

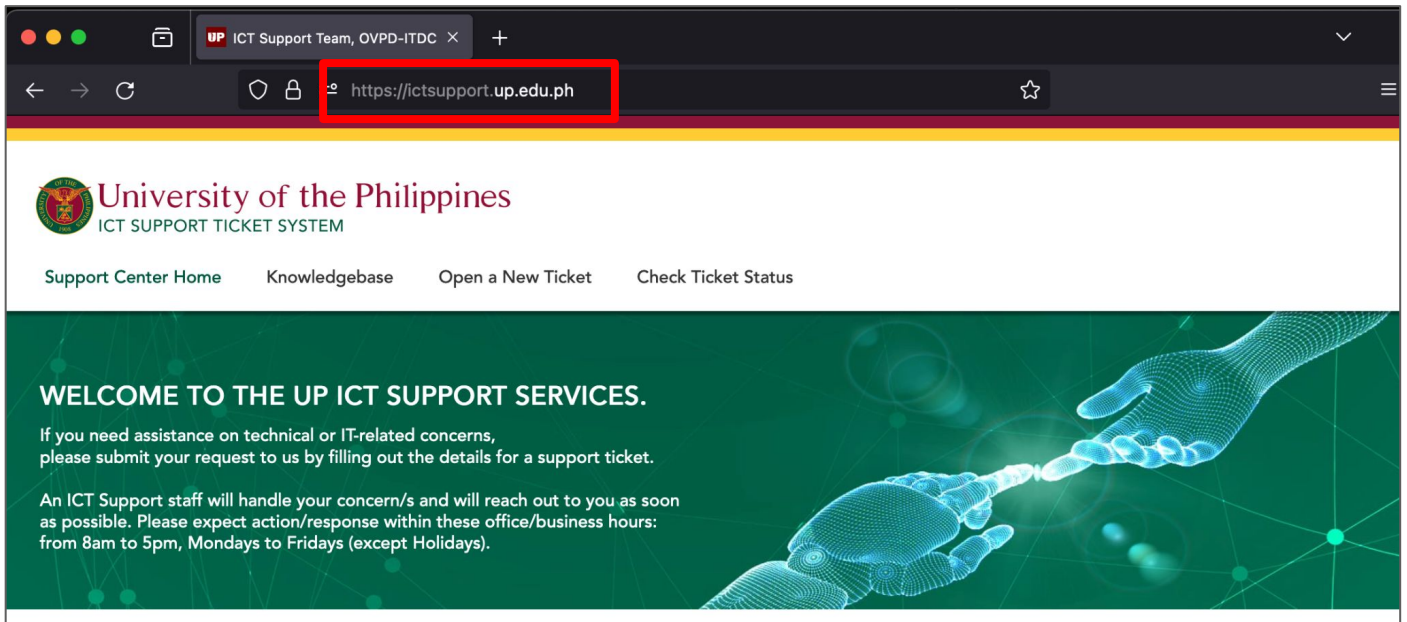


How to File a Request at the UP System ICT Support

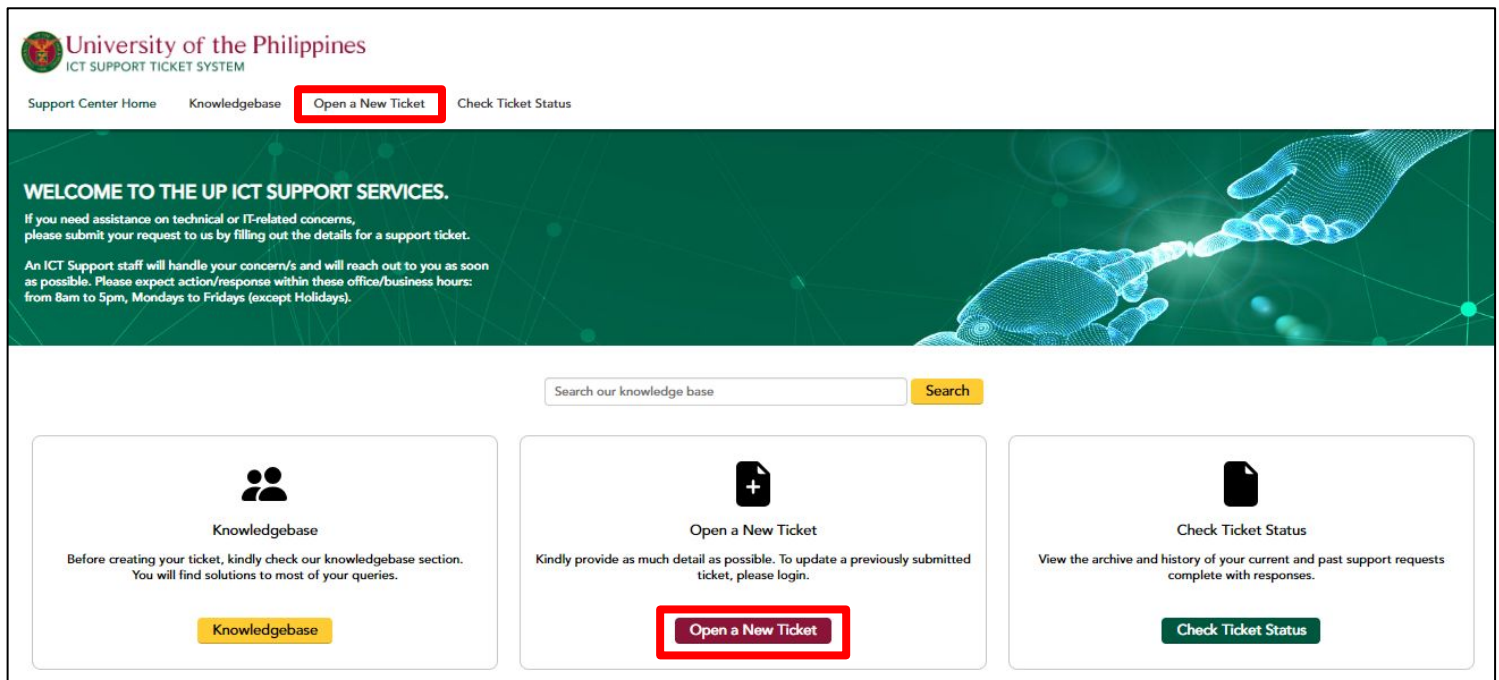
Quick Guide v1.0

TICKET CREATION

STEP 1: Go to <https://ictsupport.up.edu.ph/>

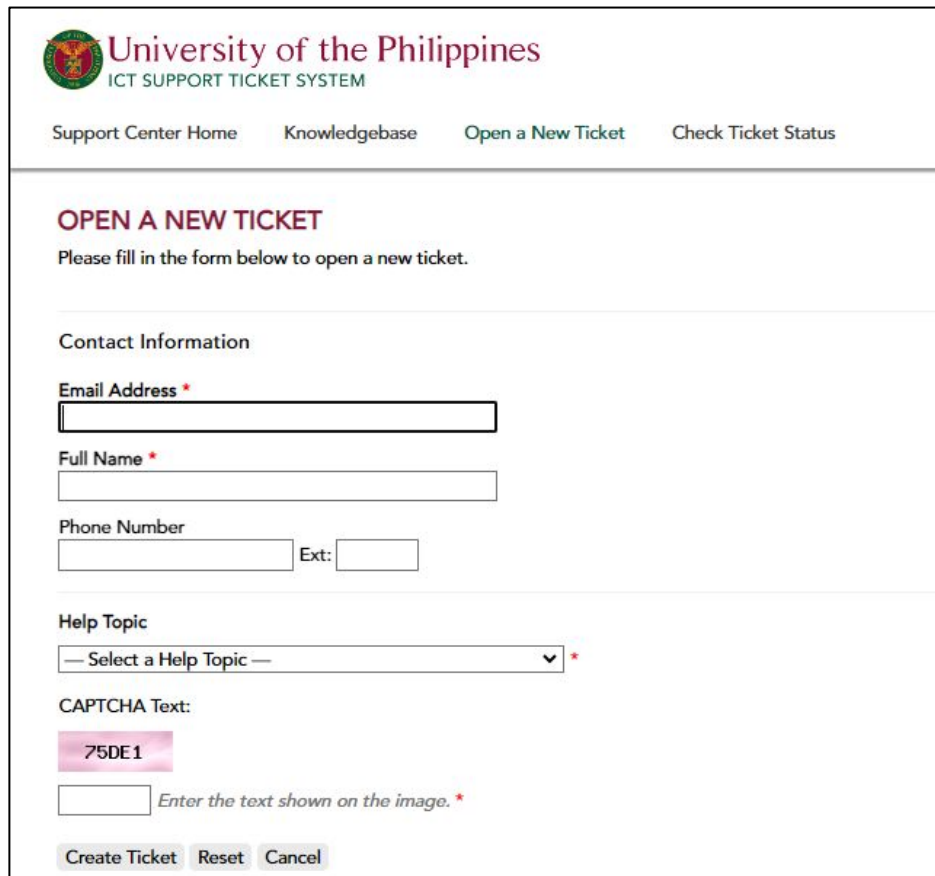


STEP 2: Click *Open a New Ticket*.



TICKET CREATION

STEP 3: Fill out all the needed information, especially the fields with an asterisk (*).



The screenshot shows the 'Open a New Ticket' form on the University of the Philippines ICT Support Ticket System. The form includes a header with the university logo and navigation links. The main section is titled 'OPEN A NEW TICKET' and instructs users to fill in the form. The 'Contact Information' section contains fields for Email Address (*), Full Name (*), Phone Number, and Ext. The 'Help Topic' section features a dropdown menu with a red asterisk. Below this is a CAPTCHA section with the text '75DE1' and a prompt to enter the text shown on the image (*). At the bottom are buttons for 'Create Ticket', 'Reset', and 'Cancel'.

University of the Philippines
ICT SUPPORT TICKET SYSTEM

[Support Center Home](#) [Knowledgebase](#) [Open a New Ticket](#) [Check Ticket Status](#)

OPEN A NEW TICKET

Please fill in the form below to open a new ticket.

Contact Information

Email Address *

Full Name *

Phone Number Ext:

Help Topic

— Select a Help Topic — *

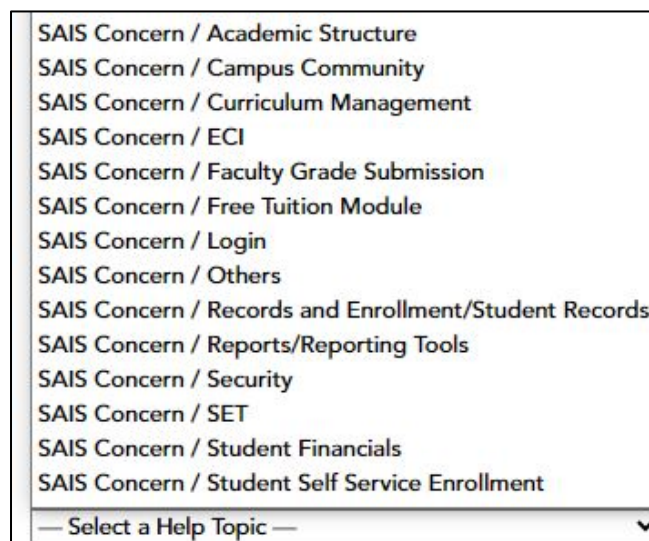
CAPTCHA Text:

75DE1

Enter the text shown on the image. *

Create Ticket Reset Cancel

NOTE: Please check the list of help topics that correspond to your concern.



The screenshot shows a dropdown menu listing various help topics. The topics are: SAIS Concern / Academic Structure, SAIS Concern / Campus Community, SAIS Concern / Curriculum Management, SAIS Concern / ECI, SAIS Concern / Faculty Grade Submission, SAIS Concern / Free Tuition Module, SAIS Concern / Login, SAIS Concern / Others, SAIS Concern / Records and Enrollment/Student Records, SAIS Concern / Reports/Reporting Tools, SAIS Concern / Security, SAIS Concern / SET, SAIS Concern / Student Financials, and SAIS Concern / Student Self Service Enrollment. The dropdown is currently set to '— Select a Help Topic —'.

SAIS Concern / Academic Structure
SAIS Concern / Campus Community
SAIS Concern / Curriculum Management
SAIS Concern / ECI
SAIS Concern / Faculty Grade Submission
SAIS Concern / Free Tuition Module
SAIS Concern / Login
SAIS Concern / Others
SAIS Concern / Records and Enrollment/Student Records
SAIS Concern / Reports/Reporting Tools
SAIS Concern / Security
SAIS Concern / SET
SAIS Concern / Student Financials
SAIS Concern / Student Self Service Enrollment

— Select a Help Topic —

TICKET CREATION

STEP 4: Click **Create Ticket** once all necessary information is filled out.

Reminders:

- Write a concise and descriptive Summary for your email message;
- Be as comprehensive and detailed as possible to allow the ICT Support Team to assess your concern more effectively;
- If possible, attach screenshots or videos of the errors encountered;
- Make sure to choose the correct Constituent University and User Type;
- Make sure to type the correct CAPTCHA text.

Ticket Details
Please describe your issue. It is best to attach screenshots of the issue, if any, for quick resolution. To attach screenshots, please click the Image button.

NOTE: If your problem is that you cannot access your UP Mail, please enter in "Email Address" your personal email where we can reach you.

Issue Summary *
Maximum 40 characters only.

Issue Description

<> | T | A | Aa | B | I | U | S | | | | | | | | | |

Details on the reason(s) for opening the ticket.

Drop files here or choose them

User Type *
— Select —

Constituent University *
— Select —

Office / Unit / College / Department

CAPTCHA Text:

75DE1

 Enter the text shown on the image. *

Create Ticket

Reset

Cancel

TICKET CREATION

STEP 5: The ticket is successfully created. Your concern will be addressed by the ICT Support Team once the ticket is received.



University of the Philippines
ICT SUPPORT TICKET SYSTEM

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[Check Ticket Status](#)

✔ Support ticket request created

Dear Sir/Ma'am James Karlo Ongue Abina,

A request for assistance has been created and assigned the Ticket No. 053448. A representative will follow-up with you as soon as possible.

Thank you very much, and please be safe and always be in good health.

Sincerely,
ICT Support Team

IT OFFICE CONTACT INFORMATION FOR TECHNICAL SUPPORT

For technical support, please contact us at the
UP System ICT Support at:

<https://ictsupport.up.edu.ph/>



This document was prepared by the Office of the Vice President for
Development-Information Technology Development Center (OVPD-ITDC).

