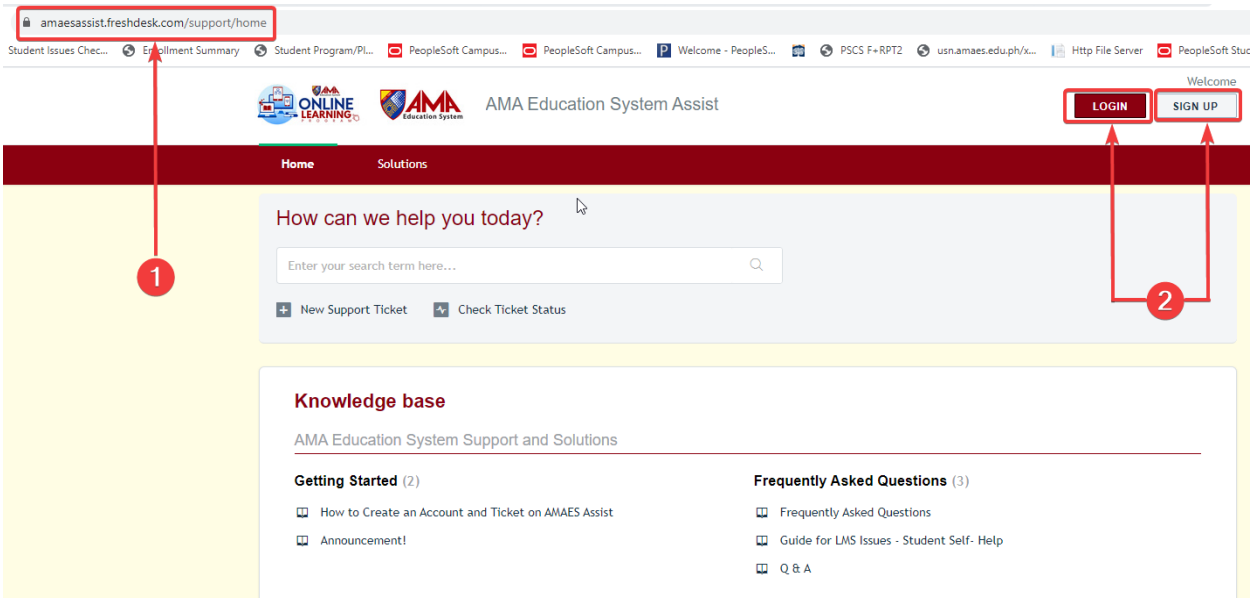
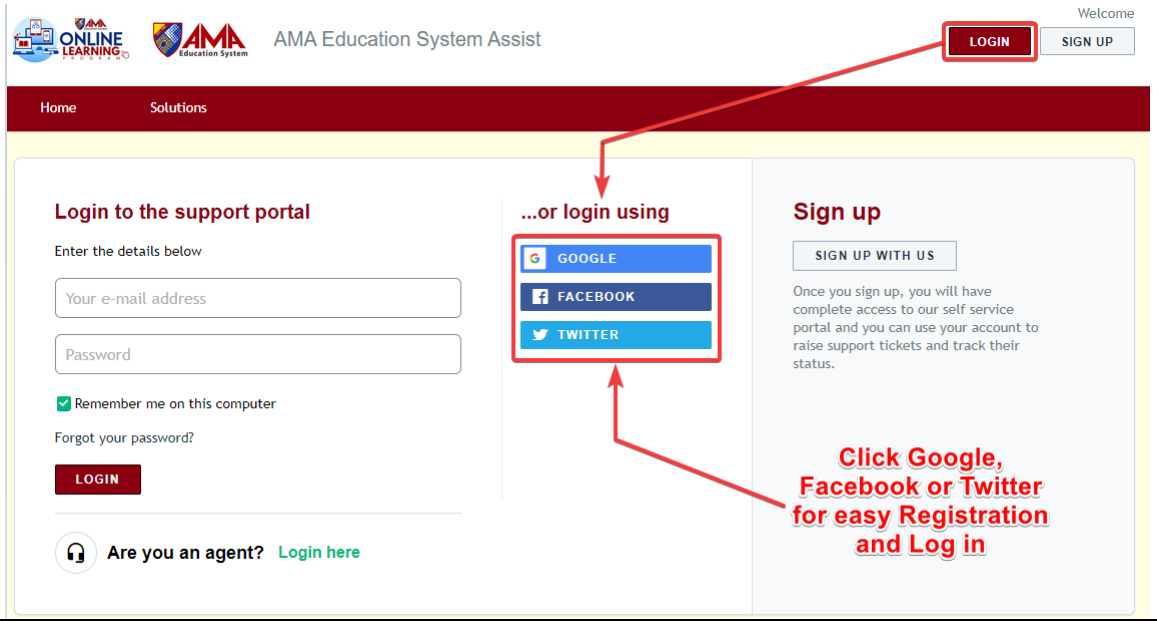
How to Create an Account and Ticket on AMAES Online Helpdesk

Sign Up and Log In

1. Go to: http://helpdesk.amaesonline.com/
2. Click **LOGIN** to log in using *Google, Facebook or Twitter* or **SIGN UP** to create a new account

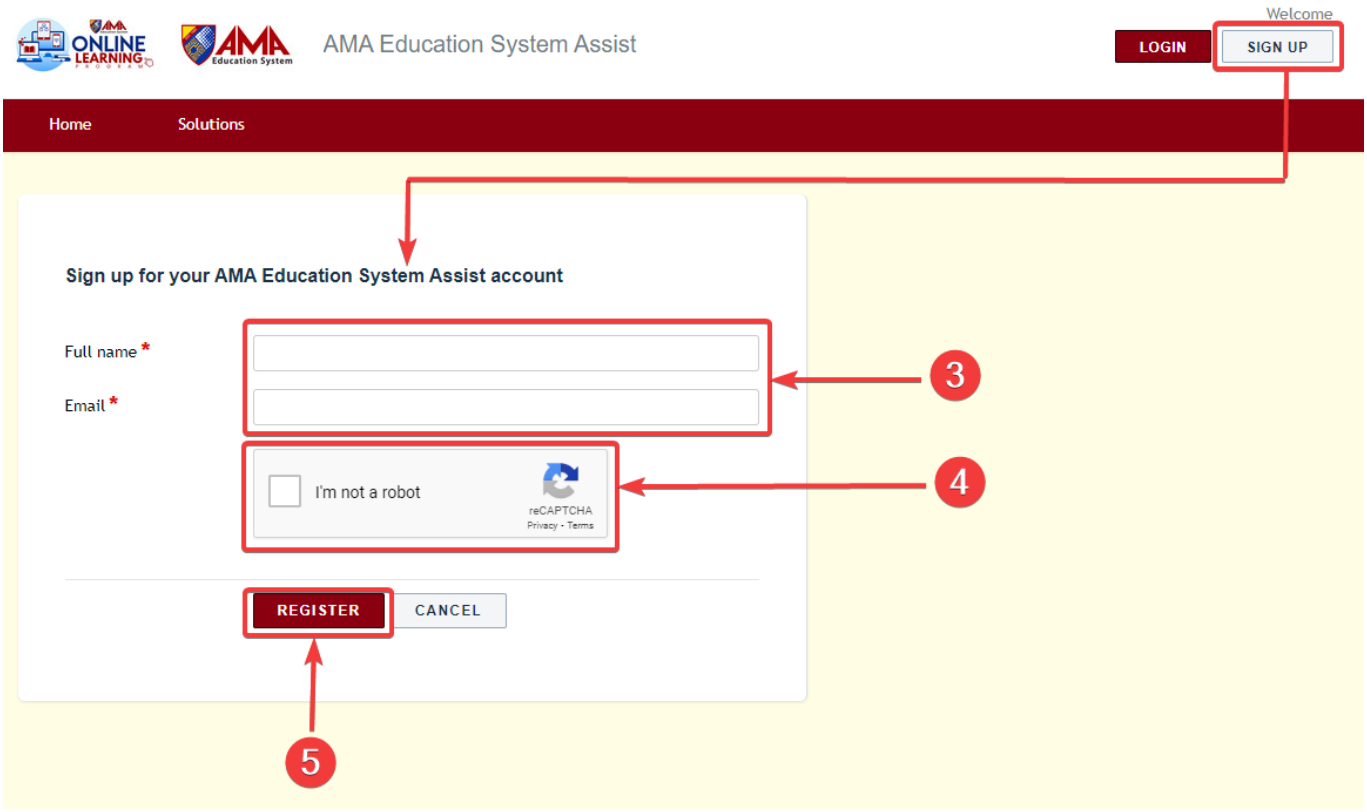


Click **LOGIN** to Log in using Google, Facebook or Twitter

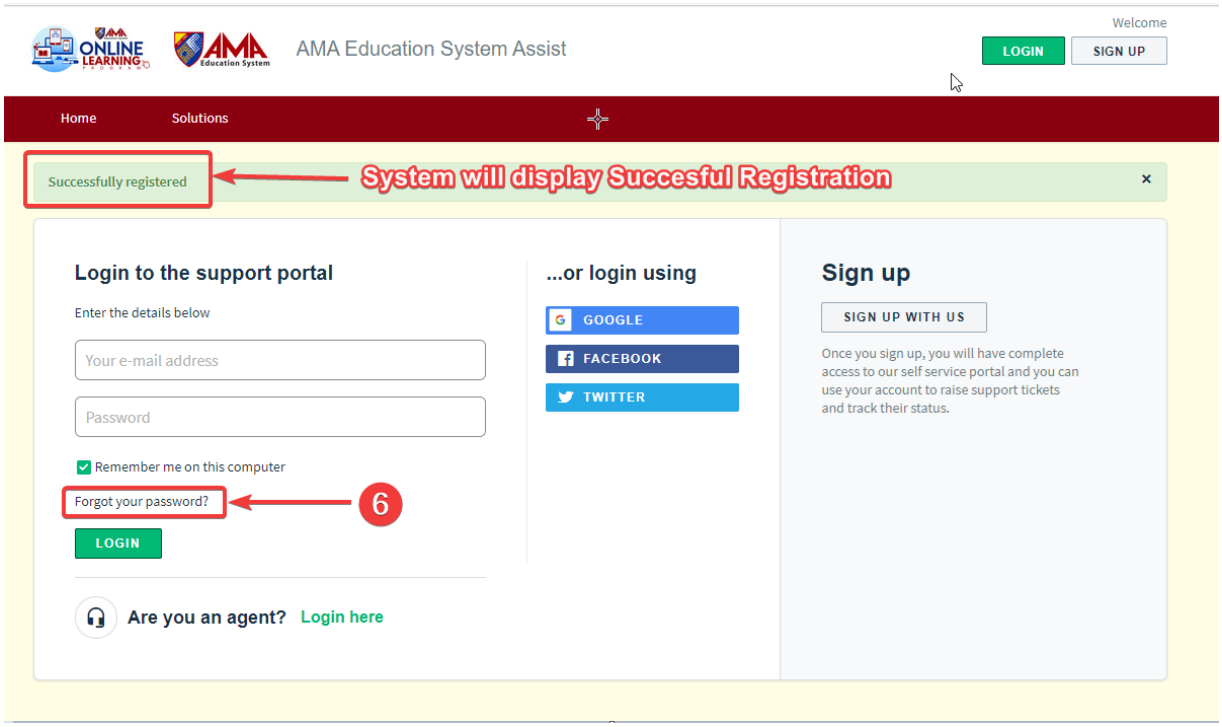


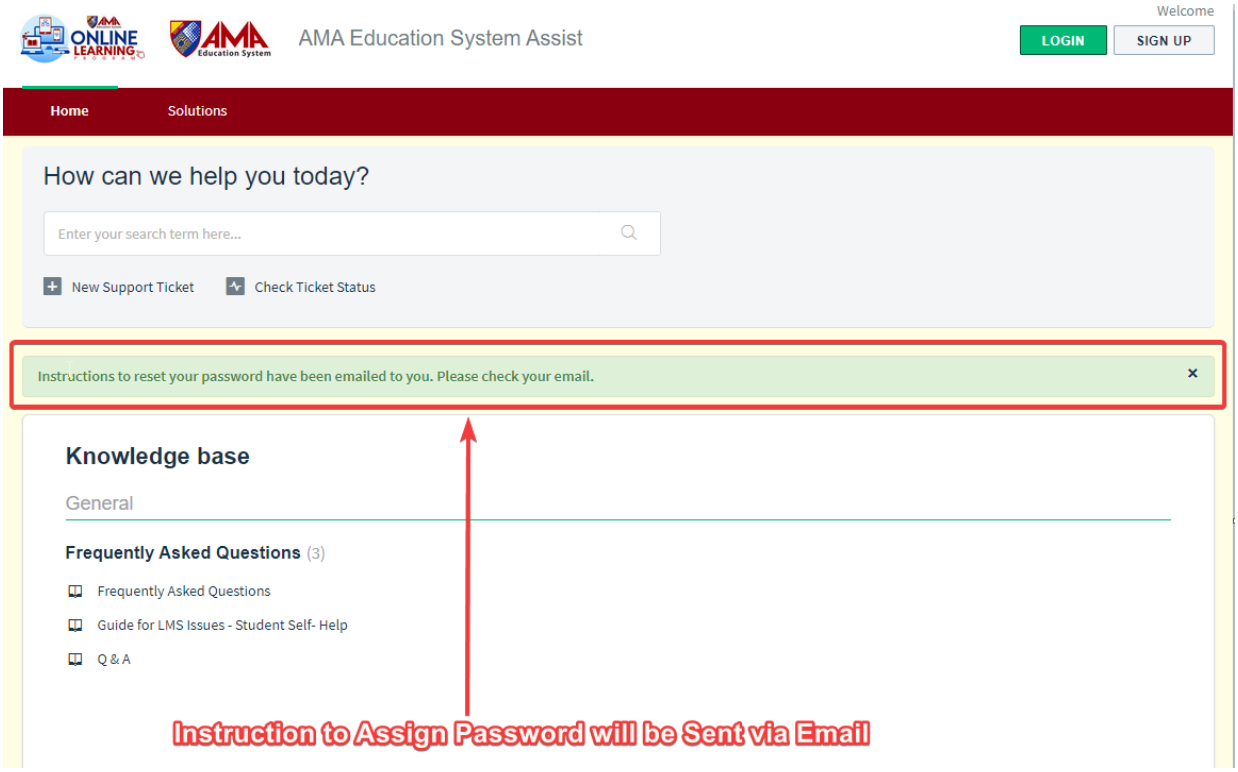
Click **SIGN UP** to create a New Account

3. **Fill out** all the necessary information
4. Check **I'm not a robot**
5. Click **Register**

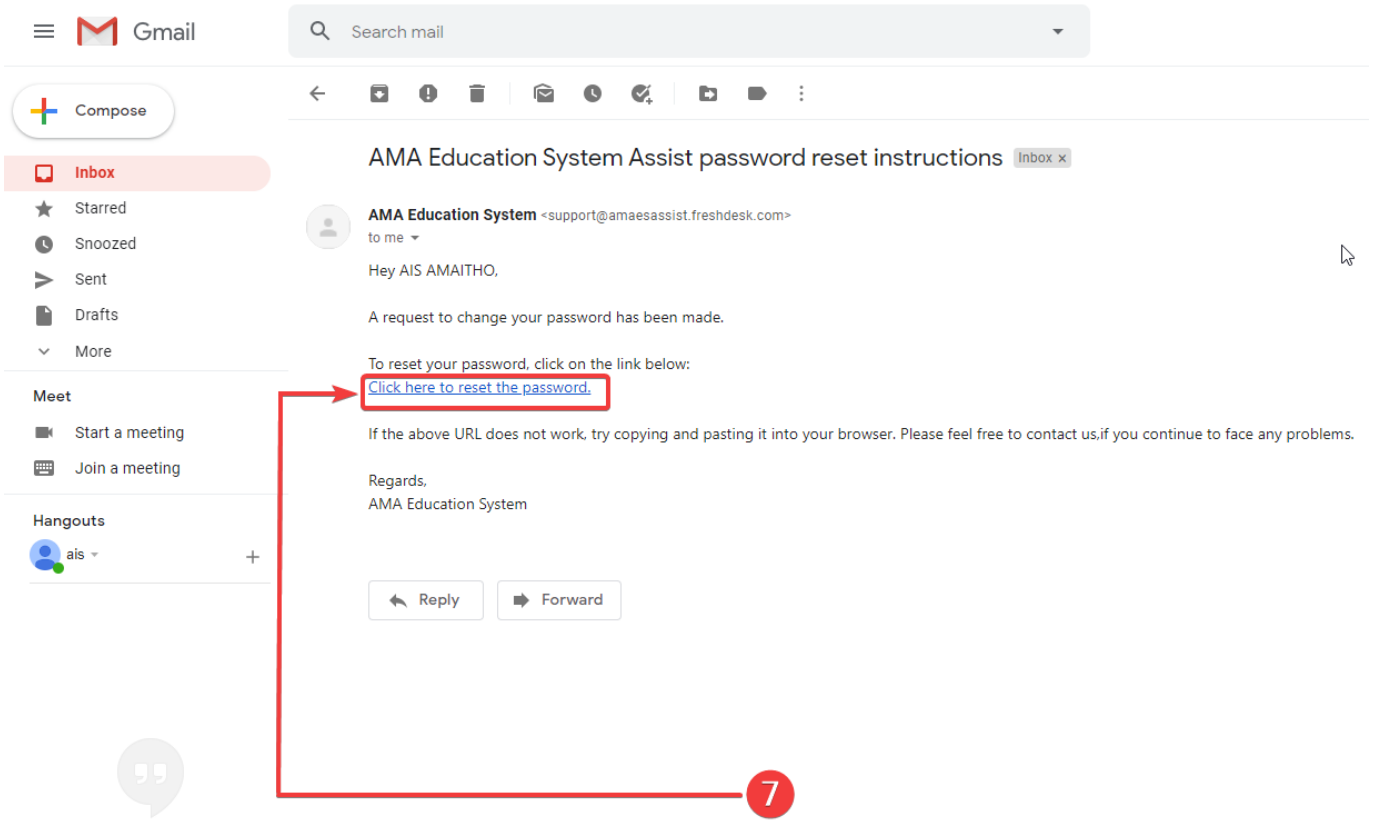


6. After the system displays succesful registration, Click **Forgot your Password**

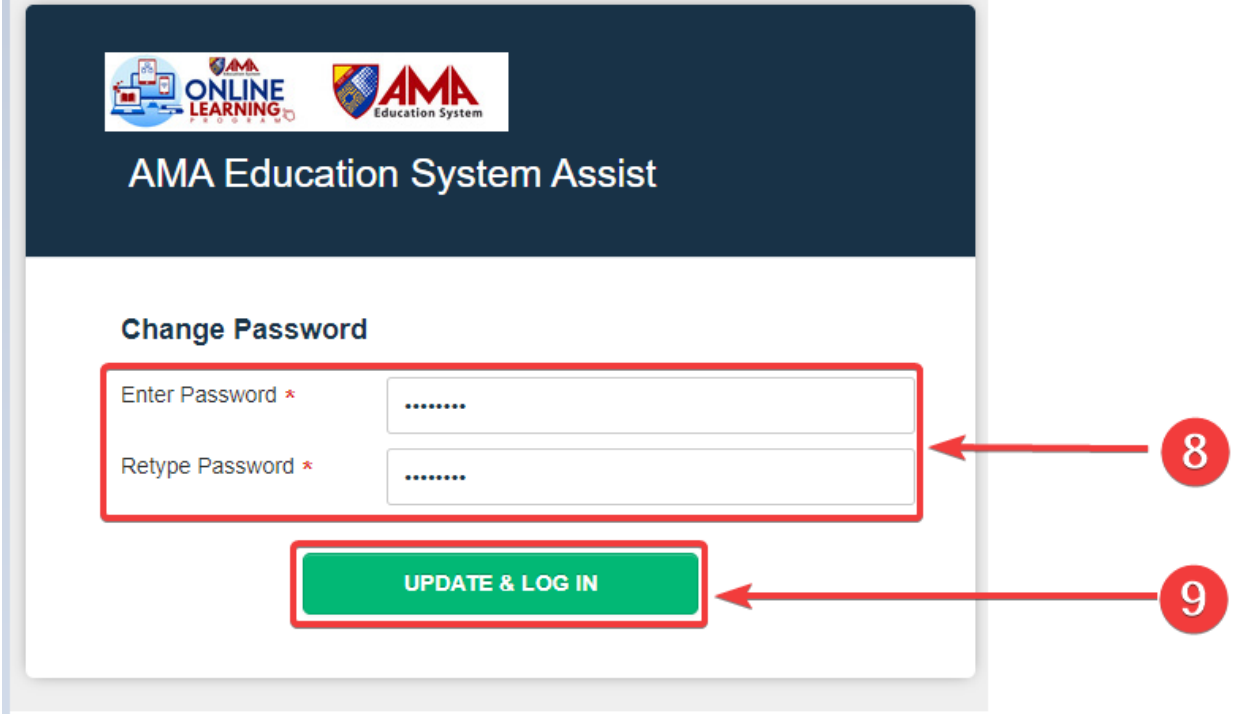


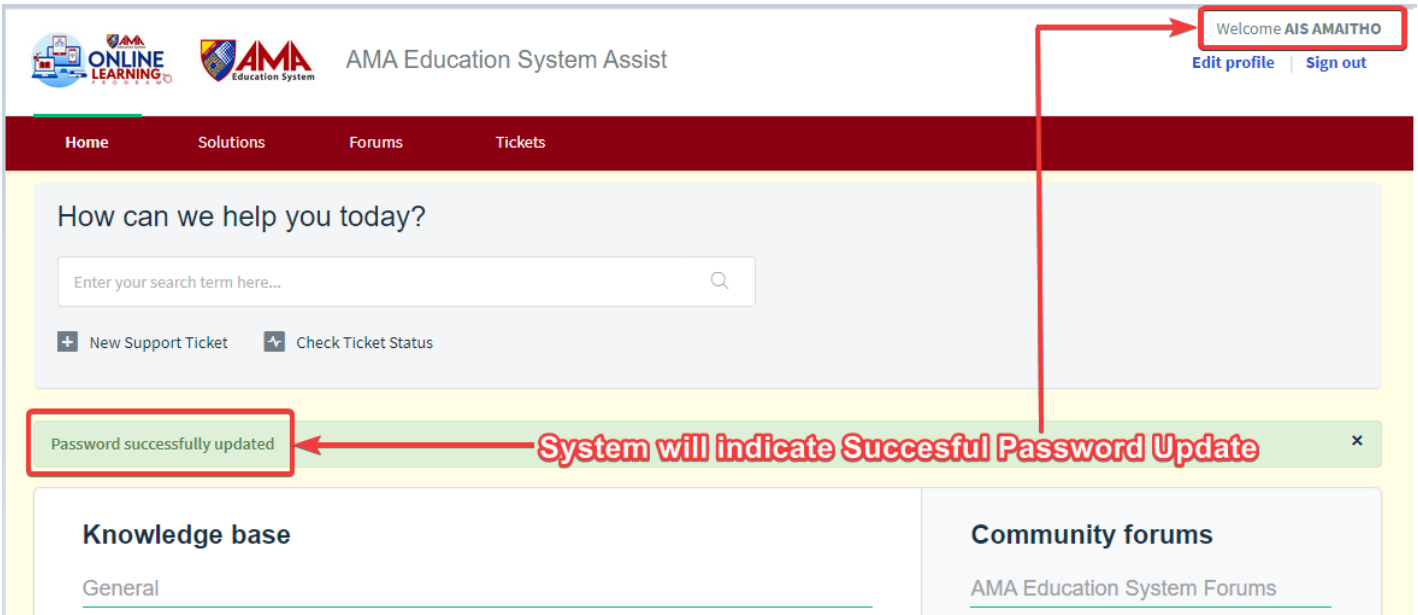


7. Open the email that you used then follow the email Instruction and Click the link provided to reset a password



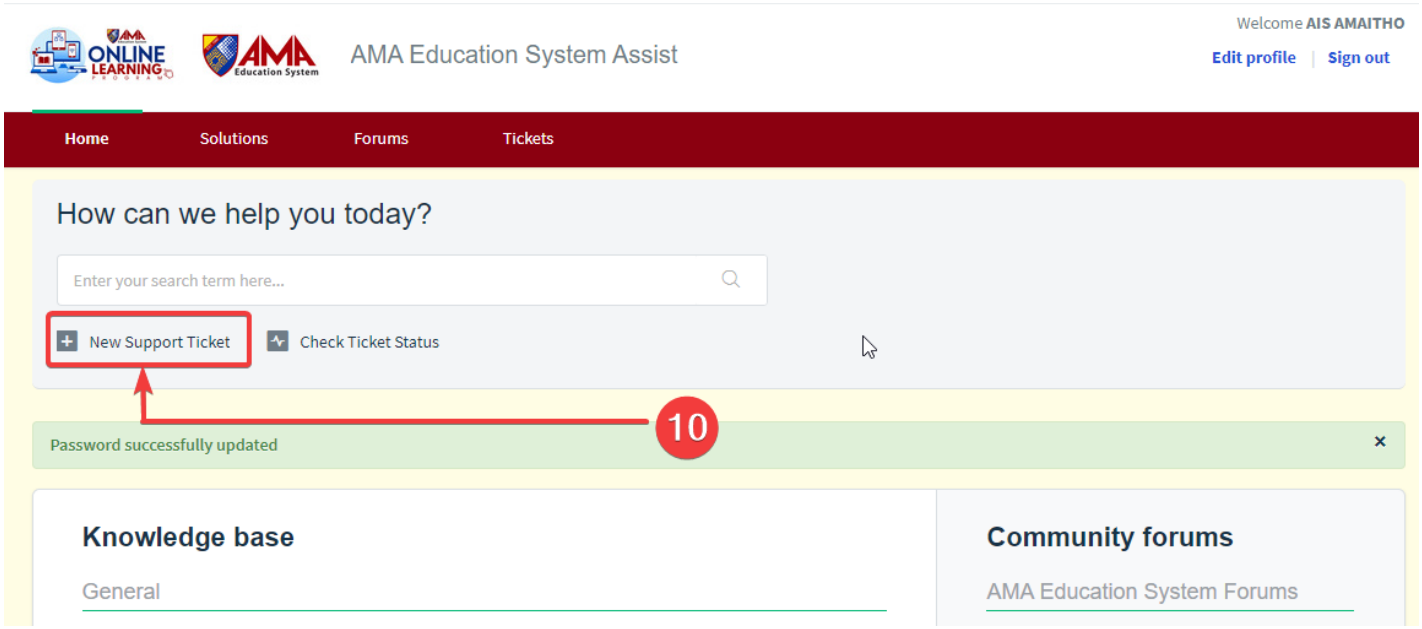
8. Enter your desired **Password** then retype on the next field to confirm
9. Click **Update and Log In**



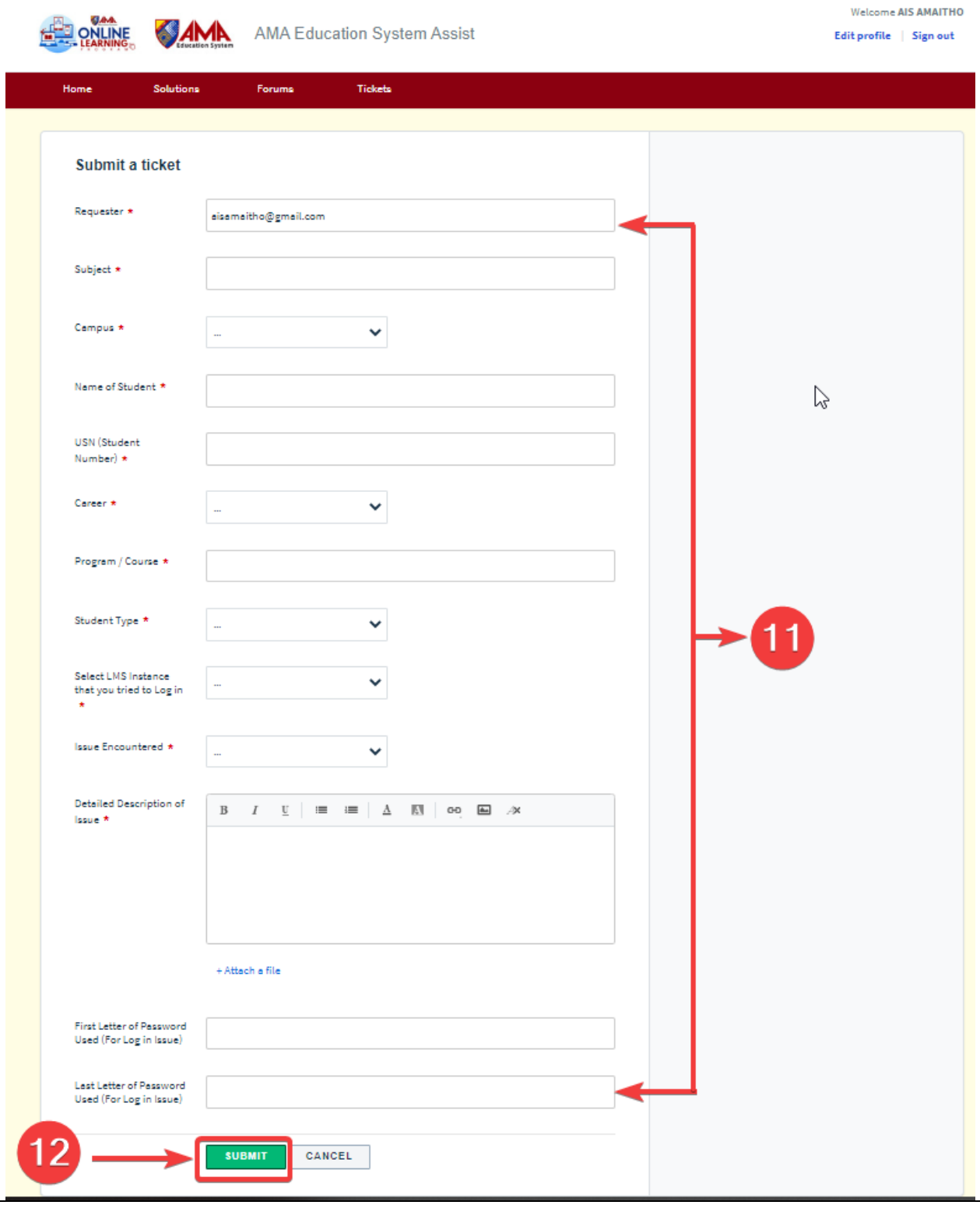


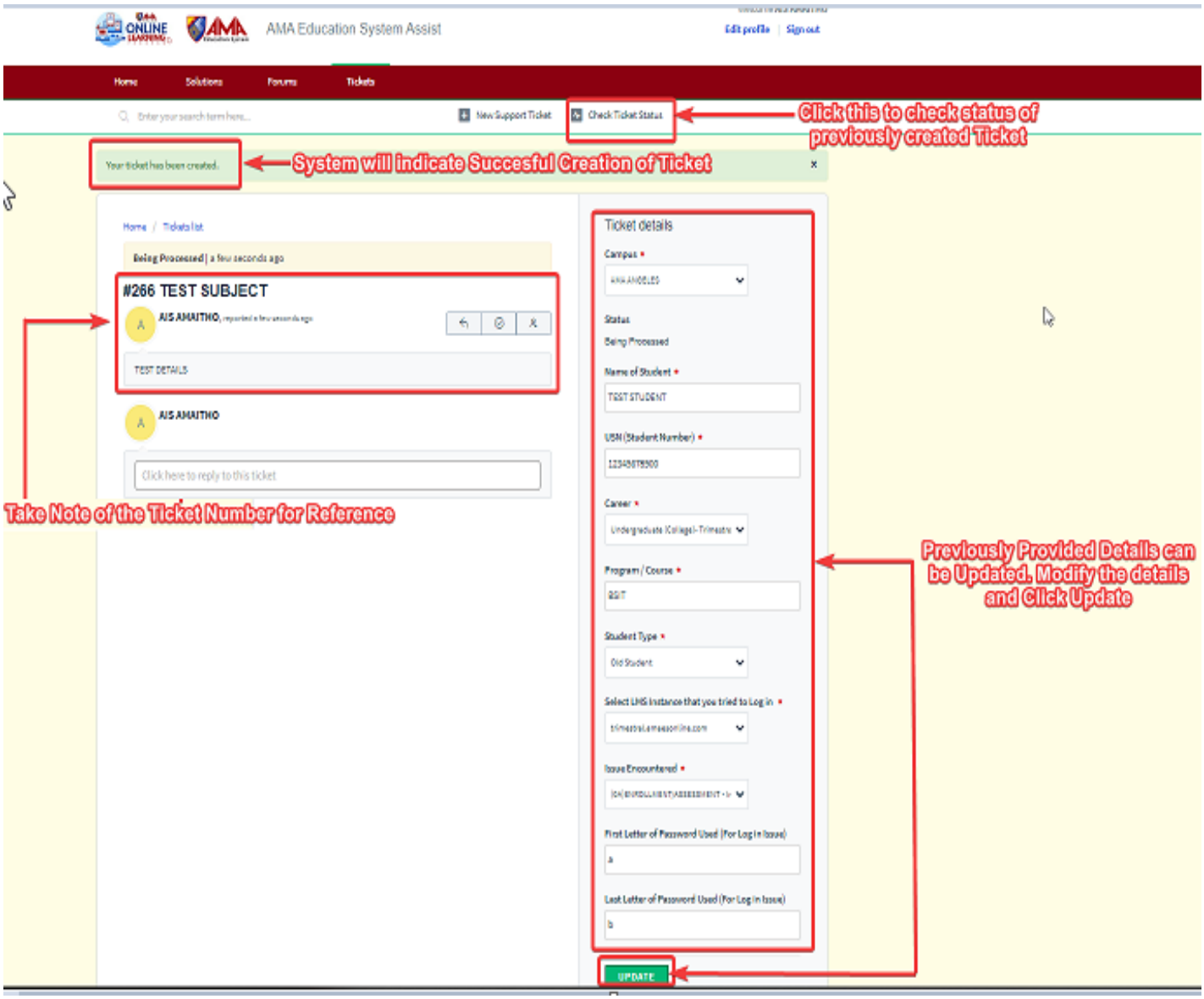
Ticket Creation

10. Click **New Support Ticket** to create new ticket
    *Note: or click **Check Ticket Status** to view and monitor previously created ticket*



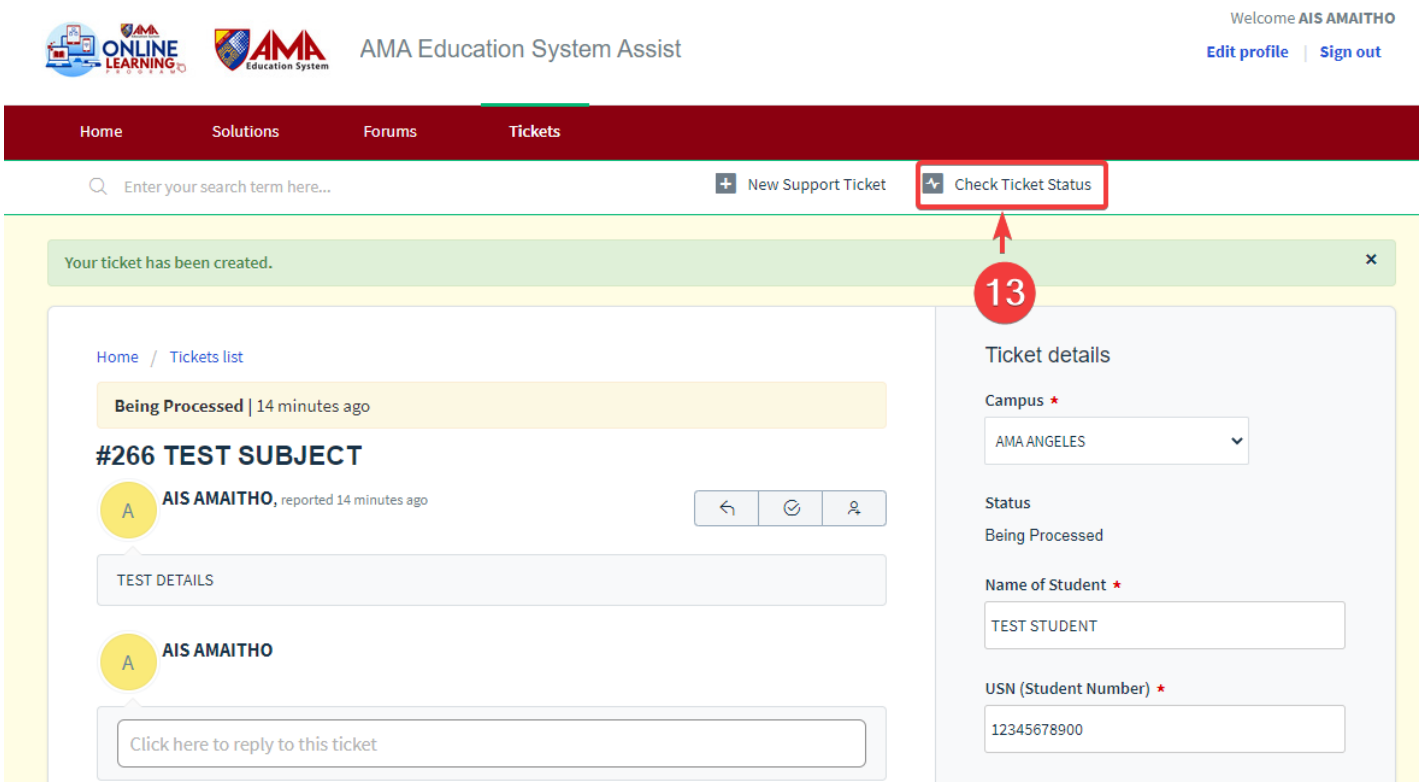
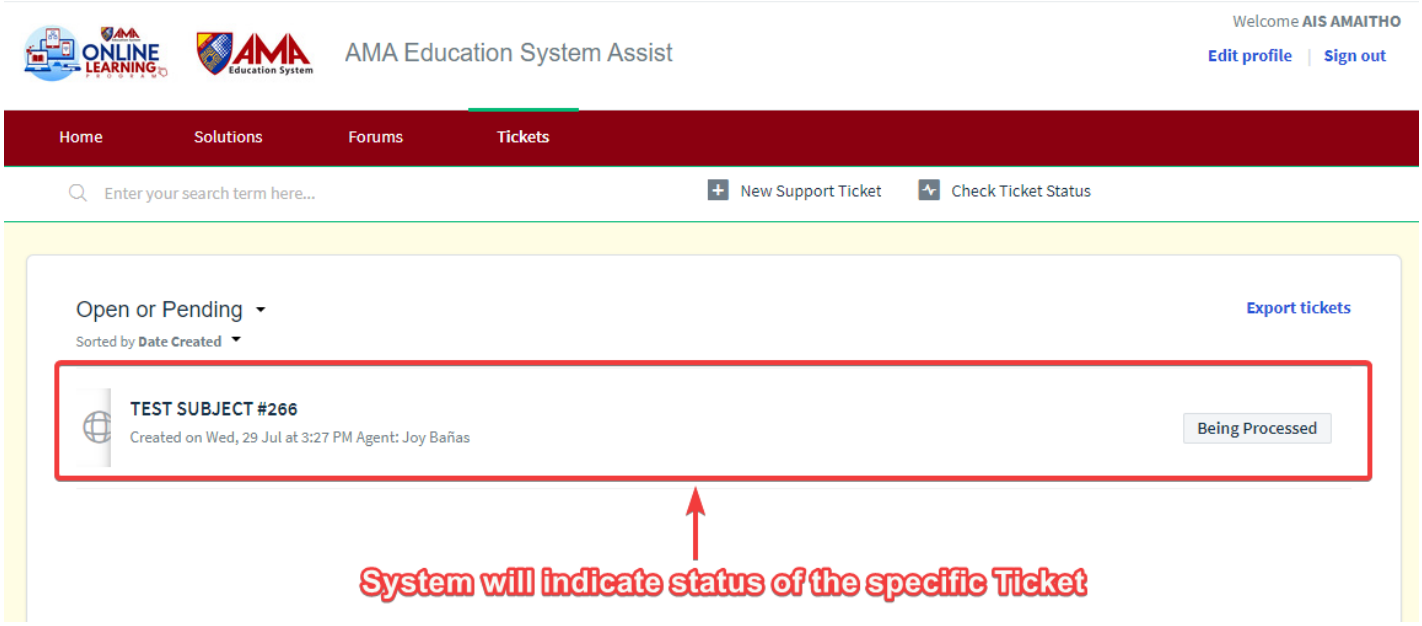
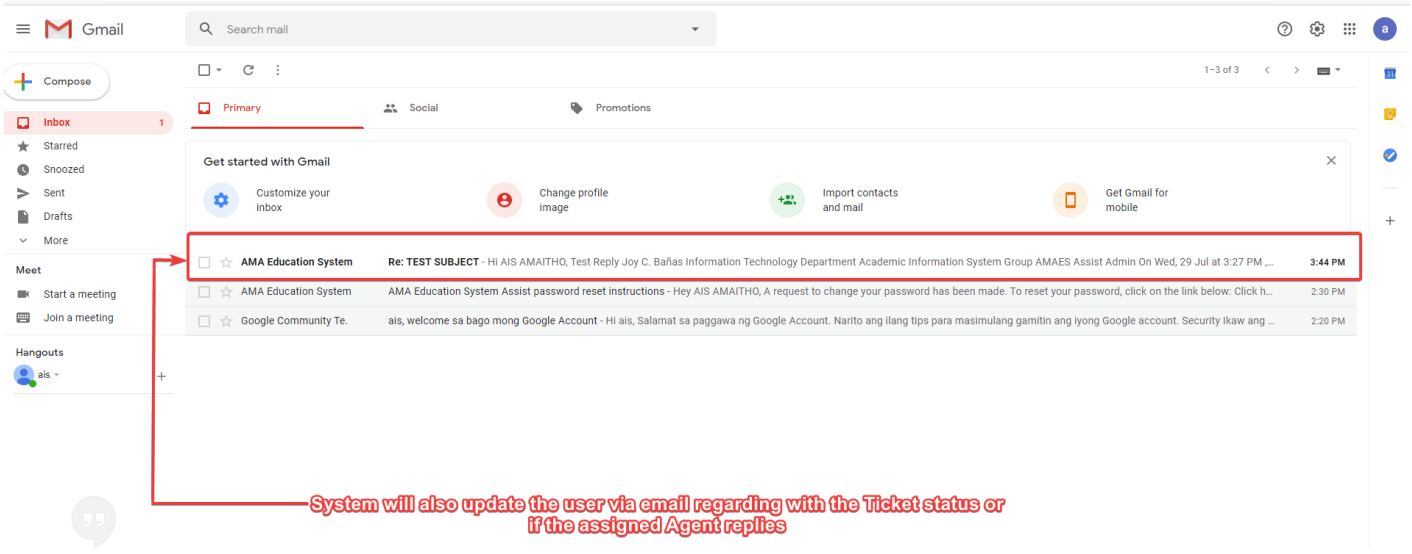
11. Fill out all the necessary information
12. Click **Submit**




AMA Education System Assist
Edit profile | Sign out
Home
Solutions
Forums
Tickets
New Support Ticket
Check Ticket Status
Click this to check status of previously created Ticket
Your ticket has been created.
System will indicate Succesful Creation of Ticket
Home / Tickets list
Being Processed | a few seconds ago
#266 TEST SUBJECT
AIS AMAITHO
TEST DETAILS
AIS AMAITHO
Click here to reply to this ticket
Take Note of the Ticket Number for Reference
Ticket details
Campus *
Status
Being Processed
Name of Student *
TEST STUDENT
USN (Student Number) *
Career *
Program / Course *
BSIT
Student Type *
Old Student
Select LMS instance that you tried to Log in *
Issue Encountered *
First Letter of Password Used (For Log in Issue)
Last Letter of Password Used (For Log in Issue)
UPDATE
Previously Provided Details can be Updated. Modify the details and Click Update

Check and Monitor Ticket Status

13. Click **Check Ticket Status** to monitor and check status of the previously created ticket



Monitor the Ticket Status and Reply via AMAES Assist Account or Assigned Email