

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 (RECOMMENDING 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 **RECOMMENDING 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. **RECOMMENDING 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. **RECOMMENDING 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

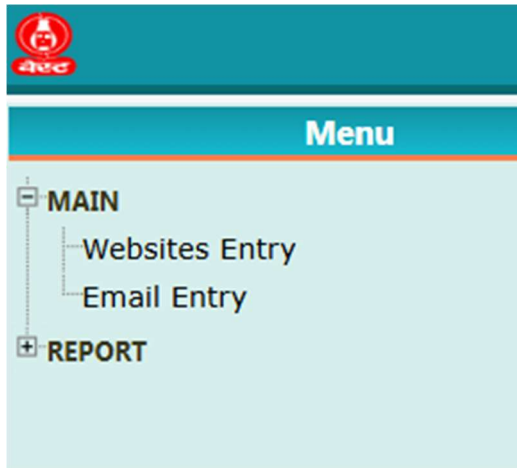
A. Requesting Website Access

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

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 form 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** PayS

Websites Entry **Add** **Exit**

Check No: 217914 Name: NAMITA VISHAL PATIL
 From Date: 2026-01-12 To Date: 2026-01-31
 URL: SELECT URL Recommending Officer: Select Officer
 URL required for: for

Please check...
 Data saved successfully!
Ok

Check No	URL	Remark	Recommend	Recommend	Recommend	Sanction St	Sanction
217914	www.merc.gov.in	for kjhcksjh jl	Pending	216212		Pending	
217914	www.prcmumbainic.in	for official wc	Pending	216212		Pending	

10 ▼ Row(s)

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. **216211** PayS

Email Entry **Add** **Mod** **Delete** **Exit**

User Name: Name:
 Email: License:
 Requested Email: Recommending Officer: Select Officer
 Email required for:

User Name	Email ID	Remark	Recommendati	Recommendin	Recommendati	Sanction Statu	Sanction Ren
No records to view							

10 ▼ 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.

Ticketing Tool Check No. 217914 PayS

Email Entry Add View Exit

User Name: 217914 Email: namitapatil@bestundertaking.com Requested Email: Email required for: 	Name: NAMITA PATIL License: Office 365 E1 Recommending Officer: Select Officer
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Please check..

Data saved succussfully!

Ok

User URL Details

User Name	Email I	ndati	Recommending	Recommendati	Sanction Statu	Sanction Ren
217914	nvp@rediffmail.com	g	216212		Pending	

Row(s)

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

4.2 Instructions for RECOMMENDING 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.

The screenshot shows the 'Recommend Website' interface within the 'Ticketing Tool'. The header bar includes the tool name, a check number (216211), a pay sheet (6/16), and links for 'Home' and 'Logout'. The main area features a table with columns: Check No, Remark, Url, From Date, To Date, type, Recommendation Remark, Recommendation Status, Sanctioning Remark, and Sanct. A single entry is visible with Check No 217914, Remark 'Url required for online ! tatapower.com', From Date 2026-01-16, To Date 2026-01-30, type 'Power & Energy', and Recommendation Status 'Pending'. Below the table are 'Approve' and 'Reject' buttons. Red numbers 1 through 4 are used as callouts: 1 points to the table's checkbox column, 2 points to the 'Recommendation Remark' column, 3 points to the 'Approve' button, and 4 points to the 'Reject' button.

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		Pen

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:
 - **Approve** (if valid): will be forwarded to Sanctioning Officer. User cannot delete or modify the request.
 - **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 RECOMMENDING OFFICER.
3. Approve or Reject.
4. If approved:
 - Select correct forwarding destination:
 - **SM Network** (for websites)
5. **Orient** (for emails)
6. Submit sanction.

Note: This document is under modification.