

Renata IT Management System (ITMS) - User Manual (Quick Guide)

Prepared by: Information Technology Division | Version: 1.0 | January, 2026

1. Introduction

The Renata IT Management System (ITMS) is an internal platform that helps employees request IT support and track ticket progress. Use this guide to log in, create a support ticket, and check ticket status.

2. Login and Dashboard

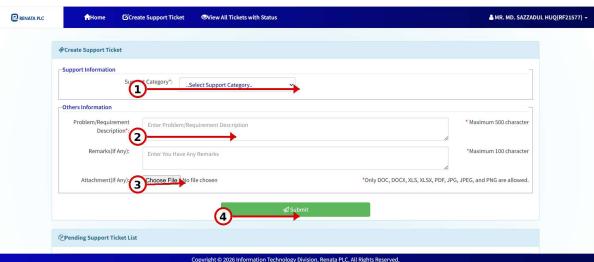
Figure 1: Log-In to ITMS



- Enter your Employee ID (i.e.: RFXXXX).
- Enter your Password.
- Click Log-In to access the system.
- If you are a new user, click New User Registration.

3. Create a Support Ticket and Track Status

Figure 3: Create Support Ticket



- Click **Create Support Ticket** from the top menu.
- Select Support Category & Category Type.
- Write Problem/Requirement Description.
- Add Remarks (optional).
- Attach a file if needed: (DOC/XLS/PDF/JPG/PNG).
- Click Submit to send the ticket to IT.

4. Change Password & New User Registration

Figure 5: Change Password



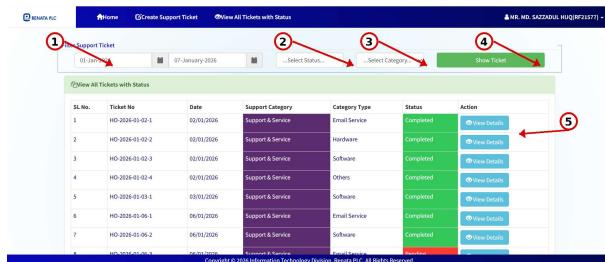
- Click top-right of the menu bar and select Change Password.
- Enter Old Password, then enter New Password and Confirm Password.
- Click Update Password to save changes.

Figure 2: Dashboard Overview



- After logging in, you will see your Dashboard.
- Click View Details to open the ticket list with status.
- Use top menu bar to Create a Support Ticket or View All Tickets with Status.

Figure 4: View All Tickets with Status



- Click **View All Tickets with Status** from the top menu.
- Use filter options to select Date Range, Status, and Category.
- Click Show Ticket to view results.
- The list shows Ticket No, Date, Support Category, Category Type, and Status.
- Click View Details to see full ticket information.

Figure 6: New User Registration (If Required)



- If you are a new user, click **New User Registration**.
- Fill in Employee ID, Name, Email, Mobile number, and select your other official information.
- Set a password, click **Register**, then log in with this credential.

Ticket Status Flow: Pending → Approved → Work in Progress → Completed