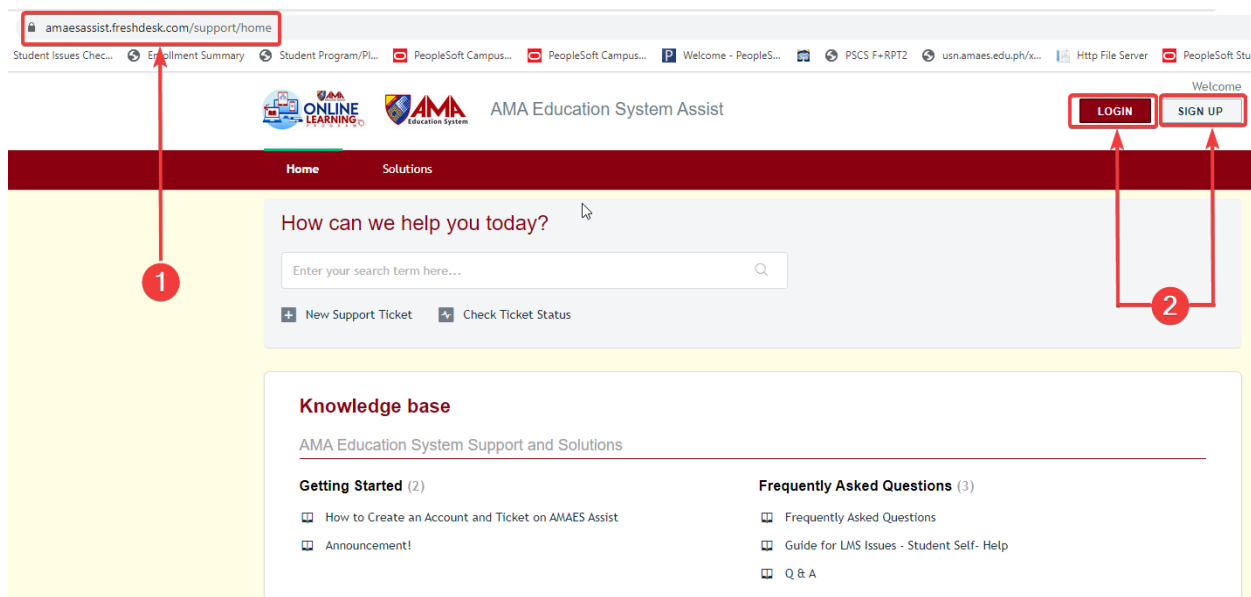


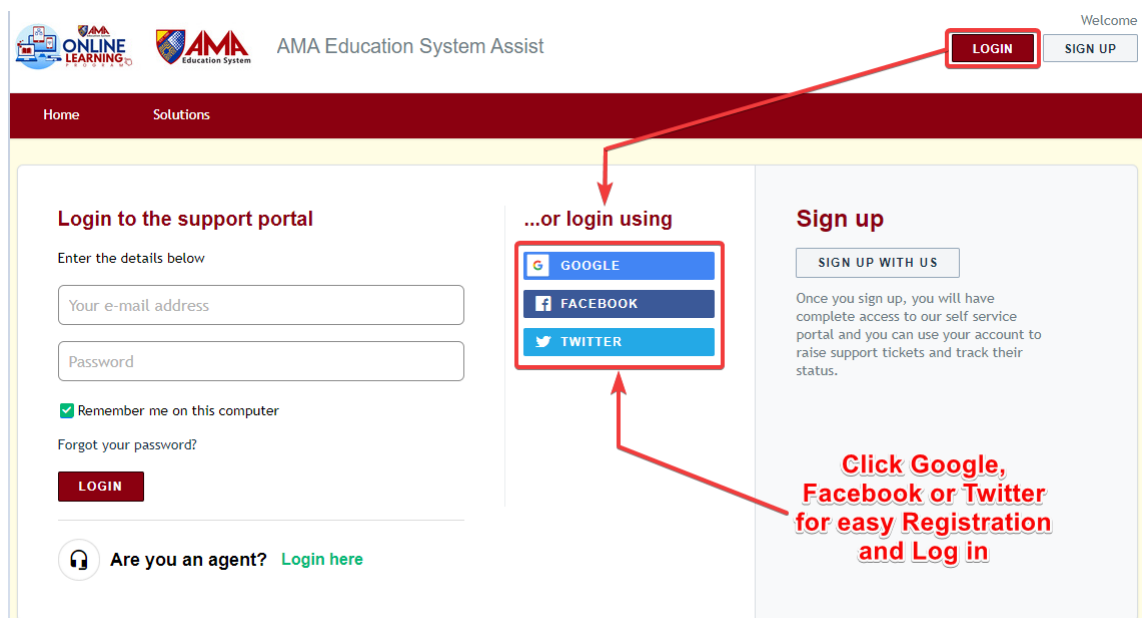
How to Create an Account and Ticket on AMAES Online Helpdesk

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

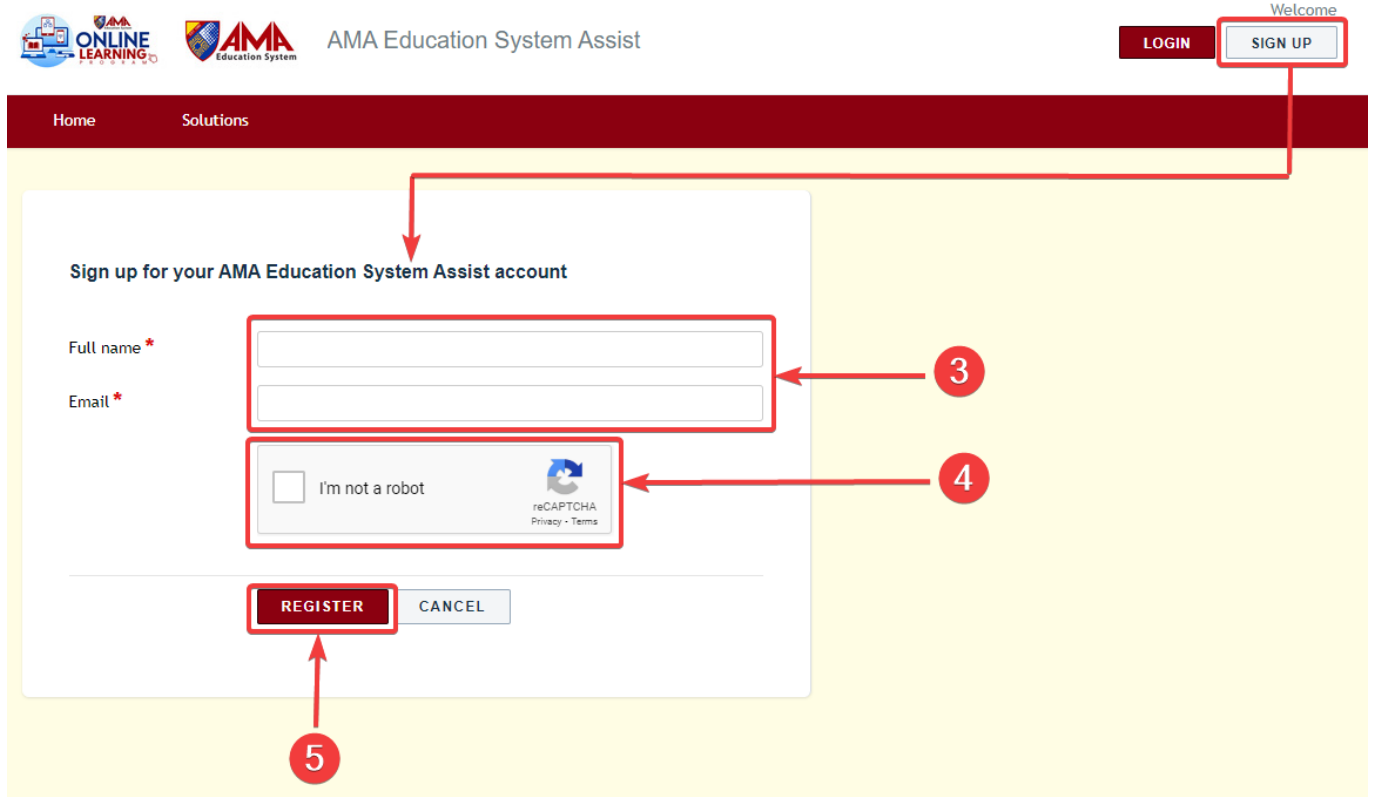


Click **LOGIN** to Log in using Google, Facebook or Twitter



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

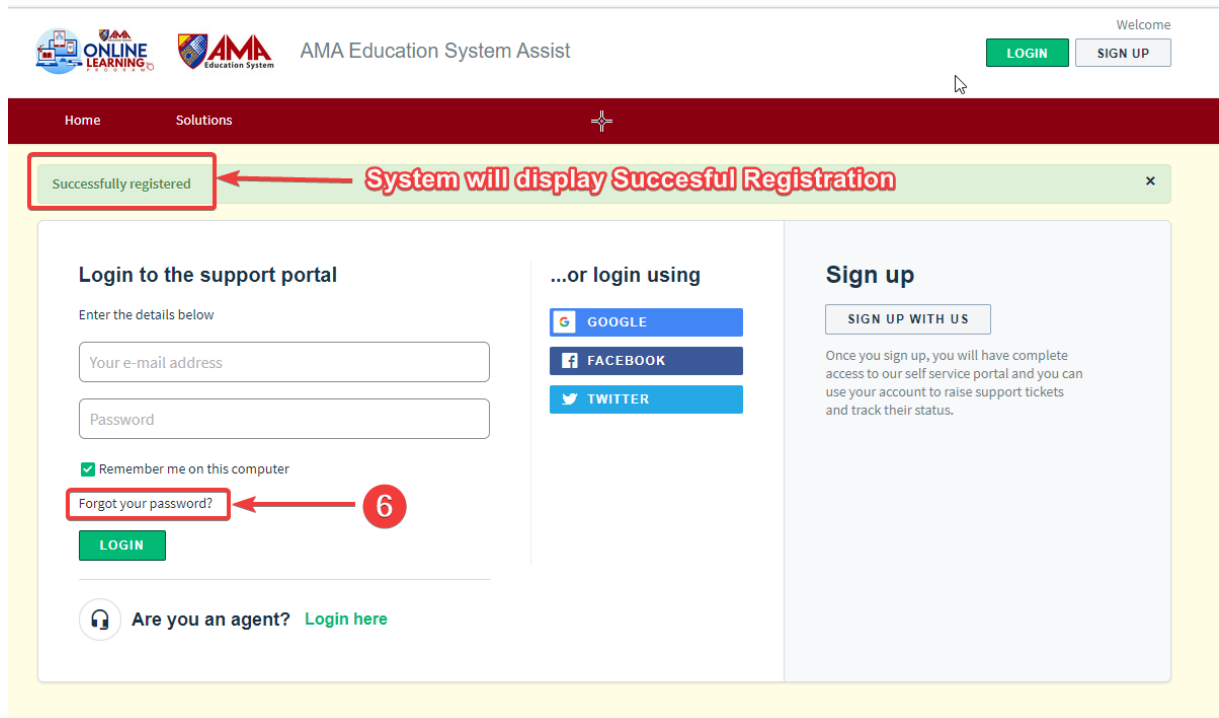
3. **Fill out** all the necessary information
4. Check **I'm not a robot**
5. Click **Register**



The screenshot shows the registration page for the AMA Education System Assist account. The page has a dark red header with the "HOME" and "SOLUTIONS" tabs. On the right, there are "LOGIN" and "SIGN UP" buttons, with a "Welcome" message above the "SIGN UP" button. The main content area is white and contains the following elements:

- A heading: "Sign up for your AMA Education System Assist account"
- Two input fields for "Full name *" and "Email *", both of which are highlighted with a red box and a red arrow pointing to the number 3.
- A checkbox labeled "I'm not a robot" and a reCAPTCHA widget, both of which are highlighted with a red box and a red arrow pointing to the number 4.
- Two buttons at the bottom: "REGISTER" (highlighted with a red box and a red arrow pointing to the number 5) and "CANCEL".

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



AMA Education System Assist

Welcome

LOGIN **SIGN UP**

Home Solutions

Successfully registered **System will display Successful Registration**

Login to the support portal

Enter the details below

Your e-mail address

Password

☒ Remember me on this computer

Forgot your password? **6**

LOGIN

...or login using

GOOGLE

FACEBOOK

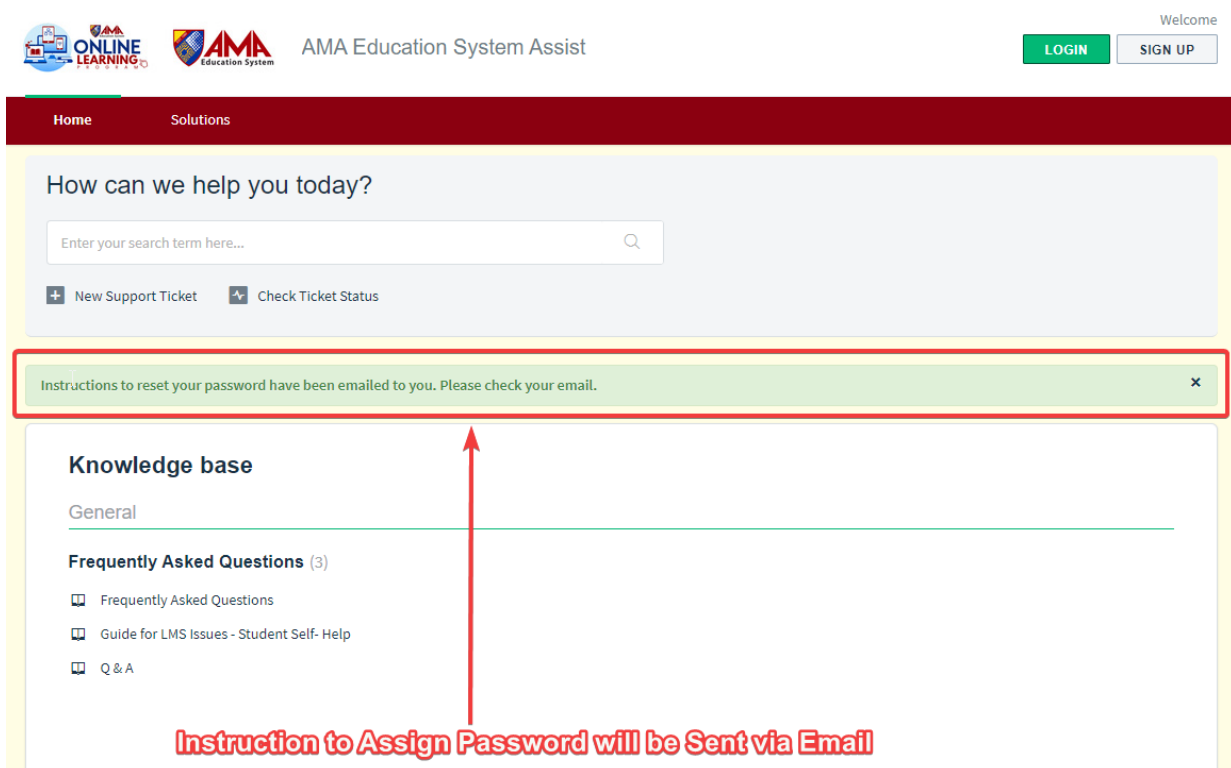
TWITTER

Sign up

SIGN UP WITH US

Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.

Are you an agent? Login here



AMA Education System Assist

Welcome

LOGIN **SIGN UP**

Home Solutions

How can we help you today?

Enter your search term here...

New Support Ticket **Check Ticket Status**

Instructions to reset your password have been emailed to you. Please check your email.

Knowledge base

General

Frequently Asked Questions (3)

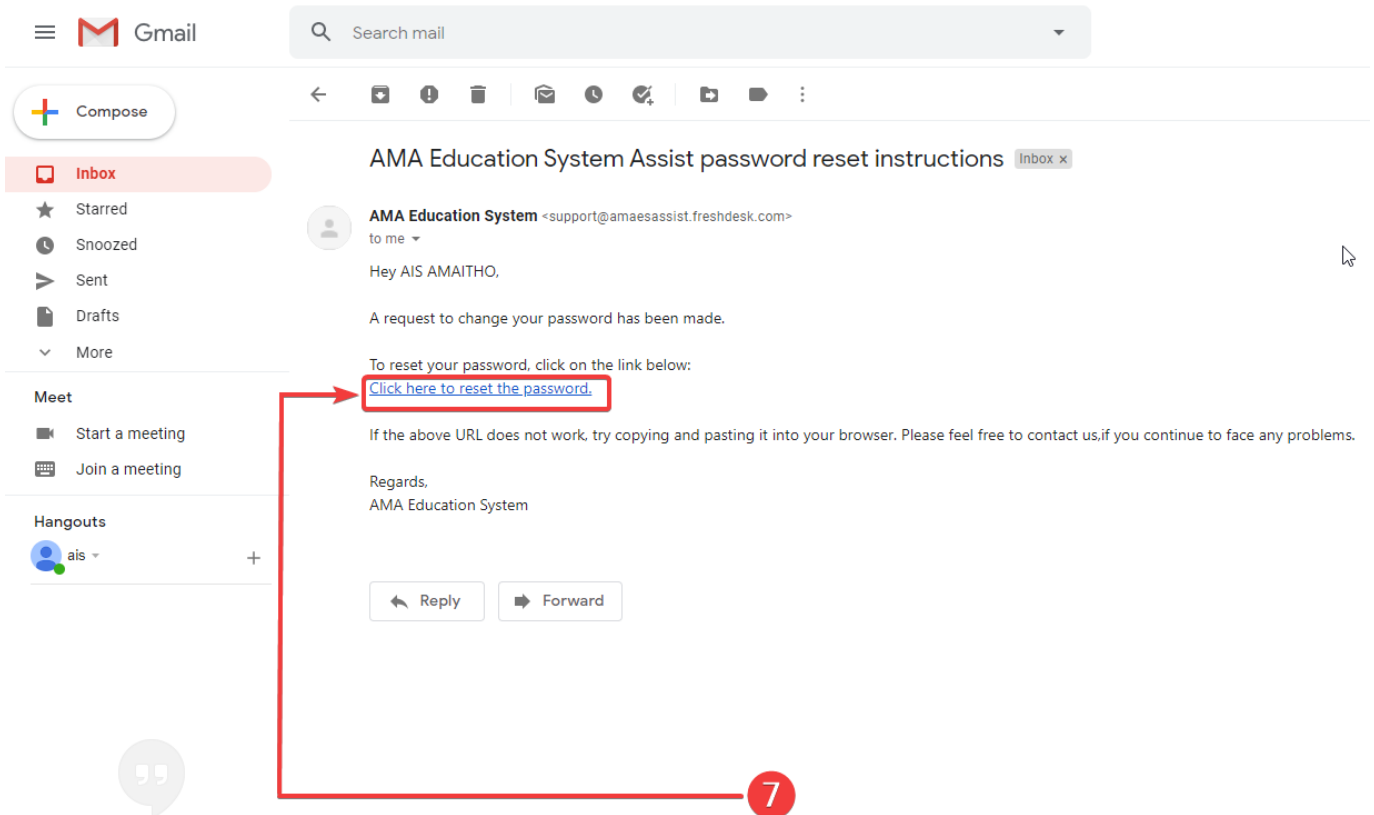
Frequently Asked Questions

Guide for LMS Issues - Student Self- Help

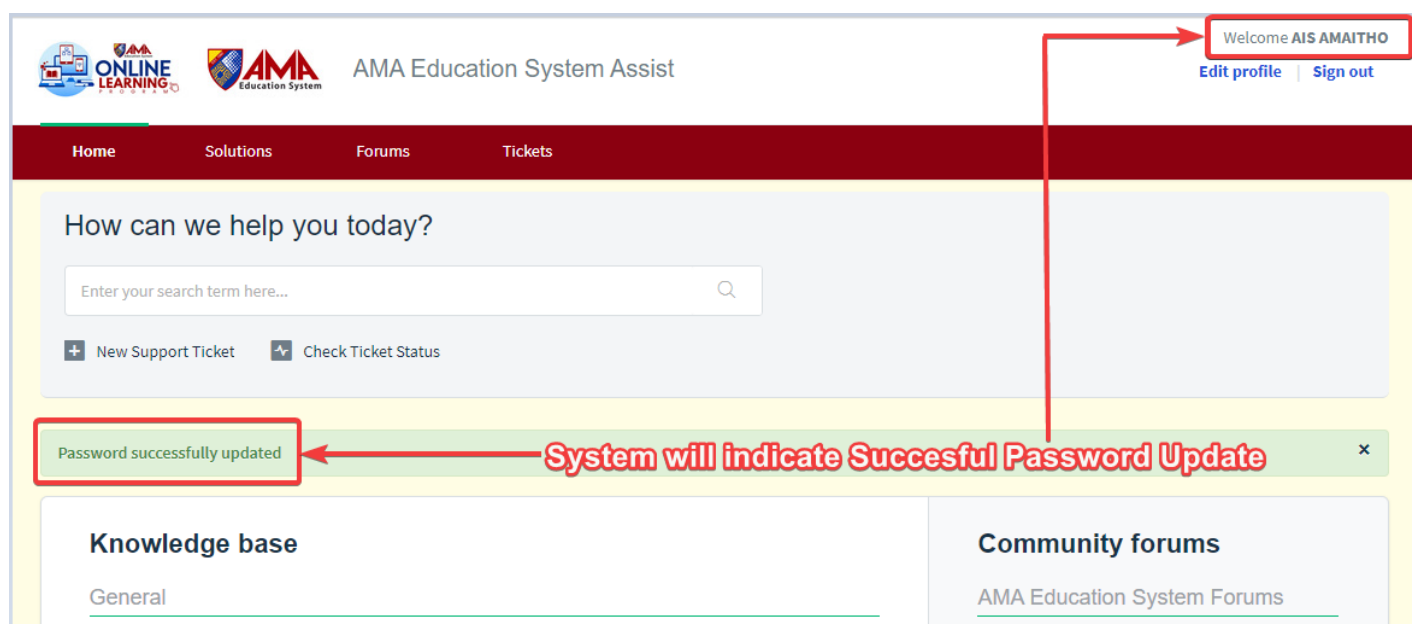
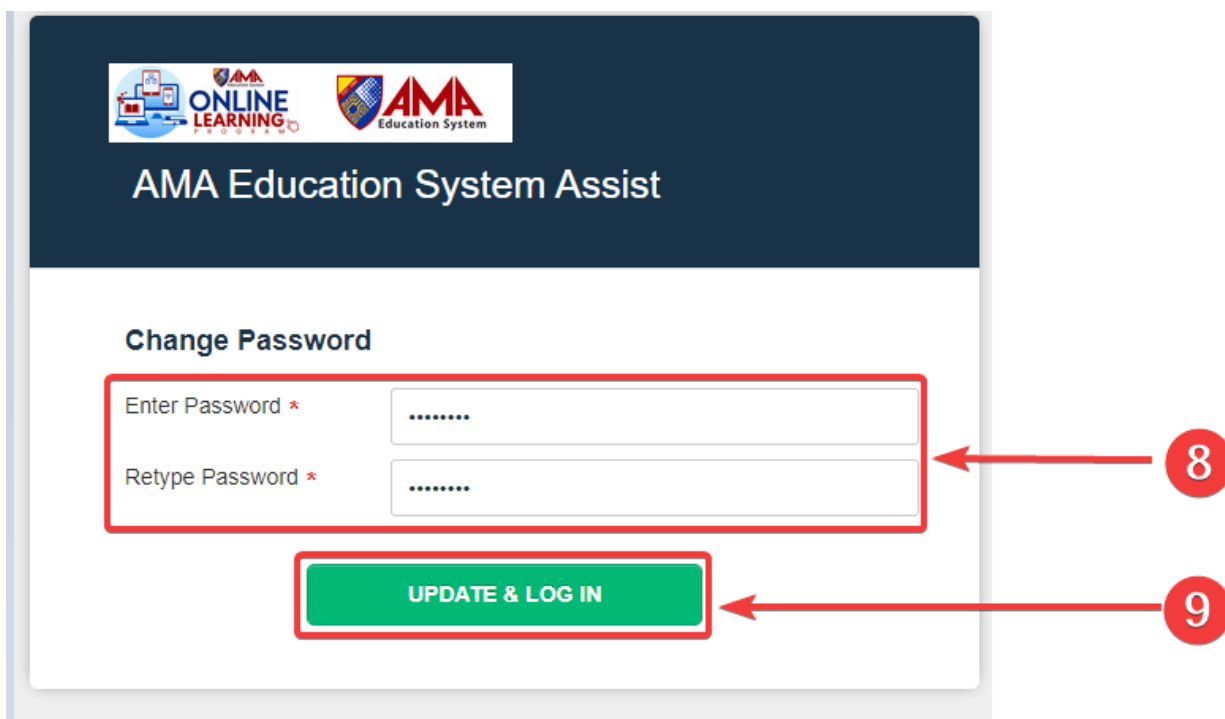
Q & A

Instruction to Assign Password will be Sent via Email

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



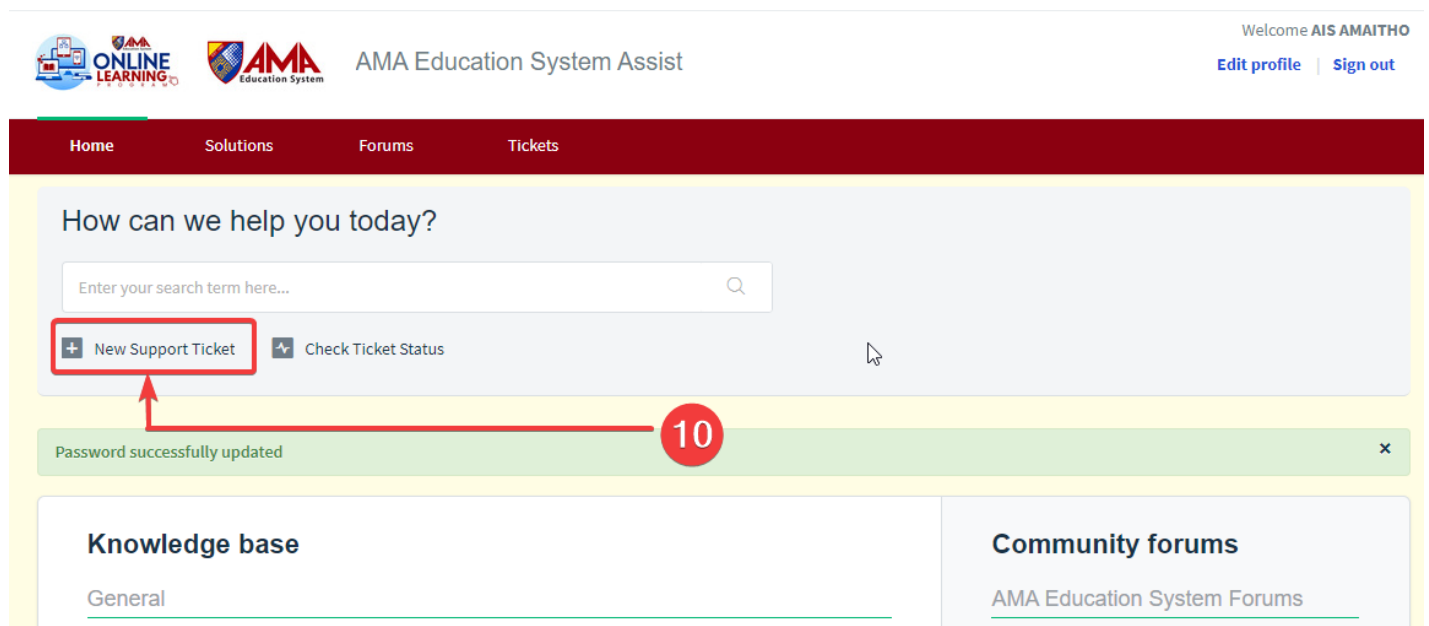
8. Enter your desired **Password** then retype on the next field to confirm
9. Click **Update and Log In**



Ticket Creation

10. Click **New Support Ticket** to create new ticket

*Note: or click **Check Ticket Status** to view and monitor previously created ticket*



The screenshot displays the AMAES Online Helpdesk interface. At the top, there is a navigation bar with links for Home, Solutions, Forums, and Tickets. Below this, a search bar is present with the placeholder text 'Enter your search term here...'. A red box highlights the 'New Support Ticket' button, and a red arrow points to it from a red circle containing the number 10. To the right of the 'New Support Ticket' button is the 'Check Ticket Status' button. Below the search bar, a green notification bar states 'Password successfully updated'. At the bottom, there are two sections: 'Knowledge base' with a link to 'General' and 'Community forums' with a link to 'AMA Education System Forums'.

How can we help you today?

Enter your search term here...

[+ New Support Ticket](#) [+ Check Ticket Status](#)

Password successfully updated

Knowledge base
[General](#)

Community forums
[AMA Education System Forums](#)

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

Welcome AIS AMAITHO
[Edit profile](#) | [Sign out](#)

Home Solutions Forums Tickets

Submit a ticket

Requester *

Subject *

Campus *

Name of Student *

USN (Student Number) *

Career *

Program / Course *

Student Type *

Select LMS Instance that you tried to Log in *

Issue Encountered *

Detailed Description of Issue *

B *I* U

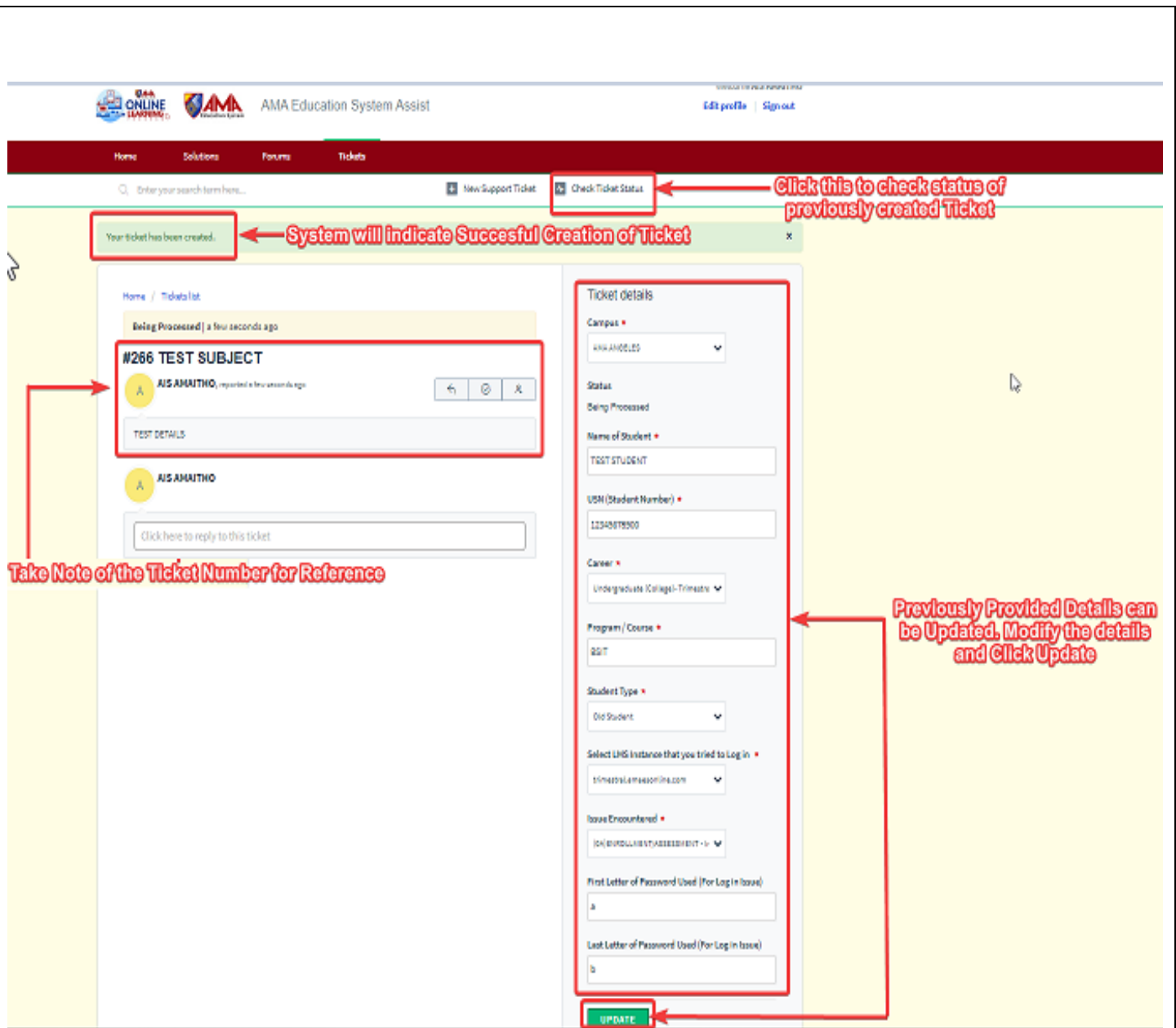
[+ Attach a file](#)

First Letter of Password Used (For Log in Issue)

Last Letter of Password Used (For Log in Issue)

12

11



The screenshot shows the 'Tickets' page in the AMA Education System Assist interface. The page has a red navigation bar with 'Home', 'Solutions', 'Forums', and 'Tickets'. Below the navigation bar is a search bar and links for 'New Support Ticket' and 'Check Ticket Status'. A green notification box at the top states 'Your ticket has been created.' with a red arrow pointing to it and the text 'System will indicate Successful Creation of Ticket'. The main content area shows a ticket list with a red box around the first ticket, '#266 TEST SUBJECT', and a red arrow pointing to it with the text 'Take Note of the Ticket Number for Reference'. To the right of the ticket list is a 'Ticket details' form with a red box around it and a red arrow pointing to it with the text 'Previously Provided Details can be Updated. Modify the details and Click Update'. The form contains fields for Campus, Status, Name of Student, USN (Student Number), Career, Program / Course, Student Type, Select LMS Instance that you tried to Log in, Issue Encountered, First Letter of Password Used, and Last Letter of Password Used. At the bottom of the form is a green 'UPDATE' button with a red arrow pointing to it.

AMA Education System Assist

Home Solutions Forums Tickets

Enter your search term here...

New Support Ticket Check Ticket Status

Click this to check status of previously created Ticket

Your ticket has been created.

System will indicate Successful Creation of Ticket

Home / Tickets list

Being Processed | a few seconds ago

#266 TEST SUBJECT

AIS AMATHO reported a few seconds ago

TEST DETAILS

AIS AMATHO

Click here to reply to this ticket

Take Note of the Ticket Number for Reference

Ticket details

Campus: AMA ANHOLESS

Status: Being Processed

Name of Student: TEST STUDENT

USN (Student Number): 12345678900

Career: Undergraduate (College)-Trimester

Program / Course: BSIT

Student Type: Old Student

Select LMS Instance that you tried to Log in: 15744531.amaesoft.in.com

Issue Encountered: (CA) ENROLLMENT/ASSESSMENT - N

First Letter of Password Used (For Log in Issue): a

Last Letter of Password Used (For Log in Issue): b

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



AMA Education System Assist

Welcome AIS AMAITHO

[Edit profile](#) | [Sign out](#)[Home](#)[Solutions](#)[Forums](#)[Tickets](#)[+ New Support Ticket](#)[Check Ticket Status](#)Your ticket has been created. ×[Home](#) / [Tickets list](#)

Being Processed | 14 minutes ago

#266 TEST SUBJECT



AIS AMAITHO, reported 14 minutes ago



TEST DETAILS



AIS AMAITHO

[Click here to reply to this ticket](#)

13

Ticket details

Campus *

AMA ANGELES

Status

Being Processed

Name of Student *

TEST STUDENT

USN (Student Number) *

12345678900

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

Welcome AIS AMAITHO


Edit profile | Sign out

Home Solutions Forums **Tickets**

Enter your search term here... [+ New Support Ticket](#) [Check Ticket Status](#)

Open or Pending ▾ [Export tickets](#)

Sorted by Date Created ▾



TEST SUBJECT #266
Created on Wed, 29 Jul at 3:27 PM Agent: Joy Bañas

Being Processed

System will indicate status of the specific Ticket

Gmail

Search mail

Compose

Inbox 1

Starred

Snoozed

Sent

Drafts

More

Meet

Start a meeting

Join a meeting

Hangouts

ais

Primary Social Promotions

Get started with Gmail

Customize your inbox

Change profile image

Import contacts and mail

Get Gmail for mobile

<input type="checkbox"/>	☆	AMA Education System	Re: TEST SUBJECT - Hi AIS AMAITHO, Test Reply Joy C. Bañas Information Technology Department Academic Information System Group AMAES Assist Admin On Wed, 29 Jul at 3:27 PM, ...	3:44 PM
<input type="checkbox"/>	☆	AMA Education System	AMA Education System Assist password reset instructions - Hey AIS AMAITHO, A request to change your password has been made. To reset your password, click on the link below: Click h...	2:30 PM
<input type="checkbox"/>	☆	Google Community Te.	ais, welcome sa bago mong Google Account - Hi ais, Salamat sa paggawa ng Google Account. Narito ang ilang tips para masimulang gamitin ang iyong Google account. Security ikaw ang ...	2:20 PM

System will also update the user via email regarding with the Ticket status or if the assigned Agent replies