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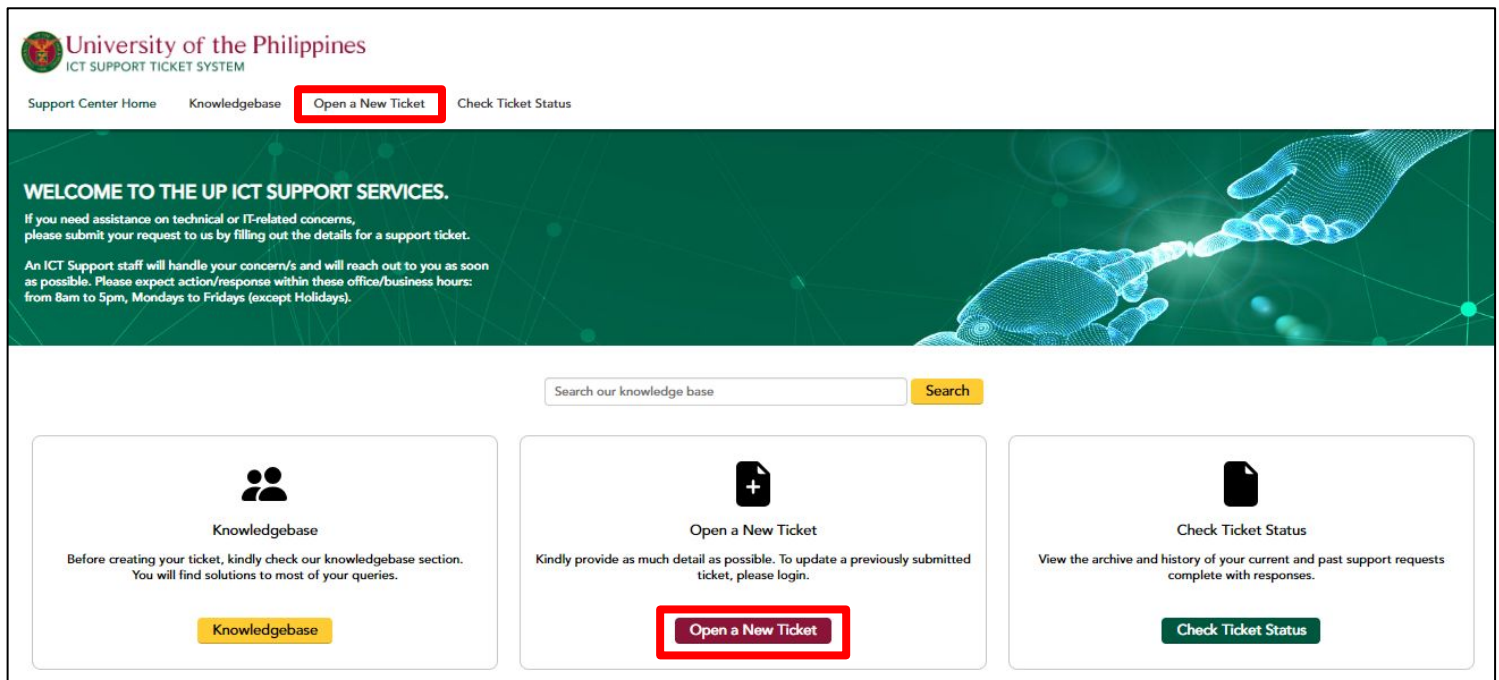## ICT Support

Quick Guide v1.0

TICKET CREATION
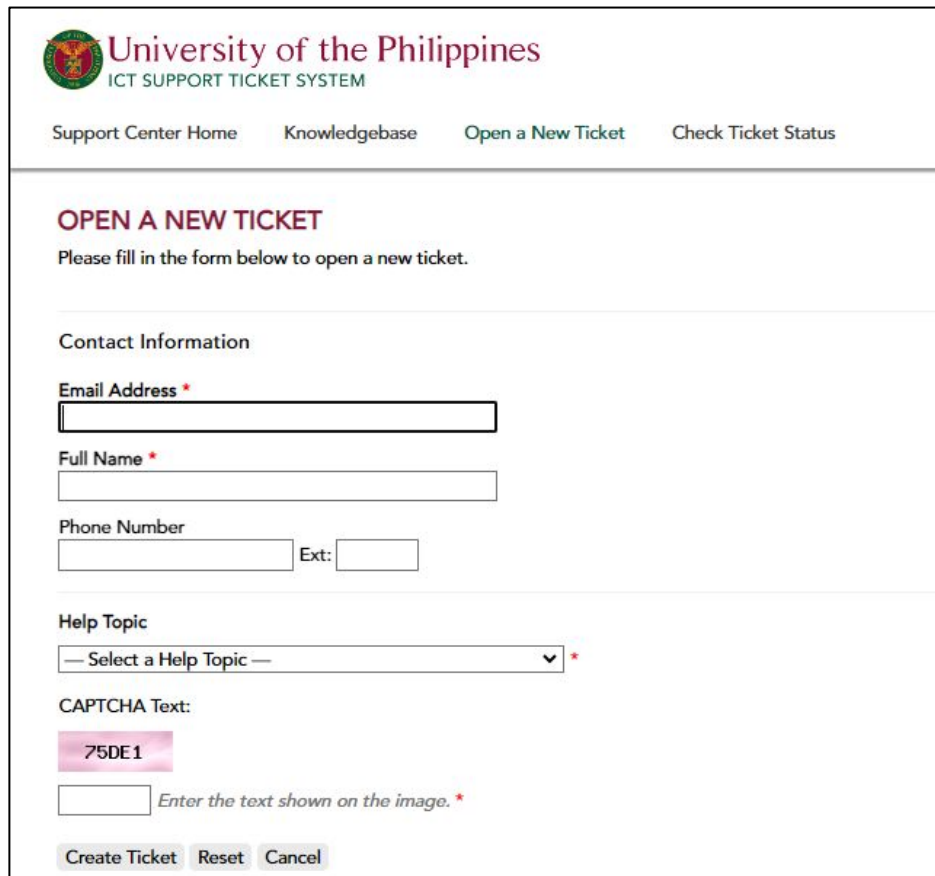
STEP 1: Go to https://ictsupport.up.edu.ph/
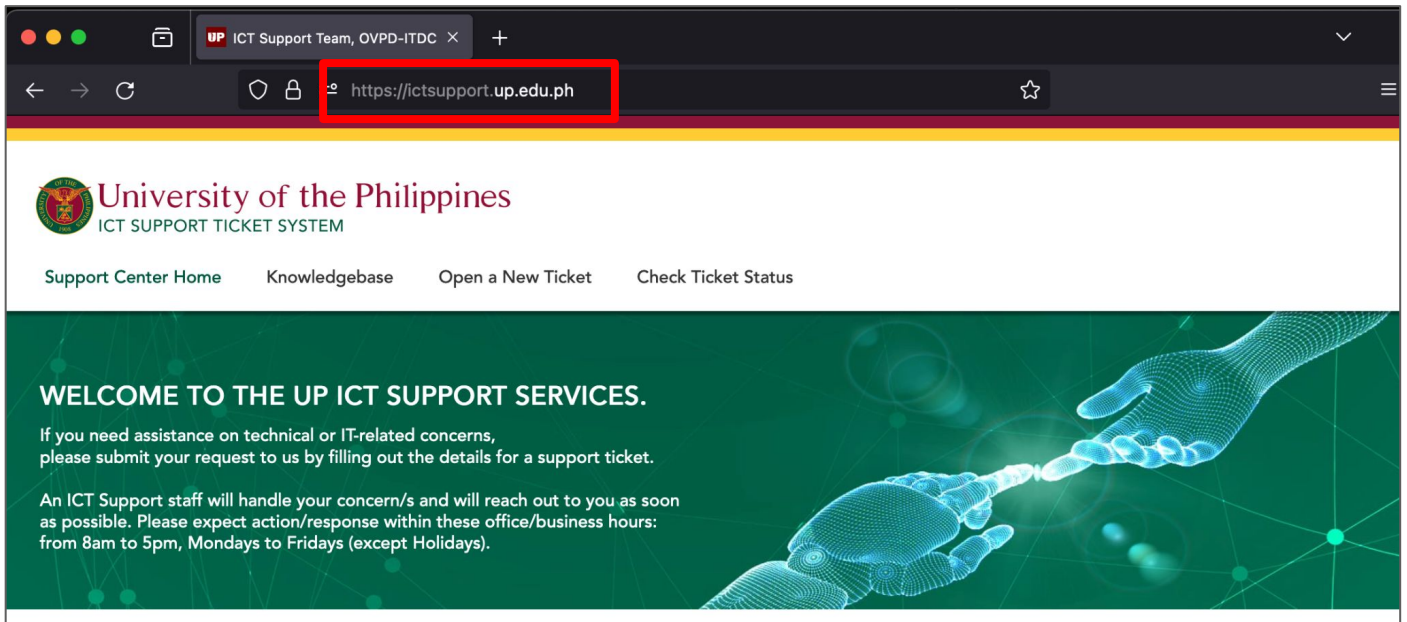
STEP 2: Click *Open a New Ticket.*

TICKET CREATION

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

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

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

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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

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/

upitdc
UP Information Technology Development Center

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