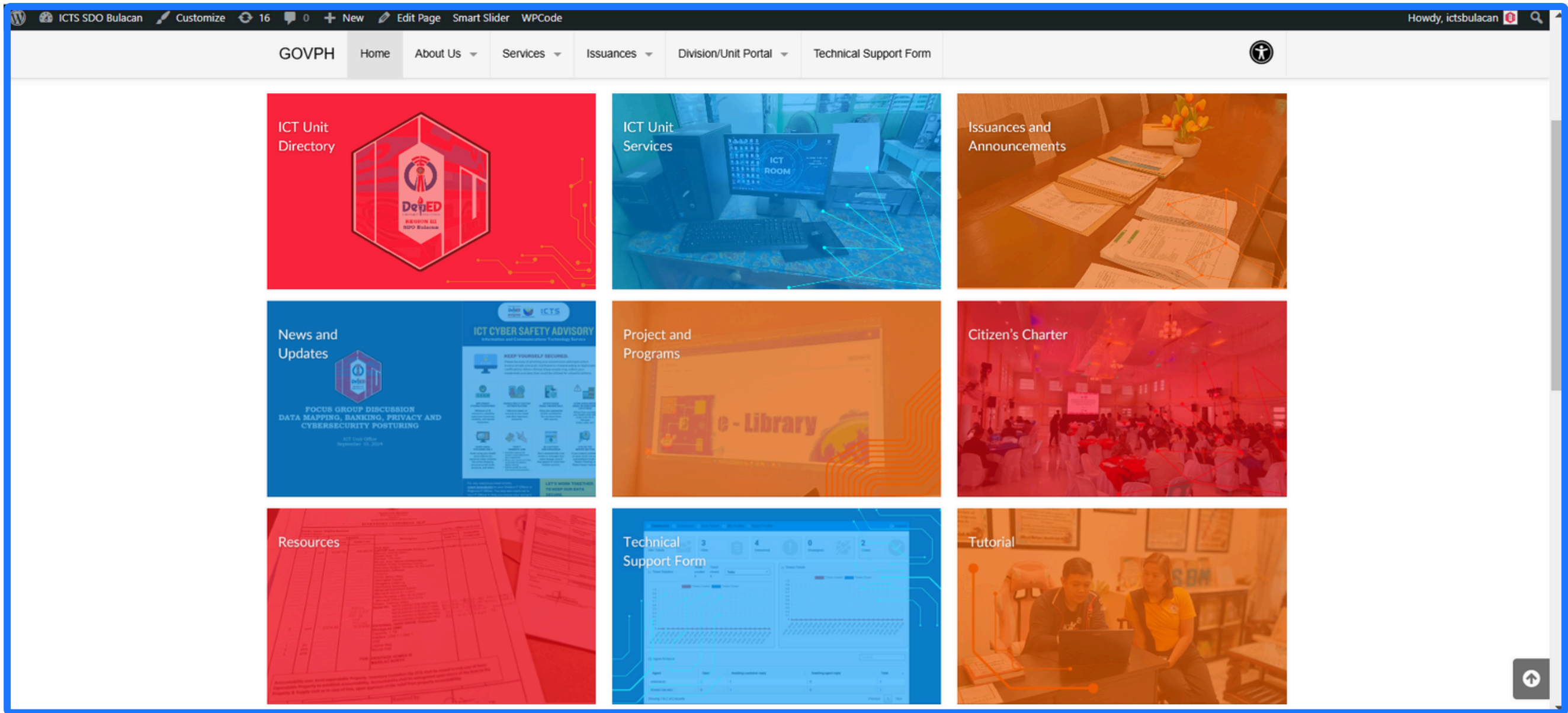


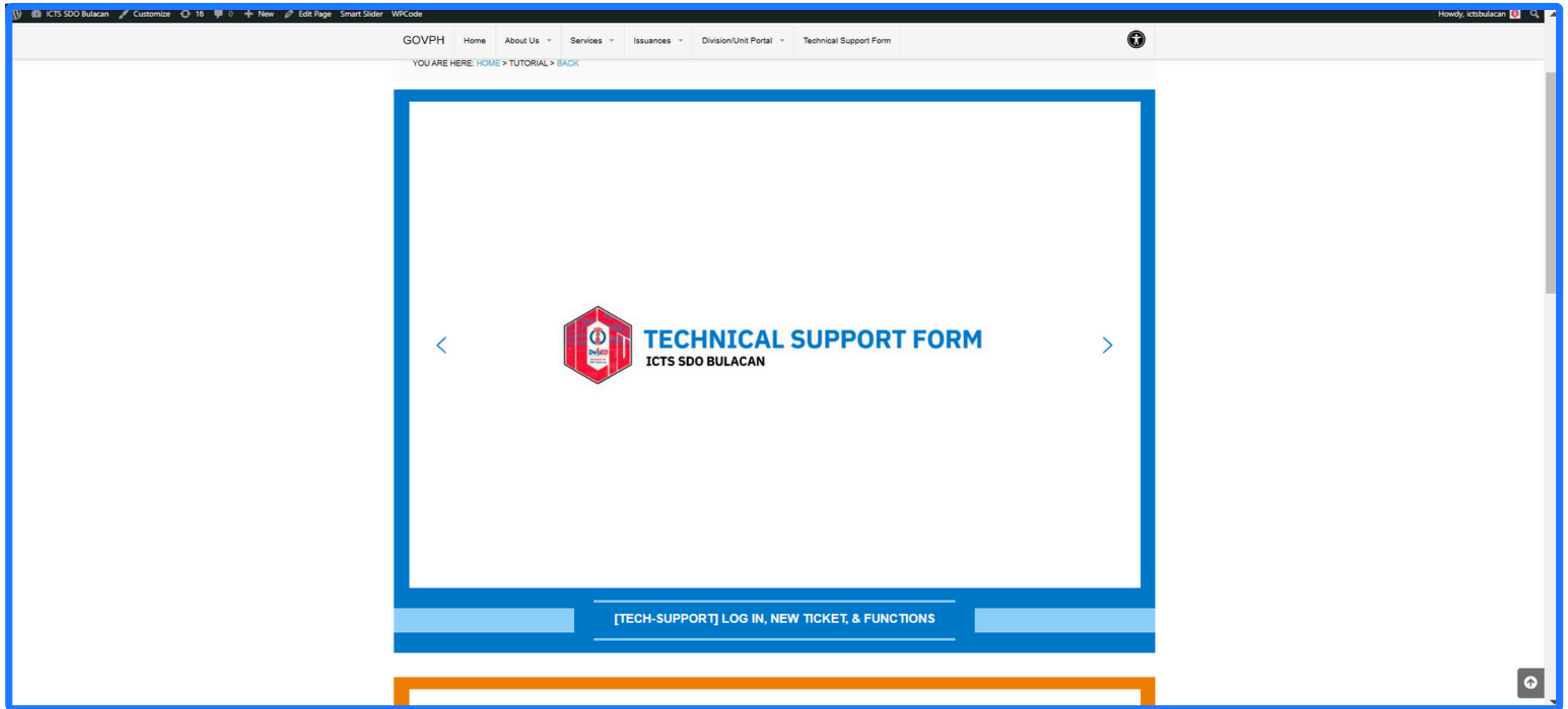


ICT UNIT WEBSITE

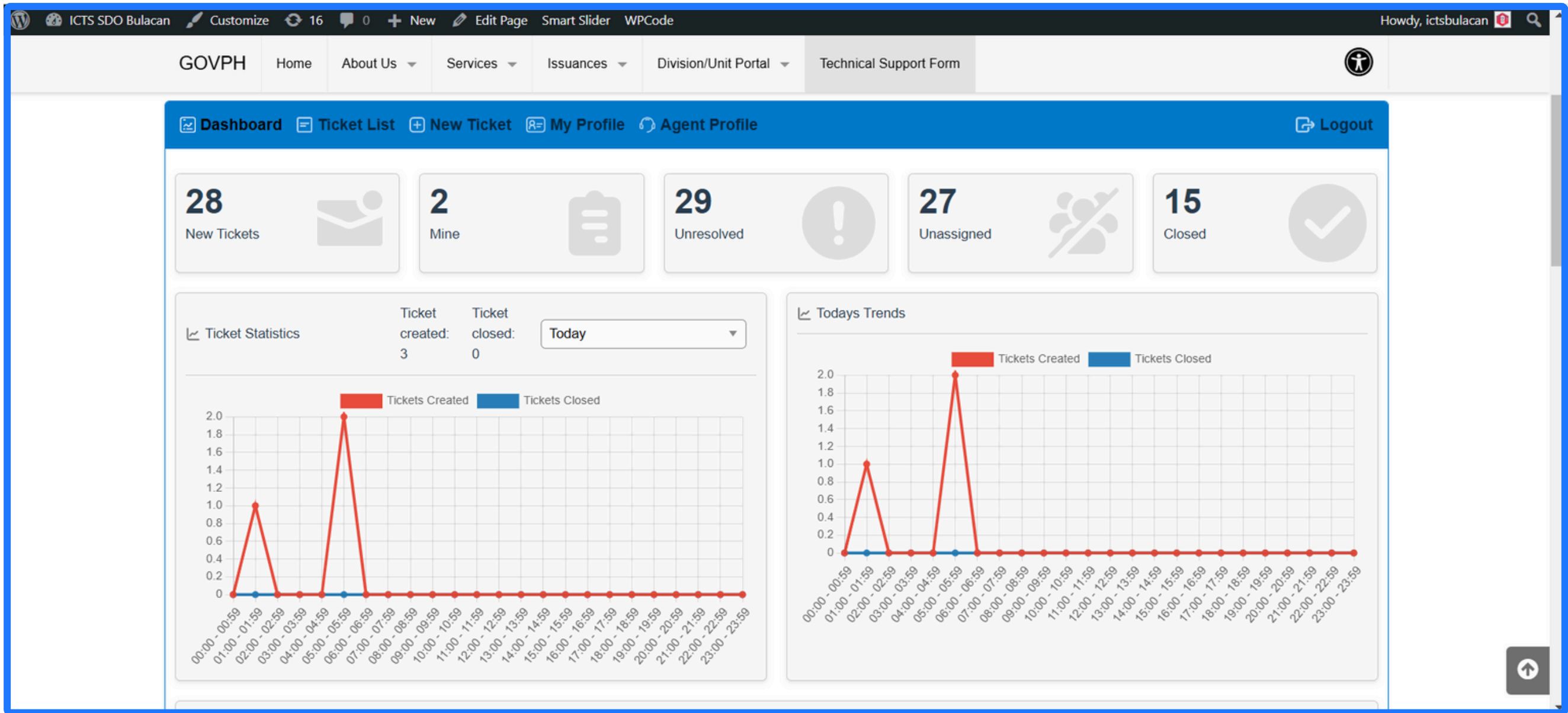
ICTS SDO BULACAN



Homepage



Tutorials



Ticketing System

ICTS SDO Bulacan Customize 16 0 + New Edit Page Smart Slider WPCode Howdy, ictsbulacan

GOVPH Home About Us Services Issuances Division/Unit Portal Technical Support Form

Dashboard Ticket List New Ticket My Profile Agent Profile Logout

Search... Filter: All Sort By: Date Updated DESC Apply Reset

Bulk Actions List Actions First Page < 1-20 of 44 Tickets > Last Page

ID	Status	Subject	Name	Category	Priority	Assignee	Date Updated	Tags
#55	Open	DEPED ACCOUNT PASSWORD RESET	300744 Kapitangan National High School	Account Management	Low	None	2 hours ago	
#54	Open	New DepEd Email	345214 Obando Senior High School	Account Management	Low	None	3 hours ago	
#53	Open	DEPED GAMIL REQUEST	300720 Alexis G. Santos National High School	Account Management	Low	None	6 hours ago	
#52	Open	WAIVER FROM ATTENDING SEMINAR ON DEC 4-6	105074 Kalawakan Elementary School	Account Management	Low	None	17 hours ago	
#43	Closed	No Email Access to DepEd Account	105074 Kalawakan Elementary School	Account Management	Low	None	18 hours ago	
#41	Open	DepEd account not receiving emails	104831 Tabe Elementary School	Account Management	Low	None	1 days ago	
#51	Open	Request for removal of 2FA	104725 Benito C. Cruz Elementary School	Account Management	Low	None	1 days ago	

Ticketing System

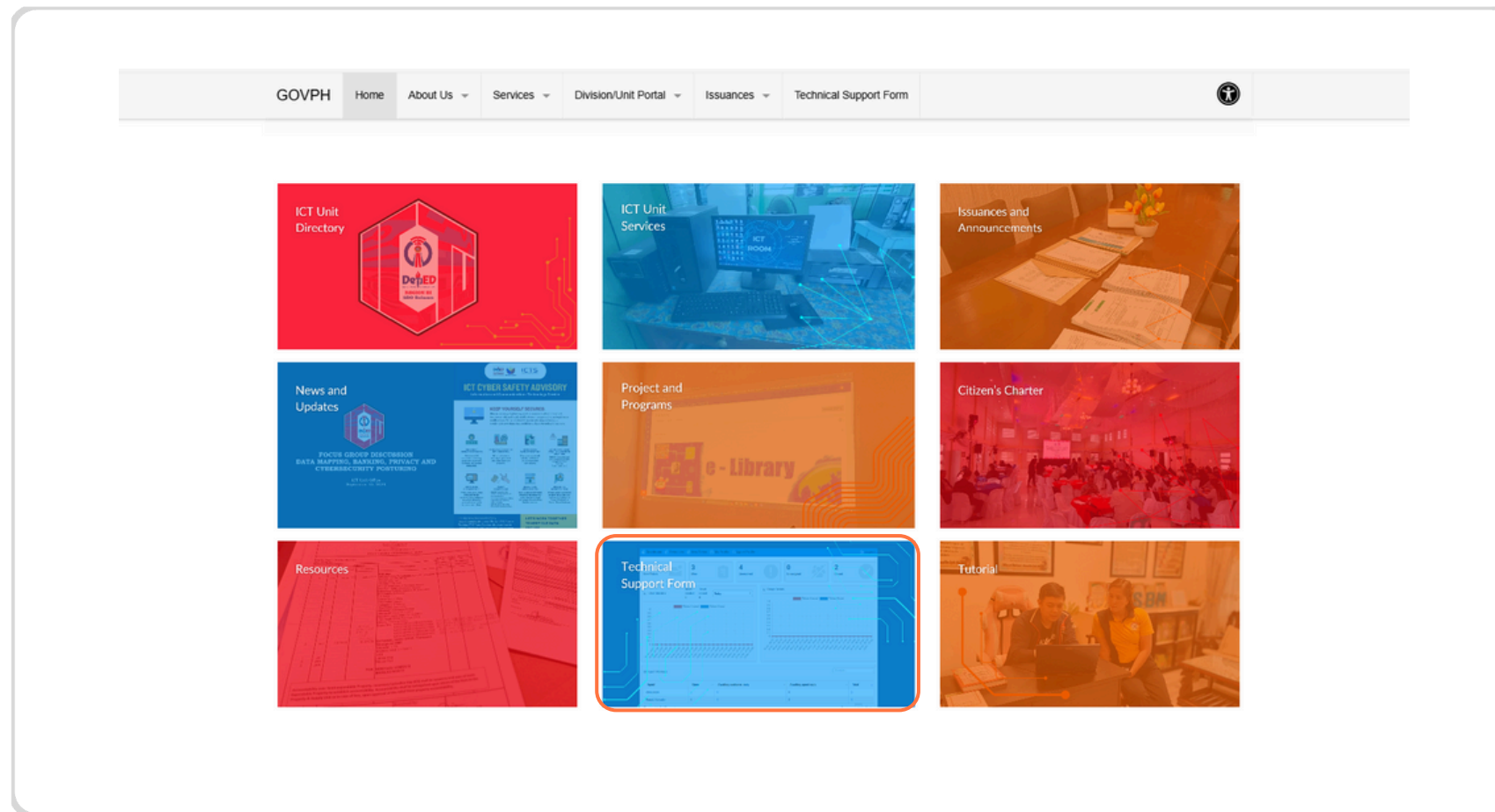


TECHNICAL SUPPORT FORM

ICTS SDO BULACAN | TUTORIAL

STEP 1

From Homepage go to Technical Support Form



STEP 2

Log In using your DepEd account. Type username/email

IOME > TECHNICAL SUPPORT FORM

PLEASE SIGN IN

Username/Email Address

Password

Remember me

[Sign In](#)

[Forgot your password?](#)

[Register now](#)

STEP 3

Type password

IOME > TECHNICAL SUPPORT FORM

PLEASE SIGN IN

Username/Email Address

.....

Remember me

[Sign In](#)

[Forgot your password?](#)

[Register now](#)

[Open existing ticket using one time password](#)

STEP 4
Check Remember me

PLEASE SIGN IN

Username/Email Address

.....

Remember me

Sign In

[Forgot your password?](#)

[Register now](#)

[Open existing ticket using one time pass](#)

STEP 5
Click on Sign In

Username/Email Address

.....

Remember me

Sign In

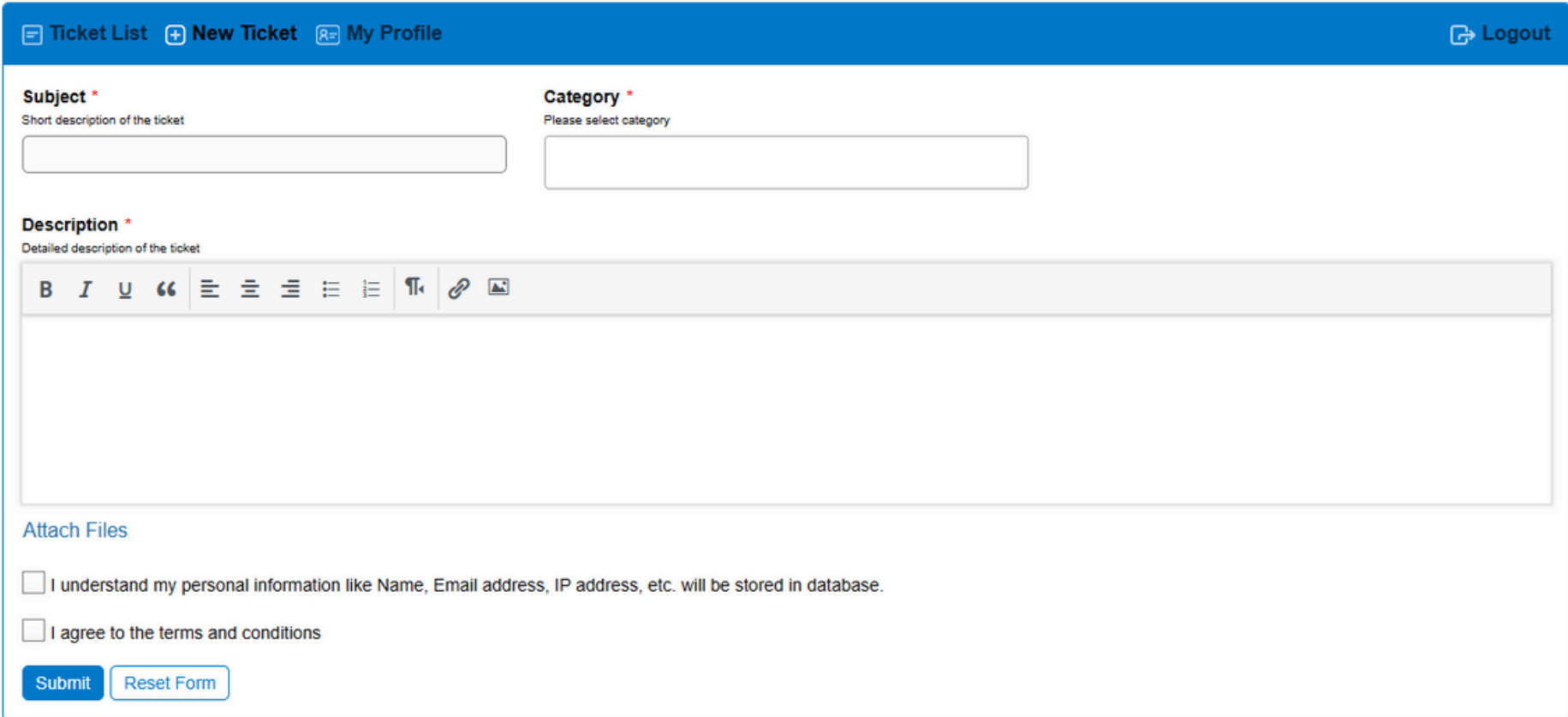
[Forgot your password?](#)

[Register now](#)

[Open existing ticket using one tir](#)

Technical Support Form User Interface

After signing up, it will redirect you to the 'Technical Support Form'. You can now start on filing a request for tech-support.



The screenshot displays a web-based form for submitting technical support requests. The interface features a blue header bar with navigation links: 'Ticket List', 'New Ticket', and 'My Profile', along with a 'Logout' button. The form fields include:

- Subject ***: A text input field with the placeholder 'Short description of the ticket'.
- Category ***: A dropdown menu with the placeholder 'Please select category'.
- Description ***: A rich text editor with a toolbar containing icons for bold (B), italic (I), underline (U), quote (”), bulleted list, numbered list, link, and image. Below the toolbar is a large text area for the 'Detailed description of the ticket'.
- Attach Files**: A section with two checkboxes:
 - I understand my personal information like Name, Email address, IP address, etc. will be stored in database.
 - I agree to the terms and conditions
- Submit** and **Reset Form** buttons.

STEP 6

Indicate concern (e.g., Troubleshooting of ICT Equipment)

YOU ARE HERE: [HOME](#) / TECHNICAL SUPPORT FORM

[Ticket List](#) [+ New Ticket](#) [My Profile](#)

Subject *
Short description of the ticket

troubleshooting of ICT Equipment

Category *
Please select category

Description *
Detailed description of the ticket

B I U [List icons] [Link icon] [Image icon]

STEP 7

Select category/ies

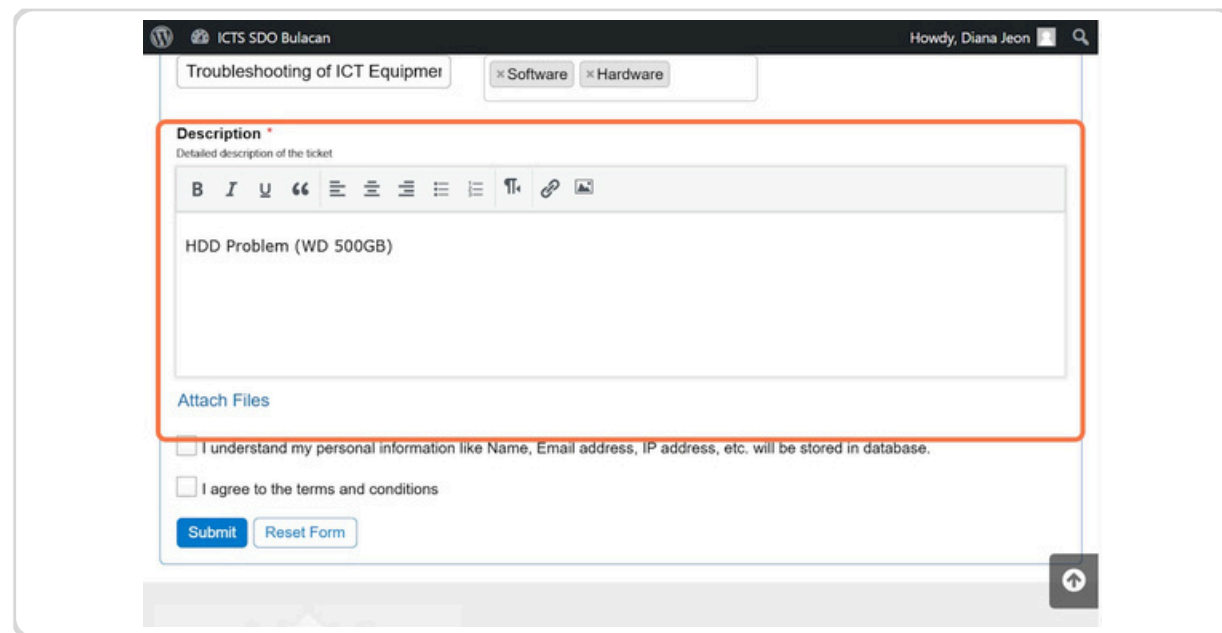
Category *
Please select category

ICT Equipmer

- × Software
- Software
- Hardware**
- Network
- Account Management
- Other Issues

STEP 8

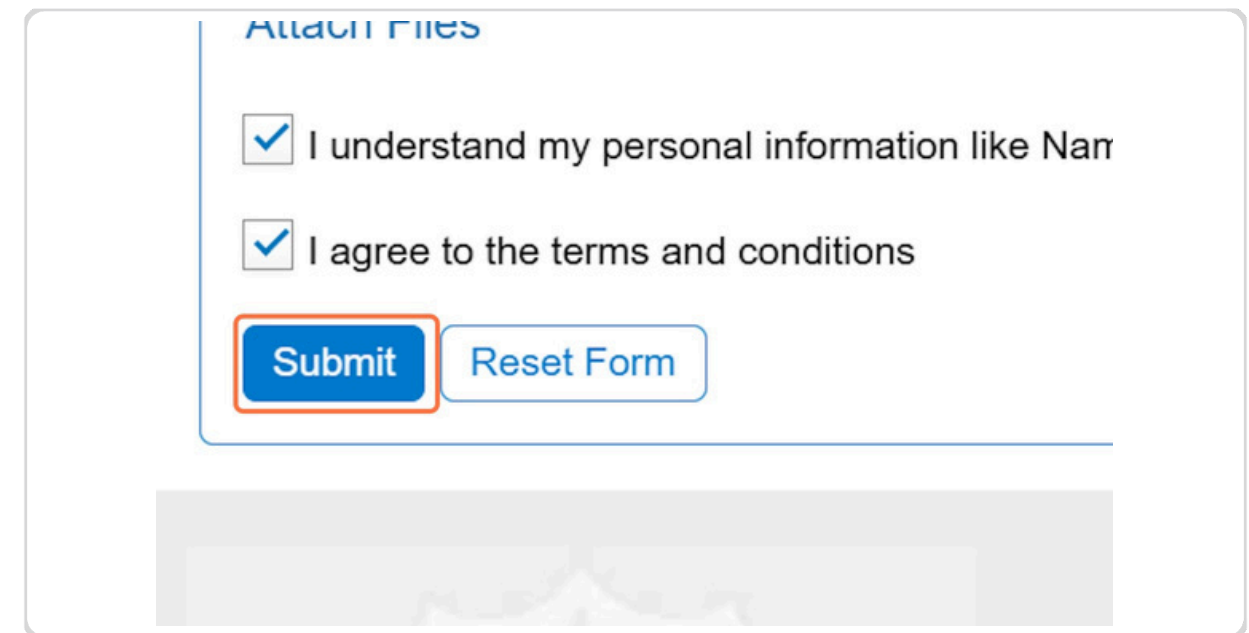
Add a more specific description



The screenshot shows a web browser window with the URL 'ICTS SDO Bulacan'. The page title is 'Troubleshooting of ICT Equipmer'. There are tabs for 'Software' and 'Hardware'. The 'Description' field is highlighted with an orange border and contains the text 'HDD Problem (WD 500GB)'. Below the description field is an 'Attach Files' section with two checkboxes: 'I understand my personal information like Name, Email address, IP address, etc. will be stored in database.' and 'I agree to the terms and conditions'. At the bottom of the form are 'Submit' and 'Reset Form' buttons.

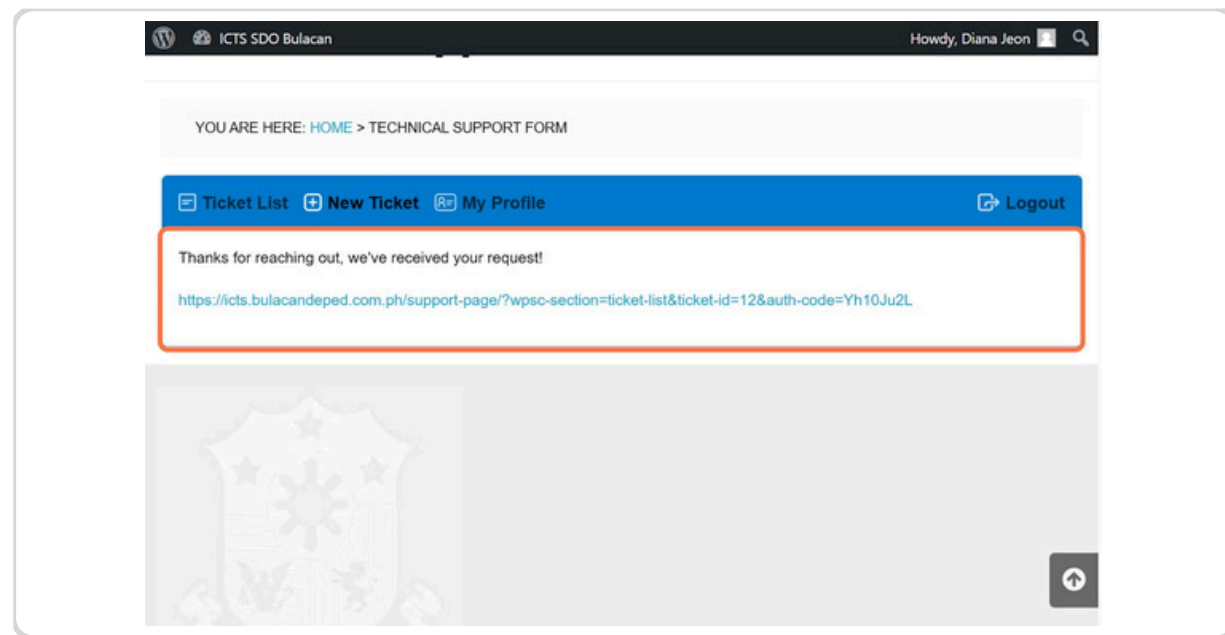
STEP 9

Agree on terms and conditions then submit.



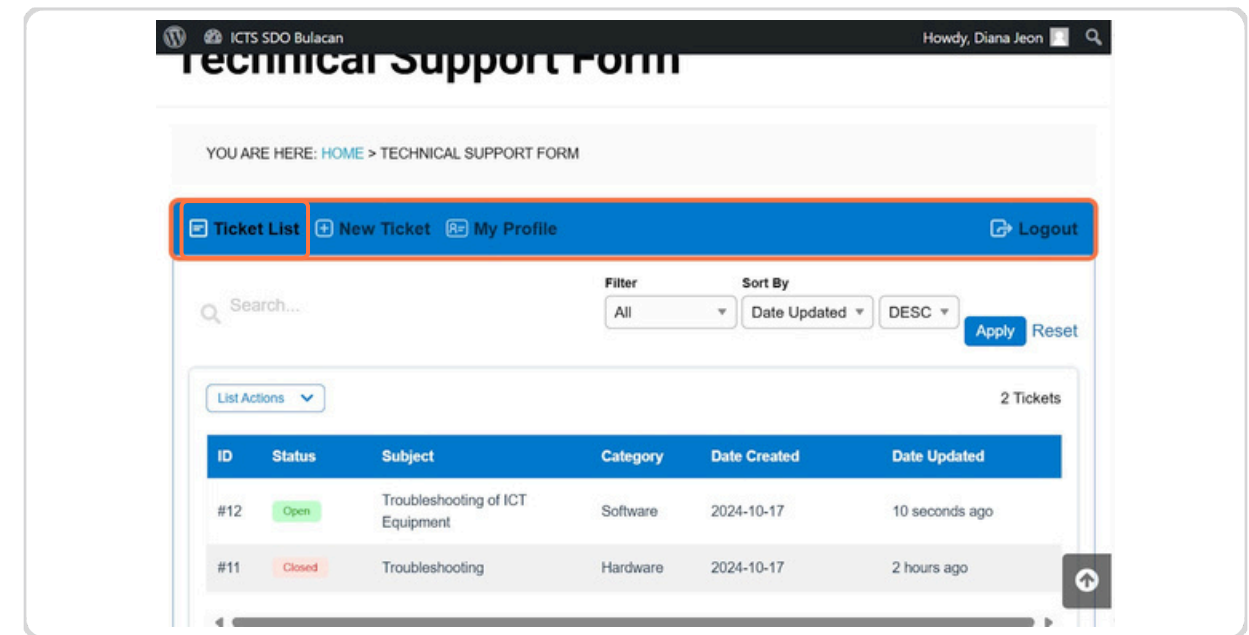
The screenshot shows the 'Attach Files' section of the form. The text 'Attach Files' is at the top. Below it are two checked checkboxes: 'I understand my personal information like Name' and 'I agree to the terms and conditions'. At the bottom of this section are 'Submit' and 'Reset Form' buttons. The 'Submit' button is highlighted with an orange border.

After submission, this will show up if you have successfully created a ticket. Refresh.



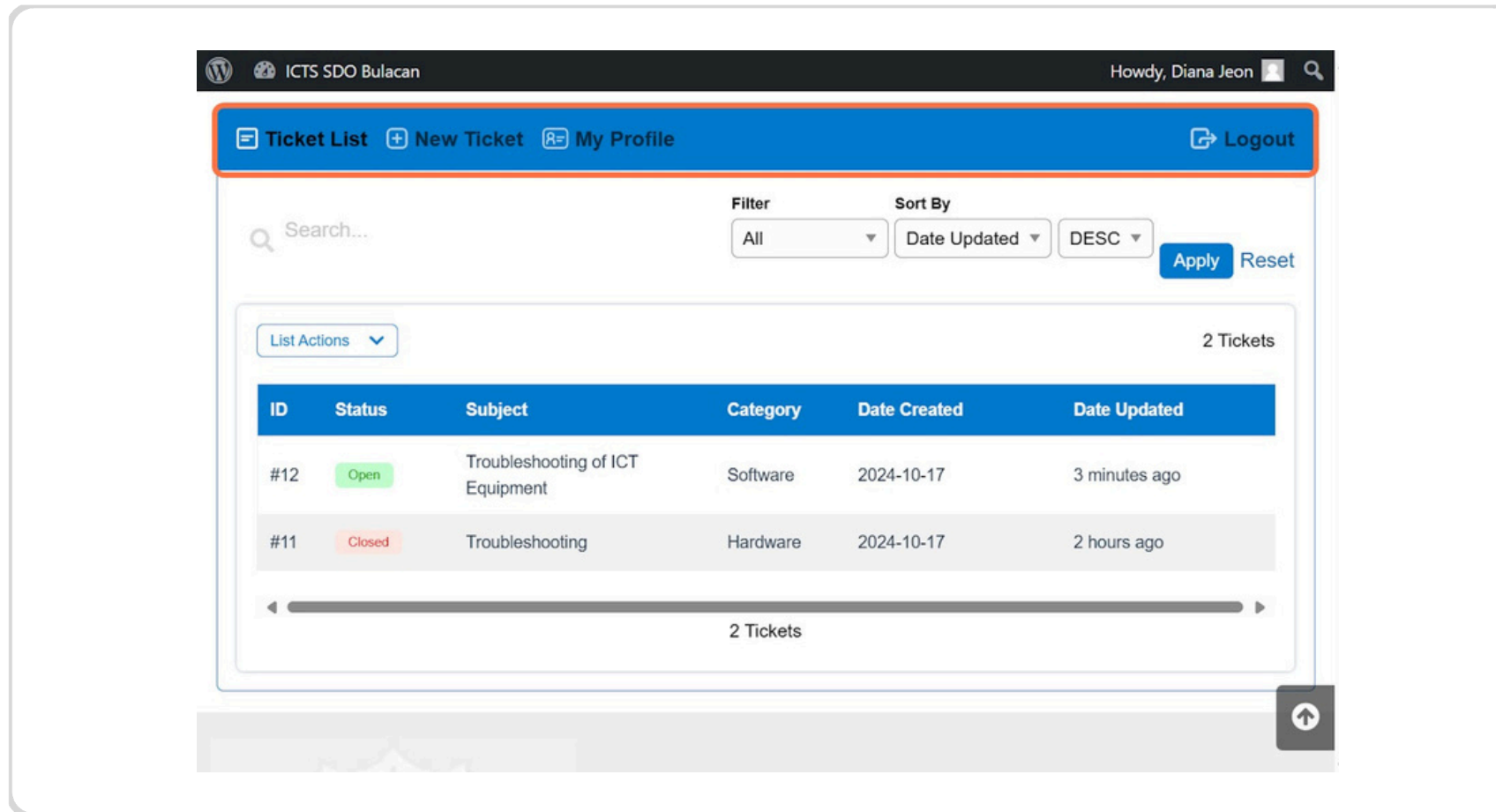
STEP 10

Click on Ticket List to view your submitted request.



STEP 1

View your tickets on the ticket list.



The screenshot shows a web application interface for 'ICTS SDO Bulacan'. The user is logged in as 'Howdy, Diana Jeon'. The main navigation bar includes 'Ticket List', 'New Ticket', 'My Profile', and 'Logout'. Below the navigation bar, there is a search bar and filter options. The filter is set to 'All', and the tickets are sorted by 'Date Updated' in descending order. There are two tickets listed:

ID	Status	Subject	Category	Date Created	Date Updated
#12	Open	Troubleshooting of ICT Equipment	Software	2024-10-17	3 minutes ago
#11	Closed	Troubleshooting	Hardware	2024-10-17	2 hours ago

The interface also includes a 'List Actions' dropdown menu, an 'Apply' button, and a 'Reset' button. A pagination bar at the bottom indicates '2 Tickets'.

STEP 2

Seek update by pressing your ticket.

List Actions ▾

ID	Status	Subject
#12	Open	Troubleshooting of ICT Equipment
#11	Closed	Troubleshooting

STEP 3

An assigned ICT personnel will cater to your inquiries.

Rich text editor toolbar: Bold, Italic, Underline, Quote, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, Link, Image.

Attach Files Submit

ICTSBULACAN REPLIED
9 seconds ago

Good Day! We have received your request and is currently working on it. Please stand by as we resolve the issue. This might take a while.

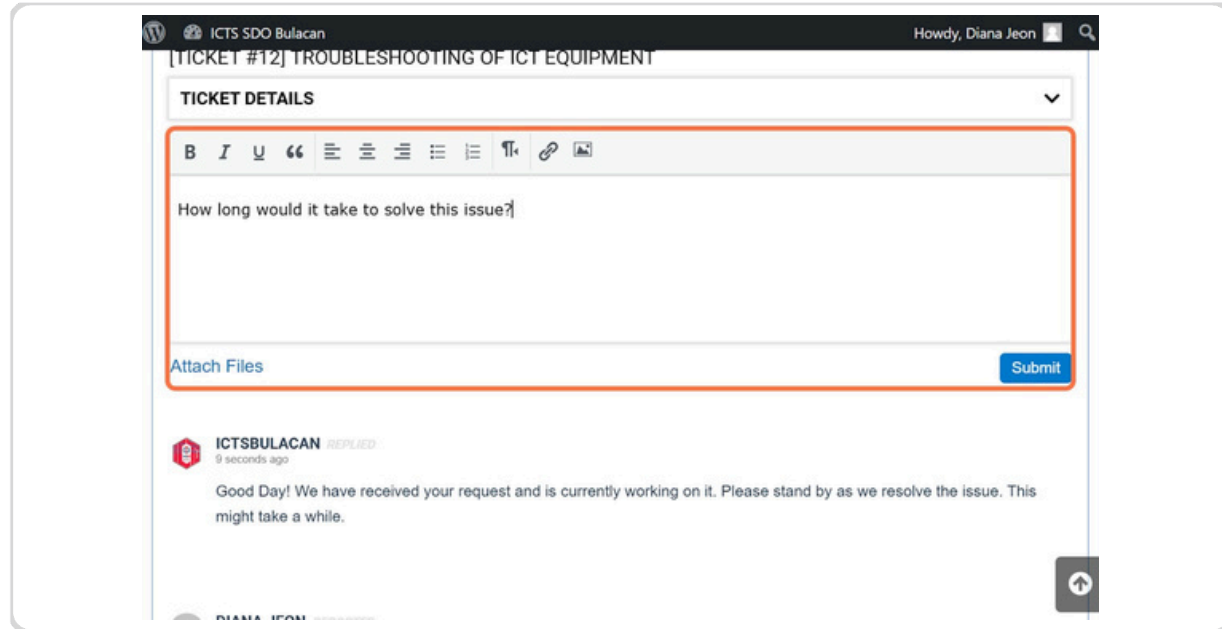
DIANA JEON REPORTED
6 minutes ago

HDD Problem (WD 500GB)

↑

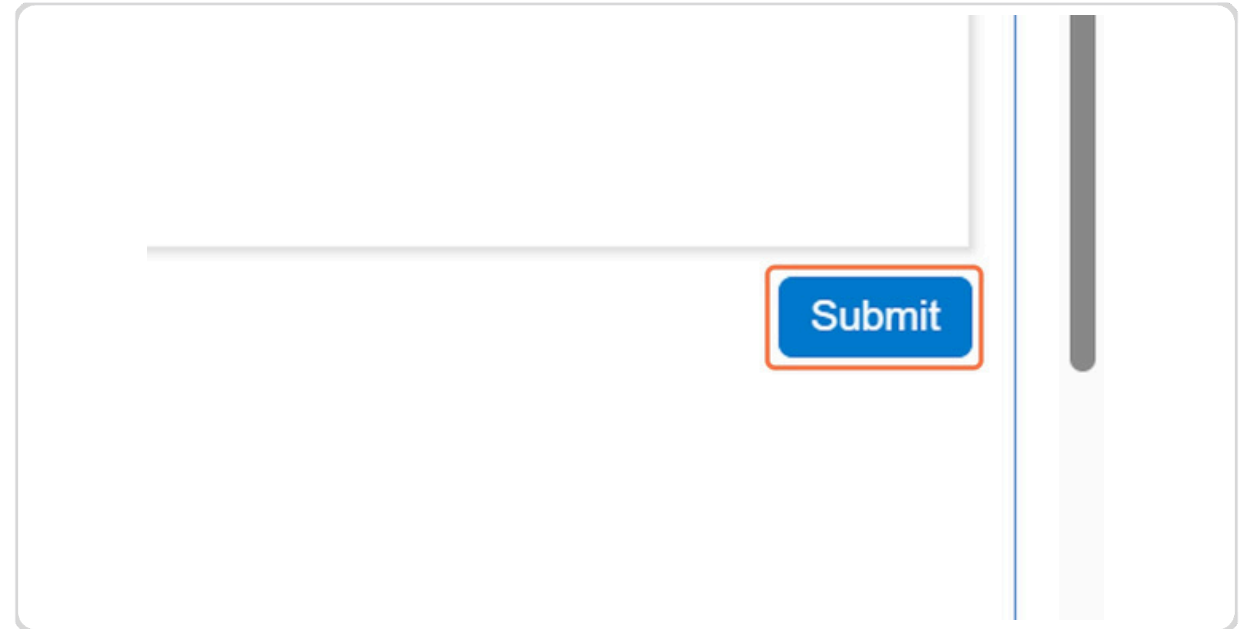
STEP 4

Respond accordingly

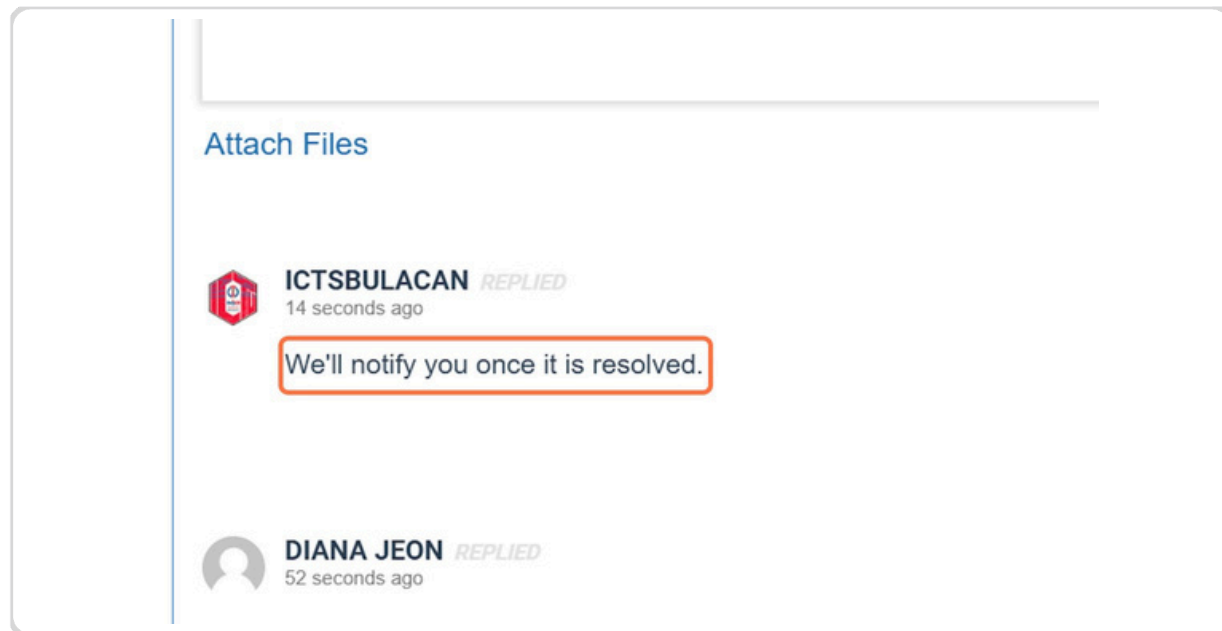


STEP 5

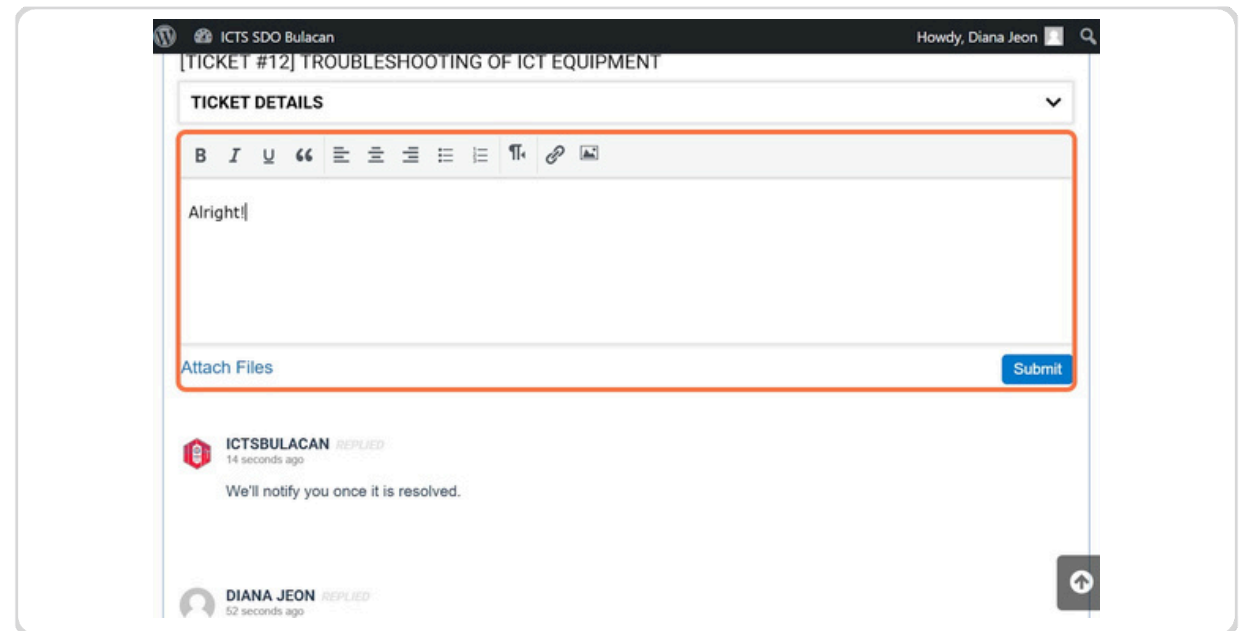
Click on Submit



[sample]




[sample]



STEP 6

Add another recipient to get notified if only necessary

Remarks:
HDD Upgrade to SSD 1TB
Recommendation: Ramsta 1TB

ADDITIONAL RECIPIENTS 

Emails:
Not Applicable

STEP 7

Indicate email then click submit button

Additional recipients

Email address (one per line)
All customer email notifications will be sent to these email addresses.

Email Address (e.g. ictsbulacan@deped.gov.ph)

Update will be coming from the ticket field.

The screenshot displays a web interface for a technical support form. At the top, a navigation bar includes 'GOVPH', 'Home', 'About Us', 'Services', 'Division/Unit Portal', 'Issuances', and 'Technical Support Form'. The main content area is divided into two sections. On the left, there is a large text input field for the ticket description, an 'Attach Files' section, and a 'Submit' button. Below the input field, there are three replies from users: DIANA JEON (1 hour ago) with the text 'Alright!', ICTSBULACAN (1 hour ago) with the text 'We'll notify you once it is resolved.', and another reply from DIANA JEON (1 hour ago). On the right side, a 'TICKET FIELDS' sidebar is visible, containing the following information: Office/School: OSDS - Accounting; Category: Software, Hardware; Types of Services: Software - Operating System, Hardware - Hardware Error; Service/Dimensions: Troubleshooting of ICT Equipment; Action Form: Replaced HDD to SSD & Reinstall W10 & Apps; Status: Hardware Upgrade; Remarks: HDD Upgrade to SSD 1TB; Recommendation: Ramsta 1TB. Below this, an 'ADDITIONAL RECIPIENTS' section shows 'Emails: Not Applicable'.

[1] TYPES OF SERVICES

TICKET FIELDS

Office/School: OSDS - Accounting

Category: Software, Hardware

Types of Services:
Software - Operating System,
Hardware - Hardware Error

Service/Dimensions:
Troubleshooting of ICT Equipment

Action Form:
Replaced HDD to SDD & Reinstall
W10 & Apps

Submit

[2] SERVICES/DIMENSIONS

Category: Software, Hardware

Types of Services:
Software - Operating System,
Hardware - Hardware Error

Service/Dimensions:
Troubleshooting of ICT Equipment

Action Form:
Replaced HDD to SDD & Reinstall
W10 & Apps

Status: Hardware Upgrade

Submit

[3] ACTION FORM

Submit

Hardware - Hardware Error

Service/Dimensions:
Troubleshooting of ICT Equipment

Action Form:
Replaced HDD to SDD & Reinstall
W10 & Apps

Status: Hardware Upgrade

Remarks:
HDD Upgrade to SSD 1TB

[4] STATUS

Action Form:
Replaced HDD to SDD & Reinstall
W10 & Apps

Status: Hardware Upgrade

Remarks:
HDD Upgrade to SSD 1TB

Recommendation: Ramsta 1TB



[5] REMARKS

Replaced HDD to SSD & Reinstall
W10 & Apps

Status: Hardware Upgrade

Remarks:
HDD Upgrade to SSD 1TB

Recommendation: Ramsta 1TB



ADDITIONAL RECIPIENTS  


[6] RECOMMENDATION

Status: Hardware Upgrade

Remarks:
HDD Upgrade to SSD 1TB

Recommendation: Ramsta 1TB

ADDITIONAL RECIPIENTS  

Emails: 



TECHNICAL SUPPORT FORM

ICTS SDO BULACAN