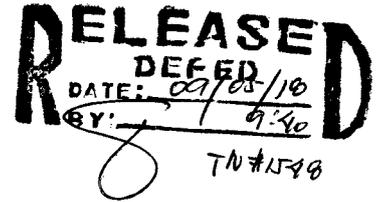




Republic of the Philippines
DEPARTMENT OF EDUCATION
Region I
SCHOOLS DIVISION OFFICE
DAGUPAN CITY



Division Memorandum
No. 310, s. 2018



To: **Asst. Schools Division Superintendent
Chief Education Program Supervisors
Education Program Supervisors
Public Schools District Supervisors
School Principals/Heads (Public Elementary & Secondary Schools)
SDO Personnel**

From: **Office of the Schools Division Superintendent**

Date: August 31, 2018

Subject: UTILIZATION OF SDO DAGUPAN CITY TICKET-SUPPORT-SYSTEM

1. In order to streamline support requests (e.g. Request for Certifications, Service Records, etc.) a **support ticket system** will be utilized. Every support request is assigned a unique ticket number which a user can use to track the progress and responses online. A valid email address is required to submit and request for a ticket.
2. SDO Dagupan City Ticket-Support System seamlessly routes inquiries created via web-forms. It provides accurate and timely information for internal management that integrates and fulfill departmental objectives.
3. The lead implementing unit/s for the SDO Dagupan City Ticket-Support System are the following:
 - ICT UNIT
 - RECORDS UNIT
 - ADMINISTRATIVE UNIT
4. User/Guest/s can access the SDO Dagupan City Ticket System through www.depeddagupan.com/ticket
5. For the "Submission of Reports, Documents" lodged in the Records Unit, only the authorized liaison officer shall transact at the Records Office.
6. Attached is the detailed step-by-step guide on how to use the ticketing system.

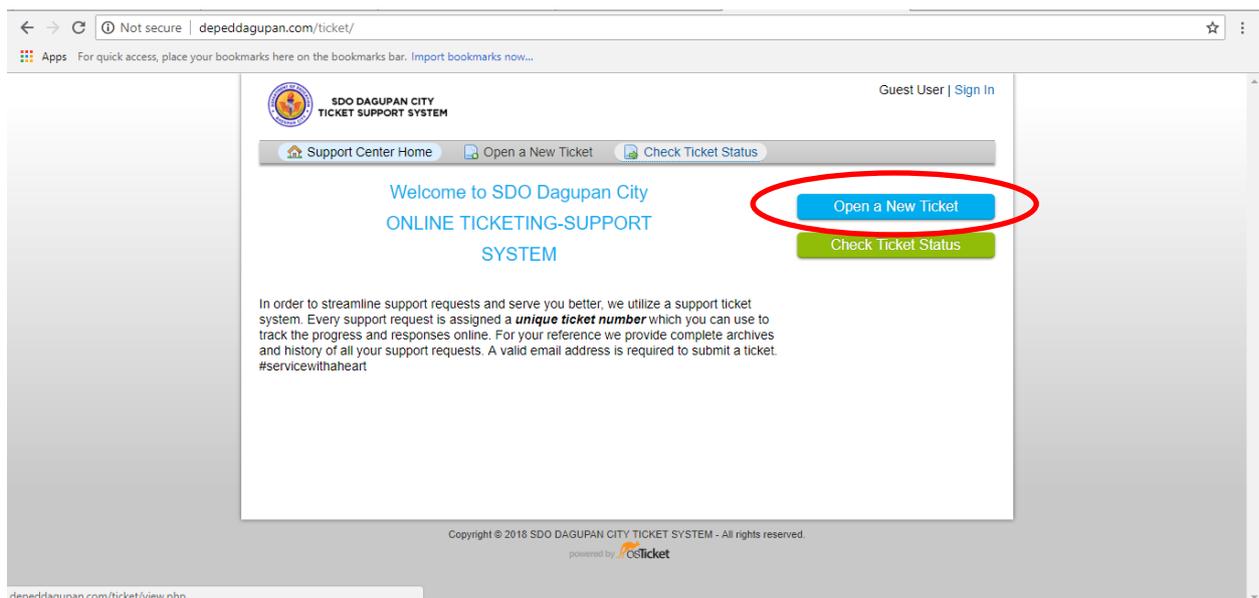

DR. LORNA G. BUGAYONG, CESO VI

Schools Division Superintendent

Enclosure to Division Memo No. _____, s. 2018

Document Tracking System-User Manual

1. Log In.
 - a. Users/guests can access SDO DC Ticket System through www.depeddagupan.com/ticket
2. Click the **Open a New Ticket** button located at the right most of the panel.



3. User/guest will type in their email address, full name, school id.

4. Then user will select the Help Topic by clicking the drop-down button.

The screenshot shows a web browser window with the URL `depeddagupan.com/ticket/open.php`. The page title is "SDO DAGUPAN CITY TICKET SUPPORT SYSTEM". The user is logged in as "Guest User" with a "Sign In" link. The main heading is "Open a New Ticket". Below the heading, there is a navigation bar with "Support Center Home", "Open a New Ticket", and "Check Ticket Status". The form instructions state: "Please fill in the form below to open a new ticket." The form is divided into sections: "Contact Information" with fields for "Email Address *", "Full Name *", and "School ID"; and "Help Topic" with a dropdown menu. Below the dropdown is a CAPTCHA section with the text "ECAF52" and a prompt "Enter the text shown on the image.*". At the bottom of the form are buttons for "Create Ticket", "Reset", and "Cancel".

This screenshot is identical to the one above, but the "Help Topic" dropdown menu is open, showing a list of options: "DepEd Email Creation/Reset", "Request for Certifications", and "Request for Service Record". The dropdown menu and the CAPTCHA image "ECAF52" are circled in red in this image.

5. After selecting the desired help topic, user must type in the captcha image for human verification. Note: All with RED ASTERISK are required fields.

6. Once all required fields are filled-up, click Create Ticket.

The screenshot shows a web browser window with the URL `depeddagupan.com/ticket/open.php`. The page title is "SDO DAGUPAN CITY TICKET SUPPORT SYSTEM" and the user is logged in as "Guest User". The main heading is "Open a New Ticket" with a sub-instruction: "Please fill in the form below to open a new ticket." The form is divided into two sections: "Contact Information" and "Help Topic".

Contact Information

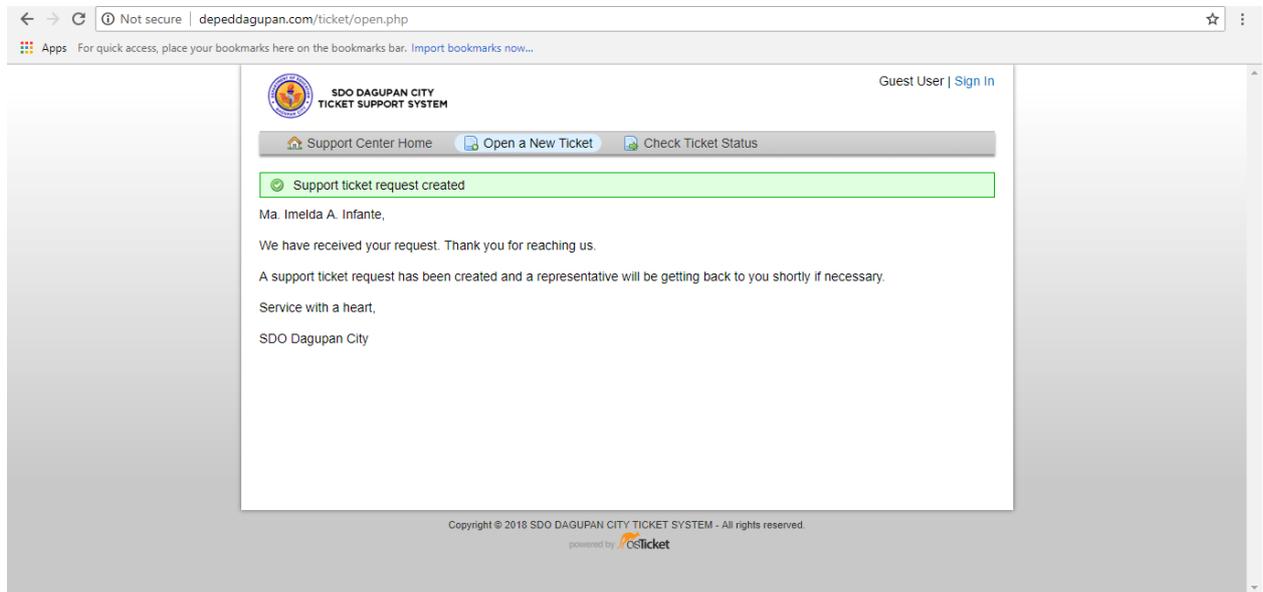
- Email Address ***:
- Full Name ***:
- School ID**:

Help Topic

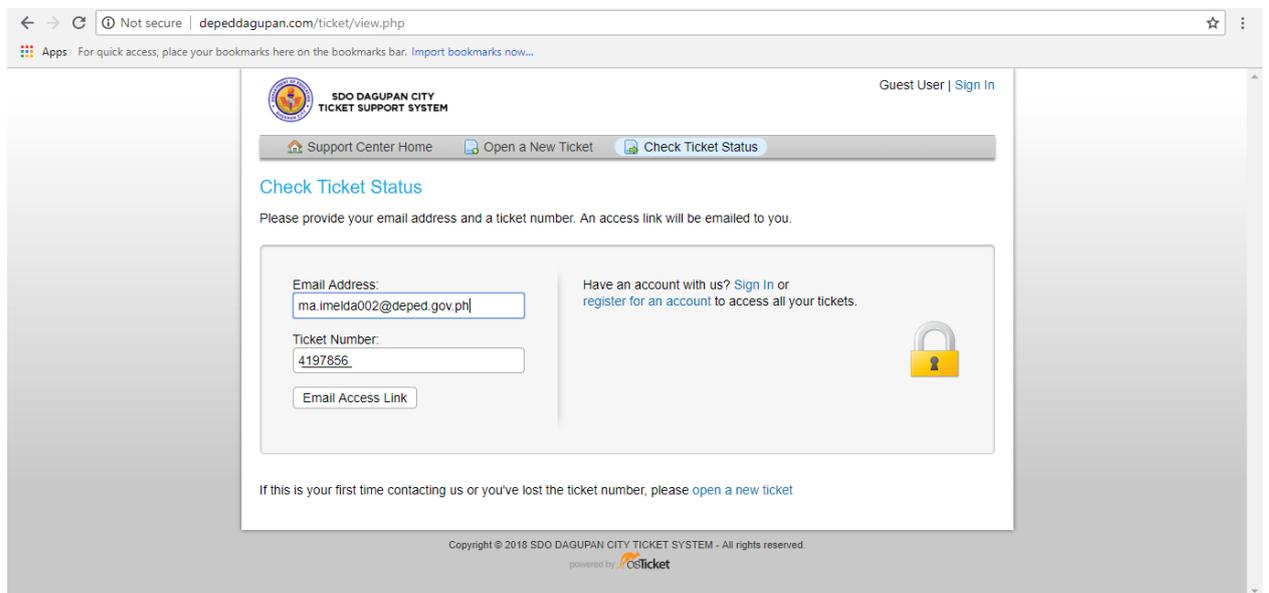
- Dropdown menu:
 - Select a Help Topic —
 - Select a Help Topic —
 - DepEd Email Creation/Reset
 - Request for Certifications
 - Request for Service Record
- ECAS2**: Enter the text shown on the image. *

At the bottom of the form, there are three buttons: "Create Ticket", "Reset", and "Cancel". The "Create Ticket" button is circled in red.

7. User/guest will be prompted with a notification below and ticket number shall be forwarded to the email address entered.



8. Checking ticket status. User/guest will key in the following required fields: email address and ticket number and



9. Ticket System will provide you with details of your ticket status

The screenshot displays the SDO Dagupan City Ticket Support System interface. The browser address bar shows the URL `depeddagupan.com/ticket/tickets.php`. The page header includes the system logo and the text "SDO DAGUPAN CITY TICKET SUPPORT SYSTEM". Navigation links for "Support Center Home", "Open a New Ticket", and "View Ticket Thread" are visible. A user is logged in as "Guest User" with a "Sign Out" option. A notification banner asks if the user is looking for other tickets, with links to "Sign In" or "register for an account". The main content area features a ticket titled "DepEd Email Creation/Reset #182897" with "Print" and "Edit" buttons. Below this, two tables provide ticket and user information.

Basic Ticket Information		User Information	
Ticket Status:	Open	Name:	Emy Infante
Department:	ICT Unit	Email:	ma.infante002@depd.gov.ph
Create Date:	8/20/18 10:05 AM	Phone:	

DepEd Email Creation	
Name (First Name, Last Name):	Ma. Imelda A. Infante
Employee No.:	4197856
School Name:	Lasip Grande ES

Created by **emy infante** 8/20/18 10:05 AM

Reynan infante posted 8/20/18 10:06 AM

Hi , Your ticket #182897 created on 8/20/18 10:05 AM is in ICT Unit department.