



Republic of the Philippines  
Department of Education  
REGION III  
SCHOOLS DIVISION OF BULACAN

January 27, 2024

**DIVISION MEMORANDUM**

No. **61** , s. 2024

**REITERATION ON THE USE OF TECHNICAL SUPPORT TICKETING SYSTEM  
FOR ICT UNIT SERVICES REQUESTS**

To: Assistant Schools Division Superintendents  
Functional Division Chiefs  
Public Schools District Supervisors  
Public Elementary and Secondary School Heads  
All Others Concerned

1. In line with the Schools Division of Bulacan's commitment to take steps to accelerate the delivery of basic education services and provision of facilities, this Office, through the ICT Unit, reiterates the utilization of the **"Technical Support Ticketing System (TS2)"**. This initiative aims to enhance the delivery of ICT Unit services within the Division.
2. In line with this, all transactions with the ICT Unit shall be facilitated through the TS2 via this link:  
  
**<https://icts.bulacandeped.com.ph/support-page/?wpsc-section=new-ticket>**
3. User accounts for the TS2 was already forwarded to the school main tenant account.
4. The ICT Unit will only process transactions course through the TS2.
5. Attached herewith is the tutorial on how to use TS2 and available in the icts.bulacandeped.com.ph website.
6. Based on the DepEd Citizen's Charter, the ICT Services available through the TS2 are as follows:

Transaction	Classification	Who May Avail
User Account Management for Centrally Managed Systems	Simple	SDO Personnel, School-based Personnel
Troubleshooting of ICT Equipment	Simple	SDO Personnel
Uploading of Publications	Simple	DepEd Personnel



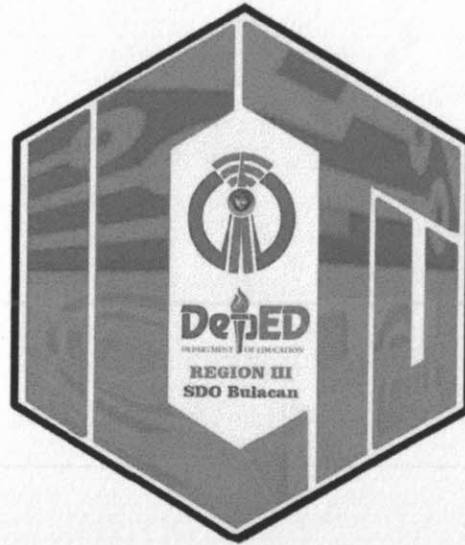
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7. For any queries and concerns regarding this matter, you may contact Richard C. Biglete, Division IT Officer I via email at [ictsbulacan@deped.gov.ph](mailto:ictsbulacan@deped.gov.ph) or via MS Teams – ICT Unit Channel using the school main tenant account.
8. For strict compliance and guidance.

  
**NORMA P. ESTEBAN, EdD, CESO V**  
Schools Division Superintendent

OSDS/ICT Unit  
January 20, 2025



# ICT UNIT WEBSITE

[lcts.bulacandeped.com.ph](http://lcts.bulacandeped.com.ph)

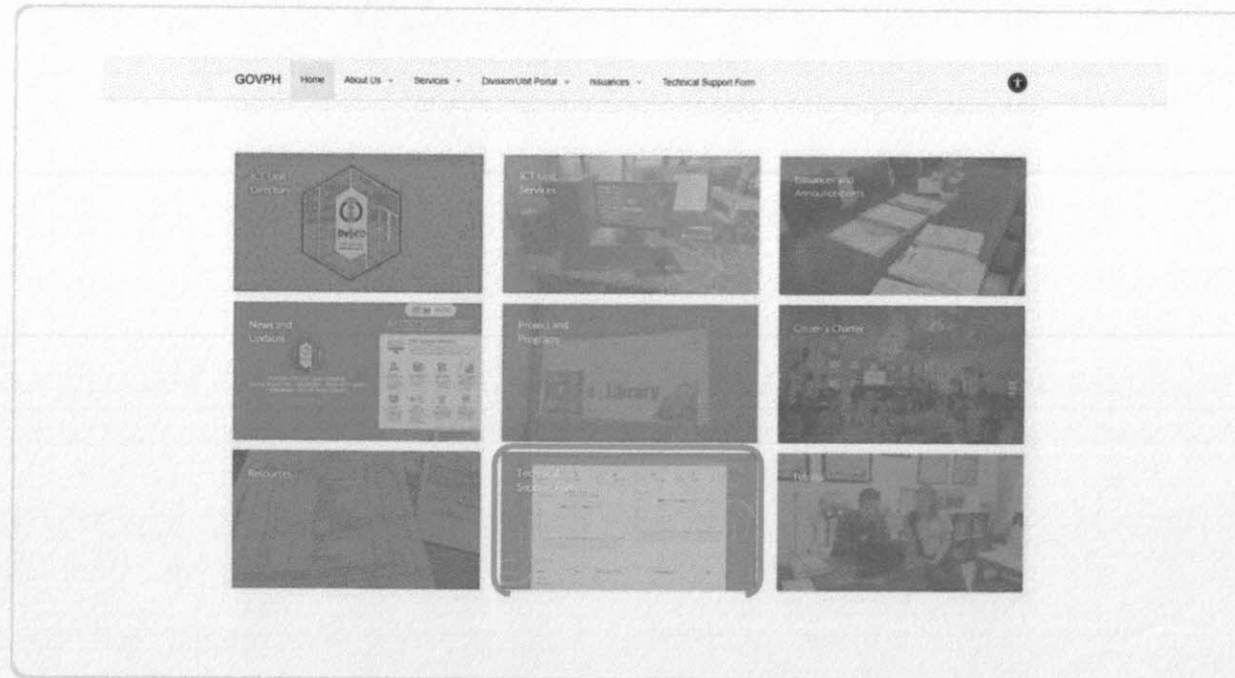


# **TECHNICAL SUPPORT FORM**

**ICTS SDO BULACAN | TUTORIAL**

## STEP 1

From Homepage go to Technical Support Form



## STEP 2

Log In using your DepEd account. Type username/email

HOME > TECHNICAL SUPPORT FORM

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### PLEASE SIGN IN

☐ Remember me

[Forgot your password?](#)

[Register now](#)

## STEP 3

Type password

HOME > TECHNICAL SUPPORT FORM

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### PLEASE SIGN IN

☐ Remember me

[Forgot your password?](#)

[Register now](#)

[Open existing ticket using one time password](#)

**STEP 4**  
**Check Remember me**

## PLEASE SIGN IN

Username/Email Address

.....|

☒ Remember me

Sign In

[Forgot your password?](#)

[Register now](#)

[Open existing ticket using one time pass](#)

**STEP 5**  
**Click on Sign In**

Username/Email Address

.....

☒ Remember me

Sign In

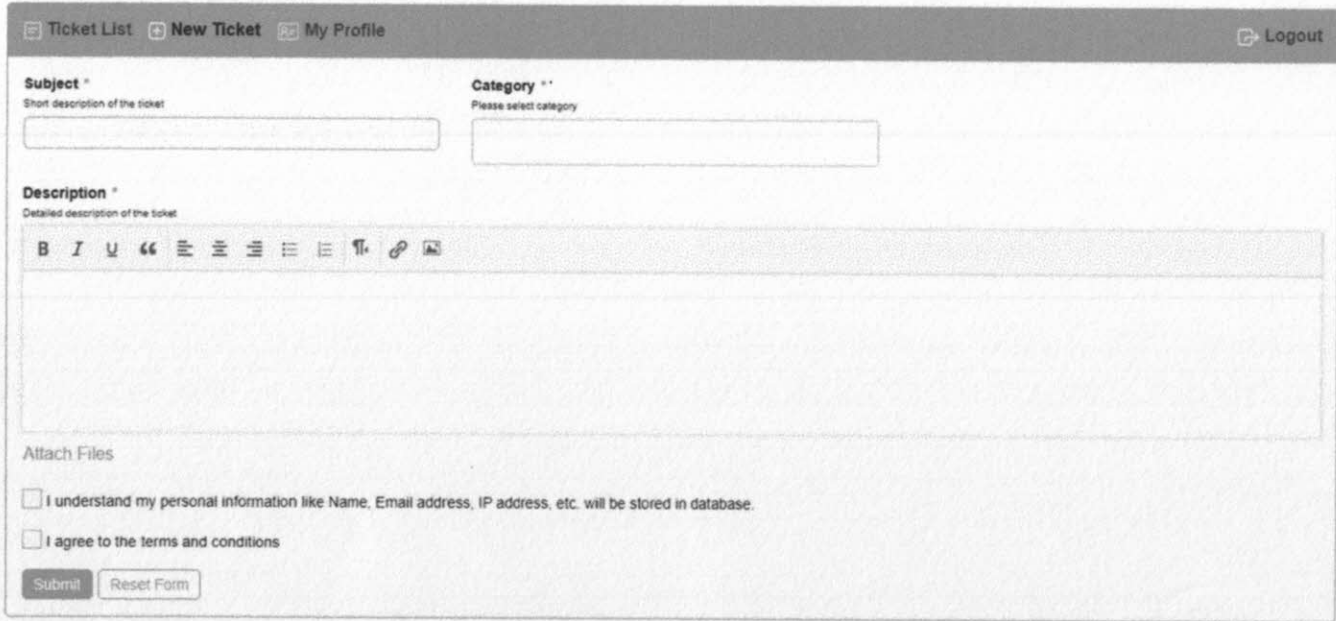
[Forgot your password?](#)

[Register now](#)

[Open existing ticket using one tir](#)

## Technical Support Form User Interface

After signing up, it will redirect you to the 'Technical Support Form'. You can now start on filing a request for tech-support.



The screenshot displays a web-based technical support form. At the top, a dark navigation bar contains links for 'Ticket List', 'New Ticket', and 'My Profile', along with a 'Logout' button. The form itself is divided into several sections. The 'Subject' section, labeled 'Subject \*', includes a text input field and a placeholder 'Short description of the ticket'. The 'Category' section, labeled 'Category \*\*', includes a dropdown menu and a placeholder 'Please select category'. The 'Description' section, labeled 'Description \*', includes a large text area and a placeholder 'Detailed description of the ticket'. Below the text area is a rich text editor toolbar with icons for bold, italic, underline, quote, bulleted list, numbered list, link, unlink, and image. The 'Attach Files' section includes a checkbox for 'I understand my personal information like Name, Email address, IP address, etc. will be stored in database.' and another checkbox for 'I agree to the terms and conditions'. At the bottom of the form are 'Submit' and 'Reset Form' buttons.

[Ticket List](#) [New Ticket](#) [My Profile](#) [Logout](#)

**Subject \***  
Short description of the ticket

**Category \*\***  
Please select category

**Description \***  
Detailed description of the ticket

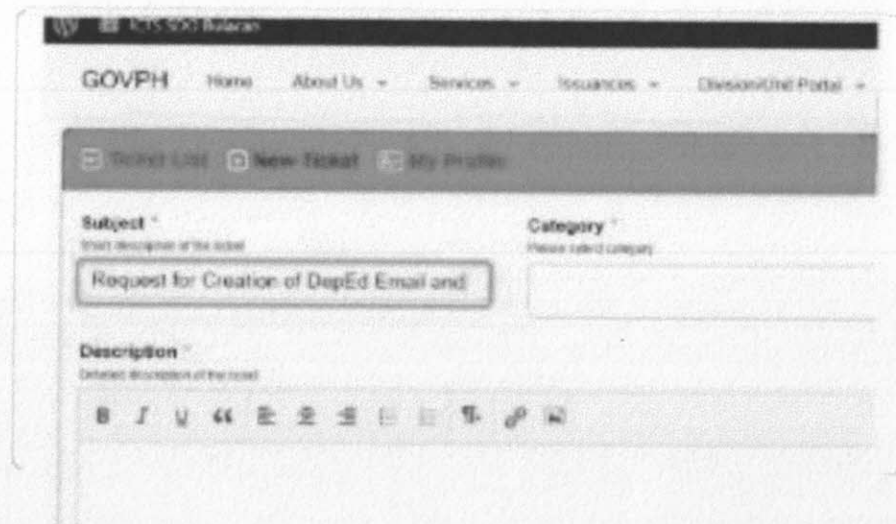
**Attach Files**

☐ I understand my personal information like Name, Email address, IP address, etc. will be stored in database.

☐ I agree to the terms and conditions

#### STEP 6

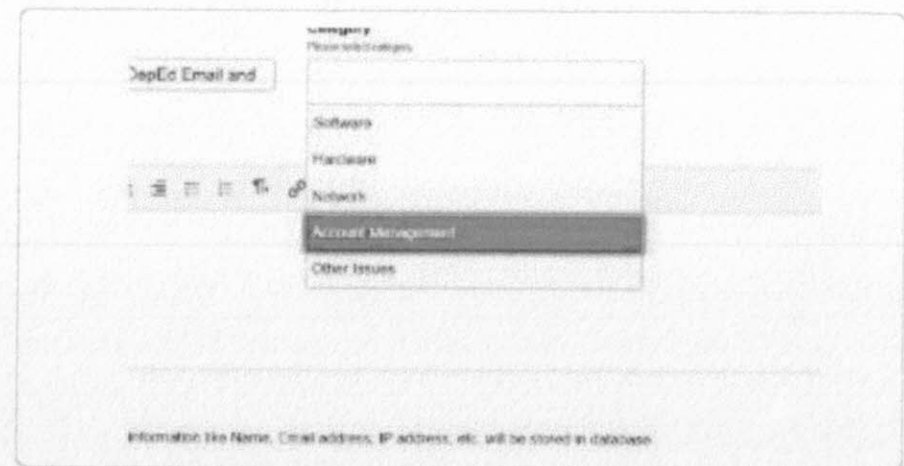
Indicate concern in the subject field (e.g., Request for Account Creation)



The screenshot shows the GOVPH portal interface. At the top, there is a navigation bar with links: Home, About Us, Services, Issuances, and Disposition Portal. Below this is a secondary bar with links: Ticket List, New Ticket, and My Profile. The main form area has two sections: 'Subject' and 'Category'. The 'Subject' field is labeled 'Short description of the ticket' and contains the text 'Request for Creation of DepEd Email and'. The 'Category' field is labeled 'Please select category' and is currently empty. Below these fields is a 'Description' section labeled 'Detailed description of the ticket' with a rich text editor containing various formatting icons.

#### STEP 7

Select category/ies

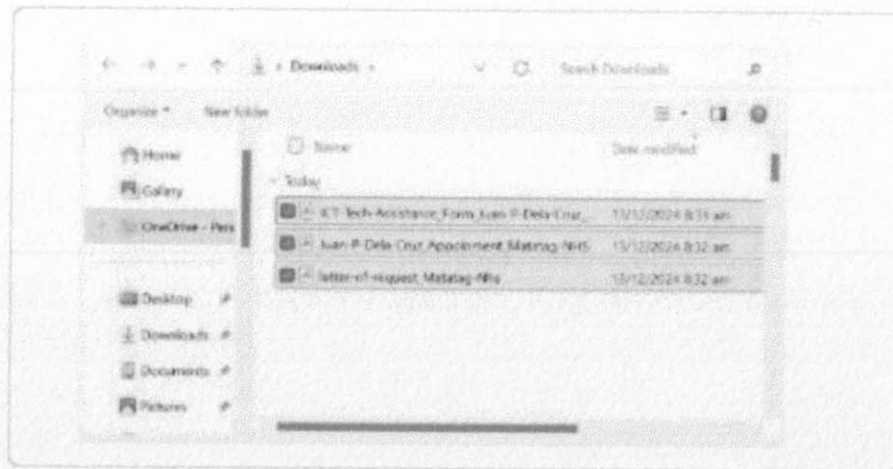


The screenshot shows a dropdown menu for selecting a category. The menu is open, displaying a list of categories: Software, Hardware, Network, Account Management, and Other Issues. The 'Account Management' option is highlighted. Above the dropdown, the text 'DepEd Email and' is visible. Below the dropdown, there is a note: 'Information like Name, Email address, IP address, etc. will be stored in database.'

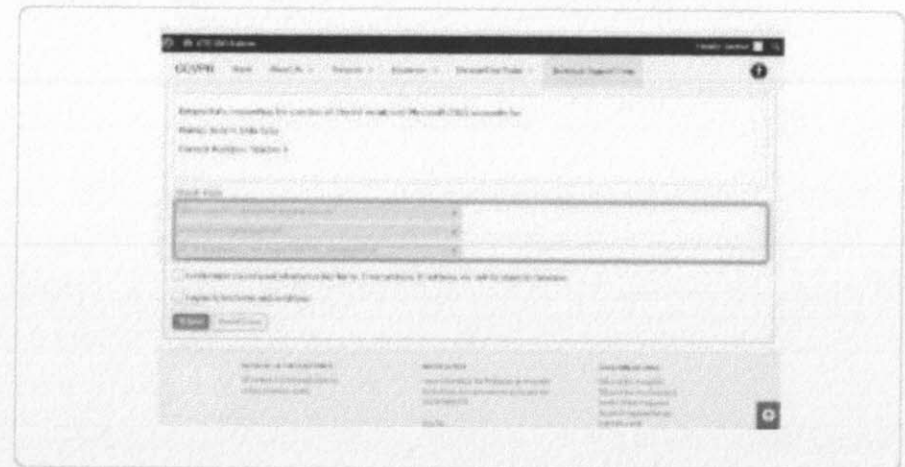
#### NOTE:

Account Management includes accounts that are not receiving emails.

**Attach the required files.**



**Attach the required files.**

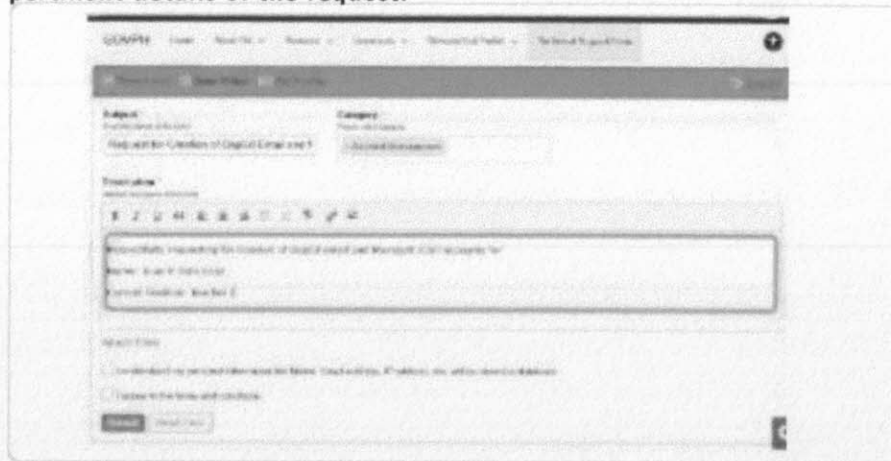


**NOTE:**

Incomplete files will not be processed

#### STEP 8

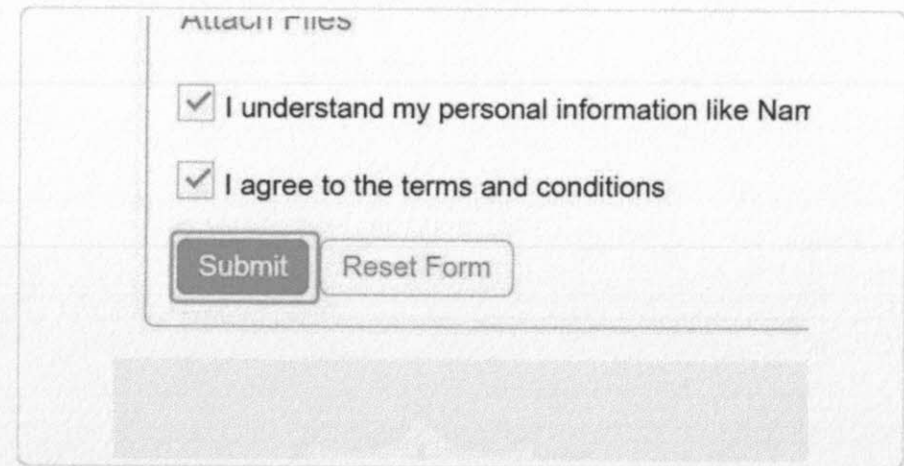
In the description field, type in the transmittal letter to include pertinent details of the request.



The screenshot shows a web form titled "GUMPS" with a navigation bar. The "Subject" field contains "Request for Creation of Digital Email and S". The "Description" field is a large text area with a rich text editor toolbar. The text entered in the description field is: "Microsoft, requesting the creation of digital email and Microsoft Office accounts for: [Name] [Email Address] [Phone Number] [Fax Number]". Below the description field, there are checkboxes for "Consent to the use of personal information for future contact and/or to publish the information on the website" and "I agree to the terms and conditions". At the bottom, there are "Submit" and "Reset Form" buttons.

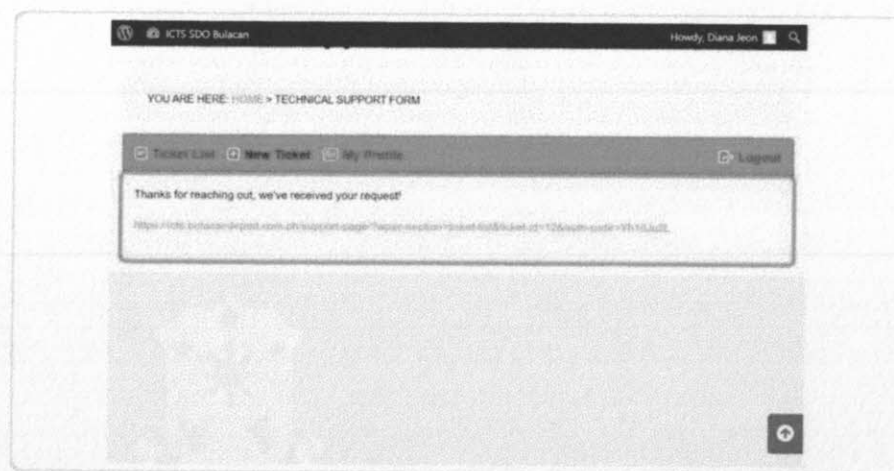
#### STEP 9

Agree on terms and conditions then submit.



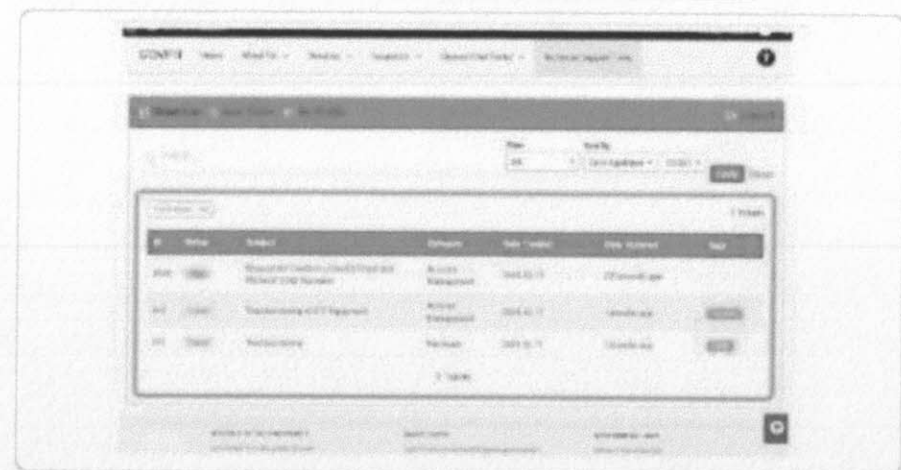
The screenshot shows the "Attach Files" section of the form. It contains two checkboxes, both of which are checked: "I understand my personal information like Name" and "I agree to the terms and conditions". Below these checkboxes are "Submit" and "Reset Form" buttons. At the bottom of the form, there is a large, empty rectangular area.

After submission, this will show up if you have successfully created a ticket. **Refresh.**



#### STEP 10

Click on Ticket List to view your submitted request.



#### NOTE:

The ticket status will provide information of the transaction. Due to the volume of transaction, you may message within the transaction ticket