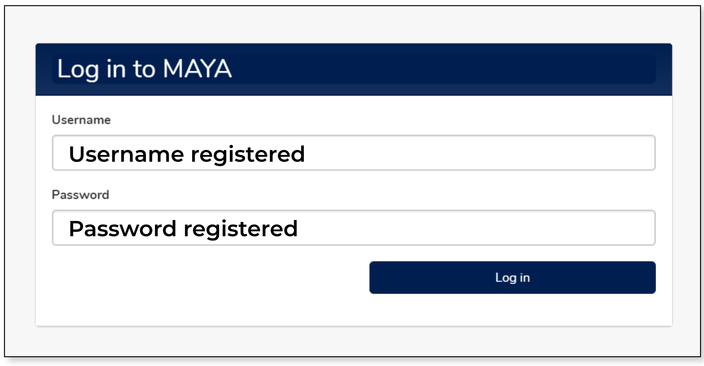
MAYA ENQUIRIES

LOG ENQUIRY & UPDATE ENQUIRY

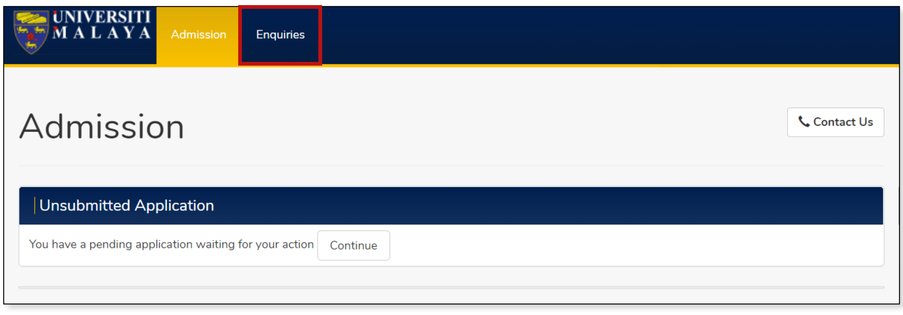
Step 1: Log in to MAYA Portal



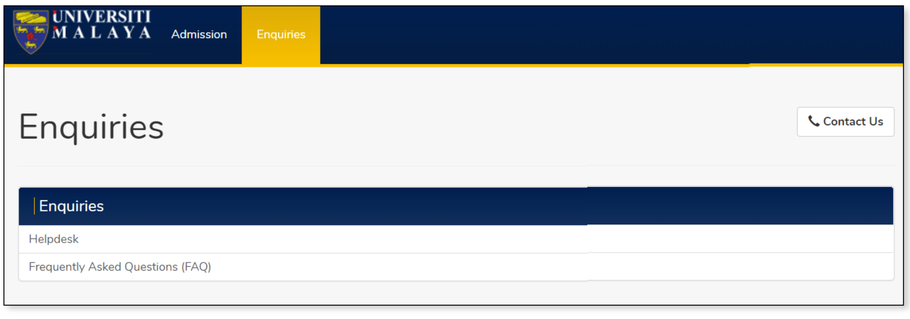
1. Go to **maya.um.edu.my**

2. Use the same login credentials that you registered for MAYA Portal.

Step 2: Navigate to Helpdesk



1. Click **Enquries** tab.



2. Click **Helpdesk** to navigate to helpdesk screen.

FOR MORE INFORMATION:

@umsitsmaya

umsitsguide.um.edu.my

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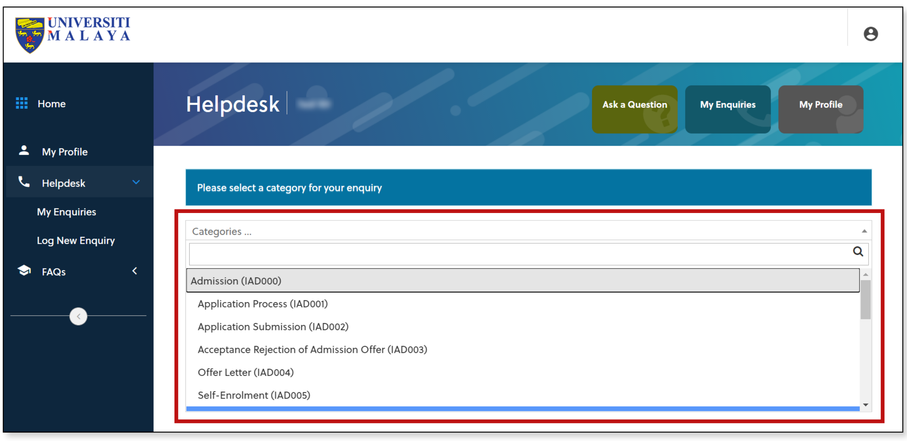
Step 3: Log enquiry

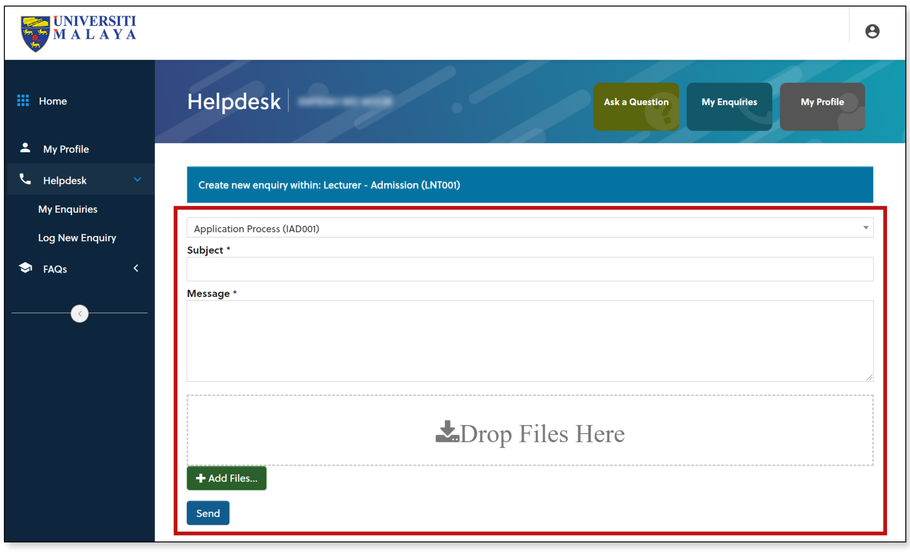


1. Select relevant category.

Important Notes:

1. When an enquiry is logged in the helpdesk the system automatically assigns that enquiry to the relevant team. Please ensure that you select the correct category.

2. The codes displayed are codes for the category. (i.e: IAD000, IAD001, IAD002...)



2. Fill in the **Subject** and **Message** accordingly.

3. Click **Add Files** to upload document/image. (if applicable)

4. Click **Send**.

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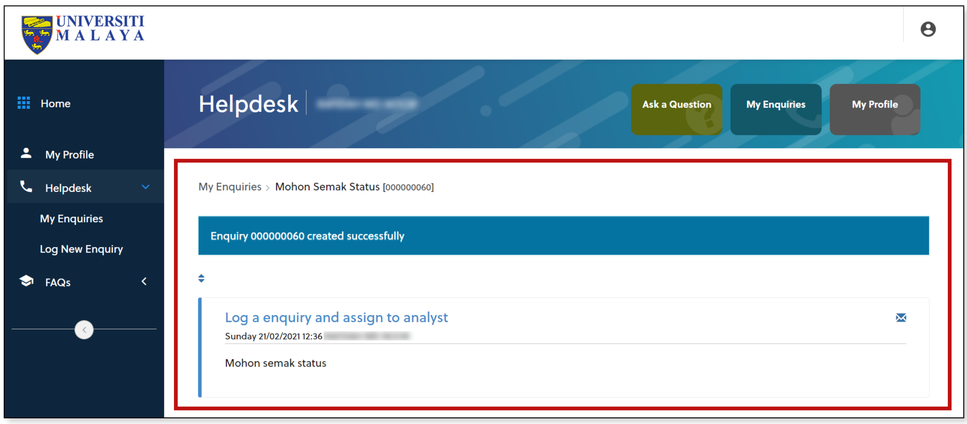
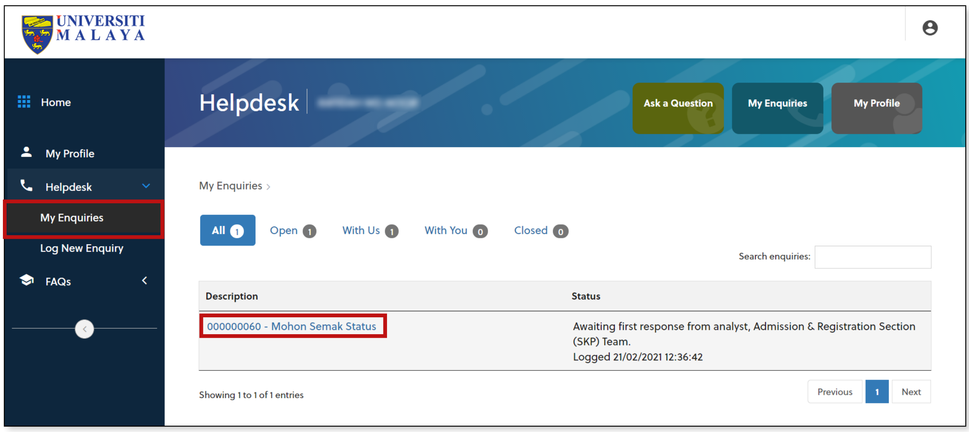


5. The enquiry logged will be displayed as above.

Step 4: Update enquiry



1. Click **My Enquiries** to view the list of enquiries you have logged which displayed as above.

2. Click on the subject in the **Description** column to view the enquiry details and communication between you and analyst and update the enquiry.

Important Note:
Any enquiry status updates from analyst/helpdesk staff will be displayed on this screen.

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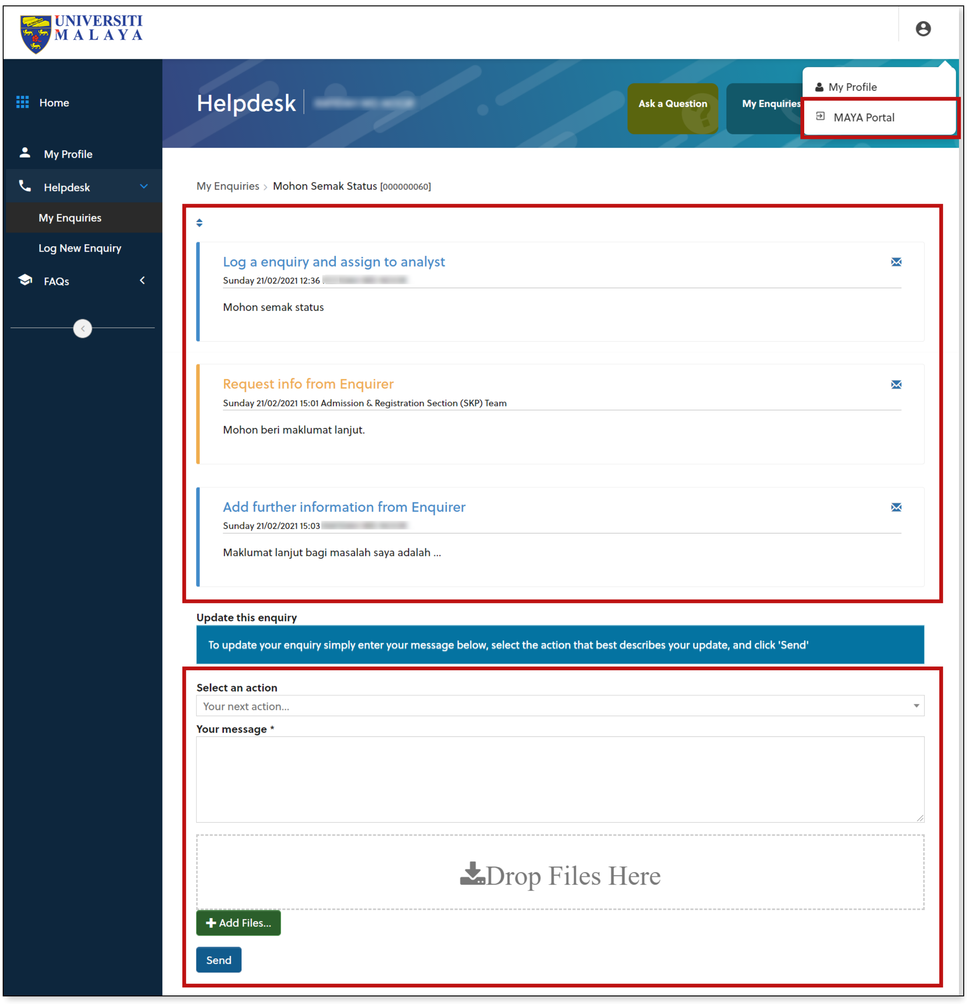
LOG ENQUIRY & UPDATE ENQUIRY



3. In the **Update This Enquiry** section, select an action. There are 2 options you can choose:
   i. Add Information from Enquirer - to add more information regarding the enquiry.
   ii. Close Enquiry at Request of Enquirer - to close the enquiry if there is no longer an outstanding issue

4. Fill in the message section then click **Send**.

5. The information that you updated will be displayed at the top section. Communication between you and analyst will be displayed here.

6. Click the profile icon, then click **MAYA Portal** to return to MAYA Portal.

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