**INTRODUCTION**

Technology is defined as a device, material, or sequence of mathematical coded electronic instructions created by a person’s mind that is built, assembled, or produced and which is not part of the natural world. With the help of the Internet, technologies became powerful in our society at present. It has contributed prodigious and enormous impacts in different fields such as medicine, education, and many more. But we cannot deny the fact that not all technologies are perfectly built - this is the reason why technologies are still in progress, it needs improvements. With this, there will be possible technical issues that can be encountered by the users, and it needs to be solved.

Many of us especially the students coming from different school and universities have a lot of concern regarding the technical issues within their school campus or. A lot of problems encountered where a certain website or programs should be used during the exam period, specifically during online classes, or other concern with regards to technical problems. These problems are frequently reported to the teachers when in fact resolving regarding the technical issues encountered are not part of their job. It can become an annoying and stressful part of a teacher with this matter.

The aim of the study is to create a web application in which you can send directly your personal or technical concerns to the right person which is the technical staff in the company. It is a big help to the students and teachers, and the company itself.

            Teknoy’s Technical Concern System is a web-application that can be used for the Technical Support Group (TSG) as well as to students who are enrolled in a current semester to provide their technical concerns (if any) like the Moodle account, institutional account, etc. This system aims to provide a smooth process to resolve the technical issues or problems that the students are encountering. The first one to be entertained by the staff will be those concerns that are submitted first. Since it is like First Come, First Serve, every time an admin misses a concern in chronological order, an error will prompt. In this process, there will be no hassle in following-up the concern, and it would greatly help the administration and students.

There are various of proposed features on this project so that users can no longer be dealing hassle since we will be creating this project to make their comfort at ease.