

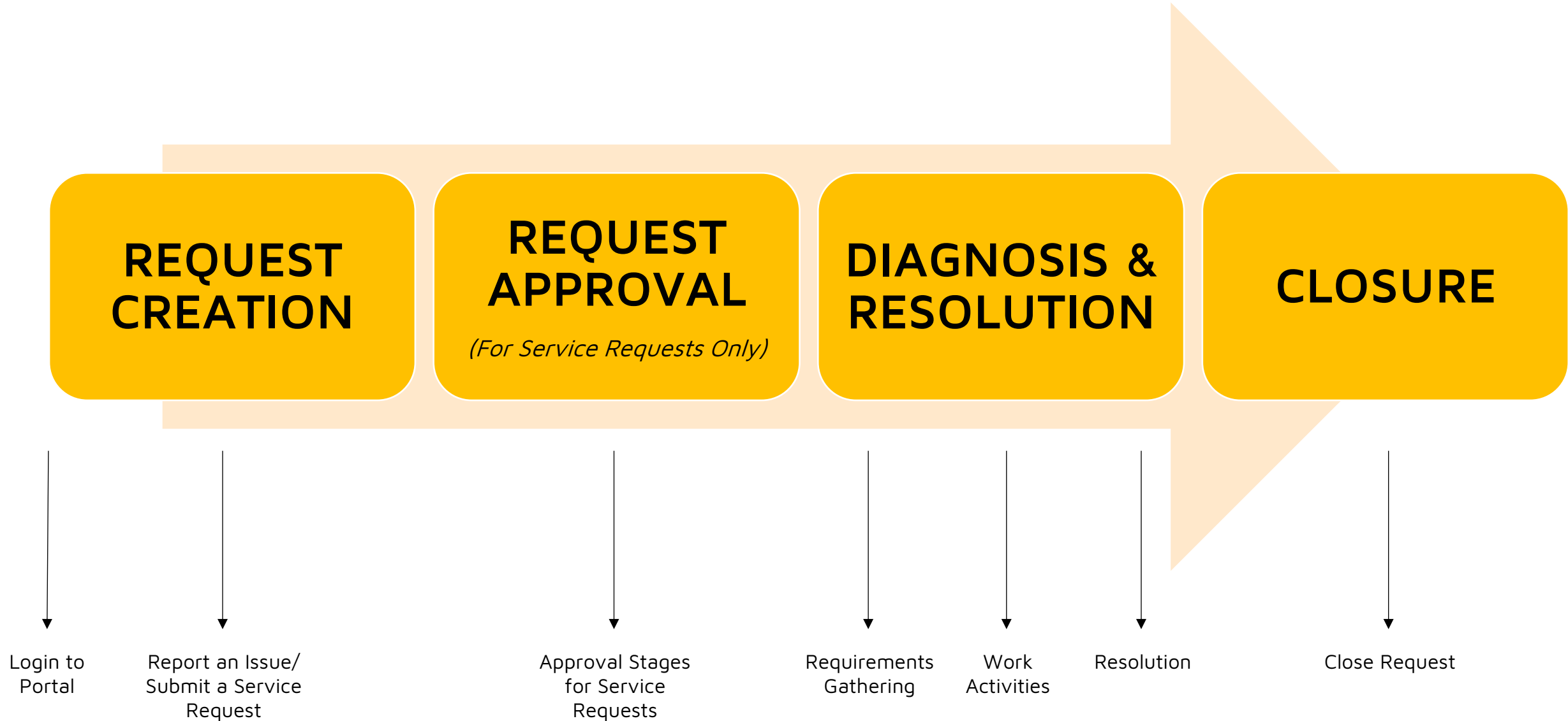


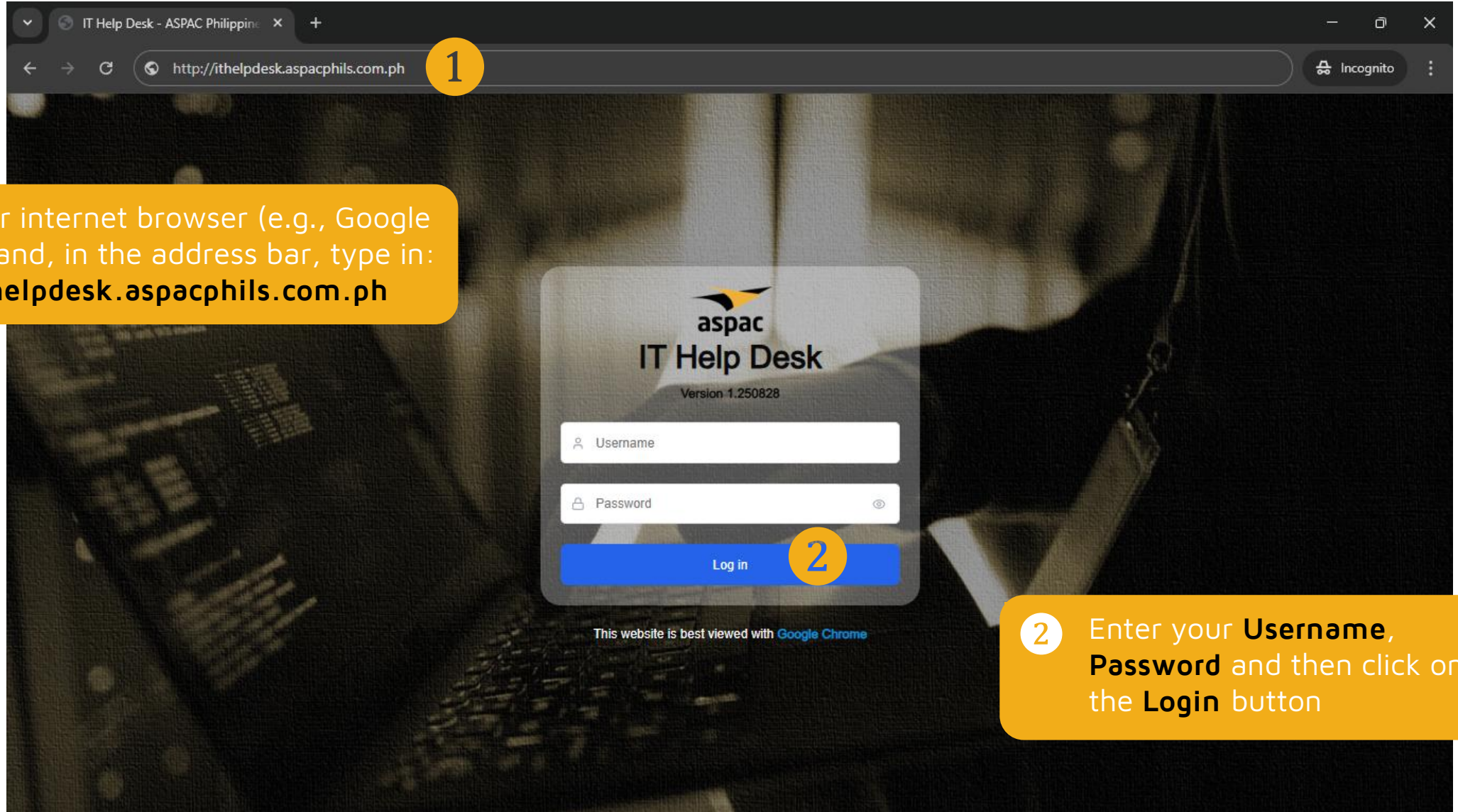
IT Helpdesk System Quick Reference Guide

Contents

A. IT Helpdesk Process Flow.....	3
B. Logging in to the IT Helpdesk Portal.....	4
C. Reporting an Issue.....	5
D. Submitting a Service Request.....	7
E. Approving a Service Request.....	9
F. Viewing & Tracking a Request.....	11
G. Closing a Request.....	14

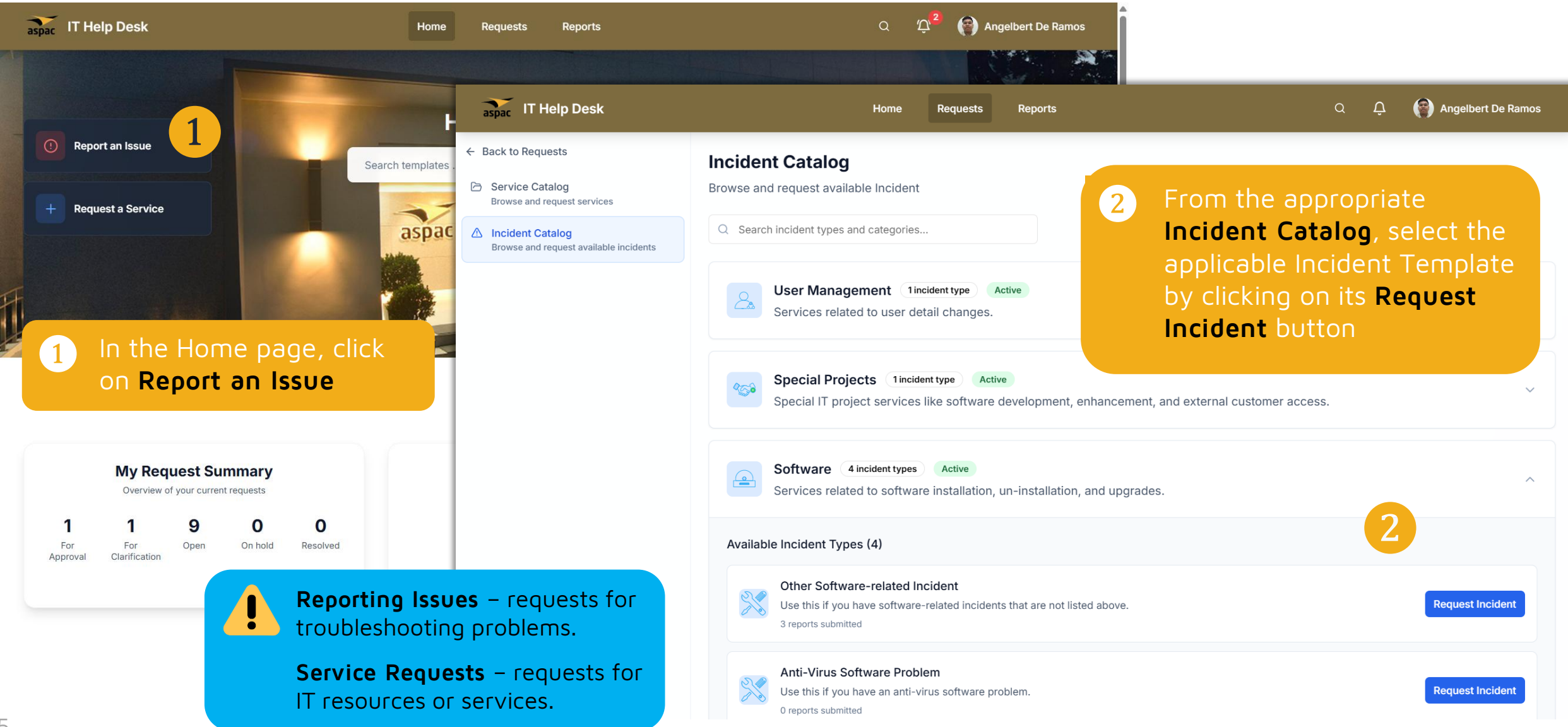
IT Helpdesk Process Flow





1 Open your internet browser (e.g., Google Chrome) and, in the address bar, type in: **http://ithelpdesk.aspacphils.com.ph**

2 Enter your **Username**, **Password** and then click on the **Login** button



The screenshot shows the IT Help Desk interface. On the left, the 'Home' page has a 'Report an Issue' button (1) and a 'Request a Service' button. Below this is a 'My Request Summary' section showing 1 For Approval, 1 For Clarification, 9 Open, 0 On hold, and 0 Resolved requests. On the right, the 'Requests' page shows the 'Incident Catalog' with a search bar and a list of incident types: User Management (1 incident type, Active), Special Projects (1 incident type, Active), and Software (4 incident types, Active). The 'Available Incident Types (4)' section lists 'Other Software-related Incident' (3 reports submitted) and 'Anti-Virus Software Problem' (0 reports submitted), both with 'Request Incident' buttons. A blue callout box at the bottom left explains the difference between reporting issues and service requests.

1 In the Home page, click on **Report an Issue**

2 From the appropriate **Incident Catalog**, select the applicable Incident Template by clicking on its **Request Incident** button

Reporting Issues – requests for troubleshooting problems.

Service Requests – requests for IT resources or services.

2

aspac

IT Help Desk


Home

Requests

Reports

🔍

🔔

 Angelbert De Ramos

← Back

PC Keeps on Hanging

Use this if your PC keeps on hanging.

🔔 Incident Template: PC Keeps on Hanging | Category: Computer Hardware | SLA: Low Priority SLA(Resolution: 0 days 16 hours)

📄 Incident Request Details

Requester's Name * ⓘ
Angelbert De Ramos

Priority * ⓘ
Low

Mode * ⓘ
Self-Service Portal

Request Type * ⓘ
Incident

Request Status * ⓘ
open

Service Category * ⓘ
Computer Hardware

← Back

PC Keeps on Hanging

Use this if your PC keeps on hanging.

Subject * ⓘ
PC Keeps on Hanging

Description * ⓘ

Normal ▾ Sans Serif ▾ Normal ▾ B I U ↺ A 🎨 ✕

Please provide all the necessary details. Be as detailed as possible. Incomplete details can lead to delays in resolution.

✉ E-mail ID(s) To Notify ⓘ

Enter email address or search users...

📎 Attachments

3 Input the details of your request and attach any file references



When inputting the details of your request, please be as detailed as possible!

← Back

PC Keeps on Hanging

Use this if your PC keeps on hanging.

Subject

PC Keeps on Hanging

Description

Normal Sans Serif Normal B I U x₂ x²

Please provide all the necessary details. Be as detailed as possible. Incomplete details can lead to delays in resolving your request.

E-mail ID(s) To Notify

Enter email address or search users...

Attachments

Drag and drop files here, or click to browse

Browse Files

Maximum file size: 10MB

4

Click on the Submit Incident Request button

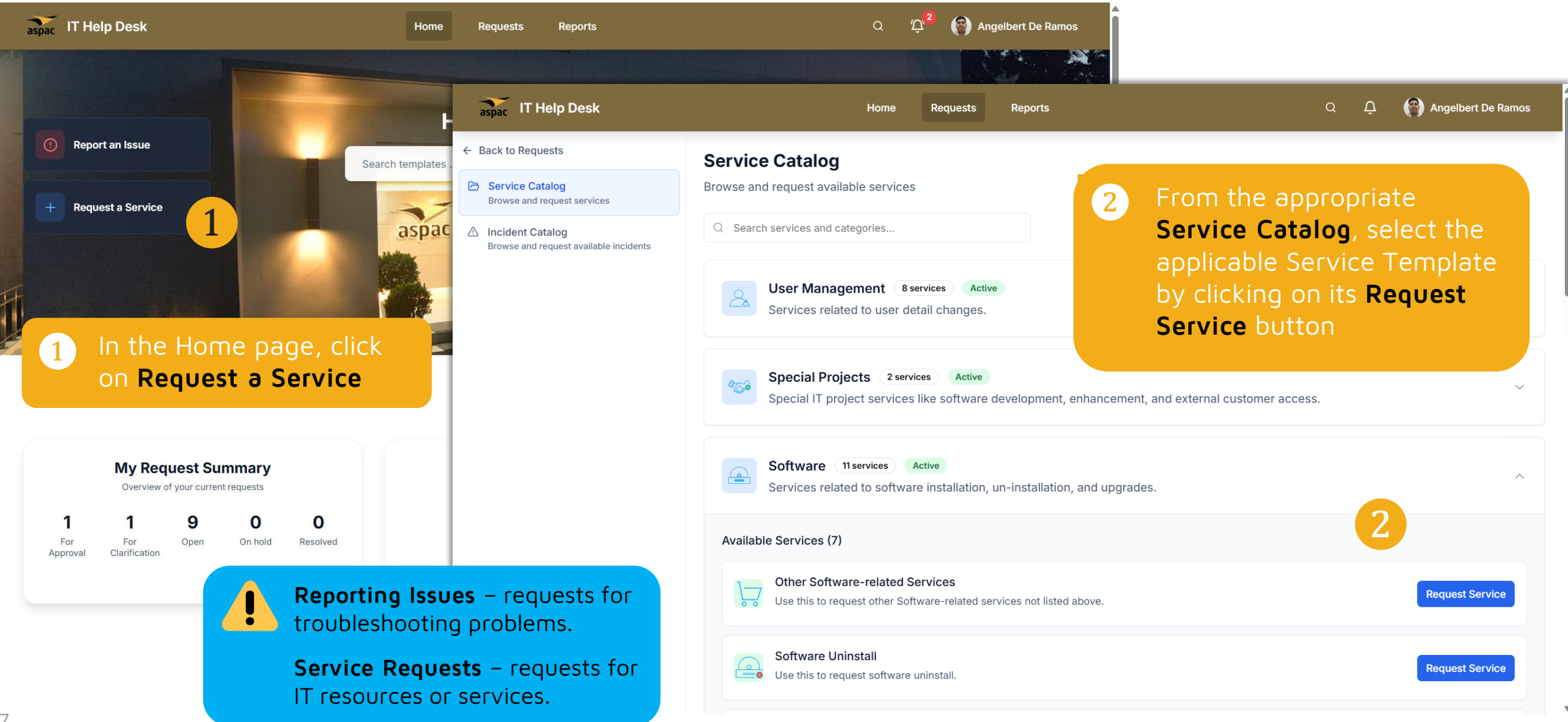
4

Submit Incident Request

Cancel

4 Click on the **Submit Incident Request** button

4



The screenshot shows the aspac IT Help Desk interface. On the left, the 'Home' page features a 'Report an Issue' button and a 'Request a Service' button, with a yellow callout '1' pointing to the latter. Below this is a 'My Request Summary' section showing 1 For Approval, 1 For Clarification, 9 Open, 0 On hold, and 0 Resolved requests. A blue callout box at the bottom left explains that 'Reporting Issues' are for troubleshooting problems and 'Service Requests' are for IT resources or services. On the right, the 'Service Catalog' page is shown, with a yellow callout '2' pointing to the 'Request Service' button for 'Other Software-related Services'.

1 In the Home page, click on **Request a Service**

2 From the appropriate **Service Catalog**, select the applicable Service Template by clicking on its **Request Service** button

Reporting Issues – requests for troubleshooting problems.












Service Requests – requests for IT resources or services.

← Back

PC Check-up

Use this to request PC check-up.

Description ⓘ

Normal ▾ Sans Serif ▾ Normal ▾ B I U   x₂ x²    " " < >      


Please provide all the necessary details. Be as detailed as possible. Incomplete details can lead to delays in resolving your request.


✉ E-mail ID(s) To Notify ⓘ

Enter email address or search users...

Select Approvers ⓘ

Search by name, email, or department

 Attachments


Drag and drop files here, or click to browse

Browse Files

Maximum file size: 10MB

4 Click on the **Submit Service Request** button

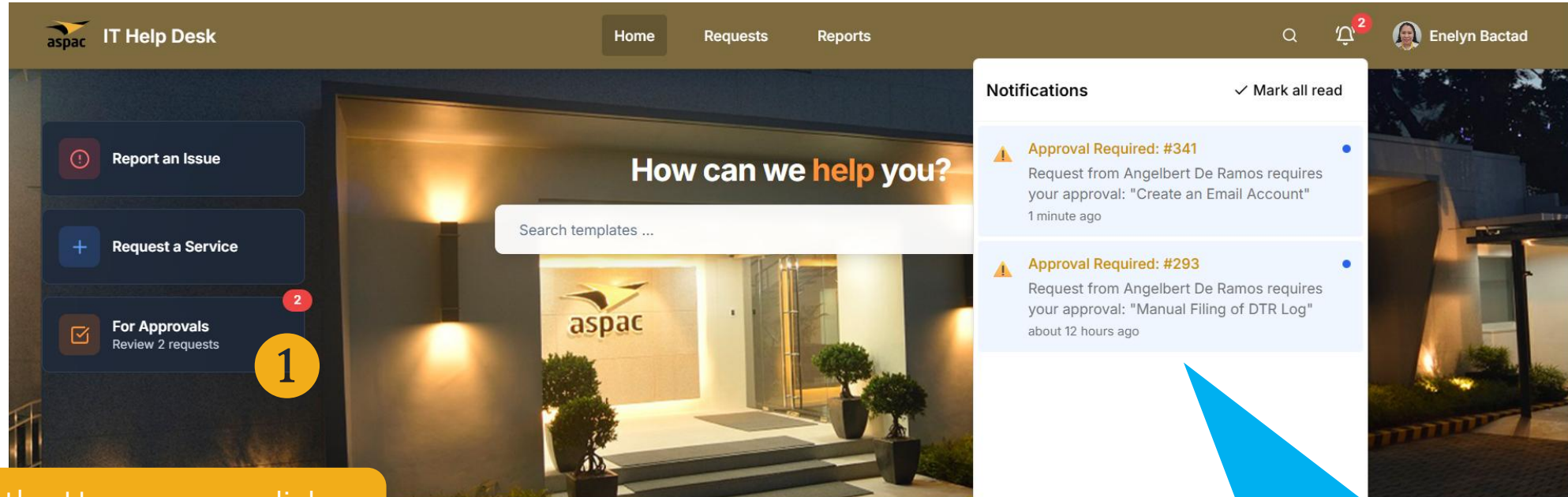
4

✔ Submit Service Request

Cancel

3 Input the details of your request and attach any file references

4 Click on the **Submit Service Request** button



1 In the Home page, click on **For Approvals**

Alternatively, click on the **Notifications** icon and then select a **#Ticket** to approve from the list

My Request Summary

Overview of your current requests

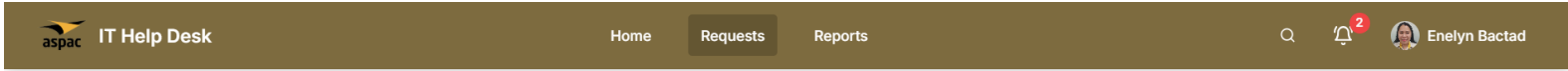
0	0	0	0	0
For Approval	For Clarification	Open	On hold	Resolved

Announcements

There are no new announcements today.

"The heart is deceitful above all things, and desperately sick; who can understand it? I the LORD search the heart and test the mind, to give every man according to his ways, according to the fruit of his deeds."

Jeremiah 17:9-10



← Back to Approvals | **Request Approval**
2 pending approvals

REQUESTS
2

Search Approvals

Request ID - #341
Request #341
by Angelbert De Ramos on Aug 28, 2025, 10:03 PM
DueBy: N/A
[Take Action](#)

Request ID - #293
Request #293
by Angelbert De Ramos on Aug 28, 2025, 10:06 AM
DueBy: N/A
[Take Action](#)

3

3 Select the **#Ticket** you wish to approve then view its details

#341
Angelbert De Ramos Aug 28, 2025, 10:03 PM
Pending Approval Low Priority

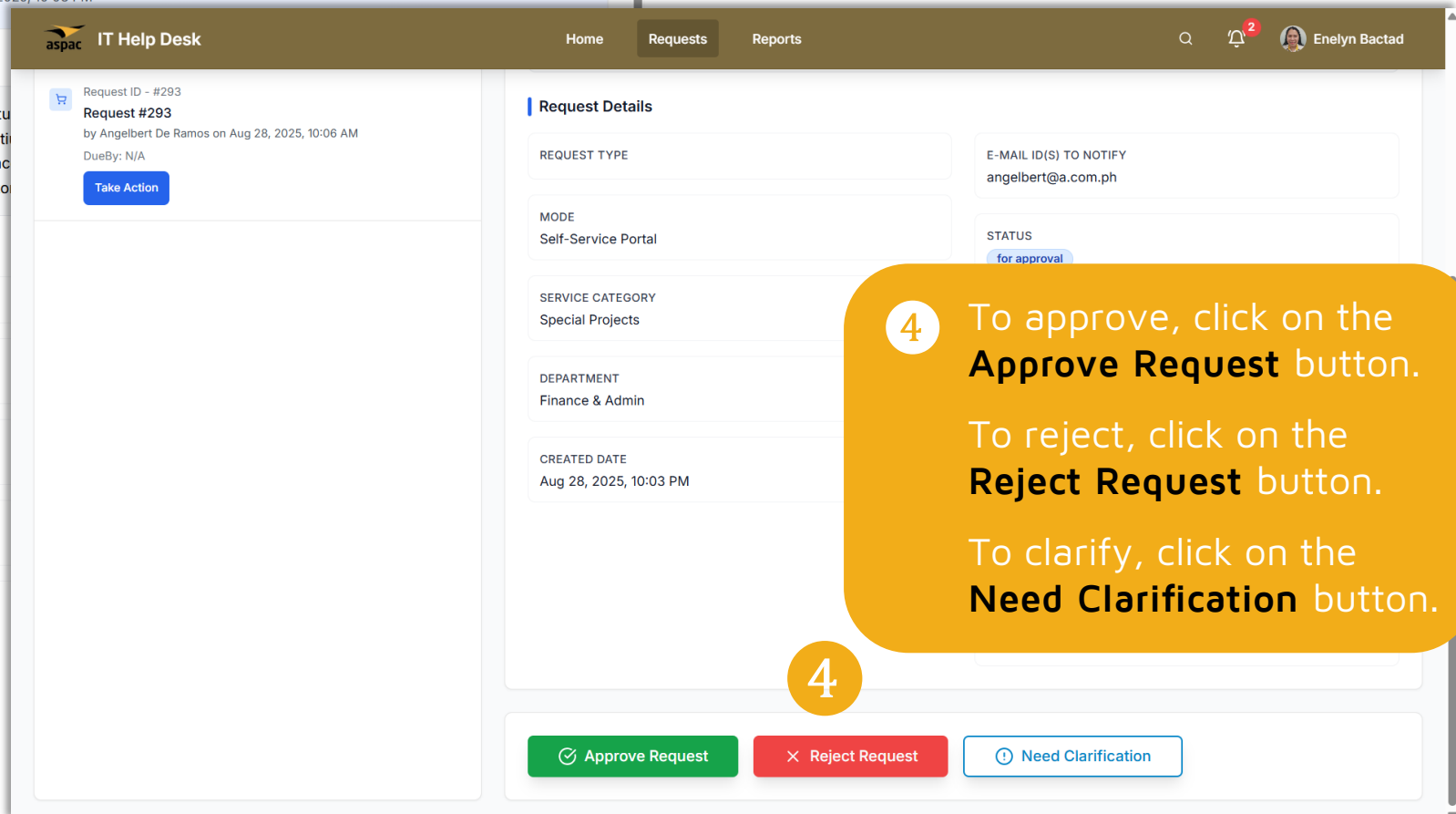
Description
Lorem ipsum dolor sit amet, consectetur ipsum lectus, nec fermentum urna preti ipsum volutpat quam vestibulum ullam leo dapibus tincidunt. Sed lobortis torto

Request Details

REQUEST TYPE

MODE
Self-Service Portal

SERVICE CATEGORY
Special Projects



Request Details

REQUEST TYPE

MODE
Self-Service Portal

SERVICE CATEGORY
Special Projects

DEPARTMENT
Finance & Admin

CREATED DATE
Aug 28, 2025, 10:03 PM

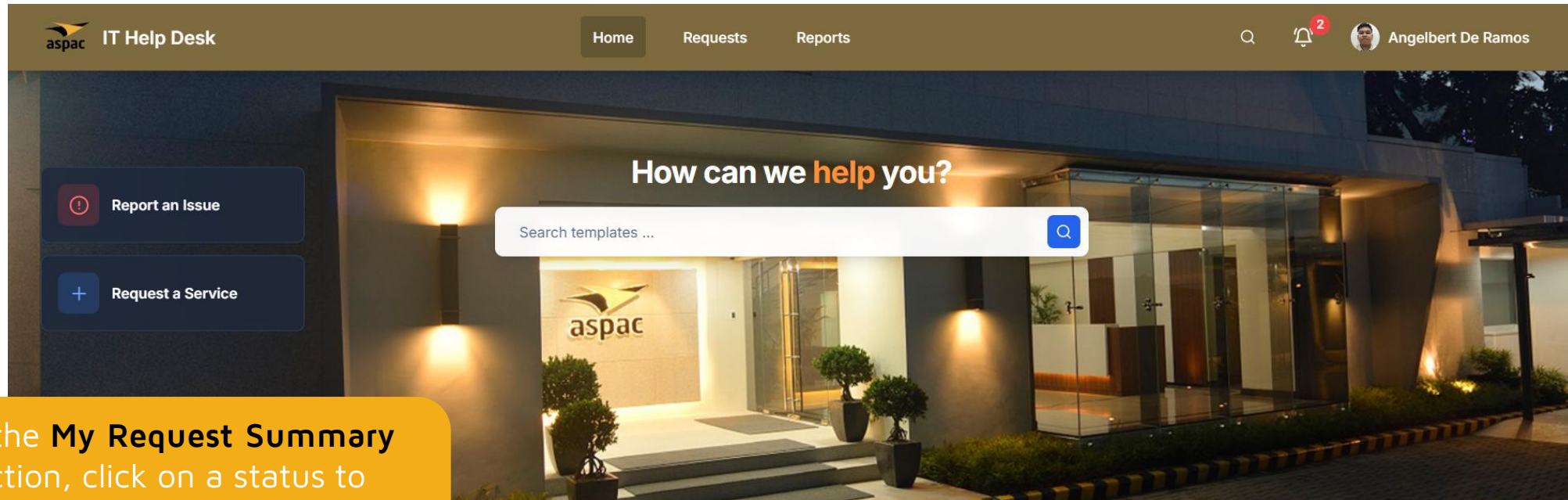
E-MAIL ID(S) TO NOTIFY
angelbert@a.com.ph

STATUS
for approval

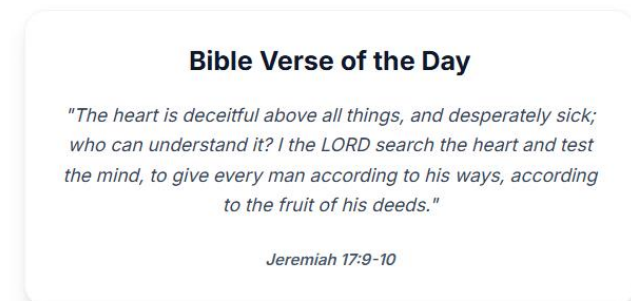
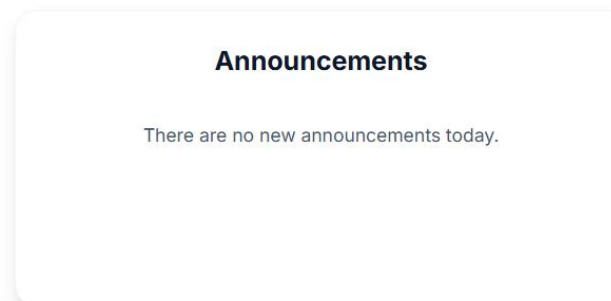
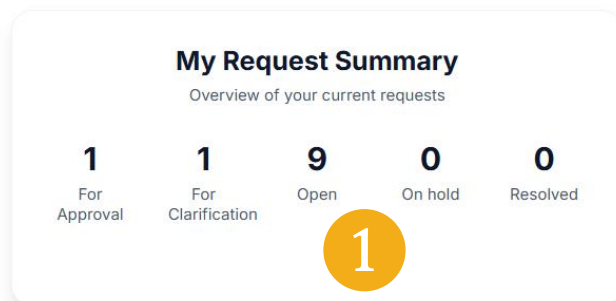
[Approve Request](#) [Reject Request](#) [Need Clarification](#)

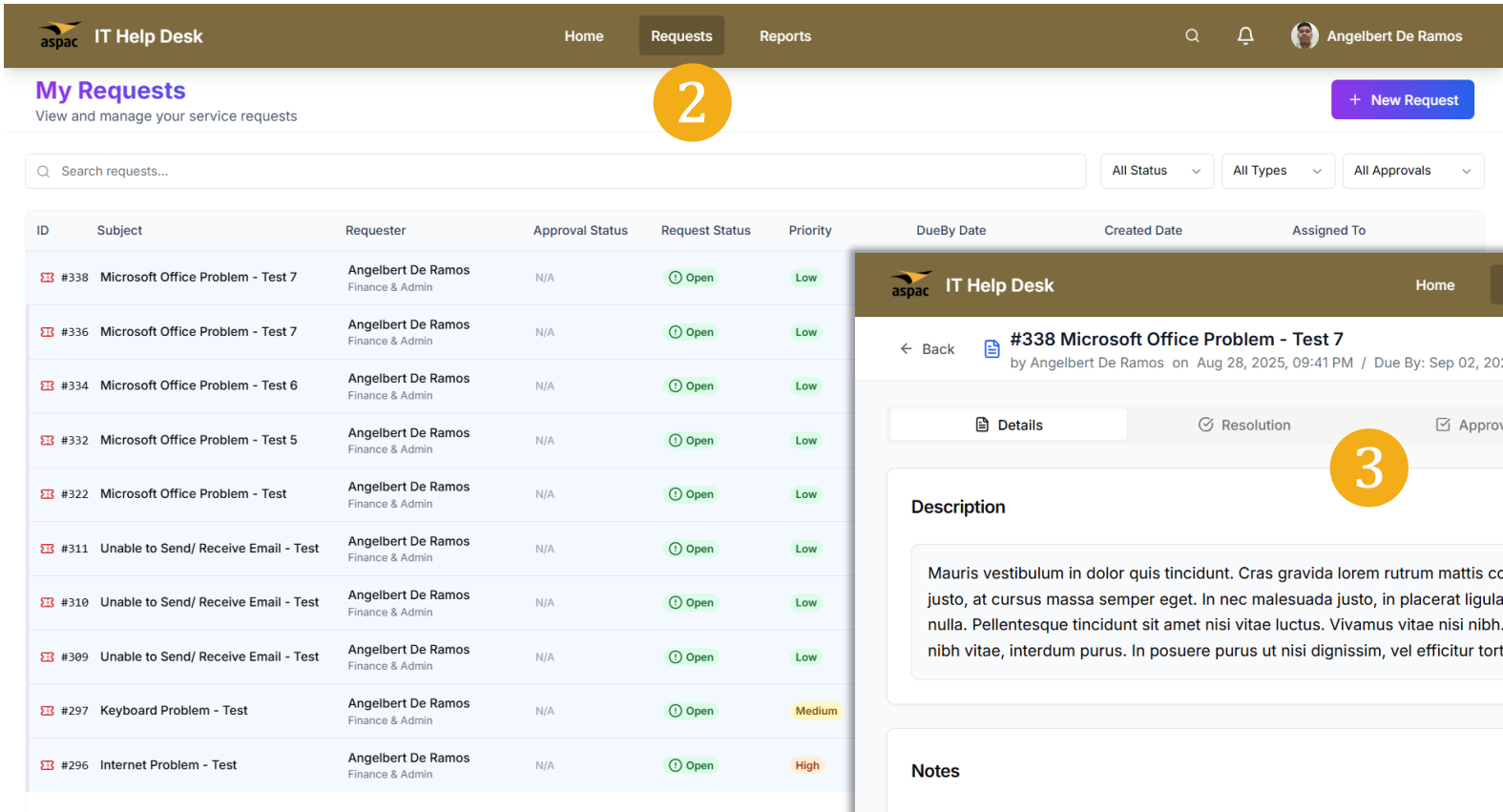
4 To approve, click on the **Approve Request** button.
To reject, click on the **Reject Request** button.
To clarify, click on the **Need Clarification** button.

4



- 1 In the **My Request Summary** section, click on a status to bring up a list of your **#Tickets** with that particular status





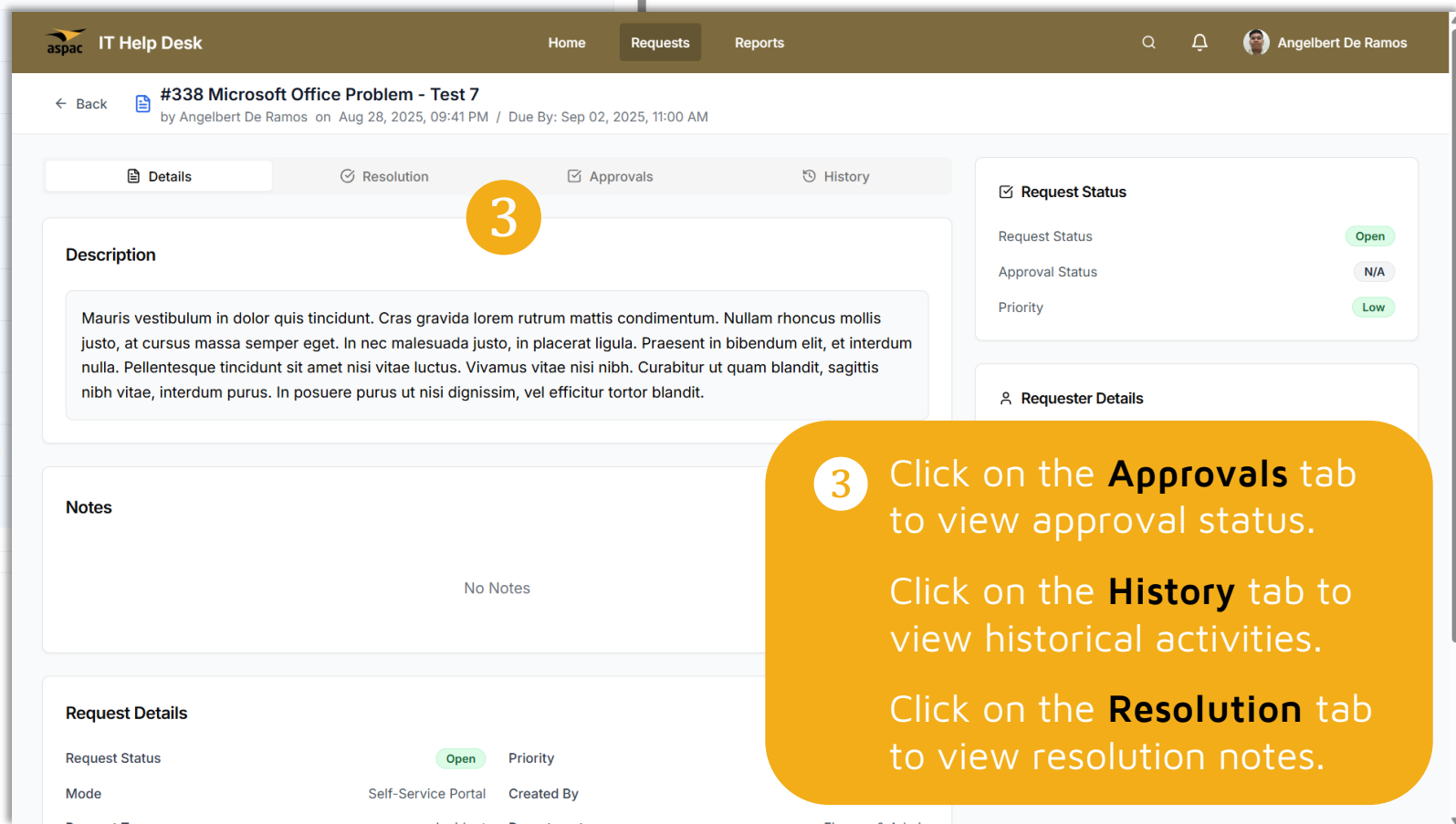
My Requests
View and manage your service requests

+ New Request

Search requests...

All Status All Types All Approvals

ID	Subject	Requester	Approval Status	Request Status	Priority	DueBy Date	Created Date	Assigned To
#338	Microsoft Office Problem - Test 7	Angelbert De Ramos Finance & Admin	N/A	Open	Low			
#336	Microsoft Office Problem - Test 7	Angelbert De Ramos Finance & Admin	N/A	Open	Low			
#334	Microsoft Office Problem - Test 6	Angelbert De Ramos Finance & Admin	N/A	Open	Low			
#332	Microsoft Office Problem - Test 5	Angelbert De Ramos Finance & Admin	N/A	Open	Low			
#322	Microsoft Office Problem - Test	Angelbert De Ramos Finance & Admin	N/A	Open	Low			
#311	Unable to Send/ Receive Email - Test	Angelbert De Ramos Finance & Admin	N/A	Open	Low			
#310	Unable to Send/ Receive Email - Test	Angelbert De Ramos Finance & Admin	N/A	Open	Low			
#309	Unable to Send/ Receive Email - Test	Angelbert De Ramos Finance & Admin	N/A	Open	Low			
#297	Keyboard Problem - Test	Angelbert De Ramos Finance & Admin	N/A	Open	Medium			
#296	Internet Problem - Test	Angelbert De Ramos Finance & Admin	N/A	Open	High			



#338 Microsoft Office Problem - Test 7
by Angelbert De Ramos on Aug 28, 2025, 09:41 PM / Due By: Sep 02, 2025, 11:00 AM

Details Resolution Approvals History

Description

Mauris vestibulum in dolor quis tincidunt. Cras gravida lorem rutrum mattis condimentum. Nullam rhoncus mollis justo, at cursus massa semper eget. In nec malesuada justo, in placerat ligula. Praesent in bibendum elit, et interdum nulla. Pellentesque tincidunt sit amet nisi vitae luctus. Vivamus vitae nisi nibh. Curabitur ut quam blandit, sagittis nibh vitae, interdum purus. In posuere purus ut nisi dignissim, vel efficitur tortor blandit.

Notes

No Notes

Request Status

Request Status: Open
Approval Status: N/A
Priority: Low

Requester Details

Request Details

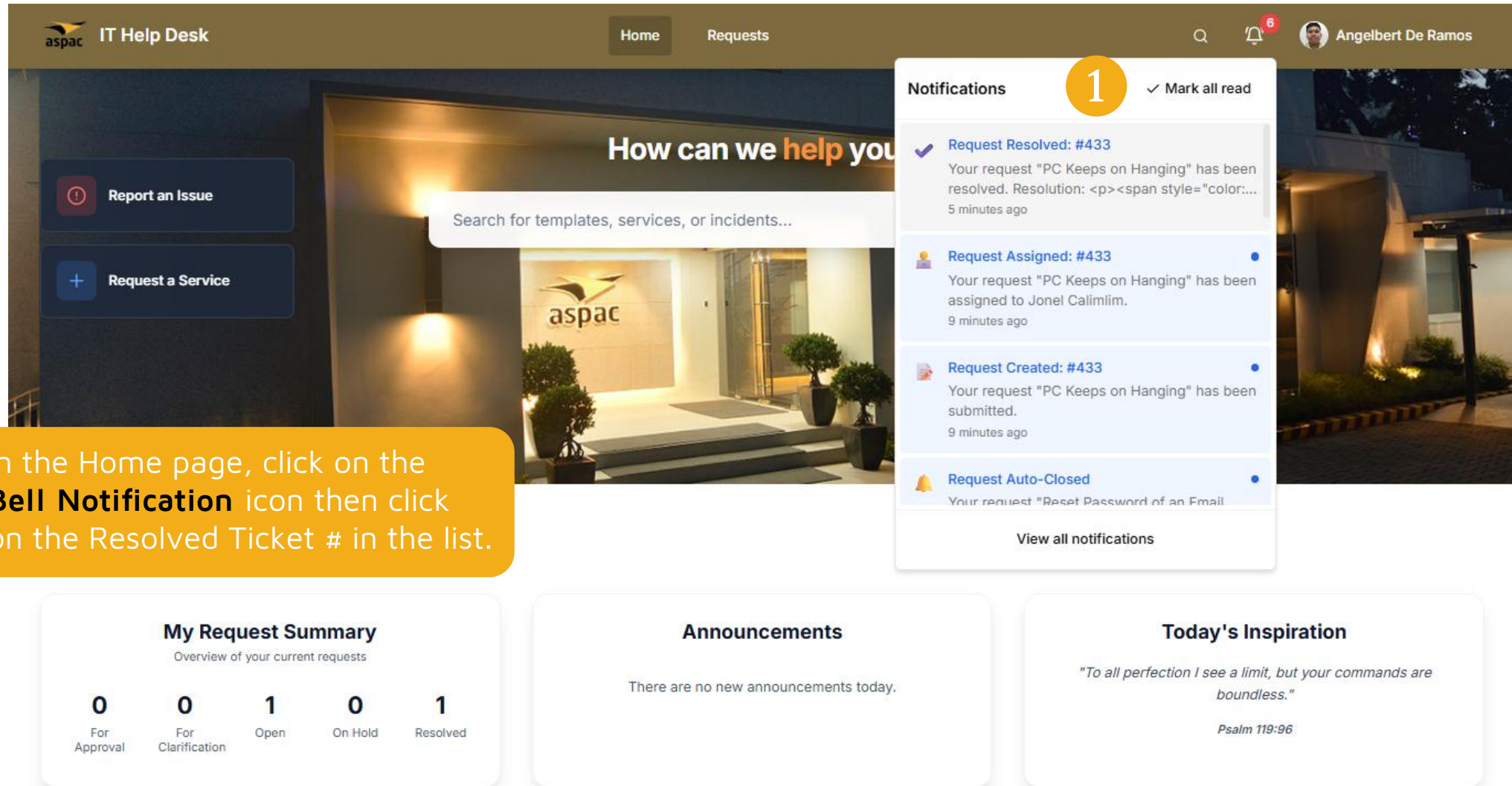
Request Status: Open Priority: Low
Mode: Self-Service Portal Created By: Finance & Admin
Request Type: Incident Department: Finance & Admin

2 Alternatively, click on the **Requests** tab then click on a specific **#Ticket**

3 Click on the **Approvals** tab to view approval status.

Click on the **History** tab to view historical activities.

Click on the **Resolution** tab to view resolution notes.



The screenshot shows the ASPAC IT Help Desk interface. The top navigation bar includes 'Home' and 'Requests'. The user is logged in as 'Angelbert De Ramos'. A notification dropdown menu is open, showing a list of notifications. The first notification is 'Request Resolved: #433', which is highlighted. Below it are 'Request Assigned: #433', 'Request Created: #433', and 'Request Auto-Closed'. The dropdown also includes a 'Mark all read' link and a 'View all notifications' link at the bottom.

1 In the Home page, click on the **Bell Notification** icon then click on the Resolved Ticket # in the list.

My Request Summary
Overview of your current requests

For Approval	For Clarification	Open	On Hold	Resolved
0	0	1	0	1

Announcements
There are no new announcements today.

Today's Inspiration
"To all perfection I see a limit, but your commands are boundless."
Psalm 119:96

[← Back](#)

#433 PC Keeps on Hanging

by Angelbert De Ramos on Sep 02, 2025, 05:51 PM / Due By: Sep 03, 2025, 04:51 PM

Details

Resolution

Approvals

History

Description

My desktop PC seems to be slower than usual and it hangs from time to time. Please check it out.

Notes

Add Notes

Request Details

Request Status	Resolved	Priority	High
Mode	Self-Service Portal	Created By	Angelbert De Ramos
Request Type	Incident	Department	Finance & Admin
Service Category	Computer Hardware	Created Date	Sep 02, 2025, 05:51 PM
Template	PC Keeps on Hanging	Due By Date	Sep 3, 2025, 4:51 PM
SLA	High Priority SLA	SLA Start Time	Sep 2, 2025, 5:51 PM

2

Close This Request

Request Details

Request Status
Approval Status
Priority

Requester Details

Angelbert De Ramos

Employee ID

Department

Land Line No.

Local No.

Job title

Reporting To

Mobile

Status

Department Head

3

The system automatically closes a request after 10 days from its resolution.

Close Request

Do you want to close this request?

3

Confirm Close Request

This action will close the request and mark it as completed.

No, Cancel

Yes, Close Request

3

In the Close Request pop-up window, click on the **Yes, Close Request** button.

