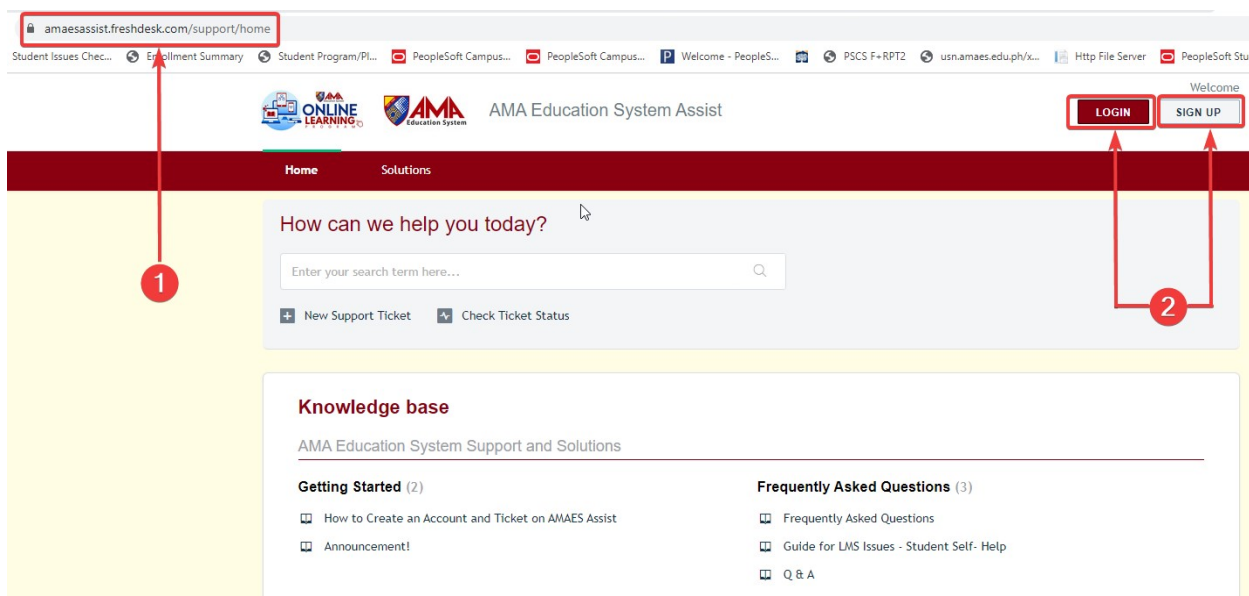


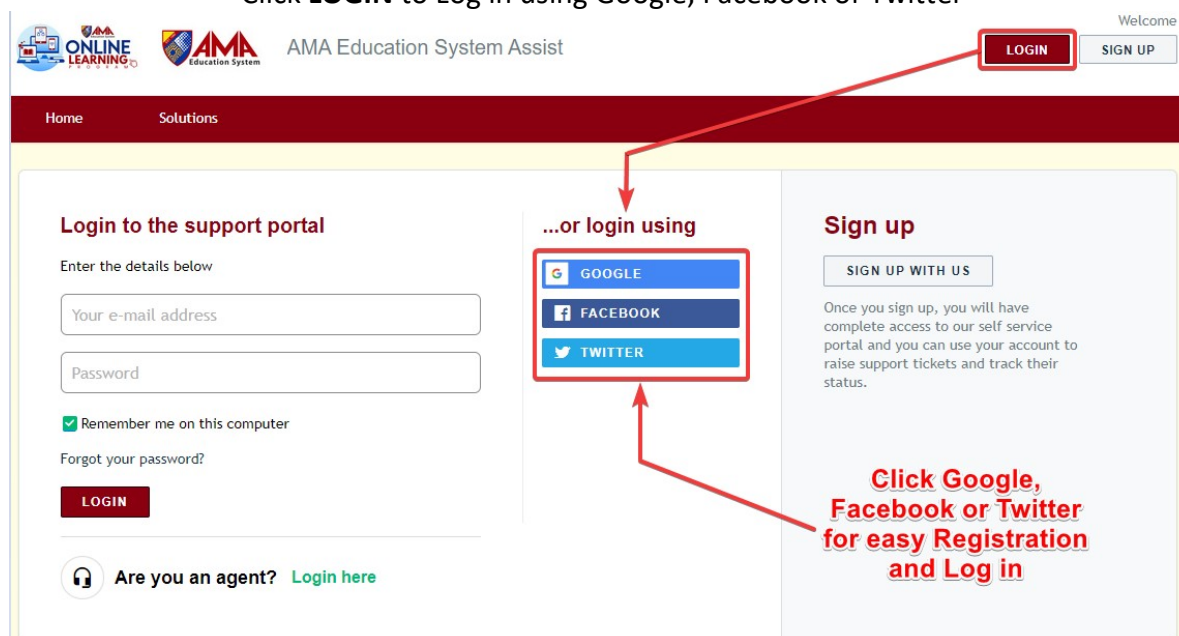
How to Create an Account and Ticket on AMAES Online Helpdesk

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

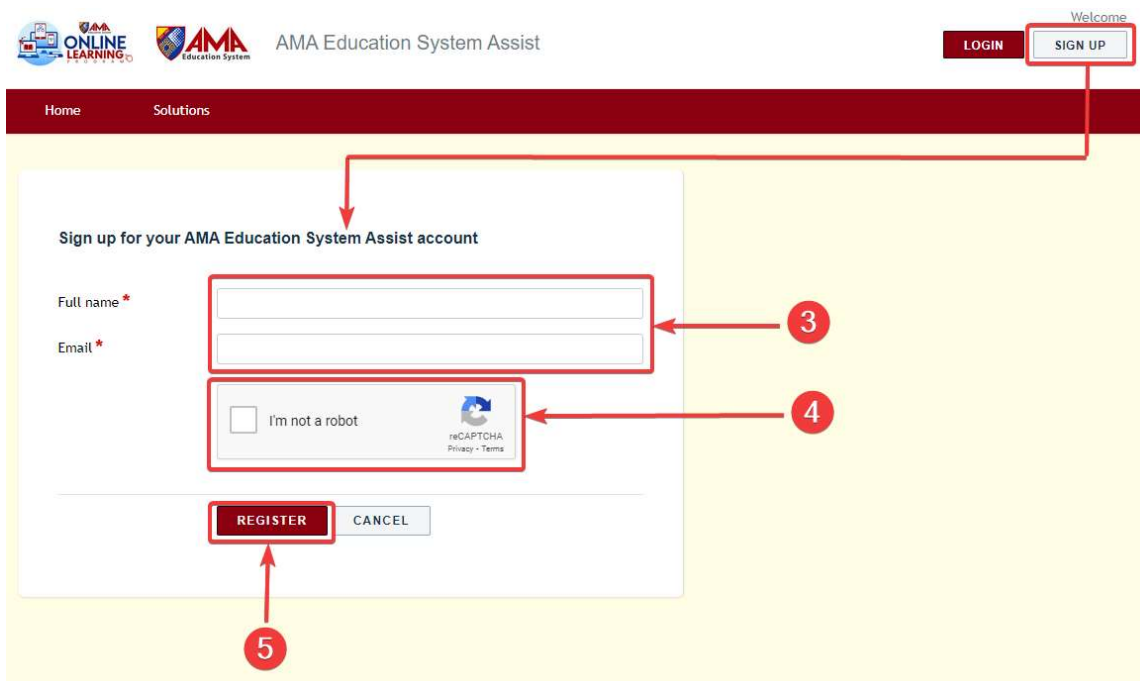


Click **LOGIN** to Log in using Google, Facebook or Twitter

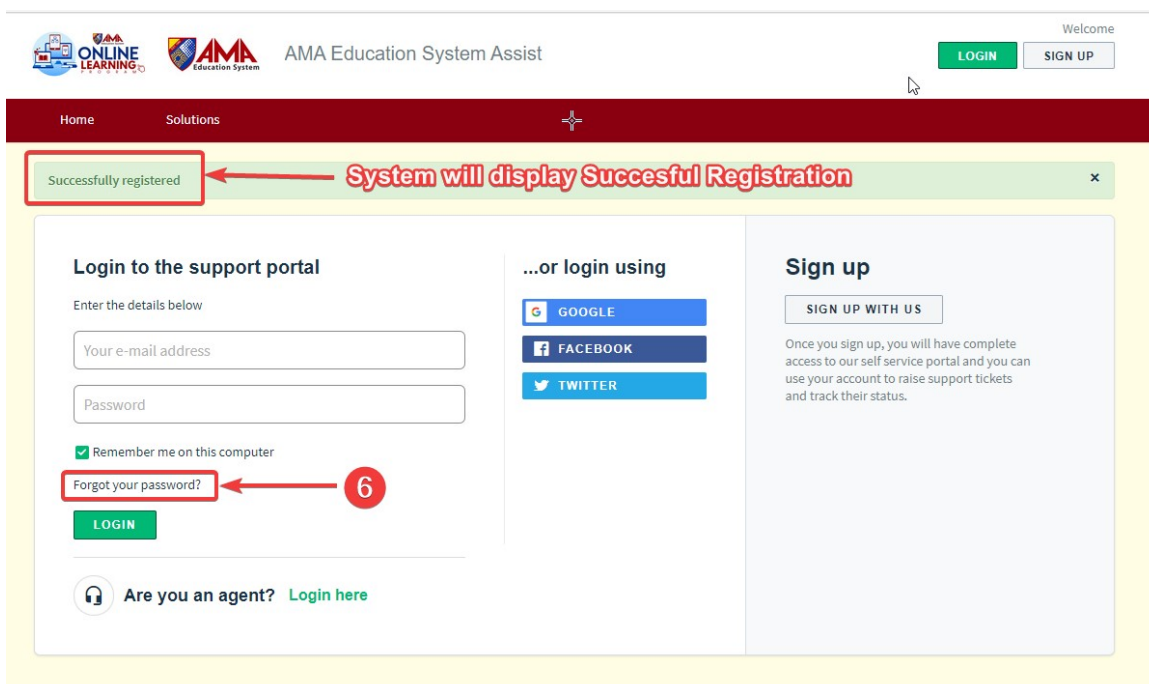


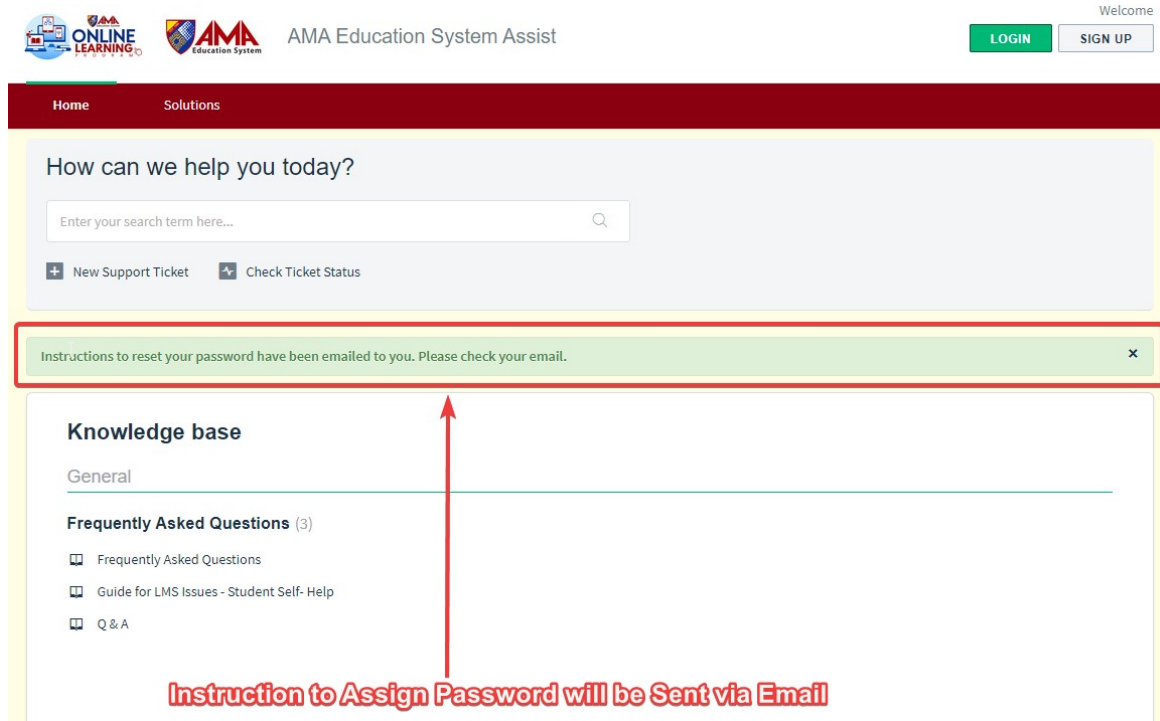
Click **SIGN UP** to create a New Account

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



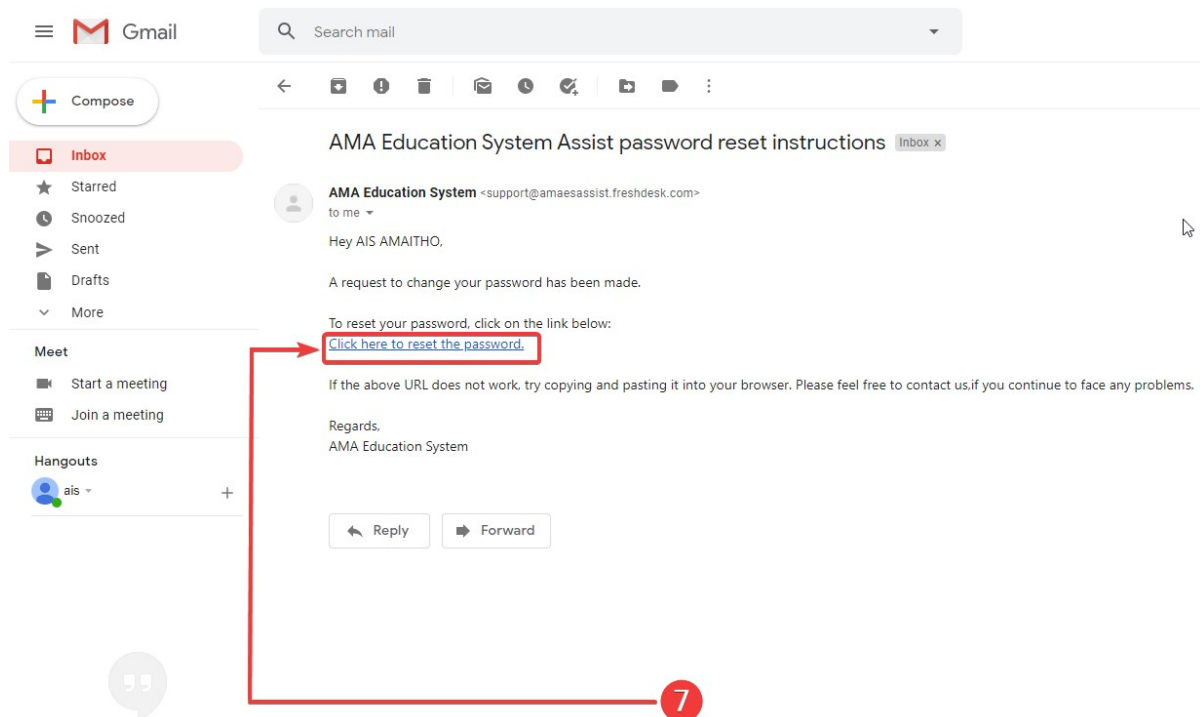
6. After the system displays succesful registration, Click **Forgot your Password**





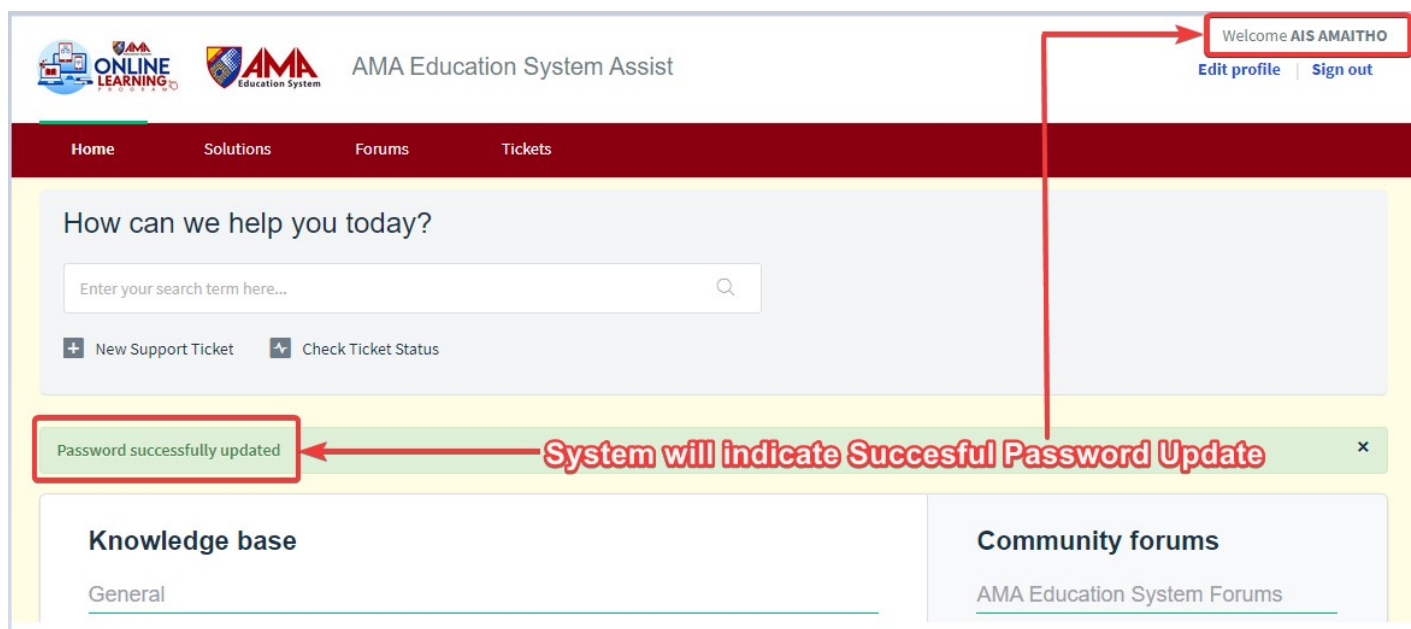
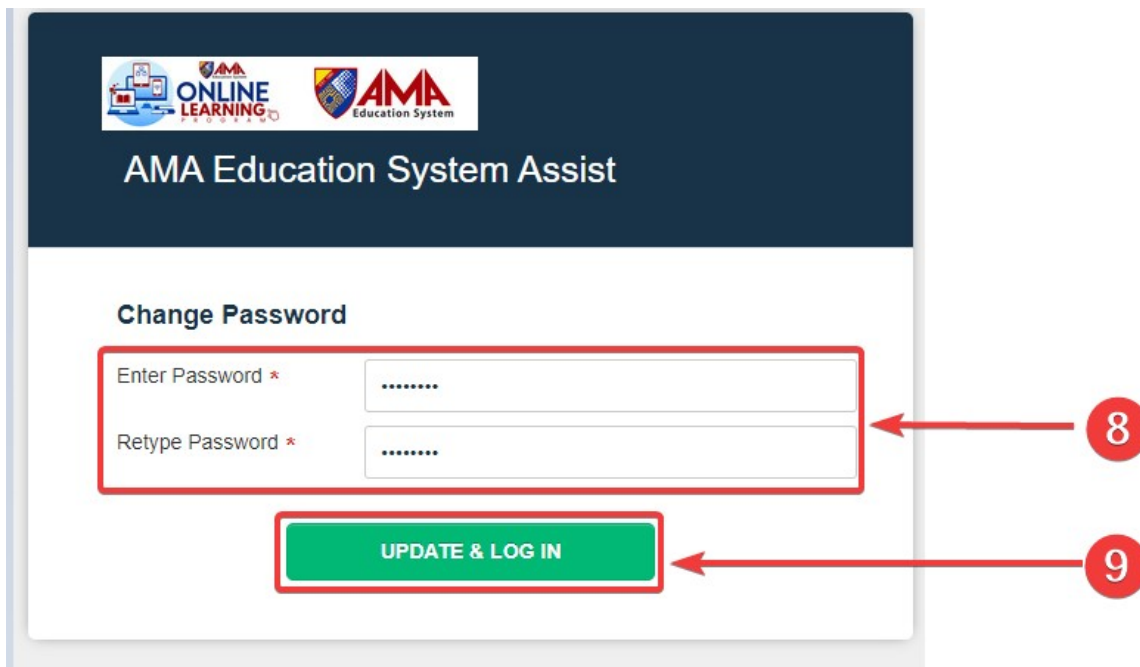
The screenshot shows the 'AMA Education System Assist' interface. At the top, there are logos for 'ONLINE LEARNING' and 'AMA Education System', along with 'LOGIN' and 'SIGN UP' buttons. Below the navigation bar, a search bar is present with the text 'How can we help you today?'. A green banner notification states: 'Instructions to reset your password have been emailed to you. Please check your email.' Below this, the 'Knowledge base' section is visible, featuring a 'Frequently Asked Questions' list with items like 'Frequently Asked Questions', 'Guide for LMS Issues - Student Self-Help', and 'Q & A'. A red arrow points from the text 'Instruction to Assign Password will be Sent via Email' to the notification banner.

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



The screenshot shows a Gmail interface. On the left, the 'Inbox' is selected. The main content area displays an email from 'AMA Education System' with the subject 'AMA Education System Assist password reset instructions'. The email body contains the text: 'Hey AIS AMAITHO, A request to change your password has been made. To reset your password, click on the link below: Click here to reset the password.' The link 'Click here to reset the password' is highlighted with a red box. A red arrow points from this link to a red circle with the number '7' at the bottom of the page.

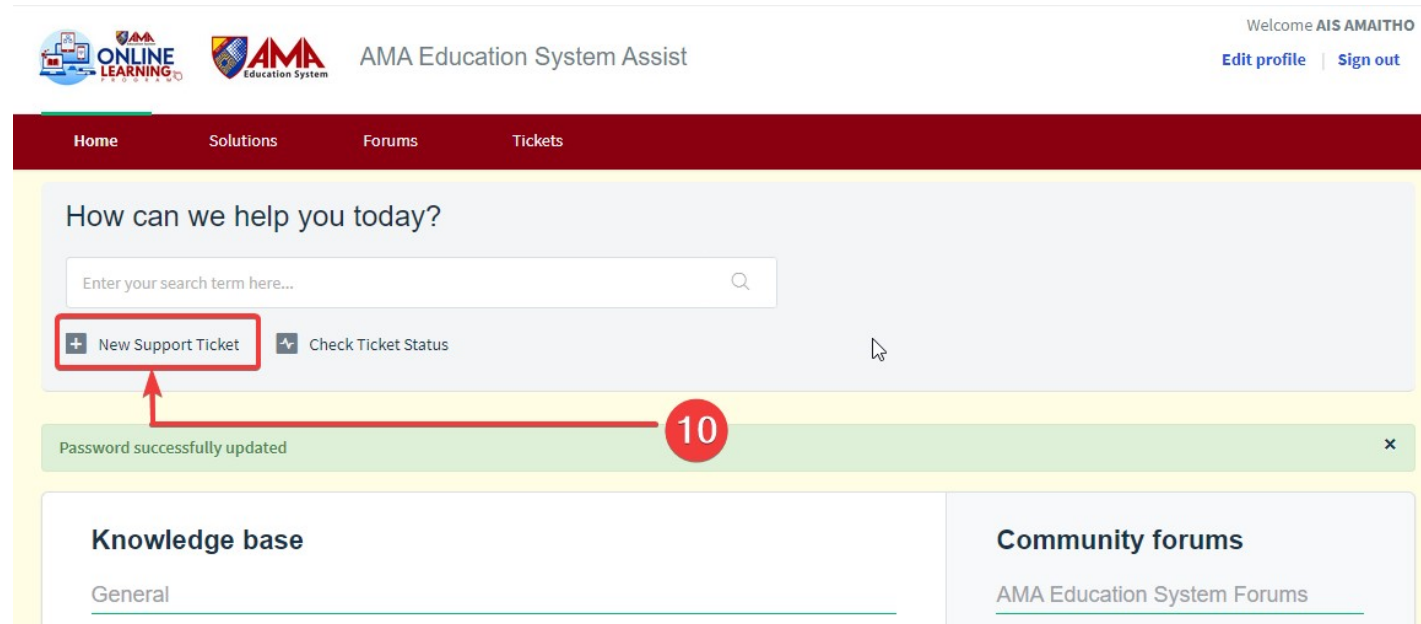
8. Enter your desired **Password** then retype on the next field to confirm
9. Click **Update and Log In**



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 'AMA Education System Assist' interface. At the top, there are logos for 'ONLINE LEARNING' and 'AMA Education System', along with the text 'AMA Education System Assist'. On the right, it says 'Welcome AIS AMAITHO' with links for 'Edit profile' and 'Sign out'. Below this is a navigation bar with 'Home', 'Solutions', 'Forums', and 'Tickets'. The main content area has a header 'How can we help you today?' followed by a search bar. Below the search bar, there are two buttons: '+ New Support Ticket' (highlighted with a red box and a red arrow pointing to it from a red circle with the number 10) and 'Check Ticket Status'. A green notification bar at the bottom states 'Password successfully updated'. On the left, there is a 'Knowledge base' section with a link to 'General'. On the right, there is a 'Community forums' section with a link to 'AMA Education System Forums'.

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

ONLINE LEARNING  AMA Education System Assist

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

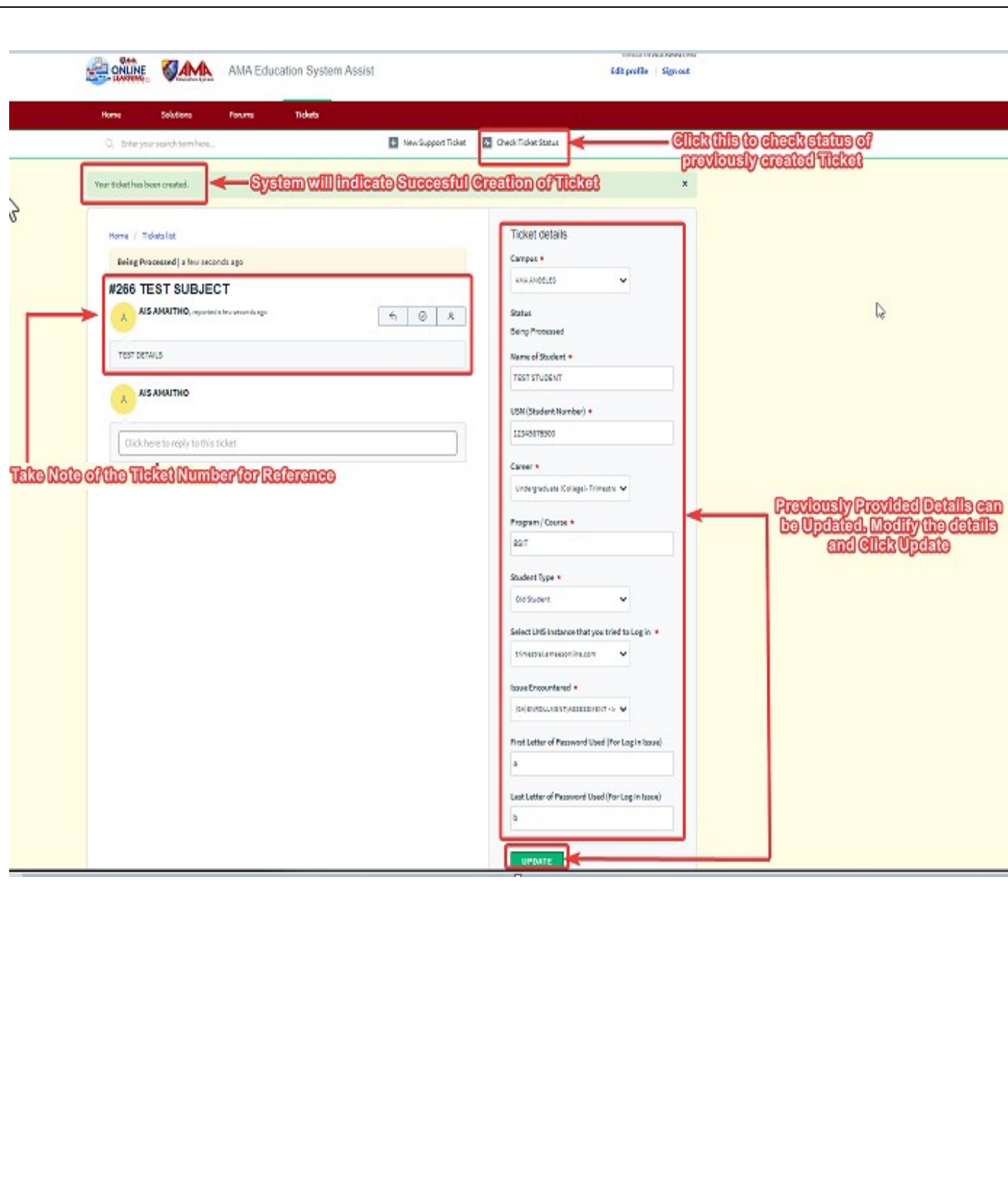
+ Attach a file

First Letter of Password Used (For Log in Issue)

Last Letter of Password Used (For Log in Issue)

12 →



11 →



The screenshot displays the 'AMA Education System Assist' interface. At the top, there is a navigation bar with links for 'Home', 'Solutions', 'Forums', and 'Tickets'. Below this, a search bar and buttons for 'New Support Ticket' and 'Check Ticket Status' are visible. A green notification box at the top left 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 titled '#266 TEST SUBJECT' with a status of 'Being Processed'. To the right, a 'Ticket details' form is displayed, containing fields for Campus, Status, Name of Student, USN (Student Number), Career, Program / Course, Student Type, Select UHS Instance that you tried to Log in, Issue Encountered, First Letter of Password Used, and Last Letter of Password Used. A red box highlights the 'UPDATE' button at the bottom of the form, with a red arrow pointing to it and the text 'Previously Provided Details can be Updated. Modify the details and Click Update'. Another red arrow points to the 'Check Ticket Status' button with the text 'Click this to check status of previously created Ticket'. A third red arrow points to the ticket title with the text 'Take Note of the Ticket Number for Reference'.

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](#)

HomeSolutionsForums**Tickets**

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

Your ticket has been created. ×

Home / Tickets list

Being Processed | 14 minutes ago

#266 TEST SUBJECT

A

AIS AMAITHO, reported 14 minutes ago

[←](#) [🔄](#) [👤](#)

TEST DETAILS

A

AIS AMAITHO

Click here to reply to this ticket

Ticket details

Campus *
AMA ANGELES ▼

Status
Being Processed

Name of Student *
TEST STUDENT

USN (Student Number) *
12345678900

13



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

AMA Education System Assist

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

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