



# Request Tracking System (RTS) Operation Manual

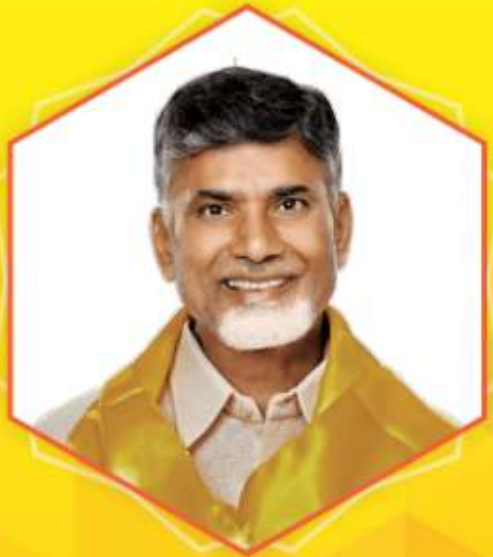
**AP VIRTUAL CLASSROOM PROJECT**

# RTS / Ticketing system

This Manual briefs about how to raise a ticket when you experience any issue with respect to connectivity, operating the virtual classroom equipment – hardware or software issues or other incidents.

A step-by-step process in raising a ticket is as follows :

- ▶ Enter web address [www.apvirtualclassrooms.com](http://www.apvirtualclassrooms.com) in homepage of browser
- ▶ Web page will be displayed as per below picture.
- ▶ Click on “**LOGIN TO RTS – Request Tracking System**” on the right-hand top corner of the web page.
- ▶ It directs to another webpage requesting to input the login credentials



**Sri Nara Chandrababu Naidu**  
Hon'ble Chief Minister of Andhra Pradesh

“

My intention to launch Virtual Classrooms is to make learning easy. **A child going to school should study happily**, instead of cramming and reciting things thousands of times.

”

**Click here to raise ticket**





# Request Tracking System

Get to the Support Solution Faster whenever you need

User Name  Enter UserName

Password

[Forgot password?](#)

Enter School  
"Dise code"

Enter  
password  
"admin@123"

After providing login  
credentials click on  
"Login"



## Request Tracking System

Get to the Support Solution Faster whenever you need

Total Tickets	0
Open Tickets	0
Closed Tickets	0

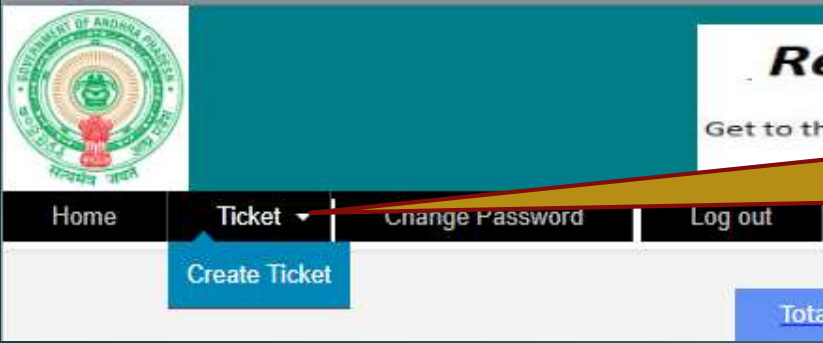
### Tickets Details

After Logging-in “Home page appears like this showing the details of

**Total Tickets = These are tickets raised till date – sum of **open** and closed tickets**

**Open Tickets = Which are raised recently are yet to be resolved**

**Closed Tickets = These are those which are resolved/closed**



Upon placing the cursor on Ticket, "Create Ticket" option appears, click on it

**Request Tracking System**  
Get to the Support Solution you need

Home | Ticket | Change Password | Log out

[Open Ticket](#)

Ticket ID	:	SRI10002	
*District	:	SRIKAKULAM	
*School Name	:	ZPHS	
Status	:	Active	
*Issue Type	:	-- Select --	
*Issue Category	:	-- Select --	
Issue Sub category	:	-- Select --	
*Description	:		

*DISECODE	:	28111803904
*Mandal	:	PUTTUR
*Priority	:	
Expected End Date	:	
*Attachment	:	Choose File No file chosen

Submit | Reset

Click on issue type – a drop down menu appears

Click on issue category – list of items appears

Click on sub category and choose the issue

Ticket ID	:	SRI10002
*District	:	SRIKAKULAM
*School Name	:	ZPHS
Status	:	Active
*Issue Type	:	-- Select --
*Issue Category	:	-- Select --
Issue Sub category	:	Hardware
*Description	:	Software

In **Issue Type** – select the appropriate option based on the issue you are facing

Please choose the relevant option in **Issue Category** also

**Open Ticket**

Ticket ID	:	SRI10002
*District	:	SRIKAKULAM
*School Name	:	ZPHS
Status	:	Active
*Issue Type	:	Hardware
*Issue Category	:	-- Select --
Issue Sub category	:	-- Select --
*Description	:	Accessories

- Audio System
- Clickers
- Laptop
- Others
- Pen & Pad
- Projector
- Storage
- Tablet
- UPS
- Webcamera

## [Open Ticket](#)

Ticket ID	:	<input type="text" value="SRI10002"/>
*District	:	SRIKAKULAM
*School Name	:	ZPHS
Status	:	<input type="text" value="Active"/>
*Issue Type	:	<input type="text" value="APSFL"/>
*Issue Category	:	<input type="text" value="APSFL Network/Modem"/>
Issue Sub category	:	<input type="text" value="-- Select --"/>
*Description	:	<input type="text" value="-- Select --"/> Alarm RED <b>Fibercut - PON Red</b> Internet Lamp not glowing Low - Internet Speed Modem not Connected Modem Power not ON Modem to be shifted No Fiber No Modem Unable to connect Studio

Please choose the relevant option in "Issue Sub Category"



## Open Ticket

Ticket ID	:	<input type="text" value="SRI10002"/>	
*District	:	<input type="text" value="SRIKAKULAM"/>	
*School Name	:	<input type="text" value="ZPHS"/>	
Status	:	<input type="text" value="Active"/>	
*Issue Type	:	<input type="text" value="APSFL"/>	
*Issue Category	:	<input type="text" value="APSFL Network/Modem"/>	
Issue Sub category	:	<input type="text" value="Fibercut - PON Red"/>	
*Description	:	<input type="text"/>	
*DISECODE	:	<input type="text" value="28111803904"/>	
*Mandal	:	<input type="text" value="PUTTUR"/>	
*Priority	:	<input type="text" value="High"/>	
Expected End Date	:	<input type="text" value="12/8/2018 4:17:54 PM"/>	
*Attachment	:	<input type="button" value="Choose File"/> No file chosen	

Enter remarks if you want to mention in detail about the issue

Click on **“Submit”** after providing all the details

Take a photo of the issue and upload using the **“choose file”** button from camera/gallery

**Please note that this is mandatory to register a complaint/ticket**

103.86.107.6 says  
Successfully Ticket Created...!

OK

A pop-up window appears as  
**“Successfully Ticket Created”**

Click on **“OK”**  
which leads to Home Page

After you are back to the Home page, please click on **“Log out”** button to safely logout from your login credentials.



## Request Tracking System

Get to the Support Solution... need

Home

Ticket ▾


Change Password

Log out

Click on  
**“Log out”**

# Changing Password process

Not secure | 103.86.107.6/onlineTicket/ChangePassword.aspx

 **Request Tracking System**  
Get to the Support Solution Faster whenever you need

Home | Ticket ▾ | **Change Password** | Log out

### Change Password

Enter New Password :

Confirm New Password :

**CHANGE**

Use "Change Password" button if you want to change the password

Enter "New password" and click on "CHANGE"