

TIDBIT #9: NEA BIT Support is always here to help!

Do you encounter the following concerns?

- *Our power plant and substation is not in the dropdown list of the DET.*
- *I experience Trace ID error when uploading a specific DET.*
- *What do I input for this particular field since it doesn't accept decimal values?*
- *My user access has been locked from Web Portal... and etc.*



SEND A REPORT THROUGH OTRS!

HERE ARE SOME TIPS IN **CREATING A TICKET** FOR FASTER PROCESSING:

1. Use a descriptive subject

- Indicate your EC name and Request Type
- For example: **Master Data Request_Substation_CATELCO**

2. Write complete details of your concern

- Describe your concerns with complete details of the request and step by step actions made of the issue you have encountered. Details are needed for faster investigation.

3. Attach forms and screenshots

- Support the details of your concern by sending the corresponding forms (e.g. User Access, Master Data) and screenshots for errors encountered. For DET concerns, send the actual DET (MS Excel file) being uploaded.

4. Proactively monitor your ticket

- Check for the status of your request / concern through the OTRS dashboard.



For urgent NEA BIT concerns, you may contact the
NEA BIT Helpdesk hotline at **09992200319**
Helpdesk Operation Hours 8:00 AM – 5:00 PM

