



Office of the Secretary  
Department of Finance



P.O. Box 5234 CHRBS, Saipan MP 96950 TEL: (670) 664-1100 FAX: (670) 664-1115

## MEMORANDUM

SFM 2025- 170

**DATE:** July 14, 2025  
**TO:** All CNMI Government Agencies  
**FROM:** Tracy B. Norita, Secretary of Finance  
**SUBJECT:** Implementation of Jitbit Ticketing System – Effective July 14, 2025

To All CNMI Government Agencies,

Please be advised that effective July 14, 2025, the Department of Finance, through the Office of Information Technology(OIT), will implement the Jitbit Ticketing System as the official platform for managing all IT service requests and technical support communications across CNMI government departments and agencies.

This new platform aims to streamline IT support operations, enhance request visibility, and improve resolution times by enabling centralized documentation and real-time status tracking.

### **Key Highlights of the New Ticketing Process:**

- Effective July 14, 2025, all IT support requests must be submitted via the Jitbit Helpdesk Portal.
- Walk-in requests: OIT can provide assistance to create a ticket in-person; however standard protocols and resolution timeframes still apply. OIT will remain responsive in cases of emergency or system outages.
- End users will be able to track ticket progress, receive updates, and communicate directly with support personnel through the portal.
- The system will allow for improved documentation, priority handling, and accountability.

### **What You Need to Know:**

To ensure a smooth transition, attached to this memorandum is a Procedural Documentation for Jitbit Helpdesk – User End Support Ticket Process, which provides step-by-step instructions on:

- Accessing and logging into the Jitbit portal
- Submitting a new support ticket
- Assigning ticket categories and priority levels
- Uploading attachments and responding to IT replies
- Viewing ticket history and closing resolved issues

We kindly urge all departments and agencies to review the attached documentation thoroughly. Please ensure that designated staff are familiar with the Jitbit system prior to the launch date.

### **Training & Support**

The new Jitbit Ticketing System is user-friendly and easy to use. However, should more support and guidance be needed, OIT will provide:

- A brief orientation webinar **if requested**
- Onboarding and training materials
- Hands-on assistance for initial setup and access

For questions or technical assistance before or after the rollout, contact the OITSO Helpdesk at [helpdesk@oit.cnmi.gov](mailto:helpdesk@oit.cnmi.gov) or contact (670) 322-1400.

We appreciate your cooperation and continued partnership as we modernize and optimize IT support services throughout the Commonwealth.

Attachment: Jitbit Ticketing System – *Procedural Documentation for User End Support Ticket Process*

Sincerely,



Tracy B. Norita  
*Secretary of Finance*

Cc: *CNMI Legislature- Office of the Speaker, Office of the Senate President  
CNMI Judiciary*

Commonwealth of the Northern Mariana Islands (CNMI)

Department of Finance

# JITBIT HELPDESK PORTAL – END USER GUIDE



# Jitbit Helpdesk Portal – End User Guide

## How to Register, Submit, and Manage Support Tickets

### Purpose

This guide is intended for all staff and end users who need to submit IT or service-related requests using the Jitbit Helpdesk Portal. It outlines how to register, submit, track, respond to, and close tickets, along with best practices and troubleshooting advice.

### Accessing the Portal

1. Open your preferred browser.
2. Go to:

 [https:// helpdesk.oit.cnmi.gov](https://helpdesk.oit.cnmi.gov)

### Registering for an Account

1. Click “Register” on the login page.
2. Complete the form:
  - Username Name
  - (Work) Email
  - Password
  - First Name
  - Last Name
  - Phone number
  - Location (Saipan, Tinian, Rota, N. Islands)
3. Click Register.
4. Follow any email verification steps sent to your inbox.

### Logging In

1. Go to the portal homepage.
2. Login with your email and password.  
- Or click “Submit a Ticket”.

### Submitting a New Ticket

1. Click “Submit Ticket”.
2. Fill out the ticket form:

- Email: Enter your work email
- Category: Select the General Issues (e.g., Munis FMIS > System Error and Issues)
- Subject: Brief summary of your issue
- Priority: Choose urgency (Low, Normal, High, Critical)
- Message: Describe the problem or request in detail
- Attachments: Add screenshots or documents if needed

3. Click Submit.

4. You'll receive an email confirmation with your ticket number.

## Responding to IT Replies

1. Log into the Helpdesk Portal.
2. Click "My Tickets" or navigate to your ticket from the dashboard.
3. Scroll down to the Conversation or Comments section.
4. Type your response in the reply field.
5. Click Reply to send your update to the IT team.

**Note:** You can also reply directly via the email notification you received. Your response will be added to the ticket automatically.

## Closing a Resolved Ticket

1. Open your ticket on the portal.
2. Review the solution or fix provided.
3. If resolved to your satisfaction:
  - Click "Close Ticket" or "Mark as Resolved"
4. If the issue persists:
  - Respond with a comment explaining the ongoing issue.
  - The IT team will reopen or continue the ticket.

## Best Practices for Submitting Tickets

### Do's:

- Use clear, specific subject lines
- Describe the issue in detail
- Attach screenshots of error messages
- Include steps to reproduce the issue
- Use the correct category (e.g., "Munis FMIS" for system issues)

## Don't:

- Leave message field blank
- Use vague terms like “it’s broken”
- Submit multiple tickets for the same issue
- Mark all tickets as “High Priority” unnecessarily
- Submit personal/non-work requests
- Troubleshooting Tips Before Submitting
- Try these steps before submitting a ticket, it may save time!

## Common Issues & Quick Fixes:

- Computer is slow or freezing: Restart your device
- Can't access a website or app: Check Wi-Fi connection or VPN
- Locked out of account: Use the “Forgot Password” link or call IT office
- Printer not working: Restart the printer and check cables
- Software crash or error: Close the program and reopen it
- Email not sending: Check Outbox and internet connection
- Can't open Tyler Content Manager (TCM): Perform to clear your History Cache using “Delete Browsing Data” with settings to “Advance” and time range at “All time”.

## Viewing Ticket History

1. Click “My Tickets” in the top navigation bar.
2. Use filters (Open, Closed, Resolved) to narrow your list.
3. Click a ticket to view full history, conversations, and status.

## Need Immediate Assistance?

If your issue is urgent or prevents you from working:

 Email: [helpdesk@oit.cnmi.gov](mailto:helpdesk@oit.cnmi.gov)

 Phone: (670) 322-1400

 For password or account lockout issues, contact OIT directly.

## Quick Reference Summary

- Action | Where to Click
- Submit a Ticket | “New Ticket”
- View My Requests | “My Tickets”
- Reply to IT | Ticket > Comment/Reply
- Close Ticket | “Close Ticket” or reply with 'Resolved'