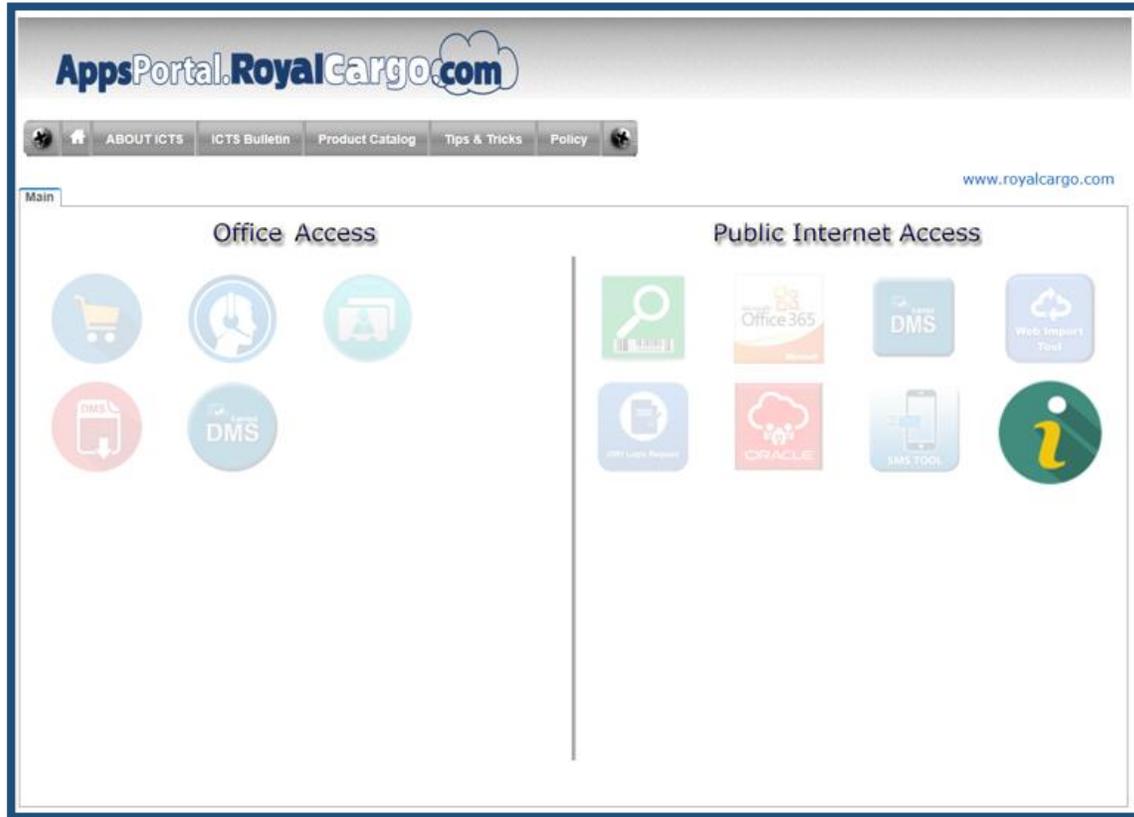


ITICKET SYSTEM

Presented to you by ICTS



I-Ticket System

Is a web – based system that enables user to log or raise all IT related issues and request online. It sends email notifications to users when the ticket is raised, in-progress or closed. It also sends proactive updates in between.

Through the new upgrade it can now manage other Non- IT related concerns and is capable in generating reports for all the raised tickets for further analysis and service improvement.

You can check it through the appsportal.royalcargo.com or direct at <http://iticket.royalcargo.com/>



I-Ticket System is an RCI owned software that enables internal user to log or raise all IT related issues and request online.

This software converts all incoming support requests from multiple channels into tickets and acts as a single point of contact between the resolvers and the requestors.

This new face enables other support group manage their queries by enhancing the IT â€™ Ticketing System to RCI - Ticketing System that centralizes the organizations support requests for all the Support Groups.

To know more, please download the I-Ticket user manual below.

[I-Ticket User Guide](#)

ROYAL CARGO TICKETING SYSTEM

SIGN IN

[Forgot Password](#)

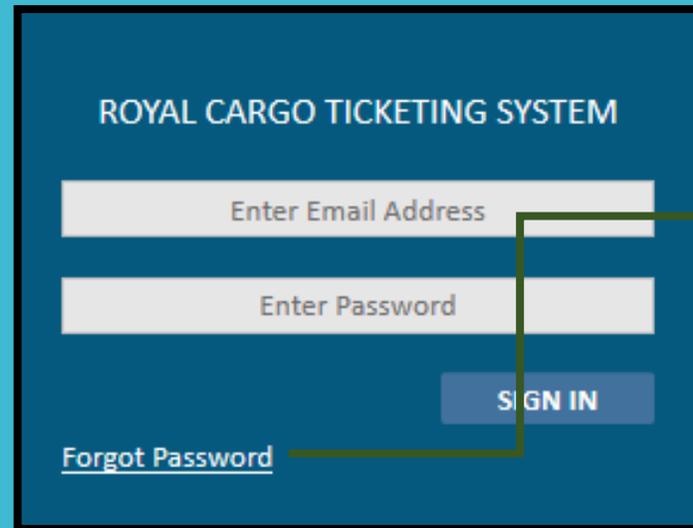
ROYAL CARGO TICKETING SYSTEM

Enter Email Address

Enter Password

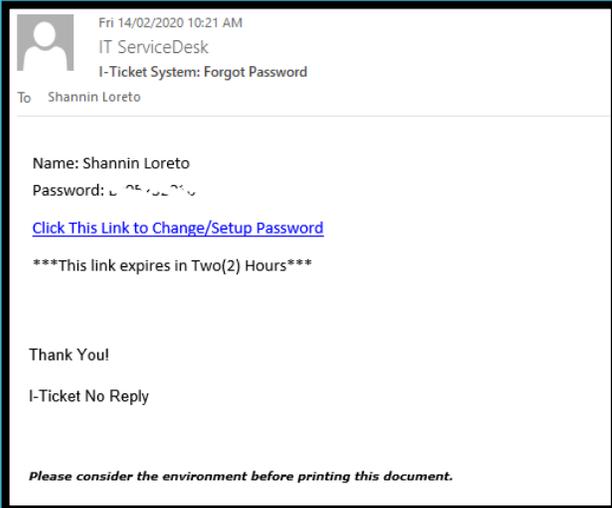
SIGN IN

[Forgot Password](#)

A screenshot of the Royal Cargo Ticketing System login page. The page has a dark blue background with white text. At the top, it says 'ROYAL CARGO TICKETING SYSTEM'. Below that are two input fields: 'Enter Email Address' and 'Enter Password'. To the right of the password field is a blue 'SIGN IN' button. At the bottom left is a link for 'Forgot Password'. A green arrow points from the 'Forgot Password' link to a text box on the right. Another green arrow points from the 'Forgot Password' link to the 'Enter Email Address' field.

Click [Forgot Password](#) for First Time Login. Enter your corporate email-address in the pop-up box and wait for the email notification from the iTicket System

LOG-IN



ROYAL CARGO TICKETING SYSTEM

SIGN IN

[Forgot Password](#)

Change Password Form:

Email:

Name:

SUBMIT

Follow the [link](#) that will proceed you to the Change Password Form in Ticketing System Page

ROYAL CARGO TICKETING SYSTEM

Enter Email Address

Enter Password

SIGN IN

For Email Address – Enter your Email Address.

For Password- Enter you Customized Password



ROYAL CARGO

RAISED TICKETS

NEW TICKET

Please provide the information indicated and then submit your request

Group - Allows the user to choose appropriate Support Group for the request

Type - Allows the user to choose exact Support Service

Description – Complete Details of Support.

Group: Select Support Group ▼

Type: No Value ▼

Description:

Add CC:

Asset Details: Device Type ▼

Device Serial Number ▼

Choose File No file chosen

Verification Code: snMXhE

Confirm Code:

Submit

Choose File Button – Use to upload files for reference.

Verification Code – security code to avoid malicious bots access.

Add CC- Allows the user to add recipient to CC in the ticket request

Device Type/ Serial Number - Allows the user add List of Devices.

The screenshot displays the Royal Cargo Ticketing System interface. At the top left is the Royal Cargo logo. The main header is dark blue with the text "ROYAL CARGO TICKETING SYSTEM". Below the header is a search section titled "FIND TICKET(s)" with a text input field "Enter Keywords Here" and buttons for "KEYWORDS SEARCH" and "FIND ALL". A note below the search bar reads: "Note: Kindly search by Ticket#, Subject and Description keywords." Below the search bar is a table of raised tickets. The table has columns: Id, Type, Reported Date/By, Assigned Date/To, Status DueDate/SLA, Resolved Date/Over, and Chatter. A single record is shown with the following details: Id: ADM-021420-1, Type: ELECTRICAL WIRING / FI, Reported Date/By: Feb-14-20 11:18AM Joel Nolasco, Assigned Date/To: Feb-14-20 11:18AM Roger Osorio, Status DueDate/SLA: Feb-18-20 03:18PM 24 hours, Resolved Date/Over: 4d 04 00. Below the table is a yellow box containing the text "PLEASE FIX THE ELECTRICAL WIRINGS EXPOSED IN MY AREA". A "Chat" button is located to the right of the table. A "LOG OUT" button is visible in the bottom left corner.

Id	Type	Reported Date/By	Assigned Date/To	Status DueDate/SLA	Resolved Date/Over	Chatter
ADM-021420-1	ELECTRICAL WIRING / FI	Feb-14-20 11:18AM Joel Nolasco	Feb-14-20 11:18AM Roger Osorio	Feb-18-20 03:18PM 24 hours	4d 04 00	

Find Ticket (s) – Allows to Show all the Raised Tickets.

Ticket Details – Allows the user to view ticket current status and response to the resolvers chat

END