



IT Center Services

USER MANUAL AND GUIDE

Step-by-step guide for student, faculty/staff of using the services of
IT Center.

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1. IT Center Public Request

This will be for the Guest / Non-account of IT Center Services. Visit the link of <https://itcenter.ucc-calooocan.com/public-request>

- On Step 1, there are three roles to select, whether **Student**, **Faculty/Staff**, or **Visitor** (outside of UCC campuses)
- On Step 2, Fill up your information, including your **First Name**, **Last Name**, **Email Address**, **Student Number** (if selected **Student**), or **Faculty/Staff ID Number** (if selected **Faculty/Staff**), and **Campus**.

NOTE

- Visitor don't have ID Number.

- On Step 3, select services whether **Printing**, **Photocopy**, or **Research / PC Lab**.
- On Step 4, fill up the following details of **Printing**, **Photocopy**, or **Research / PC Lab**.
- On Step 5, you will double check the Review of your Request Service, click the **Submit Request** to process your request and it will receive it to the Staff of IT Center.

NOTE

- Request Number will be generated
- Staff will review the Guest request
- Guest doesn't have messages to contact with the Staff
- Visitor doesn't have privilege to request a **Research / PC Lab**

1.1. Track Request

- There's a **Track Request** on the top bar of the screen to check the Guest Request
- Type your **Track Request** to search your request, it will show if your request is **Pending**, **Approved**, **Processing**, and **Completed**.

NOTE

- If the User using the Public Request, but do have the account of IT Center Services, click the **Log in** button to proceed with the Login page



2. Log in an account

This will be served as the existing students, faculties/admins/staffs account of IT Center Services. Visit the link of <https://itcenter.ucc-calooocan.com/>

- From the Log in form, fill up the following details including:
- Your **designated campus**, **I am a** whether you are a student or faculty/staff.
- **ID Number** of either Student Number of Faculty/Staff ID Number.
- Your **password**
- Click the **Sign in** button to proceed with the main dashboard of the system.

3. Register an account

This will be served as the non-existing students, faculties/admins/staffs account of IT Center Services for more features. Visit the link of <https://itcenter.ucc-calooocan.com/register>

- From the Register form, fill in the following details including:
- Your **Profile Picture** for faster approval
- Your **ID Number** of either Student Number of Faculty/Staff ID Number
- Your **First Name** and **Last Name**
- Your **Email Address** to be use in your account
- Your **campus** from where you are designated
- **I am a** whether you are a student or faculty/staff
- Your **password** with the **confirm password**
- **Check** the box of **Terms & Conditions** and **Data Privacy Policy**
- Click **Create Account** to process your registration

NOTE

- After registering, the user will be directed to the main dashboard of the system, showing that your account was pending and approval of the Staff
- If your account doesn't have Profile Picture, it will take a longer process to approve your account
- Uploading a Profile Picture must be a JPG or JPEG image only and must not exceed 2MB



4. Using of IT Center Services

A step-by-step procedure of using the **services** of IT Center with the following: **Printing**, **Photocopy**, and **Research / PC Lab**

- On mobile view, click the **hamburger icon** (≡)
- Select **services** whether **Printing**, **Photocopy**, or **Research / PC Lab**

Printing

- Click the **cloud upload icon** to browse and add a file for Printing
- Select the available **Paper Size**
- Select the **Print Type** whether **Black & White** or **Colored**
- Input the **Number of Copies**
- Input your **Purpose** of using the service of **Printing**
- **Check** the agreement of **Printing Terms & Conditions**

NOTE

- Uploading a file must be **PDF, DOCX, XLSX** only.
- Page Detector implemented to see what pages are inside the file, applicable for **PDF** and **DOCX** file.
- **LIMITED TO 10 PAGES ONLY, and it will Reset 12:00am, next day**
- Non-academic file/printing are prohibited for printing

Photocopy

- Select the available **Paper Size**
- Input the **Number of Copies**
- Input your **Purpose** of using the service of **Photocopy**
- **Check** the agreement of **Photocopy Terms & Conditions**

NOTE

- **LIMITED TO 10 PAGES ONLY, and it will Reset 12:00am, next day**
- Non-academic photocopies are prohibited

Research / PC Lab

- Select your **Duration** whether 15 minutes, 30 minutes, 45 minutes, or 60 minutes / 1 hour
- Input your **Purpose** of using the service of **Research / PC Lab**
- **Check** the agreement of **Computer Lab Terms & Conditions**

NOTE

- **LIMITED TO 1 HOUR ONLY, and it will Reset 12:00am, next day**
- Only academic purposes of using Computer Lab in IT Center
- Non-academic including browsing social media only + visiting prohibited websites would be restricted of using the service of **Research / PC Lab**



5. My Requests

This will be the history of your Requests in using the services of IT Center

- Click **View Details** for full details of your requested services
- Click **Generate Receipt** to generate receipt of your requested services

NOTE

- It will see the status of your Requested Services whether **Pending, Approved, Processing, and Completed**
- **Rejected** request will also see the reason of rejection of your requested services

6. Messages

This feature will use for approaching the Staff of IT Center regarding with your concerns, questions, follow-up of your requested services

- Just type your reply to the input type indicator to start the conversation with the Staff
- Select the **Attach to :** to know from the Staff of what requested service you will follow up

NOTE

- Staff will receive an email notification of you started the conversation with the Staff of IT Center
- Admin will have privilege to end the chat session



7. My Profile

This will be your profile information of your account in IT Center Services

- Click **Edit Profile** to edit your profile information, including:
- **First Name, Last Name, Email Address, and Campus**
- On the section of Account Information, click the **Change Photo** to change your profile picture
- On the section of Change Password, input the following:
- **Current Password, New Password, and Confirm New Password**
- On the section of Account Request History, you will see the history of your deactivation / deletion of your account
- On the section of Request Account Deactivation, you will submit your **Reason for Deactivation** of your account
- On the section of Delete Account, you will submit your **Reason for Deletion** of your account

NOTE

- Student Number or Faculty/Staff ID Number are prohibited to edit, contact/message the IT Center Staff to change your Student Number or Faculty/Staff ID Number
- Password Requirements: One uppercase, one lowercase, one number, one special character
- Deletion your account without approving from the Staff/Super Admin in 30 days would lead to permanent deletion of your account

8. Limited Access of your Account

If your account was archived by the Staff or approved request of your deactivation of your account would lead to the Limited Access of your account

- Can still log in to your account, but there are some limitations of it
- Can still contact/message the Staff of IT Center to reactivate your account
- You can't request a service of IT Center if your account was deactivated or archived by the Staff