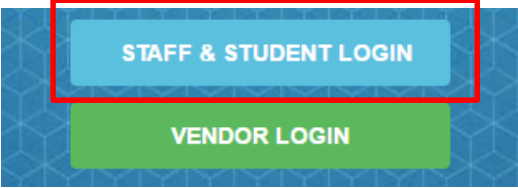

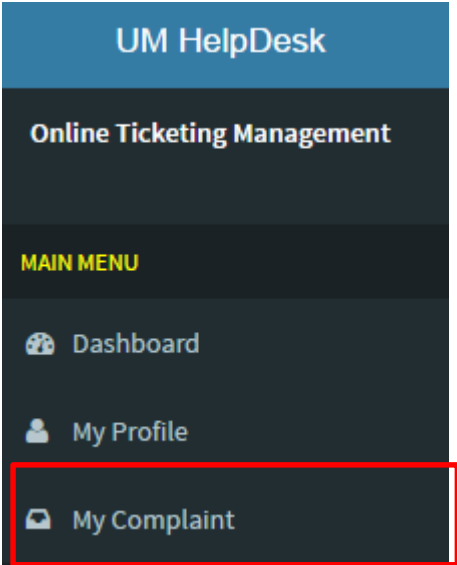


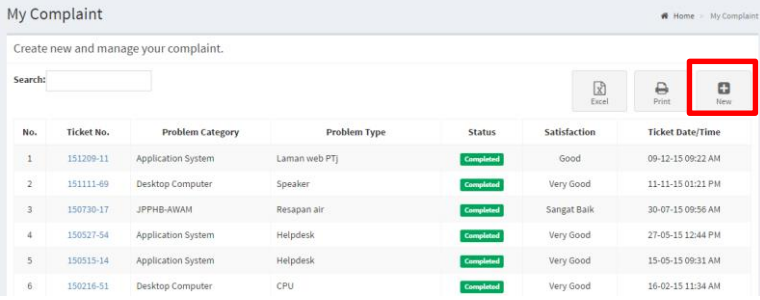
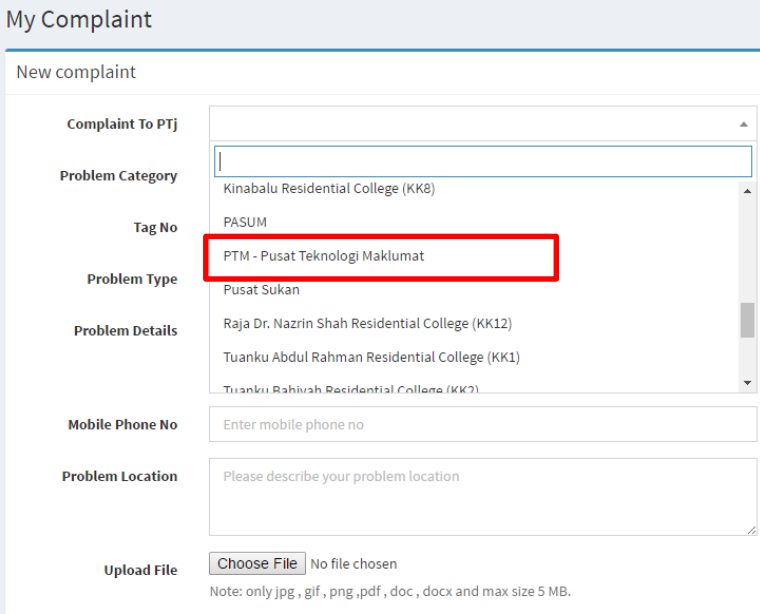
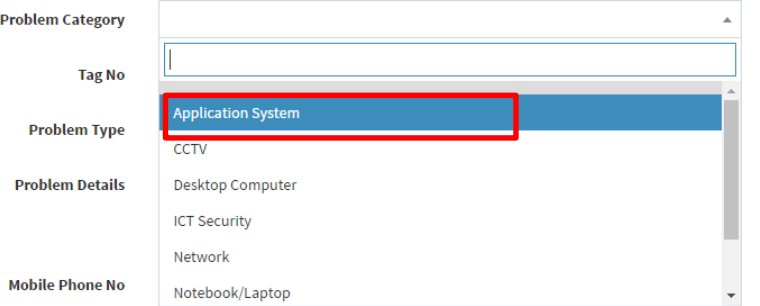
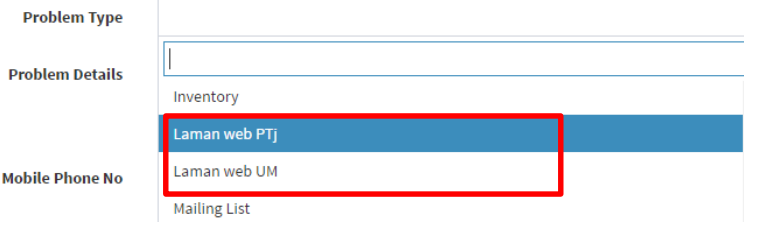
System Helpdesk User Manual (Website)

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1	<p>Helpdesk Page</p> 	<ul style="list-style-type: none">• Go to url > https://helpdesk.um.edu.my/• Click Staff & Student Login
2	<p>Login Page</p> 	<ul style="list-style-type: none">• Insert UMMail username and password• Click Sign in button
3	<p>UM HelpDesk Module Page</p> 	<ul style="list-style-type: none">• Click My Complaint

<p>4</p>	<p>Add New Complaint Page</p>  <p>The screenshot shows the 'My Complaint' interface. At the top, there is a search bar and three buttons: 'Excel', 'Print', and 'New'. The 'New' button is highlighted with a red box. Below the buttons is a table with the following data:</p> <table border="1"> <thead> <tr> <th>No.</th> <th>Ticket No.</th> <th>Problem Category</th> <th>Problem Type</th> <th>Status</th> <th>Satisfaction</th> <th>Ticket Date/Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>151209-11</td> <td>Application System</td> <td>Laman web PTJ</td> <td>Completed</td> <td>Good</td> <td>09-12-15 09:22 AM</td> </tr> <tr> <td>2</td> <td>151111-69</td> <td>Desktop Computer</td> <td>Speaker</td> <td>Completed</td> <td>Very Good</td> <td>11-11-15 01:21 PM</td> </tr> <tr> <td>3</td> <td>150730-17</td> <td>JPPHB-AWAM</td> <td>Resapan air</td> <td>Completed</td> <td>Sangat Baik</td> <td>30-07-15 09:56 AM</td> </tr> <tr> <td>4</td> <td>150527-54</td> <td>Application System</td> <td>Helpdesk</td> <td>Completed</td> <td>Very Good</td> <td>27-05-15 12:44 PM</td> </tr> <tr> <td>5</td> <td>150515-14</td> <td>Application System</td> <td>Helpdesk</td> <td>Completed</td> <td>Very Good</td> <td>15-05-15 09:31 AM</td> </tr> <tr> <td>6</td> <td>150216-51</td> <td>Desktop Computer</td> <td>CPU</td> <td>Completed</td> <td>Very Good</td> <td>16-02-15 11:34 AM</td> </tr> </tbody> </table>	No.	Ticket No.	Problem Category	Problem Type	Status	Satisfaction	Ticket Date/Time	1	151209-11	Application System	Laman web PTJ	Completed	Good	09-12-15 09:22 AM	2	151111-69	Desktop Computer	Speaker	Completed	Very Good	11-11-15 01:21 PM	3	150730-17	JPPHB-AWAM	Resapan air	Completed	Sangat Baik	30-07-15 09:56 AM	4	150527-54	Application System	Helpdesk	Completed	Very Good	27-05-15 12:44 PM	5	150515-14	Application System	Helpdesk	Completed	Very Good	15-05-15 09:31 AM	6	150216-51	Desktop Computer	CPU	Completed	Very Good	16-02-15 11:34 AM	<ul style="list-style-type: none"> • Click New Button
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<p>5</p>	<p>Complaint To PTj</p>  <p>The screenshot shows the 'New complaint' form. The 'Problem Type' dropdown menu is open, and 'PTM - Pusat Teknologi Maklumat' is selected and highlighted with a red box. Other options in the dropdown include 'Pusat Sukan', 'Raja Dr. Nazrin Shah Residential College (KK12)', 'Tuanku Abdul Rahman Residential College (KK1)', and 'Tuanku Bahiyah Residential College (KK7)'. Other fields include 'Complaint To PTJ', 'Problem Category', 'Tag No', 'Problem Details', 'Mobile Phone No', and 'Problem Location'.</p>	<ul style="list-style-type: none"> • Click Complaint to PTj • Choose PTM – Pusat Teknologi Maklumat 																																																	
<p>6</p>	<p>Problem Category</p>  <p>The screenshot shows the 'Problem Category' dropdown menu. 'Application System' is selected and highlighted with a red box. Other options in the dropdown include 'CCTV', 'Desktop Computer', 'ICT Security', 'Network', and 'Notebook/Laptop'.</p>	<ul style="list-style-type: none"> • Click Problem Category • Choose Application System 																																																	
<p>7</p>	<p>Problem Type</p>  <p>The screenshot shows the 'Problem Type' dropdown menu. 'Laman web PTj' is selected and highlighted with a red box. Other options in the dropdown include 'Inventory', 'Laman web UM', and 'Mailing List'.</p>	<ul style="list-style-type: none"> • Click Problem Type • Choose Laman web PTj or Laman web UM 																																																	

8	<p>Problem Detail</p> <p>Problem Details <input type="text" value="Please describe your problem"/></p>	<ul style="list-style-type: none">• Insert URL website to update information which need to update in Problem Detail column• Example : http://www.um.edu.my/about-um/welcome-message
9	<p>Upload File</p> <p>Upload File <input type="button" value="Choose File"/> No file chosen <small>Note: only jpg , gif , png ,pdf , doc , docx and max size 5 MB.</small></p>	<ul style="list-style-type: none">• Click button Choose File• Upload File
10	<p>Submit Button</p> <p><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p>	<ul style="list-style-type: none">• Click Submit button to request for complaint• Click Cancel button to cancel request complaint