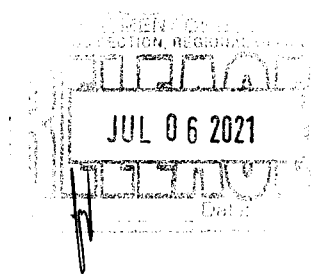




Republic of the Philippines
Department of Education
CORDILLERA ADMINISTRATIVE REGION



29 Jun 2021

Regional Memorandum
No. 268-2021

**ADOPTION OF A TICKETING SYSTEM AS THE OFFICIAL DEPED-CAR'S
ONLINE HELPDESK**

TO: OIC-Assistant Regional Director
Regional FTAT
Schools Division Superintendents
Division, District and School FTAT
All Divisions
All Others Concerned

1. Pursuant to Regional Memorandum No. 285, s. 2020¹ and as result of RM 087, s. 2021², the regional office reiterates the utilization of the DepEd-CAR's Online Helpdesk System as the official platform for processing, managing, and monitoring of internal stakeholders' (all DepEd-CAR's teaching and non-teaching personnel) matters, concerns, complaints, commendations, and suggestions. The system shall serve as an online mechanism for the Regional and Division Field Technical Assistance Teams (RFTAT/DFTAT) to provide information, support, and technical assistance to Schools Division Offices (SDOs) and schools.

2. The Helpdesk System can be accessed through <https://helpdesk.depedcar.ph> using DepEd-CAR Portal/Gatekeeper accounts. All DepEd-CAR teaching and non-teaching personnel are requested to contact their respective division Information Technology Officer (ITO) for the creation/updating of accounts. Attached with this memorandum are the user manuals for **school** (Enclosure 2), **division** (Enclosure 3) and **regional** (Enclosure 4) levels as reference.

3. In consonance with RM 009, s. 2021³, the RFTAT team leaders and members shall serve as the primary users of the system hence timely updating of Frequently Ask Questions (FAQs) and processing of assigned tickets is directed. The DFTAT shall likewise do the same based on their respective roles and functions.

4. In this regard, all SDOs are requested to update and submit the DFTAT composition following the template in *Enclosure 1* on or before **July 9, 2021** to email address ftad.depedcar@gmail.com.

¹ Adoption of the DepEd-CAR Oplan Balik Eskwela (OBE) Online Helpdesk System

² Reorientation and Revisiting of Online Helpdesk System

³ Recomposition of the Regional Field Technical Assistance Team (RFTAT)



5. For any updates, feedbacks, inquiries, and clarifications, please contact the Field Technical Assistance Division (FTAD) and Information and Communications Technology Unit (ICTU) through telephone number 422-1318 and/or email addresses *ftad.depedcar@gmail.com* and *car.ictu@deped.gov.ph*

6. Immediate dissemination and compliance to this memorandum is directed.


ESTELA L. CARIÑO EdD, CESO III
Regional Director 

Enclosure 1 to RM 268 . 2021

COMPOSITION OF THE DIVISION FIELD TECHNICAL ASSISTANCE TEAM (DFTAT)

Note: Please be informed that personal information provided will be treated with utmost privacy and will not be shared to the public, in compliance with the Data Privacy Act of the Philippines. Email addresses will only be used during activities related to RFTAT/DFTAT roles and functions. If you wish not to provide personal information through this form, please contact us at ftad.depedcar@gmail.com.

Division: _____
 Chairperson: _____
 Vice-Chairperson: _____
 Coordinator: _____

COMMITTEES/ AREAS OF CONCERN	TEAM LEADER	Email Address	MEMBERS	ROLES/ FUNCTIONS/ TERMS OF REFERENCE
Ex. Field Technical Assistance	Ethielyn E. Taqued	ethielyn.taqued@deped.gov.ph	Marjory T. Valdez Alfredo B. Lanas Elvira M. Cudli	Lead in tracking, analyzing the implementation and results of TA interventions; to facilitate the issues and needs on SBM
Ex. ICT Matters	Jumar B. Yago-an	jumar.yagoan@deped.gov.ph	Vandolph B. Flora Glenn P. Papa	Address the issues/ needs/ concerns in the management of ICT

*See RM 009, s. 2021 as reference.

Prepared by:

Noted:

 DFTAT Coordinator

 Schools Division Superintendent

Enclosure 2 of Rm No. 268.2021

users guide School DepEdCAR HelpDesk

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DepEdCAR HelpDesk Overview

DepEdCAR HelpDesk (School)

- The DepEd-CAR HelpDesk is an online information system containing a list of frequently asked questions (FAQs) with answers relating to a particular category or subject regarding DepED issuances, policies, memoranda, and others.
- The information system also caters the submission, processing, monitoring, and tracking of tickets in the form of either a Query, Complaint, Request, Suggestion, or Commendation.

3

key features

DepEdCAR HelpDesk (School)

- Frequently Asked Questions
 - Search easily through suggestions, categorized by topics and sub-topics
- Online Submission of Tickets
 - Query, Complaint, Request, Suggestion, or Commendation
- Online Processing of Tickets
 - From submission of ticket until ticket is Closed/Solved
- Online Monitoring and Tracking of Tickets
 - Referred to Office, Assigned Tickets, Tickets Raised
 - Tracking ID, Ticket History, Client-Agent Messages, and Actions Taken

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DepEdCAR HelpDesk (School)

primary users

- *Regional Office*
 - *FTAD Personnel*
 - *RFTAT Leaders*
 - *RFTAT Members*
- *Division Office*
 - *SM&E Section Personnel*
 - *DFTAT Members*
 - *DFTAT Leaders*
- *School*
 - *All Personnel*

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DepEdCAR HelpDesk (School)

roles and permissions

- **All School Personnel**
 - View Frequently Asked Questions (FAQs)
 - Submit tickets
 - Monitors the status of submitted ticket/s
 - Track the progress of ticket/s raised
 - Communicate with an agent who is handling the ticket
 - View ticket history
 - Send Feedback

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DepEdCAR HelpDesk

Getting Started

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DepEdCAR HelpDesk

Login & the Dashboard

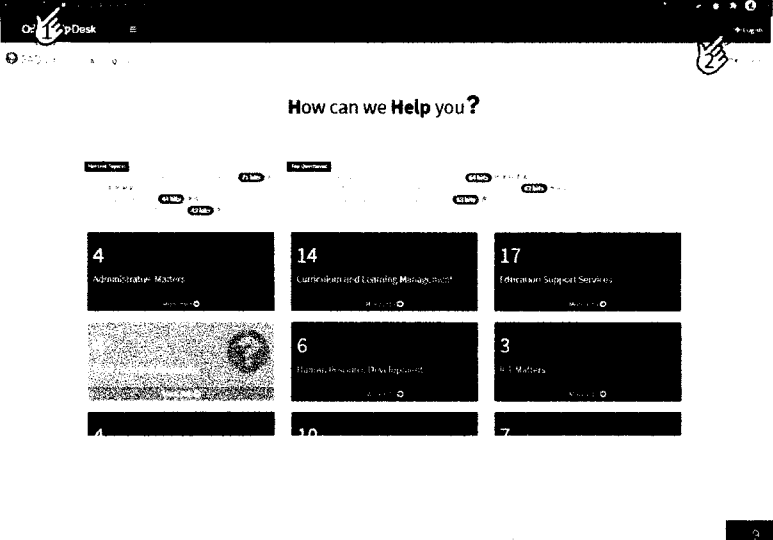
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DepEdCAR HelpDesk (School)

how to access the DepED-CAR HelpDesk?

- Step 1
 - Visit helpdesk.depdedcar.ph.
*Preferably Google Chrome
- Step 2
 - Click Log-in link located at the upper right corner of the page

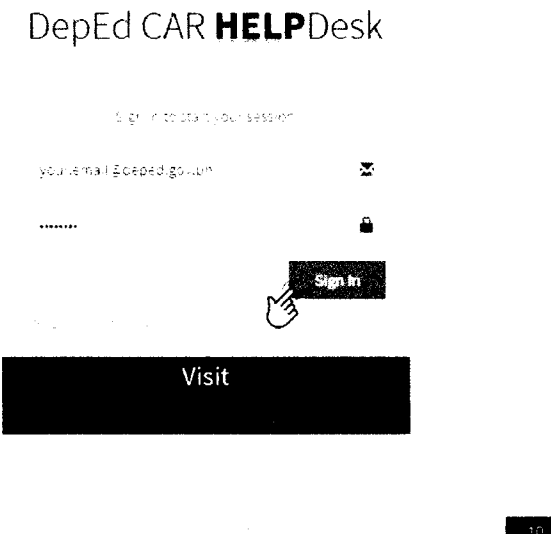


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DepEdCAR HelpDesk (School)

how to access the DepED-CAR HelpDesk?

- Step 3
 - Login using your account in the DepEd-Car portal or the GateKeeper.
 - If no account yet, ask your system administrator to create an account.



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the Dashboard

Dashboard

- The Page to be displayed upon logging-in
- Displays the a summary on the number of Tickets base on Ticket Status
 - Submitted
 - Pending/In-Progress
 - Resolved/Closed

HelpDesk

Dummy Account

Dashboard

Navigation Menu bar

Sidebar Menu

Dashboard Content

Submitted Tickets

Pending and Inprogress Tickets

Solved and Closed Tickets

DepEdCAR HelpDesk (School)

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the navigation Menu Bar

Toggle Sidebar Menu

- Minimizes the sidebar to view a wider and more contents

Account name

- Displays the name of the user
- Click to view the Role of the user as well as the Sign out button

Sign out

- Allows you to end your access to the DepEd-CAR HelpDesk and displays the FAQs Page

HelpDesk

Toggle Sidebar Menu

Account Name

Dummy Account - SM&C Section

Personal number email: 09051234567

Sign Out

DepEdCAR HelpDesk (School)

12

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the sidebar Menu

DepEdCAR HelpDesk (School)

Dashboard

- Displays the Dashboard page

FAQs

- Displays the Frequently Asked Questions
 - Search FAQs topics by categories

Submit Ticket

- Allows you to submit ticket/s or ticket/s for a client

All Tickets (For Division and Region)

- Displays ALL Tickets for the division, unit, or section

My Tickets

- Referred to my office
 - Tickets referred by the SM&E Personnel
- Assigned to Me
 - Tickets assigned by the DFTAT Leader to personnel under his/her office
- Tickets Raised (For School Level)
 - Tickets submitted by the user

Feedback

- Allows you to send your Feedbacks on how did the DepEd-CAR helpdesk do for you.

DepEdCAR HelpDesk

Frequently Asked Questions FAQs

DepEdCAR HelpDesk (School)

the FAQs

FAQs

How can we Help you?

Search bar

Hottest Topics

Top Questions

Topic Categories

Search Bar

- Type-in keywords to display clickable search suggestions. Click suggestion to view FAQ contents.

Hottest Topics

- Displays the top 3 most visited Hottest Topics by category

Top Questions

- Displays the top 3 most viewed FAQs

Topic Categories

- FAQ topics by categories
 - Displays the category name and the number of FAQs in the category
 - Click [Education Support Services](#) to view the FAQs of the category

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DepEdCAR HelpDesk (School)

the FAQs More Info

Categories

- Displays FAQ Categories and Sub-Categories Menu. Click a Category to display its sub-categories.
- The number after the category represents the number of FAQs available.

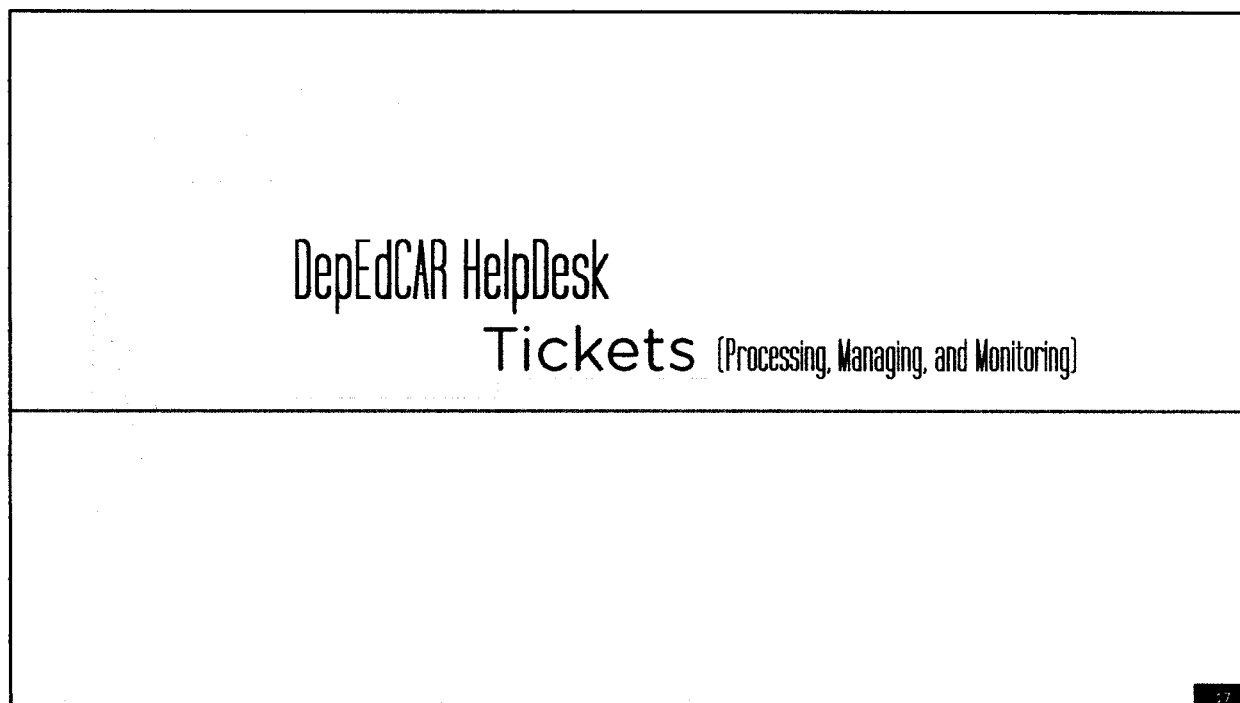
Results

- Displays the result contents either from the search bar or navigating the categories menu.
- Result contents is composed of questions and answers
- Use the search option in the results to view more specific contents

Categories

Results

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the Tickets Submit New Ticket

Step 1

- Click **Submit Ticket** from the Side bar menu

Step 2

- Fill-up the necessary details to Open a New Ticket
 - Nature of Concern (Required)
 - Query, Complaint, Suggestion, Commendation
 - Submit Concern to (Required)
 - Division, Region
 - Topic (Required)
 - Topic by category (admin, curriculum, human resource, etc.)
 - Sub-topic (Required)
 - Sub-topic of selected category topic
 - Details (Required)
 - Description of the concern
 - Attachment (Optional)
 - Attach additional files in support to the concern if necessary.

Step 3

- Click **Submit Button**

Step 4

- An email notification will be sent to the user's email address

Note:

** ALL submitted tickets is also listed under **My tickets > tickets I Raised** menu*

DepEdCAR HelpDesk (School)

Dashboard

FAQs

Submit Ticket

All Tickets

My Tickets

Admin Settings

Open a new ticket

Nature of Concern

Select Nature of Concern

Submit Concern to

Regional Office

Topic

Select Topic

Sub-Topic

Select Topic

Concern Details

Attachment

Choose File No File chosen

Submit Cancel

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DepEdCAR HelpDesk (School)

the Tickets Submit Ticket

- Sample Email notification for submission of tickets

DepEd CAR HelpDesk

Hi Client!

We would like to acknowledge that we have received your query and a ticket has been created with ticket #1599709925. A support representative will be reviewing it and will send you a feedback. To view the status of the ticket, please visit [DepEd CAR HelpDesk](#).

Thank you for your patience.

Sincerely yours,
DepEd CAR Field Technical Assistance Team

© 2020 DepEd CAR HelpDesk v1.0

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DepEdCAR HelpDesk (School)

Tickets My Tickets

My Tickets Menu

- My Tickets Menu
- Click the menu from the Side bar to view tickets submitted

Tickets I Raised

Submit Ticket

Show 10 entities

Date Submitted	Ticket Number	Nature of Concern	Topic	Concern Details	Client	Ticket Status	Actions
06/01/2020 2:30 PM	1599709925	Curriculum	OT Rate's	How to have an access to New DepEd CAR	DepEd CAR	Closed	View Edit Cancel

Showing 1 of 10 entities

Search:

My Tickets Menu

- My Tickets Menu
- Click the menu from the Side bar to view tickets submitted

Column Headers

- Click Column Headers to sort the tickets ascending/descending.
- Date Submitted is set by default

Action Buttons

- Click View Button to show complete details and monitoring of tickets. You may click the Ticket Number as an alternative
- Click Edit Button to update the ticket

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DepEdCAR HelpDesk (School)

Tickets Ticket Details

Action Buttons

[Update Ticket](#)
[Close Ticket](#)
[Close](#)

Ticket Status

Tracking ID: 1601875556
 Date Submitted: Oct 05, 2020 2:00 PM
 Referred to: SMO ML, Province

Client Name: Dumeny, Oren
Client Email Address: dumeny.oren@depedcar.com
Client's Contact Number: 09932254007
Office:

Nature of Concern: Query
Category (Based on Ease of Doing Business Act): Simple E-booking issue
Topic: CT System
Sub Topic: Deployed information on Systems
Concern Details: How to Name an Account in the DepEd CAR HelpDesk?
Attachment: No attached file

Messages/Actions Taken
[Messages](#) [Actions Taken](#)

Ticket History

05 October 2020
 06 October 2020
 07 October 2020

Messages and Actions Taken

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Action Buttons

- Buttons used to Update, Process, or Close ticket depending on your role in the system.

Ticket Status

- Shows the status or progress of the ticket. Status could either be Open, Pending, In-progress, Solved, or Closed

Messages and Actions Taken

- This allows the client and the agent to communicate regarding the ticket submitted.

Ticket History

- Shows the history logs of the ticket from submission until ticket is Closed/Solved. Messages and actions taken from agent and client is also logged in the ticket history

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DepEdCAR HelpDesk (School)

Tickets Ticket Details (Ticket Status)

Open

- Ticket status upon submission of ticket, and
- when SM&E Section Personnel refers the ticket to an office.

In Progress

- Ticket status when DFTAT Leader assigned the ticket to a personnel in the referred office;
- when a DFTAT Leader or DFTAT Member Gets the ticket or assign the ticket to himself/herself
 - Note: the person who is assigned for a ticket is called an Agent.*

Solved

- Ticket status when an agent already solved the concern

Closed

- Ticket status when a client is satisfied with the resolution done by the agent.
- Either the Client, DFTAT Member, or DFTAT Leader can close a ticket.

Ticket Status: Open

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DepEdCAR HelpDesk (School)

Tickets Ticket Details (Messages and Actions Taken)

Messages and Actions Taken

- Ticket details section which allows the client and the agent to communicate regarding the ticket submitted.

Tab switch

- Messages
- Actions Taken

Client's View

of unread message/s

Agent's View

Message status

Input box

Message status

- Message status could either be:
 - Unseen – if not yet opened by a client or an agent
 - Seen Date – if message is already opened by a client or an agent

Input box

- Area where client or agent enters a message or actions taken

Unread Message/s

- Unread message/s will be denoted by ●

Tab Switch

- Switching tabs between Messages or Actions Taken

of unread message/s

- Indicates the number of unread messages or actions taken.

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DepEdCAR HelpDesk (School)

Tickets Ticket Details (Ticket History)

Sample ticket history logs from submission until ticket is closed

Ticket History

05 October 2020

- Agent closed the ticket
- Agent opened the ticket

03 October 2020

- Client sent a message
- Agent sent a message
- Agent sent a message

02 October 2020

- Agent assigned ticket to agent
- Agent assigned the ticket to himself

01 October 2020

- Agent referred ticket to Office of the Regional Director (OTU)

30 September 2020

- Ticket automatically referred
- Client submitted the ticket

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DepEdCAR HelpDesk (School)

Tickets Update Ticket

Step 1

- View the details of the ticket

Step 2

- Under action buttons, click the **Update Ticket** button to show the Update Ticket modal

Note:

- Can only be accessed by:
 - the one who submitted the ticket,
 - RO
 - FTAD Personnel
 - RFTAT Leader or RFTAT Member - when referred to office
 - SDO
 - SM&E Section personnel
 - DFTAT Leader or DFTAT Member - when referred to office
- Update Ticket will be disabled on ticket is assign to a personnel

Step 3

- Update the ticket either its Topic, Sub-topic, and Category (based on Ease of Doing Business Act: Simple, Complex, or Highly Technical)

Step 4

- Click the **Update Ticket** button to complete the changes made.

Update Ticket

Client Name:

Nature of Concern:

Topic: ▼

Sub-Topic: ▼

Category (based on Ease of Doing Business Act): ▼

Concern Details: This is to report regarding the fire alarm system in the school building. The alarm system is not working properly. Please refer the concern to the concerned office. Thank you.

Attachment:

Update Ticket

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DepEdCAR HelpDesk (School)

Tickets Process Ticket

Step 1

- View the details of the ticket

Step 2

- Under action buttons, click the **Process Ticket** button to show the Process Ticket modal

Note:

- The **Process Ticket** button is only available while the status is not yet Solved or Closed
- Can only be accessed by:
 - RO
 - FTAD Personnel
 - RFTAT Leader or RFTAT Member - when referred to office
 - SDO
 - SM&E Section personnel
 - DFTAT Leader or DFTAT Member - when referred to office

Step 3

- Choose either to:
 - Get Ticket – assign ticket to self
 - Refer to Concerned Office – Refer the ticket to a concerned office in the division or in the regional office.
 - Assign to Staff – assign a specific personnel within the unit/division. Available only when ticket is referred to the division/unit/section
 - Solve - Available only when ticket is assigned to a personnel / a personnel assign the ticket to himself/herself

Process Ticket

Client Name:

Nature of Concern:

Category (based on Ease of Doing Business Act):

Topic:

Sub-Topic:

Concern Details: We are having access in the DepEdCAR HelpDesk.

Attachment:

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DepEdCAR HelpDesk (School)

Tickets Process Ticket (Refer Ticket)

Step 1

- In the Process Ticket modal, click on the Refer to Concerned Office button to display the Refer Ticket modal.

Note:

- Can only be accessed by:*
 - RFTAT (when referred to office)
 - DFTAT Member (when referred to office)

Step 2

- Refer ticket to concerned office by changing the Office, Division, and Unit selection boxes.
- Add Remarks

Step 3

- Click the Submit button to complete the referral.

Note

- Ticket status changes to Open
- Ticket history will be updated base on the action performed.
- Email notification will be sent for the client and for the referred office/s.

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DepEdCAR HelpDesk (School)

Tickets Process Ticket (Assign Ticket)

Step 1

- In the Process Ticket modal, click on the Assign to Staff button to display the Assign Ticket modal.

Note:

- Can only be accessed by:*
 - RFTAT (when referred to office)
 - DFTAT Member (when referred to office)

Step 2

- Assign ticket to specific personnel in the division/unit/section under Assign Ticket to selection box.
- Add Remarks

Step 3

- Click the Submit button to complete the referral.

Note

- Ticket status changes to In-progress
- Ticket history will be updated base on the action performed.
- Email notification will be sent for the client and for the assigned personnel who will handle the ticket.

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DepEdCAR HelpDesk (School)

Tickets Process Ticket (Get Ticket)

Step 1

- In the Process Ticket modal, click on the Get Ticket button

Note:

- Can only be accessed by:*
 - RFIAT (when referred to office)
 - DFTAT (when referred to office)

Step 2

- Click the Confirm button in the Get Ticket confirmation prompt to assign ticket to self

Note

- Ticket status changes to In-Progress
- Ticket history will be updated base on the action performed.
- Email notification for the client and for the agent who will handle the ticket will be sent.

Get Ticket

Getting this ticket means you will take charge of solving the client's concern. Are you sure you want to assign this ticket to yourself?

Confirm Close

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DepEdCAR HelpDesk (School)

Tickets Process Ticket (Solve Ticket)

Step 1

- In the Process Ticket modal, click on the Solve button

Note:

- Can only be accessed by:*
 - RFIAT (when referred to office)
 - DFTAT (when referred to office)

Step 2

- Enter some actions taken
- Click the Confirm button in the Solve Ticket prompt to perform the process.

Note

- Ticket status changes to Solved
- Ticket history will be updated base on the action performed.
- Email notification will be sent for the client and for the agent who solved the ticket.

Solve Ticket

Are you sure this client's concern has been solved?

Action s Taken:

Confirm Close

30

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DepEdCAR HelpDesk (School)

Tickets Process Ticket (Close Ticket)

Step 1

- Click on the Close Ticket button, in the Ticket Details page.
- Note:
 - Can only be accessed by:**
 - RFTAT (when referred to office)
 - DFTAT (when referred to office)
 - Client (Dept.d personnel/School)
 - Agent (Assigned Personnel)

Step 2

- Click the Confirm button in the Close Ticket prompt to perform the process.

Note

- Ticket status changes to Closed
- Ticket history will be updated base on the action performed.
- Email notification will be sent for the client and for the agent who closed the ticket.

Ticket Details

Tracking ID: **1001978856**

Date Submitted: **04/05/2020 2:20 PM**

Referred to: **Office of the Regional Director (ICT Unit)**

Assigned to: **Agent**

Ticket Status: **Open**

Client Name: **DepEdy Client**

Close Ticket

Clicking this button means the ticket is a resolved one and cannot be used again. Do you wish to close this ticket?

Confirm **Close**

Agent closed this ticket.

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DepEdCAR HelpDesk Feedback

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the Feedback
Send us a Feedback
DepEdCAR HelpDesk (School)

Step 1

- Click the Send us a Feedback located at the bottom of the Side bar menu

Step 2

- Select one among the emoticons (*Very Satisfied, Satisfied, Not Satisfied*)

Step 3 (optional)

- Enter a comment/Suggestion/Recommendation

Step 4

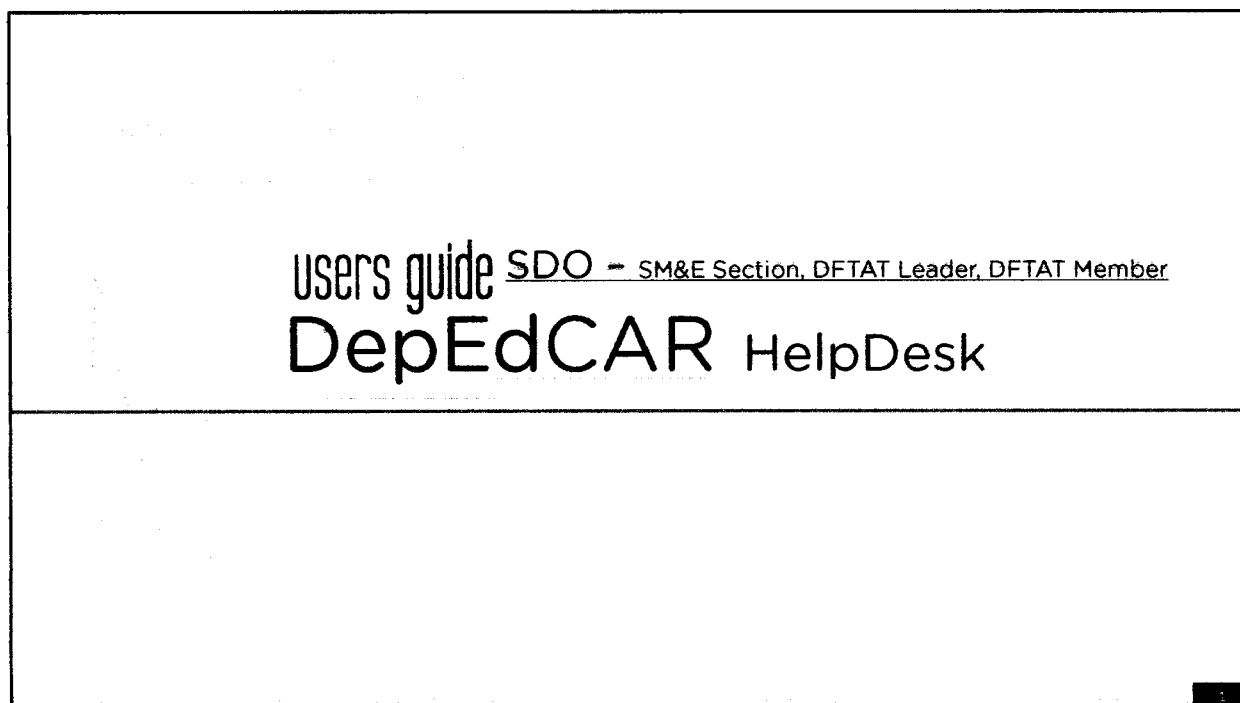
- Click Send Feedback button

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DepEdCAR HelpDesk

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DepEdCAR HelpDesk Overview

DepEdCAR HelpDesk (SDO)

- The DepEd-CAR HelpDesk is an online information system containing a list of frequently asked questions (FAQs) with answers relating to a particular category or subject regarding DepED issuances, policies, memoranda, and others.
- The information system also caters the submission, processing, monitoring, and tracking of tickets in the form of either a Query, Complaint, Request, Suggestion, or Commendation.

3

key features

DepEdCAR HelpDesk (SDO)

- Frequently Asked Questions
 - Search easily through suggestions, categorized by topics and sub-topics
- Online Submission of Tickets
 - Query, Complaint, Request, Suggestion, or Commendation
- Online Processing of Tickets
 - From submission of ticket until ticket is Closed/Solved
- Online Monitoring and Tracking of Tickets
 - Referred to Office, Assigned Tickets, Tickets Raised
 - Tracking ID, Ticket History, Client-Agent Messages, and Actions Taken

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DepEdCAR HelpDesk (SDO)

primary users

- *Regional Office*
 - *FTAD Personnel*
 - *RFTAT Leaders*
 - *RFTAT Members*
- *Division Office*
 - *SM&E Section Personnel*
 - *DFTAT Members*
 - *DFTAT Leaders*
- *School*
 - *All Personnel*

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DepEdCAR HelpDesk (SDO)

roles and permissions

- **SM&E Section Personnel**
 - Processes, manages, and monitors the status of referred tickets in the Division
 - Refers ticket/s to appropriate office/section/unit
 - Submit tickets
- **DFTAT Leaders**
 - Processes, manages, and monitors the status of referred tickets in the Section/Unit
 - Assigns personnel within the office/section/unit to handle a ticket raised
 - Submit tickets
- **DFTAT Members**
 - Processes, manages, and monitors the status of assigned tickets
 - Submit tickets

6



7

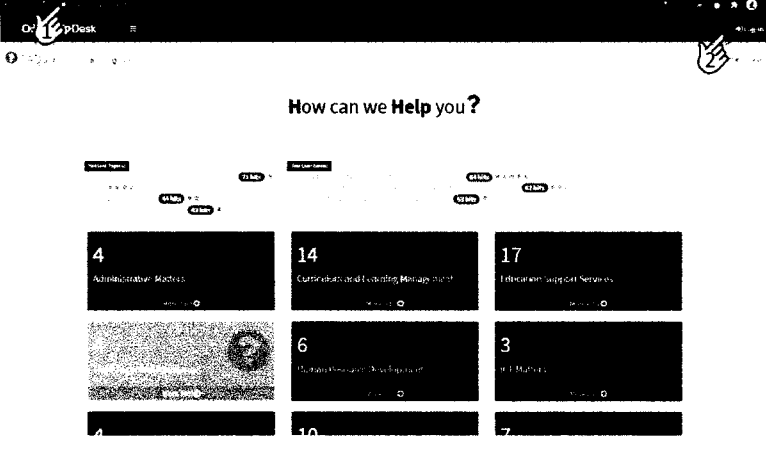


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how to access the DepED-CAR HelpDesk?

DepEdCAR HelpDesk (SDO)

- Step 1
 - Visit helpdesk.depeducar.ph.
*Preferably Google Chrome
- Step 2
 - Click Log-in link located at the upper right corner of the page

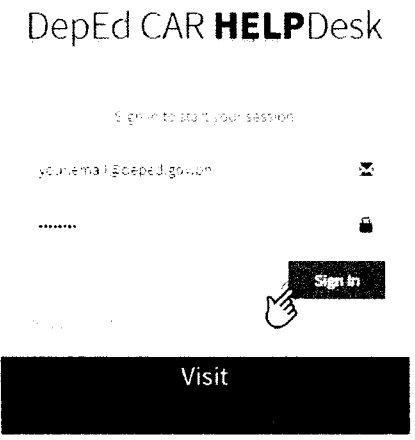


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how to access the DepED-CAR HelpDesk?

DepEdCAR HelpDesk (SDO)

- Step 3
 - Login using your account in the DepEd-Car portal or the GateKeeper.
 - If no account yet, ask your system administrator to create an account.



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the Dashboard

DepEdCAR HelpDesk (SDO)

Dashboard

- The Page to be displayed upon logging-in
- Displays the a summary on the number of Tickets base on Ticket Status
 - Submitted
 - Pending/In-Progress
 - Resolved/Closed

Navigation Menu bar

Dashboard Content

Submitted Tickets

Pending and In-Progress Tickets

Solved and Closed Tickets

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the navigation Menu Bar

DepEdCAR HelpDesk (SDO)

Toggle Sidebar Menu

- Minimizes the sidebar to view a wider and more contents

Account Name

- Displays the name of the user
- Click to view the Role of the user as well as the Sign out button

Sign out

- Allows you to end your access to the DepEd-CAR HelpDesk and displays the FAQs Page

HelpDesk

Toggle Sidebar Menu

Account Name

Sign Out

12

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the sidebar Menu

HelpDesk

Dummy Account
 ● Go to

Dashboard

FAQs

Submit Ticket

All Tickets

My Tickets

Admin Settings

Feedback

Send us a Feedback

Dashboard

- Displays the Dashboard page

FAQs

- Displays the Frequently Asked Questions
 - Search FAQs topics by categories

Submit Ticket

- Allows you to submit ticket/s or ticket/s for a client

All Tickets

- Displays ALL Tickets for the division, unit, or section

My Tickets

- Referred to my office
 - Tickets referred by the SM&E Personnel
- Assigned to Me
 - Tickets assigned by the DFTAT Leader to personnel under his/her office
- Tickets Raised
 - Tickets submitted by the user

Feedback

- Allows you to send your Feedbacks on how did the DepEd-CAR helpdesk do for you.

DepEdCAR HelpDesk

Frequently Asked Questions FAQs

DepEdCAR HelpDesk (SDO)

the FAQs

How can we Help you?

Search bar

Hottest Topics

Top Questions

Topic Categories

Search Bar

- Type-in keywords to display clickable search suggestions. Click suggestion to view FAQ contents.

Hottest Topics

- Displays the top 3 most visited Hottest Topics by category

Top Questions

- Displays the top 3 most viewed FAQs

Topic Categories

- FAQ topics by categories
 - Displays the category name and the number of FAQs in the category
 - Click **Topic Categories** to view the FAQs of the category

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DepEdCAR HelpDesk (SDO)

the FAQs More Info

Categories

- Displays FAQ Categories and Sub-Categories Menu. Click a Category to display its sub-categories.
- The number after the category represents the number of FAQs available.

Results

- Displays the result contents either from the search bar or navigating the categories menu.
- Result contents is composed of questions and answers
- Use the search option in the results to view more specific contents

How can we Help you?

Categories

Results

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DepEdCAR HelpDesk

Tickets (Processing, Managing, and Monitoring)

17

17

the Tickets Submit New Ticket

Step 1

- Click Submit Ticket from the Side bar menu

Step 2

- Fill-up the necessary details to Open a New Ticket
 - Nature of Concern (Required)
 - Query, Complaint, Suggestion, Commendation
 - Submit Concern to (Required)
 - Division, Region
 - Topic (Required)
 - Topic by category (admin, curriculum, human resource, etc.)
 - Sub-topic (Required)
 - Sub-topic of selected category topic
 - Details (Required)
 - Description of the concern
 - Attachment (Optional)
 - Attach additional files in support to the concern if necessary.

Step 3

- Click Submit Button

Step 4

- An email notification will be sent to the user's email address

Note:

** ALL submitted tickets is also listed under My tickets > Tickets / Raised menu*

DepEdCAR HelpDesk (SDO)

DepEdCAR HelpDesk

Dashboard

FAQs

Submit Ticket

All Tickets

My Tickets

Admin Settings

Open a new ticket

☐ Add Ticket for a Client

Nature of Concern

Select Nature of Concern

Submit Concern to

Regional Office

Topic

Select Topic

Sub-Topic

Select Topic

Concern Details

Attachment

Choose File: No file chosen

Submit Cancel

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DepEdCAR HelpDesk (SDO)

the Tickets Submit New Ticket (for a Client)

Step 1

- Click Submit Ticket from the Side bar menu

Step 2

- Check the Add Ticket for a Client checkbox

Step 3

- Fill-up the necessary details to Open a New Ticket
 - Source
 - Walk in, call, sms, e-mail, etc.
 - Nature of Concern (Required)
 - Query, Complaint, Suggestion, Commendation
 - Submit Concern to (Required)
 - Division, Region
 - Topic (Required) and Sub-topic
 - Topic by category (admin, curriculum, human resource, etc.)
 - Sub-topic of selected category topic
 - Details (Required)
 - Description of the concern
 - Attachment (Optional)
 - Attach additional files in support to the concern if necessary.
 - Client's Info
 - Name, contact number, email

Step 3

- Click Submit Button

Step 4

- An email notification will be sent to the client's email address and user's email address

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DepEdCAR HelpDesk (SDO)

the Tickets Submit Ticket

- Sample Email notification for submission of tickets

DepEd CAR HelpDesk

Hi Client!

We would like to acknowledge that we have received your query and a ticket has been created with ticket #1599709925. A support representative will be reviewing it and will send you a **feedback**. To view the status of the ticket, please visit [DepEdCAR HelpDesk](https://carhelpdesk.com).

Thank you for your patience

Sincerely yours,
DepEd CAR Field Technical Assistance Team

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DepEdCAR HelpDesk (SDO)

Tickets ALL Tickets

Summary Account

Dashboard

FAQs

Submit Ticket

All Tickets menu

All Tickets Menu

- Click the menu from the Side bar to view All Tickets

List of Tickets

Show 10 entries

Date Submitted	Ticket Number	Nature of Concern	Topic	Concern Details	Client	Client's Office	Ticket Status	Actions
Sep 02, 2020 1:59 PM	1801876858	Query	Policy, Planning and Research	Schools (Grade 11)	Client	SDO Talar City	Closed	View
Sep 02, 2020 1:57 PM		Suggestion		Not Longing Again	Client	SDO Talar City	Closed	View
Sep 02, 2020 1:57 PM		Request	Human Resource Development	Recruitment Center	Client	Non-DepEd	In Progress	View
Sep 02, 2020 1:55 PM		Request	Human Resource Development	Day Request Form	Client	Non-DepEd	Solved	View
Sep 02, 2020 1:55 PM		Query	Human Resource Development	SIS	Client	Non-DepEd	In Progress	View
Sep 02, 2020 1:54 PM		Query	Legal Issues	Conduct	Client	SDO Via Province - Marikina Elementary School	Open	View
Sep 02, 2020 1:54 PM		Request		ACM	Client	SDO - HDA - HDA - HDA	In Progress	View

Ticket Filters

- Filter tickets base on the Nature of Concerns and/or Ticket Status.
- All Tickets is displayed by default

Column Headers

- Click Column Headers to sort the tickets ascending/descending.
- Date Submitted is set by default

Action Buttons

- Click View Button to show complete details and monitoring of tickets. You may click the Ticket Number as an alternative
- Click Edit Button to update the ticket

***Note**

- Same view and functionality is applied on My Tickets (Referred, Assigned, Submitted)

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DepEdCAR HelpDesk (SDO)

Tickets Ticket Details

Action Buttons

Update Ticket

Process Ticket

Back

Ticket Status

Tracking ID: 1801876858

Date Submitted: Oct 05, 2020 2:00 PM

Referred to: SDO H. Province

Client Name: Dumay, Glend

Client Email Address: dumay.glen1@gmail.com

Client's Contact Number: 09931134507

Office:

Nature of Concern: Query

Category (based on Ease of Doing Business Act): Service Looking for

Topic: ICT Systems

Sub-Topic: DepEd Information System

Concern Details: How to handle online in the DepEdCAR HelpDesk?

Attachment: 10 attached file

Messages/Actions Taken

Message

Action Taken

Send

Ticket History

On October 2020

Ticket Assigned and Referred

Ticket Assigned and Referred

Ticket Assigned and Referred

Action Buttons

- Buttons used to Update, Process, or Close ticket depending on your role in the system.

Ticket Status

- Shows the status or progress of the ticket. Status could either be Open, Pending, In-progress, Solved, or Closed

Messages and Actions Taken

- This allows the client and the agent to communicate regarding the ticket submitted.

Ticket History

- Shows the history logs of the ticket from submission until ticket is Closed/Solved. Messages and actions taken from agent and client is also logged in the ticket history

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DepEdCAR HelpDesk (SDO)

Tickets Ticket Details (Ticket Status)

Open

- Ticket status upon submission of ticket, and
- when SM&E Section Personnel refers the ticket to an office.

In Progress

- Ticket status when DFTAT Leader assigned the ticket to a personnel in the referred office;
- when a DFTAT Leader or DFTAT Member Gets the ticket or assign the ticket to himself/herself
 - *Note: the person who is assigned for a ticket is called an Agent.*

Solved

- Ticket status when an agent already solved the concern

Ticket Status Solved

Closed

- Ticket status when a client is satisfied with the resolution done by the agent.
- Either the Client, DFTAT Member, or DFTAT Leader can close a ticket.

Ticket Status Closed

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DepEdCAR HelpDesk (SDO)

Tickets Ticket Details (Messages and Actions Taken)

Messages and Actions Taken

- Ticket details section which allows the client and the agent to communicate regarding the ticket submitted.

Tab switch

Messages/ Actions Taken

Messages

Actions Taken

Vandalish Plaza (ORD): (Thursday, October 04, 2020 12:56 PM)
Agent's message

Dummy Account (Client): (Thursday, October 04, 2020 12:56 PM)
Client's reply message

Input box

Client's View

of unread message/s

unread message

Agent's View

Messages/ Actions Taken

Messages

Actions Taken

Dummy Agent (ORD): (Thursday, October 04, 2020 12:56 PM)
Agent's message

Dummy Account (Client): (Thursday, October 04, 2020 12:56 PM)
Client's reply message

Message status


Tab Switch

- Switching tabs between Messages or Actions Taken

of unread message/s

- Indicates the number of unread messages or actions taken.

Unread Message/s

- Unread message/s will be denoted by 

Message Status

- Message status could either be:
 - **Unseen** - if not yet opened by a client or an agent
 - **Seen Date** - if message is already opened by a client or an agent

Input box

- Area where client or agent enters a message or actions taken

24

24

DepEdCAR HelpDesk (SDO)

Tickets Ticket Details (Ticket History)

- Sample ticket history logs from submission until ticket is closed

Ticket History

05 October 2020

- 05:00 RFTAT (R) closed the ticket
- 05:00 RFTAT (R) closed the ticket

09 October 2020

- 09:00 RFTAT (R) sent a message
- 09:00 RFTAT (R) sent a message
- 09:00 RFTAT (R) sent a message
- 09:00 RFTAT (R) sent a message

07 October 2020

- 07:00 RFTAT (R) assigned the ticket to Agent (DFTAT Member)
- 07:00 RFTAT (R) assigned the ticket to himself

01 October 2020

- 01:00 RFTAT (R) referred the ticket to Office of the Regional Director - ICT Unit

29 September 2020

- 29:00 Ticket automatically referred
- 29:00 RFTAT (R) submitted the ticket

Update Ticket **Previous Ticket** **Back**

Client Name: Andres M. Guevarra

Nature of Concern: Query

Topic: Application of DepEd Order

Sub-Topic: Application of DepEd Order

Category (based on Ease of Doing Business Act): Simple, Complex, or Highly Technical

Concern Details: This is to inquire regarding the August 2020 loan reduction, is there additional deduction? I need that there is a discrepancy of P44.55. Please refer to the excel result attached. Thank you.

Attachment: [Attachment](#)

Update Ticket **Close**

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DepEdCAR HelpDesk (SDO)

Tickets Update Ticket

Step 1

- View the details of the ticket

Step 2

- Under action buttons, click the **Update Ticket** button to show the Update Ticket modal

Note:

- Can only be accessed by:
 - the one who submitted the ticket,
 - RFTAT (when referred to office)
 - DFTAT Member (when referred to office)
- Update Ticket will be disabled on ticket is assign to a personnel

Step 3

- Update the ticket either its Topic, Sub-topic, and Category (based on Ease of Doing Business Act: Simple, Complex, or Highly Technical)

Step 4

- Click the **Update Ticket** button to complete the changes made.

Update Ticket

Client Name: Andres M. Guevarra

Nature of Concern: Query

Topic: Application of DepEd Order

Sub-Topic: Application of DepEd Order

Category (based on Ease of Doing Business Act): Simple, Complex, or Highly Technical

Concern Details: This is to inquire regarding the August 2020 loan reduction, is there additional deduction? I need that there is a discrepancy of P44.55. Please refer to the excel result attached. Thank you.

Attachment: [Attachment](#)

Update Ticket **Close**

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DepEdCAR HelpDesk (SDO)

Tickets Process Ticket

Step 1

- View the details of the ticket

Step 2

- Under action buttons, click the Process Ticket button to show the Process ticket modal

Note:

- The Process Ticket button is only available while the status is not yet Solved or Closed
- Can only be accessed by:
 - SM&E Section personnel
 - RFTAT (when referred to office)
 - DFTAT Member (when referred to office)

Step 3

- Choose either to:
 - Get Ticket – assign ticket to self
 - Refer to Concerned Office – Refer the ticket to a concerned office in the division or in the regional office.
 - Assign to Staff – assign a specific personnel within the unit/division. Available only when ticket is referred to the division/unit/section
 - Solve – Available only when ticket is assigned to a personnel / a personnel assign the ticket to himself/herself

Process Ticket

Client Name:

Nature of Concern:

Category (based on Ease of Doing Business Act):

Topic:

Sub Topic:

Concern Details:

Attachment:

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DepEdCAR HelpDesk (SDO)

Tickets Process Ticket (Refer Ticket)

Step 1

- In the Process Ticket modal, click on the Refer to Concerned Office button to display the Refer Ticket modal

Note:

- Can only be accessed by:
 - RFTAT (when referred to office)
 - DFTAT Member (when referred to office)

Step 2

- Refer ticket to concerned office by changing the Office, Division, and Unit selection boxes.
- Add Remarks

Step 3

- Click the Submit button to complete the referral.

Note

- Ticket status changes to Open
- Ticket history will be updated base on the action performed.
- Email notification will be sent for the client and for the referred office/s.

Refer Ticket

Client Name:

Nature of Concern:

Category:

Topic:

Sub Topic:

Concern Details:

Attachment:

Refer Ticket for:

Remarks:

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DepEdCAR HelpDesk (SDO)

Tickets Process Ticket (Assign Ticket)

Step 1

- In the Process Ticket modal, click on the **Assign to Staff** button to display the Assign Ticket modal.

Note:

- Can only be accessed by:**
 - RFTAT (when referred to office)**
 - DFTAT Member (when referred to office)**

Step 2

- Assign ticket to specific personnel in the division/unit/section under **Assign Ticket** to selection box.
- Add Remarks

Step 3

- Click the **Submit** button to complete the referral.

Note

- Ticket status changes to In-progress
- Ticket history will be updated base on the action performed.
- Email notification will be sent for the client and for the assigned personnel who will handle the ticket.

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DepEdCAR HelpDesk (SDO)

Tickets Process Ticket (Get Ticket)

Step 1

- In the Process Ticket modal, click on the **Get Ticket** button

Note:

- Can only be accessed by:**
 - RFTAT (when referred to office)**
 - DFTAT Member (when referred to office)**

Step 2

- Click the **Confirm** button in the Get Ticket confirmation prompt to assign ticket to self

Note

- Ticket status changes to In-Progress
- Ticket history will be updated base on the action performed.
- Email notification for the client and for the agent who will handle the ticket will be sent.

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DepEdCAR HelpDesk (SDO)

Tickets Process Ticket (Solve Ticket)

Step 1

- In the Process Ticket modal, click on the Solve button
 - Note:
 - Can only be accessed by:**
 - RFTAT (when referred to office)**
 - DFTAT Member (when referred to office)**

Step 2

- Enter some actions taken
- Click the Confirm button in the Solve Ticket prompt to perform the process.

Note

- Ticket status changes to Solved
- Ticket history will be updated base on the action performed.
- Email notification will be sent for the client and for the agent who solved the ticket.

Solve Ticket

Are you sure the client's concern has been solved?

Action's Taken:

Confirm Close

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DepEdCAR HelpDesk (SDO)

Tickets Process Ticket (Close Ticket)

Step 1

- Click on the Close Ticket button, in the Ticket Details page.
 - Note:
 - Can only be accessed by:**
 - RFTAT (when referred to office)**
 - DFTAT Member (when referred to office)**
 - Client (DepEd personnel/School)**
 - Agent (Assigned Personnel)**

Step 2

- Click the Confirm button in the Close Ticket prompt to perform the process.

Note

- Ticket status changes to Closed
- Ticket history will be updated base on the action performed.
- Email notification will be sent for the client and for the agent who closed the ticket.

Close Ticket

Are you sure the client's concern has been solved?

Confirm Close

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DepEdCAR HelpDesk Feedback

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the Feedback

Send us a Feedback

DepEdCAR HelpDesk (SDO)

HelpDesk




Dummy Account
● Online

Send us a Feedback

- Dashboard
- Manage FAQs
- Submit Ticket
- All Tickets
- My Tickets
- Admin Settings

Send Feedback

How did DepEd-CAR HelpDesk do for you today ?

Send Feedback

Your feedback will help us improve!

Thank You very much for your feedback.

Step 1

- Click the Send us a Feedback located at the bottom of the Side bar menu

Step 2

- Select one among the emoticons (*Very Satisfied, Satisfied, Not Satisfied*)

Step 3 (optional)

- Enter a comment/Suggestion/Recommendation

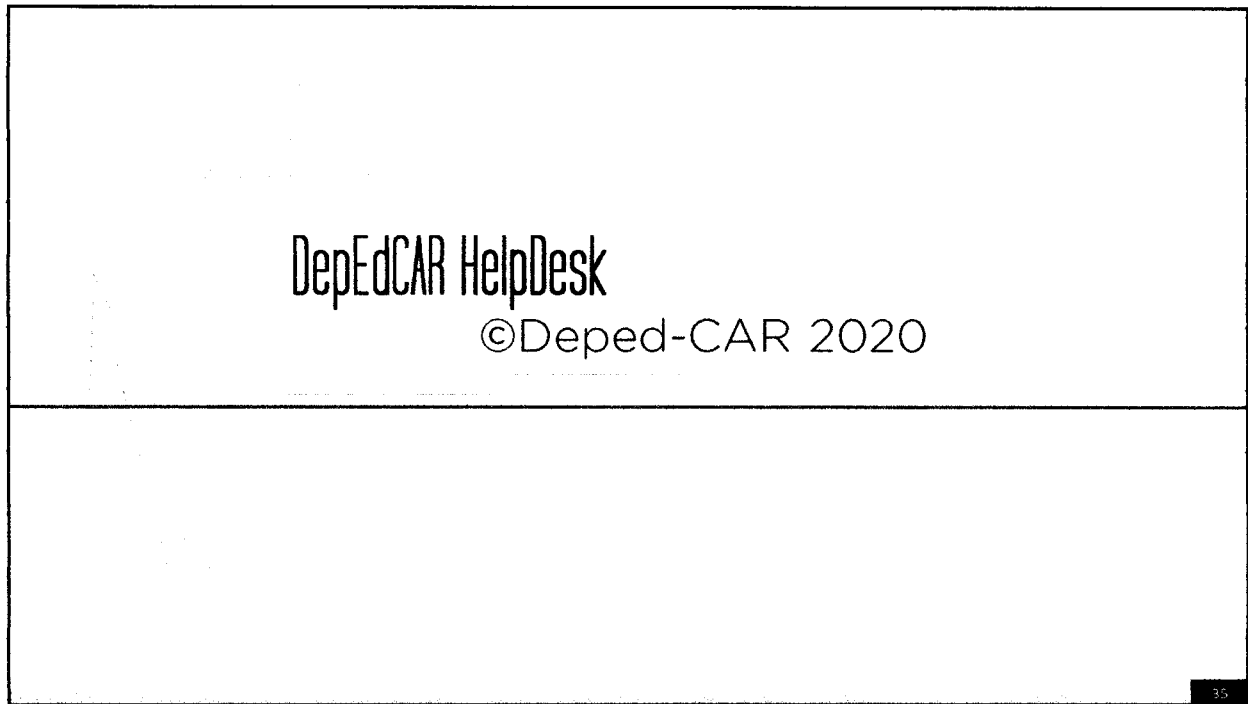
Step 4

- Click Send Feedback button

↗

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users guide RO – FTAD Personnel, RFTAT Leader, RFTAT Member DepEdCAR HelpDesk

1

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DepEdCAR HelpDesk (RO)

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DepEdCAR HelpDesk Overview

DepEdCAR HelpDesk (RO)

- The DepEd-CAR HelpDesk is an online information system containing a list of frequently asked questions (FAQs) with answers relating to a particular category or subject regarding DepED issuances, policies, memoranda, and others.
- The information system also caters the submission, processing, monitoring, and tracking of tickets in the form of either a Query, Complaint, Request, Suggestion, or Commendation.

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key features

DepEdCAR HelpDesk (RO)

- Frequently Asked Questions
 - Search easily through suggestions, categorized by topics and sub-topics
- Online Submission of Tickets
 - Query, Complaint, Request, Suggestion, or Commendation
- Online Processing of Tickets
 - From submission of ticket until ticket is Closed/Solved
- Online Monitoring and Tracking of Tickets
 - Referred to Office, Assigned Tickets, Tickets Raised
 - Tracking ID, Ticket History, Client-Agent Messages, and Actions Taken

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primary users

DepEdCAR HelpDesk (RO)

- *Regional Office*
 - *FTAD Personnel*
 - *RFTAT Leaders*
 - *RFTAT Members*
- *Division Office*
 - SM&E Section Personnel
 - DFTAT Members
 - DFTAT Leaders
- *School*
 - All Personnel

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roles and permissions

DepEdCAR HelpDesk (RO)

- **FTAD Personnel**
 - Processes, manages, and monitors the status of referred tickets in the Region
 - Refers ticket/s to appropriate office/section/unit in the regional office or in the schools division offices
 - Submits ticket/s
- **RFTAT Leaders**
 - Processes, manages, and monitors the status of referred tickets in the Section/Unit
 - Assigns personnel within the office/section/unit to handle a ticket raised
 - Submit tickets
- **RFTAT Members**
 - Processes, manages, and monitors the status of assigned tickets
 - Submit tickets

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DepEdCAR HelpDesk

Getting Started

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DepEdCAR HelpDesk

Login & the Dashboard

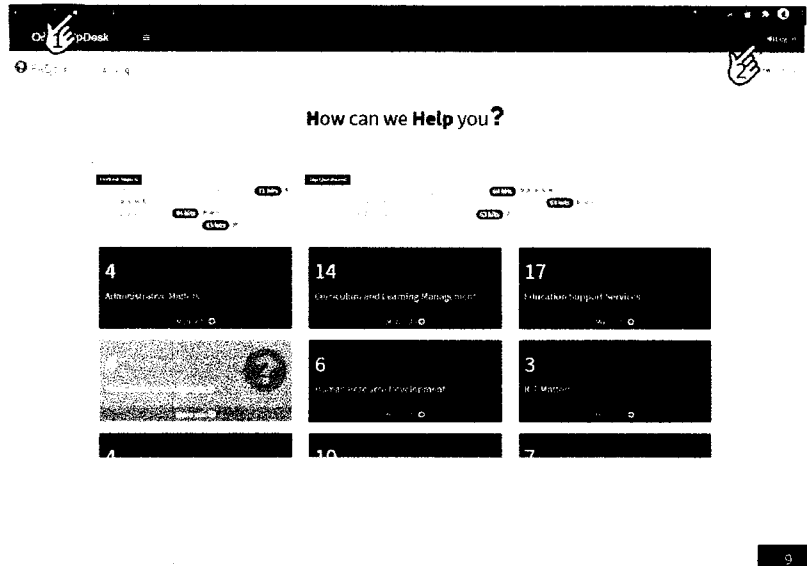
8

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how to access the DepED-CAR HelpDesk?

DepEdCAR HelpDesk (RO)

- Step 1
 - Visit helpdesk.depeducar.ph.
 - *Preferably Google Chrome
- Step 2
 - Click Log-in link located at the upper right corner of the page



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how to access the DepED-CAR HelpDesk?

DepEdCAR HelpDesk (RO)

- Step 3
 - Login using your account in the DepEd-Car portal or the GateKeeper.
 - If no account yet, ask your system administrator to create an account.

DepEd CAR **HELP**Desk



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the DashBoard

DepEdCAR HelpDesk (RO)

Dashboard

- The Page to be displayed upon logging-in
- Displays the a summary on the number of Tickets base on Ticket Status
 - Submitted
 - Pending/In-Progress
 - Resolved/Closed

Navigation Menu bar

Dashboard Content

Submitted Tickets

Pending and In-Progress Tickets

Solved and Closed Tickets

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the navigation Menu Bar

DepEdCAR HelpDesk (RO)

Toggle Sidebar Menu

Account Name

Toggle Sidebar Menu

- Minimizes the sidebar to view a wider and more contents

Account name

- Displays the name of the user
- Click to view the Role of the user as well as the Sign out button

Sign out

- Allows you to end your access to the DepEd-CAR HelpDesk and displays the FAQs Page

HelpDesk

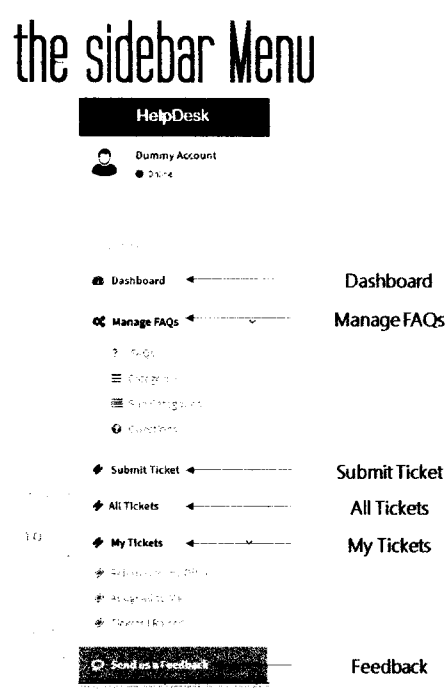
Account Name

Sign Out

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the sidebar Menu



DepEdCAR HelpDesk (RO)

Dashboard

- Displays the Dashboard page

Manage FAQs

- Displays the Frequently Asked Questions
 - Search FAQs topics by categories
- Manage the Categories, Sub-Categories, Questions, and answers of the FAQs

Submit Ticket

- Allows you to submit ticket/s or ticket/s for a client

All Tickets

- Displays ALL Tickets for the division, unit, or section


My Tickets

- Referred to my office
 - Tickets referred by the SM&E Personnel
- Assigned to Me
 - Tickets assigned by the DFTAT Leader to personnel under his/her office
- Tickets Raised
 - Tickets submitted by the user

Feedback

- Allows you to send your Feedbacks on how did the DepEd-CAR helpdesk do for you.

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DepEdCAR HelpDesk

Frequently Asked Questions FAQs

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DepEdCAR HelpDesk (RO)

the FAQs

FAQs Frequently Asked Questions

How can we Help you?

Search bar

Hottest Topics

Top Questions

Topic Categories

Search Bar

- Type-in keywords to display clickable search suggestions. Click suggestion to view FAQ contents.

Hottest Topics

- Displays the top 3 most visited Hottest Topics by category

Top Questions

- Displays the top 3 most viewed FAQs

Topic Categories

- FAQ topics by categories
 - Displays the category name and the number of FAQs in the category
 - Click [Curriculum and Learning Management](#) to view the FAQs of the category

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DepEdCAR HelpDesk (RO)

the FAQs More Info

Categories

- Displays FAQ Categories and Sub-Categories Menu. Click a Category to display its sub-categories.
- The number after the category represents the number of FAQs available.

Results

- Displays the result contents either from the search bar or navigating the categories menu.
- Result contents is composed of questions and answers
- Use the search option in the results to view more specific contents

How can we Help you?

Categories

Results

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Manage FAQs

DepEdCAR HelpDesk (RO)

HelpDesk

Dummy Account
● Online

Dashboard

Manage FAQs

- FAQs
- Manage Categories
- Sub Categories
- Questions

Submit Ticket

- Manage FAQs can be accessed in the sidebar menu
- FAQs can be managed by:
 - Category
 - Sub Categories
 - Questions and Answers
- Only FTAD Personnel, RFTAD Leader, or RFTAD members can manage FAQs.

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the FAQs Manage Categories

DepEdCAR HelpDesk (RO)

Add Category

Search Category

Step 1

- Click Manage FAQs from the Side bar menu

Step 2

- Click Categories

In the FAQ Manage Category you can:

- Add Category
- Update/Edit Category
- Search Category
- Sort
- Activate/Deactivate a category

HelpDesk

Dummy Account
● Online

Dashboard

Manage FAQs

- FAQs
- Categories**
- Sub Categories
- Questions

Submit Ticket

My Tickets

Admin Settings

Categories

Show 10 entries

No.	Category	Status	HTs	# of FAQs	Options
1	Administrative Matters	Active	0	1	✎
2	Care Column and Learning Management	Active	0	0	✎
3	Education Support Services	Active	0	0	✎
4	Field Technical Assistance	Active	0	0	✎
5	Finance Matters	Active	0	0	✎
6	Human Resource Development	Active	0	0	✎
7	ICT Matters	Active	0	0	✎
8	Legal Matters	Active	0	0	✎
9	Others	Active	0	0	✎
10	Policy Planning and Research	Active	0	0	✎

Showing 1 to 10 of 10 entries

1 2 3 4 5

Edit Category

18

the FAQs Manage Categories (Add Category)

DepEdCAR HelpDesk (RO)

Step 1

- Click Manage FAQs from the Side bar menu

Step 2

- Click Categories

Step 3

- Click Add Category button

Step 4

- Enter a Category Description

Step 5

- Click Save

HelpDesk

Dummy Account
● Online

Categories

3 **+ Add Category**

5 **Save** **Cancel**

4 **Category Description**

New Category

After adding a category, you will be redirected to the category lists. Verify if the added category is added on the list.

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the FAQs Manage Categories (Edit Category)

DepEdCAR HelpDesk (RO)

Step 1

- Click Edit Option of a specific category

Step 2

- Edit/Update the description of the category selected.

Step 3

- Click Save button

After updating a category, you will be redirected to the category lists. Verify the changes made on the category description.

Categories

+ Add Category

Show 10 entries

No.	Category	Status	HLs	# of FAQs	Options
1	Administrative Matters	Active	03 HLs	0	1
2	Curriculum and Learning Management	Active	06 HLs	17	1
3	Educational Support Services	Active	02 HLs	0	1
4	Field Technical Assistance	Active	04 HLs	0	1
5	Finance Matters	Active	02 HLs	0	1
6	Human Resource Development	Active	01 HLs	0	1
7	ICT Matters	Active	02 HLs	0	1

1 **Edit**

Edit Category

3 **Save** **Cancel**

2 **Description**

ICT Matters: Edit/Update this category.

Status

Active

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the FAQs Manage Categories (Active/Inactive Category)

DepEdCAR HelpDesk (RO)

Categories Manage Categories

[Add Category](#)

Show 10 entries

No.	Category	Status	Hits	# of FAQs	Options
1	Administrative Matters	Active	21	2	Edit
2	Curriculum and Learning Management	Active	10	1	Edit
3	Education Support Services	Active	10	2	Edit
4	Field Technical Assistance	Active	10	1	Edit
5	Finance Matters	Active	8	1	Edit
6	Human Resource Development	Active	20	1	Edit
7	ICT Matters	Active	17	1	Edit

1 [Edit Category](#)

Edit Category Manage Categories

[Save](#) [Cancel](#)

Description
ICT Matters

Status ☒ Active or ☐ Inactive

2

3

After updating a category, you will be redirected to the category lists. Verify the changes made on the category status.

Important:
Inactive categories will not be displayed or searched in the FAQs

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the FAQs Manage Sub-Categories

DepEdCAR HelpDesk (RO)

Sub-Categories Manage Sub-Categories

[Add Sub-Category](#)

Show 10 entries

No.	Sub-Category	Category	Status	Hits	# of FAQs	Options
1	Assessing	Finance Matters	Active	8	1	Edit
2	Administrative Complaints	Legal Matters	Active	10	1	Edit
3	Asset Management	Administrative Matters	Active	8	1	Edit
4	Blue-Teaming Programs, NCTEL, and PDR, SR, E-Box	Quality Improvement	Active	8	1	Edit
5	Budgets	Finance Matters	Active	8	1	Edit
6	Child Protection	Legal Matters	Active	10	1	Edit
7	Communications	Public Affairs	Active	8	1	Edit
8	Curriculum Implementation	Curriculum and Learning Management	Active	10	1	Edit
9	DepEd Computerization Program	ICT Matters	Active	10	1	Edit
10	Deployed Information Systems	ICT Matters	Active	10	1	Edit

Showing 1 to 10 of 10 entries

1 2 3 4 5 Next

Edit Sub-Category

Step 1

- Click **Manage FAQs** from the Side bar menu

Step 2

- Click **Sub-categories**

In the FAQ Manage Sub-Category you can:

- Add Sub-Category
- Update/Edit Sub-Category
- Search Sub-Category
- Sort
- Activate/Deactivate a sub-category

Note: Manage sub-categories can be accessed also within Edit Category

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the FAQs Manage Sub-Categories (Add Sub-Category)

DepEdCAR HelpDesk (RO)

Step 1

- Click Manage FAQs from the Side bar menu

Step 2

- Click Sub-Categories

Step 3

- Click Add Sub-Category button

Step 4

- Select a Category

Step 5

- Enter a Sub-Category Description

Step 6

- Click Save

HelpDesk

Dummy Account
Online

Categories

3 **+ Add Category** → 4 **+ Add Sub-Category**

5 **Save** **Cancel**

Category: **+ Select Category**

Sub-Category Description: **+ Add Sub-Category**

After adding a category, you will be redirected to the sub-category lists. Verify if the added sub-category is added on the list.

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the FAQs Manage Sub-Categories (Edit Sub-Category)

DepEdCAR HelpDesk (RO)

Step 1

- Click Edit Option of a specific sub-category

Step 2

- Edit/Update the description of the sub-category selected.

Step 3

- Click Save button

After updating a sub-category, you will be redirected to the sub-category lists. Verify the changes made on the sub-category description.

Sub-Categories

+ Add Sub-Category

Show 10 entries

No.	Sub-Category	Category	Status	Hits	n of FAQs	Options
1	Accounting	Finance Issues	Active	0	0	
2	Administrative Complaints	Legal Matters	Active	0	0	
3	Asset Management	Administrative Issues	Active	0	0	
4	BEA Testing Programs (NCE, CPA, PRR, SHS, etc.)	Exam Inquiries	Active	0	0	
5	Budget	Finance Matters	Active	0	0	
6	Child Protection	Legal Matters	Active	0	0	
7	Communications	Administrative	Active	0	0	1 <input type="checkbox"/>

Edit Sub-Category

3 **Save** **Cancel**

2 Description: **Communications: Edit/Update Sub-category**

Status: **Active**

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DepEdCAR HelpDesk (RO)

the FAQs Manage Sub-Categories (Active/Inactive Sub-Category)

Step 1

- Click Edit Option of a specific sub-category

Step 2

- Toggle the status switch to either Active or Inactive.

Step 3

- Click Save button

1 Edit Sub-Category

2 Status: In Active OR Active

3 Save Cancel

After updating the status of a sub-category, you will be redirected to the sub-category lists. Verify the changes made on the category status.

Important:
Inactive sub-categories will not be displayed or searched in the FAQs

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DepEdCAR HelpDesk (RO)

the FAQs Manage Questions

Step 1

- Click **Manage FAQs** from the Side bar menu

Step 2

- Click **Questions**

In the FAQ Manage Questions you can:

- Add Questions
- Update/Edit Questions
- Search Questions
- Sort
- Activate/Deactivate a Question

Add Question

Search Question

Edit Question

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the FAQs Manage Questions (Add Question)

DepEdCAR HelpDesk (RO)

Step 1

- Click **Manage FAQs** from the Side bar menu

Step 2

- Click **Questions**

Step 3

- Click **Add Question** button

Step 4

- Enter data required
 - Category
 - Sub-category (if there is)
 - Question
 - Answer

Step 5

- Click **Save**

After adding a question, you will be redirected to the sub-category lists. Verify if the added sub-category is added on the list.

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the FAQs Manage Questions (Edit Question)

DepEdCAR HelpDesk (RO)

Step 1

- Click **Edit Option** of a specific Question

Step 2

- Edit/Update the details of the selected question.

Step 3

- Click **Save** button

After updating a question, you will be redirected to the question lists. Verify the changes made after saving.

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the FAQs Manage Questions (Active/Inactive Question)

DepEdCAR HelpDesk (RO)

Questions ▼

[Add Question](#)

Show 10 ▼ entries

No.	Questions	Category	Last Date Updated	Status	Hits	Option
1	What does CAR stand for?	IT Related	September 24, 2020	Active	1	<input checked="" type="checkbox"/>
2	What does the acronym CAR stand for?	IT Related	September 24, 2020	Inactive	0	<input type="checkbox"/>

1 ☒

2 Edit Question [Manage Questions](#)

3 [Save](#) [Cancel](#)

Status Use Toggle switch to change status

Active ☒ **2**

or

Status Use Toggle switch to change status

Inactive ☐

After updating the status of a question, you will be redirected to the questions lists. Verify the changes made on the question status.

Important:
Inactive questions will not be displayed or searched in the FAQs

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DepEdCAR HelpDesk

Tickets (Processing, Managing, and Monitoring)

30

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DepEdCAR HelpDesk (RO)

the Tickets Submit New Ticket

Step 1

- Click **Submit Ticket** from the Side bar menu

Step 2

- Fill-up the necessary details to Open a New Ticket
 - Nature of Concern (Required)
 - Query, Complaint, Suggestion, Commendation
 - Submit Concern to (Required)
 - Division, Region
 - Topic (Required)
 - Topic by category (admin, curriculum, human resource, etc.)
 - Sub-topic (Required)
 - Sub-topic of selected category topic
 - Details (Required)
 - Description of the concern
 - Attachment (Optional)
 - Attach additional files in support to the concern if necessary.

Step 3

- Click **Submit Button**

Step 4

- An email notification will be sent to the user's email address

Note:

* ALL submitted tickets is also listed under **My Tickets > Tickets I Raised** menu

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DepEdCAR HelpDesk (RO)

the Tickets Submit New Ticket (for a Client)

Step 1

- Click **Submit Ticket** from the Side bar menu

Step 2

- Check the **Add Ticket for a Client** checkbox

Step 3

- Fill-up the necessary details to Open a New Ticket
 - Source
 - Walk in, call, sms, e-mail, etc.
 - Nature of Concern (Required)
 - Query, Complaint, Suggestion, Commendation
 - Submit Concern to (Required)
 - Division, Region
 - Topic (Required) and Sub-topic
 - Topic by category (admin, curriculum, human resource, etc.)
 - Sub-topic of selected category topic
 - Details (Required)
 - Description of the concern
 - Attachment (Optional)
 - Attach additional files in support to the concern if necessary.
 - Client's Info
 - Name, contact number, email

Step 3

- Click **Submit Button**

Step 4

- An email notification will be sent to the client's email address and user's email address

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DepEdCAR HelpDesk (RO)

the Tickets Submit Ticket

Sample Email notification for submission of tickets

DepEd CAR HelpDesk

Hi Client!

We would like to acknowledge that we have received your query and a ticket has been created with ticket #1589709925. A support representative will be reviewing it and will send you a feedback. To view the status of the ticket, please visit [DepEd CAR HelpDesk](#).

Thank you for your patience.

Sincerely yours
DepEd CAR Field Technical Assistance Team

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DepEdCAR HelpDesk (RO)

Tickets ALL Tickets

Dashboard

FAQs

Submit Ticket

All Tickets

Settings

List of Tickets

Show/10 entries

Date Submitted	Ticket Number	Nature of Concern	Topic	Concern Details	Client	Client's Office	Ticket Status	Actions
Sat 01/06/2020 1:03 PM	1589709925	Query	Policy, Planning and Research	Santa Mary Elementary	Client	SOC Taguig City	Closed	View
Sat 01/06/2020 1:07 PM	1589709926	Suggestion		Marikina City	Client	SOC Taguig City	Closed	View
Sat 01/06/2020 1:07 PM	1589709927	Request	Human Resource Development	Angkasan Center	Client	Non-DepEd	In Progress	View
Sat 01/06/2020 1:16 PM	1589709928	Request	Human Resource Development	Marikina City	Client	Non-DepEd	Solved	View
Sat 01/06/2020 1:25 PM	1589709929	Query	Human Resource Development	DepEd	Client	Non-DepEd	In Progress	View
Sat 01/06/2020 1:58 PM	1589709930	Query	Legal Matters	DepEd	Client	SOC-15, Purok 10, Marikina City, Marikina City	Open	View
Sat 01/06/2020 2:04 PM	1589709931	Request		DepEd	Client	SOC-15, Purok 10, Marikina City, Marikina City	In Progress	View

Ticket Filters

Filter tickets base on the Nature of Concerns and/or Ticket Status.

All Tickets is displayed by default

Column Headers

Click Column Headers to sort the tickets ascending /descending.

Date Submitted is set by default

Action Buttons

Click View Button to show complete details and monitoring of tickets. You may click the Ticket Number as an alternative.

Click Edit Button to update the ticket

***Note**

Same view and functionality is applied on My Tickets (Referred, Assigned, Submitted)

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DepEdCAR HelpDesk (RO)

Tickets Ticket Details

Action Buttons

[Update Ticket](#)
[Process Ticket](#)
[Close](#)

Ticket Status

Tracking ID: **1601876858**
 Date Submitted: Oct 05, 2020 3:30 PM
 Referred to: **SDO HL Province**

Client Name: Dumny Chan
Client Email Address: dumny.chan@epa.gov
Client's Contact Number: 0995134567
Office:

Nature of Concern: Query
Category (Based on Ease of Doing Business Act): Service Looking for Assistance
Topic: CTF Matters
Sub Topic: Deployed Information Systems
Concern Details: We're having an access in the DepEdCAR HelpDesk?
Attachment: No attached file

Messages/Actions Taken

[View Messages](#)
[View Actions Taken](#)

Messages and Actions Taken

Ticket History

[View Ticket History](#)

Ticket History

Shows the history logs of the ticket from submission until ticket is Closed/Solved. Messages and actions taken from agent and client is also logged in the ticket history

Action Buttons

- Buttons used to **Update, Process, or Close** ticket depending on your role in the system.

Ticket Status

- Shows the status or progress of the ticket. Status could either be **Open, Pending, In-progress, Solved, or Closed**

Messages and Actions Taken

- This allows the client and the agent to communicate regarding the ticket submitted.

Ticket History

- Shows the history logs of the ticket from submission until ticket is Closed/Solved. Messages and actions taken from agent and client is also logged in the ticket history

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DepEdCAR HelpDesk (RO)

Tickets Ticket Details (Ticket Status)

Open

- Ticket status upon submission of ticket, and
- when SM&E Section Personnel refers the ticket to an office.

In Progress

- Ticket status when RFTAT Leader assigned the ticket to a personnel in the referred office;
- when a RFTAT Leader or RFTAT Member Gets the ticket or assign the ticket to himself/herself
 - Note: the person who is assigned for a ticket is called an Agent.*

Solved

- Ticket status when an agent already solved the concern

Closed

- Ticket status when a client is satisfied with the resolution done by the agent.
- Either the Client, RFTAT Member, or RFTAT Leader can close a ticket.

Ticket Status Open

Ticket Status In Progress

Ticket Status Solved

Ticket Status Closed

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DepEdCAR HelpDesk (RO)

Tickets Ticket Details (Messages and Actions Taken)

Messages and Actions Taken

- Ticket details section which allows the client and the agent to communicate regarding the ticket submitted.

Tab switch

- Messages/Actions Taken
- Messages
- Actions Taken

Client's View

Vandolph Plaza (ORR) (Tuesday) October 06, 2020 12:54 PM
Agent's message

Dummy Account (Client) (Thursday) October 06, 2020 12:56 PM
Client's reply message

Agent's View

Dummy Agent (ORR) (Tuesday) October 06, 2020 12:54 PM
Agent's message

Dummy Account (Client) (Thursday) October 06, 2020 12:56 PM
Client's reply message

Message status

Unread message

Tab Switch

- Switching tabs between Messages or Actions Taken

of unread message/s

- Indicates the number of unread messages or actions taken.

Unread Message/s

- Unread message/s will be denoted by ●

Message Status

- Message status could either be:
 - Unseen - if not yet opened by a client or an agent
 - Seen Date - if message is already opened by a client or an agent

Input box

- Area where client or agent enters a message or actions taken

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DepEdCAR HelpDesk (RO)

Tickets Ticket Details (Ticket History)

Sample ticket history logs from submission until ticket is closed

Ticket History

05 October 2020

- User (REPTAT Member) closes the ticket
- User (REPTAT Member) sends a message

09 October 2020

- User (REPTAT Member) send a message
- User (REPTAT Member) send a message
- User (REPTAT Member) send a message
- User (REPTAT Member) send a message

02 October 2020

- REPTAT logged assigned ticket to Agent REPTAT Member
- REPTAT logged assigned the ticket to himself/herself

01 October 2020

- Current REPTAT Member retrieved ticket to REPTAT Member
- Current REPTAT Member retrieved ticket to REPTAT Member

30 September 2020

- Ticket automatically elevated
- User (REPTAT Member) submitted the ticket

Ticket History

- Shows the history of actions taken on the ticket

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Tickets Update Ticket

DepEdCAR HelpDesk (RO)

Step 1

- View the details of the ticket

Step 2

- Under action buttons, click the **Update Ticket** button to show the Update Ticket modal

Note:

- Can only be accessed by:*
 - the one who submitted the ticket,*
 - FTAD personnel, and*
 - RFTAT Leader (when referred to office)*
- Update Ticket will be disabled when ticket is assigned to a personnel

Step 3

- Update the ticket either its Topic, Sub-topic, and Category (based on Ease of Doing Business Act: Simple, Complex, or Highly Technical)

Step 4

- Click the Update Ticket button to complete the changes made.

Update Ticket

Client Name: Dummi Client

Nature of Concern: Query

Topic: DepEdCAR Helpdesk

Sub-Topic: RFTAT

Category (based on Ease of Doing Business Act): Simple

Concern Details: This is to inquire regarding the August 2020 Salary deduction of the additional deduction. I noticed that there is a discrepancy of P44.38. Please refer to the screenshot attached. Thank you.

Attachment: No attached file

Update Ticket **Close**

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Tickets Process Ticket

DepEdCAR HelpDesk (RO)

Step 1

- View the details of the ticket

Step 2

- Under action buttons, click the **Process Ticket** button to show the Process Ticket modal

Note:

- The Process Ticket button is only available while the status is not yet Solved or Closed*
- Can only be accessed by:*
 - FTAD personnel*
 - RFTAT Leader (when referred to office)*
 - RFTAT Member (when referred to office)*

Step 3

- Choose either to:
 - Get Ticket** – assign ticket to self
 - Refer to Concerned Office** – Refer the ticket to a concerned office in the division or in the regional office.
 - Assign to Staff** – assign a specific personnel within the unit/division. Available only when ticket is referred to the division/unit/section
 - Solve** – Available only when ticket is assigned to a personnel / a personnel assign the ticket to himself/herself

Process Ticket

Client Name: Dummi Client

Nature of Concern: Query

Category (based on Ease of Doing Business Act): Simple

Topic: IT Matters

Sub-Topic: DepEdCAR Helpdesk

Concern Details: How to make an access in the DepEdCAR Helpdesk?

Attachment: No attached file

Get Ticket **Refer to Concerned Office** **Assign to Staff** **Solve** **Cancel**

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DepEdCAR HelpDesk (RO)

Tickets Process Ticket (Refer Ticket)

Step 1

- In the Process Ticket modal, click on the Refer to Concerned Office button to display the Refer Ticket modal.

Note:

- Can only be accessed by:*
 - FTAD personnel,
 - RFTAT Ledger (when referred to office)
 - RFTAT Member (when referred to office)

Step 2

- Refer ticket to concerned office by changing the Office, Division, and Unit selection boxes.
- Add Remarks

Step 3

- Click the Submit button to complete the referral.

Note

- Ticket status changes to Open
- Ticket history will be updated base on the action performed.
- Email notification will be sent for the client and for the referred office/s.

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DepEdCAR HelpDesk (RO)

Tickets Process Ticket (Assign Ticket)

Step 1

- In the Process Ticket modal, click on the Assign to Staff button to display the Assign Ticket modal.

Note:

- Can only be accessed by:*
 - RFTAT Leader (when referred to office)
 - RFTAT Member (when referred to office)

Step 2

- Assign ticket to specific personnel in the division/unit/section under Assign Ticket to selection box.
- Add Remarks

Step 3

- Click the Submit button to complete the referral.

Note

- Ticket status changes to In-progress
- Ticket history will be updated base on the action performed.
- Email notification will be sent for the client and for the assigned personnel who will handle the ticket.

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DepEdCAR HelpDesk (RO)

Tickets Process Ticket (Get Ticket)

Step 1

- In the Process Ticket modal, click on the Get Ticket button
- Note:
 - Can only be accessed by:
 - FIAD personnel,
 - RFTAT Leader (when referred to office)
 - RFTAT Member (when referred to office)

Step 2

- Click the Confirm button in the Get Ticket confirmation prompt to assign ticket to self

Note

- Ticket status changes to In-Progress
- Ticket history will be updated base on the action performed.
- Email notification for the client and for the agent who will handle the ticket will be sent.

Get Ticket

Getting this status means you will take full charge of solving the client's concern. Are you sure you want to assign the ticket to yourself?

Confirm Close

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DepEdCAR HelpDesk (RO)

Tickets Process Ticket (Solve Ticket)

Step 1

- In the Process Ticket modal, click on the Solve button
- Note:
 - Can only be accessed by:
 - RFTAT Leader (when referred to office)
 - RFTAT Member (when referred to office)

Step 2

- Enter some actions taken
- Click the Confirm button in the Solve Ticket prompt to perform the process.

Note

- Ticket status changes to Solved
- Ticket history will be updated base on the action performed.
- Email notification will be sent for the client and for the agent who solved the ticket.

Solve Ticket

Are you sure the client's concern has been solved?

Action's Taken:

Confirm

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DepEdCAR HelpDesk (RO)

Tickets Process Ticket (Close Ticket)

Step 1

- Click on the Close Ticket button, in the Ticket Details page.

Note:

- Can only be accessed by:*
 - FTAD personnel
 - RFTAT Leader (when referred to office)
 - RFTAT Member (when referred to office)
 - Client (DepEd-personnel/School)
 - Agent (Assigned Personnel)



Step 2

- Click the Confirm button in the Close Ticket prompt to perform the process.

Note

- Ticket status changes to Closed
- Ticket history will be updated base on the action performed.
- Email notification will be sent for the client and for the agent who closed the ticket.

Ticket Details

Tracking ID: **1601878858**

Date Submitted: Oct 05, 2020 2:20 PM

Referred to: Office of the Regional Director | ICT Unit



Assigned to: Agent

Ticket Status: **Open**

Client Name: **Doctry Client**

Close Ticket













Clicking the Close Ticket button will lead to the process to close the ticket. Do you want to close the ticket?













Ticket Status Closed

Agent closed the ticket.

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DepEdCAR HelpDesk Feedback

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the Feedback Send us a Feedback

DepEdCAR HelpDesk (RO)

HelpDesk

Dummy Account
Online

Dashboard

Manage FAQs

Submit Ticket

All Tickets

My Tickets

Admin Settings

Send us a Feedback

Send Us A Feedback

How did **DepEd-CAR HelpDesk** do for you today ?

Very Satisfied Satisfied Not Satisfied

Send Feedback

Your feedback will help us improve!

Thank You very much for your feedback.

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