Ticketing System User Guide

Prepared by:
MIS Department

In line with the rollout of the new and more secure
ticketing system featuring an **Approval Workflow**,
all requests shall be submitted
using the credentials provided below:

Official username = _localpart of your email_
While temporary password your employee number given by the HR.
Example:
Email = _jrdelacruz@mycitihomes.com.ph_ or _jrdelacruz@cbdi.com.ph_
Username is jrdelacruz
Password is 123456789

jrdelacruz @mycitihomes.com.ph

▲ Inbox **198**

HR Important Emails

CBDI SupportPortal
CITIHOMES BUILDER & DEVELOPMENT, INC.

🏠 Support Center Home　　📄 Open a New Ticket　　📄 Chec

Sign in to MyCitihomes IT Infrastructure and MIS

To better serve you, we encourage our Clients to register for an account.

Therefore,

Email or Username	*localpart*

Not yet registered?

I'm an agent — sign

Password	*123456789*

Sign In

CBDI
CITIHOMES BUILDER & DEVELOPMENT, INC.

Firstname MI. Lastname
123456789

Employee's Signature

DISCLAIMER: ID PHOTO IS AI GENERATED AND USED FOR SAMPLE ONLY

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CBDI SupportPortal
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Full Name | Profile | Tickets **(18)** - Sign Out

🏠 Support Center Home   📋 Open a New Ticket   📄 Tickets (18)

⚠ Password change required to continue

Manage Your Profile Information

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

Note:
Email Address and Full Name cannot be updated from this page.
Please contact support if you need to change this information.

Contact Information

Email Address
yournameinitials@mycitihomes.com.ph

Full Name
Your Name

Phone Number
[   ] Ext: [   ]

Access Credentials
Current Password: [   ]
New Password: [   ]
Confirm New Password: [   ]

[Update] [Reset] [Cancel]

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Upon first login, you will be prompted to change the set default password.

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Full Name | Profile | Tickets (18) - Sign Out

⌂ Support Center Home 📄 Open a New Ticket 📄 Tickets (18)

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Note:
Email Address and Full Name cannot be updated from this page.
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Contact Information

Email Address
yournameinitials@mycitihomes.com.ph

Full Name
Your Name

Phone Number
[   ] Ext: [   ]

Access Credentials
Current Password: [   ]
New Password: [   ]
Confirm New Password: [   ]

[Update] [Reset] [Cancel]

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Email us at it.dev@mycitihomes.com.ph to request for correction of your information

Enter the default password as current Then enter your new password and click *Update* button

Click here to see all closed/resolved tickets and the resolutions being deployed

Click here to open and submit another ticket

The Approval Workflow will be deployed after an official announcement is released.

If you have any questions, concerns or inquiries, email us at *it.dev@mycitihomes.com.ph*