

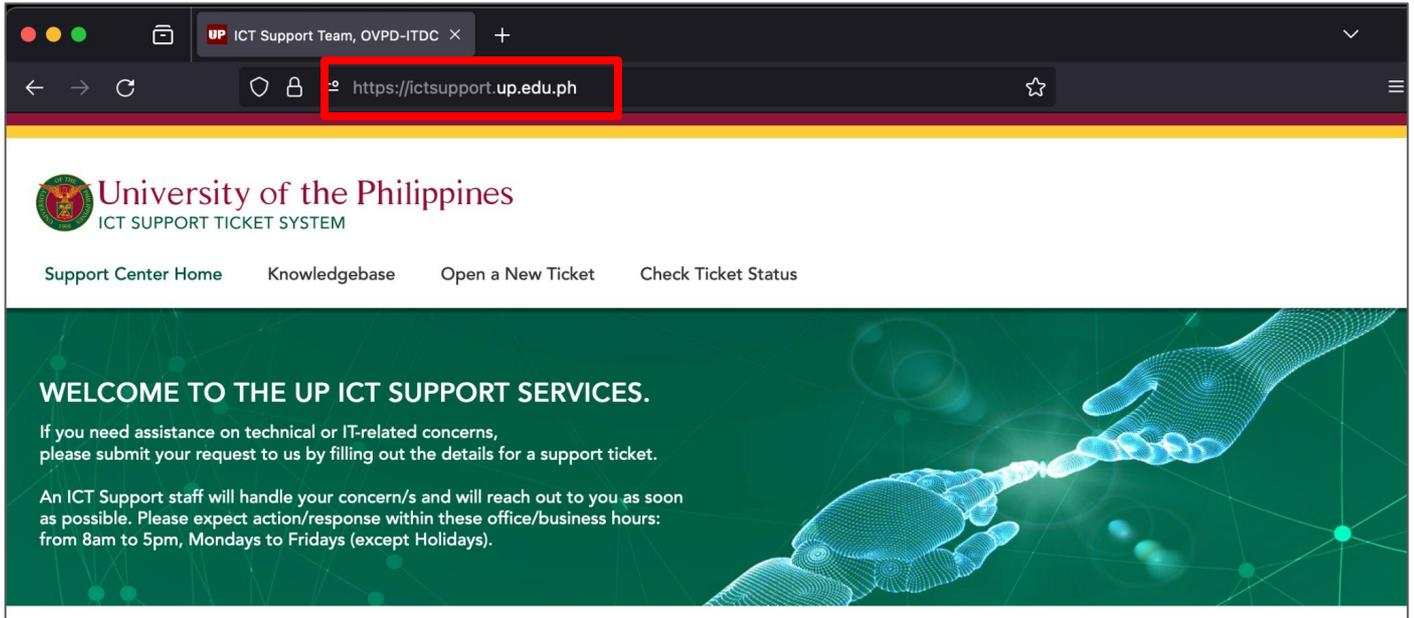


**How to File a Request
at the
UP System
ICT Support**

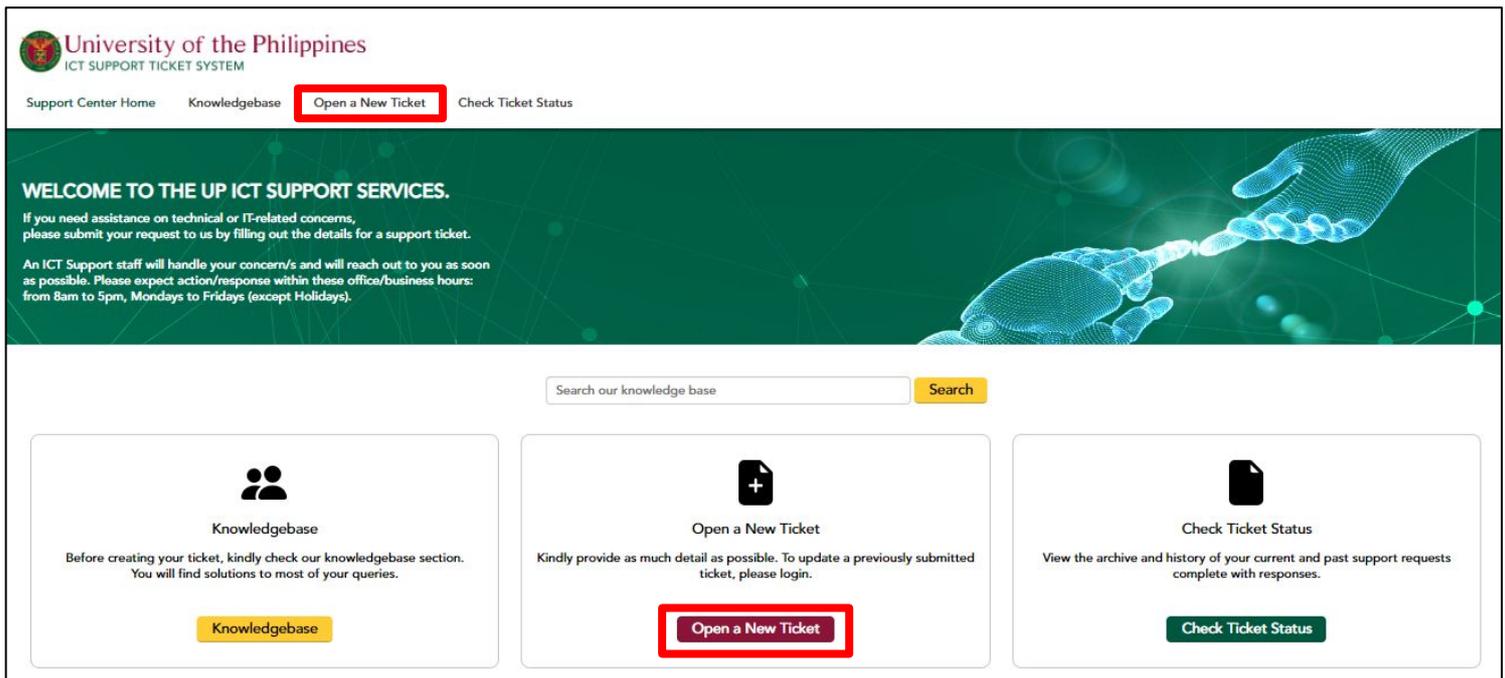
Quick Guide v1.0

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 the following fields and elements:

- Contact Information:**
 - Email Address ***: A text input field.
 - Full Name ***: A text input field.
 - Phone Number**: A text input field.
 - Ext:**: A text input field.
- Help Topic**: A dropdown menu with the placeholder text '— Select a Help Topic —' and an asterisk (*).
- CAPTCHA Text:**
 - A pink box displaying the CAPTCHA text '75DE1'.
 - A text input field with the placeholder text 'Enter the text shown on the image. *'.
- Buttons:** 'Create Ticket', 'Reset', and 'Cancel'.

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

A list of help topics is displayed in a box, with a dropdown menu at the bottom. 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
- SAIS Concern / Student Self Service Enrollment

At the bottom of the list is a dropdown menu with the placeholder text '— Select a Help Topic —' and a downward arrow.

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

<> | | Aa | B | / | U | S | | | | | |

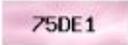
Details on the reason(s) for opening the ticket.

Drop files here or choose them

User Type *
— Select —

Constituent University *
— Select —

Office / Unit / College / Department

CAPTCHA Text:

 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.



[Support Center Home](#)

[Knowledgebase](#)

[Open a New Ticket](#)

[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/>



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