

USER MANUAL

Ticketing Tool

System for managing Website & Email Access Request

1. Introduction

The **Ticketing Tool System** is designed to streamline the process of requesting, reviewing, approving, and enabling access to:

- External **websites**
- Official **email IDs / email access**

This system ensures that all access requests are processed with proper **authorization**.

This manual guides each stakeholder through their tasks and responsibilities.

2. User Roles & Responsibilities

2.1 End User (Employee)

- Submit a request for access to a **Website** or **Email**.
- Provide a valid **business justification(valid remark)**.
- Track the status of the request.

2.2 Head of Department (RECOMMANDING OFFICER)

- Review all access requests from users within the department.
- **Verify or Reject** requests based on requirement and justification.
- Add remarks.

2.3 IT Personnel

- Review all **RECOMMANDING OFFICER-verified** requests.
- Sanction requests after checking.

2.4 Forwarding to Network Team

- After sanctioning, to allow the requested **website/email** through the firewall rules, personnel from BEST will send the list of such websites/emails through mail to the SM Network/ Orient Team.

2.5 SM Network / Orient

- For **website requests** → Open the website access through **SM Network** after sanction.
- For **email requests** → allow email address to accessible for mailing through **Orient** for execution.

3. Workflow Overview

3.1 Website Access Request Workflow

1. **User submits request**
→ (Includes website URL + purpose)
2. **RECOMMANDING OFFICER review**
 - If requirement is **genuine** → **Verify**
 - If not → **Reject**
3. **IT Personnel Review & Sanction**
 - Check policy compliance
 - Approve or reject
4. **Forward to SM Network Team**
 - Sanctioned request goes to SM Network
 - Firewall exception is created
5. **Website access is enabled**
 - User gets access
 - Status updated in system

3.2 Email Access Request Workflow

1. **User submits request**
→ (Includes email address + purpose)
2. **RECOMMANDING OFFICER review**
 - Verify OR Reject
3. **IT Personnel sanction**
 - If sanctioned → forward request
4. **Forward to Orient**
 - Orient creates/activates the email access
5. **Email access enabled**

- User gets confirmation

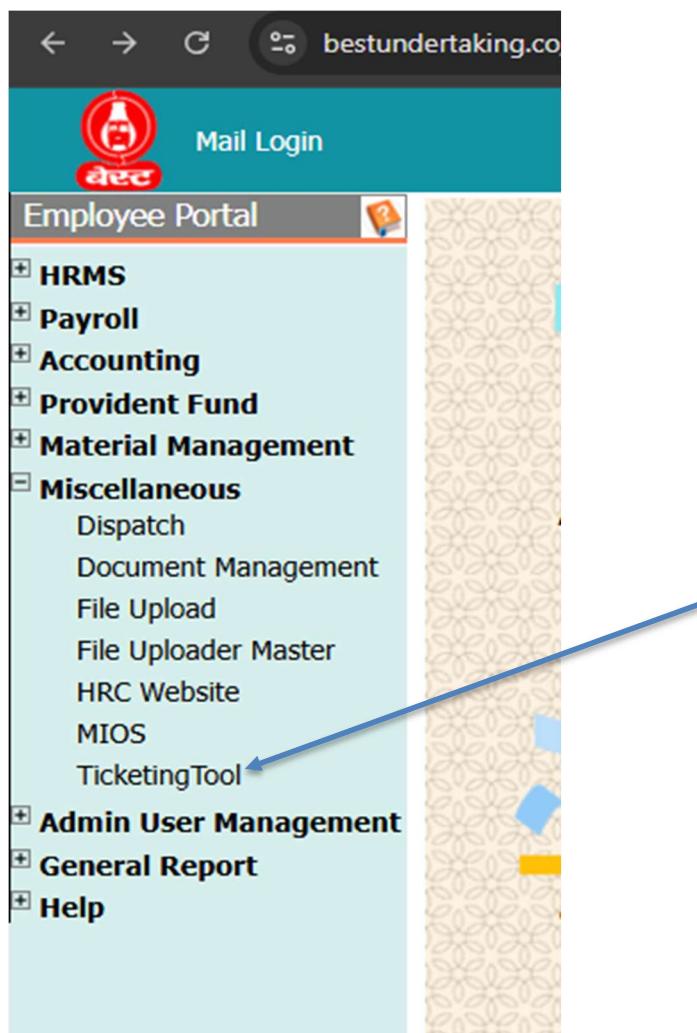
4. Step-By-Step Instructions for Each User

4.1 Instructions for End User

A. Requesting Website Access

1. Log in to the portal www.bestundertaking.co.

Go to "**Ticketing Tool**" menu.(On left side menu section, click on the project link from **Miscellaneous > Ticketing Tool**.



2. After opening the Ticketing Tool project depending on the role, you will see the following menu.



3. In Main option, you can see the Entry forms for Website and Email. On clicking on 'Websites Entry', following form will get opened

The image shows the 'Ticketing Tool' application interface. The title bar says 'Ticketing Tool' and 'Check No. PaySheet'. Below the title bar is a toolbar with buttons for 'Add', 'Mod', 'Delete', and 'Exit'. The main area is titled 'Websites Entry'. It contains several input fields: 'Check No' (text box), 'From Date' (text box), 'To Date' (text box), 'Name' (text box), 'URL' (text box with dropdown 'SELECT URL'), 'Recommending Officer' (text box with dropdown 'Select Officer'), and 'URL required for' (text area). Below this is a section titled 'User URL Details' with a table header row containing columns for 'Check No', 'URL', 'From Date', 'To Date', 'Remark', 'Recommen...', 'Recommen...', 'Recommen...', 'Sanction St...', and 'Sanction I...'. A message at the bottom of this section says 'No records to view'.

4. Click on Add button to make fresh entry. Enter the check number of employee whose request needed to be submitted. Once the check number entered, Name of the employee will be automatically shown in name textbox.
5. Enter the date span for allowing the website url by specifying duration in from date and to date textboxes.
6. Select the appropriate url from the dropdown of 'SELECT URL', user needs to be given access of.
7. Select the appropriate officer from the 'Recommending Officer's dropdown.
8. Enter the reason for the need of requested website url. This remark is compulsory.
9. Click on the 'Save' button. Once the entry saved, below message will be shown on screen and grid will be filled with the records previously entered.

Ticketing Tool
Check No. **216211**
Pay

Websites Entry
Add
Exit

Check No

From Date

URL

URL required for

Name

To Date

Recommending Officer

Please check..

✖

Data saved successfully!

User URL Details

Check No
URL

217914
www.merc.gov.in

217914
www.prcmumbai.nic.in

2026-01-12
2026-01-30

Remark
Recommend
Recommend
Recommend
Sanction St
Sanction

for kjhcksjh jl
 Pending
216212
 Pending

for official wc
 Pending
216212
 Pending

<img alt="refresh icon" style="width

10. Track status in that grid for all the request done.

B. Requesting Email Access

1. Same way for Email access Request click on link 'Email Entry'. Following screen will appear.

Ticketing Tool
Check No. Pay

Email Entry
Add
Mod
Delete
Exit

<div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> User Name <input type="text"/> </div> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> Email <input type="text"/> </div> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> Requested Email <input type="text"/> </div> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> Email required for <input type="text"/> </div>	<div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> Name <input type="text"/> </div> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> License <input type="text"/> </div> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> Recommending Officer <input type="text"/> </div> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> Select Officer <input type="button" value="▼"/> </div>
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User URL Details (i)

User Name	Email ID	Remark	Recommendati	Recommending	Recommendati	Sanction Status	Sanction Re
<input type="text"/>							

P
Φ
|<->|
10
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No records to view

2. Enter the check number of employee in 'User Name' textbox, system will automatically fetch and show the details of user.
3. Enter the email address to be requested.
4. Select the appropriate recommending officer.
5. Enter the reason for the need of requested email address. This remark is compulsory.
6. Click on the 'Save' button. Once the entry saved, below message will be shown on screen and grid will be filled with the records previously entered.

Email Entry
Add
View
Exit

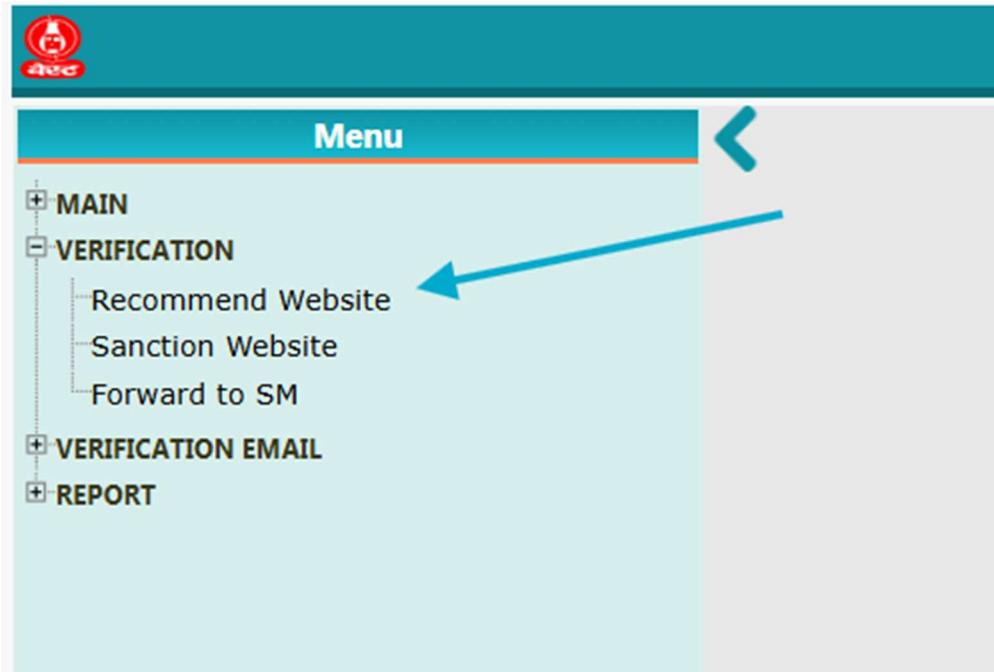
User Name	217914	Name	NAMITA PATIL												
Email	namitapatil@bestundertaking.com	License	Office 365 E1												
Requested Email		Recommending Officer	Select Officer												
Email required for	<div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> Please check.. × </div> <p>Data saved successfully!</p>														
User URL Details <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>User Name</th> <th>Email I</th> <th>Recommending Officer</th> <th>Recommendation Status</th> <th>Sanction Status</th> <th>Sanction Remarks</th> </tr> </thead> <tbody> <tr> <td>217914</td> <td>nvp@rediffmail.com</td> <td>g</td> <td>216212</td> <td>Pending</td> <td></td> </tr> </tbody> </table>				User Name	Email I	Recommending Officer	Recommendation Status	Sanction Status	Sanction Remarks	217914	nvp@rediffmail.com	g	216212	Pending	
User Name	Email I	Recommending Officer	Recommendation Status	Sanction Status	Sanction Remarks										
217914	nvp@rediffmail.com	g	216212	Pending											

7. Track status in that grid for all the request done.

4.2 Instructions for RECOMMANDING OFFICER

A. Reviewing Website/Email Requests

1. Open the link **Recommend Website**



2. Recommending officer will see the screen as below, it has all the entries of requests of URLs whose recommending officer is choose as him/her.

Check No.	Remark	Url	From Date	To Date	type	Recommendation Remark	Recommendation Status	Sanctioning Remark	Sanct
217914	Url required for online tatapower.com	2026-01-16	2026-01-30	Power & Energy			Pending		

3. Now, recommending officer will check and tick the checkboxes to forward the URL request to Sanctioning officer. He/ She can select single or multiple records at a time. Once selected he/she has o 'Approve'; or 'Reject' the request by clicking on respective button.
4. Choose:
 - o **Approve** (if valid): will be forwarded to Sanctioning Officer. User cannot delete or modify the request.
 - o **Reject** (if invalid): Will remain in the list showing status as 'Rejected'. User cannot delete or modify the request. User can see the request in 'Website Entry' Form check out the remark of recommending officer and re-request with valid reason.
5. Add remarks: while approving/rejecting request recommendation remark is compulsory.

4.3 Instructions for IT Personnel

A. Sanctioning Requests

1. Go to **IT Sanction Panel**.
2. Review details verified by RECOMMANDING OFFICER.
3. Approve or Reject.
4. If approved:
 - o Select correct forwarding destination:
 - **SM Network** (for websites)
5. **Orient** (for emails)
6. Submit sanction.

Note: This document is under modification.