



# **User Manual**

# **IMT Tech Support**

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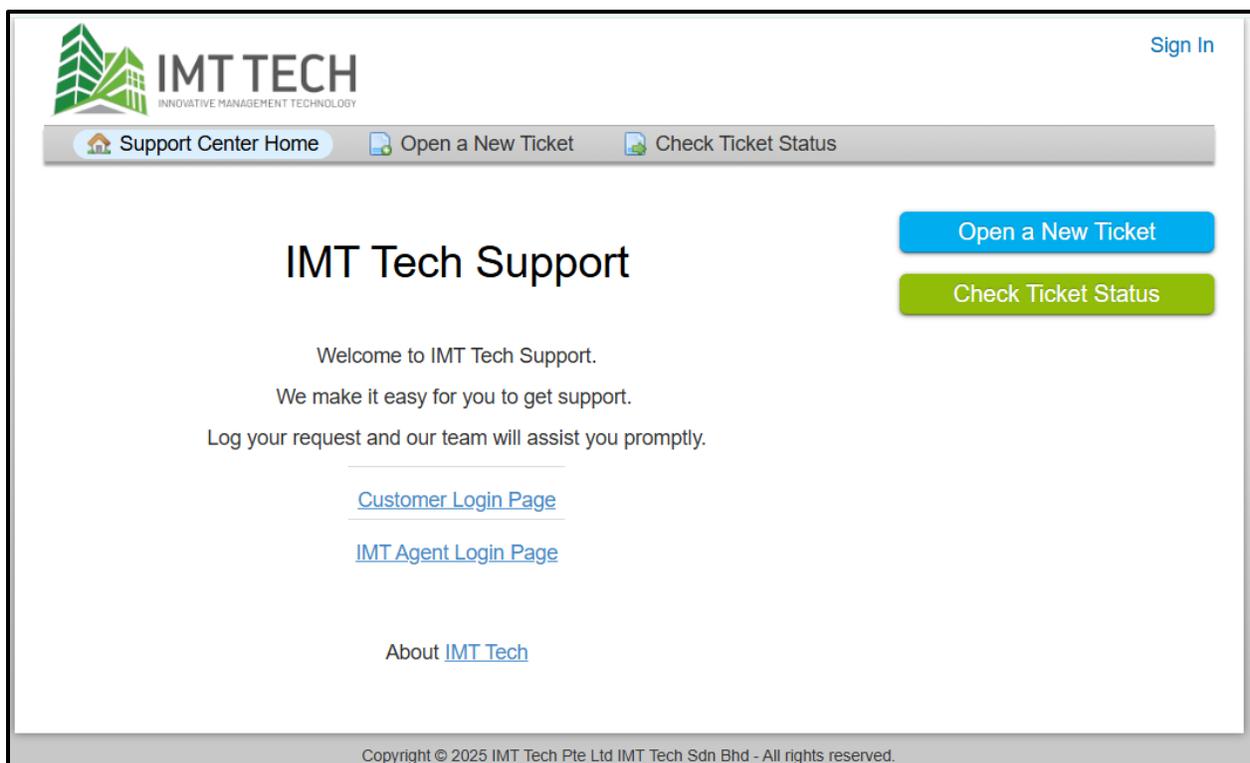
# 1.0 Introduction

## 1.1 What is the IMT Tech Support?

A ticketing system is a simple tool that lets users submit requests or report issues, track their progress, and receive updates until everything is resolved.

## 1.2 How to access the IMT Tech Support?

You can go to [support.imttech.co](https://support.imttech.co) using any web browser. The pages will look like this:



The screenshot shows the IMT Tech Support Center homepage. At the top left is the IMT TECH logo with the tagline 'INNOVATIVE MANAGEMENT TECHNOLOGY'. To the right is a 'Sign In' link. Below the logo is a navigation bar with three items: 'Support Center Home' (with a home icon), 'Open a New Ticket' (with a ticket icon), and 'Check Ticket Status' (with a status icon). The main content area features the heading 'IMT Tech Support' in large black text. To the right of this heading are two buttons: a blue 'Open a New Ticket' button and a green 'Check Ticket Status' button. Below the heading, there is a welcome message: 'Welcome to IMT Tech Support. We make it easy for you to get support. Log your request and our team will assist you promptly.' Underneath this message are three links: 'Customer Login Page', 'IMT Agent Login Page', and 'About IMT Tech'. At the bottom of the page, there is a copyright notice: 'Copyright © 2025 IMT Tech Pte Ltd IMT Tech Sdn Bhd - All rights reserved.'

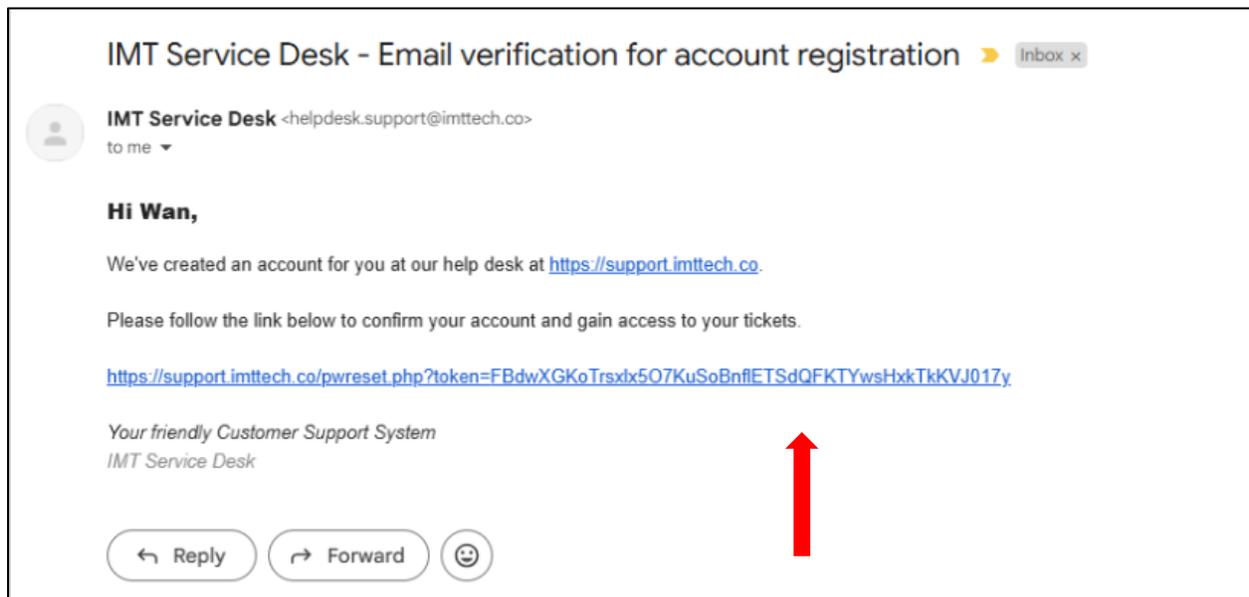
## 2.0 User registration and login

### 2.1 Pre-requisites

Upon onboarding, user listings were gathered and registered upfront. Moving forward, when there is a new user required to be registered. Please create a ticket in IMT Tech Support to request new user access creation.

### 2.2 User activation

1. Once the access is created by IMT Support, the new user will receive an email below. Just click the link in the email to complete the registration.



2. The user will be redirected to the site below to set up a profile and password.

 **IMT TECH**  
INNOVATIVE MANAGEMENT TECHNOLOGY

Wan Suriea | [Profile](#) | [Tickets \(0\)](#) - [Sign Out](#)

[Support Center Home](#) | [Open a New Ticket](#) | [Tickets \(0\)](#)

 Password change required to continue

### Manage Your Profile Information

Use the forms below to update the information we have on file for your account

#### Contact Information

Email Address

Full Name \*

Phone Number

Ext:

#### Preferences

Time Zone:

#### Access Credentials

New Password:

Confirm New Password:



3. After completing the user registration, the user will be redirected to the main page of the IMT Tech Support site.

 **IMT TECH**  
INNOVATIVE MANAGEMENT TECHNOLOGY

Wan Suriea | [Profile](#) | [Tickets \(0\)](#) - [Sign Out](#)

---

[Support Center Home](#) | [Open a New Ticket](#) | [Tickets \(0\)](#)

### Open a New Ticket

Please fill in the form below to open a new ticket.

---

Email: @gmail.com

Client: Wan Suriea

---

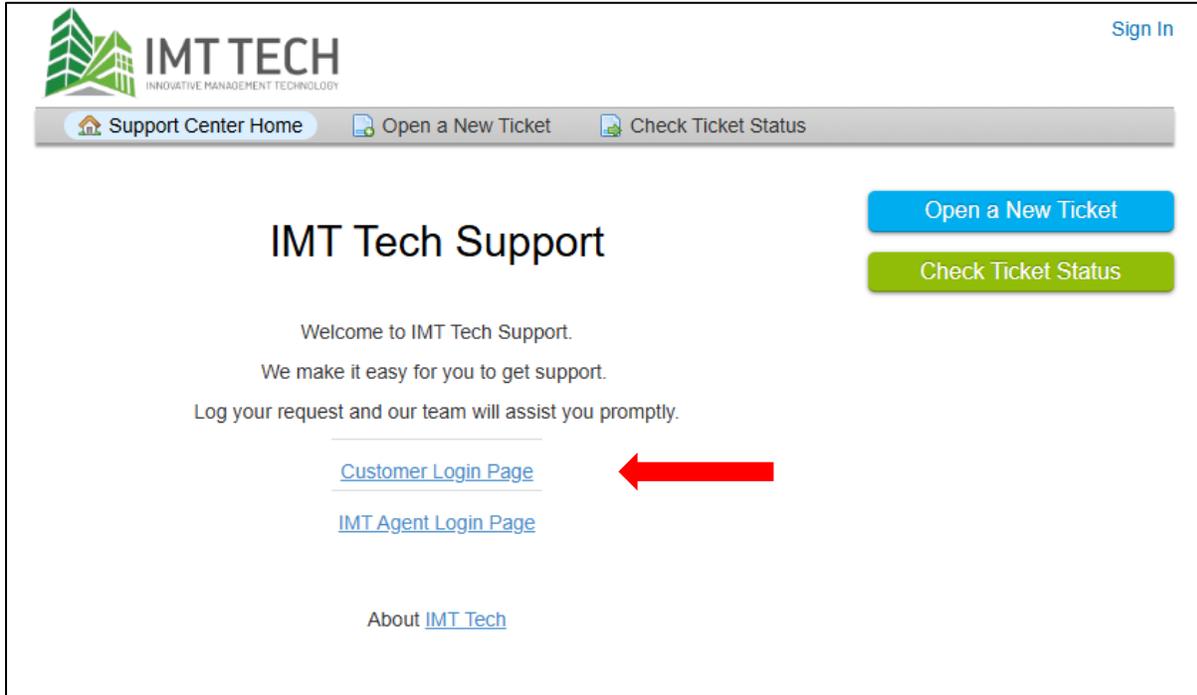
**Help Topic**

\*

---

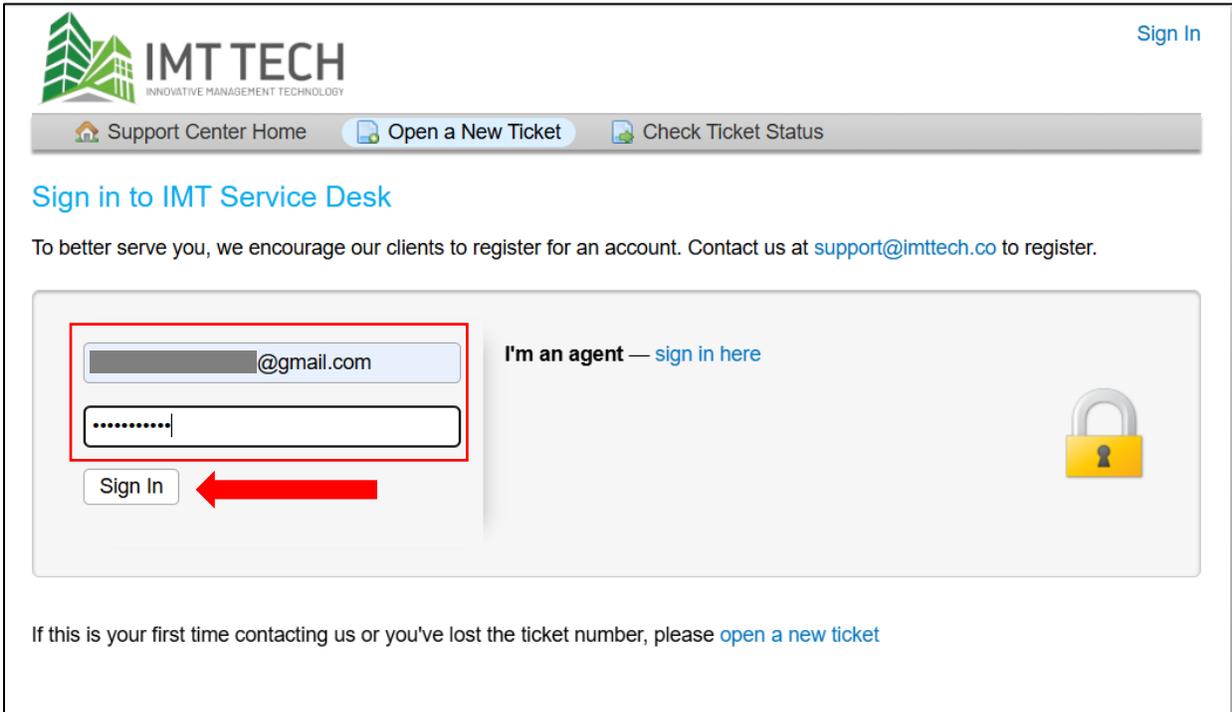
## 2.3 User Login

1. Go to IMT Tech Support [[support.imttech.co](https://support.imttech.co)] and click on the Customer Login Page.



The screenshot displays the IMT Tech Support website interface. At the top left is the IMT TECH logo with the tagline "INNOVATIVE MANAGEMENT TECHNOLOGY". In the top right corner, there is a "Sign In" link. Below the logo, a navigation bar contains three items: "Support Center Home" (with a home icon), "Open a New Ticket" (with a ticket icon), and "Check Ticket Status" (with a ticket icon). The main content area features the heading "IMT Tech Support" and two buttons: "Open a New Ticket" (blue) and "Check Ticket Status" (green). A welcome message reads: "Welcome to IMT Tech Support. We make it easy for you to get support. Log your request and our team will assist you promptly." Below this, there are three links: "Customer Login Page" (underlined), "IMT Agent Login Page", and "About IMT Tech". A red arrow points to the "Customer Login Page" link.

2. Log in using your email and password. Then click Sign In.



 **IMT TECH**  
INNOVATIVE MANAGEMENT TECHNOLOGY

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

[Sign In](#)

### Sign in to IMT Service Desk

To better serve you, we encourage our clients to register for an account. Contact us at [support@imttech.co](mailto:support@imttech.co) to register.

[I'm an agent — sign in here](#)





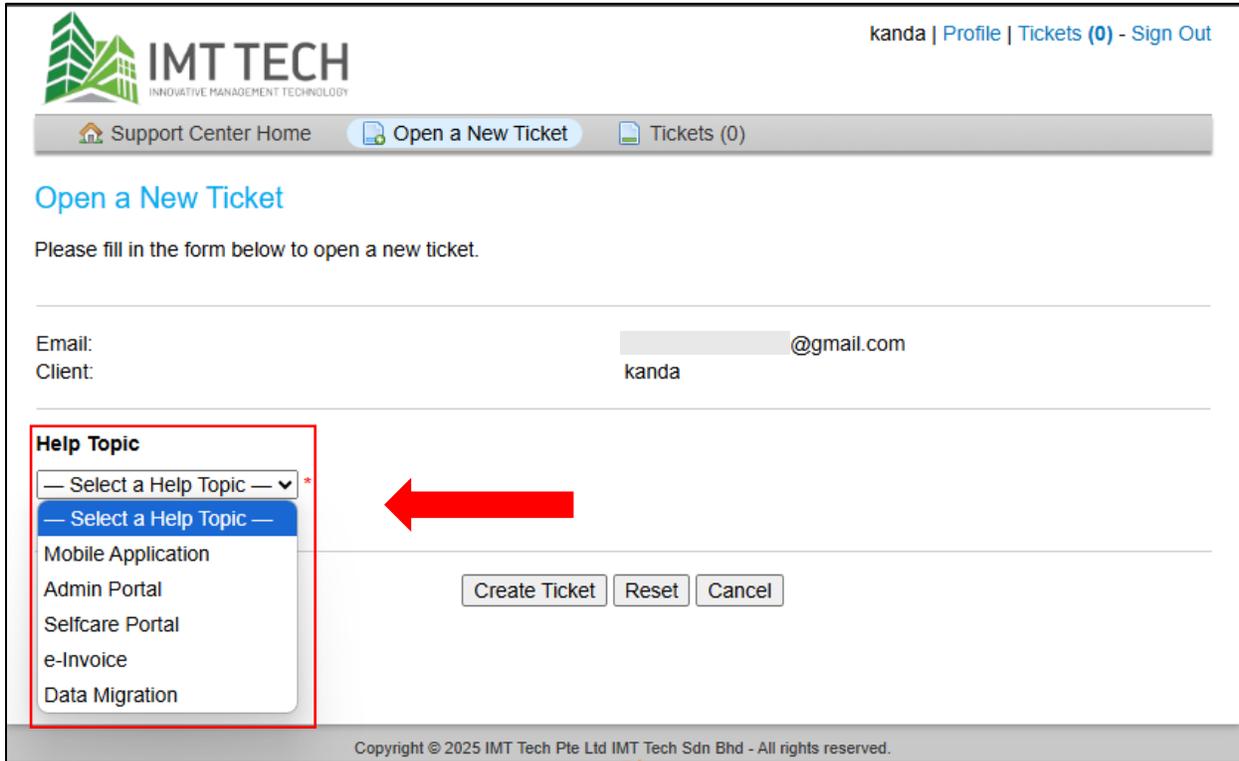
If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

## 3.0 Ticket

### 3.1 Help Topic

#### What is Help Topic?

A help topic is a category or classification that users select when submitting a ticket to indicate the nature of their issue.



**IMT TECH** INNOVATIVE MANAGEMENT TECHNOLOGY

kanda | [Profile](#) | [Tickets \(0\)](#) - [Sign Out](#)

[Support Center Home](#) [Open a New Ticket](#) [Tickets \(0\)](#)

### Open a New Ticket

Please fill in the form below to open a new ticket.

Email: @gmail.com

Client:

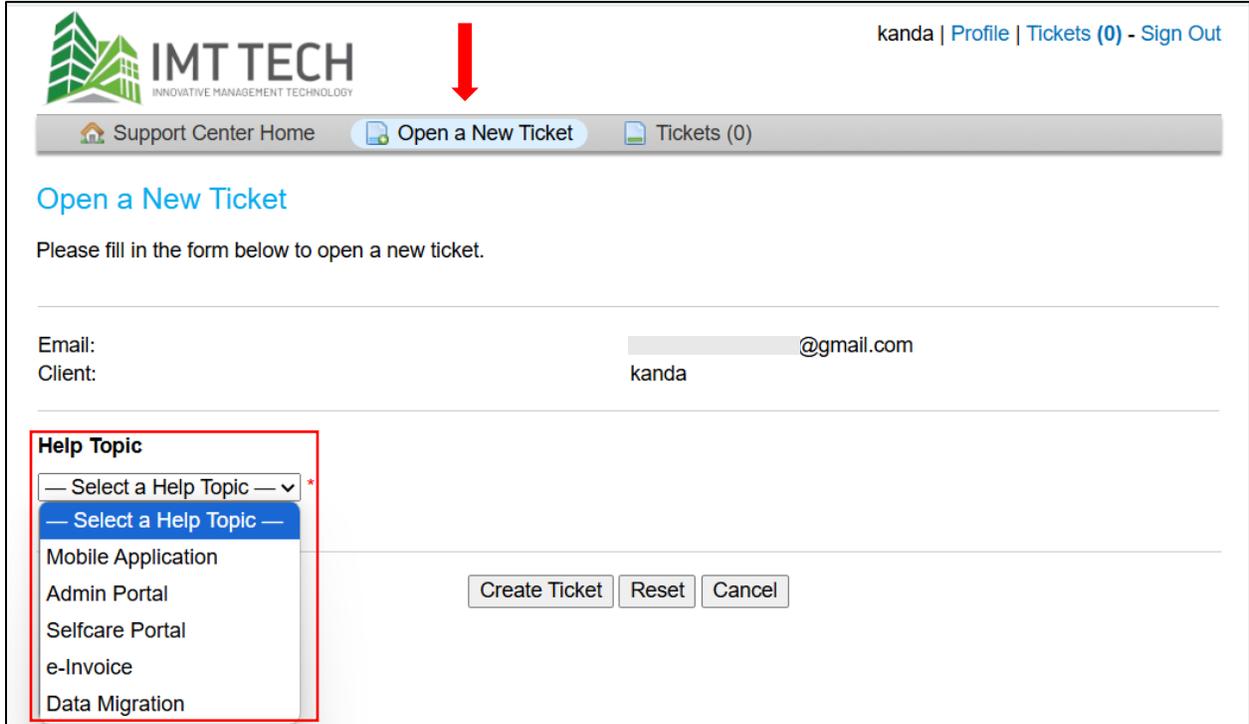
**Help Topic**

— Select a Help Topic — \*  
— Select a Help Topic —  
Mobile Application  
Admin Portal  
Selfcare Portal  
e-Invoice  
Data Migration

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## 3.2 Create Ticket

1. After you log in, go to the “Open a New Ticket” tab and select the help topic for your ticket.



**IMT TECH** INNOVATIVE MANAGEMENT TECHNOLOGY

kanda | [Profile](#) | [Tickets \(0\)](#) - [Sign Out](#)

[Support Center Home](#) [Open a New Ticket](#) [Tickets \(0\)](#)

### Open a New Ticket

Please fill in the form below to open a new ticket.

Email:

Client:

**Help Topic**

— Select a Help Topic — v \*

- Select a Help Topic —
- Mobile Application
- Admin Portal
- Selfcare Portal
- e-Invoice
- Data Migration

2. Fill in the form details and click “Create Ticket”. Here are some examples to fill out the form:

Fields	Explanation	Sample Value
Type	The type of request.	Service Request
Category	More detailed category, to identify if it is an enquiry, problem, or any requests that requires IMT support	Data Update - Request
Urgency	To identify the urgency of this ticket by user.	Normal
Company Name / Project Code	The company/project related to the reported issue	Googb Hong Kong Enterprise
Subject	Subject Ticket title. Make it as short as you can.	Generate reminder letter
Summary	Summary of the request/enquiry/problem	I want to generate the reminder letter to defaulters. Can you assist us?
Description	Detailed description of the request/enquiry/problem.	<ol style="list-style-type: none"> <li>1. I want to generate a Form 11.</li> <li>2. The date of the letter is 1 June.</li> <li>3. The outstanding defaulter is at 31 Mei.</li> <li>4. The letter will be sent to people that have more than 2000 outstanding.</li> <li>5. By default, I want to generate for all units regardless of owner or tenant.</li> </ol>
User's Email/Name	User details email or name for login in the system.	armalon
URL	The URL that was affected or related.	googb.com/prod/admin/login
Related Data (Unit/Owner/Tenant/Document)	Details on the related data (unit/owner/tenant/document) in the current topic.	All tenants
Module / Function	Details module or function in the related issue or inquiry.	Accounts Receivable

2.1 Example of “Admin Portal down” company name “Googb HK” that is using the service “i-Resi” where the system is inaccessible.

**Help Topic**

Admin Portal  \*

---

**IMT SUPPORT GENERAL FORM**

**Type \***

Incident

**Category \***

System Down Incident

**Urgency \***

High

**Company Name / Project Code \***

Googb Hong Kong

**Subject \***

I Can't access the system

**Summary \***

Just now, I tried to log in but couldn't access the system from my office. It says, This site can't be reached.



I will provide the attachment for your reference.

all changes saved

 web error.png 38.9kB 

 Drop files here or choose them

2.1.1 Photo IMT Support General Form

**ADMIN PORTAL DETAILS FORM**

User's Email / Name

URL

Related Data (Unit/Owner/Tenant/Document)

Module / Function

---



2.1.2 Photo Admin Portal Details Form


kanda | [Profile](#) | [Tickets \(1\)](#) - [Sign Out](#)

---

Support Center Home
 Open a New Ticket
 Tickets (1)

---

🔄 **I Can't access the system #IMT-000047**

---

Basic Ticket Information	User Information
Ticket Status: Open	Name: Kanda
Department: IMT Support	Email: [redacted]@gmail.com
Create Date: 25 May 2025 3:33 AM	Phone: [redacted]

---

**IMT SUPPORT GENERAL FORM**

Type:	Incident
Category:	System Down Incident
Urgency:	High
Company Name / Project Code:	Googb Hong Kong
Summary:	Just now, I tried to log in but couldn't access the system from my office. It says, This site can't be reached.

---

**ADMIN PORTAL DETAILS FORM**

User's Email / Name: armadaexample221@googb.one

URL: www.google.com

2.1.3 Photo after submitting the ticket

[ IMT-000047 ] - I Can't access the system - Support  

ticket created Company x Company/ImtTech x

 **IMT Service Desk** 03:34 (18 minutes ago)    

to me ▼

Dear kanda,

Thank you for contacting IMT Tech Support. We have received your request and created a support ticket. Our support team will review and follow-up with you as soon as possible.

Below is your ticket summary for reference:

Ticket Number: **IMT-000047**

Company: Googb Hong Kong

Topic: Admin Portal

Subject: I Can't access the system

You can view and update your ticket at the [IMT Support site](#).

This is an automated email. **Do not reply to this message** as responses are not monitored.

Thank you.

Sincerely,  
IMT Tech Support

---

*Do not reply to this email. This is an automated email and the inbox is not monitored.*

#### 2.1.4 Confirmation photo after submitting the ticket

2.2 Example of “Admin Portal down” company name “Googb HK” that is using the service “i-Resi” where the user is inquiring about generating a reminder letter.

**Help Topic**

Admin Portal  \*

---

**IMT SUPPORT GENERAL FORM**

**Type \***

Service Request

**Category \***

Enquiry

**Urgency \***

Low

**Company Name / Project Code \***

Googb Hong Kong

**Subject \***

Generate Reminder Letter

**Summary \***

I want to generate the reminder letter to defaulters. Can you assist us?  



- I want to generate a form 11.
- The date of the letter is 1 June.
- The outstanding defaulter is at 31 Mei.
- The letter will be sent to people that have more than 2000 outstanding.
- By default, I want to generate for all units regardless of owner or tenant.

all changes saved

 Drop files here or choose them

2.2.1 Photo IMT Support General Form

### ADMIN PORTAL DETAILS FORM

User's Email / Name

URL

Related Data (Unit/Owner/Tenant/Document)

Module / Function

---

2.2.2 Photo Admin Portal Details Form


kanda | [Profile](#) | [Tickets \(2\)](#) - [Sign Out](#)

---

[Support Center Home](#)
[Open a New Ticket](#)
[Tickets \(2\)](#)

---

[Generate Reminder Letter #IMT-000048](#)
[Print](#) [Edit](#)

---

Basic Ticket Information	User Information
Ticket Status: Open	Name: Kanda
Department: IMT Support	Email: iskandarhasinin13@gmail.com
Create Date: 26 May 2025 10:17 AM	Phone: (013) 454-4909

---

#### IMT SUPPORT GENERAL FORM

Type:	Service Request
Category:	Enquiry
Urgency:	Low
Company Name / Project Code:	Googb Hong Kong
Summary:	I want to generate the reminder letter to defaulters. Can you assist us?

---

#### ADMIN PORTAL DETAILS FORM

User's Email / Name:	armalon
URL:	googb.com/prod/admin/login

2.2.3 Photo after submitting the ticket

[ IMT-000048 ] - Generate Reminder Letter - Support  

ticket created Company x Company/ImtTech x

 **IMT Service Desk** 10:17 (16 minutes ago)    

to me ▾

Dear kanda,

Thank you for contacting IMT Tech Support. We have received your request and created a support ticket. Our support team will review and follow-up with you as soon as possible.

Below is your ticket summary for reference:

Ticket Number: **IMT-000048**  
Company: Googb Hong Kong  
Topic: Admin Portal  
Subject: Generate Reminder Letter

You can view and update your ticket at the [IMT Support site](#).

This is an automated email. **Do not reply to this message** as responses are not monitored.

Thank you.

Sincerely,  
IMT Tech Support

2.2.4 Confirmation photo after submitting the ticket

### 3.3 Manage ticket

#### Status definition

A ticket status indication refers to a code that tells you the status or progress of a ticket.

No.	Status	Definition
1	Open	Open and assigned ticket created by the User or Support agent.
2	In Progress	Support Agent is reviewing and working on the ticket.
3	On-hold	Ticket on-hold internally by IMT i.e waiting for release date.
4	Pending	Ticket pending response or action from client side.
5	Resolved	Ticket provided with answer or resolution.
6	Re-opened	Resolved ticket can be reopened when user replies (within 3 days from the day it was resolved). The ticket will be automatically re-opened after the reply.
7	Closed	Resolved ticket will be closed after 3 days resolution provided. Closed tickets have cannot be reopened. User need to create a new ticket.
8	Cancelled	Cancel or withdraw ticket i.e no longer needed or duplicated tickets.

## Respond and close a ticket

1. You will receive an email notification as soon as your ticket has been answered.  
To view your ticket, click the link in the email.

### Notes:

- Make sure the email is from [helpdesk.support@imttech.co](mailto:helpdesk.support@imttech.co). We will not be using any other email.
- Do not reply to the ticket via email.
- Please take note for your company's and your safety.

[ IMT-000047 ] - I Can't access the system - Support  

ticket updated Company x Company/ImtTech x

 **IMT Service Desk** 23:48 (0 minutes ago)    

to me ▾

Dear kanda,

IMT Tech Support has responded to your support ticket.

Below is your ticket and response summary for reference:

Ticket Number: **IMT-000047**  
Company: Googb Hong Kong  
Topic: Admin Portal  
Subject: I Can't access the system

Thanks for reaching out. It looks like the issue occurred because the URL used was incorrect. **As a result, the server did not return a response.**

Response: Please try accessing the correct URL: [www.googb.com](http://www.googb.com)

Let me know if you need further help!

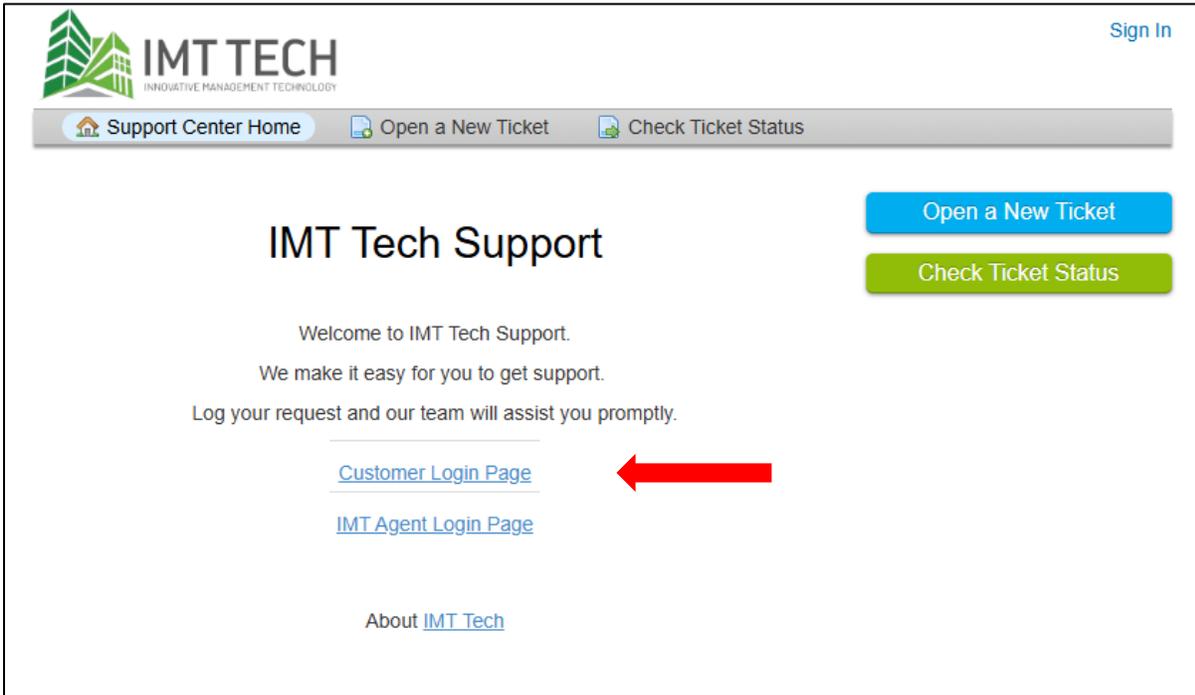
You can view or reply to the response in [your ticket at IMT Support site](#). 

This is an automated email. **Do not reply to this message** as responses are not monitored.

Thank you.

Sincerely,  
IMT Tech Support

2. The user will be redirected to the login page. Click on the customer login page.



 **IMT TECH**  
INNOVATIVE MANAGEMENT TECHNOLOGY

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

**IMT Tech Support**

Welcome to IMT Tech Support.  
We make it easy for you to get support.  
Log your request and our team will assist you promptly.

[Customer Login Page](#) ←

[IMT Agent Login Page](#)

About [IMT Tech](#)

3. Log in using your email and password. Then click login.

Sign In

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

### Sign in to IMT Service Desk

To better serve you, we encourage our clients to register for an account. Contact us at [support@imttech.co](mailto:support@imttech.co) to register.

**I'm an agent** — [sign in here](#)



If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

4. The user will be redirected to the ticket list. Click on the ticket.

 **IMT TECH**  
INNOVATIVE MANAGEMENT TECHNOLOGY

kanda | [Profile](#) | [Tickets \(1\)](#) - [Sign Out](#)

[Support Center Home](#)[Open a New Ticket](#)[Tickets \(1\)](#)

Help Topic: — All Help Topics — v

### Tickets [Open \(1\)](#)

**Showing 1 - 1 of 1 Open Tickets**

Ticket # <span style="font-size: 0.8em;">v</span>	Create Date <span style="font-size: 0.8em;">v</span>	Status <span style="font-size: 0.8em;">v</span>	Subject <span style="font-size: 0.8em;">v</span>	Department <span style="font-size: 0.8em;">v</span>
 <b>IMT-000047</b>	25 May 2025	Open	<a href="#">I Can't access the system</a> 	IMT Support

Page: **[1]**

- The user will be redirected to the current ticket. Scroll down, and the user can see the response and interact with the support team. To reply, fill in the “post a reply” and click Post Reply.

**Staff** posted 25 May 2025 11:48 PM 

Thanks for reaching out. It looks like the issue occurred because the URL used was incorrect. **As a result, the server did not return a response.**

Please try accessing the correct URL: [www.googb.com](http://www.googb.com)

Let me know if you need further help!

### Post a Reply

*To best assist you, we request that you be specific and detailed \**



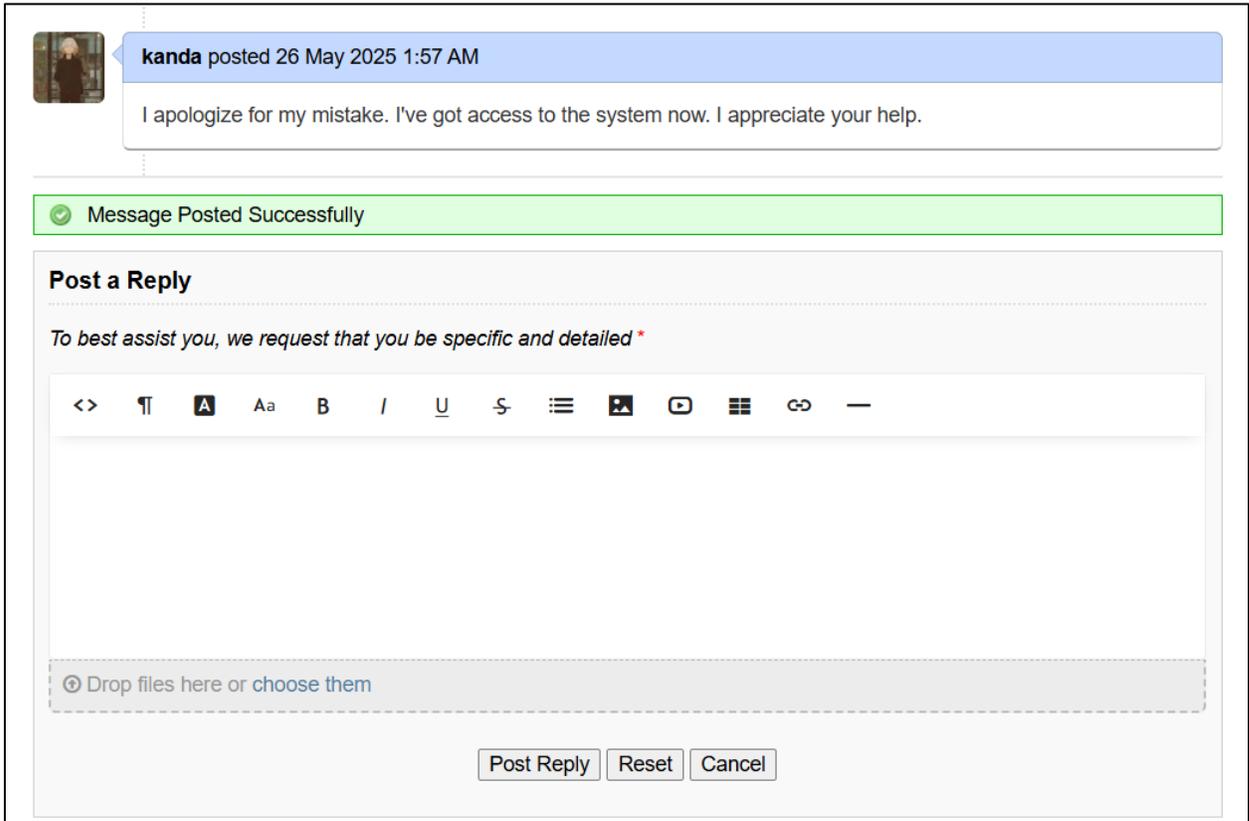
I apologize for my mistake. I've got access to the system now. I appreciate your help.

all changes saved 

 Drop files here or choose them



6. After successfully replying, the user will get a notification message like this.



The screenshot shows a notification message and a reply form. The notification message is from a user named 'kanda' posted on 26 May 2025 at 1:57 AM. The message text is: "I apologize for my mistake. I've got access to the system now. I appreciate your help." Below the notification is a green bar with a checkmark icon and the text "Message Posted Successfully". Below that is a "Post a Reply" form. The form has a title "Post a Reply" and a sub-header "To best assist you, we request that you be specific and detailed \*". The form contains a rich text editor with a toolbar including icons for code, bold, italic, underline, link, image, video, list, and link. Below the editor is a dashed box with the text "Drop files here or choose them". At the bottom of the form are three buttons: "Post Reply", "Reset", and "Cancel".

**kanda** posted 26 May 2025 1:57 AM

I apologize for my mistake. I've got access to the system now. I appreciate your help.

✔ Message Posted Successfully

**Post a Reply**

*To best assist you, we request that you be specific and detailed \**

<> ¶ A Aa B / U ↵ ☰ 🖼️ 📺 ☰ 🔗 —

📎 Drop files here or choose them

Post Reply Reset Cancel

## Ticket list

1. After user login, go to the Tickets tab.

The number refers to your tickets that are currently still open. i.e., Ticket (2) refers to 2 open tickets.


kanda | [Profile](#) | [Tickets \(2\)](#) - [Sign Out](#)

Support Center Home | Open a New Ticket | Tickets (2)

### Open a New Ticket

Please fill in the form below to open a new ticket.

---

Email: iskandarhasinin13@gmail.com  
 Client: kanda

---

**Help Topic**

— Select a Help Topic —<sup>\*</sup>

---

Create Ticket Reset Cancel

2. The users will see all the open tickets. Users can also use the filter function to find a ticket. To see all the resolved and closed tickets, click Closed.


kanda | [Profile](#) | [Tickets \(2\)](#) - [Sign Out](#)

Support Center Home | Open a New Ticket | Tickets (2)

Search
Help Topic: — All Help Topics —

---

[Tickets](#)
[Open \(1\)](#) | [Closed \(1\)](#)

**Showing 1 - 1 of 1 Open Tickets**

Ticket #	Create Date	Status	Subject	Department
 IMT-000048	26 May 2025	Open	<a href="#">Generate Reminder Letter</a>	IMT Support

Page: **[1]**

3. Here is the list of closed and resolved tickets.


kanda | [Profile](#) | [Tickets \(2\)](#) - [Sign Out](#)

[Support Center Home](#)
[Open a New Ticket](#)
Tickets (2)

Help Topic: — All Help Topics — ▼

[Tickets](#)
[Open \(1\)](#) | [Closed \(1\)](#)

**Showing 1 - 1 of 1 Closed Tickets**

Ticket #	Create Date	Status	Subject	Department
<b>IMT-000047</b>	25 May 2025	Resolved	<a href="#">I Can't access the system</a>	IMT Support

Page: **[1]**