TEKBOOX
HOUSE OF TECHNOLOGY

IT Helpdesk User Manual

Creating and Managing Support Tickets on Mojo

New Employee Onboarding Guide

Prepared by the Tekboox IT Support Team

1. Purpose

This guide explains how to submit and track IT support requests using the Mojo helpdesk portal. Every employee is expected to log requests through this system rather than contacting IT staff directly, so that issues are recorded, prioritized, and resolved efficiently.

2. Who Should Use This Guide

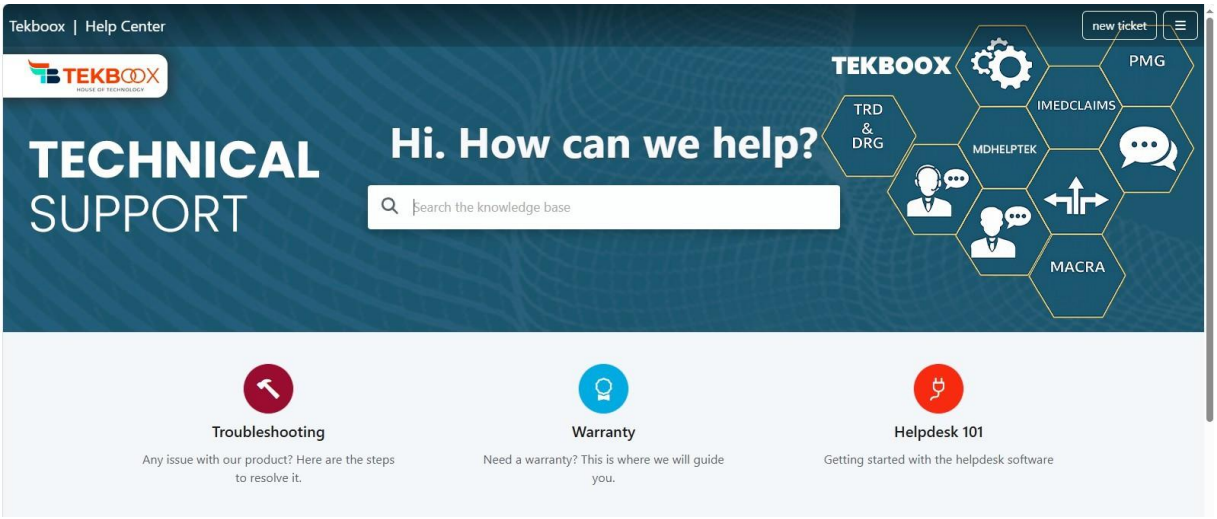
This manual is intended for all new and existing Tekboox employees who need technical support, hardware, HR-related requests, or general assistance handled through the IT Helpdesk.

3. Accessing the Helpdesk Portal

Step 1: Open the Mojo Helpdesk Portal

Use the link below to open the Tekboox support portal in your web browser:

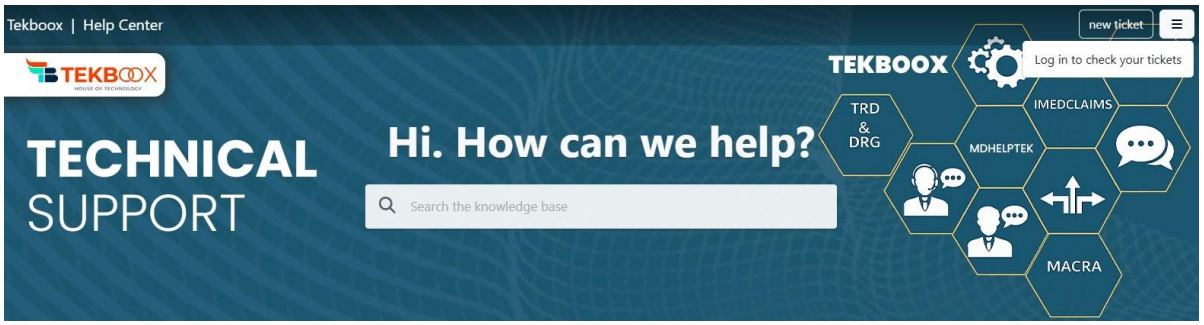
https://tekboox.mojohelpdesk.com/



The portal home page will appear as shown above, with the search bar and quick-access options for Troubleshooting, Warranty, and Helpdesk 101.

Step 2: Open the Menu

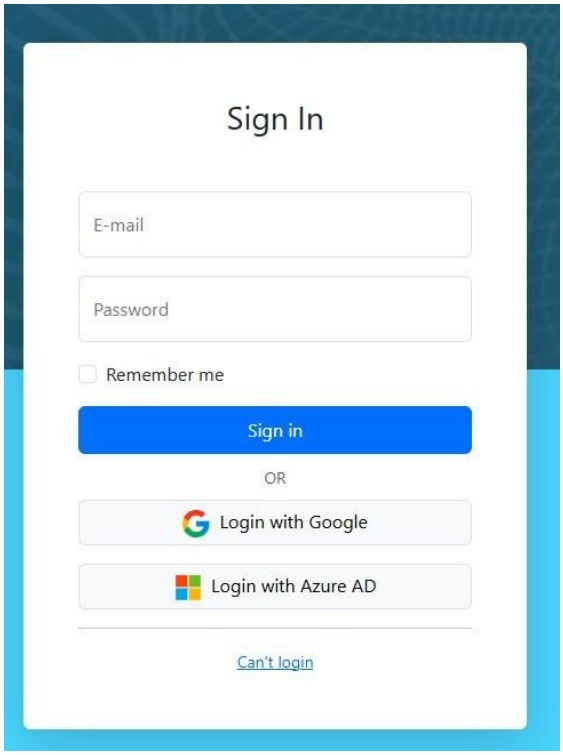
Click the three-line menu icon in the top-right corner of the page, next to the New Ticket button.



Select "Log in to check your tickets" from the menu that appears.

Step 3: Sign In

Sign in using the credentials provided by the IT team.

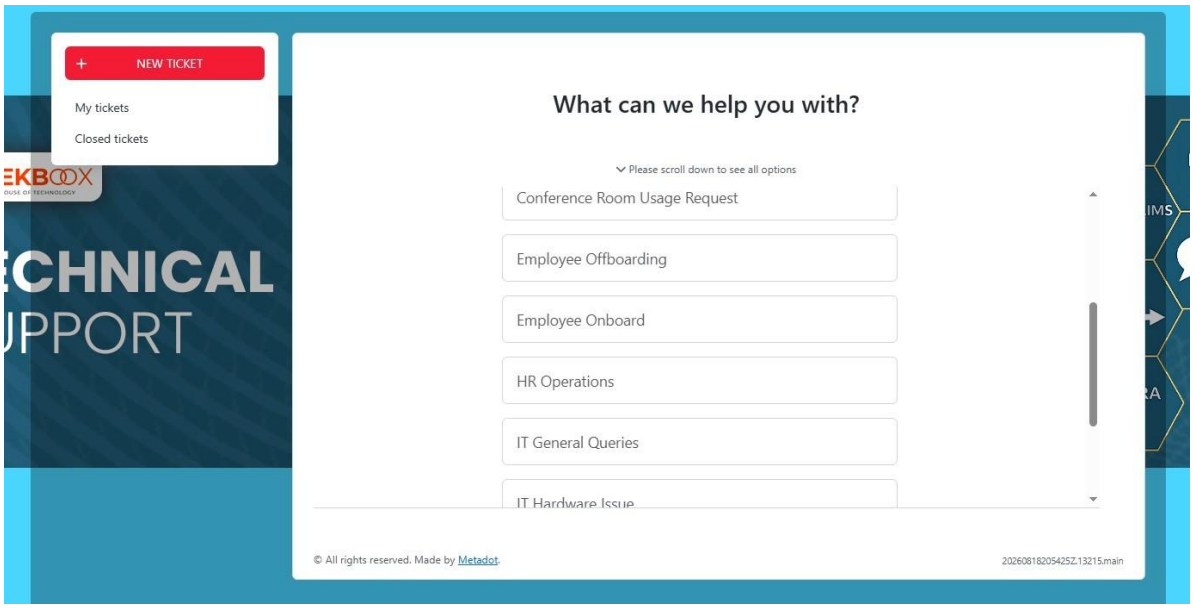


TIP: If you're unable to log in, click "Can't login" on the sign-in screen, or contact the IT team directly to have your account credentials reset.

4. Creating a Ticket

Step 4: Choose a Ticket Category

After signing in, click "New Ticket" and select the category that best matches your request from the list. Scroll down within the panel to see all available options.



Common Ticket Categories

Ticket Category	When to use it
Conference Room Usage Request	Book or report an issue with a meeting room.
Employee Onboard	New hire setup — accounts, hardware, and access.
Employee Offboarding	Exiting staff — access removal and asset return.
HR Operations	General HR requests and documentation.
IT General Queries	Any IT question that doesn't fit another category.
IT Hardware Issue	Laptop, desktop, printer, or peripheral problems.

Additional categories are available in the portal beyond those listed above — scroll through the full list to find the closest match to your request.

Step 5: Fill in Ticket Details and Submit

Complete the form with a clear, specific description of your issue or request, including any relevant details such as device name, error messages, or screenshots. Submit the ticket once all required fields are filled in.

5. Tracking Your Tickets

- Use "My Tickets" from the menu to view all open requests you've submitted.
- Use "Closed Tickets" to review requests that have already been resolved.
- You will receive email updates whenever the IT team responds to or updates your ticket.

6. Best Practices

- Submit one ticket per issue — this helps the IT team track and resolve requests faster.
- Choose the most specific category available rather than "IT General Queries" whenever possible.
- Include screenshots or error messages when reporting technical issues.
- Check the knowledge base search bar first — common issues may already have a documented fix.
- Follow up on a ticket by adding a comment rather than creating a duplicate request.

7. Need Further Help?

If you experience a problem accessing the portal itself, or your request is urgent, reach out directly to the Tekboox IT Support team through your local office contact or team communication channel.

How to Use RDS (Remote Desktop)

Remote Desktop (RDS) lets you connect to a Tekboox server from your computer. Follow the steps below to set up and start a session.

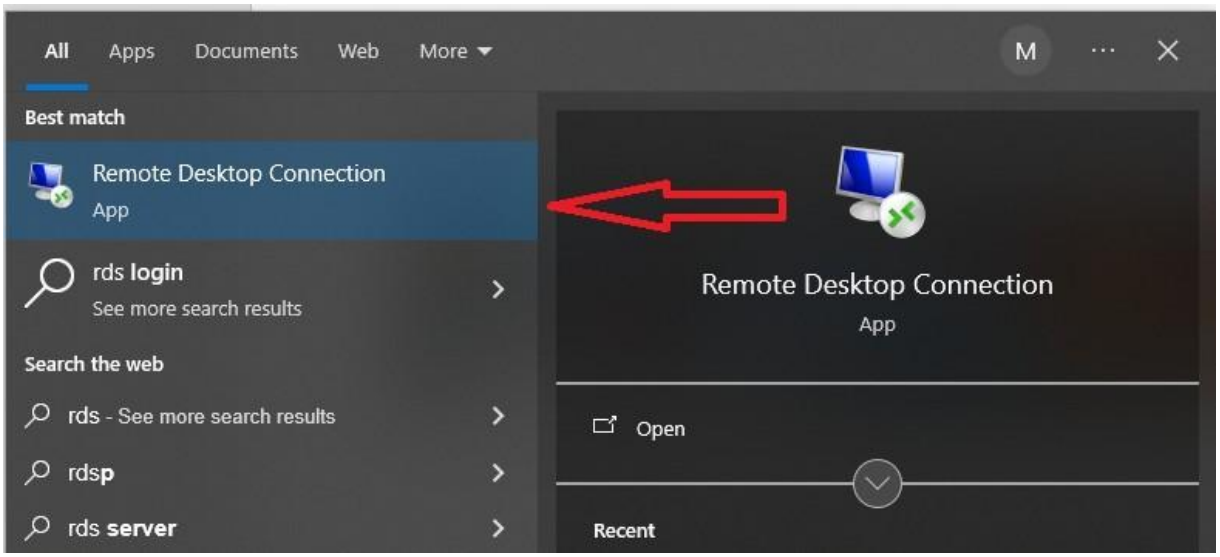
Step 1: Open the Search Bar

On your desktop, look for the Windows search bar next to the Start icon in the taskbar.



Step 2: Search for Remote Desktop Connection

Click in the search bar, type "RDS", and select Remote Desktop Connection from the results.

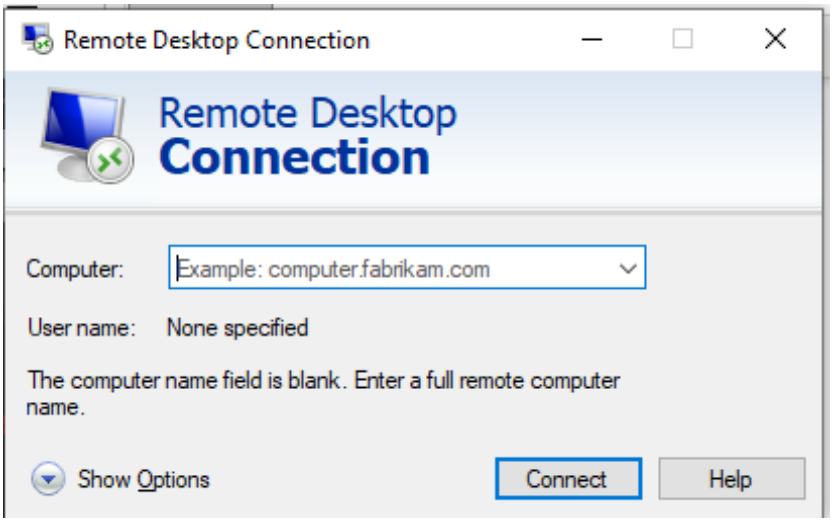


Step 3: Enter the Server Address

The Remote Desktop Connection window will appear. In the Computer field, type one of the following server addresses:

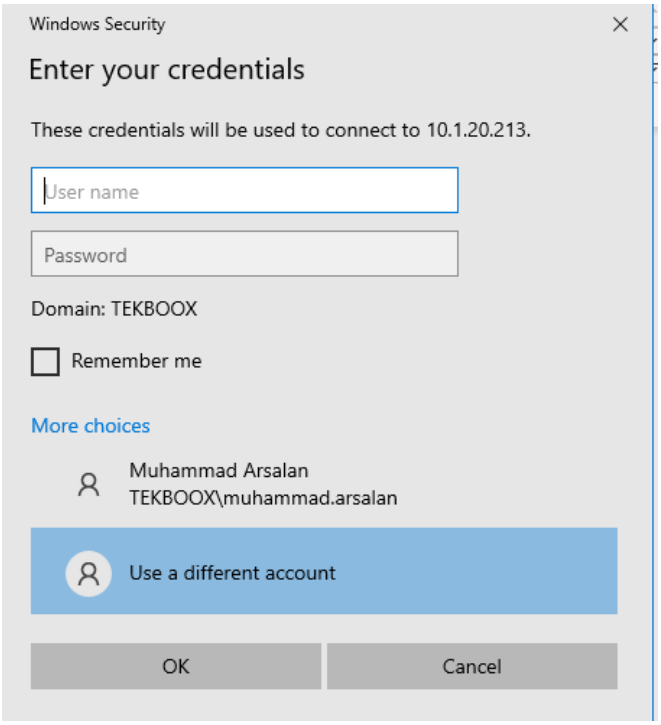
- 10.1.20.212
- 10.1.20.213

Once entered, click Connect.



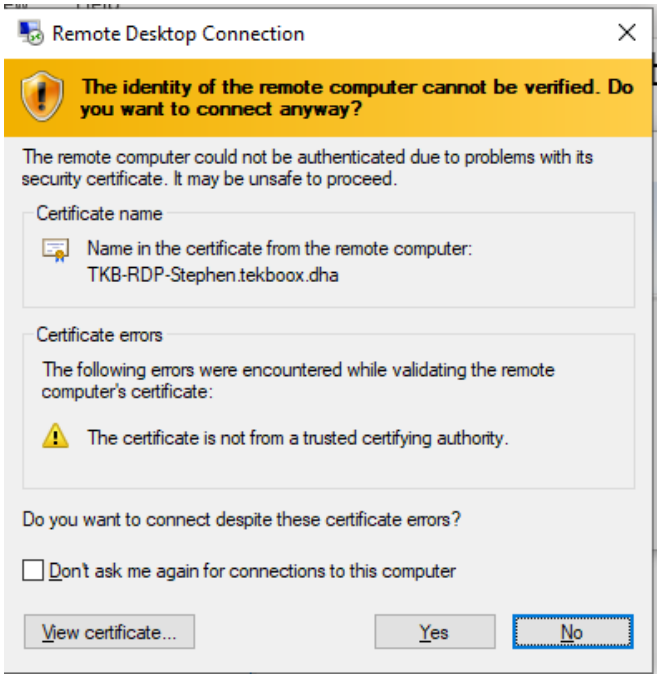
Step 4: Enter Your Credentials

Enter the username and password provided by the IT team, then click OK.



Step 5: Confirm the Connection

A certificate warning window will appear, since the server's certificate isn't from a trusted authority. This is expected for internal servers — click Yes to proceed and log in to RDS.



TIP: Only click "Yes" for known internal Tekboox server addresses (10.1.20.212 or 10.1.20.213). If you're prompted to connect to an unfamiliar address, contact IT before proceeding.