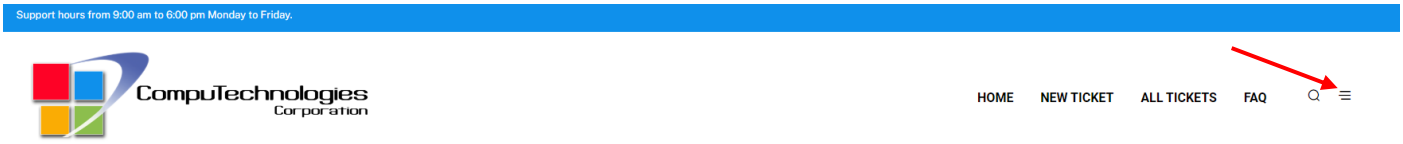
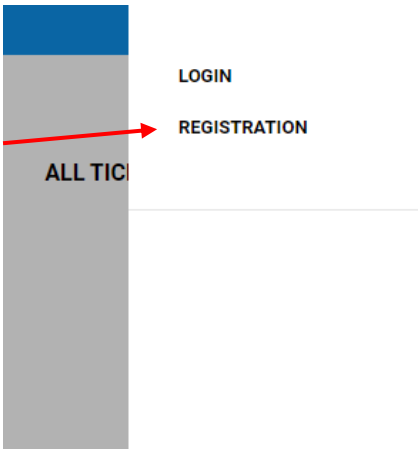
Guide for **Helpdesk Portal**. (Web Version)

1. Create an account.

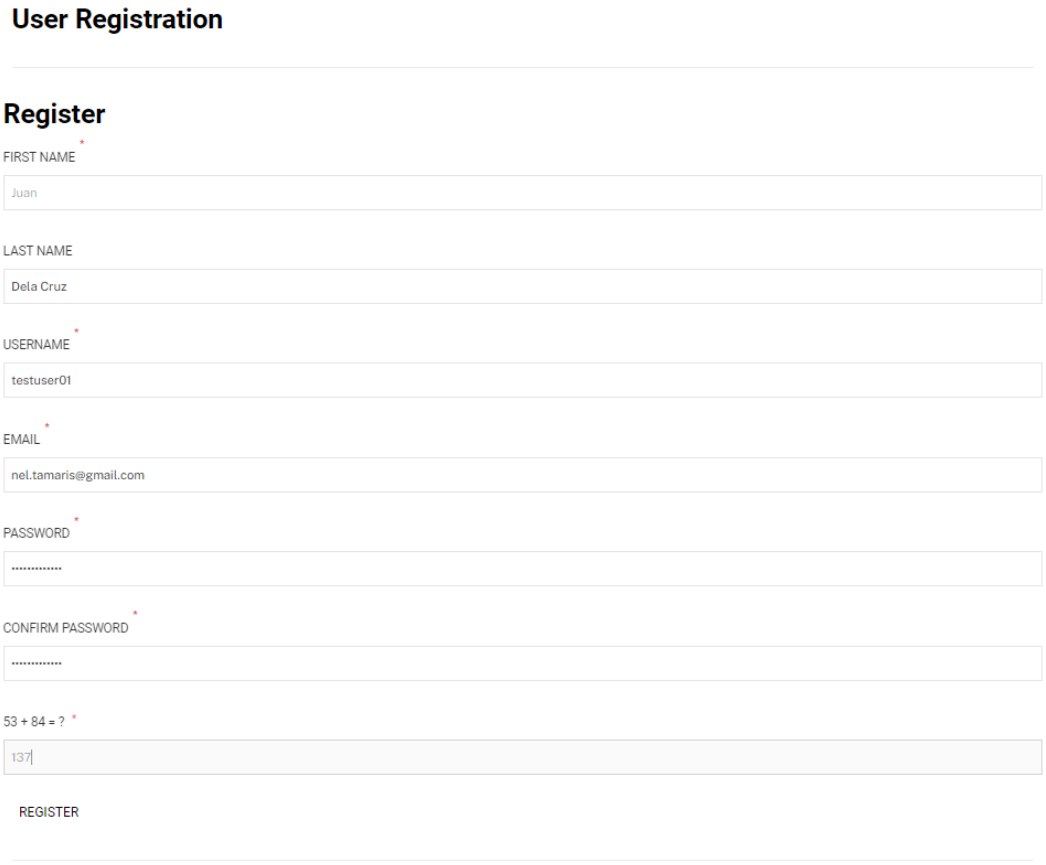
Click the canvas drawer on the upper right of the dashboard.



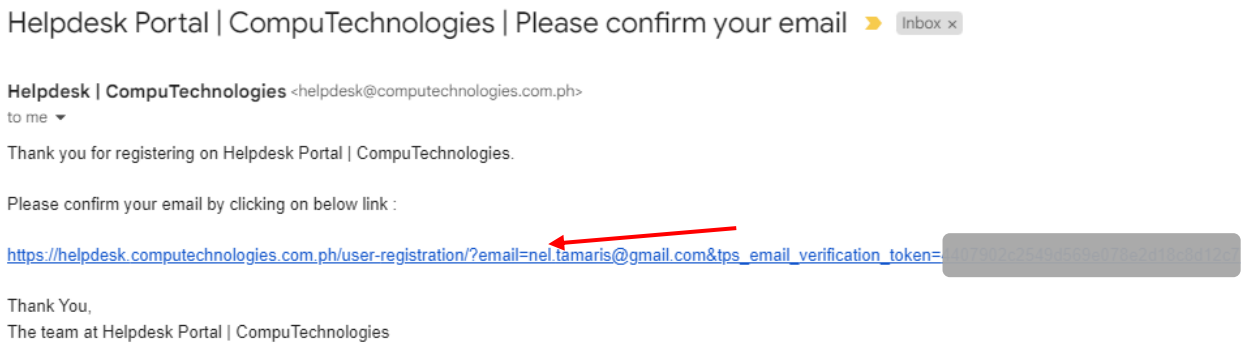
Click registration.



Fill up the form. Then click register.



You will receive a confirmation email and verify by clicking the link.



Helpdesk Portal | CompuTechnologies | Please confirm your email Inbox ×

Helpdesk | CompuTechnologies <helpdesk@computechnologies.com.ph>
to me

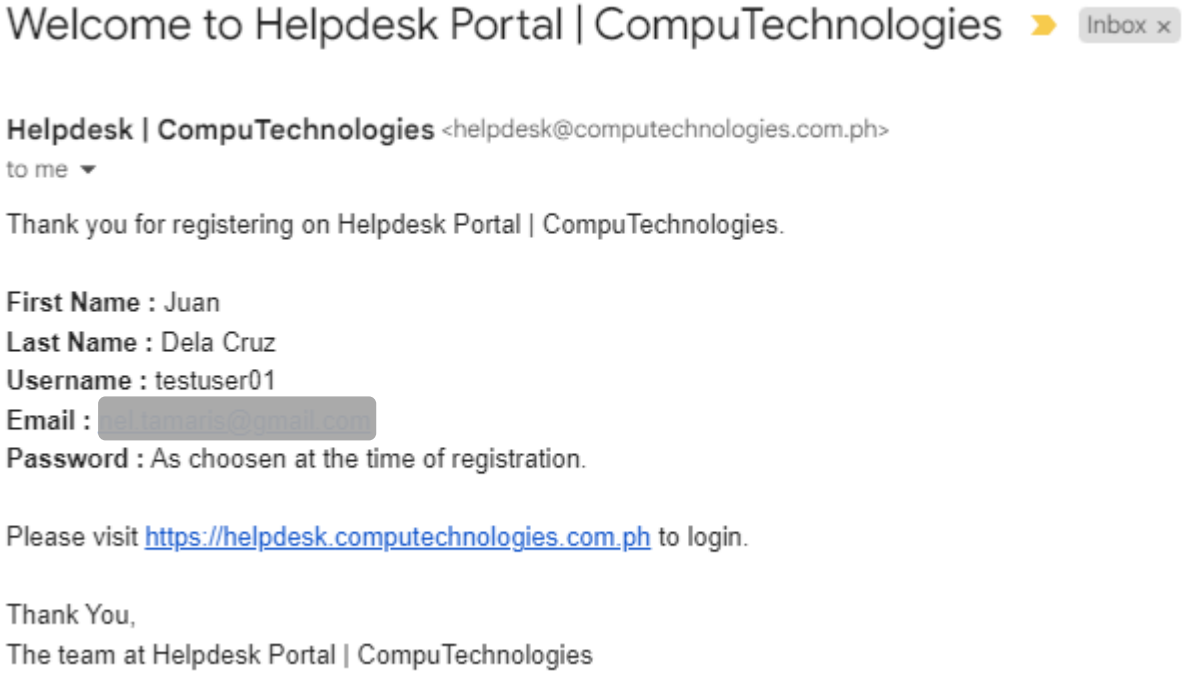
Thank you for registering on Helpdesk Portal | CompuTechnologies.

Please confirm your email by clicking on below link :

https://helpdesk.computechnologies.com.ph/user-registration/?email=nel.tamaris@gmail.com&tps_email_verification_token=[redacted]

Thank You,
The team at Helpdesk Portal | CompuTechnologies

Once confirmed you will be receiving a welcome email containing your account information.



Welcome to Helpdesk Portal | CompuTechnologies Inbox ×

Helpdesk | CompuTechnologies <helpdesk@computechnologies.com.ph>
to me

Thank you for registering on Helpdesk Portal | CompuTechnologies.

First Name : Juan
Last Name : Dela Cruz
Username : testuser01
Email : [redacted]
Password : As choosen at the time of registration.

Please visit https://helpdesk.computechnologies.com.ph to login.

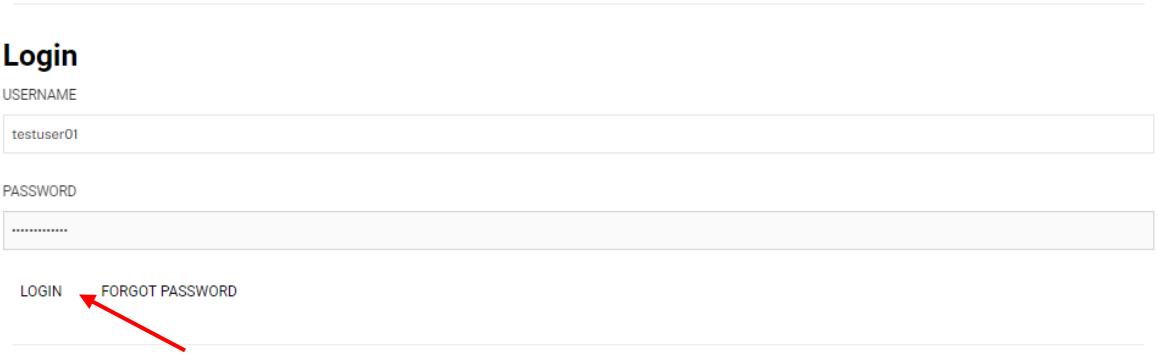
Thank You,
The team at Helpdesk Portal | CompuTechnologies

You can now login. 😊

2. Logging In

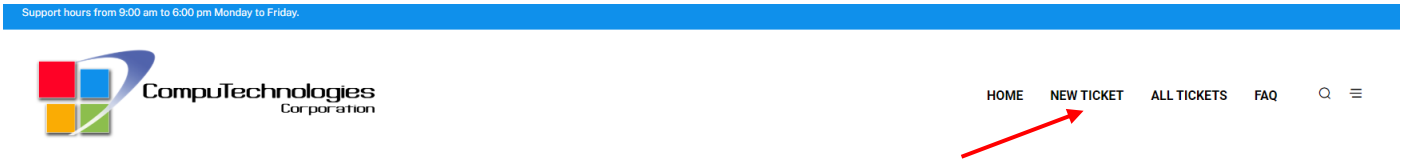
Click the canvas drawer and click “Login”.

Fill in the login details and click login.

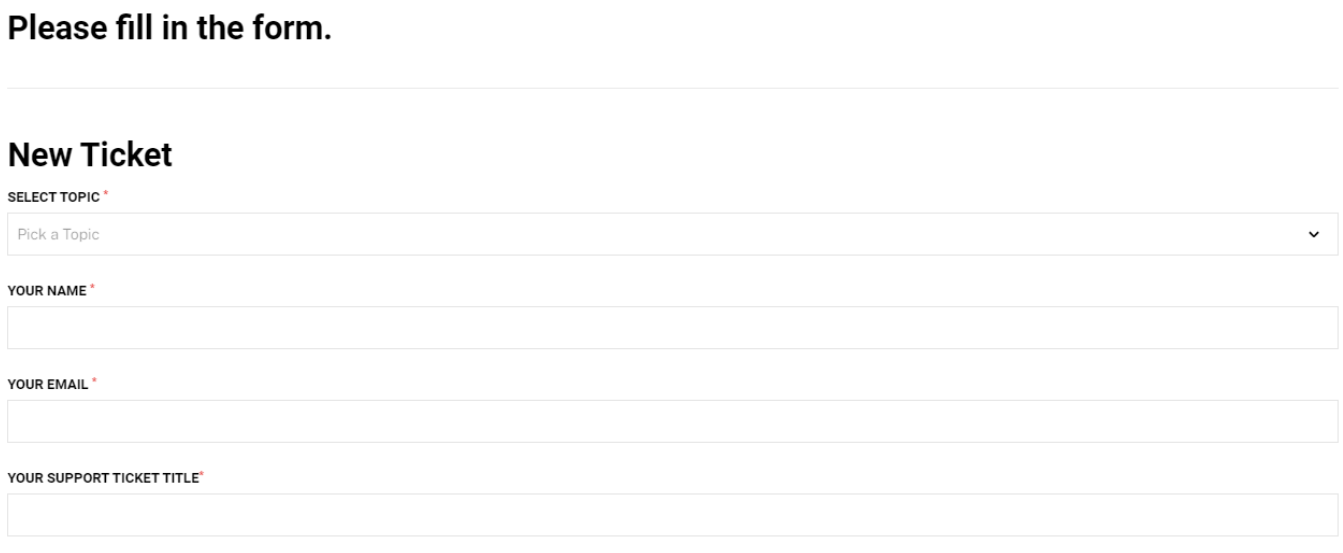


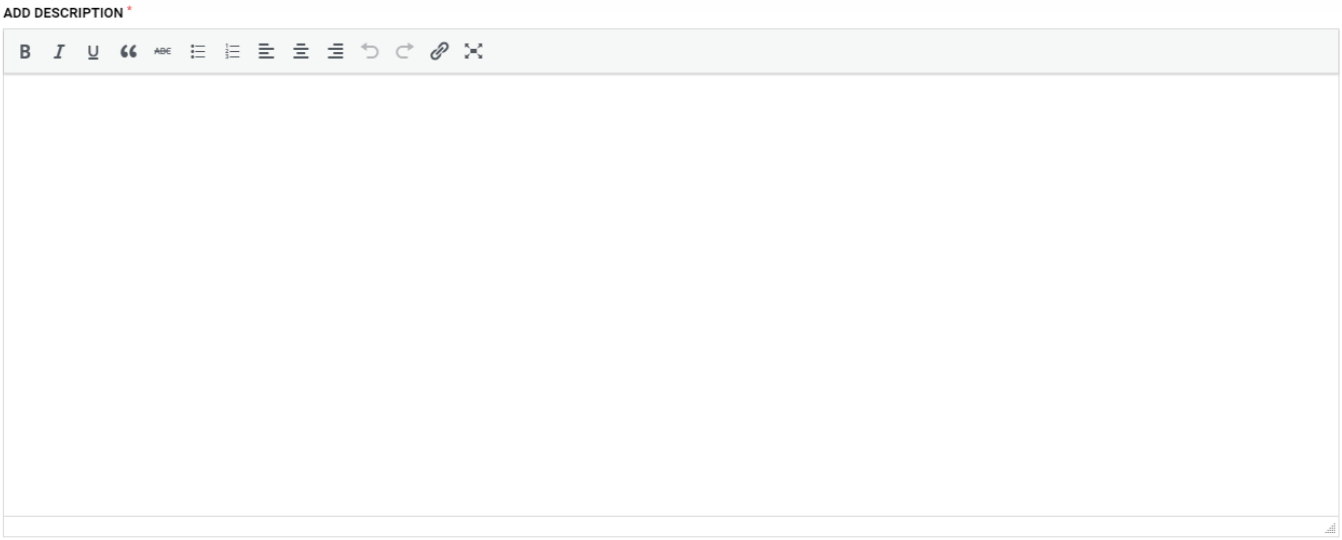
3. Filling a ticket.

Via portal.



Fill in the form.

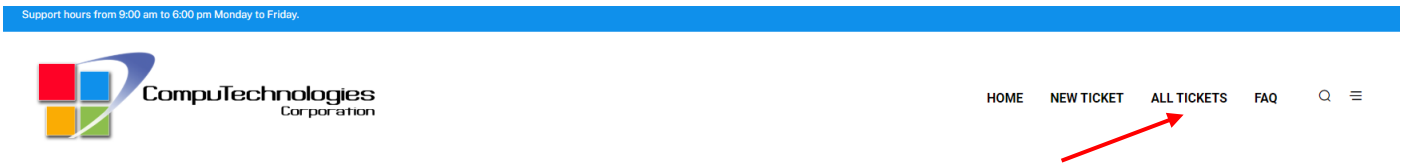




***You can also send a ticket via email. Email at helpdesk@computechnologies.com.ph.**

4. Viewing ticket.

Click “All Ticket”.



Here is a sample of your ticket.

My Tickets

ID	Subject	Created On	Last Activity	Assigned To	Status	Feedback Status
3255	SERVICE FOR TRIBAL SOFTWARE	45 minutes ago	17 minutes ago	Jayvee Consolacion	PENDING	-
3254	Test – UPS Warranty Claim	2 hours ago	2 hours ago	IT Support	PENDING	-
3241	INC POSTAL – BROTHER MFC-L3770CDW	3 days ago	3 days ago	IT Support	OPEN	-
3231	Purchasing Printer	5 days ago	3 days ago	IT Support	CLOSED	No Feedback
3216	APC UPS	6 days ago	3 days ago	Jayvee Consolacion	CLOSED	No Feedback
3208	Sample ticket	1 month ago	1 hour ago	IT Support	SOLVED	-
3196	Sample Ticket	1 month ago	1 hour ago	IT Support	SOLVED	-
2001	Sample ticket	1 month ago	1 hour ago	IT Support	SOLVED	-

Click subject to navigate your filed ticket.

My Tickets

ID	Subject	Created On	Last Activity	Assigned To	Status	Feedback Status
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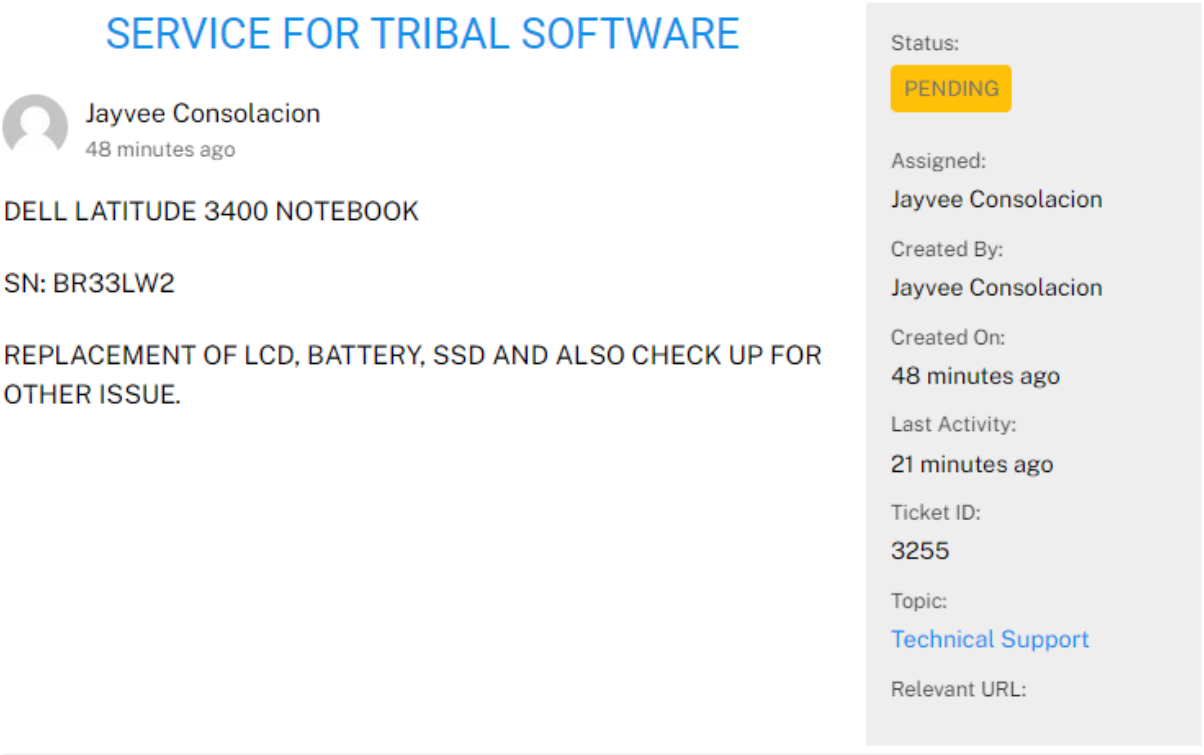
3196	Sample Ticket	1 month ago	1 hour ago	IT Support	SOLVED	-
2001	Sample ticket	1 month ago	1 hour ago	IT Support	SOLVED	-

Sample view upon clicking your ticket.



*** You can reply here or through your email notification. Here you can easily track updates and responses regarding your request or support.**

Should you have any further assistance or questions needed email us at rtamaris@computechnologies.com.ph or helpdesk@computechnologies.com.ph

Thank you.