



TMIB.NET: OSTICKET INSTALL CHECKLIST

This checklist should be completed prior to starting the steps in the accompanying video.

PREREQUISITES

- ☐ A computer with Internet access and a web browser
- ☐ The ability to install programs on said computer
- ☐ Either an Apache/IIS server or a web host where you plan to run osTicket and the login credentials
 - ☐ Site Requirement: PHP 8.1 or 8.2
 - ☐ Site Requirement: MySQL X or MariaDB X
 - ☐ CPanel (or equiv) address: _____
 - ☐ CPanel Username: _____
 - ☐ CPanel Password: _____
- ☐ A FTP or SFTP client (Like Filezilla)
- ☐ The account credentials for the FTP/SFTP account
 - ☐ Server name / IP: _____
 - ☐ Username: _____
 - ☐ Password: _____
- ☐ A database
 - ☐ Server name / IP: _____
 - ☐ Database name: _____
 - ☐ Database Username: _____
 - ☐ Database Password: _____
 - ☐ Database Username has permissions on Database name.

ADDITIONAL SYSTEM INFORMATION

When setting up osTicket it will ask you some additional questions. You should plan the answers out to these ahead of time.

- ☐ Help Desk Name (What you want to name the ticket system): _____
- ☐ Default Email (email address emails will look like they are coming from):

- ☐ System Administrator information
 - ☐ First name: _____
 - ☐ Last name: _____
 - ☐ email address: _____
 - ☐ username: _____
 - ☐ password: _____