ils. Help Desk

Submit Ticket My Tickets

Ticket Description

You will receive a notification automatically when your ticket is marked Resolved.

Ticket ID: **#1014**

Urgency Level: **High**

Concern Type: **Request**

Subject: **EBrahman Account**

Issue Description: **Request password reset**

Date Created: **February 3, 2026**

Date Needed: **February 3, 2026**

Issue Description:

Cannot access my EBrahman Account. Request to reset password.

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ils. Help Desk

Submit Ticket My Tickets

Ticket Description

You will receive a notification automatically when your ticket is marked Resolved.

Ticket ID: **#1001**

Urgency Level: **High**

Concern Type: **Incident**

Subject: **UB Mail Account**

Issue Description: **System shows an error**

Date Created: **January 22, 2026**

Date Needed: **January 23, 2026**

Issue Description:

An error occurred when logging in my UB Mail. Cannot receive emails.

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Submit Ticket My Tickets

Ticket Description

You will receive a notification automatically when your ticket is marked Resolved.

Ticket ID: **#1002**

Urgency Level: **Medium**

Concern Type: **Incident**

Subject: **LMS Account**

Issue Description: **System shows an error**

Date Created: **January 25, 2026**

Date Needed: **January 26, 2026**

Issue Description:

Cannot access my LMS Account. An error is showing.

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Submit Ticket My Tickets

Ticket Description

You will receive a notification automatically when your ticket is marked Resolved.

Ticket ID: **#1003**

Urgency Level: **High**

Concern Type: **Incident**

Subject: **LMS Account**

Issue Description: **Slow System Performance**

Date Created: **January 22, 2026**

Date Needed: **January 22, 2026**

Additional Comments:

LMS Account is lagging. Need intermediate fixing.

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Submit Ticket My Tickets

Ticket Description

You will receive a notification automatically when your ticket is marked Resolved.

Ticket ID: **#1206**

Urgency Level: **Medium**

Concern Type: **Request**

Subject: **EBrahman Account**

Issue Description: **Update Profile Information**

Date Created: **January 28, 2026**

Date Needed: **January 30, 2026**

Additional Comments:

Requesting to change the spelling of last name. Thank you.

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Submit Ticket My Tickets

Ticket Description

You will receive a notification automatically when your ticket is marked Resolved.

Ticket ID: **#1007**

Urgency Level: **High**

Concern Type: **Incident**

Subject: **LMS Account**

Issue Description: **Cannot log in to the system**

Date Created: **January 25, 2026**

Date Needed: **January 25, 2026**

Issue Description:

Cannot access my LMS Account. An error is showing.

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Help Desk

Please provide your school email address to receive a password reset link.

School Email

Enter your email

Request Rest Link

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Help Desk

Provide the verification code sent to your email to proceed.

Verification Code

Enter code

Confirm

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Help Desk

Create new password

New password

Enter new password

Confirm password

Confirm new password

Save Password

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Submit Ticket | My Tickets

My Tickets

Ticket Overview

Pending 1

Resolved 5

Search tickets...

Ticket ID	Subject	Date Created	Action
#1007	LMS Account	Jan 25, 2026	View
#1002	LMS Account	Jan 25, 2026	View

Showing 1 to 2 of tickets

Previous 2

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Submit Ticket | My Tickets

My Tickets

Ticket Overview

Pending 1 | Resolved 5

Search tickets...

Ticket ID	Subject	Date Created	Action
#1001	UB Mail Account	Jan 22, 2026	View
#1003	LMS Account	Jan 22, 2026	View
#1206	EBrahman Account	Jan 28, 2026	View

Showing 2 to 2 of tickets

1 Next

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Submit Ticket | My Tickets

My Tickets

Ticket Overview

Pending 1

Resolved 5

Search tickets...

Ticket ID	Subject	Date Created	Action
#1014	EBrahman Account	Feb 3, 2026	View

Showing 1 to 1 of tickets 1

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Notifications

Ticket #1014 has been Resolved 2m ago
Your recent support ticket has been resp ›

Ticket #1001 has been Resolved. Jan 23
Your recent support ticket has been resp ›

Ticket #1002 has been Resolved. Jan 26
Your recent support ticket has been resp ›

Ticket #1003 has been Resolved. Jan 23
Your recent support ticket has been resp ›

Ticket #1206 has been Resolved. Jan 26
Your recent support ticket has been resp ›

Ticket #1007 has been Resolved Jan 23
Your recent support ticket has been resp ›

-No more notifications-

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Help Desk

First name

Enter your first name

Middle Initial *(optional)*

M.I.

Last name

Enter your last name

Suffix *(optional)*

Suffix

Department

Select Department

Classification

Classification

School Email

Enter your email

Password

Enter your password

Create Account

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Help Desk

School Email

Enter your email

Password

Enter your password

Remember me

Forgot Password?

Login

Don't have an account? Sign up

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Help Desk

Login

Sign Up

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Maria G. Clara
Student

CICT

2201042@ub.edu.ph

(123) 456-7890 Change

••••••••••••

Change Password

Sign Out

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Submit Ticket | My Tickets

Submit a Ticket

Ticket Details

Type of Concern

○ Request ○ Incident

Urgency Level

Urgency Level

Subject

Subject

Issue Description

Issue Description

Additional Comments:

Additional comments...

Device Type

Device Type

Attach a file *Max file size: 40MB*

Submit Ticket

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Submit Ticket | My Tickets

My Tickets

Ticket Overview

Pending 1

Resolved 5

Search tickets...

Ticket ID	Subject	Date Created	Action
#1014	EBrahman Account	Feb 3, 2026	View
#1003	LMS Account	Jan 22, 2026	View
#1002	EBrahman Account	Jan 25, 2026	View

Showing 1 to 2 of tickets

1 Next

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Submit Ticket My Tickets

Ticket Submitted

Your ticket #1014 has been successfully submitted!

Thank you for submitting your ticket. Our support team will work on resolving the issue within the next 1–2 days. We appreciate your patience.

View My Tickets

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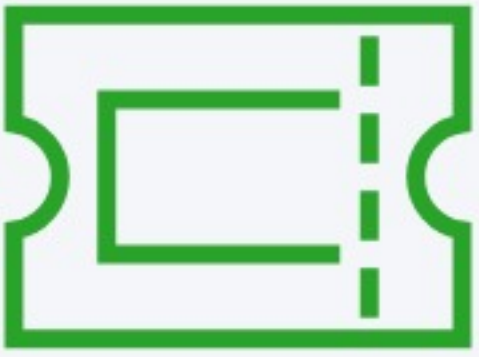
Submit Ticket | My Tickets



You cannot submit another ticket until the current ticket has been resolved

View My Tickets

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Submit Ticket | My Tickets

Submit a Ticket

Ticket Details

Type of Concern

○ Request ○ Incident

Urgency Level

Urgency Level

Subject

Subject

Issue Description

Issue Description

Additional Comments:

Additional comments...

Device Type

Device Type

Attach a file *Max file size: 40MB*

Submit Ticket

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Submit Ticket | My Tickets

My Tickets

Ticket Overview

Pending 1 | Resolved 5

Search tickets...

Ticket ID	Subject	Date Created	Action
#1206	UB Mail Account	Jan 28, 2026	View
#1001	LMS Account	Jan 22, 2026	View
#1007	LMS Account	Jan 25, 2026	View

Showing 1 to 2 of tickets | Previous | 2

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Submit Ticket My Tickets

Ticket Resolved

You will receive this notification automatically when your ticket is marked Resolved.

Ticket ID: **#1206**

Urgency Level: **Medium**

Concern Type: **Request**

Subject: **EBrahman Account**

Issue Description: **Update profile information**

Additional Comments:

Requesting to change the spelling of last name. Thank you.

Resolved Date: **February 3, 2026**

Comment:

Please confirm if the error is still present. If further issues arise, feel free to open a new ticket. Thank you for your patience. - ILSupport

View My Tickets

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Submit Ticket My Tickets

Ticket Resolved

You will receive this notification automatically when your ticket is marked Resolved.

Ticket ID: **#1007**

Urgency Level: **High**

Concern Type: **Incident**

Subject: **LMS Account**

Issue Description: **Cannot log in to the system**

Additional Comments:

Cannot access my LMS Account. An error is showing.

Resolved Date: **January 23, 2026**

Comment:

Please confirm if the error is still present. If further issues arise, feel free to open a new ticket. Thank you for your patience. - ILSupport

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Submit Ticket My Tickets

Ticket Resolved

You will receive this notification automatically when your ticket is marked Resolved.

Ticket ID: **#1003**

Urgency Level: **High**

Concern Type: **Incident**

Subject: **LMS Account**

Issue Description: **Slow System Performance**

Additional Comments:

LMS Account is lagging. Need intermediate fixing.

Resolved Date: **January 26, 2026**

Comment:

Please confirm if the error is still present. If further issues arise, feel free to open a new ticket. Thank you for your patience. - ILSupport

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Submit Ticket My Tickets

Ticket Resolved

You will receive this notification automatically when your ticket is marked Resolved.

Ticket ID: **#1014**

Urgency Level: **High**

Concern Type: **Request**

Subject: **EBrahman Account**

Issue Description: **Request password reset**

Additional Comments:

Cannot access my EBrahman Account. Request to reset password.

Resolved Date: **February 3, 2026**

Comment:

Your new password is: Ubian2026. Please confirm if the error is still present. If further issues arise, feel free to open a new ticket. Thank you for your patience. - ILSupport

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Submit Ticket My Tickets

Ticket Resolved

You will receive this notification automatically when your ticket is marked Resolved.

Ticket ID: **#1001**

Urgency Level: **High**

Concern Type: **Incident**

Subject: **UB Mail Account**

Issue Description: **System shows an error**

Additional Comments:

An error occurred when logging in my UB Mail. Cannot receive emails.

Resolved Date: **January 23, 2026**

Comment:

Please confirm if the error is still present. If further issues arise, feel free to open a new ticket. Thank you for your patience. - ILSupport

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Submit Ticket My Tickets

Ticket Resolved

You will receive this notification automatically when your ticket is marked Resolved.

Ticket ID: **#1002**

Urgency Level: **Medium**

Concern Type: **Incident**

Subject: **LMS Account**

Issue Description: **System shows an error**

Additional Comments:

Cannot access my LMS Account. An error is showing.

Resolved Date: **January 26, 2026**

Comment:

Please confirm if the error is still present. If further issues arise, feel free to open a new ticket. Thank you for your patience. - ILSupport

View My Tickets

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Notifications

Ticket #1014 has been Submitted
Cannot access my EBrahman Account. Request to reset password.
2m ago >

Ticket #1001 has been Submitted
Password reset required for Ubian account.
Jan 23 >

Ticket #1002 has been Submitted
Unable to access LMS / connection issue.
Jan 26 >

Ticket #1206 has been Submitted
Cannot log in to EBrahman account.
Feb 1 >

Ticket #1008 has been Submitted
System error encountered while using UBIAN.
Feb 5 >

Ticket #0999 has been Submitted
Password reset required for Ubian account.
2m ago >

Ticket #1003 has been Submitted
System error encountered while using UBIAN.
Jan 23 >

Ticket #1009 has been Submitted
Software or feature setup needed for LMS
Jan 26 >

Ticket #1010 has been Submitted
Cannot log in to EBrahman account.
Feb 1 >

Ticket #1007 has been Submitted
Unable to access LMS / connection issue.
Feb 5 >

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Email

Enter your email

Password

Enter your password

Remember me

Forgot Password?

Login

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Reset your password

Enter your School Email, and we'll send you a link to reset your password.

e.g., jane.doe@acmeedu.com

Request Reset Link

Return to Sign in

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Support Tickets

Ticket Overview

Search tickets...

View Analytics

Concern

- Incident
- Request

Subject

- ✓ LMS Account
- Ubian Account
- Ebrahman Account

Description

Department

Urgency

- Medium
- High

Date Needed

			Description	Requester	Depart		Date Needed	Action
#1014	Incident	EBrahman Account	Cannot access my EBrahman Account...	**Maria G. Clara** (2201042@ub.edu.ph)	CICT	High	Feb 3,2026	View
#1003	Incident	UBian Account	System error encountered while using UBIAN.	**Juana dela Cruz** (1223423@ub.edu.ph)	CAMS	Medium	Jan 24, 2026	View
#1002	Request	LMS Account	Software or feature setup needed for LMS	**Elena Reyes** (2174335@ub.edu.ph)	CENG	Medium	Jan 28, 2026	View
#1206	Incident	EBrahman Account	Cannot log in to EBrahman account.	**Peter Lim** (2113365@ub.edu.ph)	CAS	Medium	Jan 31, 2026	View
#1001	Incident	Ubian Account	Password reset required for Ubian account.	**Ana Velasquez** (1398346@ub.edu.ph)	CIT	High	Feb 01, 2026	View

1 Next →

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Ticket Description

Ticket ID	**#1014**	Urgency Level:	**High**
Concern Type:	**Incident**	Date Created:	**February 3, 2026**
Subject:	**EBrahman Account**	Date Needed:	**February 3, 2026**

Issue Description

Unable to access LMS / connection issue.

Cancel

Resolve

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Ticket Description

Ticket ID	**#1206**	Urgency Level:	**Medium**
Concern Type:	**Incident**	Date Created:	**January 25, 2026**
Subject:	**Ebrahman Account**	Date Needed:	**January 31, 2026**

Issue Description

Cannot log in to EBrahman account.

Cancel

Resolve

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Ticket Description

Ticket ID	**#1008**	Urgency Level:	**Medium**
Concern Type:	**Incident**	Date Created:	**January 31, 2026**
Subject:	**LMS Account**	Date Needed:	**February 5, 2026**

Issue Description

System error encountered while using UBIAN.

Cancel

Resolve

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Ticket Description

Ticket ID	**#0999**	Urgency Level:	**High**
Concern Type:	**Incident**	Date Created:	**January 25, 2026**
Subject:	**Ubian Account**	Date Needed:	**February 10, 2026**

Issue Description

Password reset required for Ubian account.

Cancel

Resolve

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Provide the verification code sent to your email to proceed.

Verification Code

Enter code

Confirm

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Create new password

New password

Enter new password

Confirm password

Confirm new password

Save Password

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ILS Support

Support Tickets

Ticket Overview

10% Pending

90% Resolved

Search tickets...

View Analytics

Concern | Subject | Description | Department | Urgency | Date Needed

Ticket ID	Concern	Subject	Description	Requester	Department	Urgency	Date Needed	Action
#1007	Incident	LMS Account	Unable to access LMS / connection issue.	Mark Santos (1222164@ub.edu.ph)	CICT	High	Feb 02, 2026	View
#1008	Incident	UBian Account	System error encountered while using UBIAN.	Juana dela Cruz (2231646@ub.edu.ph)	CAMS	Medium	Feb 05, 2026	View
#1009	Request	LMS Account	Software or feature setup needed for LMS	Elena Reyes (1423328@pub.edu.ph)	CENG	Medium	Feb 07, 2026	View
#1010	Incident	EBrahman Account	Cannot log in to EBrahman account.	Peter Lim (1154636@ub.edu.ph)	CAS	Medium	Feb 08, 2026	View
#0999	Incident	Ubian Account	Password reset required for Ubian account.	Ana Velasquez (2202214@ub.edu.ph)	CIT	High	Feb 10, 2026	View

← Next 2

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Ticket Description

Ticket ID	**#1003**	Urgency Level:	**Medium**
Concern Type:	**Incident**	Date Created:	**January 24, 2026**
Subject:	**Ubian Account**	Date Needed:	**January 28, 2026**

Issue Description

System error encountered while using UBIAN.

Cancel

Resolve

Made with Visily

Ticket Description

Ticket ID	**#1001**	Urgency Level:	**High**
Concern Type:	**Incident**	Date Created:	**January 30 2026**
Subject:	**Ubian Account**	Date Needed:	**February 01, 2026**

Issue Description

Password reset required for Ubian account.

Cancel

Resolve

Made with Visily

Ticket Description

Ticket ID	**#1009**	Urgency Level:	**Medium**
Concern Type:	**Request**	Date Created:	**February 5, 2026**
Subject:	**LMS Account**	Date Needed:	**February 7, 2026**

Issue Description

Software or feature setup needed for LMS

Cancel

Resolve

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Ticket Description

Ticket ID	**#1002**	Urgency Level:	**Medium**
Concern Type:	**Request**	Date Created:	**January 28, 2026**
Subject:	**LMS Account**	Date Needed:	**January 31, 2026**

Issue Description

Software or feature setup needed for LMS

Cancel

Resolve

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Ticket Description

Ticket ID	**#1007**	Urgency Level:	**Medium**
Concern Type:	**Incident**	Date Created:	**January 31, 2026**
Subject:	**Ubian Account**	Date Needed:	**February 2, 2026**

Issue Description

Unable to access LMS / connection issue.

Cancel

Resolve

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Ticket Description

Ticket ID	**#1010**	Urgency Level:	**Medium**
Concern Type:	**Incident**	Date Created:	**January 25, 2026**
Subject:	**Ebrahman Account**	Date Needed:	**February 8 , 2026**

Issue Description

Cannot log in to EBrahman account.

Cancel

Resolve

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Support Tickets

Ticket Overview

Search tickets...

View Analytics

Concern | Subject | Description | Department | Urgency | Date Needed

Incident
Request

LMS Account
Ubian Account
Ebrahman Account

			Description	Requester	Department	Urgency	Date Needed	Action
#1014	Incident	EBrahman Account	Cannot access my EBrahman Account...	**Maria G. Clara** (2201042@ub.edu.ph)	CICT	High	Feb 3,2026	View
#1003	Incident	UBian Account	System error encountered while using UBIAN.	**Juana dela Cruz** (1223423@ub.edu.ph)	CAMS	Medium	Jan 24, 2026	View
#1002	Request	LMS Account	Software or feature setup needed for LMS	**Elena Reyes** (2174335@ub.edu.ph)	CENG	Medium	Jan 28, 2026	View

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Reports & Analytics

Overview of ticket performance and issue statistics

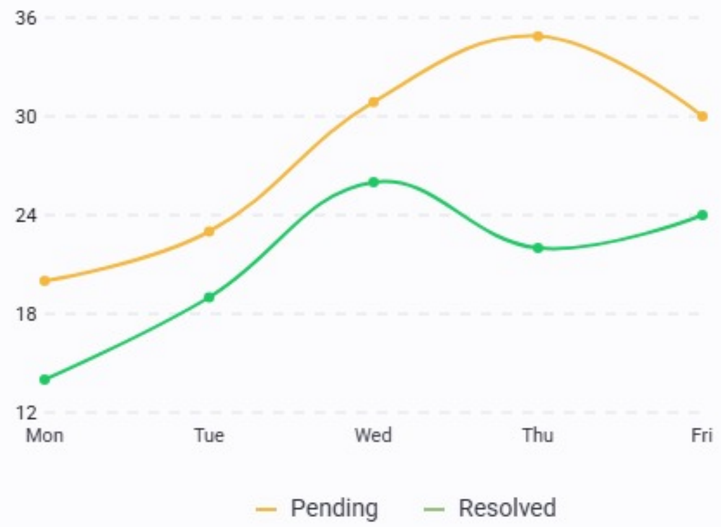
Resolved Tickets	Pending Tickets	Total Tickets
92	18	110

Most Common Issues

Incident | Request

System shows an error	14
Cannot log in to the system	11
Account suddenly locked	10
Password not working	8
Slow System Performance	6

Tickets This Week



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ils. Help Desk

ILS Support

Reports & Analytics

Overview of ticket performance and issue statistics

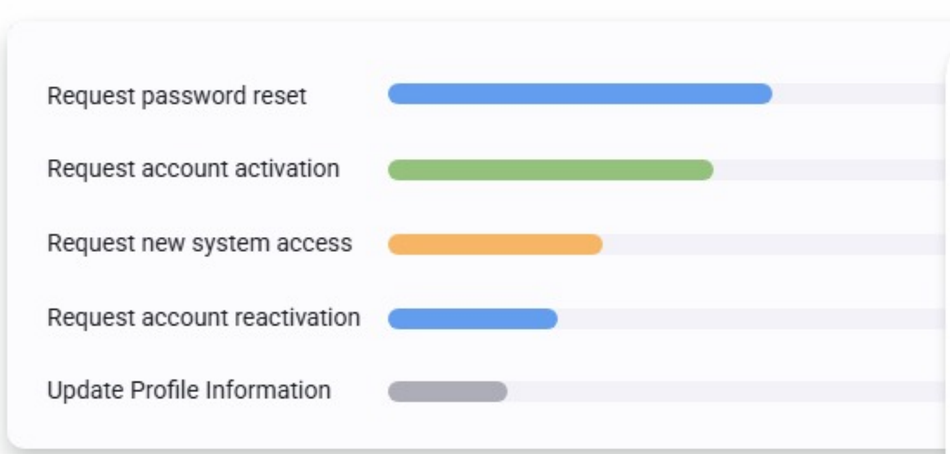
Resolved Tickets
92

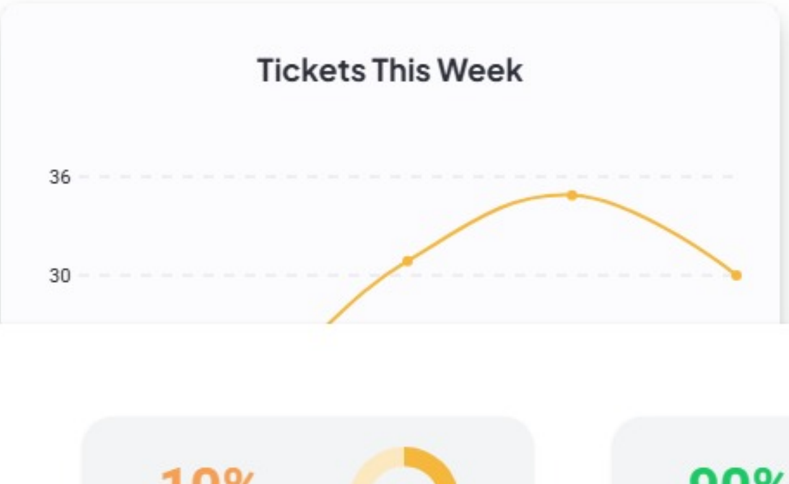
Pending Tickets
18

Total Tickets
110

Most Common Issues

Incident | Request





Support Tickets

Ticket Overview

10%
Pending

90%
Resolved

Search tickets...

Concern | Subject | Description | Department

Ticket ID	Concern	Subject	Description	Requester
#1007	Incident	Ebrahman Account LMS Account	Unable to access LMS / connection issue.	Mark Santos (1222164@ub.edu.ph)

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