

IT Ticketing System

An IT Ticketing System is a structured platform used to log, track, prioritize, and manage IT-related requests, incidents, and service issues. It enables users to submit support tickets while allowing IT teams to monitor progress, assign tasks, and ensure timely resolution based on defined service levels. The system improves communication, accountability, and workflow efficiency, helping reduce response times, enhance service quality, and maintain organized records of IT support activities.

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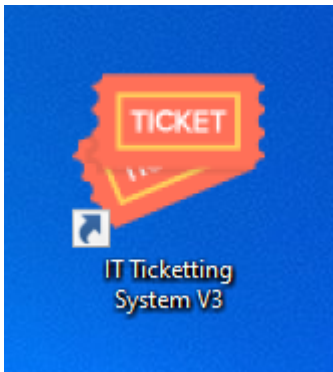
Introduction

Welcome to the IT Ticketing System

Our comprehensive solution for managing and resolving IT-related issues efficiently and effectively. This system is designed to streamline the process of reporting, tracking, and resolving technical problems, ensuring a seamless and productive experience for all MGM Food and Blendwell employees.

The IT Ticketing System can be accessed directly from your workstation computer upon logging into your account. An icon named "**IT Ticketing System**" or similar is included among your desktop items.

If you cannot find the icon, you can simply proceed to the url <https://itsupport.mgmfoods.com.ph>.

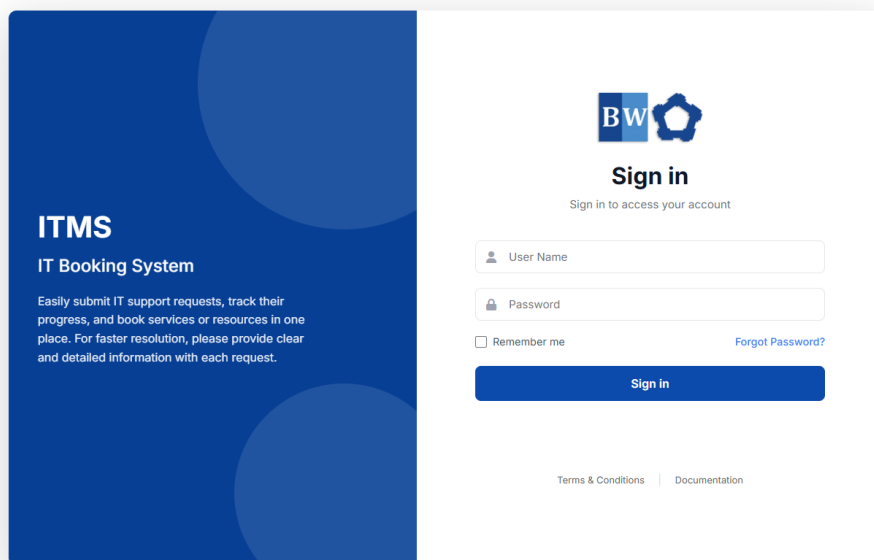


IT ticketing System shortcut on your desktop computer

Login Page

To access the login page, you need to locate the "**IT Ticketing System**" icon on your desktop and double-click it or access it via web browser at this link <https://itsupport.mgmfoods.com.ph/>

The login page will appear exactly as the image below. Users must enter their credentials to log in to their respective accounts.



IT Ticketing system login page

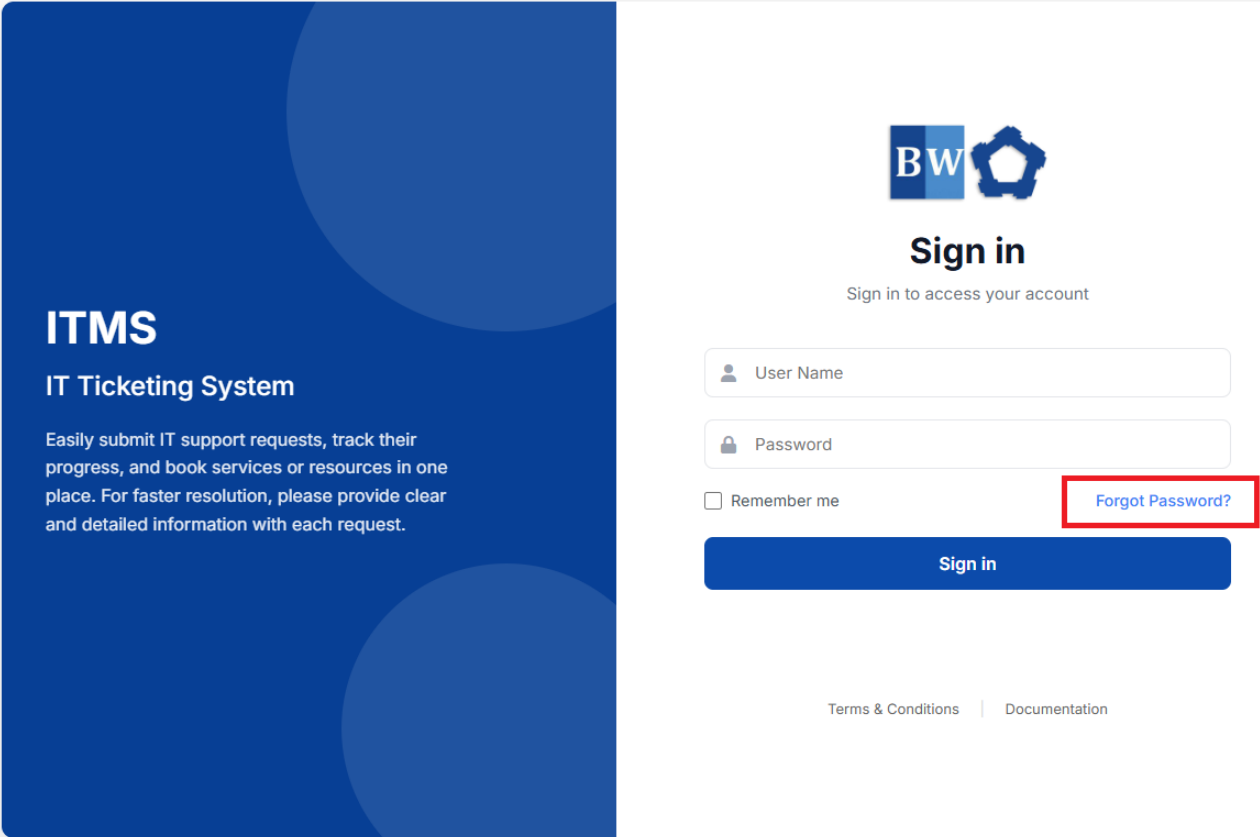
Account Registration

As part of your company's onboarding process, a member of our IT staff will reach out to you directly to assist with setting up your user account. You do not need to take any action at this time—your account will be created for you, and you will receive the necessary login details and instructions once the setup is complete.

Forgot Password

If you forget your password, you can reset it by clicking the "[Forgot Password?](#)" link on the login page and following the instructions provided.

1. Click on the "[Forgot Password?](#)" link



The screenshot shows the ITMS login interface. On the left, a blue sidebar contains the text: "ITMS", "IT Ticketing System", and "Easily submit IT support requests, track their progress, and book services or resources in one place. For faster resolution, please provide clear and detailed information with each request." On the right, the login form includes the BW logo, a "Sign in" heading, and the subtext "Sign in to access your account". Below this are input fields for "User Name" and "Password", a "Remember me" checkbox, and a blue "Sign in" button. A red rectangular box highlights the "[Forgot Password?](#)" link located to the right of the "Remember me" checkbox. At the bottom of the page, there are links for "Terms & Conditions" and "Documentation".

2. After that, you will be redirected to the next page as shown below. You will need to enter the company email address provided to you. and click "[Send Reset Link](#)"



Forgot Password

Enter your company email address

Send Reset Link

[Back to Login](#)

3. After hitting the Send Reset Link Button. The page will load for a while to process the password reset link as shown on the image below.



Forgot Password

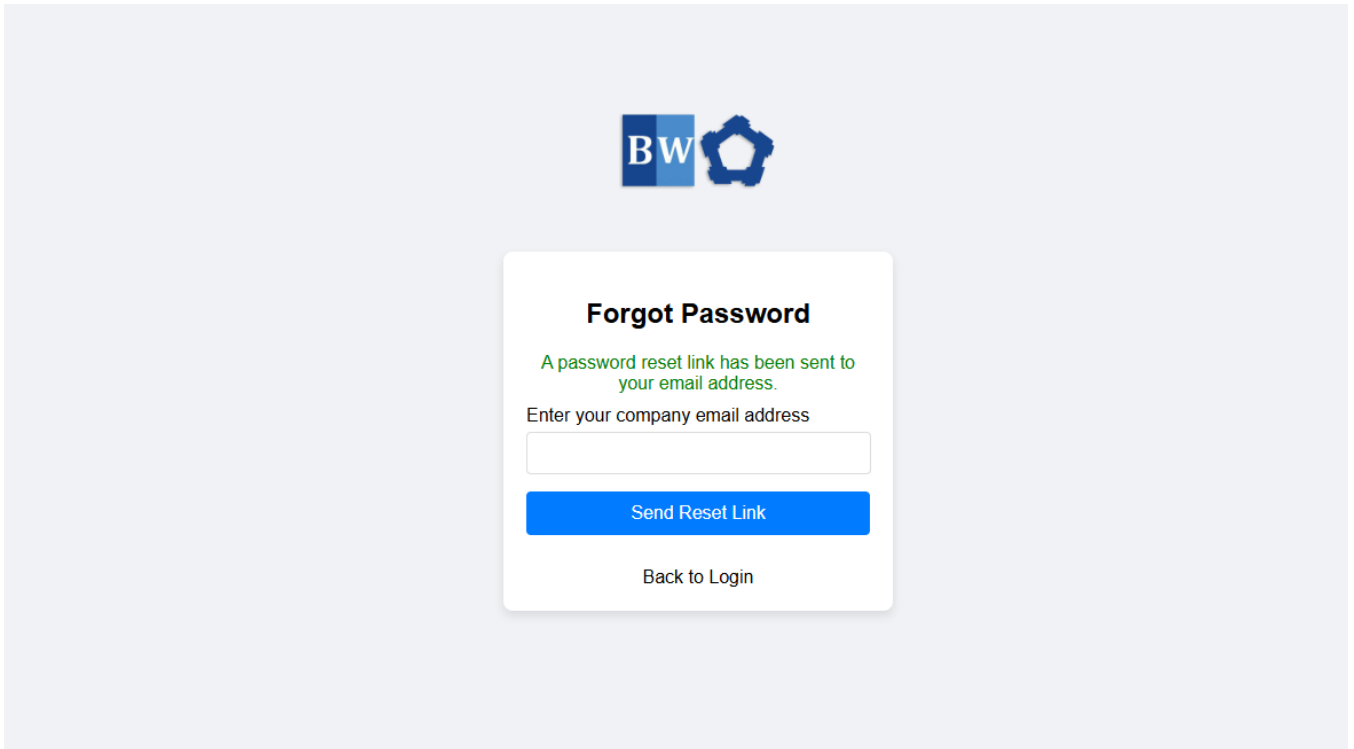
Enter your company email address

jaysonvelagio@mg.com.ph

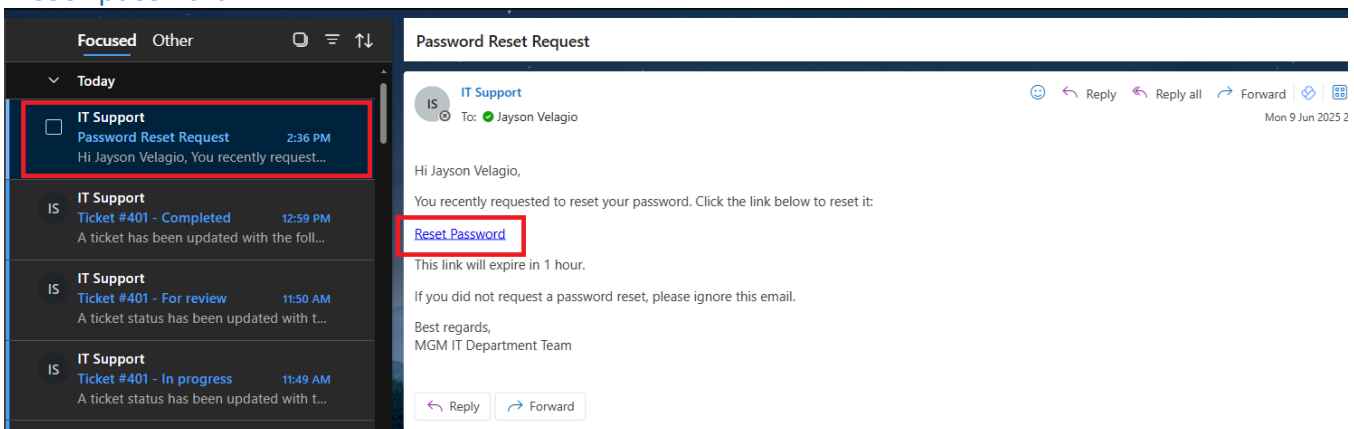
Send Reset Link

[Back to Login](#)

4. Then you will receive a notification that "A password reset link has been sent to your email address."



5. After that you need to open your email address to check the email reset link and click the "reset password" link.



6. You will be redirected in to this page where you should provide and fill out for your new password and click Reset Password Button.



Reset Password

New Password

Confirm New Password

Reset Password

[Back to Login](#)

7. After successfully provided the correct password for your account you will be redirected to this page confirming your password is now changed and you are now ready to logged in.



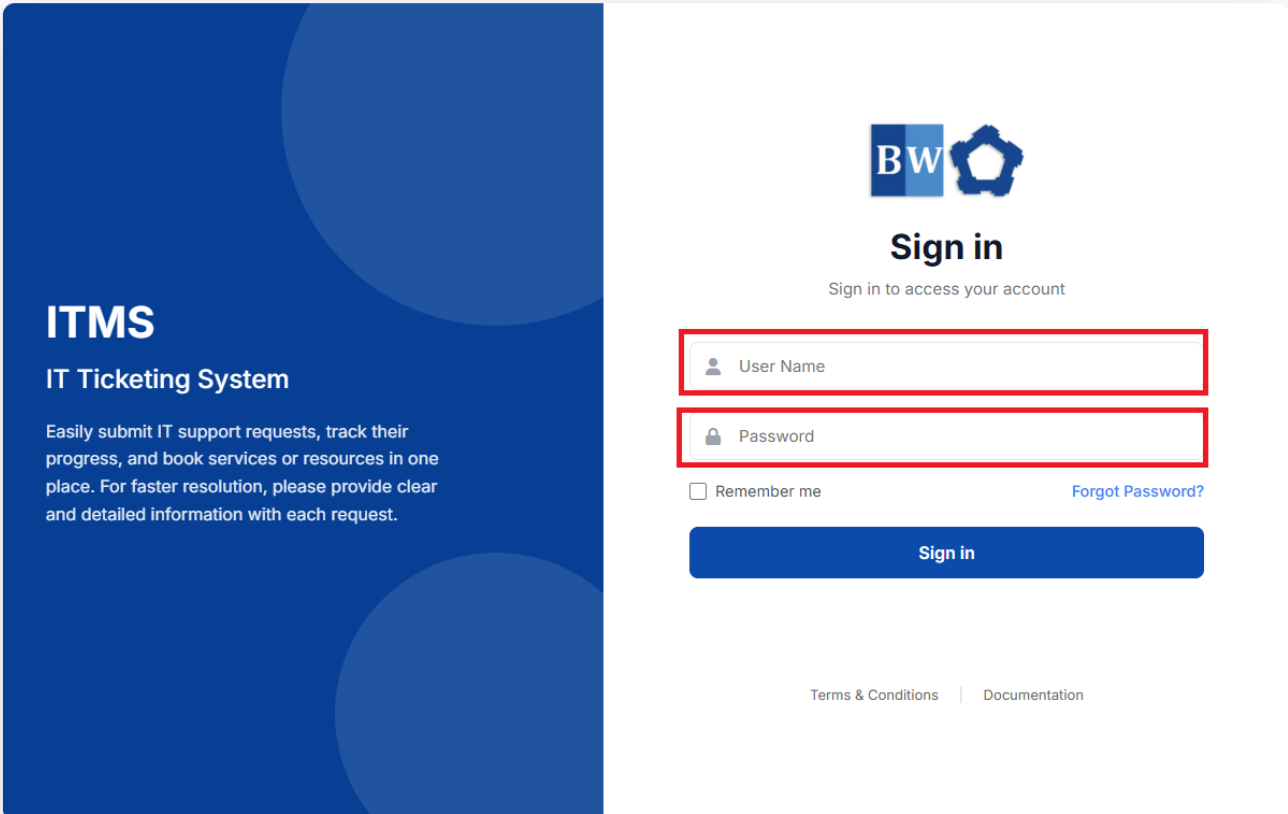
Reset Password

Your password has been reset successfully. You can now [login](#) with your new password.

Log-in to the System

You can log-in to the IT Ticketing system by by locating the login interface shown in this link [login page](#).

1. Fill out the user name and password field correctly.



ITMS
IT Ticketing System

Easily submit IT support requests, track their progress, and book services or resources in one place. For faster resolution, please provide clear and detailed information with each request.

BW

Sign in

Sign in to access your account

User Name


Password

Remember me [Forgot Password?](#)


Sign in

[Terms & Conditions](#) | [Documentation](#)

2. Upon successful login. You will be redirected into this portal and select IT Ticketing System.



IT Ticketing System
Submit, track, and manage support tickets with our comprehensive ticketing solution.



IT Booking System
Borrow IT assets, reservation, and scheduling with our booking platform.

3. After selecting IT Ticketing System thru the portal. you will now be redirected to the IT Ticketing System show below.

IT Ticketing System test

Announcement!
Our official [IT Policy Guidelines](#) are now available online. Please take a moment to review the documents to understand and follow our IT rules and policies.
Posted on Apr 08, 2025

+ Create New Ticket
Create a new ticket for any support issue or request that needs to be addressed.
[Create Ticket](#)

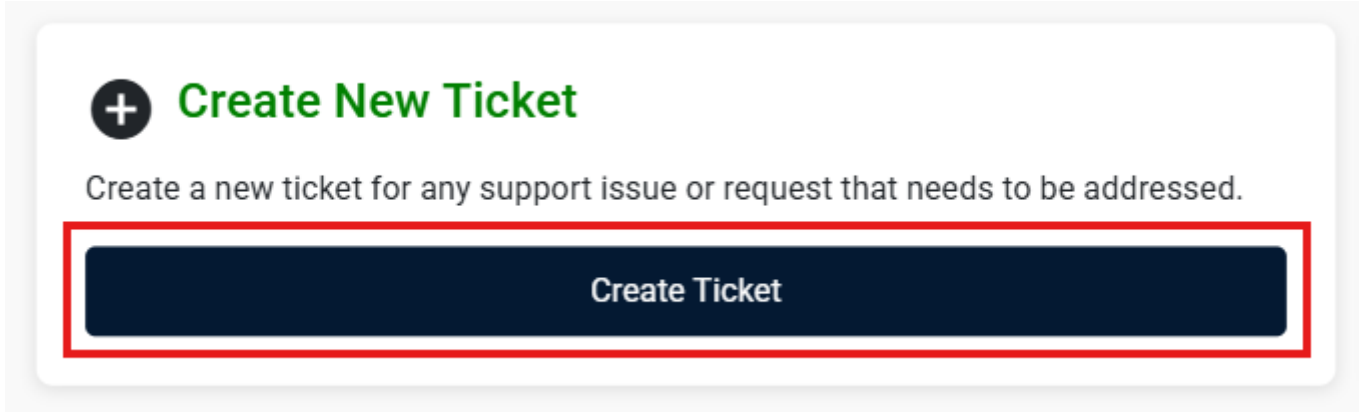
👤 View all Tickets
Easily view and manage all your support tickets in a single, consolidated list.
[View All Tickets](#)

Latest Tickets
No tickets available.

© MGM IT Web Based Ticketing System

Creating a Ticket

1. Creating a ticket is simple. At your dashboard you will see this button below "Create Ticket"



2. Fill up all the information needed on the form.

Create New Ticket ✕

Assistance For

Select Assistance For ▾

Company

Select Company ▾

Priority Level

Select Priority Level ▾

Ticket Title

Enter ticket title...

Issue Description

Accurately describe the issue you're facing or the assistance you need. Your ticket may be canceled due to insufficient information.

Please include relevant supporting screenshots or video with your request. (Optional)

Choose File No file chosen

You can upload up to 5 files simultaneously. Allowed types: JPG, JPEG, PNG, GIF, JFIF, MP4, PDF, DOC, XLS.

3. Then hit submit ticket or cancel if you wish not to proceed.



4. You will received a confirmation email of the success ticket creation and a Ticket number then kindly wait for the IT Team to accept your ticket.