TECHNOLOGICAL UNIVERSITY OF THE PHILIPPINES

CAVITE CAMPUS · UNIVERSITY INFORMATION TECHNOLOGY CENTER

UITC / OIT HELPDESK

User Manual

Reporting a problem and borrowing equipment from UITC / OIT

For: Students, faculty and employees of TUP Cavite

Version 1.1 · October 2026

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1. About the helpdesk

The **UITC / OIT Helpdesk** is the website where you ask the University Information Technology Center (UITC), also called the Office of Information Technology (OIT), for help. You can:

- **Submit a ticket** for a computer, network, printer, software, account or other IT problem, and follow what happens to it until it is fixed.
- **Borrow equipment** such as a projector, HDMI cord or tripod, and see right away how many of each item are still available.
- **Print your documents**: send a file, pay at the OIT counter and pick up the printed pages.
- **See which labs and rooms are free** right now, with no sign-in, before you walk over (Chapter 9).
- Reserve the LED Wall: see its schedule and ask for a free time, with or without an account, by sending the venue approval form and the Campus Order or Request Letter (Chapter 9).
- **Confirm the preventive maintenance of your computer**: UITC / OIT emails you the schedule and you answer with one click (Chapter 10).
- **Ask the UITC Assistant**, the chat button at the bottom right of every page, for quick answers and basic troubleshooting (Chapter 11).
- **Get email updates** so you do not have to keep checking the site.

You need a web browser (Chrome, Edge, Firefox or Safari) on a computer, tablet or phone, and a school email address that ends in **@tup.edu.ph** or **@gsfe.tupcavite.edu.ph**.

> **NOTE** Ask your UITC / OIT office for the helpdesk web address. In this manual it is simply called “the helpdesk”. The screenshots use sample names and data.

1.1 What happens to a request

Step	What you do	What UITC / OIT does
1	Submit a ticket and describe the problem.	Receives it. You get a confirmation email.
2	Wait. Reply if staff ask you a question.	A staff member takes the ticket. It changes to **In Progress**.
3	Read the resolution when it is marked **Resolved**.	Fixes the problem and writes down what was done.
4	Press **Confirm fixed & close** (or **Reopen** if it is not fixed), then rate the service.	Closes the ticket, or works on it again.

2. Getting started

2.1 Create your account

You register once. After that you only sign in.

1. Open the helpdesk in your browser. Under the sign-in box click **Register**.
2. Fill in the form (Figure 1). The fields are explained in the table below.
3. Read the **Privacy Notice** (the link is inside the box at the bottom of the form) and tick the box to agree. You cannot create an account without it.
4. Press **Create account**. The helpdesk emails a **6-digit code** to the address you typed.
5. Open your school mailbox, copy the code and type it into the **Verify your email** page (Figure 2). Press **Verify and create my account**.
6. Your account is created and you are signed in.

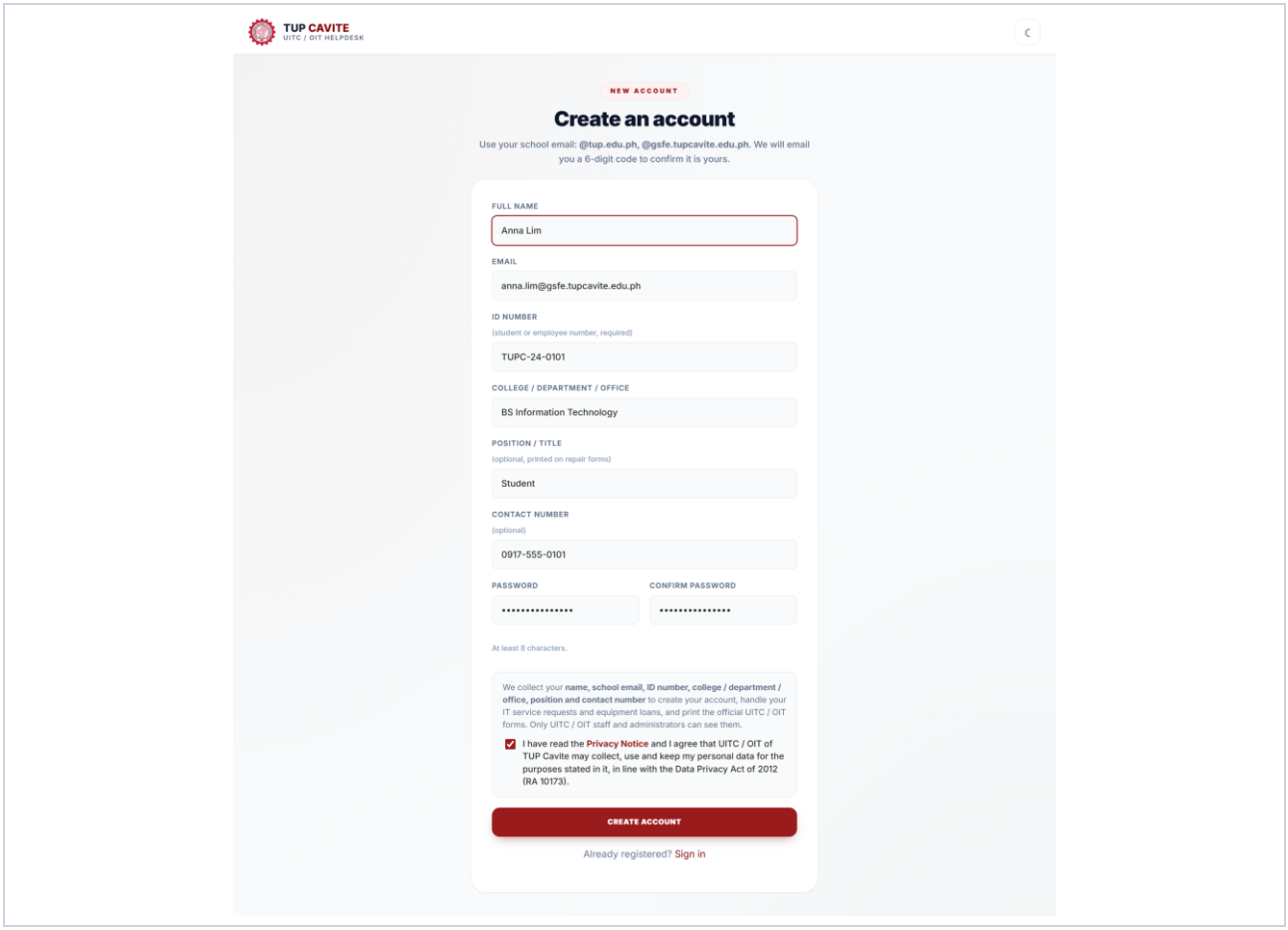


Figure 1. *The registration form.*

Field	What to enter
Full name	Your real name. It is shown to staff and printed on repair forms.
Email	Your school email: **@tup.edu.ph** or **@gsfe.tupcavite.edu.ph**. Other addresses (Gmail, Yahoo, …) are not accepted.
ID number	**Required.** Your student number or employee number, for example `TUPC-24-0101`. Each ID number can be used for one account only.
College / Department / Office	Your program or office, for example “BS Information Technology”.
Position / Title	Optional, for example “Student” or “Instructor”. Printed on repair forms.
Contact number	Optional. Helps staff reach you quickly.
Password and Confirm password	At least 8 characters. Type the same password twice.
Privacy consent	**Required.** Tick the box to say you have read the Privacy Notice and agree that UITC / OIT may collect and use your data as explained there.

Privacy Notice and your consent

The helpdesk collects personal data (name, school email, ID number, college / department / office, position and contact number, plus the tickets and borrow requests you make). Under the **Data Privacy Act of 2012 (RA 10173)** we must tell you why, and we need your consent. The **Privacy Notice** explains:

- what we collect and **why** (to run your account, handle your requests and loans, print the official forms and send you emails);
- who can see it (you, and UITC / OIT staff and administrators only), and that it is **not sold or used for marketing**;
- how long it is kept, how it is protected, and **your rights**: to see, correct, object to, or ask to delete your data, and to complain to the National Privacy Commission.

The notice is open to everyone. You can read it again at any time with the **Privacy Notice** link at the very bottom of every page. The helpdesk records **when** you agreed and **which version** of the notice you agreed to. To withdraw your consent or ask about your data, contact UITC / OIT (Section 13.2).

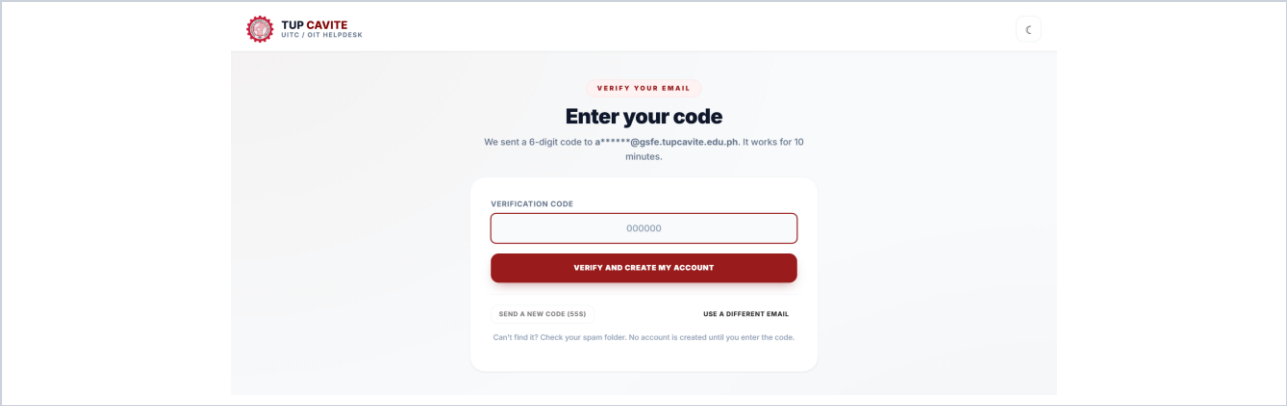


Figure 2. *Type the 6-digit code that was emailed to you.*

About the email code

- The code is valid for **10 minutes**. If it expires, press **Send a new code** (you can ask again after about a minute).
- You have **5 tries**. After 5 wrong codes you must start the registration again.
- If the email does not arrive, check your **Spam / Junk** folder and make sure you typed the address correctly. Use **Use a different email** to correct the address.

> **WARNING** Never give your code or password to anyone, including UITC staff. Staff will never ask for them.

2.2 Sign in

1. Open the helpdesk. Type your school **email** and **password** (Figure 3).
2. Press **Sign in**. You arrive at your dashboard.

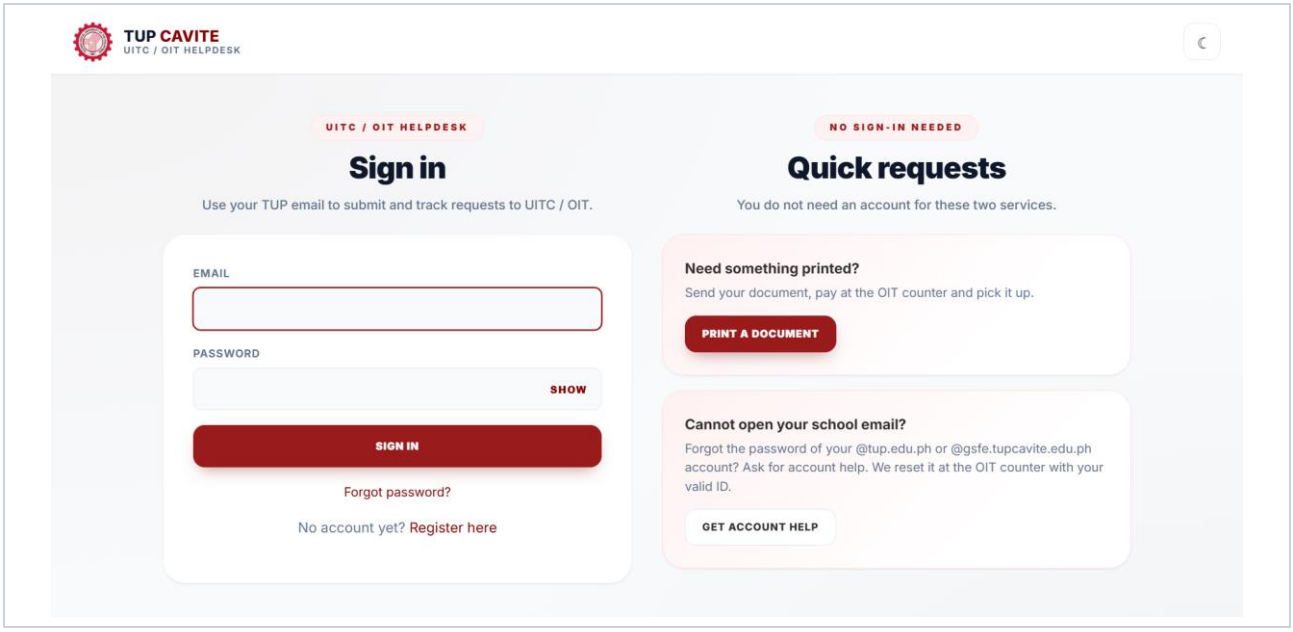


Figure 3. *The sign-in page.*

> **TIP** If you type an email that has no account yet, the helpdesk takes you straight to the registration page with that email already filled in.

> **TIP** Forgot your password? See Section 2.3. It depends on whether you can still open your school email.

2.3 Forgot your password?

There are two different passwords, so first decide which one you forgot.

I forgot…	Can I open my school email?	What to do
The **helpdesk** password	**Yes**	Use **Forgot password?** on the sign-in page (Section 2.3.1). It takes about a minute.
The password of my **school email** (@tup.edu.ph or @gsfe.tupcavite.edu.ph)	**No**	Use **Get account help** on the sign-in page (Section 2.3.2) and come to the OIT counter with a valid ID.

2.3.1 Forgot the helpdesk password (you can open your school email)

1. On the sign-in page press **Forgot password?**.
2. Type your school **email** and press **Send me a code**. We email a **6-digit code** to it.
3. Open your mailbox, copy the code, and type it on the next page together with your **new password** (at least 8 characters) twice. Press **Change my password**.
4. Sign in with the new password.

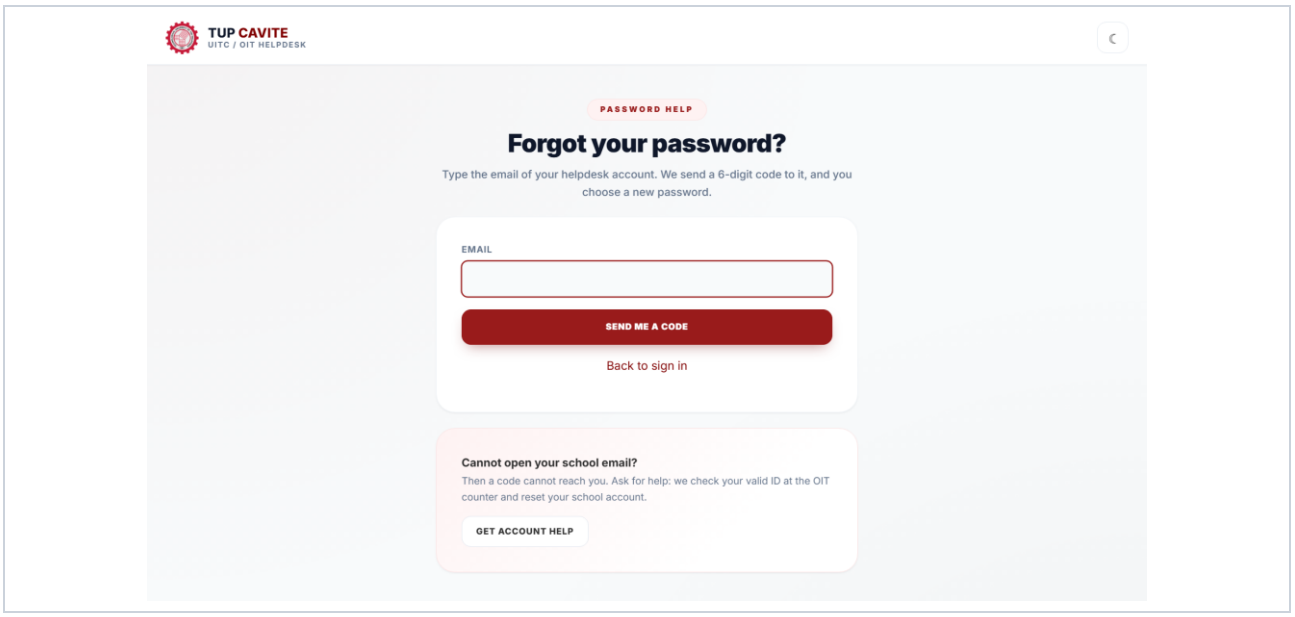


Figure 4. *The Forgot password page.*

- The code works for **10 minutes** and you have **5 tries**. Press **Send a new code** if it expired (wait about a minute between codes).
- For safety the page gives the same answer even if the email has no helpdesk account.

2.3.2 Forgot the school email password (you cannot open your school email)

You cannot register or receive a code without your school email, so use **Account help**. **Nothing is reset online:** you come to the OIT counter and we check your ID first.

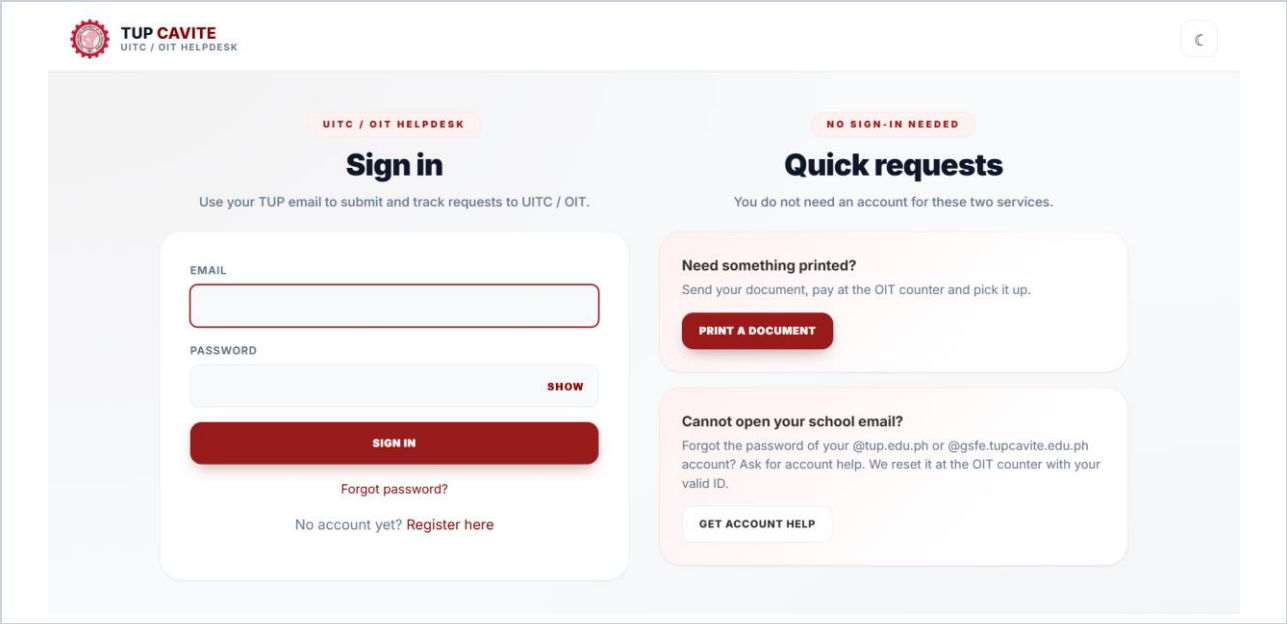


Figure 5. *Account help is on the right side of the sign-in page.*

1. On the sign-in page press **Get account help** (no sign-in is needed).
2. Type your **full name**, **ID number** and the **school email** you cannot open. Choose the problem (forgot the password, locked account, no verification code, other).
3. Give **another email address** and / or a **phone number** (not your school email) so we can reach you.
4. Read the **Privacy Notice**, tick the box and press **Send the request**. **Do not type any password.**
5. Write down your **reference number** (for example ACC-2026-00012).
6. Come to the **OIT / UITC counter** with a **valid school ID** and the reference number. We check your ID, an **OIT administrator resets your account** and gives you a **temporary password in person**.

7. Sign in with the temporary password and **change it right away**.

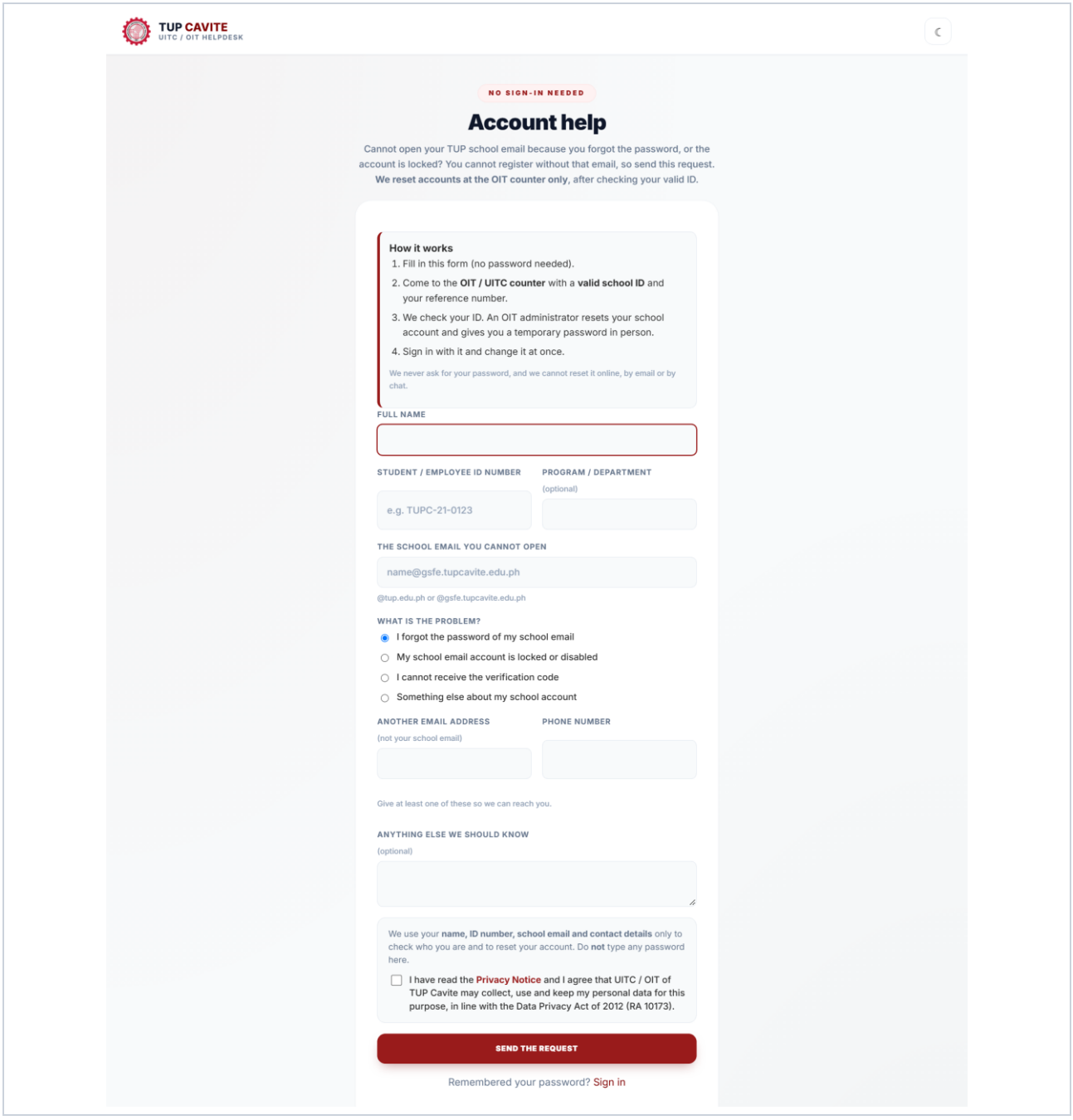


Figure 6. *The Account help form.*

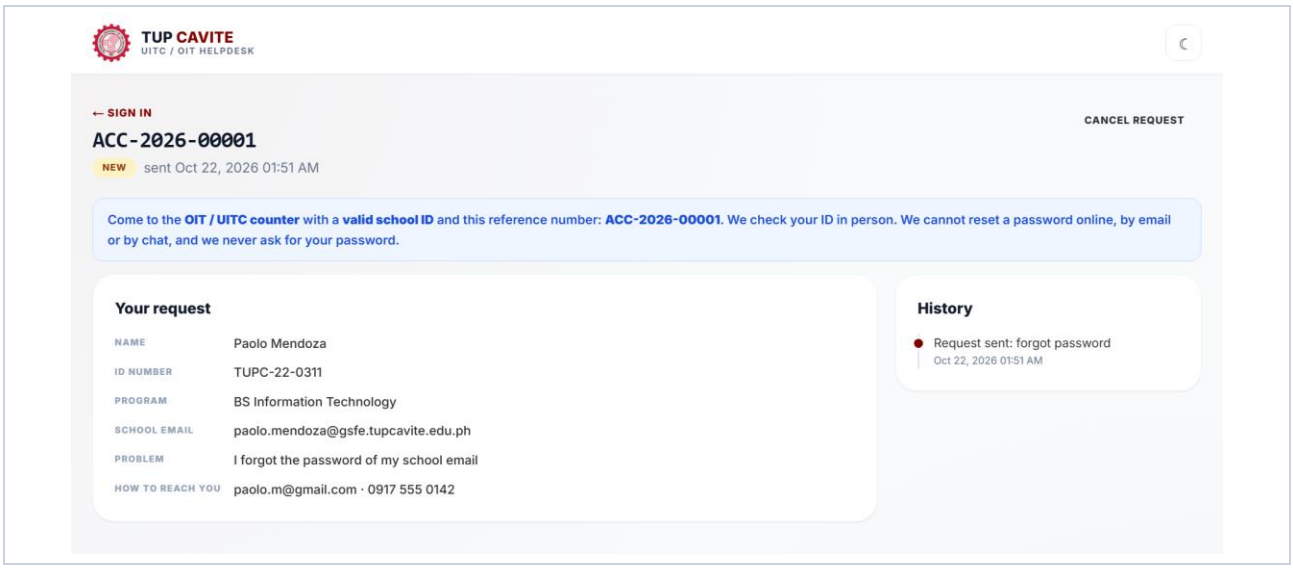


Figure 7. *Your request page. It tells you what to do next.*

IMPORTANT We will **never ask for your password** by email, chat or phone, and we **cannot reset it online**. A reset needs your valid ID at the counter.

- Lost the link to your request page? On the Account help form, type your reference number and the other email you gave, and press **Send me the link again**.
- Give **another email address** that is **not** the school email you cannot open: any email works (for example Gmail), or give a phone number. Check it carefully, because the link to your request page is sent there. If it looks like a typo (for example gmial.com) the form asks “Did you mean …?” once. Open the **confirmation link** in the email we send you so that UITC / OIT knows it reached you.
- You can **cancel** the request on its page until it is finished.
- UITC / OIT may write a **message for you** on your request page (**Messages from UITC / OIT**) and send it to the other email you gave, for example what to bring to the counter. Do what it says. When your account is reset or the request is closed, the note of the staff member is on that page too.

2.4 Sign out, and automatic sign-out

Press **Log out** in your account menu at the top right. Always sign out when you use a shared or public computer.

For your security the helpdesk **signs you out automatically after 20 minutes without activity**. One minute before, a box asks **“Are you still there?”**. Press **Stay signed in** (or just move the mouse or press a key) to continue, or **Sign out now**. Typing, scrolling, clicking and touching the screen all count as activity, so you are not signed out while you are writing a ticket.

TIP If you were signed out, sign in again: the sign-in page tells you so. Text you typed but did not send is lost when the time runs out, so send long messages before you leave the computer.

3. Finding your way around

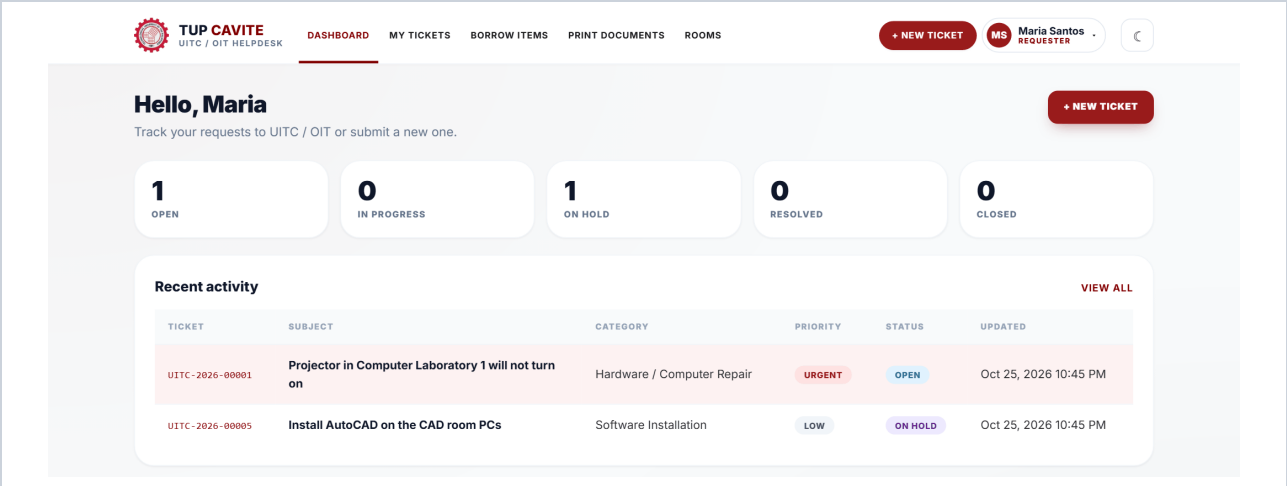


Figure 8. *Your dashboard.*

Part of the screen	What it does
Dashboard	Summary of your tickets by status, plus your most recent activity.
My tickets	The full list of your tickets. Use the status filter and the search box to find one.
New ticket	Opens the form to report a problem.
Borrow items	The equipment catalog and your borrow requests.
Print documents	Send a file to be printed and follow your print requests (Chapter 8).
Rooms	Shows which labs and rooms are free or in use right now (Chapter 9). Anyone can open it, even without signing in.
LED Wall	The schedule of the LED Wall and your reservations: ask for a free time and follow the answer (Chapter 9).
Your name (top right)	Opens your **Profile**, where you can update your details and change your password.
Log out	Signs you out.
Moon / sun button (top right)	Changes the look of the helpdesk: **Light**, **Emerald**, **Dark** or **Futuristic** (Section 3.2). The helpdesk remembers your choice on that device.
Chat button (bottom right)	Opens the **UITC Assistant** for quick answers and troubleshooting tips (Chapter 11). It is on every page, also before you sign in.

3.1 Using the helpdesk on a phone

The helpdesk adapts to small screens. The menu items collapse behind a ☰ menu button and the page layout becomes a single column. Everything described in this manual works the same way on a phone.

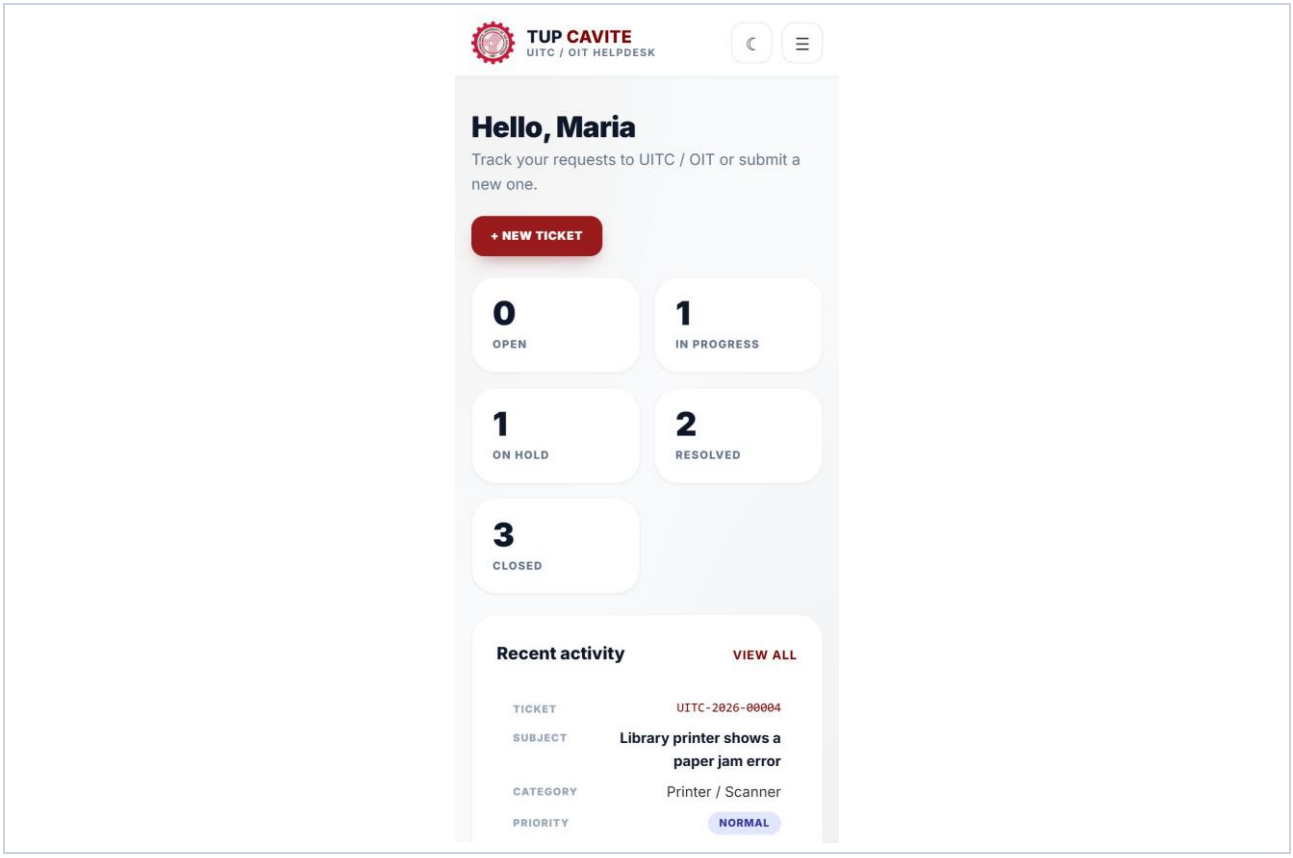


Figure 9. *The helpdesk on a phone.*

3.2 Light, dark and futuristic look

The button at the top right (a leaf, moon, star or sun, showing the look the next press gives) changes how the helpdesk looks. Each press moves to the next look: **Light**, **Emerald**, **Dark**, **Futuristic**, and then back to Light. Until you press it, the helpdesk follows the light or dark setting of your computer or phone. Only the colors change; every page and button works the same way.

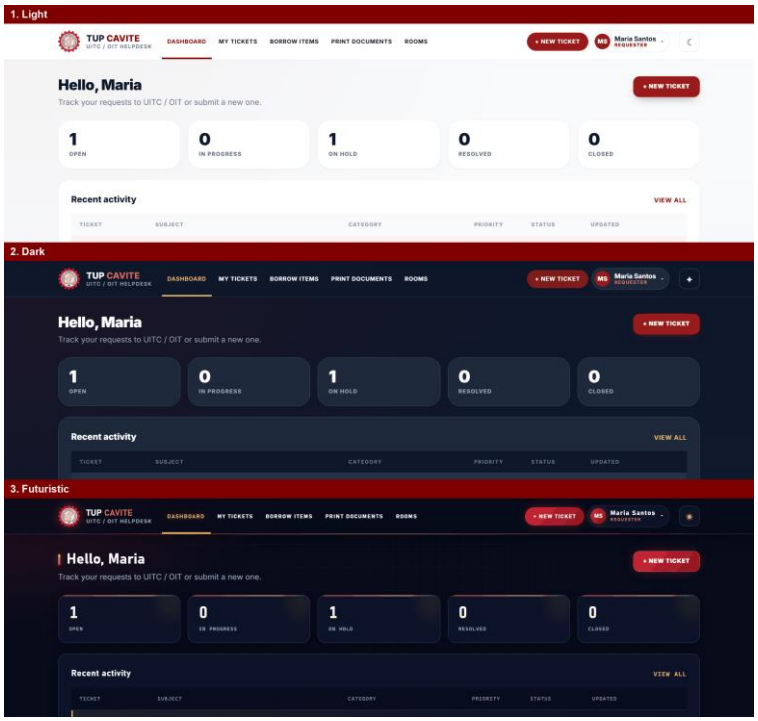


Figure 10. *The same dashboard in the Light, Dark and Futuristic looks.*

> **TIP** The button remembers your choice on that device and in that browser only. To get the same look on every computer and phone each time you sign in, choose it under Profile (Chapter 12). The Emerald look is a light look with the green of the UITC page of the TUP Cavite website. The Futuristic look has a dark background with red and gold glow and moving numbers; it stops the movement by itself if your device is set to “reduce motion”.

3.3 The phone app (requests without signing in)

UITC / OIT has a phone app for the requests that need **no account**: the **LED Wall** schedule and request, **Account help**, which labs and rooms are free, and (when the service is offered) **printing** a document. Open the app and press the button of what you need. Nothing to sign in to.

- **Android:** install the **UITC Helpdesk** app that UITC / OIT gives you (from the Play Store or as a file). Or open the helpdesk in Chrome, open **Quick requests** (the address ends with /quick) and press **Install the app on this phone**; if that button is not shown, use the menu of Chrome → **Add to Home screen**.
- **Download the Android app:** on your phone open the page **/android** of the helpdesk (the link **Download the Android app** is on the sign-in page and on the Quick requests page), press **Download the app** and open the file. Android asks once to allow your browser to install unknown apps; allow it, press Install and Open. Download it only from that page.
- The app needs the internet. Without it you see a page that says so and a **Try again** button.
- The emails about your request (the link to follow it, the confirmation link) open inside the app when it is installed.
- Staff and students who have an account use the helpdesk in the browser as before: tickets, borrowing and the other services are not in the app.

4. Submitting a ticket

1. Press **New ticket** in the top menu (or **+ New ticket** on the dashboard).
2. Choose a **Category** that fits your problem, for example “Hardware / Computer Repair”, “Internet / Network” or “Software Installation”.
3. Type a short **Subject** (at least 5 characters) that says what is wrong, for example “Desktop computer will not power on”.
4. Enter the **Location**: building, room or office where the problem is.
5. If the problem is about a device, fill in the **Equipment** box: type of device, brand / model, serial number and specifications. This information is printed on the official OIT repair form.
6. In **Describe the problem**, explain what happens (at least 10 characters). Say what you already tried and when it started.
7. Optional: **Choose files** to attach photos, screenshots or documents.
8. Press **Submit ticket**. You see your new ticket and receive a confirmation email.

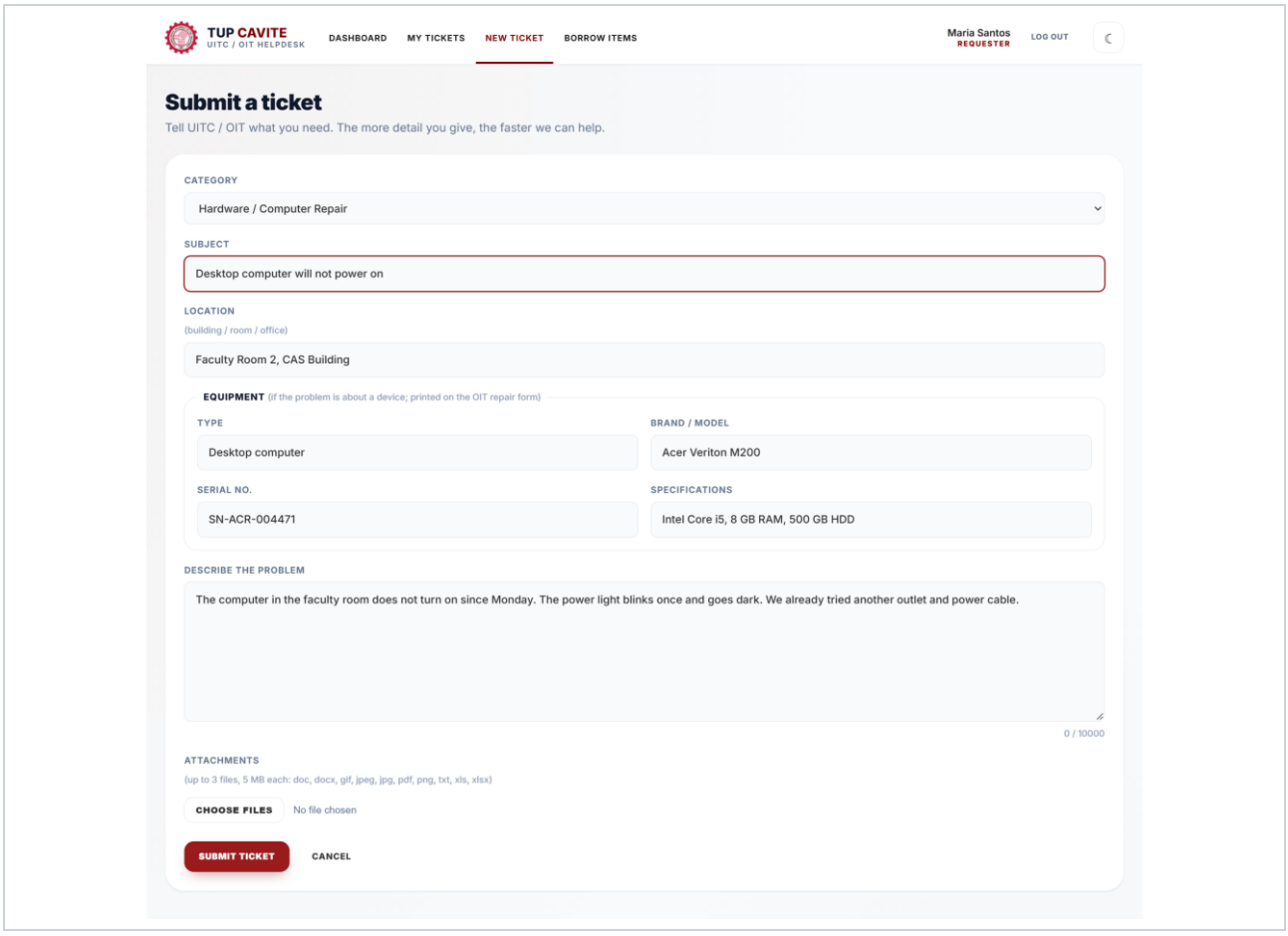


Figure 11. *The Submit a ticket form, filled in.*

4.1 Attachments

Rule	Limit
Number of files	Up to **3** files each time you attach.
Size	**5 MB** per file.
Allowed types	png, jpg, jpeg, gif, pdf, txt, doc, docx, xls, xlsx.

4.2 Tips for a good ticket

- **One problem per ticket.** Submit separate tickets for separate problems.
- **Be specific.** “Printer in Registrar prints blank pages” helps more than “printer problem”.
- **Include exact error messages** and, when possible, a screenshot or a phone photo.
- **Give the location and a contact number** so staff know where to go and whom to ask for.

NOTE You do not choose a priority. UITC / OIT staff set the priority and the type of service after they read your ticket, so urgent problems are handled first.

4.3 Requests that are handled on another portal

Some kinds of request are not handled in the helpdesk. If you choose the category **ID Request System** (for your school ID), the form shows **This is handled on another portal** and takes you to the ID request website after 3 seconds. Press **Go now** to go at once, or **Stay here** to pick another category. No ticket is created for these requests.

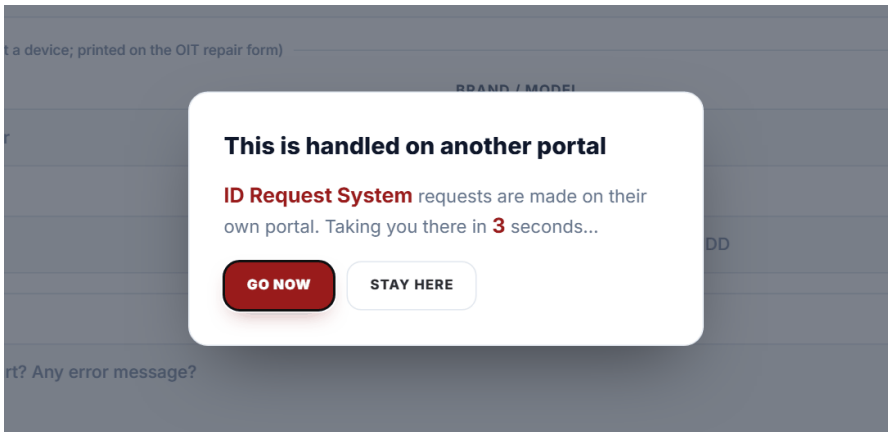


Figure 12. *The ID Request System category sends you to the other portal.*

TIP For anything else, such as a computer, network, printer or account problem, keep using a ticket.

5. Following your tickets

5.1 The ticket list

Open **My tickets** to see every ticket you submitted. Each row shows the ticket number, subject, category, priority, status and when it was last updated. Click a row to open the ticket.

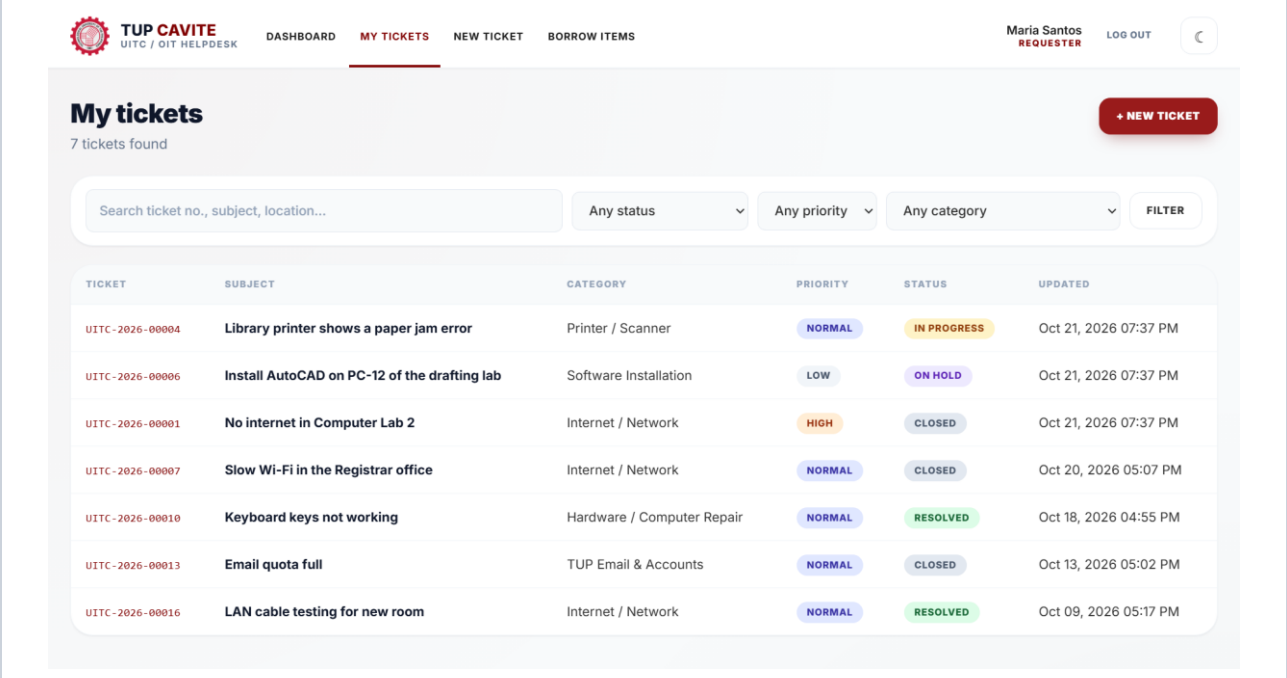


Figure 13. *My tickets.*

5.2 What each status means

Status	Meaning	What you can do
Open	Received. Nobody is assigned yet. UITC / OIT aims to take a new ticket within one working day (9 working hours, Monday to Friday) of when you sent it.	Wait, add details by replying, or cancel the request.
In Progress	A staff member has taken your ticket and is working on it. The turnaround time is counting (office hours only).	Reply if staff ask you something.
On Hold	Work is paused, for example waiting for a part, a schedule or information from you. The turnaround time stops while the ticket is On Hold and goes on when work starts again.	Read the latest message from staff and reply if needed.
Resolved	Staff finished and wrote down what was done (the **Resolution**).	Press **Confirm fixed & close**, or **Reopen** / reply if the problem is still there.
Closed	The ticket is complete (confirmed by you, or cancelled).	Press **Reopen** if the problem comes back.

5.3 Priority and due time

New tickets. UITC / OIT aims to **take** a new ticket (assign a staff member to it) within **9 working hours (one working day)** of when you sent it. Until then your ticket page shows **Take by**. After it is assigned, and until staff set the kind of work (the service type), the aim is to **resolve** it within **9 working hours** of the assignment. Once the service type is set, the target time of that type applies, as in the table below.

Office hours only. The turnaround time counts only the working time of UITC / OIT: Monday to Friday, 7:00 AM to 5:00 PM, without the lunch break from 12:00 PM to 1:00 PM, holidays and days when work is suspended. A ticket you send on a Friday evening, at the weekend or on a holiday starts counting when the office opens again. The office hours can be changed by UITC / OIT.

On your ticket page, the badge beside the status shows the **priority** staff gave it (Low, Normal, High or Urgent). Once staff set the service type, the **Details** panel also shows the **target time** to finish and a turnaround badge:

Badge	Meaning
Not started	The target is known, but work has not started yet.
Take within …	Nobody has taken your ticket yet. This is the working time left for UITC / OIT to take it (one working day after you sent it).
Not taken · overdue …	The time to take your ticket passed and nobody has taken it yet. Add a reply if it is urgent.
Due in …	Work is under way and the target time has not passed yet. The time shown is working time.
On hold · … left	The ticket is On Hold. The time is stopped and the time that is left is kept. It is never late while it is On Hold.
Overdue	The target time passed and the ticket is not finished yet. Staff are alerted automatically.
Met	The ticket was finished within the target time.
Missed	The ticket was finished, but later than the target time.

6. Working with a ticket

6.1 The ticket page

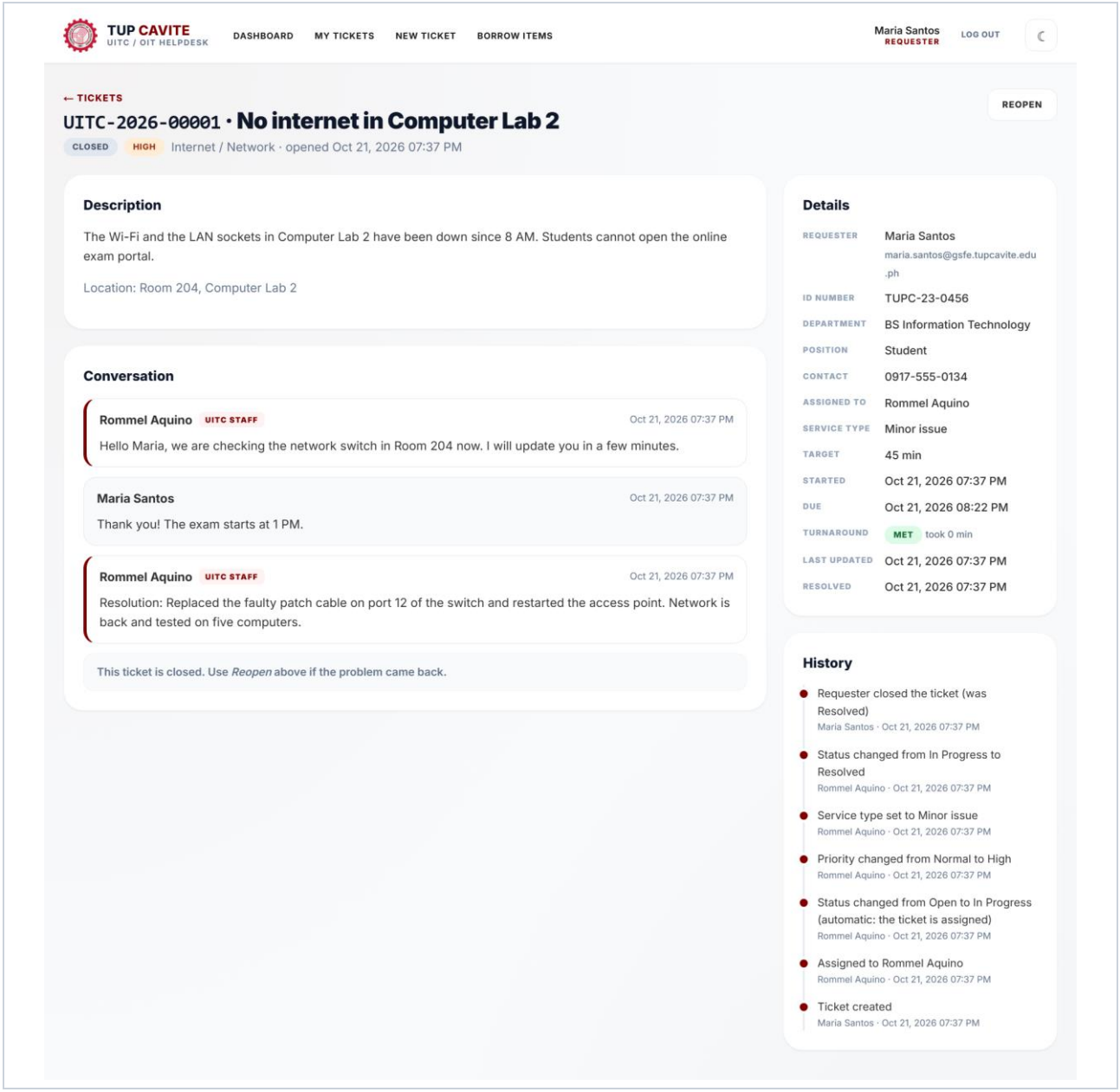


Figure 14. *A ticket with the conversation and history.*

- **Description**: what you reported, with your attachments.
- **Conversation**: messages between you and UITC staff. Staff messages are marked **UITC STAFF**.
- **Details**: assigned staff member, service type, target and due time, and turnaround result.
- **History**: a time-stamped log of everything that happened to the ticket.

6.2 Replying

1. Type your message in **Add a reply**.
2. Optional: attach files (same limits as in Section 4.1).
3. Press **Post reply**. The assigned staff member receives an email.

6.3 When your ticket is Resolved

When staff mark a ticket **Resolved**, they must write what was done. You will see it as a message starting with **Resolution:**, and you receive an email with the same text.

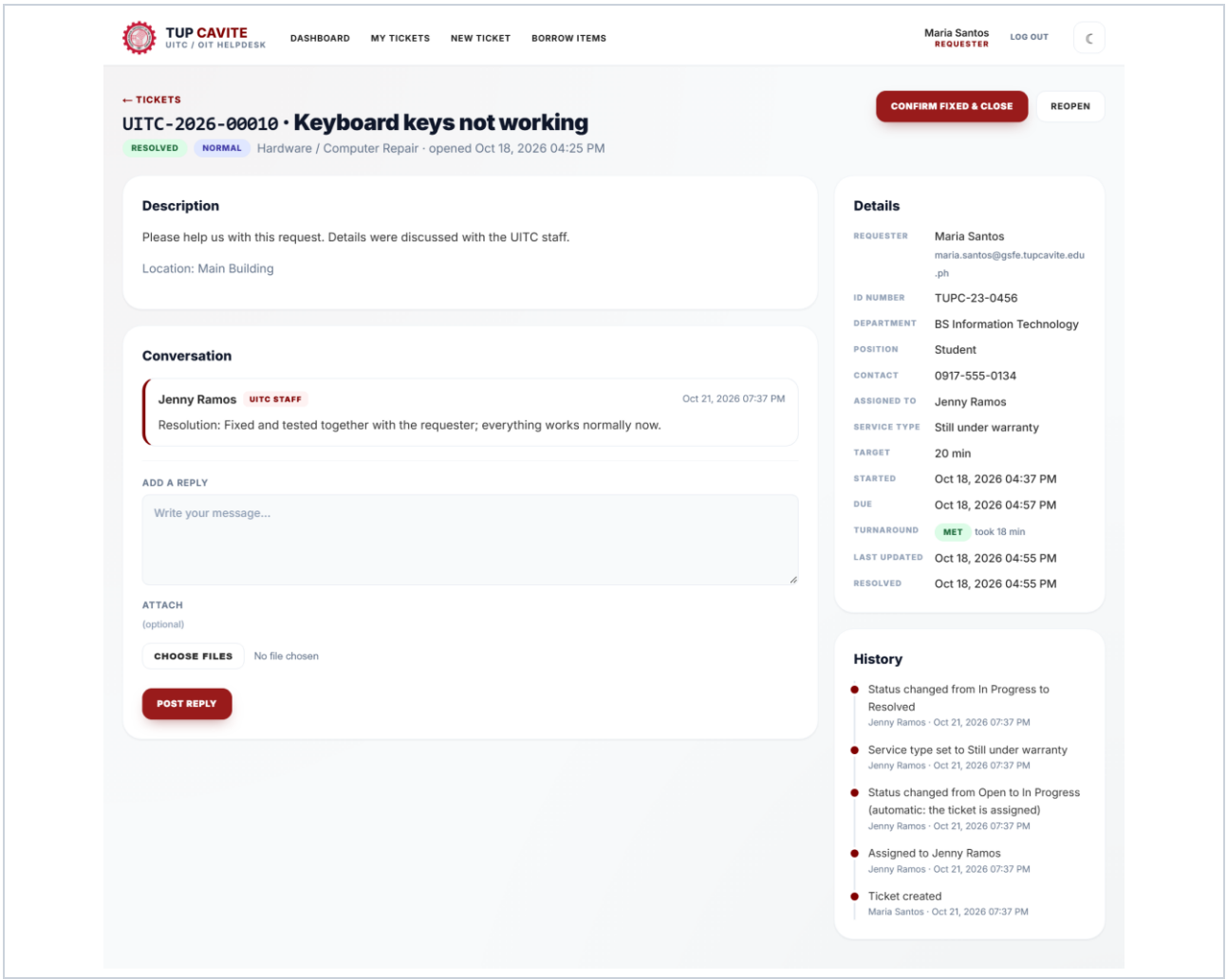


Figure 15. *A resolved ticket. Choose Confirm fixed & close, or Reopen.*

If…	Do this
The problem is fixed	Press **Confirm fixed & close**, then confirm. The ticket becomes **Closed**, and you are invited to rate the service (Section 6.4).
The problem is not fixed	Press **Reopen**, or simply post a reply that explains what is still wrong. The ticket goes back to staff.
You do nothing	The ticket stays **Resolved**. Please close it so UITC can keep its records clean.

6.4 Rating the service (satisfaction survey)

When you press **Confirm fixed & close**, the helpdesk asks **“How did we do?”**. Your answers help UITC / OIT improve the service. It takes less than a minute.

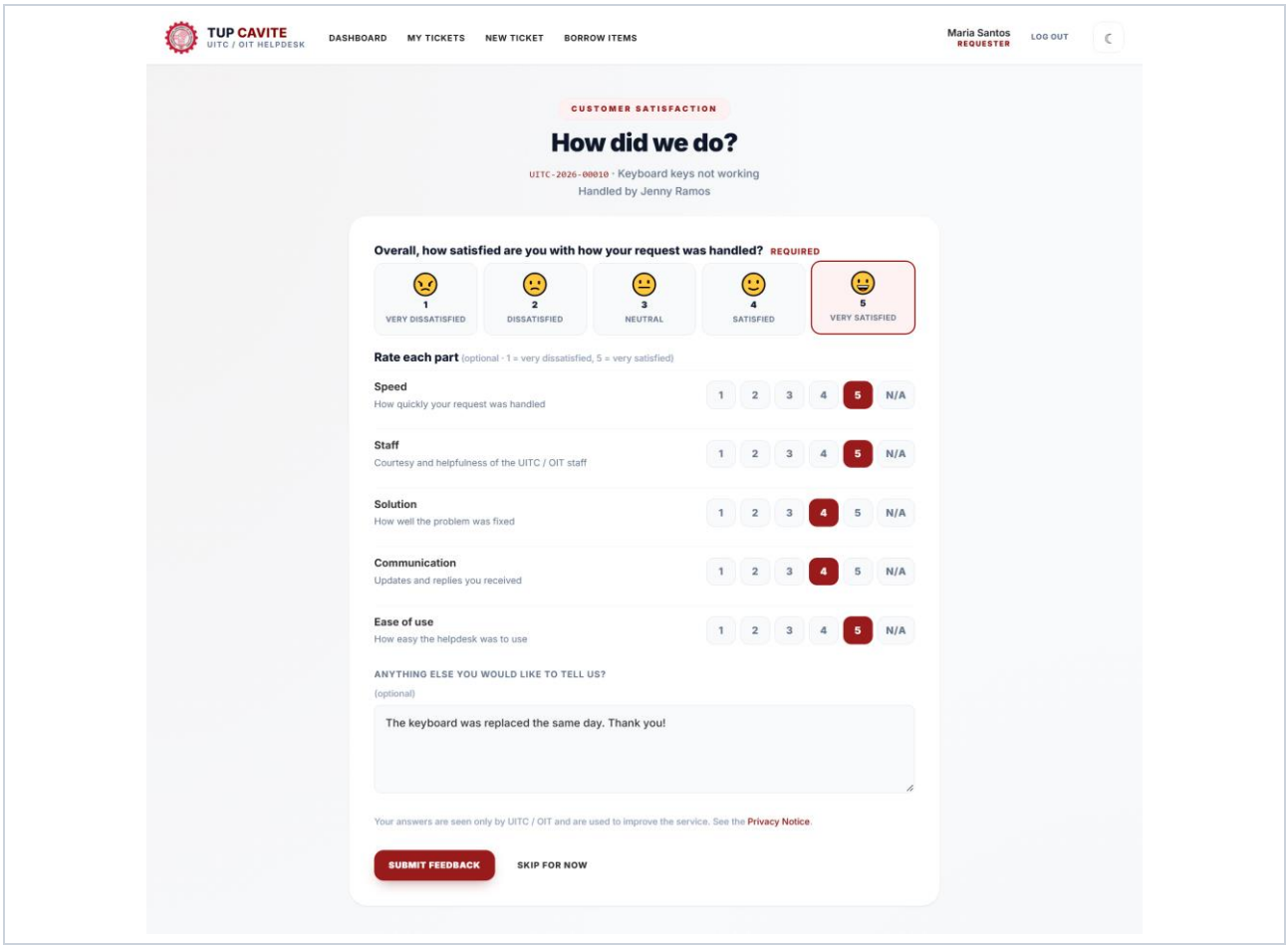


Figure 16. *The satisfaction survey, filled in.*

1. Under **Overall**, choose the face that shows how satisfied you are with how your request was handled, from **1 – Very dissatisfied** to **5 – Very satisfied**. This answer is **required**.
2. Optional: under **Rate each part**, give 1 to 5 for **Speed**, **Staff**, **Solution**, **Communication** and **Ease of use**. Leave **N/A** if a part does not apply.
3. Optional: write a comment about what went well or what we could do better (up to 1000 characters).
4. Press **Submit feedback**. You return to your ticket, which now shows your rating.

- **You can skip it.** Press **Skip for now**. The ticket page then shows a **Rate this service** button so you can answer later.
- You can rate each ticket **once**, and the answer cannot be changed afterwards.
- A request you simply **cancelled** (no work was done) is not rated.

- Your rating and comment are seen only by UITC / OIT staff and administrators. They do not change the ticket. They are covered by the Privacy Notice.

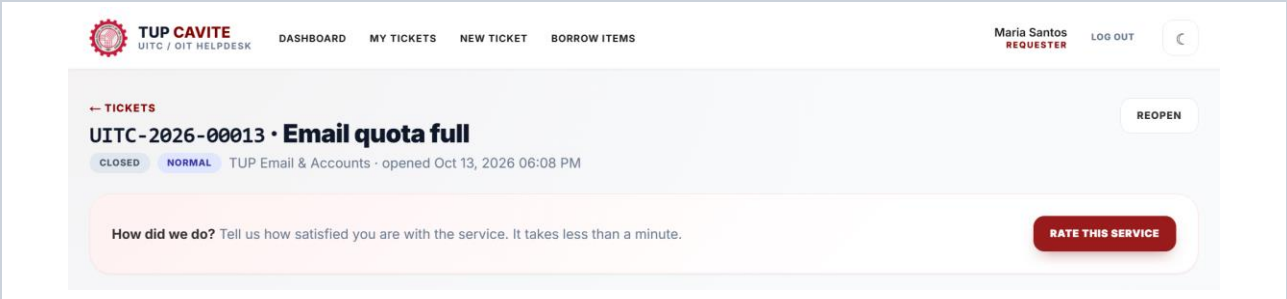


Figure 17. *A closed ticket that has not been rated yet shows a Rate this service button.*

6.5 Cancelling a request

If you no longer need help (for example the problem went away), press **Cancel request** on the ticket and confirm. The ticket is closed. You can still **Reopen** it later.

6.6 Emails you will receive

When	Email
You submit a ticket	“We received your ticket” with the ticket number.
Staff reply	The message from staff, with a link to answer.
The status changes	The old and new status. For **Resolved**, it includes the resolution.
You submit a borrow request	“We received your borrow request”.
A borrow request is approved, rejected, released, returned or cancelled	A short explanation of what happens next.
Your office is scheduled for preventive maintenance	The date and time, your PC(s) and your personal link to agree or to tell us why not (Chapter 10). A reminder comes the day before.
The maintenance of your PC is finished	What was done, anything that needs attention, and a link to confirm that it was done (Section 10.4).

> **TIP** All emails contain a link to the ticket or request. Replies to these emails are **not** read; always reply inside the helpdesk.

7. Borrowing equipment

UITC / OIT lends IT equipment to students and employees: for example a Digital MultiTester, HDD docking bay, HDMI cord and extender, wired keyboard and mouse, LAN cable tester, UTP patch cable, power cord, projector and screen, QR code scanner, tripod, USB reader, video camera and WiFi dongle. The exact list is kept by UITC / OIT and may change.

7.1 Choose your items

1. Open **Borrow items**. Every item is shown with a picture and a badge with the number **available** right now.
2. Press **+** on an item to add it to **Your request** (the panel on the right). Press **–** to remove one.

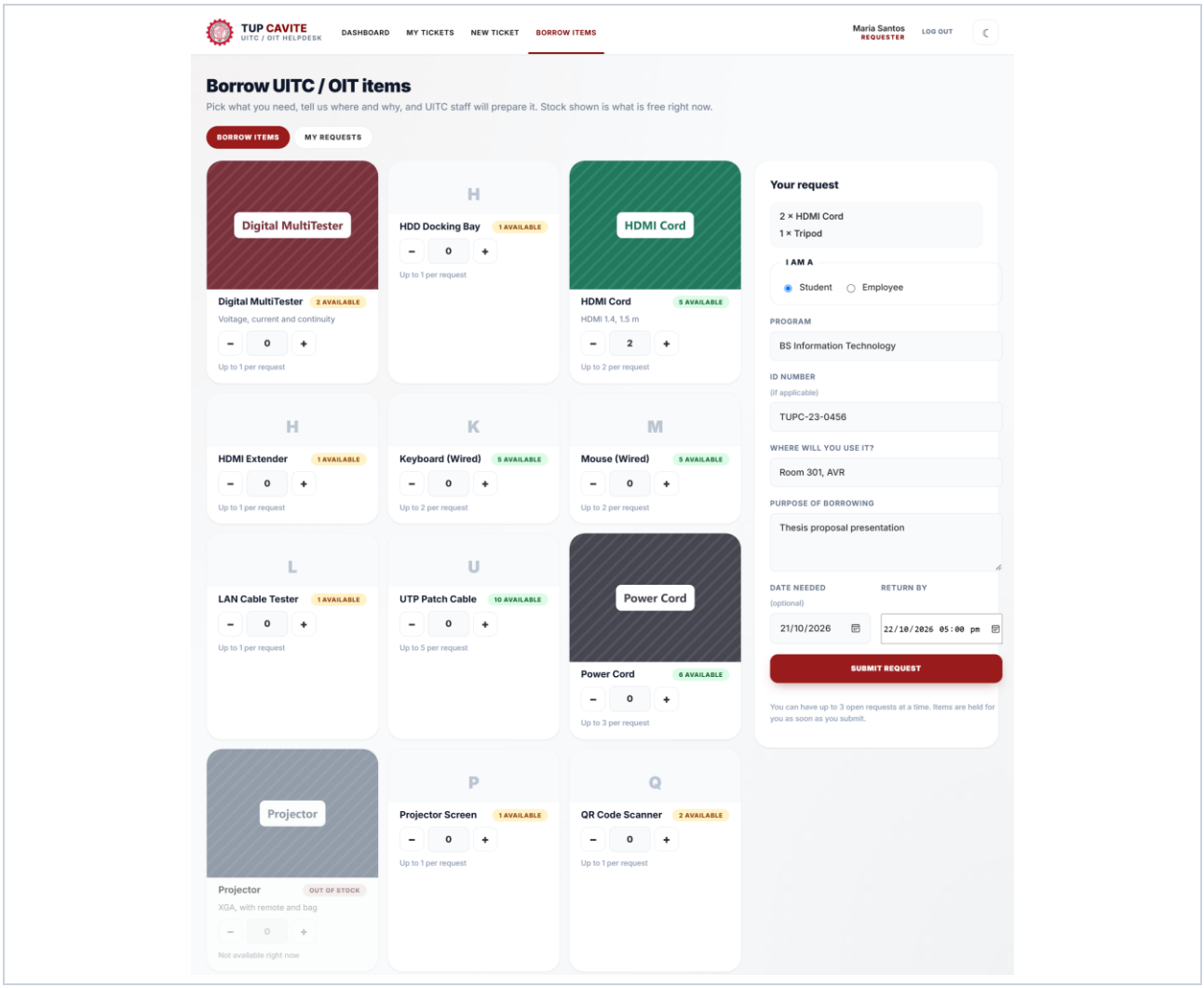


Figure 18. *The borrowing catalog with two HDMI cords and one tripod selected.*

Badge on an item	Meaning
Green **n available**	Plenty in stock.
Yellow **n available**	Only one or two left.

Badge on an item	Meaning
Gray **Out of stock**	Nothing is free right now. The item is dimmed and the **+** button does not work. Check again later: availability refreshes by itself every few seconds.

Below each item, **Up to n per request** shows the most you can ask for in one request.

7.2 Submit the request

1. In **I am a**, choose **Student** or **Employee**.
2. Check your **Program** and **ID number**. They are filled in from your profile.
3. Type **Where will you use it?** (room or place) and the **Purpose of borrowing**.
4. Choose the **Date needed** (optional) and the **Return by** date and time.
5. Press **Submit request**.

Limits

Limit	Value
Open requests at the same time (Pending, Approved or Borrowed)	**3** per person
Return-by date	Not earlier than now, and **at most 30 days** ahead
Quantity per item	No more than shown under the item (“Up to n per request”), and never more than what is available

> **IMPORTANT** As soon as you submit, the items you chose are **held for you**: nobody else can take them while your request is pending. If the request is rejected or cancelled, or the items are returned, the stock goes back to the catalog.

7.3 Track your requests

Open **Borrow items → My requests**. Press a request to see its items, dates and history.

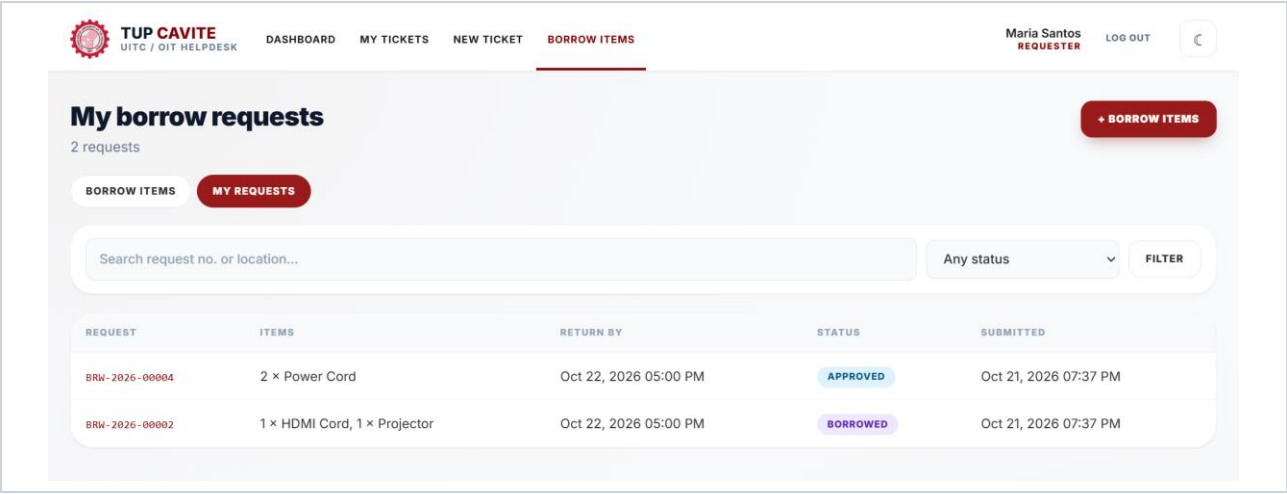


Figure 19. *My borrow requests.*

Status	Meaning	What you do
Pending	Waiting for UITC staff to review it. Items are held for you.	Wait, or cancel the request.
Approved	Staff approved it. You get an email.	Go to the UITC / OIT office to pick up the items and sign the borrower's form.
Borrowed	Items were released to you. The **return by** date applies.	Return the items on time, in good condition.
Returned	UITC received everything back. The request is complete.	Nothing more.
Rejected	Staff could not approve it. The reason is shown and emailed.	Read the reason; submit a new request if needed.
Cancelled	The request was cancelled by you or by staff.	Nothing more.

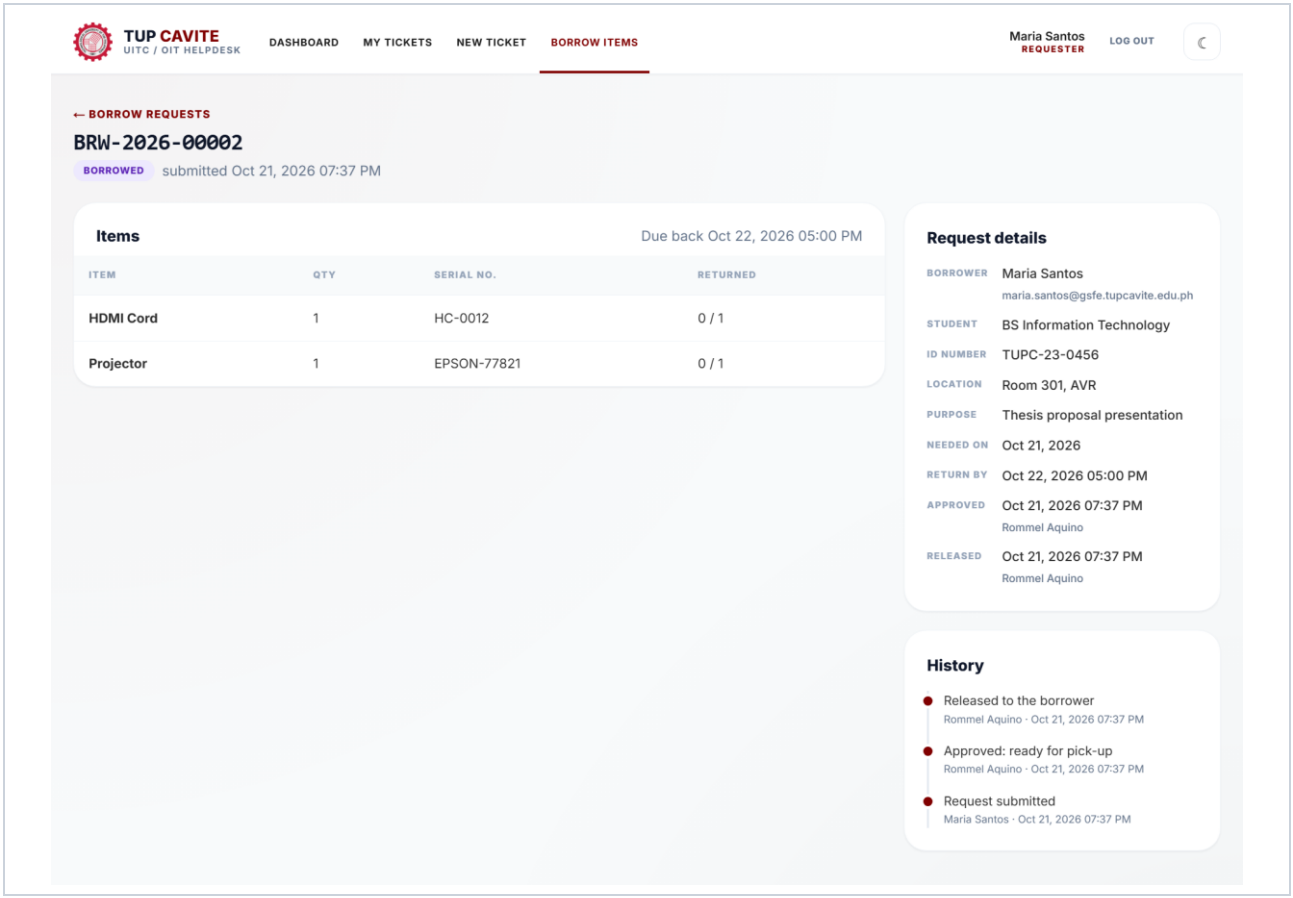


Figure 20. *A borrow request while the items are borrowed.*

7.4 Pick-up and return

1. Bring your **school ID** to the UITC / OIT office when your request is **Approved**.
2. Staff check the items with you (and note their serial numbers), then release them. You sign the printed **UITC Borrower's Form** (TUPC-F-OCD-OIT-011).

3. Return the items **on or before the return-by date**. Staff record the return; when everything is back the request becomes **Returned**.

> **WARNING** If items are not back by the return-by time, the request shows as **overdue** and staff will follow it up. Please ask staff early if you need more time. Lost or damaged items must be reported to UITC / OIT immediately.

> **TIP** You can also borrow **at the counter** without going online first: a staff member registers you with your name, school email and ID number, and gives you the items. You then set your own password with **Forgot password?** (Section 2.3.1).

7.5 Cancelling a borrow request

While a request is **Pending** or **Approved** you can open it and press **Cancel request**. The items go back to the catalog at once. After the items are released, the request can only be closed by returning them.

8. Printing your documents

UITC / OIT can print your documents. You send the file through the helpdesk, UITC / OIT checks it, you pay in cash at the **OIT counter**, and we print it for you. You pay **per printed page**, and **stapling is free**.

8.1 How it works

Step	What you do	What UITC / OIT does
1	Open **Print documents**, choose your file, paper size, how it should be printed and the number of copies. Press **Send for checking**.	Receives your request. You get a confirmation email.
2	Wait for the email. **Do not come to the office yet.**	Opens your file and checks that it prints properly.
3	If we ask for a corrected file, fix it and send a new file.	Sets the pages and the exact amount, then emails you the **amount** and a **reference number**.
4	Go to the **OIT counter** with your reference number and pay the exact amount in cash. Keep the receipt.	Records your payment and the receipt number.
5	Wait for the “ready” email.	Prints your document.
6	Pick up your documents. Bring your school ID.	Hands over the documents.

IMPORTANT Printing starts **after you pay**. Pay within **3 days** after we approve your file. If you do not, the request expires and you must send it again.

8.2 Send your file

1. Press **Print documents** in the top menu.
2. Under **File to print**, choose your file. You can add **several files** to one request (up to **10 files**; choose again to add more, or drop them on the box). Each file can be a **PDF**, a **Word (.docx)** or **Excel (.xlsx)** file, or a **picture** (PNG, JPG, GIF, BMP, WEBP or TIFF), up to **15 MB**. All the files of one request together can have up to **60 MB** and **100 pages**.
3. Choose the **Paper size**: Short (8.5 × 11 in), A4 or Long (8.5 × 13 in).
4. Choose how it should be printed: **black & white**, **half colored** or **full colored**. Choose full colored if your pages have pictures, charts or colored backgrounds, and half colored for pages with some color.
5. Type the number of **Copies**. Add a note for the staff if needed, for example “Print pages 1 to 5 only”. If you will bring your own paper, tick **I will bring my own paper**: you pay less (Section 8.3).

6. Press **Send for checking**. You see your request with its reference number (for example PRT-2026-00012).

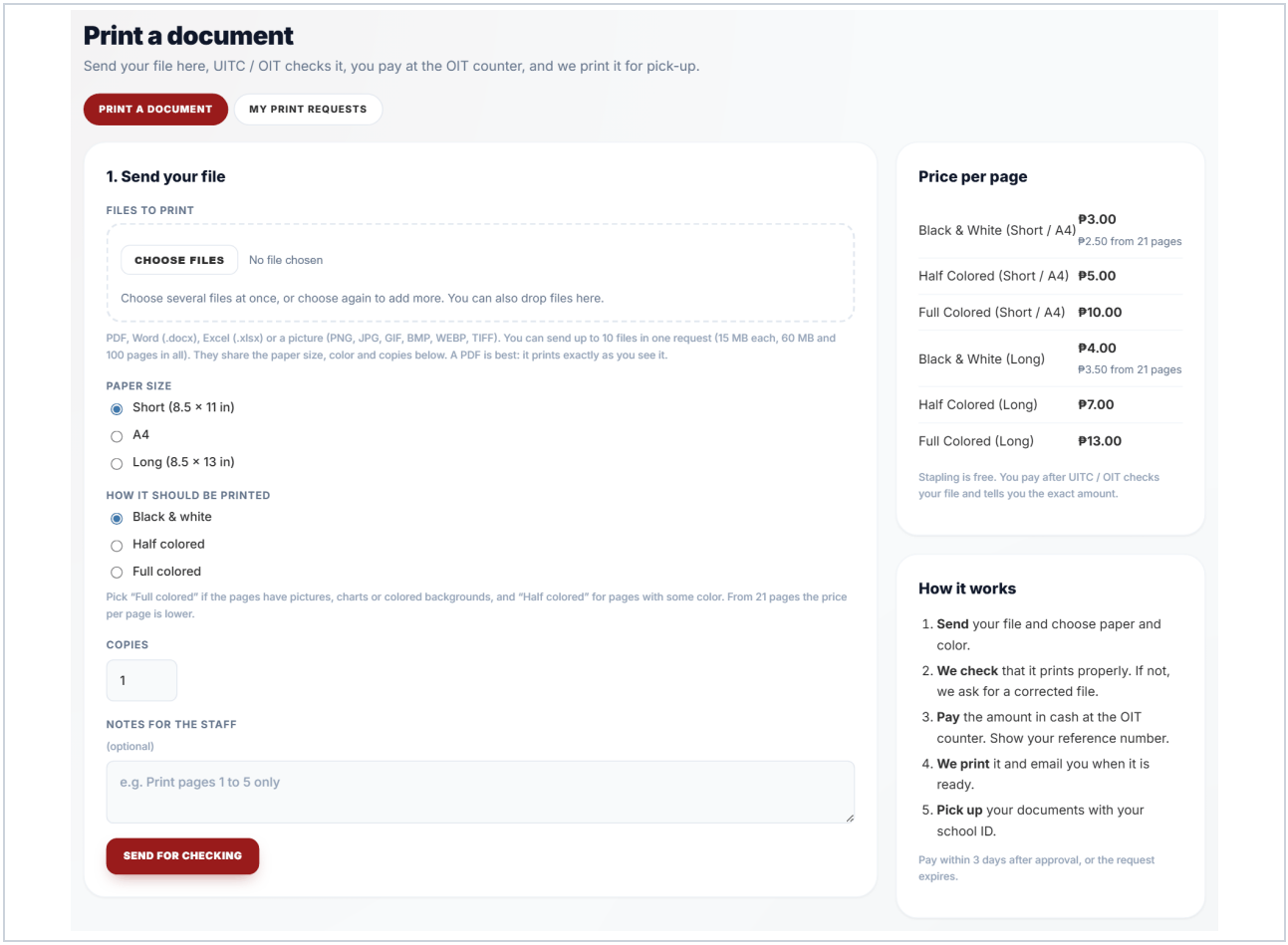


Figure 21. *The Print a document page with the price list.*

> **TIP** A **PDF** is best: it prints exactly as you see it. Word and Excel files can look different on our computers (page breaks, fonts). Check your file before sending and convert it to PDF if you can.

> **NOTE** Files with macros, files that are damaged, files protected by a password and files with more than 100 pages are refused when you send them, with a message that tells you why.

8.3 Prices

Kind of print	Price per page	From 21 pages
Black & White (Short / A4)	₱3.00	₱2.50
Half Colored (Short / A4)	₱5.00	₱5.00
Full Colored (Short / A4)	₱10.00	₱10.00
Black & White (Long)	₱4.00	₱3.50
Half Colored (Long)	₱7.00	₱7.00
Full Colored (Long)	₱13.00	₱13.00

The amount is pages × price × copies. From **21 printed pages** (pages × copies of the same kind of print) the lower price applies to **all** of them. For example 3 black & white A4 pages in 2 copies are 6 pages: 6 × ₱3.00 = ₱18.00. 25 black & white A4 pages are 25 × ₱2.50 = ₱62.50.

- When one document has both text pages and pages with pictures, UITC / OIT prices each kind separately. The amount email lists them.

Half colored is available on Short, A4 and Long paper.

- Prices can change. The price used for your request is fixed when it is approved.
- **Bring your own paper and pay less.** If you bring your own paper (Short, A4 or Long), you pay **₱1.00 less for every printed page** (pages × copies), also when the lower price from 21 pages applies. For example 10 pages of black & white on Short paper cost ₱20.00 instead of ₱30.00. Tick **I will bring my own paper** when you send your file, and bring the paper, of the size you chose, to the counter when you pay. If you do not bring the paper, staff take the discount off and the amount goes back to the normal price. The amount may change; the amount email says when it applies.

Photocopying (Xerox) is done at the OIT counter only, on Short or A4 paper: White and Black ₱4.00, Back to Back (W&B) ₱3.50, Half Colored ₱7.00 and Back-to-Back ₱13.00 per page. It cannot be ordered through the helpdesk.

8.4 Follow your request

Open **Print documents → My print requests**. Press a request to see what is happening to it.

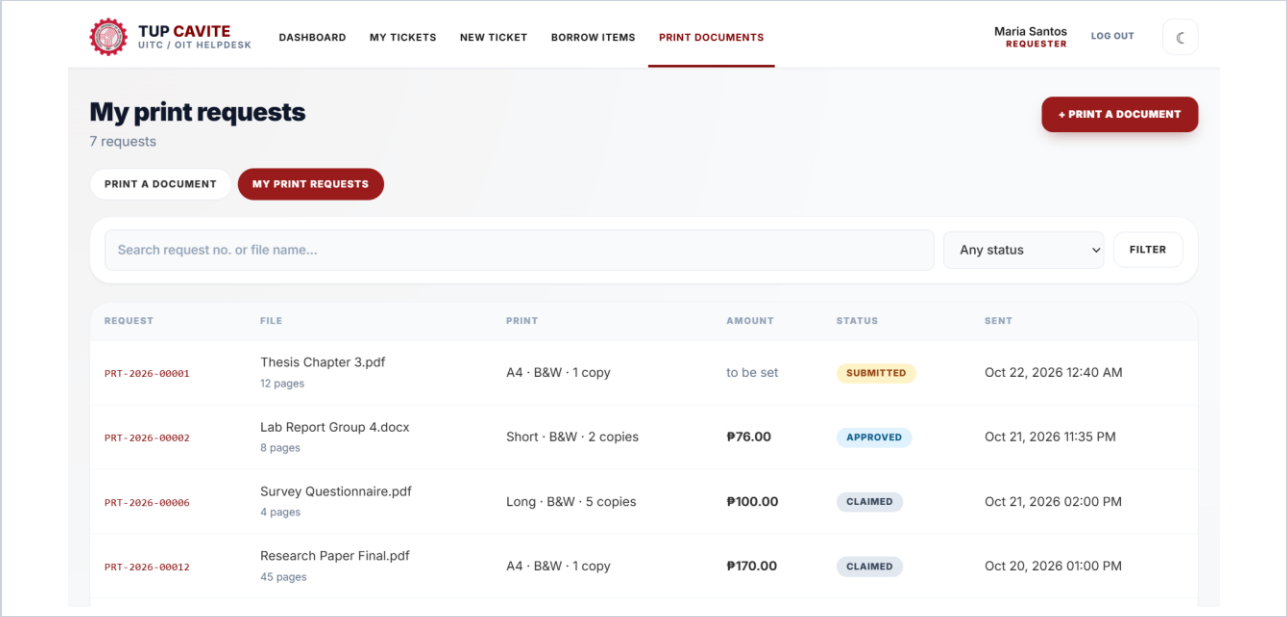


Figure 22. *My print requests.*

Status	Meaning	What you do
Submitted	UITC / OIT is checking your file.	Wait for the email. You may cancel the request.
Needs revision	The file cannot be printed as it is. The note tells you what to fix.	Fix the file and press **Send new file**.
Approved	The price is set. The page shows the amount and the date to pay by.	Pay at the OIT counter with your reference number.

Status	Meaning	What you do
Paid	We received your payment.	Wait. We are printing your document.
Ready	Your documents are printed.	Pick them up at the OIT counter with your school ID.
Claimed	You picked up your documents.	Nothing more.
Rejected	We cannot print this file. The reason is shown.	Read the reason. Send a new request if needed.
Cancelled / Expired	You cancelled, or the request was not paid in time.	Send a new request if you still need the printing.

8.5 Pay at the counter and pick up

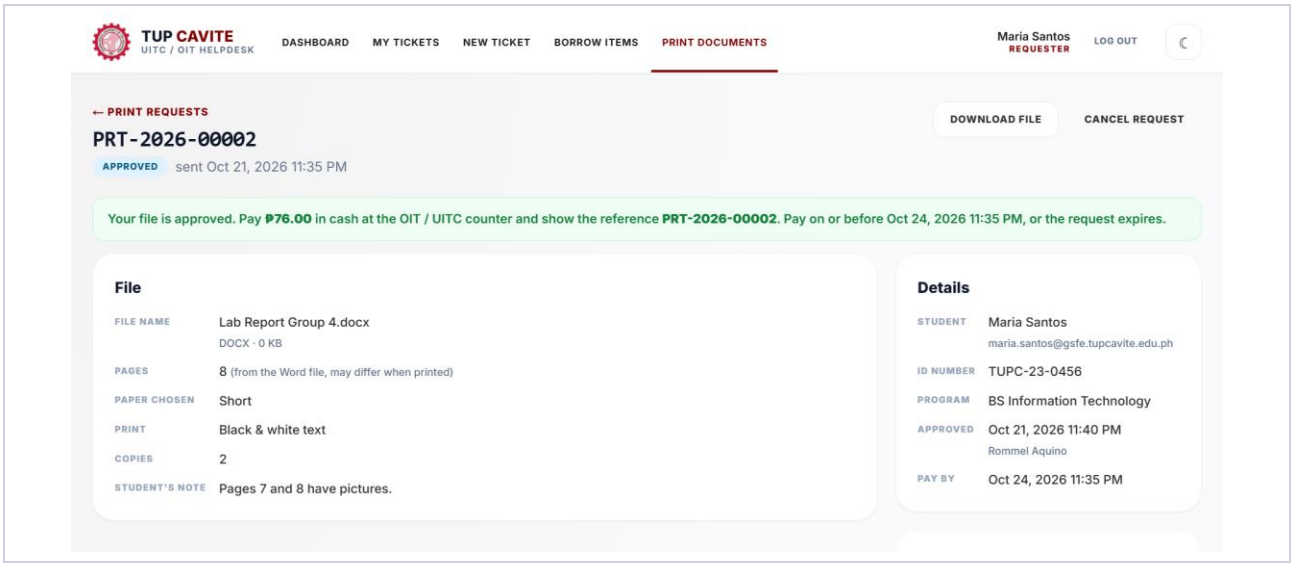


Figure 23. *An approved request: the amount to pay and the reference number.*

1. When the request is **Approved**, note the **amount** and the **reference number** (for example PRT-2026-00012).
2. Go to the **OIT counter**. Show your reference number and your school ID. Pay the **exact amount in cash**.
3. Keep your **receipt**. The staff record its number in your request.
4. When you receive the “ready for pick-up” email, come back and pick up your documents.

8.6 Printing without an account (guest)

You do **not** need an account to print. If you have not registered, use the **Print a document (no sign-in)** button on the sign-in page.

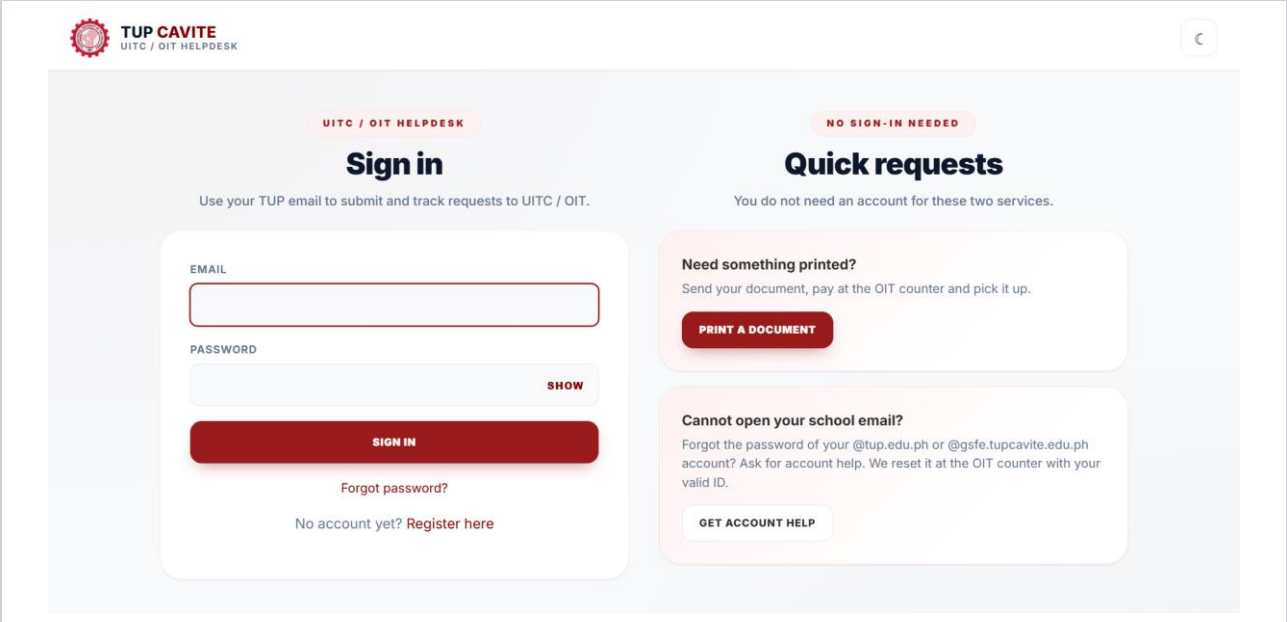


Figure 24. *The sign-in page: sign in on the left, the two requests that need no sign-in on the right.*

1. On the sign-in page press **Print a document (no sign-in)**.
2. Type your **full name** and your **email address** (your school email: @tup.edu.ph or @gsfe.tupcavite.edu.ph). A phone number is optional.
3. Choose your **file**, **paper size**, **how it should be printed**, the number of **copies**, and add a note if needed (see Section 8.2).

4. Read the **Privacy Notice**, tick the box to agree, and press **Send for checking**.

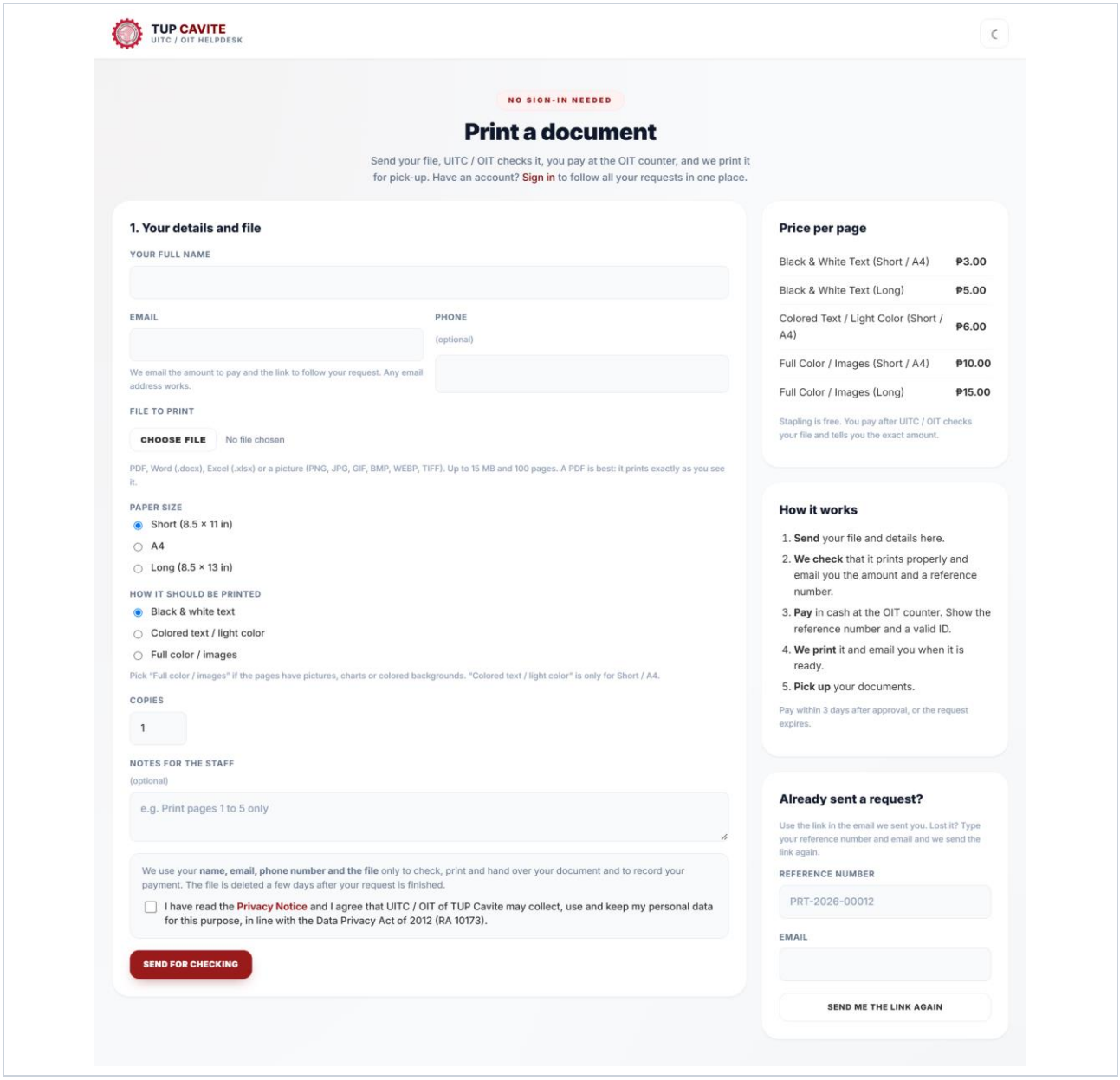


Figure 25. *The guest print form.*

After you send the request you see its **status page**. The address of this page was also **emailed to you**. It is the key to your request:

- **Keep the address** (bookmark it or keep the email). You use it to see the amount to pay, send a corrected file, cancel, or download your file.
- **Do not share it.** Anyone who has the address can open your request.

- **Lost it?** On the guest form, under **Already sent a request?**, type your reference number and email and press **Send me the link again**. We email the link only if they match.

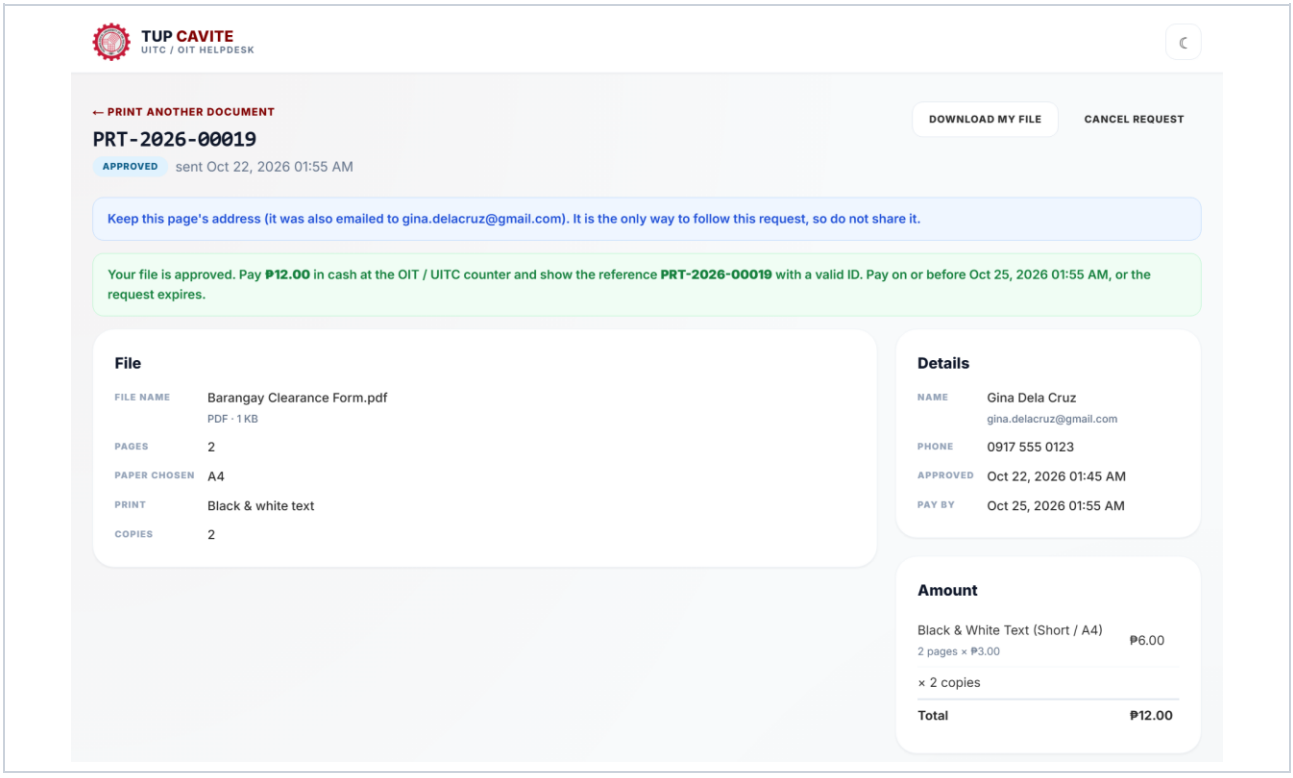


Figure 26. *The status page of a guest request after approval.*

The rest is the same as for students (Section 8.1): we check your file and email you the **amount** and a **reference number**; you pay in cash at the **OIT counter** and show the reference number **with a valid ID**; we print and email you; you pick it up.

> **NOTE** To keep the service safe, one email address can have up to **3 open** guest requests, and one device can send about **6 requests an hour**. With a school account you can follow all your requests in one place (**My print requests**).

> **NOTE** Use your **school email address** (@tup.edu.ph or @gsfe.tupcavite.edu.ph), written **firstname.surname** (students) or **firstname_surname** (employees), with one dot or one underscore only. The amount to pay and the link to your request go there. Other addresses, such as Gmail or Yahoo, are not accepted, and neither is a school address with a wrong name, such as juan.dela.cruz@tup.edu.ph. If it looks like a typo of a school domain (for example tup.edu.pg), the form tells you what it thinks you meant. Then open the **confirmation link** in the email we send you and press **Yes, this is my email**. That tells us that your emails arrive.

8.7 Printing at the counter (walk-in)

You can also come to the OIT counter with your file (on a flash drive or sent to the staff). A staff member uploads it, tells you the amount, takes your payment, prints it and gives it to you. **You do not need an account.** Bring your ID, and the staff will ask for your name and ID number.

8.8 Good to know

- You can have up to **3 open print requests** at a time and up to **20 copies** in one request. If you change your mind about the number of copies, tell the OIT staff before you pay: they can change it and the amount is computed again.
- You can **cancel** a request until it is paid. Once it is paid, talk to UITC / OIT.
- Your file is used only to check and print it. It is **deleted from the server a few days after** your request is finished (see the Privacy Notice).
- Staple is free; ask the staff when you pick up.

8.9 Printing it yourself at the printing station

You do not have to wait for staff to print your document. Pay at the OIT counter, get a **release code** and print it yourself at the **printing station**. You can do it with an account or as a guest (no account).

1. When you send your file, under **Where will it be printed?** choose **I will print it myself at the printing station**. (This choice is shown only when a station is available. It cannot be used together with I will bring my own paper.)
2. Wait for the email with the amount, as always. Pay at the OIT counter.
3. After your payment is recorded you get a **release code**, like K7MQ-2XDF: it is on your request page (guests: on the guest page you got by email) and in an email. Keep it private: whoever has it can print your document.
4. Go to the printing station of UITC / OIT. Type the code on the screen (or on the keyboard) and press **Print**. The screen shows the number of pages and follows your print until it says **Done**. Take your papers.

- The code works **once** and for **72 hours**. If it expired or you lost it, ask the staff at the OIT counter for a new one.
- If your document has **color**, use the **color** station; the screen tells you if you are at the wrong one.
- A **PDF** prints exactly as you see it. A Word or Excel file can look a little different; send a PDF if the look is important.
- If the screen says **Please see the staff** (for example your file has more pages than you paid for), go to the OIT counter: staff can fix it and you type the code again.
- You can still choose to have staff print it for you at the counter.

9. Labs, rooms and the LED Wall

Before you walk to a computer laboratory or classroom, you can check whether it is free. Anyone can do this, **with no sign-in**. Open **Rooms** in the top menu (it is also linked at the bottom of every page and on the sign-in page). The chapter also covers the **LED Wall**: its schedule, and how to ask to reserve it for your event (Sections 9.4 to 9.6).

9.1 The room board

The board shows a card for every lab and room. Each card says **Free** or **In use** right now, and for a class it names the class (the instructor and the section) and the **subject** the room is used for, for example “Prof. Santos - BSIT 3A · Web Systems”, and until what time. It also tells what comes next. The page refreshes itself every minute.

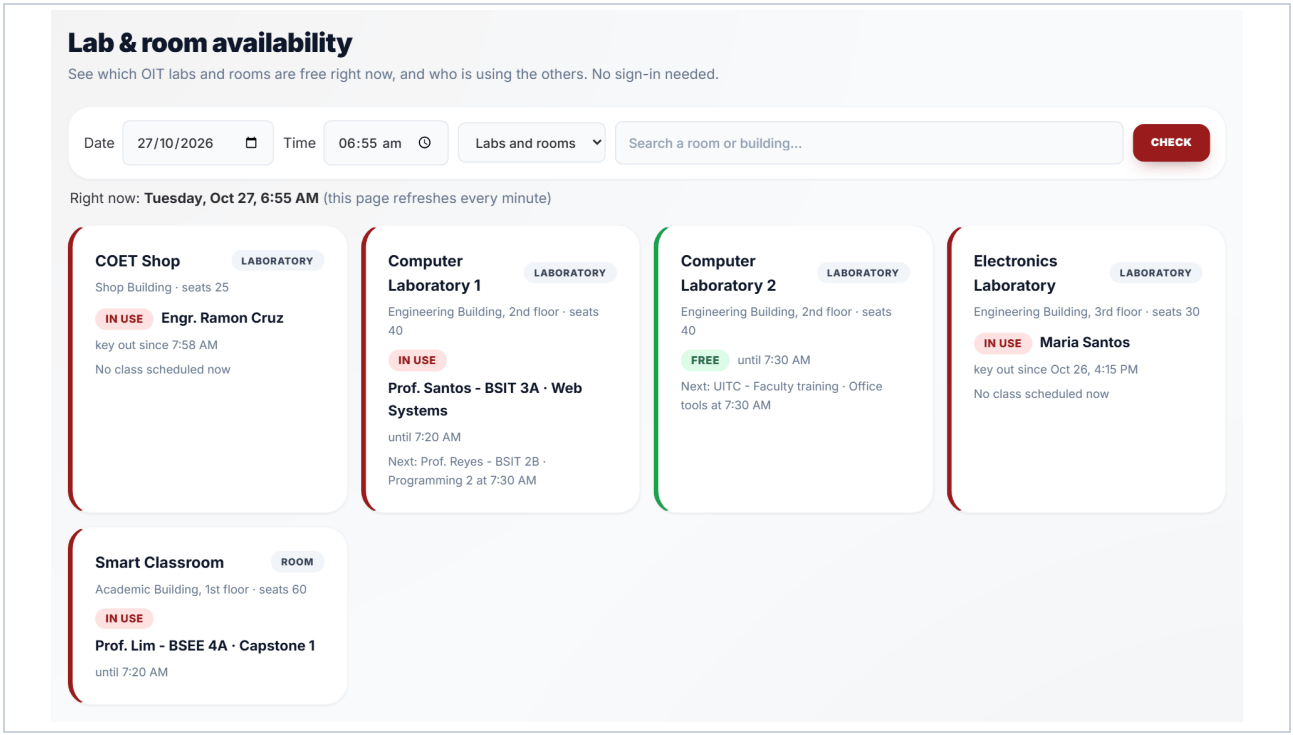


Figure 27. *The room board: which labs and rooms are free or in use right now.*

Use the filter bar at the top to narrow the list:

Filter	What it does
Date and Time	Press **Check** to see the board for another day and time, for example “Thursday at 1:30 PM”. Press **Right now** to come back to the present.
Type and search	Show only laboratories or only rooms, or look for a room by its name.

9.2 One room: day and week

Press a room card to open the room. The page shows the room’s opening hours, the seats and the schedule of the day: classes and events with their time and name. Use **Day** and **Week** to switch the view, and the arrows or **Today** to move around.

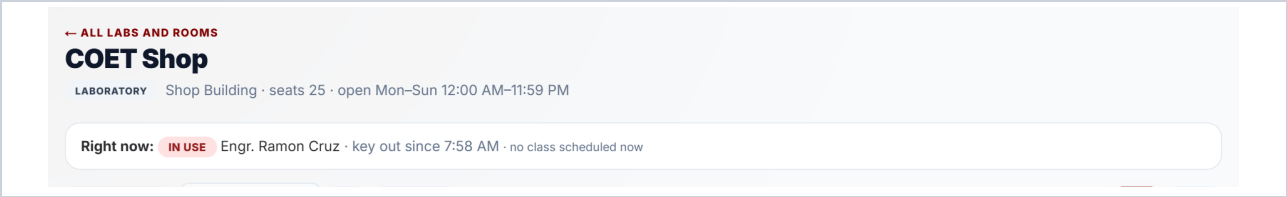


Figure 28. *A room that is in use, with the name of the person who has the key and since when.*

9.3 What the board tells you

You see	It means
Free	Nothing is scheduled in the room now and nobody has its key.
In use	A class or an event is scheduled, or somebody has the key of the room. The card shows the class or event name and its subject, or the name of the person who has the key and the time they took it.
Not available	The room is closed for a reason shown on the card, for example “Under maintenance until Nov 3”. It is outside its opening hours or days.

NOTE The board only tells you about the room. It does not reserve it: you cannot book a room through the helpdesk yet. If you need a room for an activity, ask the office that manages it. The board shows only names of classes, offices or events and the name of the person holding the key; IDs and purposes are never shown.

9.4 The LED Wall schedule

The LED Wall is the large screen of the campus that shows slideshows and videos for events. Anyone can see **when it is booked**, with no sign-in: press **LED Wall** at the very bottom of any page or on the sign-in page. When you are signed in, **LED Wall** is also in the top menu.

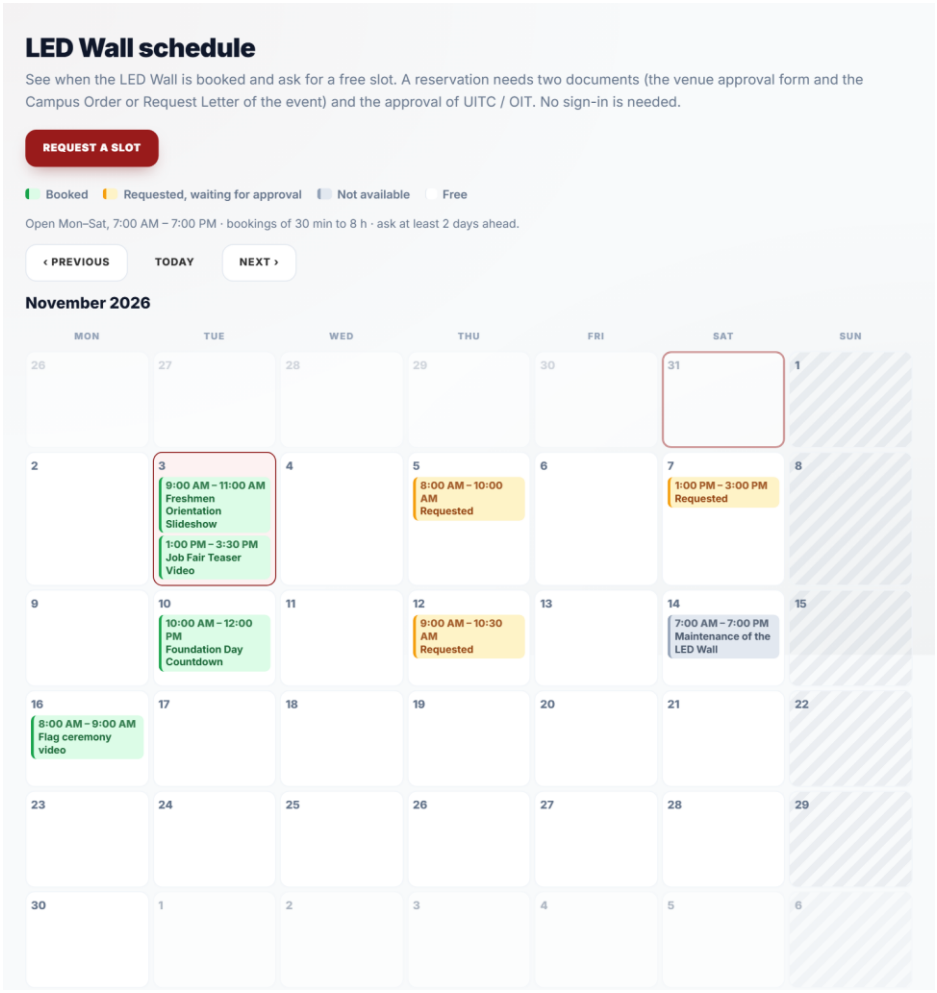


Figure 29. *The LED Wall schedule: one month, with the booked times, the requests that wait and the days that are closed.*

Each day shows its bookings. The colors mean:

Color	What it means
Green: Booked	UITC / OIT approved it. The event name and the time are shown to everyone. Nobody else can book that time.
Yellow: Requested	Somebody asked for this time and UITC / OIT has not decided yet. No detail is shown. The time is **not** reserved yet: you can still ask for it.
Grey: Not available	UITC / OIT closed the time, for example for maintenance of the LED Wall.
White: Free	Nobody has asked for it. You can ask for it.
Striped day	A day the LED Wall is not used (for example Sunday).

Press a day, or use **Previous**, **Today** and **Next** to change the month. The list below the calendar shows the times of that day, and every free time has a **Request this time** button.

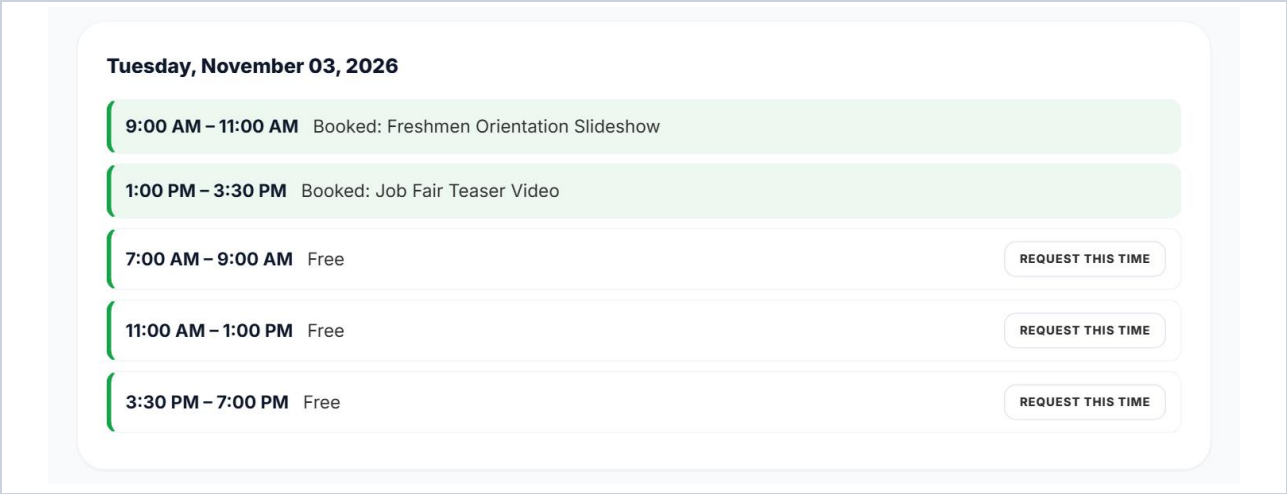


Figure 30. *One day: the booked times and the free times you can ask for.*

NOTE The calendar shows only the name of the event, the date and the time, and only after the booking is approved. Names and email addresses of the people who asked are never shown.

9.5 Ask for a slot

You can ask **with or without an account**. UITC / OIT must approve every request, and you must upload **two documents**: the **Venue approval form** and the **Campus Order or Request Letter** of the event.

1. Press **Request a slot** on the schedule, or **Request this time** next to a free time. The date and the time are filled in for you.
2. Check **Date**, **From** and **Until**. Under them the page lists what is free on that day: press one to fill in the time. Times are on the quarter hour, a booking is at least 30 minutes and at most 8 hours, and you ask at least 2 days ahead (up to 120 days).
3. Type the **name of the event** and your **office, department or organization**. You may also write what will be shown and anything the staff should know.
4. Type the **Campus Order number** if there is one. Then press **Choose file** under **Venue approval form** and again under **Campus Order or Request Letter of the event**. Both are required, one file for each. Use a PDF, a JPG or PNG picture or a Word file (up to 6 MB each).
5. If you are not signed in, type your **full name** and your **email address** (a phone number is optional) and tick the box that you read the **Privacy Notice**. If you are signed in, this part is not asked: the request is sent in your name. Use your school email (@tup.edu.ph or @gsfe.tupcavite.edu.ph).
6. Press **Send request**. You see the page of your reservation with its reference number (for example LED-2026-00012), and you get an email.

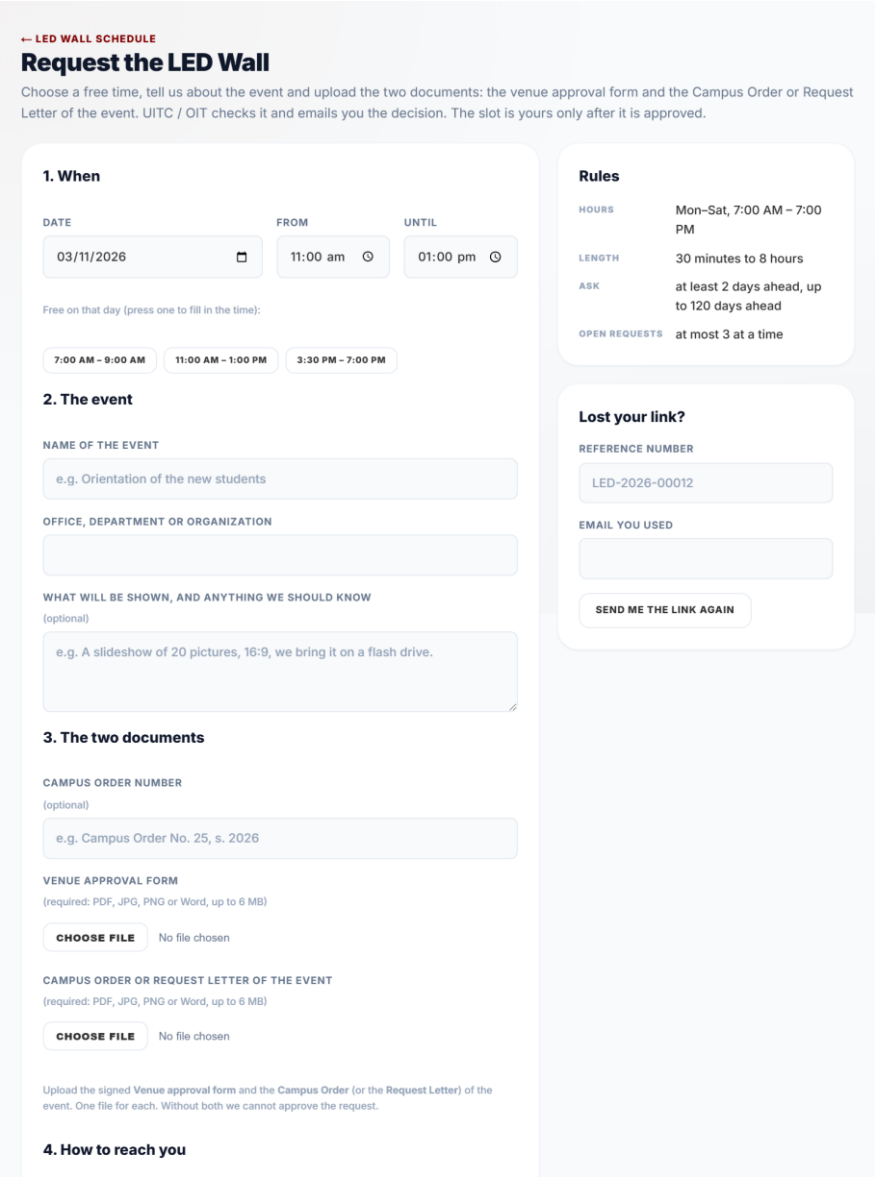


Figure 31. *The request form: the time, the event and the two documents.*

IMPORTANT A request **without both documents** is not accepted, and a request whose document cannot be read is sent back to you. Choose a clear PDF or a sharp picture of each signed paper.

NOTE Use your **school email address** (@tup.edu.ph or @gsfe.tupcavite.edu.ph), written **firstname.surname** (students) or **firstname_surname** (employees), with one dot or one underscore only. The decision and the link to your reservation go there. Other addresses, such as Gmail or Yahoo, are not accepted. Open the **confirmation link** in the email we send you and press **Yes, this is my email**. Your request is handled even if you do not, but UITC / OIT then sees that your address is not confirmed and may not be able to reach you.

TIP A request that waits does not reserve the time. If two people ask for the same time, UITC / OIT approves one. Ask early, and keep the email: it has the link to your reservation.

You can have at most **3 open reservations** (waiting or approved, not yet past) at a time.

9.6 Follow, change or cancel your reservation

If you are signed in, open **LED Wall → My reservations**. If you asked without an account, open the **link in the email** you received. Please keep that link to yourself: it needs no password. If you lost it, type your reference number and the email you used in the **Lost your link?** box of the request page, and we send the link again.

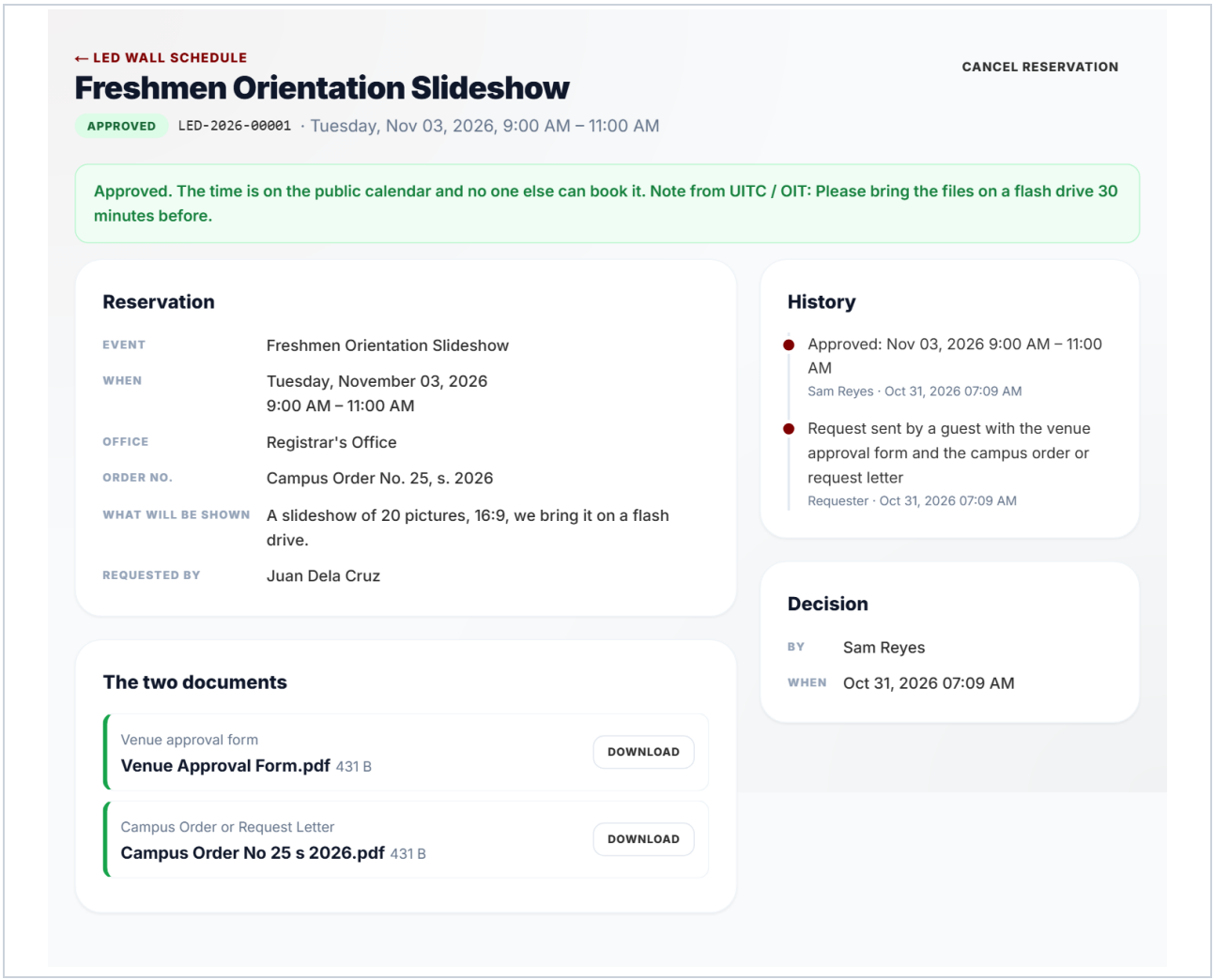


Figure 32. *The page of an approved reservation, with the note of UITC / OIT and the two documents.*

Status	What it means and what you do
Pending	UITC / OIT is checking your two documents. You get an email with the decision. You can still cancel.
Needs revision	One of the documents is not good enough (the reason is on the page and in the email). On the page, choose a new file for the venue approval form, the campus order or request letter, or both, and press **Send**: the request goes back to Pending.
Approved	The time is yours and shows on the public calendar. The page and the email also name the **UITC / OIT staff who will assist** in your event. UITC / OIT may have changed the time a little: check the date and time on the page and in the email, and read the note.
Rejected	UITC / OIT did not approve it. The reason is on the page. You may send a new request.
Cancelled	The reservation was cancelled by you or by UITC / OIT. The time is free again.

To cancel, press **Cancel reservation** on the page of the reservation. Please cancel as early as you can so that someone else can use the time. If you must change the date or the time of an approved reservation, cancel it and send a new request.

10. Preventive maintenance of your PC

Every year UITC / OIT cleans, updates and checks the computers of the offices and laboratories. This is called **preventive maintenance**. If a PC is assigned to you, UITC / OIT sends you an email so that you can say whether the schedule is good for you. You do not need an account or a password: the email has a personal link.

10.1 How it works

Step	What you do	What UITC / OIT does
1	Read the email: your office, the date and time, the technician and your PC(s).	Sends the schedule to the owner of every PC in the office.
2	Open your personal link. Tick **I agree**, or write why the schedule does not suit you.	Records your answer. If you disagree, UITC / OIT staff are told at once and contact you.
3	On the day, let the technician check your PC. You can keep your files; the technician does not open them.	Goes through the checklist for every PC: software, security, cleaning and general maintenance.
4	Open the email that says the maintenance is finished and tick **I confirm**.	Keeps your confirmation with the record of the maintenance.

10.2 Agree to the schedule, or tell us why not

1. Open the email “Preventive maintenance schedule” and press the link in it.
2. Check the **Department / office**, the **Date and time**, the **Technician** and **Your PC(s)** (Figure 33).
3. If the schedule is good for you, tick **I agree with this schedule**. If it is not, leave the box empty and write the reason in the box below it, with a better date if you have one (at least 5 characters).
4. Press **Send my answer**. You receive an email as a receipt.

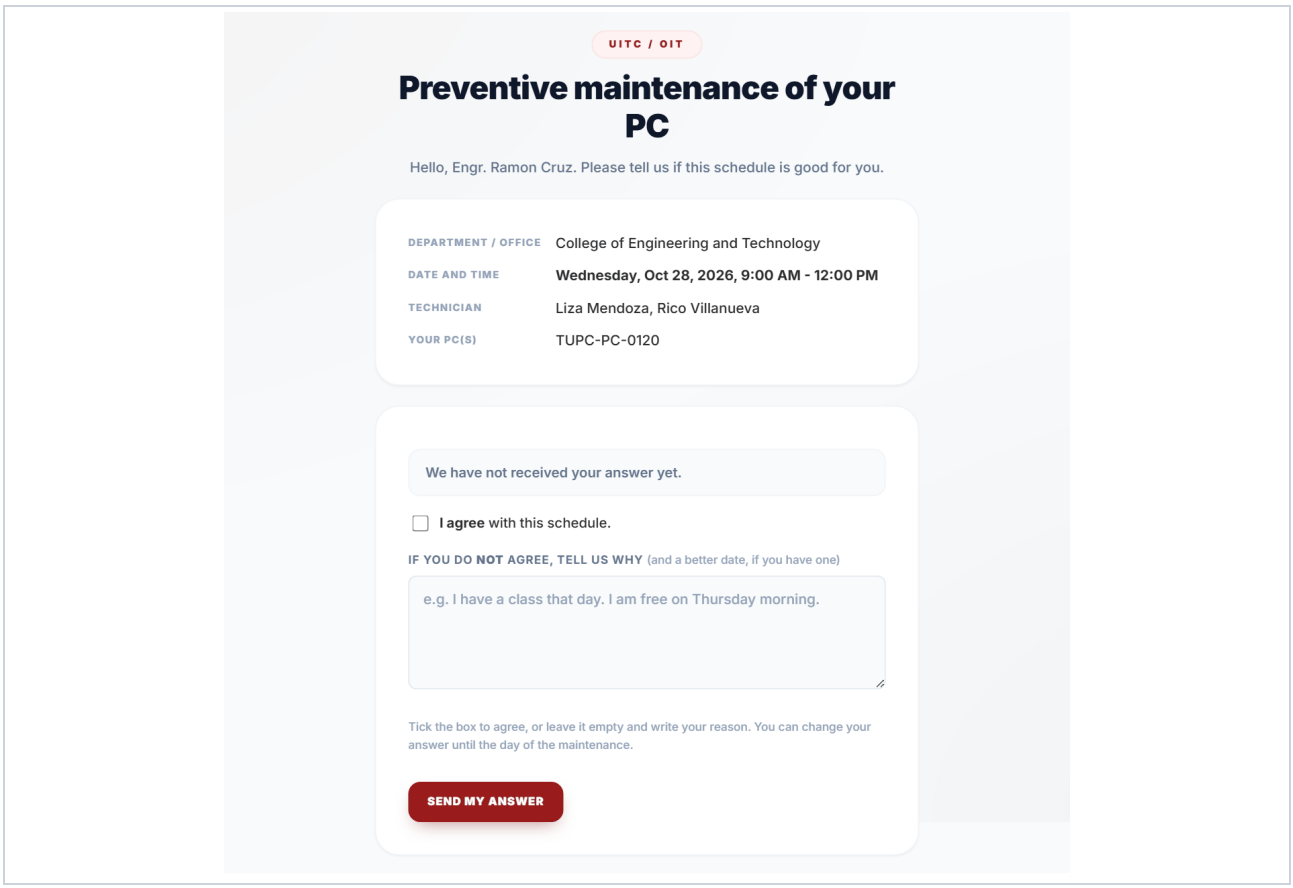


Figure 33. *The schedule page opened from the email: agree, or write why you do not.*

> **TIP** You can change your answer, with the same link, until the day of the maintenance. If UITC / OIT changes the date or time, your old answer is cleared and you receive a new email marked CHANGED: please answer again.

> **IMPORTANT** Do not share your link. Anyone who has it can answer for you. It stops working after the maintenance date, or when UITC / OIT closes the maintenance round.

10.3 The day before and the day itself

The day before, you receive a short reminder with the time and your PC(s). On the day, be at your PC at the scheduled time, or tell the technician where it is. Save your work: the technician may restart the computer. The technician fills in a checklist for each PC:

- **Software:** update software, clear out browser files, configure start-up programs.
- **Security:** scan for viruses, update the anti-virus, run the anti-malware.
- **Physical computer maintenance:** clean the keyboard, dust the computer unit, wipe down the monitor, organize cables.
- **General computer maintenance:** run Disk Clean-up, defragment the hard drive, empty the recycle bin, create a system restore point.

10.4 Confirm that the maintenance was done

When the technician has finished your last PC, you receive one email with the PCs, anything that needs your attention and the technician's recommendation. Press the link in it (Figure 34). The page shows the result for each PC. Tick **I confirm that the preventive maintenance of my PC(s) listed above was done** and press **Confirm**.

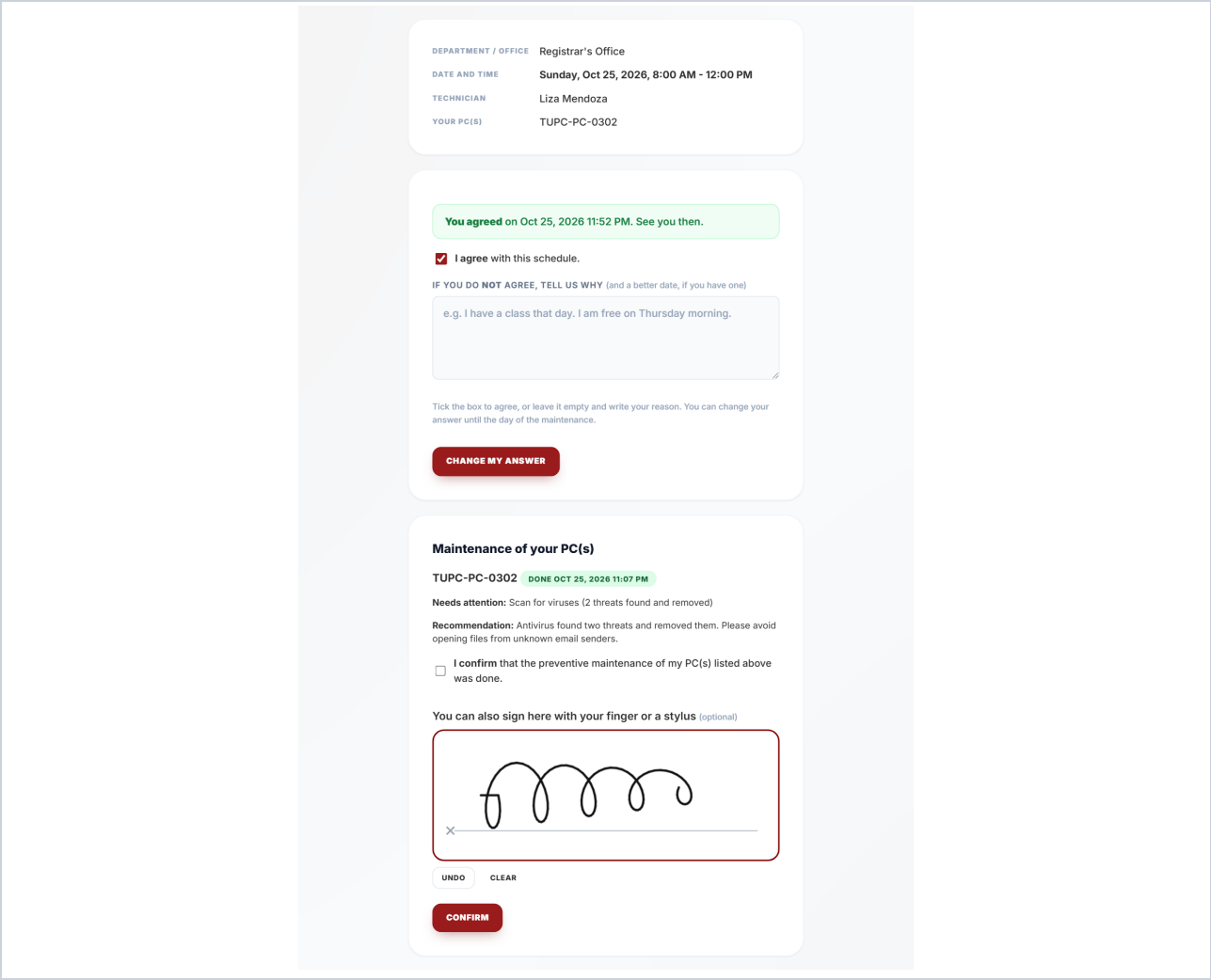


Figure 34. *The result page: what was done to your PC, and the box to confirm it.*

Signing instead of ticking. Under the tick box there is a box where you can also draw your signature with your finger or a stylus (optional). If you are at the OIT office, the technician can hand you a tablet instead: read what was done, check your name, sign in the box with the stylus pen and press **Sign and confirm**. Your signature is printed in the END-USER box of the form.

> **NOTE** Your confirmation takes the place of your signature on the official form TUPC-F-OCD-OIT-014 (ITR Maintenance Checklist / Report). If you are at the OIT office instead, the staff member can record your confirmation on site. If something is wrong with the result, do not tick the box: talk to the technician or UITC / OIT first.

11. The chat assistant

The **UITC Assistant** answers questions about using the helpdesk and gives basic steps to try when something does not work, for example Wi-Fi, a printer, a projector, a slow computer or a lost file. It is a computer program, not a person. It is on every page: look for the round chat button at the bottom right.

11.1 Open the chat

1. Press the round **chat button** at the bottom right of the page. The window opens (Figure 35).
2. If you are **not signed in**, the assistant first asks for your **TUP ID number** (for example TUPC-24-0101). Type it and press the arrow. If you are signed in it does not ask.
3. Press one of the suggested questions, or type your own question (up to 500 characters) and press **Enter**.
4. Read the answer. Links in the answer open the right helpdesk page, for example **New ticket**.

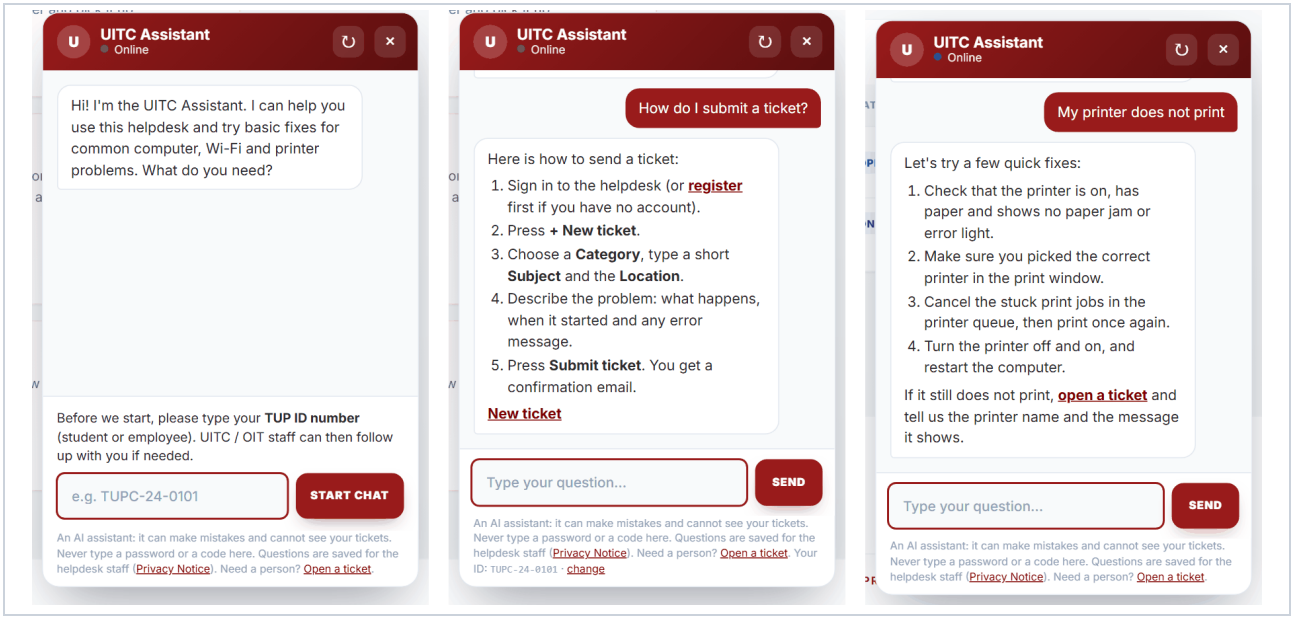


Figure 35. *Left to right: the ID question for visitors, a visitor's chat, and an answer to a question about a printer.*

11.2 Good to know

- **It only talks.** It cannot see or change your tickets, accounts or requests, and it cannot create a ticket. When it cannot help, or when you want to speak to a person, it shows a link to **New ticket**.
- **It answers only from the helpdesk's own information.** If it does not know, it says so. Open a ticket in that case.
- **Never type your password or a code.** The assistant will never ask for them, and neither will UITC staff.
- **Your ID number is only used to know who asks.** It is saved with your question for UITC / OIT administrators and is not sent to the AI service. Questions are deleted after 90 days.
- **A new chat starts** every time somebody signs in or signs out, so the next person on a shared computer never sees your conversation.
- If the button says **Offline**, the assistant is switched off. Open a ticket, or ask at the OIT office.

12. Your profile and password

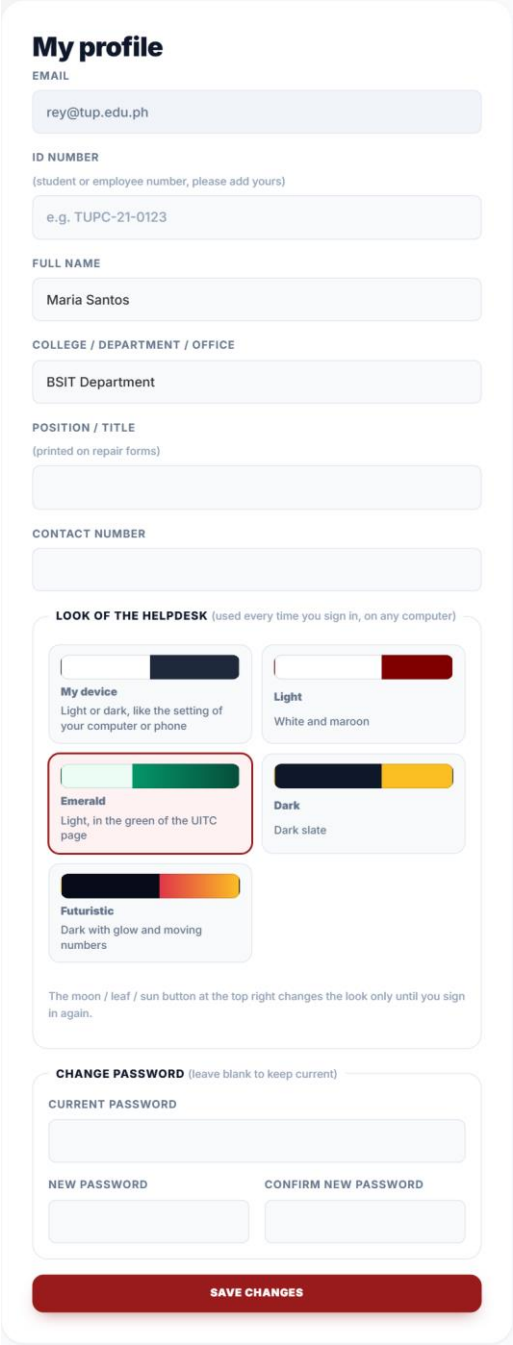


Figure 36. *Profile page.*

1. Press your name at the top right.
2. Update your name, department, position or contact number. Your **email** cannot be changed here, and your **ID number** can only be changed by an administrator once it is set. Under Look of the helpdesk, choose My device, Light, Emerald, Dark or Futuristic: the look you choose is used every time you sign in.

3. To change your password, type your **Current password**, then the **New password** twice (at least 8 characters). Leave these boxes empty to keep your password.
4. Press **Save changes**.

> **TIP** Keep your department, position and contact number current: they are copied onto the printed OIT repair form.

The manuals. The account menu (your name at the top right) has **User manual**. It opens this manual as a book that you can turn page by page, with a **Download PDF** button. The link is also on the sign-in page and at the bottom of every page.

> **NOTE** Your look is chosen under Look of the helpdesk on this page, and it is used every time you sign in, on any computer. The button at the top right changes it only until you sign in again (Section 3.2).

13. Questions and problems

13.1 Frequently asked questions

Question	Answer
I did not get the 6-digit code.	Wait one minute and press **Send a new code**. Check Spam / Junk. Make sure your email address is correct; if not, use **Use a different email**.
Do I need an account to print?	No. Use **Print a document (no sign-in)** on the sign-in page and give your name and email (Section 8.6).
I lost the link to my guest print request.	Open the guest print page, type your reference number and email under **Already sent a request?** and press **Send me the link again**.
Why can't I come to print right away?	Printing starts after UITC / OIT checks your file and you pay. Wait for the email with the amount and your reference number.
My print request says Needs revision.	Open it, read what to fix, correct your file and press **Send new file**. Sending a PDF usually solves layout problems.
My print request expired.	It was not paid within 3 days after approval. Send the request again, or ask UITC / OIT if they can give you more time.
The helpdesk refused my file.	The message says why: wrong type (use PDF, DOCX, XLSX or a picture), more than 15 MB or 100 pages, a password-protected PDF, or a file with macros.
I skipped the satisfaction survey. Can I still answer it?	Yes. Open the closed ticket and press **Rate this service**. Each ticket can be rated once.
The survey did not appear.	It appears after you press **Confirm fixed & close** on a resolved ticket. If you cancelled a request before any work was done, or you already rated the ticket, there is nothing to rate.
It says I must read the Privacy Notice.	Registration needs your consent. Tick the box under the form after reading the Privacy Notice. If you do not agree, you cannot create an account; you can still ask UITC / OIT for help in person.
The helpdesk says my email is not allowed.	Only **@tup.edu.ph** and **@gsfe.tupcavite.edu.ph** addresses can register. Use your school email.
It says my ID number is already registered.	An account already exists for that ID. Try signing in. If you did not create it, contact UITC / OIT.
I forgot my password.	If you can open your school email, press **Forgot password?** on the sign-in page. If you cannot, use **Get account help** and come to the OIT counter with a valid ID (Section 2.3).
I cannot register because I forgot the password of my school email.	Use **Get account help** on the sign-in page, then come to the OIT counter with a valid ID. We reset the school account in person (Section 2.3.2).
Can you reset my password if I message you?	No. We never reset a password online, by email or by chat, and we never ask for your password. You must show a valid ID at the counter.
I cannot choose a priority.	That is intended. Staff set the priority after reviewing the ticket.

Question	Answer
My ticket is still **Open**.	No staff member has taken it yet. It becomes **In Progress** as soon as someone is assigned. UITC / OIT aims to take a new ticket within 9 working hours (one working day); the ticket page shows by when (**Take by**). Add details by replying if the matter is urgent.
I do not see an item I want to borrow.	Only items listed in the catalog can be borrowed. Ask UITC / OIT whether they can add it.
The **+** button of an item is disabled.	The item is out of stock or you already chose the maximum allowed per request.
It says I have too many open requests.	You can hold 3 open borrow requests. Wait until one is returned or cancel one.
My file was not attached.	Check the type (png, jpg, jpeg, gif, pdf, txt, doc, docx, xls, xlsx), the 5 MB size limit, and the maximum of 3 files.
I was signed out by itself.	For security, the helpdesk signs you out after 20 minutes without activity. A box asks “Are you still there?” one minute before. Press **Stay signed in** to continue (Section 2.4).
The chat assistant says Offline, or it does not answer.	The assistant is switched off or the service is busy. Try again in a few minutes. If it still does not work, open a ticket.
The chat asks for my ID number.	People who are not signed in give their TUP ID number first (Section 11.1). Signed-in people are not asked. Press the chat button again after you sign in.
The room board says a room is In use but nobody is there.	The room has a class or an event in its schedule, or somebody still has its key. Ask at the OIT office if you think this is wrong (Chapter 9).
I cannot book a room.	The helpdesk only shows if a room is free. It cannot book rooms yet. Ask the office that manages the room.
I got an email about preventive maintenance. What do I do?	Open the link in the email and tick **I agree**, or write why the date does not suit you (Section 10.2). You do not need to sign in.
The maintenance link says the date has passed.	Answers close on the day of the maintenance, or when UITC / OIT closes the round. Contact the OIT office.
The technician gave me a tablet. What do I do?	Read what was done to your PC, check your name, sign in the box with the stylus pen (or your finger) and press **Sign and confirm** (Section 10.4). If you make a mistake, press **Undo** or **Clear**.
I signed, but I want to sign again.	Ask the technician to clear the confirmation on the PC page. Then you can sign again.
I chose ID Request System and the helpdesk sent me away.	ID requests are handled on another portal. The helpdesk takes you there after 3 seconds (Section 4.3). No ticket is needed.
How do I change to dark mode?	Press the moon / sun button at the top right until you like the look (Section 3.2).

13.2 Contact UITC / OIT

Contact	Details
Office	University Information Technology Center (UITC) / OIT, Technological University of the Philippines – Cavite
Address	Salawag, Dasmariñas City, Cavite
Telephone	(046) 416 4920
Helpdesk	Submit a ticket from the helpdesk. This is the fastest way to be served.

Glossary

Term	Meaning
Ticket	A request for help, with its own number such as UITC-2026-00010.
Requester	The person who submitted the ticket (you).
Staff	UITC / OIT personnel who handle tickets and borrow requests.
Assignee	The staff member responsible for a ticket.
Category	The kind of problem, for example Internet / Network.
Service type	How staff classify the work, for example Serviceable request or Still under warranty. It sets the target time.
Turnaround target	How long UITC aims to take from the start of the work until the ticket is resolved.
Resolution	The note staff write when a ticket is resolved, describing what was done.
OIT repair form	The official form TUPC-F-OCD-OIT-001 (Request for Repair and Maintenance), printed by staff for equipment repairs.
Borrower's form	The official form TUPC-F-OCD-OIT-011 (UITC Borrower's Form), signed when equipment is released.
Stock / Available	How many units of an item are free to borrow right now.
Account help	The form for people who cannot open their school email. It needs no sign-in. The account is reset at the OIT counter after checking a valid ID.
Reference number	The number of your print request, for example PRT-2026-00012. Show it at the counter when you pay.
Receipt (OR) number	The number on the receipt you get when you pay at the OIT counter. The staff record it in your print request.
Satisfaction survey	The short rating form you can answer after a ticket is closed: an overall rating from 1 to 5, optional ratings for each part of the service, and an optional comment.
Privacy Notice	The statement of what personal data the helpdesk collects and why, under the Data Privacy Act of 2012 (RA 10173). You agree to it when you register.

Term	Meaning
Room board	The Rooms page that shows which labs and rooms are free or in use right now. It needs no sign-in.
Room key	The key of a lab or room, which UITC / OIT staff record when they hand it out. While it is out the room shows as In use.
Preventive maintenance (PM)	The yearly cleaning, updating and checking of the computers of the offices and laboratories.
ITR	Information technology resource: a computer or other IT equipment of the university.
ITR maintenance checklist	The official form TUPC-F-OCD-OIT-014 (ITR Maintenance Checklist / Report), filled in for every PC that is maintained.
Personal link	The long web address in a maintenance email. It is meant for you only and lets you answer without signing in.
UITC Assistant	The chat assistant at the bottom right of every page. It answers questions about the helpdesk and gives basic troubleshooting steps.
Theme	The look of the helpdesk: Light, Emerald, Dark or Futuristic, chosen with the button at the top right or under Profile.