



# DCP Ticketing System

User's Guide

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SMS cheat sheet for Recipient Schools



## UPON DELIVERY in the SCHOOL

**Recipient  
Schools**

**To:** DCP Helpdesk System

**DELIVERED**<space>  
BATCH NO.<space>  
DR NO.<space>  
DATE OF DELIVERY  
<space>MESSAGE.

Example: DELIVERED 14 DR123  
2015-01-01 Thank you.

*\*date format is year-month-date*

**Central Office**  
- ICT Service

**Division Office**  
- IT Officers

**Regional  
Office**  
- IT Officers

**Can check on  
progress** through  
the system

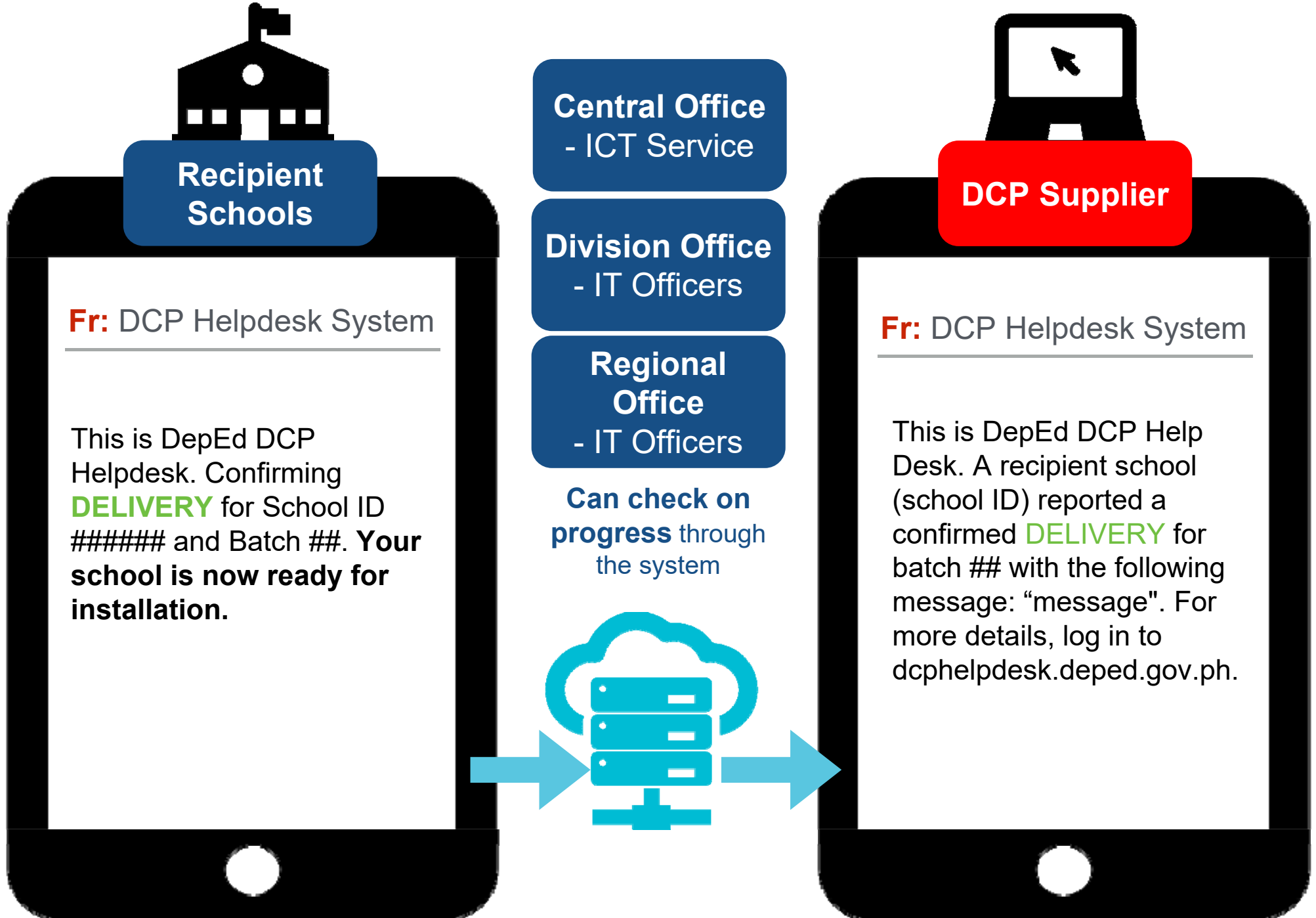


**Recipient  
Schools**

**Fr:** DCP Helpdesk System

This is DepEd DCP Help Desk. You have reported a delivery in your school under Batch ##. To confirm delivery, please reply **YES** to this number. To cancel reported delivery, reply **CANCEL**

# UPON DELIVERY in the SCHOOL



# UPON DELIVERY in the SCHOOL

**Central Office**  
- ICT Service

**Division Office**  
- IT Officers

**Regional Office**  
- IT Officers

Can check on  
**progress** through  
the system



## Deployment

| <b>Batch Number</b> | <b>Lot Number</b> | <b>Supplier</b>  | <b>Date Delivered</b>   |
|---------------------|-------------------|------------------|---|
| 24                  | 1                 | IT World Company | 0000-00-00<br>DR No. :<br>DR2345<br>(Reported on :<br>2016-02-02<br>02:07:41)<br>Additional<br>Message :<br>Thank you |

# UPON INSTALLATION in the SCHOOL



Recipient  
Schools

**To:** DCP Helpdesk System

**INSTALLED** <space>  
BATCH NO.<space>  
DATE OF DELIVERY  
<space>MESSAGE.

Example: INSTALLED 25  
2015-01-01 Thank you.

Central Office  
- ICT Service

Division Office  
- IT Officers

Regional  
Office  
- IT Officers

Can check on  
**progress** through  
the system



Recipient  
Schools

**Fr:** DCP Helpdesk System

This is DepEd DCP Help Desk. You have reported installation in your school under Batch ##. To confirm installation, please reply **YES** to this number. To cancel reported delivery, reply **CANCEL**

# UPON INSTALLATION in the SCHOOL

**Recipient  
Schools**

**Fr:** DCP Helpdesk System

This is DepEd DCP Helpdesk. Confirming **INSTALLATION** for School ID ##### and Batch ##. **Your school is now ready for training.**

**Central Office  
- ICT Service**

**Division Office  
- IT Officers**

**Regional  
Office  
- IT Officers**

**Can check on  
progress** through  
the system



**DCP Supplier**

**Fr:** DCP Helpdesk System

This is DepEd DCP Help Desk. A recipient school (school ID) reported a confirmed **INSTALLATION** for batch ## with the following message: "message". For more details, log in to [dcp-helpdesk.deped.gov.ph](http://dcp-helpdesk.deped.gov.ph).

# UPON INSTALLATION to the SCHOOL

**Central Office**  
- ICT Service

**Division Office**  
- IT Officers

**Regional Office**  
- IT Officers

Can check on  
**progress** through  
the system



| Supplier         | Date Delivered  | Date Installed   | Date Trained   |
|------------------|---|--|--|
| IT World Company | 0000-00-00<br>DR No. :<br>DR2345<br>(Reported on :<br>2016-02-02<br>02:07:41)<br>Additional<br>Message :<br>Thank you | 2016-02-02<br>(Reported on :<br>2016-02-02<br>02:14:36)<br>Additional<br>Message : | 2016-02-02<br>(Reported on :<br>2016-02-02<br>02:19:11)<br>Additional<br>Message : |

# UPON TRAINING in the SCHOOL

**Recipient  
Schools**

**To:** DCP Helpdesk System

**TRAINED** <space>  
BATCH NO.<space>  
DATE OF DELIVERY  
<space>MESSAGE.

Example: DELIVERED 1  
DR123 2015-01-01 Thank  
you.

**Central Office**  
- ICT Service

**Division Office**  
- IT Officers

**Regional  
Office**  
- IT Officers

Can check on  
**progress** through  
the system



**Recipient  
Schools**

**Fr:** DCP Helpdesk System

This is DepEd DCP Help  
Desk. You have reported  
training in your school  
under Batch ##. To  
confirm training, please  
reply **YES** to this  
number. To cancel  
reported delivery, reply  
**CANCEL**



# UPON TRAINING in the SCHOOL



**Recipient  
Schools**

**Fr:** DCP Helpdesk System

---

This is DepEd DCP Helpdesk. Confirming **TRAINING** for School ID ##### and Batch ##. **Your school is now ready for training.**

**Central Office  
- ICT Service**

**Division Office  
- IT Officers**

**Regional  
Office  
- IT Officers**

**Can check on  
progress** through  
the system



**DCP Supplier**

**Fr:** DCP Helpdesk System

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This is DepEd DCP Help Desk. A recipient school (school ID) reported a confirmed **TRAINING** for batch ## with the following message: "message". For more details, log in to [dcp-helpdesk.deped.gov.ph](http://dcp-helpdesk.deped.gov.ph).

# UPON TRAINING in the SCHOOL

**Central Office**  
- ICT Service

**Division Office**  
- IT Officers

**Regional Office**  
- IT Officers

Can check on  
**progress** through  
the system



| er       | Date Delivered  | Date Installed   | Date Trained   |
|----------|---|--|--|
| ld<br>ny | 0000-00-00<br>DR No. :<br>DR2345<br>(Reported on :<br>2016-02-02<br>02:07:41)<br>Additional<br>Message :<br>Thank you | 2016-02-02<br>(Reported on :<br>2016-02-02<br>02:14:36)<br>Additional<br>Message : | 2016-02-03<br>(Reported on :<br>2016-02-02<br>02:19:16)<br>Additional<br>Message : |

# UPON ACCEPTANCE in the SCHOOL

**Recipient Schools**

**To:** DCP Helpdesk System

**ACCEPTED** <space>  
BATCH NO.<space>  
DATE OF DELIVERY  
<space>MESSAGE.

Example: DELIVERED 1  
DR123 2015-01-01 Thank  
you.

**Central Office**  
- ICT Service

**Division Office**  
- IT Officers

**Regional Office**  
- IT Officers

Can check on  
**progress** through  
the system



**Recipient Schools**

**Fr:** DCP Helpdesk System

This is DepEd DCP Help Desk. You have reported **ACCEPTANCE** in your school under Batch ##. To confirm acceptance, please reply **YES** to this number. To cancel reported delivery, reply **CANCEL**

# UPON ACCEPTANCE in the SCHOOL

**Recipient Schools**

**Fr:** DCP Helpdesk System

This is DepEd DCP Helpdesk. Confirming **ACCEPTANCE** for School ID ##### and Batch ##. **Your DCP warranty starts on [date accepted] and will expire on [3<sup>rd</sup> year date upon acceptance. Thank you.**

**Central Office**  
- ICT Service

**Division Office**  
- IT Officers

**Regional Office**  
- IT Officers

**Can check on progress** through the system



**DCP Supplier**

**Fr:** DCP Helpdesk System

This is DepEd DCP Help Desk. A recipient school (school ID) reported a confirmed **ACCEPTANCE** for batch ## . For more details, log in to [dcp-helpdesk.deped.gov.ph](http://dcp-helpdesk.deped.gov.ph).

# UPON ACCEPTANCE in the SCHOOL

**Central Office**  
- ICT Service

**Division Office**  
- IT Officers

**Regional Office**  
- IT Officers

Can check on  
**progress** through  
the system



| <b>Date Installed</b>  | <b>Date Trained</b>  | <b>Date Accepted</b>   |
|--|--|--|
| 2016-02-02<br>(Reported on :<br>2016-02-02<br>02:14:36)<br>Additional<br>Message : | 2016-02-03<br>(Reported on :<br>2016-02-02<br>02:19:16)<br>Additional<br>Message : | 2016-02-02<br>Warranty<br>Expiration :<br>2019-02-03<br>(Reported on :<br>2016-02-02<br>02:50:46)<br>Additional<br>Message : |

# Technical support - SUBMITTING A NEW REPORT



**Recipient  
Schools**

**To:** DCP Helpdesk System

---

**NEW**<space>BATCH  
NO.<space>MESSAGE

Example: NEW 123 Unit is  
defective.

**Central Office  
- ICT Service**

**Division Office  
- IT Officers**

**Regional  
Office  
- IT Officers**

**Can check on  
progress** through  
the system



**DCP Supplier**

**Fr:** DCP Helpdesk System

---

This is DepEd DCP Help  
Desk. A recipient school  
is asking for technical  
support with the following  
ticket and message:  
**#####-##** - (batch  
number) "message"

# Technical support - SUBMITTING A NEW REPORT



Recipient  
Schools

**Fr:** DCP Helpdesk System

This is DepEd DCP Help Desk. Your ticket number is #####-##. If you wish to check on the status, go to [dcp-helpdesk.deped.gov.ph](http://dcp-helpdesk.deped.gov.ph) and click on DCP. Your username is your ticket number and your password #####. Keep this message for future referene. thank you for filing.

Central Office  
- ICT Service

Division Office  
- IT Officers

Regional  
Office  
- IT Officers

Can check on  
progress through  
the system



The **username(ticket number)** and **password** can be used by **school representatives to log into the system** to check on their progress or log a report.

This **username** and **password** is **temporary**, and will exist in the system only **while the ticket is open**.

Once a ticket is resolved, the username and password can no longer be used to log into the system. However, the logged information will remain for future reference.

# Technical support - SUBMITTING A NEW REPORT



**DCP Supplier**

Can log into the system to check on pending technical support requests and log progress.

sample of table that will be displayed:

| Tickets                    |       |     |          |             |              |         |        |
|----------------------------|-------|-----|----------|-------------|--------------|---------|--------|
| Ticket Name                | Batch | Lot | Supplier | No. of Logs | Date Created | Status  | Age    |
| <a href="#">20160202-7</a> | 24    |     |          | 5           | 2016-02-02   | Pending | 0 days |



Click on the **ticket number** to display the **Ticket Profile** (see below)

Ticket Profile

| Ticket Details          |  |               |
|-------------------------|--|---------------|
| Logs                    |  |               |
| <a href="#">Add New</a> |  |               |
| Log Date                | Log Message  | Log By        |
| 2016-02-02              | 20160202-7 connected na                              | School        |
| 2016-02-02              | now its working                                      | School        |
| 2016-02-02              | all is working                                       | Administrator |
| 2016-02-02              | found out 1 utp cable not connected, now its working | Administrator |



# Technical support - SUBMITTING A NEW REPORT



**DCP Supplier**

Can log into the system to check on pending technical support requests and log progress.

Ticket Profile

Ticket Details **Logs** Add New

| Log Date   | Log Message  | Log By        |
|------------|--|---------------|
| 2016-02-02 | 20160202-7 connected na                              | School        |
| 2016-02-02 | now its working                                      | School        |
| 2016-02-02 | all is working                                       | Administrator |
| 2016-02-02 | found out 1 utp cable not connected, now its working | Administrator |
| 2016-02-02 | Please check if all cables are connected             | Administrator |

The **Logs tab** displays the messages suppliers have added, as well as those from the school.

Download Report

Return to Previous Page

# Technical support - SUBMITTING A NEW REPORT



**DCP Supplier**

Can log into the system to check on pending technical support requests and log progress.

Ticket Profile

Click on "Add new" to add a new message

Ticket Details **Logs**

Add New

| Log Date   | Log Message             | Log By |
|------------|-------------------------|--------|
| 2016-02-02 | 20160202-7 connected na | School |
| 2016-02-02 | now its working         | School |

Add Log

Log Message :

Enter Log Message

Then type in your message and submit by clicking the green button below.

Submit

# Technical support - UPDATING A REPORT



Recipient  
Schools

Can also log into the system to check on **pending technical support requests** and **log progress** using their **ticket number** and the supplied **temporary password**.

## Dashboard

### Login

Username :

20160202-7

Password :

Enter Password

Login

## Technical support - UPDATING A REPORT



Recipient  
Schools

Can log into the system to check on pending technical support requests and log progress using their ticket number and the supplied temporary password.

Dashboard

20160202-7

Dashboard

Ticket Profile

Logs

Ticket Profile

Click on logs, to see messages/updates from suppliers

|                           |            |
|---------------------------|------------|
| Ticket Name :             | 20160202-7 |
| Date Created :            | 2016-02-02 |
| Status :                  | Active     |
| Batch Name :              | 24         |
| Supplier :                |            |
| Supplier Contact Person : | /          |

# Technical support - UPDATING A REPORT



Recipient  
Schools

Can log into the system to check on pending technical support requests and log progress using their ticket number and the supplied temporary password.

Dashboard

20160202-7

Dashboard

Ticket Profile

Logs

Logs

Search

End Ticket

Add New

| Logs       |  |               |                       |
|------------|--|---------------|-----------------------|
| Log Date   | Log Message  | Log By        | Actions               |
| 2016-02-02 | Please check if all cables are connected             | Administrator |                       |
| 2016-02-02 | found out 1 utp cable not connected, now its working | Administrator |                       |
| 2016-02-02 | all is working                                       | Administrator |                       |
| 2016-02-02 | now its working                                      | School        | <button>Edit</button> |
| 2016-02-02 | 20160202-7 connected na                              | School        | <button>Edit</button> |

This displays the messages suppliers have added, as well as those from the school.

# Technical support - UPDATING A REPORT



Recipient  
Schools

Can log into the system to check on pending technical support requests and log progress using their ticket number and the supplied temporary password.

Dashboard

20160202-7

Dashboard

Ticket Profile

Logs

Logs

To add a message click on "add new"

Search Keyword

Search

End Ticket

Add New

Logs

Log Date

Log Message

Log By

Actions

2

Add Log

2

2

Log Message :

Enter Log Message

2

2

Then type in your message and submit by clicking the green button below.

Submit

# Technical support - UPDATING A REPORT

Updating a report can also be done through SMS

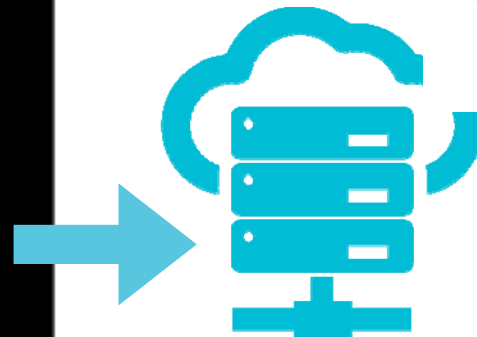


Recipient  
Schools

**To:** DCP Helpdesk System

**UPDATE**<space>  
TICKET NO.<space>  
MESSAGE.

Example: UPDATE  
20150101-1 Two new  
computer needs repair.



## Ticket Profile

Ticket Details

Logs

### Logs

| Log Date   | Log Message                              |
|------------|--|
| 2016-02-02 | 20160202-7 connected na                  |
| 2016-02-02 | now its working                          |
| 2016-02-02 | all is working                           |
| 2016-02-02 | found out 1 utp cable not connected, now |
| 2016-02-02 | Please check if all cables are connected |

Your message will be  
added to the logs under  
your ticket profile

# Technical support - UPDATING A REPORT

Updating a report can also be done through SMS



Recipient  
Schools

**Fr:** DCP Helpdesk System

This is DepEd DCP Helpdesk you have successfully sent an update to ticket #####-##. If you wish to check on the status go to [dcp-helpdesk.deped.gov.ph](http://dcp-helpdesk.deped.gov.ph) and click on DCP. Your **username** is your ticket number and your password is \$@!%s. **Keep this message for future reference. Thank you for filing.**



## Ticket Profile

Ticket Details

Logs

### Logs

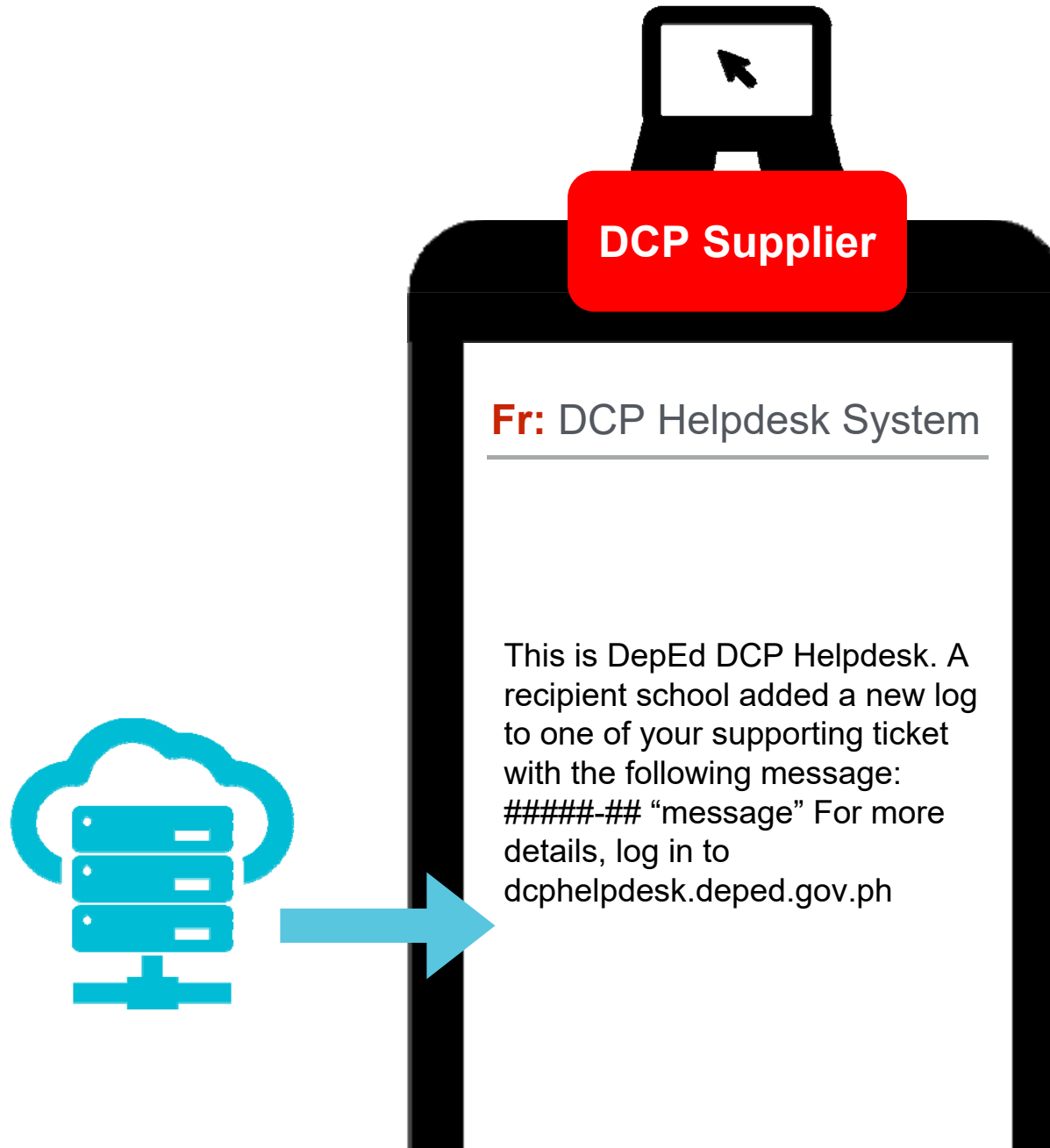
| Log Date   | Log Message                           |
|------------|---------------------------------------|
| 2016-02-02 | 20160202-7 connected na               |
| 2016-02-02 | now its working                       |
| 2016-02-02 | all is working                        |
| 2016-02-02 | found out 1 utp cable not connected   |
| 2016-02-02 | Please check if all cables are connec |

Your message will be added to the logs under your ticket profile



# Technical support - UPDATING A REPORT

Updating a report can also be done through SMS



# Technical support - ENDING/ CLOSING A TICKET



Recipient  
Schools

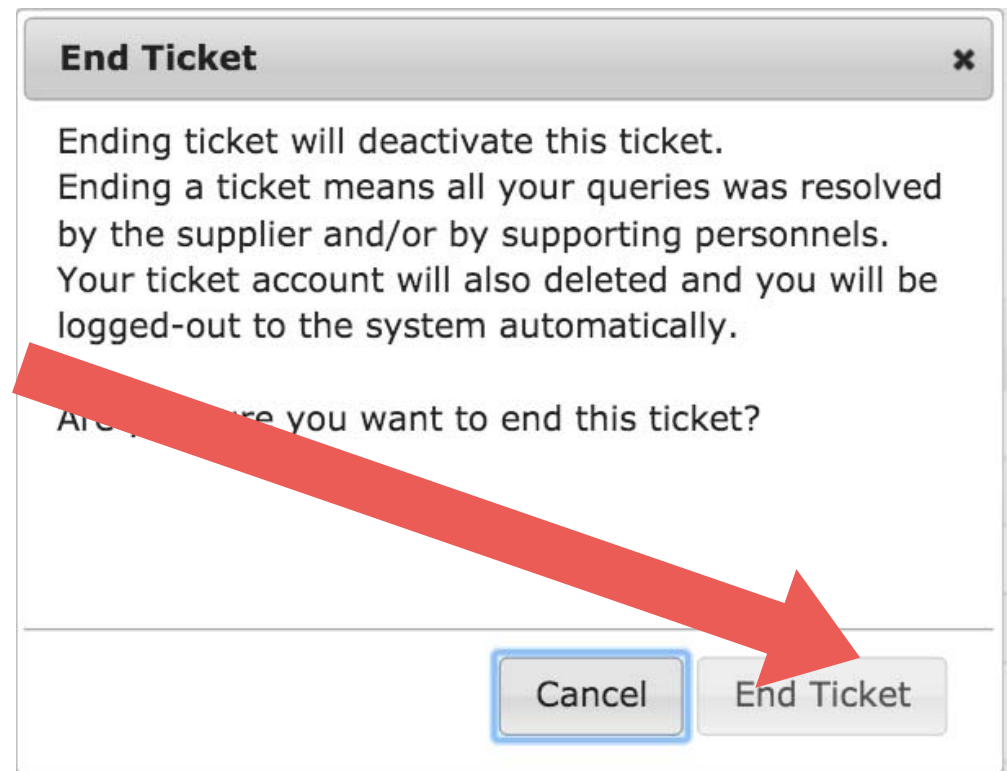
When the issue has already been resolved, click on **End Ticket**



A warning message will appear.

Just click on **End Ticket** again to confirm closing this tech support ticket.

**Note:**  
Only School users will  
be allowed to end/close a ticket



## Technical support - ENDING/ CLOSING A TICKET

Ending/closing a ticket can also be done through SMS



Recipient  
Schools

**To:** DCP Helpdesk System

---

**END**<space>**TICKET**  
**NO.**<space>**MESSAGE**

Example:  
END 20150101-1 All  
computers are up and running.  
Thank you.



**Note:**  
Only School users  
will  
be allowed to  
end/close a ticket

## Technical support - ENDING/ CLOSING A TICKET

Ending/closing a ticket can also be done through SMS



Recipient  
Schools

**Fr:** DCP Helpdesk System

---

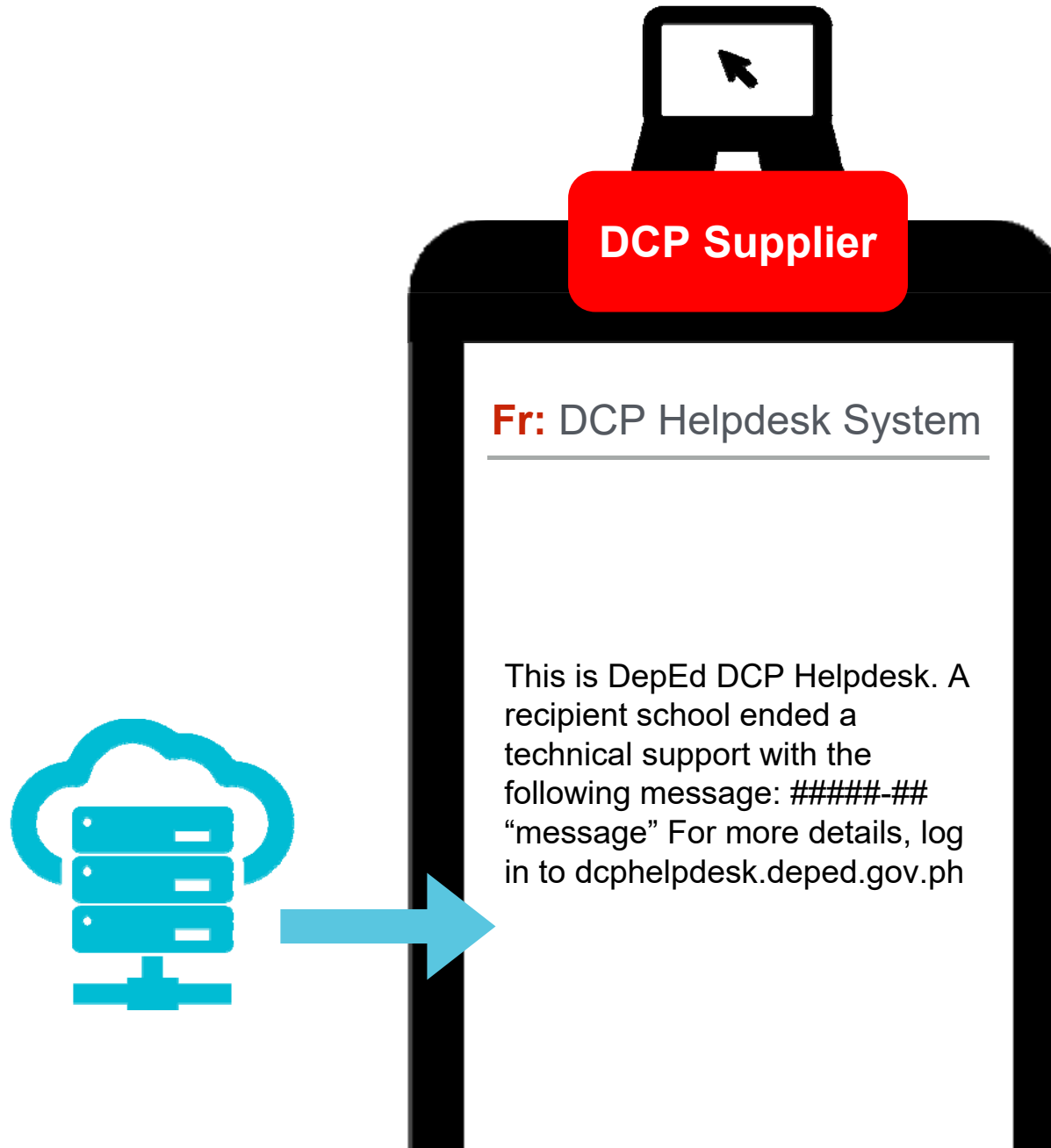
This is DepEd DCP Helpdesk. You have successfully ended your technical support with ticket number #####-##. Thank you for filing.



**Note:**  
Only School users  
will  
be allowed to  
**end/close a ticket**

## Technical support - ENDING/ CLOSING A TICKET

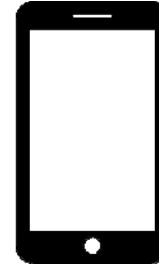
Ending/closing a ticket can also be done through SMS



# DCP Ticketing System SMS CHEAT SHEET



FOR RECIPIENT SCHOOLS



DCP TICKETING SYSTEM  
CONTACT NUMBER:\*

**0995-3203799**

\*Please do not call

NOTE: KEYWORDS SHOULD BE IN CAPITAL LETTERS (i.e. DELIVERED, INSTALLED, TRAINED, etc)

| SCENARIO  | TEXT COMMAND   |
|-----------|--|
| DELIVERED | <b>DELIVERED</b> <space>BATCH NO.<space>DR NO.<space>DATE OF DELIVERY (YYYY-MM-DD)<br><space>MESSAGE. Example: <b>DELIVERED</b> 25 DR123 2015-01-01 Thank you. |
| INSTALLED | <b>INSTALLED</b> <space>BATCH NO.<space>DATE OF INSTALLATION (YYYY-MM-DD).<br>Example: <b>INSTALLED</b> 25 2015-01-10.   |
| TRAINED   | <b>TRAINED</b> <space>BATCH NO.<space>END DATE OF TRAINING (YYYY-MM-DD).<br>Example: <b>TRAINED</b> 25 2015-01-11.   |
| ACCEPTED  | <b>ACCEPTED</b> <space>BATCH NO.<space>DATE OF ACCEPTANCE (YYYY-MM-DD).<br>Example: <b>ACCEPTED</b> 25 2015-01-11.   |
| NEW       | <b>NEW</b> <space>BATCH NO.<space>MESSAGE.<br>Example: <b>NEW</b> 25 Unit is defective.  |
| UPDATE    | <b>UPDATE</b> <space>TICKET NO.<space>MESSAGE.<br>Example: <b>UPDATE</b> 20150101-1 Two new computer needs repair.   |
| END       | <b>END</b> <space>TICKET NO.<space>MESSAGE.<br>Example: <b>END</b> 20150101-1 All computers are up and running. Thank you.                                     |

<http://dcphelpdesk.deped.gov.ph>