



**QUESTRONIX**

# NEA BIT Project Go-Live with the ECs

---

**QNX/INDRA**

JC Husmillo  
Managed Services Manager  
Questronix Corporation





# SINCE 1987

---

One of the largest IT Solutions  
Provider and Systems Integrator  
in the Philippines

# ENABLING DIGITAL TRANSFORMATION

With more than 34 years of excellence, Questronix has proven its expertise and dedication to its clients and its partners, earning numerous awards throughout its history. Questronix innovates non-stop towards Digital Transformation, all to guide its clients to success.

90+

Certified Technical  
Personnel

34

Years in the  
IT Industry

OVER  
200+

Successful Projects  
Delivered

# Indra in the Philippines

Global Experiences, Local Development



One of the strategic centers of Indra in the Southeast Asian region

Strong references in Energy, Telco, Financial Services and Public Administration in the region

Offers end-to-end solutions, from the design of the solution, through its development and implementation, to the management of its operation

Regional competency center for global offshore development projects

24  
years

200+  
projects yearly

>1,200  
employees



# EC Web Portal Refresher

## WEB PORTAL SETUP

To experience the full functionalities of the system, security certificates must be installed. Note that this step will only be done **ONCE**. Security certificates are required for all PCs / laptops that will be used to access the Web Portal. Here are the steps:

1. In the reference provided, open the **NEA BIT Portal Certificates** folder.
2. Open the **Web Portal Security Certificate Installation Guide** file in PDF.
3. Follow the steps indicated.

## ACCESSING THE NEA BIT WEB PORTAL

Once the certification has been applied, you can now access the Web Portal.

1. Open Google Chrome
2. Input this URL: <https://www.neagovph.net/>



*Note: The Web Portal is available from 7:00 AM to 12:59 AM daily. You may download blank DET templates and fill them out offline.*

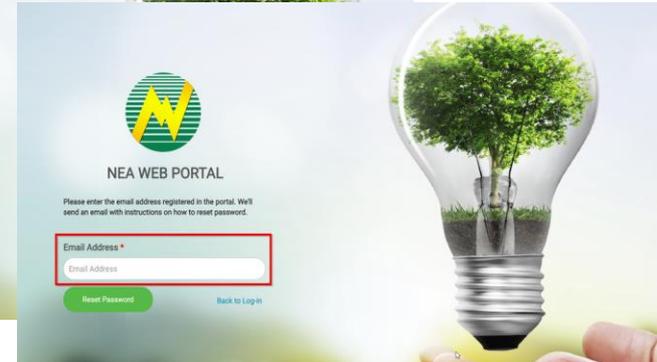
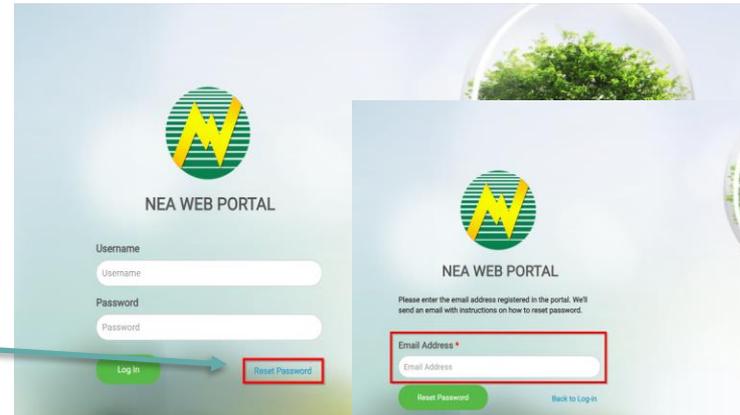
## LOGGING IN

The initial password given is generic. It is **REQUIRED** to have your password changed for security.

1. Enter given **Username** and **Password**.
2. Click **LOGIN**.
3. In the upper right corner, click **SETTINGS**.
4. Select **UPDATE PASSWORD**.
5. Enter the preferred password. Note that password is case sensitive and must be updated every 6 months.



*Note:* User may also use the **Reset Password** link on the Login Page to change password.



## THE DASHBOARD

GovPh | Templates ▾ | Data Entry | Downloads ▾ | Links

1 Hi, NEA! Settings



REPUBLIC OF THE PHILIPPINES  
**NATIONAL ELECTRIFICATION ADMINISTRATION**  
 ENERGIZING THE COUNTRYSIDE, ELECTRIFYING THE FUTURE



### Welcome to NEA Web Portal. NEA!

DET Deadline Reminders		
DET	EC Submission	NEA DET Review
SEP & BLEP	Every Thursday, 11:59 PM	Every Thursday of the following week, 11:59 PM
Connections	Every 15th, 11:59 PM	Every 22nd, 11:59 PM
Other DETs	Every 30th, 11:59 PM	Every 14th or 15th of the following month, 11:59 PM

Today

MARCH

**25**

THURSDAY

The Dashboard contains the summary of activities in the Web Portal.

1. This contains the submission deadlines
2. Next to the submission deadlines is the Date Today calendar.

## DOWNLOADING DATA ENTRY TEMPLATES

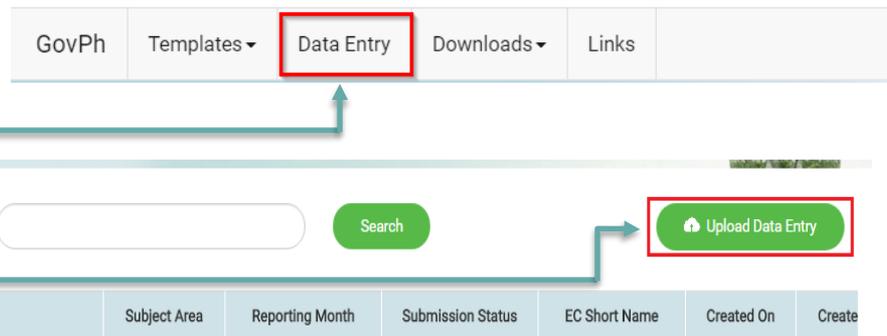
1. Click **TEMPLATES**.
2. Select **DET**.
3. The list of DETs will be displayed. Select the templates and click **DOWNLOAD**.



*Note: You will receive notifications for updates in the templates. Make sure to download the updated file to ensure successful submission.*

## UPLOADING ACCOMPLISHED DATA ENTRY TEMPLATES

1. Click **DATA ENTRY**.
2. Click **UPLOAD DATA ENTRY**.



## UPLOADING ACCOMPLISHED DATA ENTRY TEMPLATES

3. Fill out the corresponding fields.
4. Select the file to be uploaded. Make sure that it is in .xls or .xlsx format.
5. Once fields are filled, click **SUBMIT DATA ENTRY**.
6. A message will appear once your submission is successful.
7. A message will also appear for unsuccessful submission. There will be an error log that will contain the changes needed in the uploaded DET.

### Data Entry / Upload Data Entry

EC Short Name \*  
BATELEC I

Template Name \*  
Salary

Reporting Month \*  
January

Reporting Year \*  
2016

Reason for Late Submission

Reason for Late Submission \*



Submission successful!  
Status: Submitted  
Click [here](#) to view submitted data.

OK

Data Entry / Upload Data Entry

EC Short Name \*  
Template Name \*  
Reporting Month \*  
Reporting Year \*

Reason for Late Submission \*

Errors (1).txt

Error/s found. Please resubmit a corrected file. [Download Error Log](#)

\*Line(2) EC Short Name: Incorrect value  
\*Line(3) Reporting Year: Incorrect value  
\*Line(4) Reporting Month: Incorrect value

## SUBMISSION STATUS

To know the progress of your submission, there will be status updates in the Web Portal.

SUBMITTED

All uploaded DETs will have a status of **SUBMITTED** by default. This means that NEA will have to review the file.

FOR REVISION

After NEA's review of your DET and there are items that need to be modified, the submission will be tagged as **FOR REVISION**. NEA will coordinate with the EC for clarifications on the submission.

ACKNOWLEDGED  
RECEIPT

Once DET has been reviewed by NEA, the submitted DET will be tagged as **ACKNOWLEDGED RECEIPT**.

### NOTE:



- The system accepts one version of your DET at a time. For example, if your Energy and Interruption Data DET is still Submitted, you cannot upload another Energy and Interruption Data DET.
- Once the DET has been reviewed by NEA – either tagged as For Revision or Acknowledged Receipt, the system will allow submission of a new version of the same DET.
- The system will allow submission of DETs even beyond the deadline, but the upload date will be considered as the OFFICIAL submission date. The same applies for resubmissions; the new upload date will be the new official submission date.

## VIEWING OF REPORTS

Once DETs have been validated, the reports will be available after system processing. To download:

1. Click **DOWNLOADS**.
2. Select **REPORTS**.
3. List of available reports will be displayed. Select the report that you wish to download.



## NOTIFICATIONS AND UPDATES

There will be notifications and updates in the Web Portal and through your email.

### When can you expect a notification?

- For updates in the Data Entry Templates
- For submission updates – if the DET is for revision or acknowledged receipt. There will be separate notifications for every DET submission.

### Where can you see the notifications?

- Through the Web Portal – Click the bell icon to view updates in the Web Portal.
- Through Email – An email will be sent to the account that uploaded the DET.





## ELEMENTS OF THE TEMPLATE

### Content Formatting

Element	Description
Asterisk (*)	This is a required filled. It MUST be filled out.
Date Format	The default format for ALL date fields is MM/DD/YYYY. However, kindly note the format of the system time in your PC as this affects the input in the excel file.
Numerical Values	For fields which require numerical data, enter the number as-is. No need to enter comma (.).  For fields requiring TIN, enter the 12-digit number WITHOUT the dashes (e.g. TIN 123-456-789-000 should be entered as 123456789000)
Drop-down Lists	Ensure that you are inputting or selecting only the values that are in the drop-down lists. If desired value is not in the list, it is possible that you have to request for update of master data (see NEA BIT Helpdesk section of the QRG)
Remarks and other free-text fields	Enter short but complete remarks / descriptions / summaries. Whenever possible, limit them to 1-2 sentences.

### File Name and Saving

#### NOTE:



- For fields that are not applicable to the EC but identified as required, input the following:  
*for numerical fields = enter "0"*  
*for free text fields = enter "0" or "N/A"*
- For fields that are not applicable to the EC but is not required, leave the field BLANK.

#### NOTE:



This is the recommended file name where date refers to the REPORTING DATE. It is highly recommended to have all DETs for upload saved in one folder.

**DET FILE NAME: DET name – yyyyymmdd – V1**

**Example:** Energy and Interruption – 20180220 – V1 (where V1 is the **VERSION NUMBER**)

## SUPPORT PROCESS

The Service Desk aims to support the full availability of the system. It is the channel by which ECs and NEA communicate inquiries and/or concerns about the system.

You can raise questions or concerns such as, but not limited to:

- System login concerns
- Updating of Master Data
- Web Portal concerns

DET / Functional Area	Department
Institutional	IDD
Projects (SEP/BLEP)	TEREDD
Projects (Connections)	ITCSD
Technical	Engineering Department
Rates	RAO



**Note:** There is no master data for finance. Request to update LOVs in finance DET will be coursed thru the System Admin.



# NEA BIT SERVICE DESK



## Accessing the Service Desk

1. Open your web browser.
2. Enter the URL: <https://neaotrs.indracompany.com.ph/otrs/customer.pl>
3. Enter **Username** and **Password**. The Username is the same as the web portal username.
4. Click **LOGIN**.

## Reporting of Incidents Encountered

For concerns encountered in the Web Portal, provide screenshots of the errors encountered in the Web Portal and/or in the Data Entry Templates. **Refer to NEA BIT Infopedia – NEA BIT Quick Tips** section for more detailed instructions.

## Update Requests

Template	Description	DETs Affected
User Access Request Template	This is submitted for additional user access requests. This contains the information of the account to be added.	-
Geography Master Data Request Template	This is submitted for updates in your location e.g. there is a new sitio. It is important to inform NEA for changes in your area to ensure the standardization of data across all entities.	SEP BLEP Connections MSEAC
BOD Profile Master Data Request Template	This is submitted for changes in your Board of Directors.	BOD
Power Plant Master Data Request Template	Template used to request for updates (new or modification) in the master list of all power plants for all ECs.	DLSPQ PSR Power Supply
Power Supplier Master Data Request Template	Template used to request for updates (new or modification) in the master list of power suppliers for all ECs.	PSR Power Supply
Substation Master Data Request Template	Template used to request for updates (new or modification) in the master list of substation for all ECs.	DLSPQ
Transformer Master Data Request Template	Template used for updating the MD of all transformers of the EC in the NEA Web Portal.	DLSPQ

### Note:

Requested Master Data are reflected in the fields of the affected DETs. It is important to regularly inform NEA for changes within your EC to apply the corresponding updates in the DETs.



**NEA BIT INFOPEDIA** is your one-stop online source of NEA BIT–related information and references.

There are two ways to access it:

### Accessing the NEA BIT Infopedia

1. Click the **NEA BIT logo** on the left portion of the NEA website
2. Enter the URL on your web browser:  
<https://www.nea.gov.ph/ao39/what-s-latest-in-nea-bit>



### Sections of the NEA BIT Infopedia

- **NEA BIT Overview** – Background on the NEA BIT Project
- **What's latest in NEA BIT?** – NEA BIT Newsletters
- **NEA BIT Quick Tips** – Tips on using NEA BIT and accomplishing DETs
- **Frequently Asked Questions** – NEA BIT / DET Frequently Asked Questions
- **NEA BIT References** - NEA BIT Web Portal and DET Quick Reference Guides

NEA BIT Infopedia

- [NEA BIT Overview](#)
- [What's Latest in NEA BIT](#)
- [NEA BIT Quick Tips](#)
- [Frequently Asked Questions](#)
- [NEA BIT References](#)
- [Any NEA BIT Concerns?](#)

See previous News Letter [here](#):

### WHAT'S LATEST IN NEA BIT

**Save the Date: NEA BIT – “GO LIVE WITH THE ECS”**

- NEA BIT OPERATIONS WILL SOON BE OPERATIONAL! Did you know that.....
- NEA BIT's new Operations and Maintenance provider is QUESTRONIX CORPORATION-INDRA O&M services include enhancements, correctives and OTRS.
- NEA BIT's Cloud Service Provider (CSP) is Software Ventures International (SVI) Technologies using Microsoft Azure Platform (the same with the previous NEA-BIT cloud platform)
- NEA-BIT is now funded through the NEA's Internally Generated Funds (IGF) which was previously given in the form of Technical Assistance/grant by the EU and administered by the World Bank.
- NEA BIT underwent User Review (UAT on Operations) at the NEA level which ended April 16, 2021. Questronix is currently cleansing systems operations.
- **Save the Date: Go Live with the ECSs in May 2021!** Orientation on the NEA-BIT User operations to follow.

NEA BIT Advisory

- [New MFSR DET and Guidelines](#)
- [Download the Operational Reports from the Web Portal](#)
- [System Availability](#)
- [New Helpdesk Number](#)

Quick Links

- [NEA BIT Web Portal](#)
- [OTRS \(for issues/requests\)](#)
- [OTRS \(for MD Mgrs and SMEs\)](#)
- [Reports Portal](#)

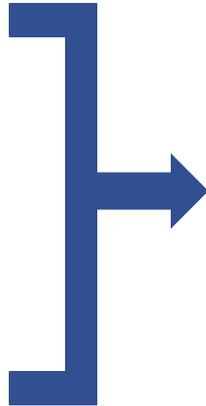
# **OTRS Refresher**

**Online Ticketing and Resolution System (OTRS)** is an online ticketing system that is used to record incident/request tickets from our NEA BIT users.

**REQUESTS?**



**INCIDENTS?**



Customers OTRS 

Login

[Forgot password?](#)



## INCIDENTS

unplanned interruption or decline in the quality of the system.

1. System Issues/ Errors:
  - System Down, Cannot login to web portal, etc.
2. Non-system Issues/ Errors:
  - Internet Connectivity



## REQUESTS

formal solicit for service, information or change in functionalities.

1. Existing Data/Functionality
  - New User, Update Master Data, etc.
2. New Data/Functionality
  - New Report, Modify DET, etc.

## Common Concerns (Non-Technical)

CONCERN	TICKET TYPE	TICKET SUBJECT		TICKET MODULE	ATTACHMENT REQUIRED
		REQUEST TYPE	SUB-REQUEST TYPE		
1. For Web Portal Access requests	Request	User Access		User Access	<ul style="list-style-type: none"> <li>User Access Request Form</li> <li>Endorsement from the GM or OIC of the GM</li> </ul>
2. For requests to add / update MasterData (BOD, Geography, EC Profile, Power Supplier, Power Plant, Substation, Transformer)	Request	Master Data	Type of Master data: <ul style="list-style-type: none"> <li>BOD</li> <li>Geography</li> <li>EC Profile</li> <li>Power Supplier</li> <li>Power Plant</li> <li>Substation</li> <li>Transformer</li> </ul>	MasterData	<ul style="list-style-type: none"> <li>BOD Master data / GEO ID Master Data / Power Supplier / Power Plant / Substation / Transformer Request Form</li> </ul>
3. For DET update requests (e.g. additional Funding Source for DET039 – SEP BLEP)	Request	Request	DET Update	Name of DET, Examples: <ul style="list-style-type: none"> <li>- SEP BLEP</li> <li>- Meetings and Resolution</li> <li>- List of Employees</li> <li>- MSEAC</li> </ul>	<ul style="list-style-type: none"> <li>Data Entry Template</li> </ul>



### Notes

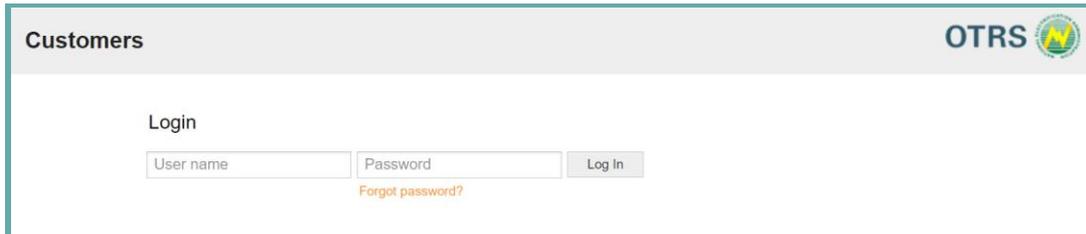
- User Access Request form and Master Data Update Templates can be requested from Service Desk or downloaded from <https://www.nea.gov.ph/ao39/nea-bit-references/category/245-helpdesk-otrs-files-ec>

## Common Concerns (Technical)

CONCERN	TICKET TYPE	TICKET SUBJECT		TICKET MODULE	ATTACHMENT REQUIRED
		REQUEST TYPE	SUB-REQUEST TYPE		
1. For GEO ID File download error	Incident	Geography Download		Others	<ul style="list-style-type: none"> <li>• Screenshot</li> </ul>
2. For issues encountered while filling out DETs	Incident	Data Entry Template	Name of DET, Examples: <ul style="list-style-type: none"> <li>• Meetings and Resolution</li> <li>• List of Employees</li> <li>• MSEAC</li> </ul>	Data Entry Template	<ul style="list-style-type: none"> <li>• Sample DETs</li> <li>• Screenshot</li> </ul>
3. For issues encountered while using the Web Portal, sample: error in uploading/validating	Incident	Portal Use		Portal Use	<ul style="list-style-type: none"> <li>• DET you are uploading</li> <li>• Screenshot</li> </ul>
4. For computer/internet concerns, sample: Web portal pages take a long time to load	Incident	Computer/ Internet Issue		Others	<ul style="list-style-type: none"> <li>• Screenshot</li> </ul>

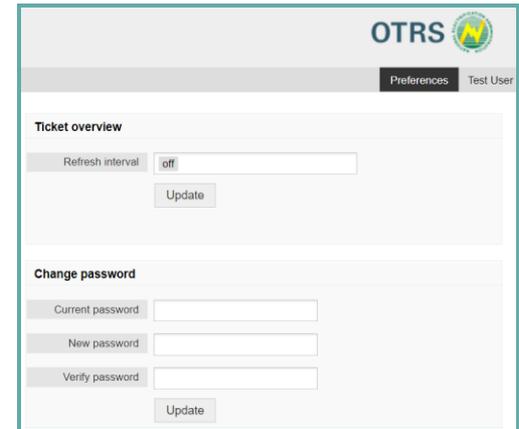
## OTRS Access

1. Enter below link in your Google Chrome or any web browser.  
<http://neaotrs.indracompany.com.ph/otrs/customer.pl>



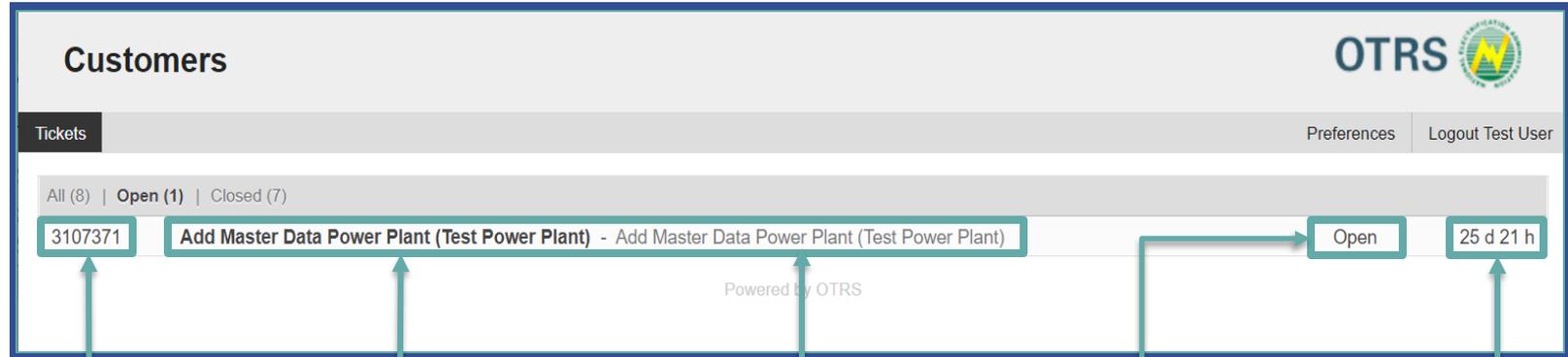
The screenshot shows the login interface for OTRS Customers. It features a header with 'Customers' on the left and 'OTRS' with a logo on the right. Below the header, the word 'Login' is centered. There are two input fields: 'User name' and 'Password', followed by a 'Log in' button. A link for 'Forgot password?' is located below the password field.

2. Once logged in, change your initial password in the **Preferences** tab to ensure the security of your account.



The screenshot shows the OTRS Preferences page. The header includes 'OTRS' with a logo and navigation links for 'Preferences' and 'Test User'. The main content area is divided into two sections: 'Ticket overview' and 'Change password'. The 'Ticket overview' section has a 'Refresh interval' dropdown set to 'off' and an 'Update' button. The 'Change password' section has three input fields for 'Current password', 'New password', and 'Verify password', followed by an 'Update' button.

## OTRS Access



The screenshot shows the OTRS interface for a customer. At the top left, it says "Customers". On the right, there is an "OTRS" logo and a user profile for "Test User". Below this is a navigation bar with "Tickets" selected, and links for "Preferences" and "Logout Test User". A filter bar shows "All (8) | Open (1) | Closed (7)". A single ticket is displayed with the following details:

3107371	Add Master Data Power Plant (Test Power Plant) - Add Master Data Power Plant (Test Power Plant)	Powered by OTRS	Open	25 d 21 h
---------	---	-----------------	------	-----------

**Ticket No.**

**Ticket Subject**

**Ticket Description**

**Ticket Status**

**Time Stamp** (time lapse since the ticket was created)

## Ticket Creation

Ticket Subject  
(Free text field)

\*Type: Incident

\* Subject:

\* Text:   
B I U S   
Format Font Size   
Attachment: Choose File No file chosen

Priority: 3 normal

\* Classification: Incident

\* Module:

\* Subject Area:

\* Name of Sender:

\* Contact Details:

Date and Time of Incident \*Required for Incident:  05 / 19 / 2021 - 14 : 10

Endorsed By \*Required for Request:

Position Of Endorser \*Required for Endorser:

Submit

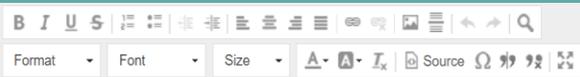
## Ticket Creation

Ticket Details  
(Free text field)

\*Type: Incident

\* Subject:

\* Text:

**B I U S** |  | **Format** | **Font** | **Size** | **A** | **A** | **I** | **x** | **Source** | **Ω** | **↶** | **↷** | **↻** | **↺** | **↻**

Attachment: Choose File No file chosen

Priority: 3 normal

\* Classification: Incident

\* Module:

\* Subject Area:

\* Name of Sender:

\* Contact Details:

Date and Time of Incident \*Required for Incident:  05 / 19 / 2021 - 14 : 10

Endorsed By \*Required for Request:

Position Of Endorser \*Required for Endorser:

Submit

## Ticket Creation

Supporting Files/ Documents  
(Screenshots, etc.)

\*Type: Incident

\* Subject:

\* Text:

**B I U S** | 

Attachment: **Choose File** | No file chosen

Priority: 3 normal

\* Classification: Incident

\* Module:

\* Subject Area:

\* Name of Sender:

\* Contact Details:

Date and Time of Incident \*Required for Incident:  05 / 19 / 2021 - 14 : 10

Endorsed By \*Required for Request:

Position Of Endorser \*Required for Endorser:

Submit

## Ticket Creation

Ticket Classification:  
Incident or Request

\*Type: Incident

\* Subject:

\* Text:

B I U S [Rich Text Editor Icons]

Attachment: Choose File No file chosen

Priority: 3 normal

\* Classification: Incident

\* Module:

\* Subject Area:

\* Name of Sender:

\* Contact Details:

Date and Time of Incident \*Required for Incident:  05 / 19 / 2021 - 14 : 10

Endorsed By \*Required for Request:

Position Of Endorser \*Required for Endorser:

Submit

## Ticket Creation

\*Type: Incident

\* Subject:

\* Text:

B I U S [Rich Text Editor Icons]

Attachment: Choose File No file chosen

Priority: 3 normal

\* Classification: Incident

\* Module: [Dropdown Menu]

\* Subject Area:

\* Name of Sender:

\* Contact Details:

Date and Time of Incident \*Required for Incident:  05 / 19 / 2021 - 14 : 10

Endorsed By \*Required for Request:

Position Of Endorser \*Required for Endorser:

Submit

Ticket Module:  
User Profile / Access Changes, Data Retrieval, etc. (Dropdown)

## Ticket Creation

\*Type: Incident

\* Subject:

\* Text:

Attachment: Choose File No file chosen

Priority: 3 normal

\* Classification: Incident

\* Module:

\* Subject Area:

\* Name of Sender:

\* Contact Details:

Date and Time of Incident \*Required for Incident: 05 / 19 / 2021 - 14 : 10

Endorsed By \*Required for Request:

Position Of Endorser \*Required for Endorser:

Submit

Subject Area:  
Financial, Institutional, etc.  
(Dropdown)

## Ticket Creation

\*Type: Incident

\* Subject:

\* Text:

**B I U S** | | Format | Font | Size | | Source |

Attachment: Choose File | No file chosen

Priority: 3 normal

\* Classification: Incident

\* Module:

\* Subject Area:

\* Name of Sender:

\* Contact Details:

Date and Time of Incident \*Required for Incident: 05 / 19 / 2021 - 14 : 10

Endorsed By \*Required for Request:

Position Of Endorser \*Required for Endorser:

Submit

Name of Reporter:  
Last Name, First Name M.I.  
(Free text)

## Ticket Creation

\*Type: Incident

\* Subject:

\* Text:

**B I U S** | 

Attachment: Choose File | No file chosen

Priority: 3 normal

\* Classification: Incident

\* Module:

\* Subject Area:

\* Name of Sender:

\* Contact Details:

Date and Time of Incident \*Required for Incident: 05 / 19 / 2021 - 14 : 10

Endorsed By \*Required for Request:

Position Of Endorser \*Required for Endorser:

Submit

Contact Details:  
Mobile/Phone number  
(Free text)



# OTRS



## Ticket Creation

\*Type: Incident

\* Subject:

\* Text:

**B I U S** | |

Format | Font | Size | Source

Attachment: Choose File | No file chosen

Priority: 3 normal

\* Classification: Incident

\* Module:

\* Subject Area:

\* Name of Sender:

\* Contact Details:

Date and Time of Incident \*Required for Incident:  05 / 19 / 2021 - 14 : 10

Endorsed By \*Required for Request:

Position Of Endorser \*Required for Endorser:

Submit

Incident / Request  
Date & Time



# OTRS



## Ticket Creation

\*Type: Incident

\* Subject:

\* Text:

**B I U S** |

Format | Font | Size | | | | | Source | | |

Attachment: Choose File | No file chosen

Priority: 3 normal

\* Classification: Incident

\* Module:

\* Subject Area:

\* Name of Sender:

\* Contact Details:

Date and Time of Incident \*Required for Incident:  05 / 19 / 2021 - 14 : 10

Endorsed By \*Required for Request:

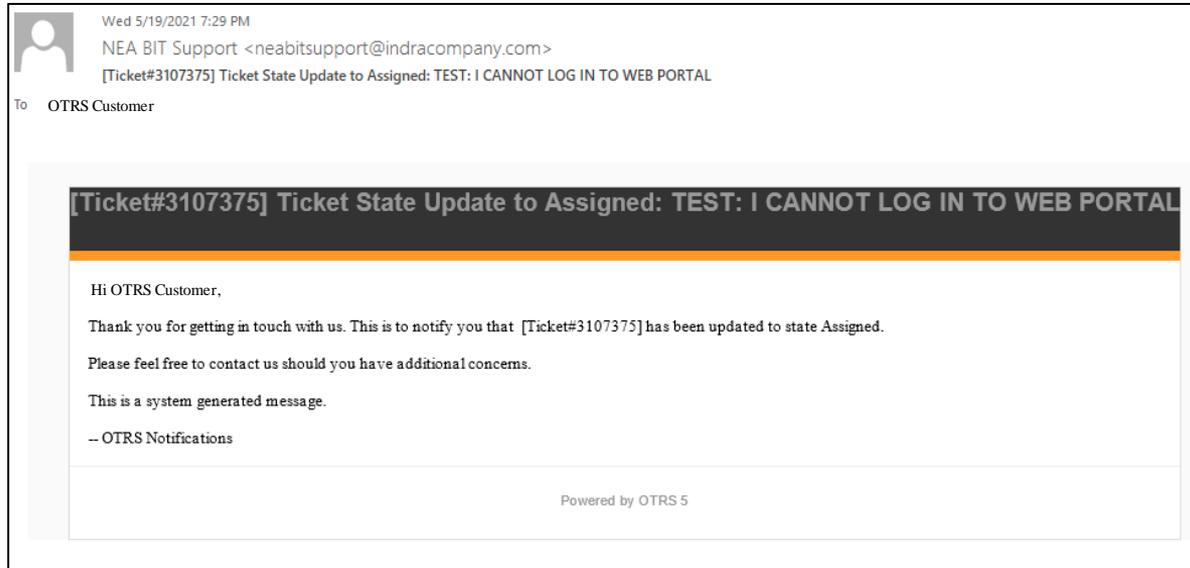
Position Of Endorser \*Required for Endorser:

Submit

Submit ticket

## Ticket Assignment Notification

After Service Desk assigns the ticket, you will receive an email notification informing you that your ticket was assigned to an agent.

A screenshot of an email notification from NEA BIT Support. The email header shows the date and time as 'Wed 5/19/2021 7:29 PM' and the sender as 'NEA BIT Support <neabitsupport@indracompany.com>'. The subject line is '[Ticket#3107375] Ticket State Update to Assigned: TEST: I CANNOT LOG IN TO WEB PORTAL'. The recipient is listed as 'To OTRS Customer'. The main body of the email contains a bolded subject line, a greeting 'Hi OTRS Customer,', a thank you message, a system-generated message disclaimer, and a signature '– OTRS Notifications'. At the bottom, it says 'Powered by OTRS 5'.

Wed 5/19/2021 7:29 PM  
NEA BIT Support <neabitsupport@indracompany.com>  
[Ticket#3107375] Ticket State Update to Assigned: TEST: I CANNOT LOG IN TO WEB PORTAL

To OTRS Customer

**[Ticket#3107375] Ticket State Update to Assigned: TEST: I CANNOT LOG IN TO WEB PORTAL**

Hi OTRS Customer,

Thank you for getting in touch with us. This is to notify you that [Ticket#3107375] has been updated to state Assigned.

Please feel free to contact us should you have additional concerns.

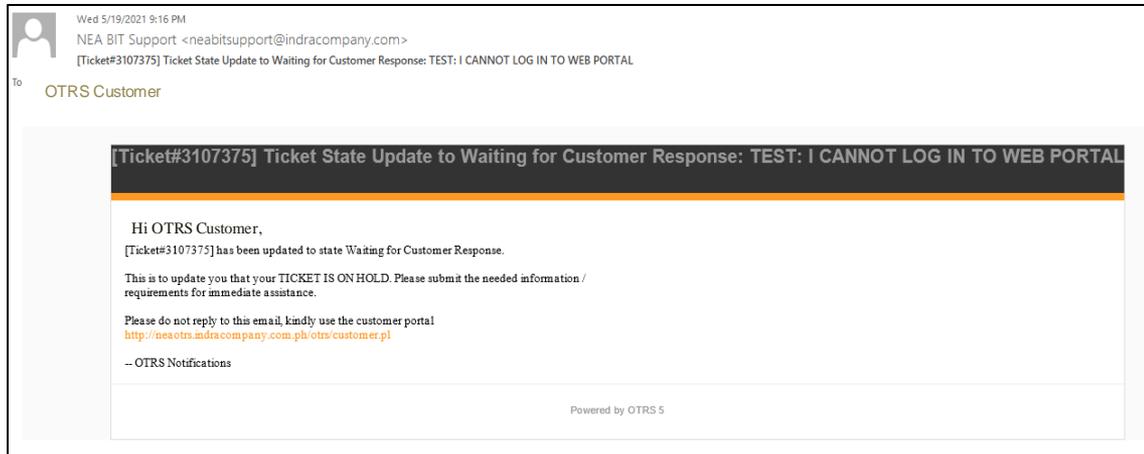
This is a system generated message.

– OTRS Notifications

Powered by OTRS 5

## Waiting for Customer Response Notification

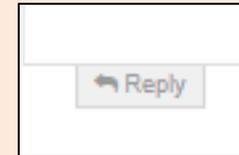
If additional information is needed from you, you will receive an email notification informing you that your ticket was updated to Waiting for Customer Response.



### Notes



Customer can reply to agent's inquiry via email or using the Reply button in the last article of the ticket in OTRS. This will automatically set the ticket status to Customer Feedback.



## Ticket Resolution

Once your ticket has been addressed, you will receive an email notification informing you that your ticket was already resolved.

Wed 5/19/2021 9:21 PM  
NEA BIT Support <neabitsupport@indracompany.com>  
[Ticket#3107375] Ticket State Update to Resolved: TEST: I CANNOT LOG IN TO WEB PORTAL

To OTRS Customer

**[Ticket#3107375] Ticket State Update to Resolved: TEST: I CANNOT LOG IN TO WEB PORTAL**

Hi OTRS Customer,

[Ticket#3107375] has been Resolved.

May we confirm if the solution provided to you is acceptable in resolving the concern/request that you have raised?

**DESCRIPTION:**  
replied customer

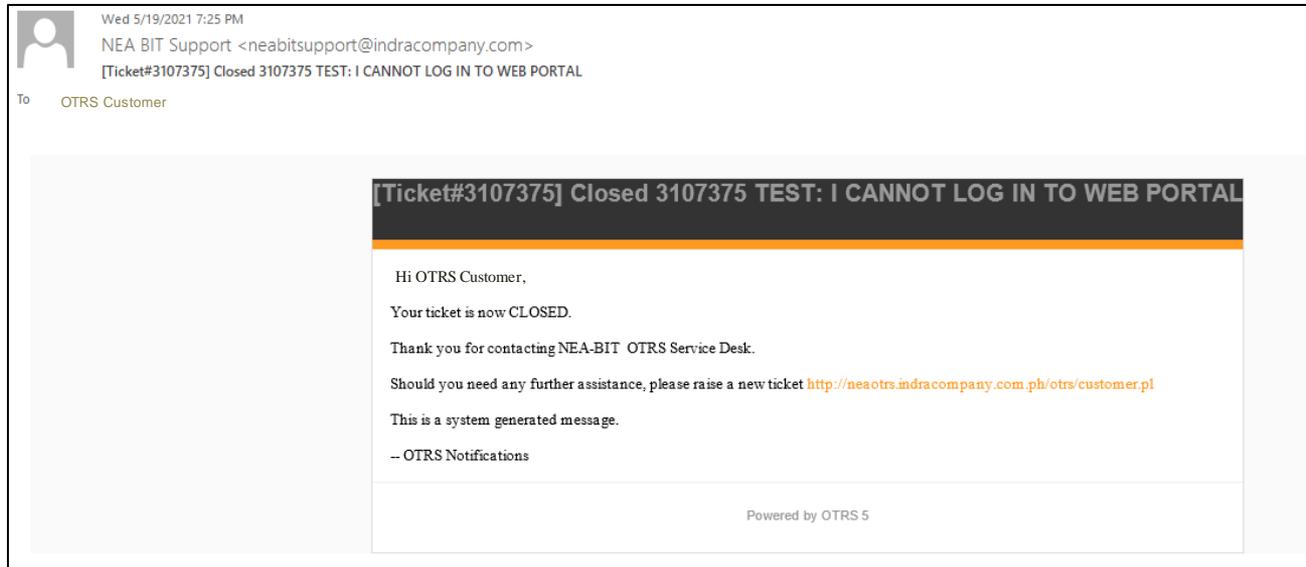
**SOLUTION:**  
RESOLVED VALID 3

If this is no longer an issue or you feel that the ticket has been resolved to your satisfaction, please email [neabitsupport@indracompany.com](mailto:neabitsupport@indracompany.com) within 2 weeks.  
We appreciate your response on this notification. Should we receive no feedback after the said period, please be advised that we will tag this ticket as Closed.

Powered by OTRS 5

## Ticket Closure

Once you have confirmed the resolution for your ticket, you will receive an email notification informing you that your ticket has been closed.

A screenshot of an email notification from NEA BIT Support. The email header shows the sender as 'NEA BIT Support <neabitsupport@indracompany.com>' and the subject as '[Ticket#3107375] Closed 3107375 TEST: I CANNOT LOG IN TO WEB PORTAL'. The recipient is 'OTRS Customer'. The main body of the email contains a dark header with the subject line, followed by a message: 'Hi OTRS Customer, Your ticket is now CLOSED. Thank you for contacting NEA-BIT OTRS Service Desk. Should you need any further assistance, please raise a new ticket <http://neaotrs.indracompany.com.ph/otrs/customer.pl>. This is a system generated message. -- OTRS Notifications'. At the bottom, it says 'Powered by OTRS 5'.



OTRS



# NEA BIT Service Desk

✉ [neabitsupport@indracompany.com](mailto:neabitsupport@indracompany.com)

☎ 09992200319



# THANK YOU

**QUESTRONIX** Enabling Digital Transformation

 [johncarlo\\_husmillo\\_@questronix.com.ph](mailto:johncarlo_husmillo_@questronix.com.ph)

 (02) 822 77 00 / +639190748454

 [fb.com/QuestronixCorporation](https://fb.com/QuestronixCorporation)

 [questronix.com.ph](http://questronix.com.ph)

**Q & A**