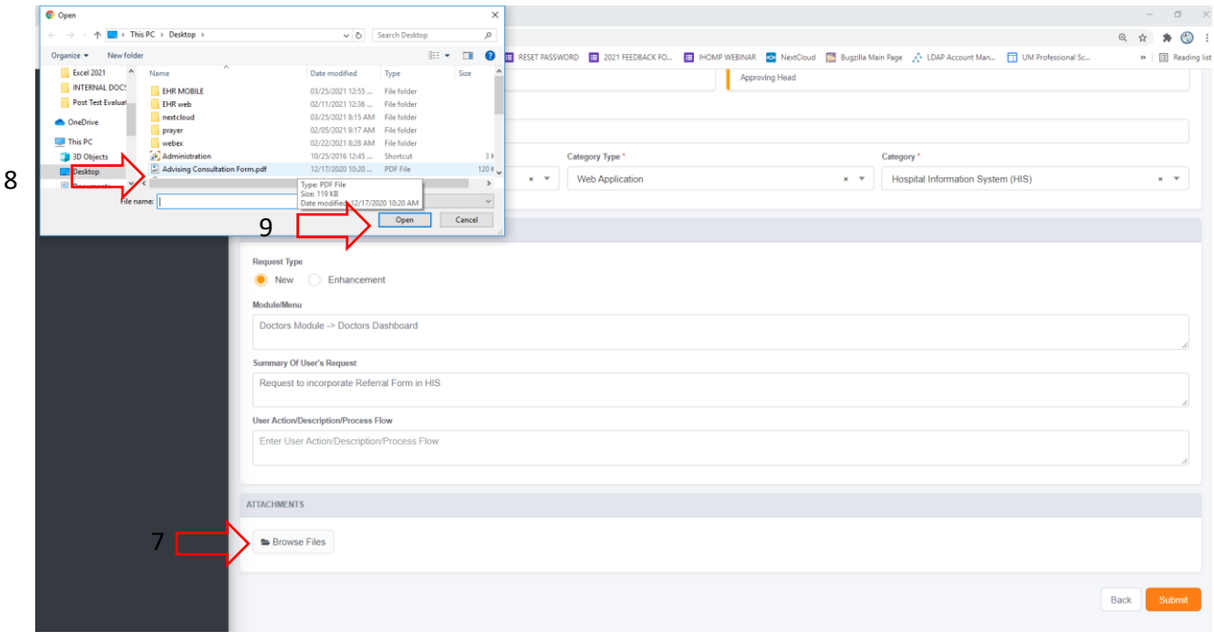
5. Select Category type on the dropdown list.
   Note: Category type is filtered based on selected form



6. Select Category on the dropdown list.

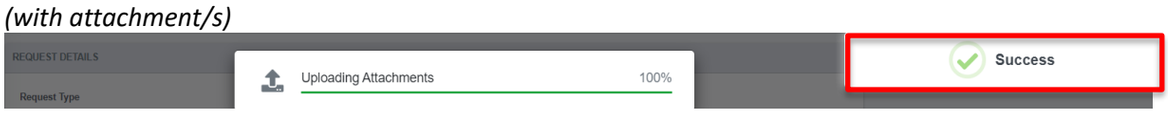


7. Click Browse files button to attach files (format: .pdf, .jpeg., word, .xls)
8. Select file to attach.
9. Click open button.

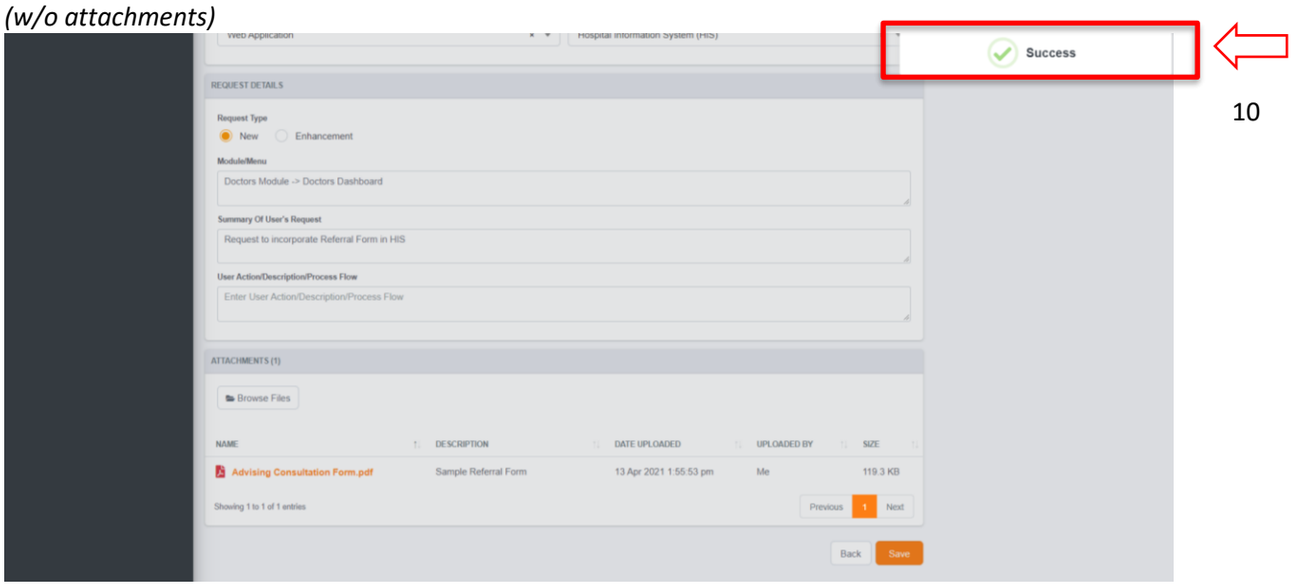


10. Wait for the confirmation message.

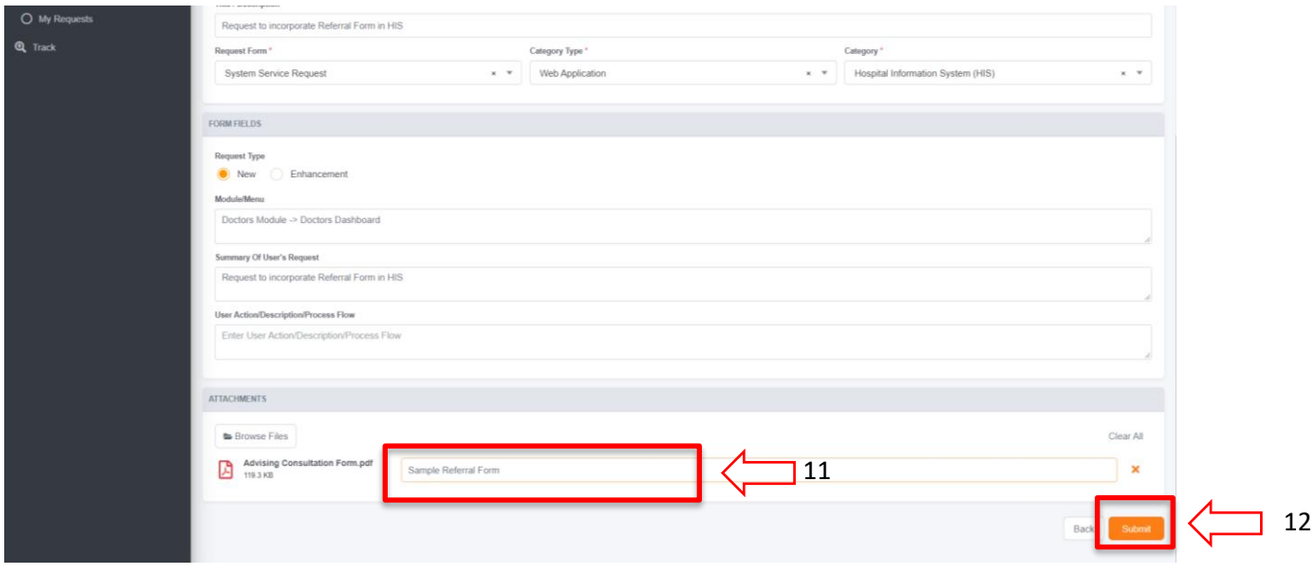
(with attachment/s)



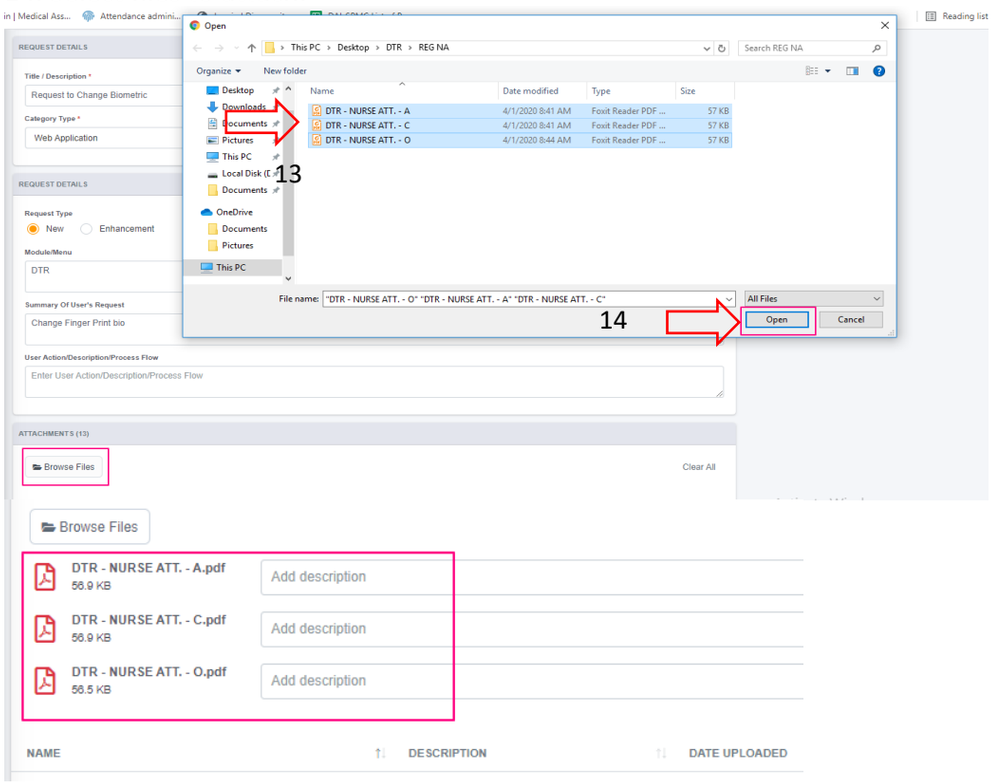
(w/o attachments)



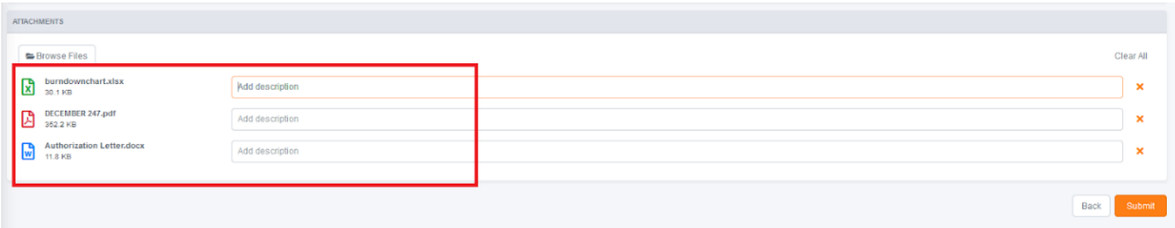
11. Type name of the attachment.
12. Click submit button.



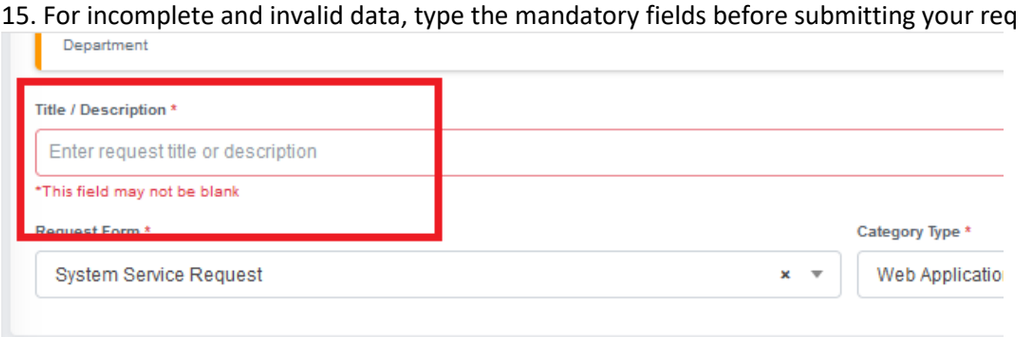
13. Click Browse Files button to add multiple files to attach.
14. Select files to attach.



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

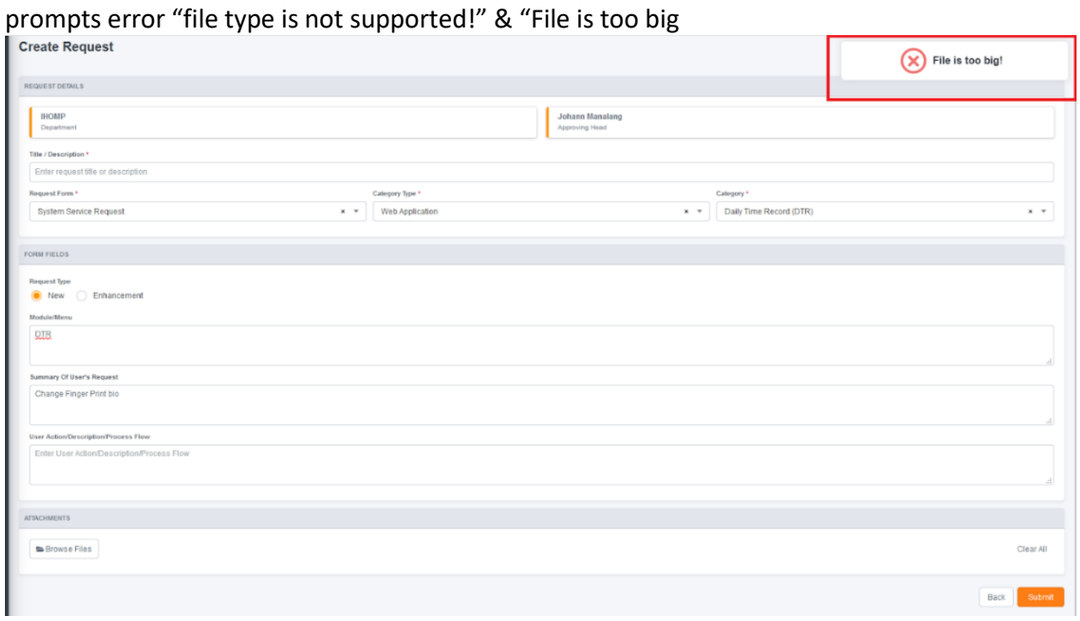


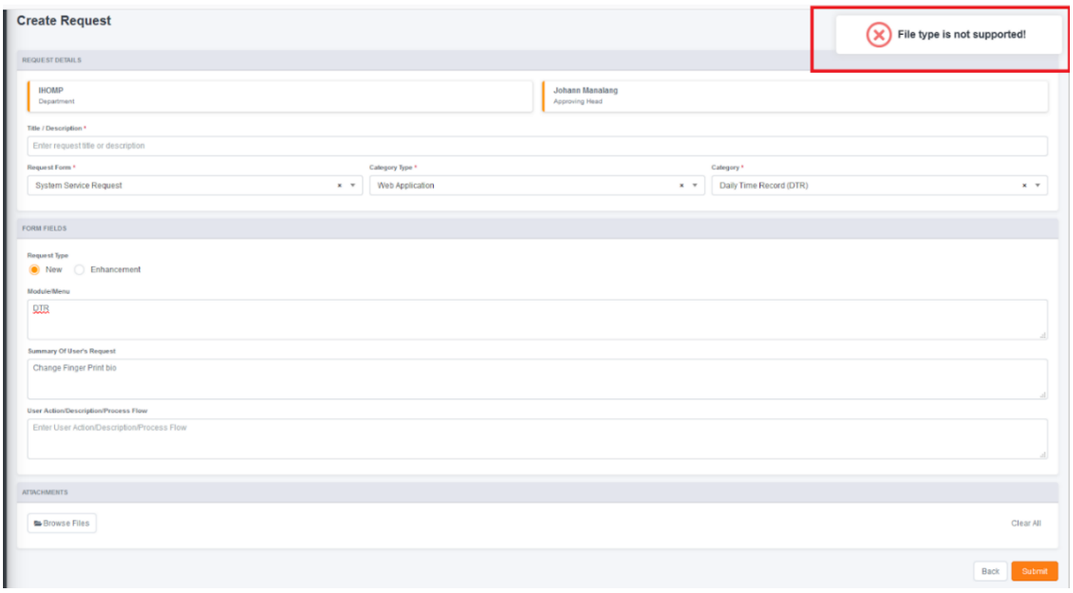
15. For incomplete and invalid data, type the mandatory fields before submitting your request.



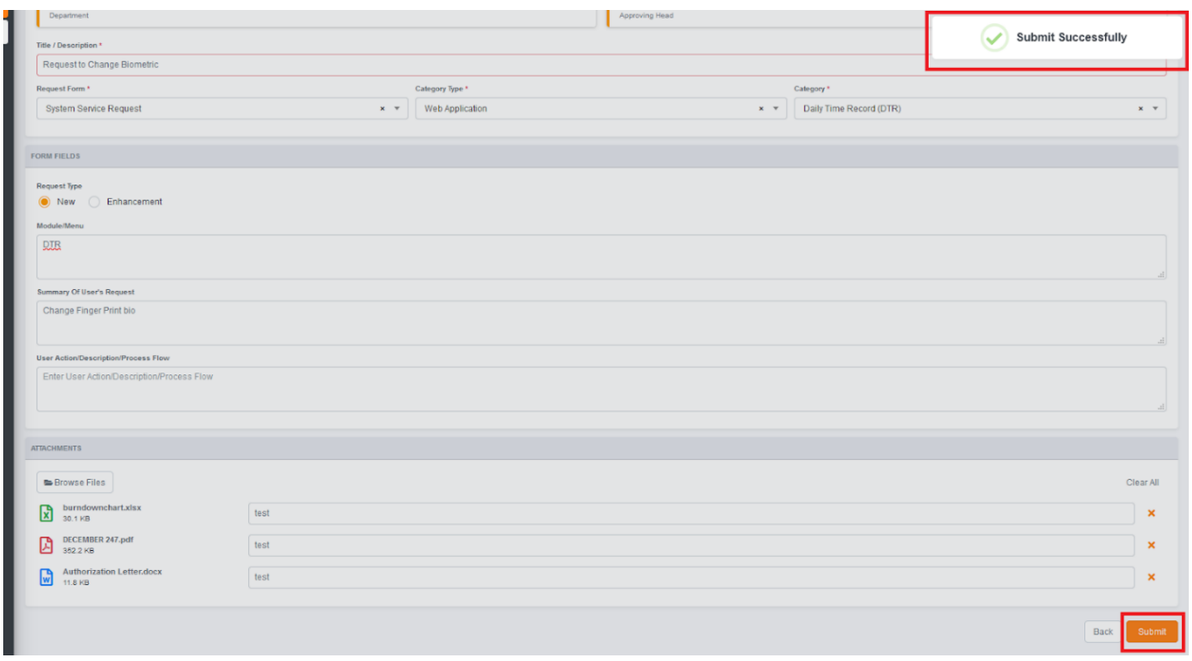
When uploading attachments:

- prompts error “file type is not supported!” & “File is too big



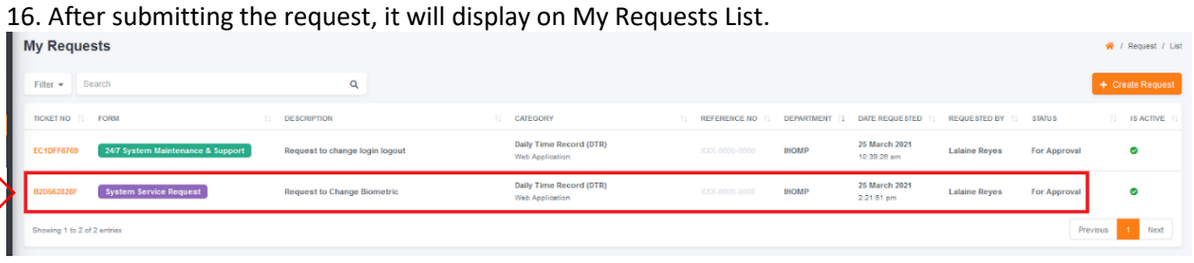


- For complete and valid data - Submit Successfully



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

16

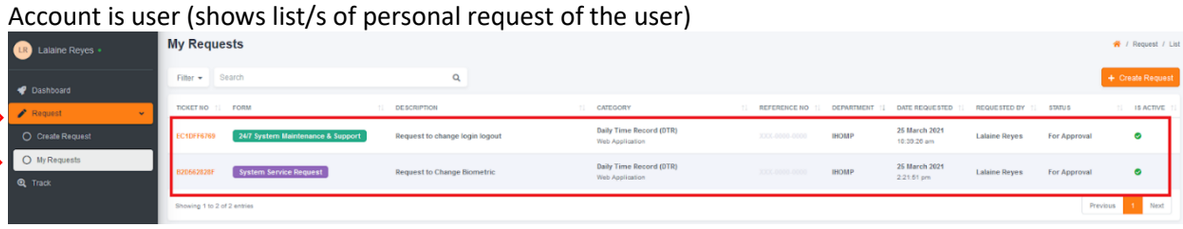


HOW TO VIEW MY REQUESTS?

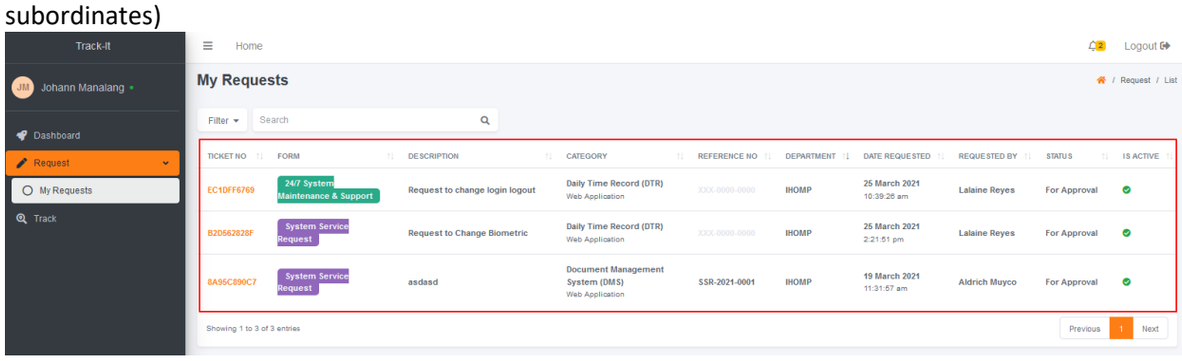
1. Click Request button under Dashboard Menu.
2. Click My Requests submenu.

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

1
2



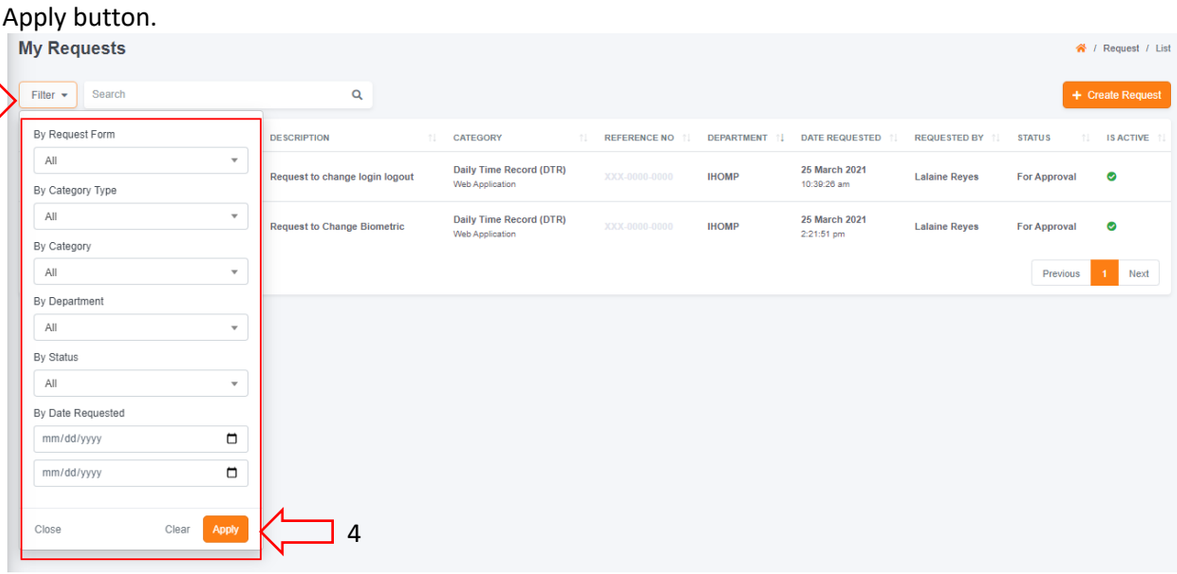
- Account is department head (shows list of personal requests and requests of its subordinates)



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.

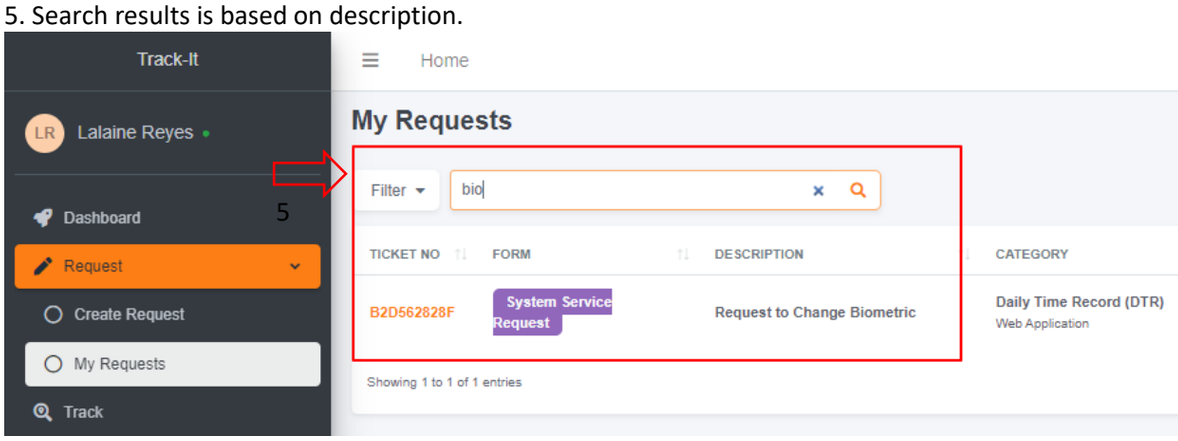
4. Click Apply button.

3



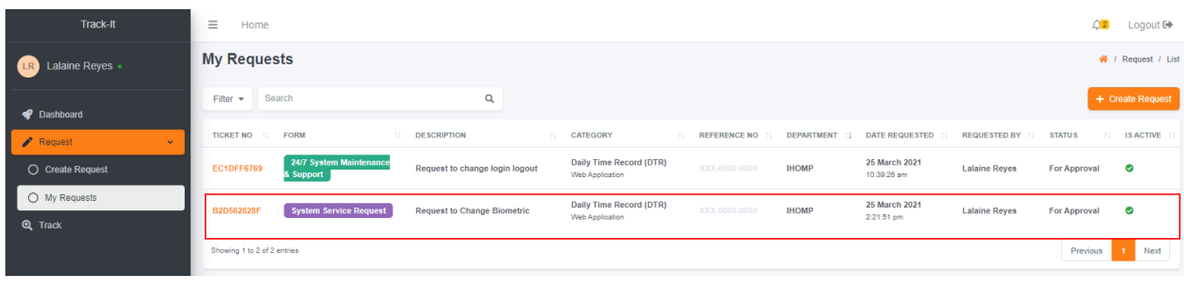
4

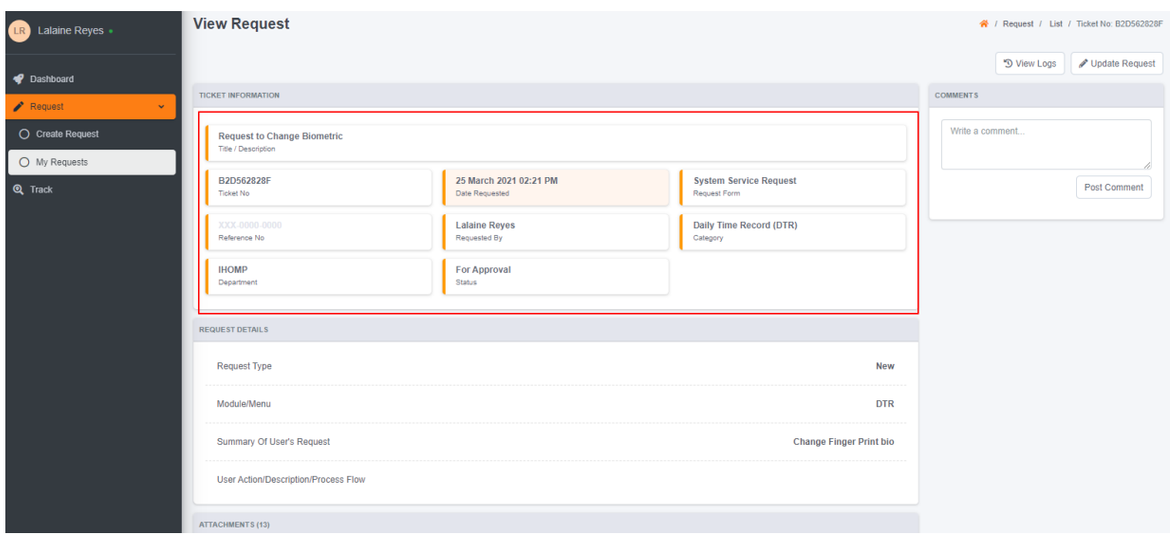
5. Search results is based on description.



View Request

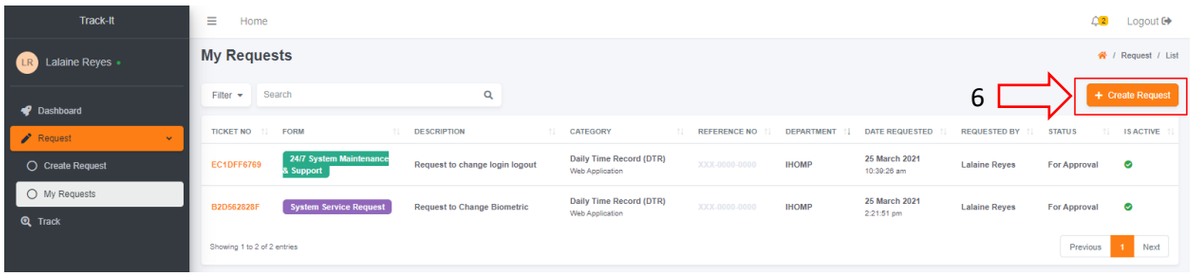
- directs to request details



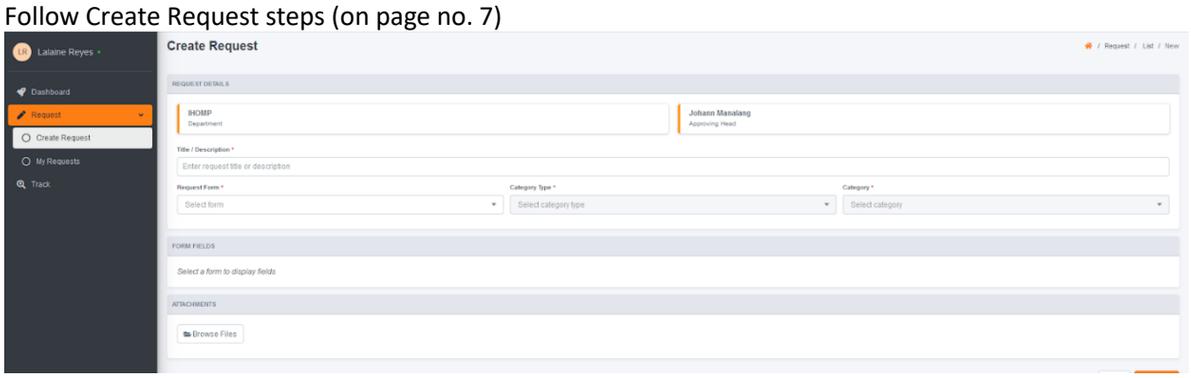


6. You may also create request on My Request submenu.

Click Create Request button on the upper right.

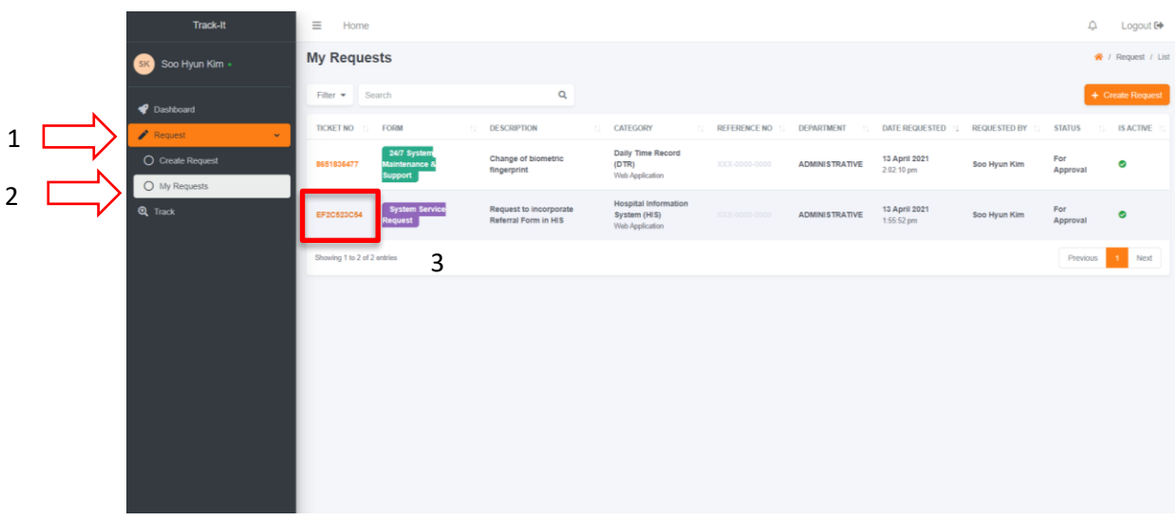


Follow Create Request steps (on page no. 7)

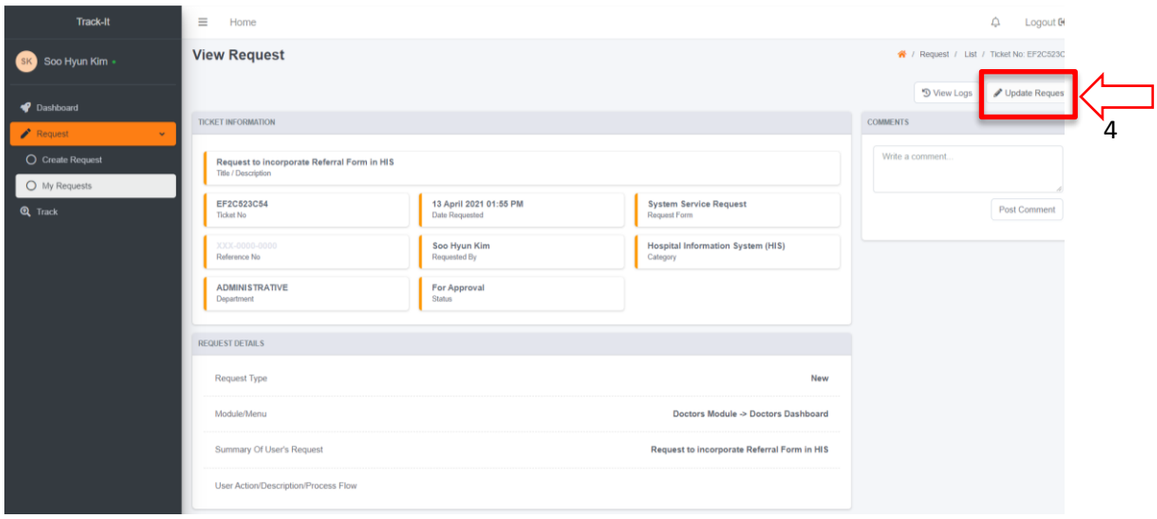


HOW TO UPDATE REQUEST?

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

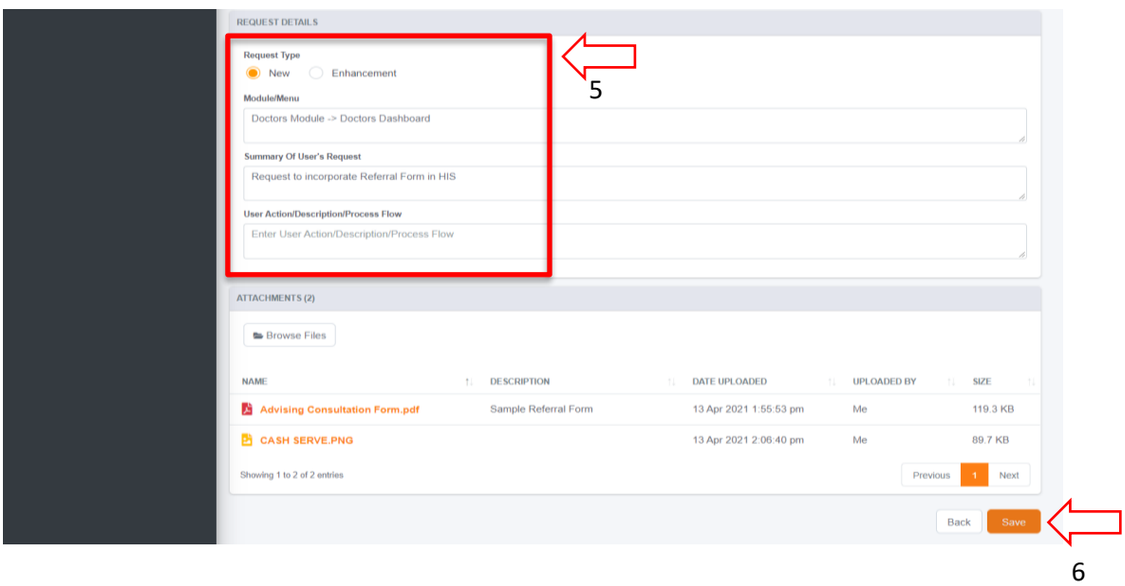


4. Click Update Request button to view the request.



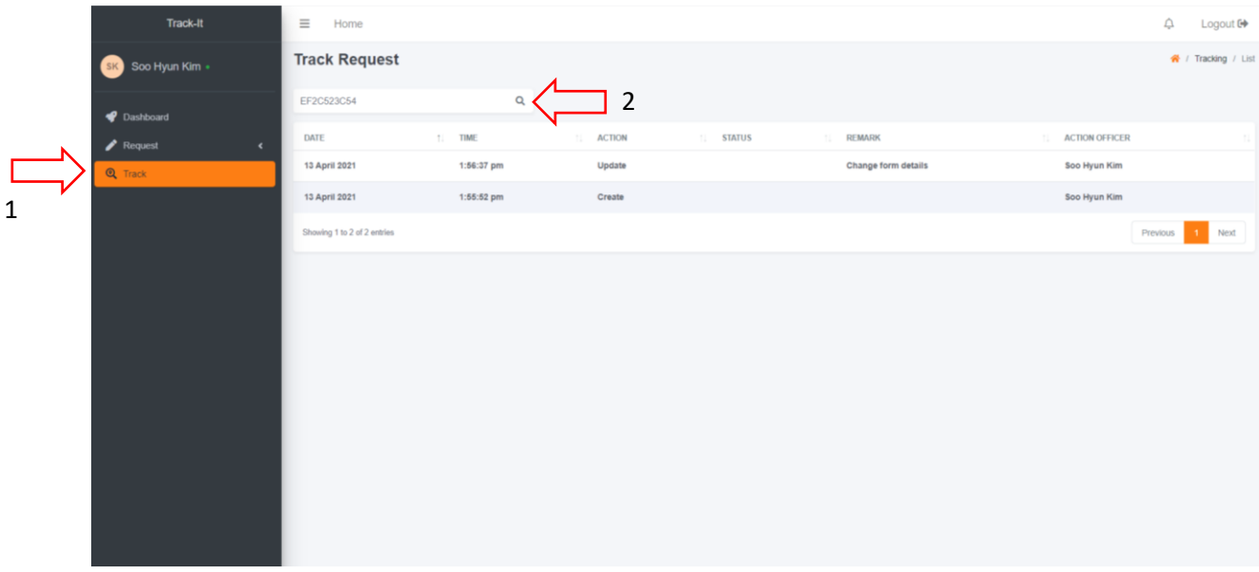
5. Edit the necessary fields to be updated or attach more files.

6. Click Save button.



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.

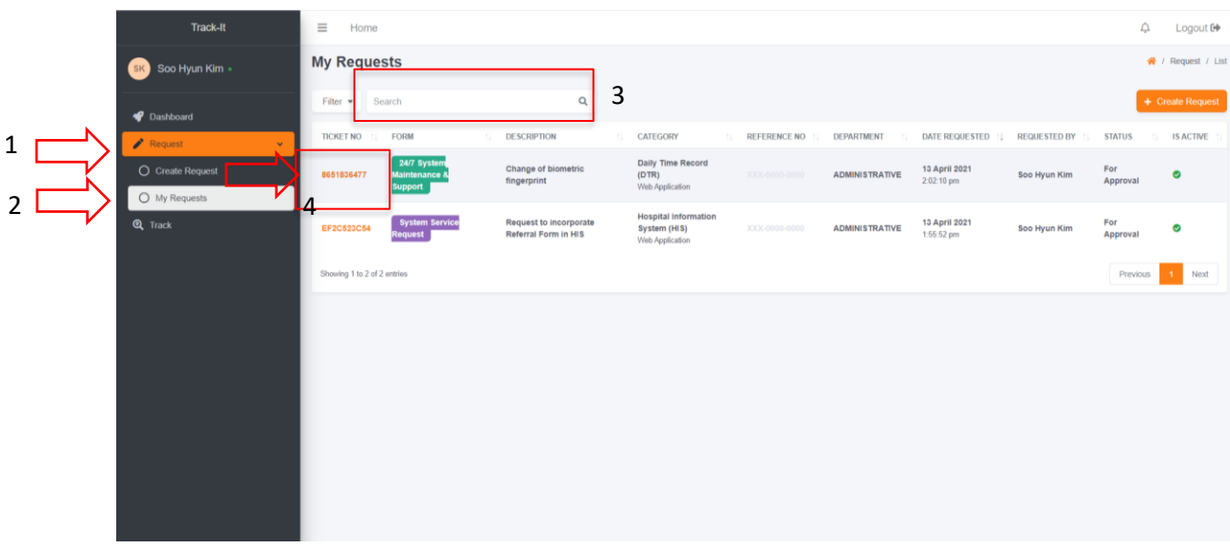


HOW TO MANAGE ACTIONS? (FOR USER AND DEPARTMENT HEAD/ SECTION HEAD)

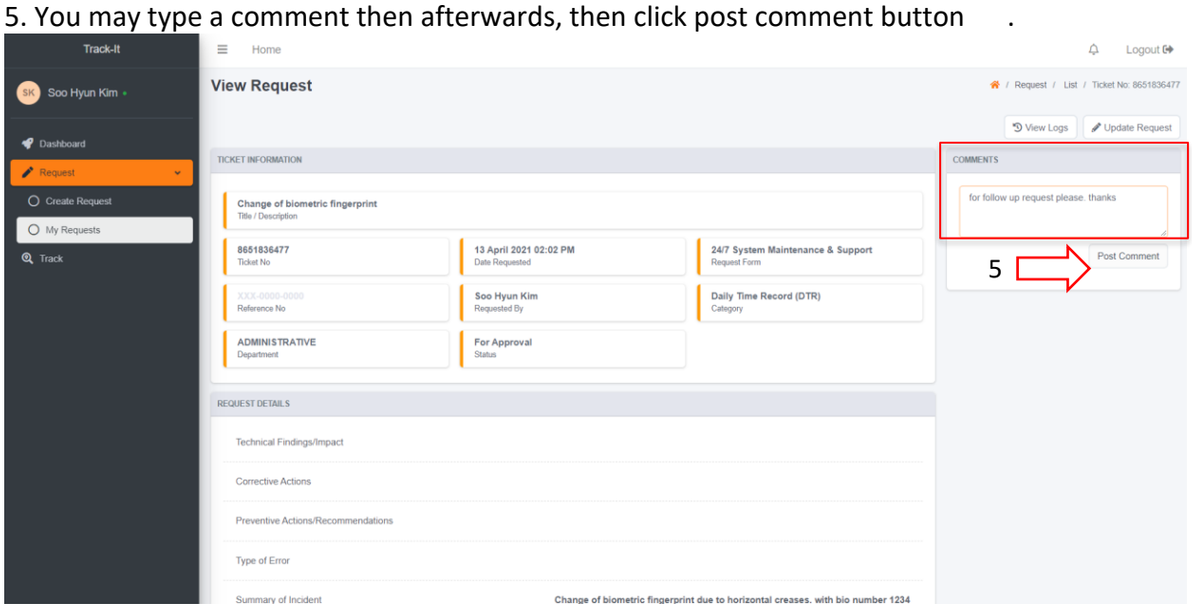
1. Click Request menu

2. Click My Requests tab

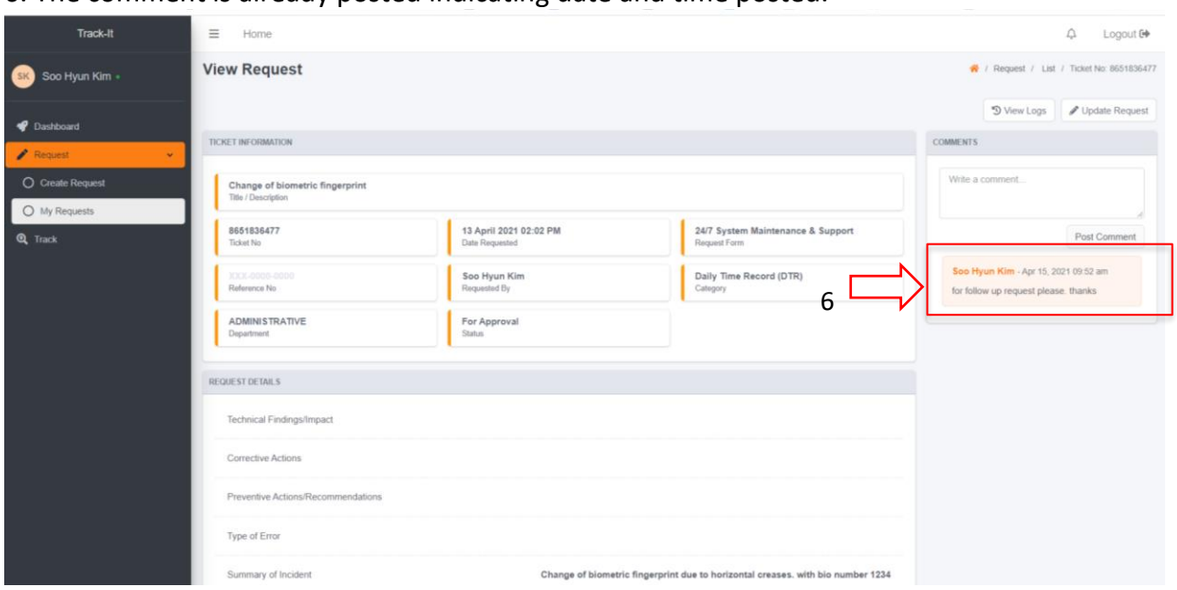
3. Enter Ticket no, or description to search.



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

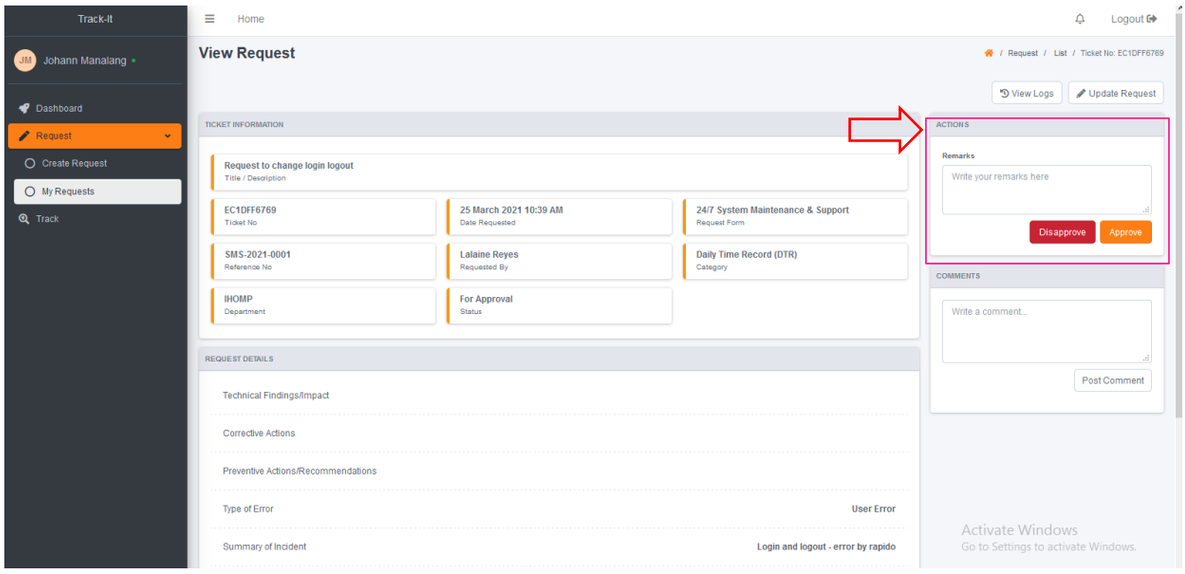


6. The comment is already posted indicating date and time posted.



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

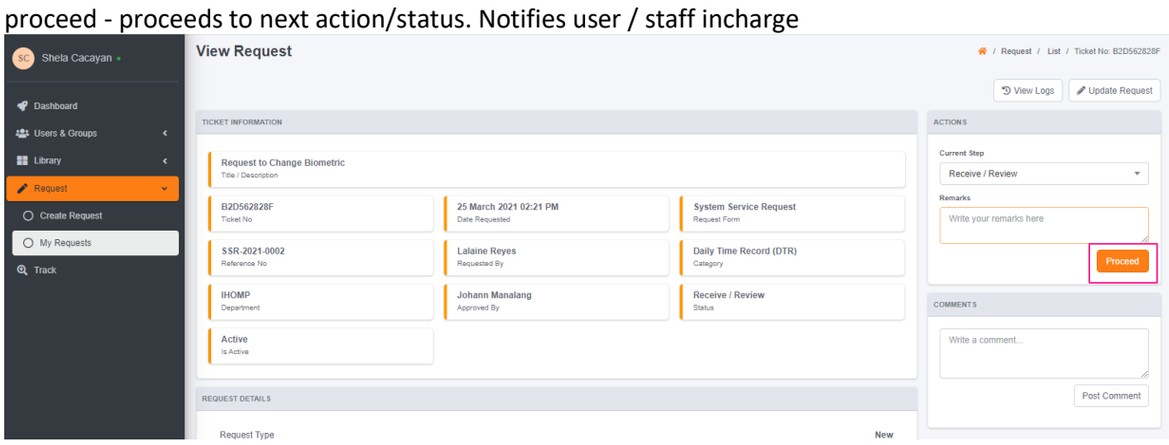
  NOTE: Reference no. automatically generates once request is approved by department head



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

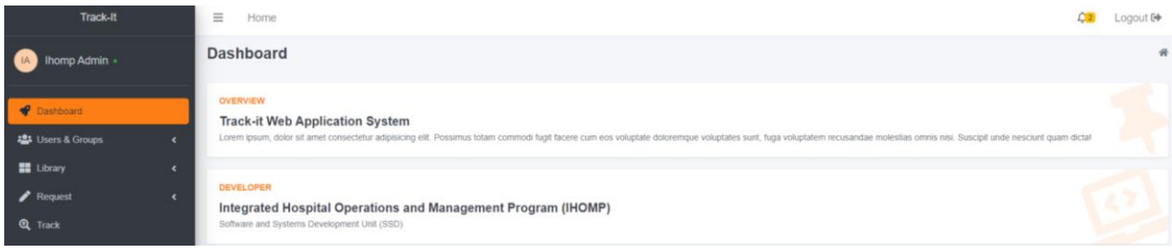


7

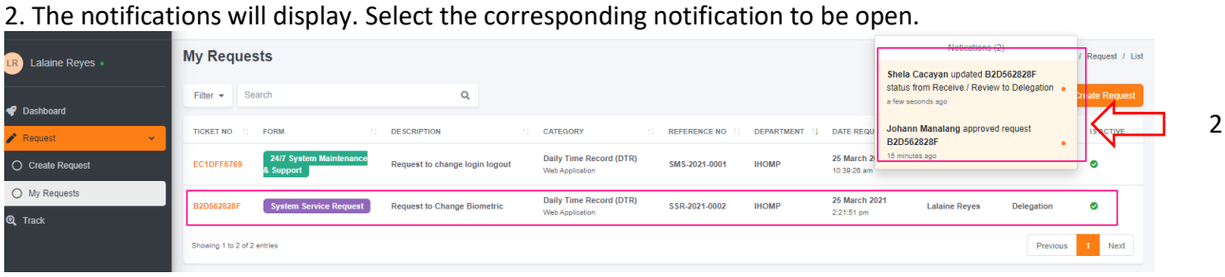
HOW TO VIEW NOTIFICATION?

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

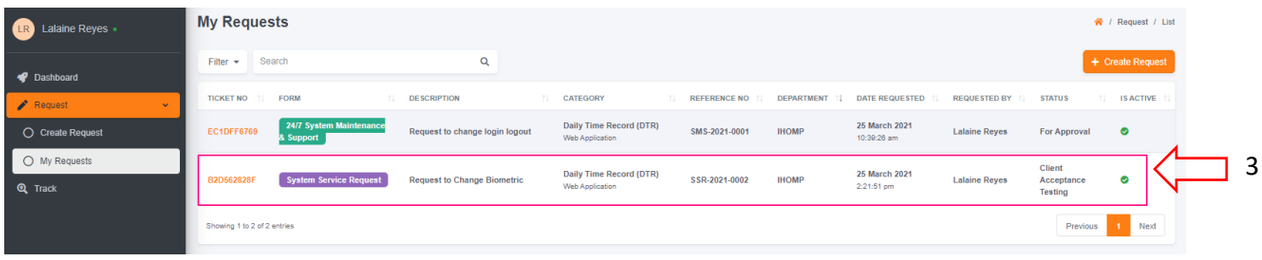
1



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



3. The request will be displayed.



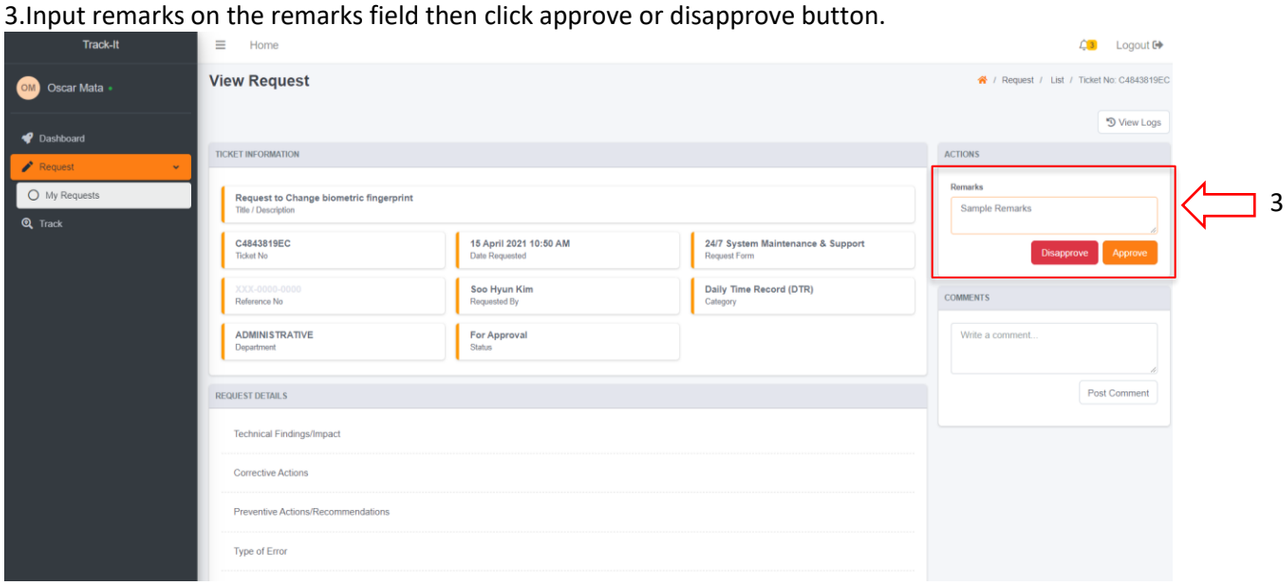
HOW TO APPROVE OR DISAPPROVE REQUEST?

The department/ section head can approve or disapprove request.

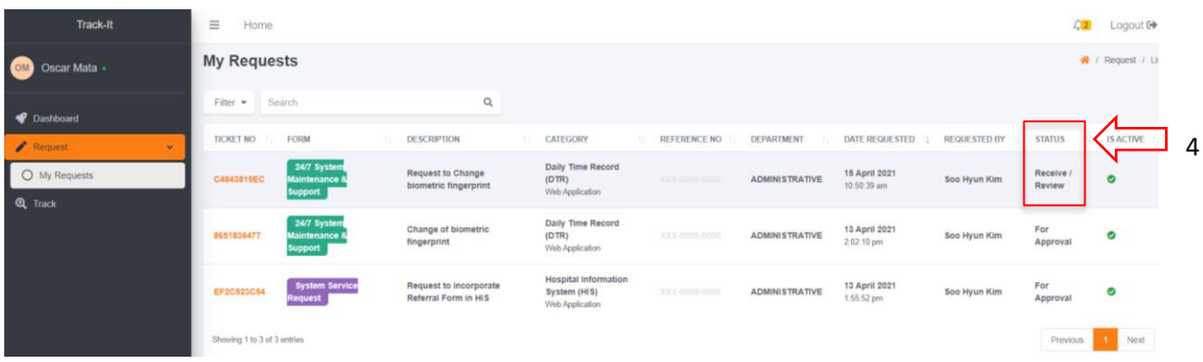
1. Click notification bell button located at the upper right side of the screen.

2. Click the specific notification to view new request.

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



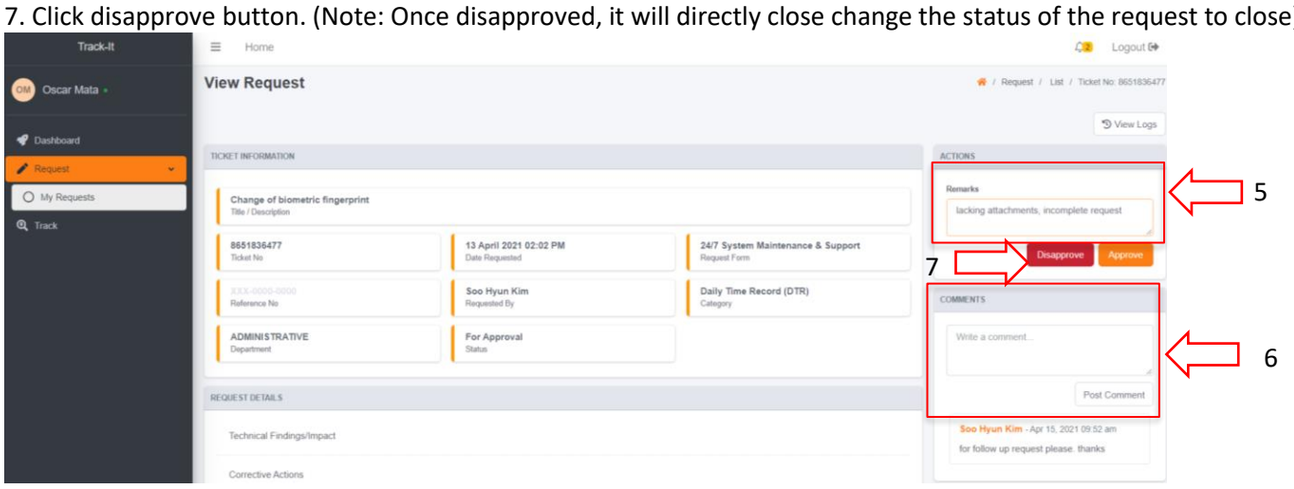
4. Once approved, the status will be change to “Receive/Review”.



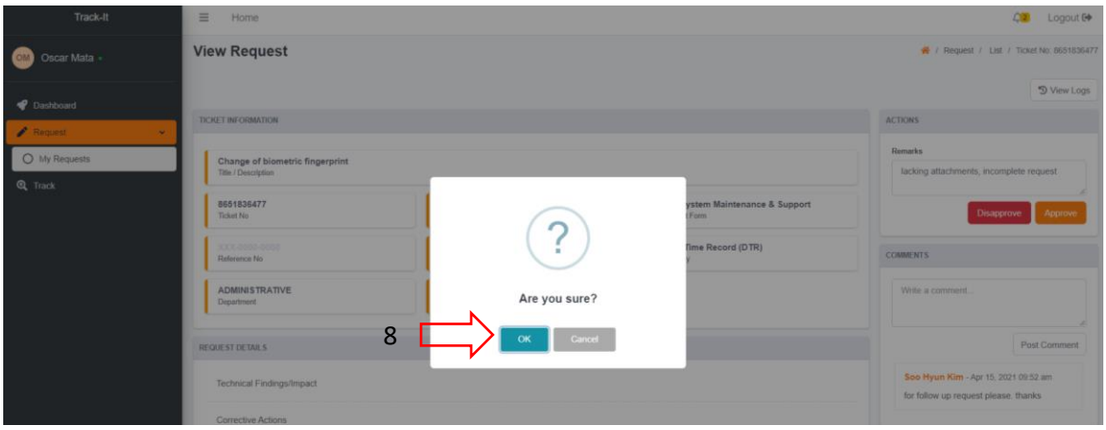
5. If the department/section head will disapprove the request, type the remarks in the remarks box under Actions

6. You may also write comments in the comments box

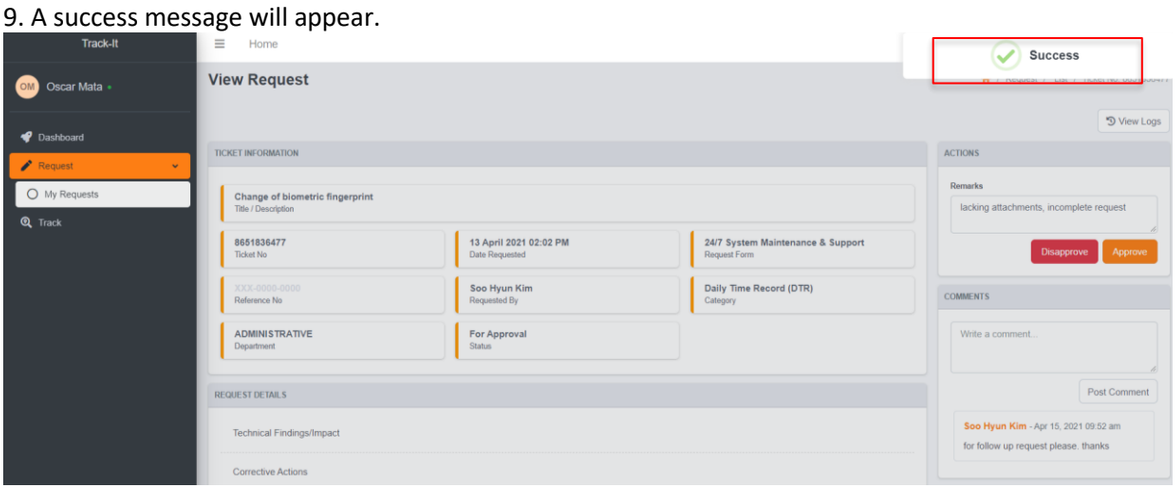
7. Click disapprove button. (Note: Once disapproved, it will directly close change the status of the request to close)



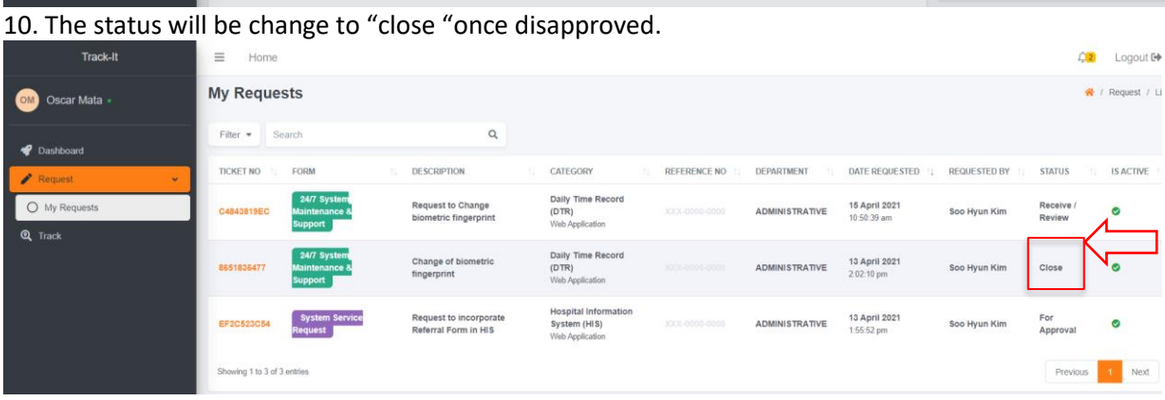
8. A prompt message will appear “Are you sure?” Click ok to proceed, else, click cancel.



9. A success message will appear.

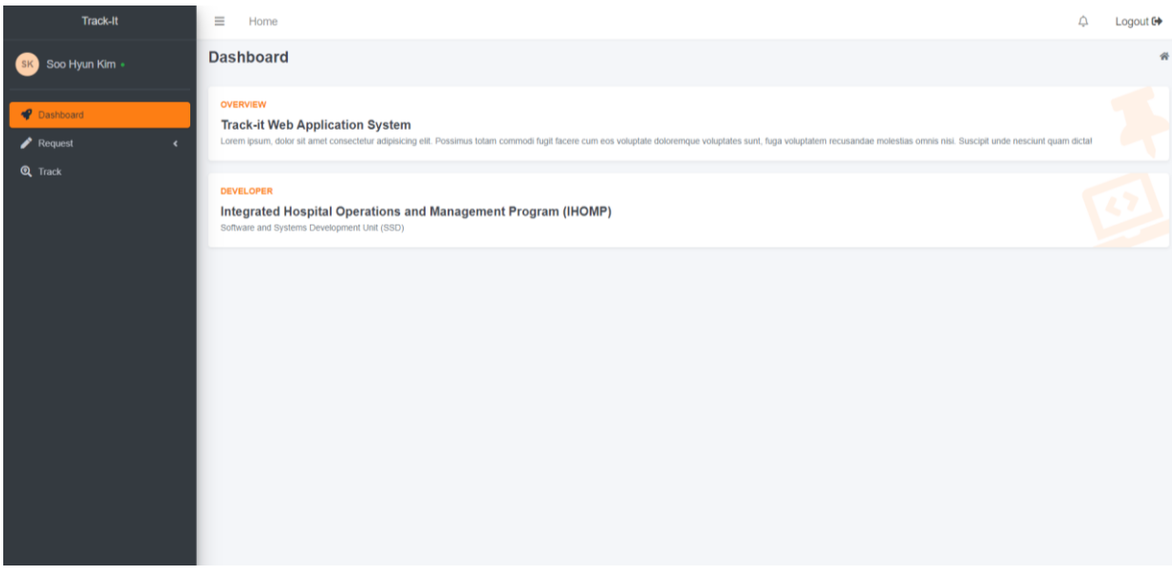


10. The status will be change to “close “once disapproved.



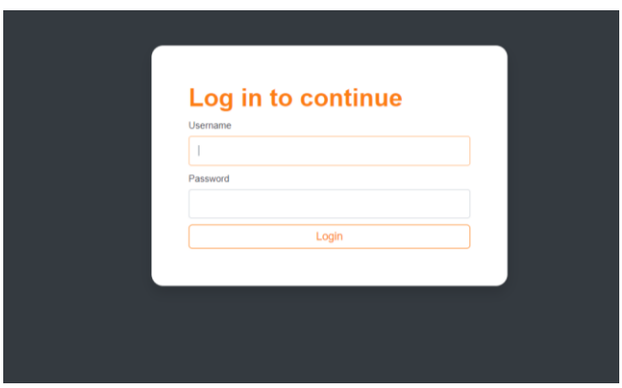
HOW TO LOG OUT YOUR ACCOUNT?

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



1

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



Prepared by:	Approved by:
STEPHANIE C. MERCED **Administrative Assistant II**	**JOHANN L. MANALANG** **Computer Maintenance Technologist III**

Date Prepared:

April 26, 2021