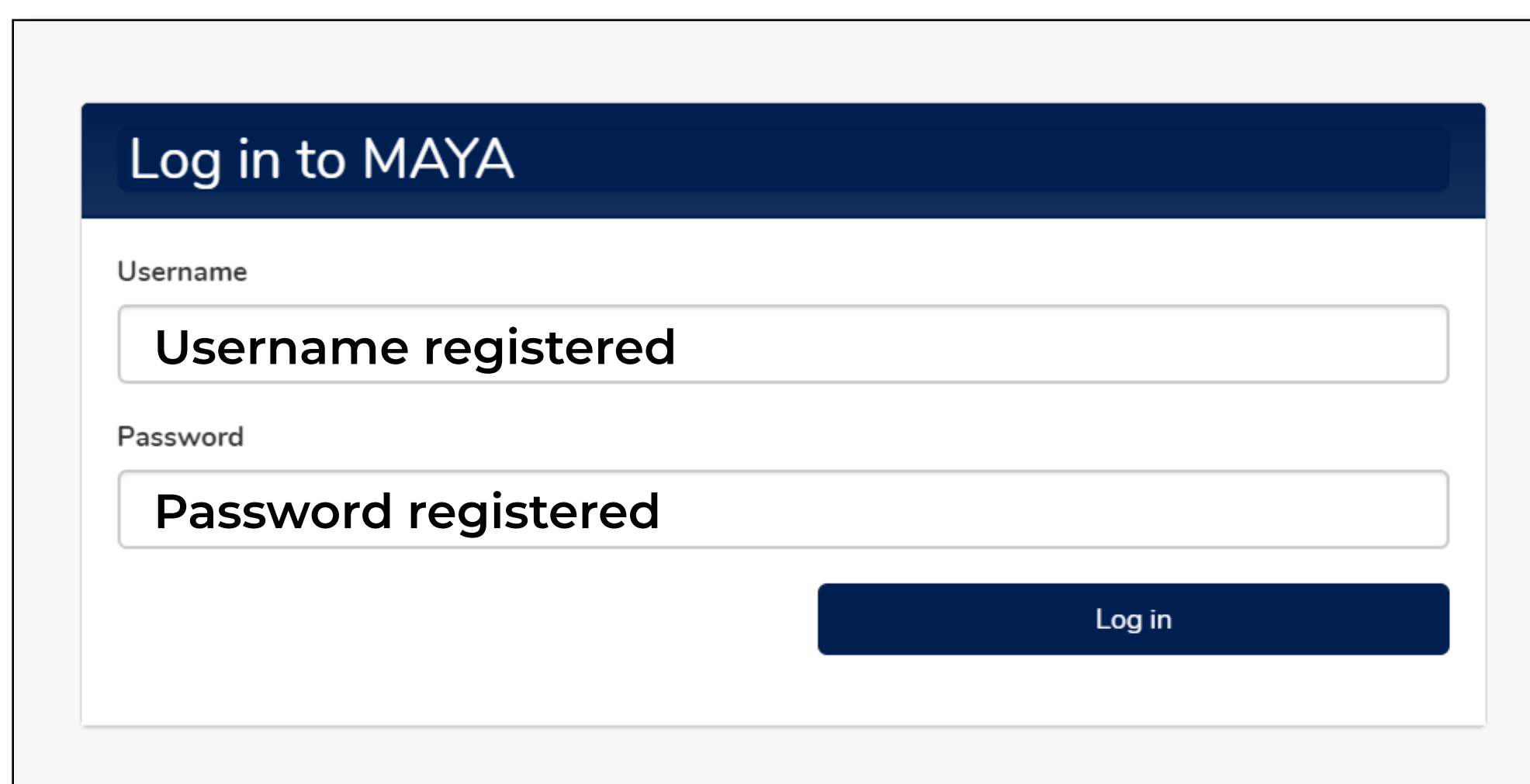


MAYA ENQUIRIES

LOG ENQUIRY & UPDATE ENQUIRY

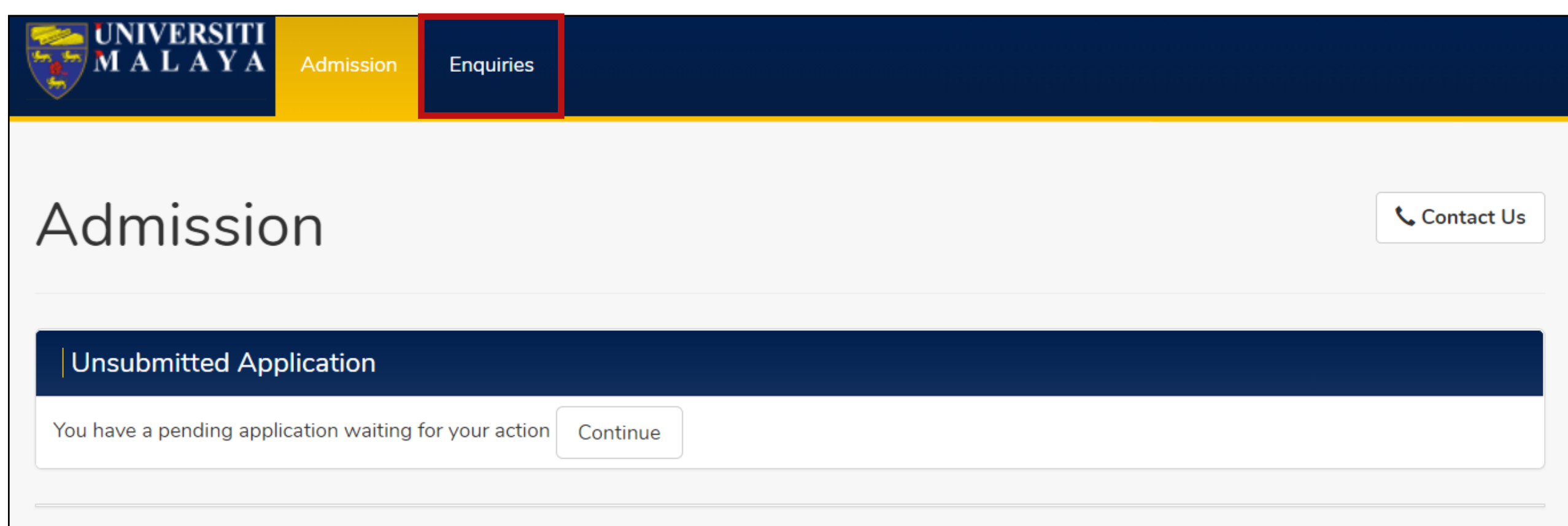
Step 1: Log in to MAYA Portal



The screenshot shows a login form titled "Log in to MAYA". It contains two input fields: "Username" with the placeholder text "Username registered" and "Password" with the placeholder text "Password registered". A "Log in" button is located at the bottom right of the form.

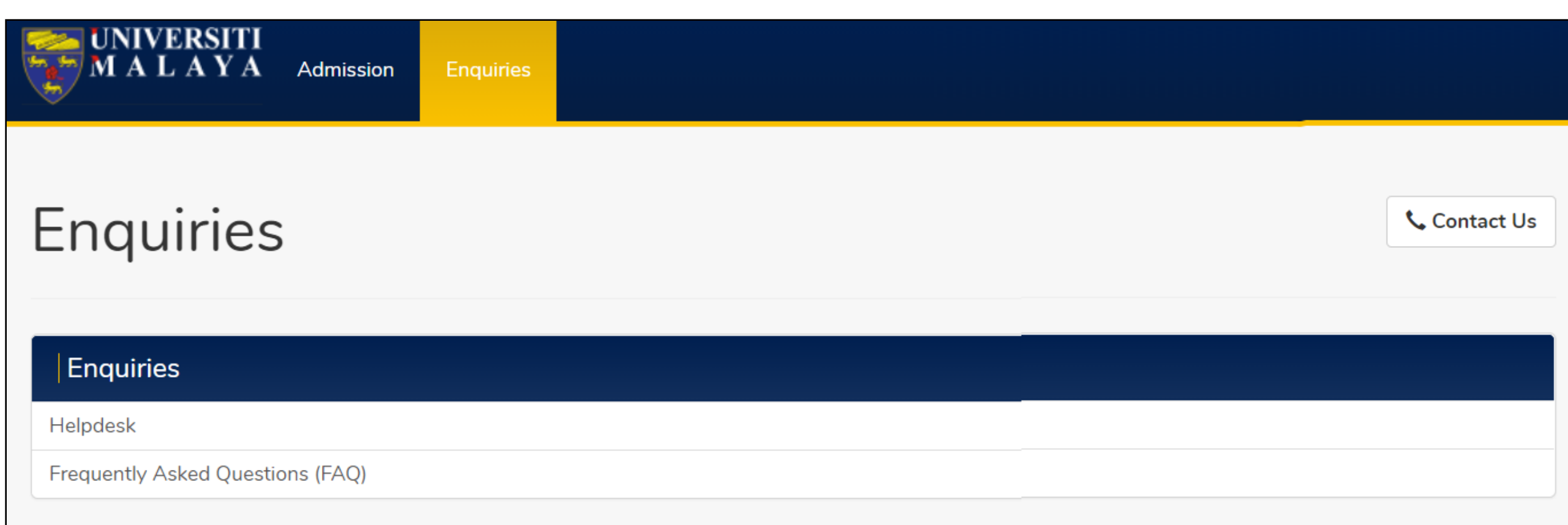
1. Go to maya.um.edu.my
2. Use the same login credentials that you registered for MAYA Portal.

Step 2: Navigate to Helpdesk



The screenshot shows the "Admission" page of the MAYA Portal. The "Enquiries" tab is highlighted in the top navigation bar. A "Contact Us" button is visible in the top right corner. A notification banner at the top of the main content area reads "Unsubmitted Application" and "You have a pending application waiting for your action" with a "Continue" button.

1. Click **Enquiries** tab.



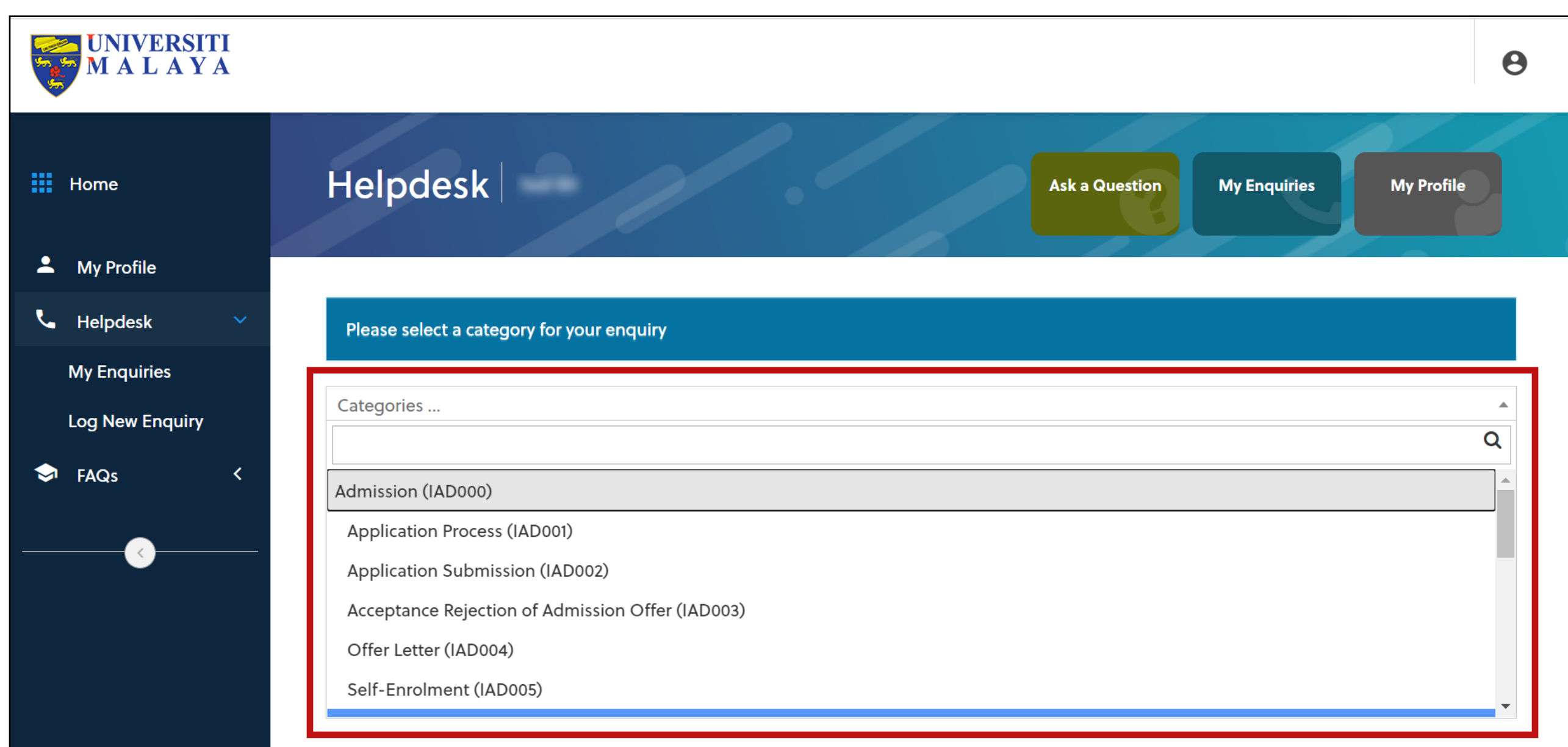
The screenshot shows the "Enquiries" page of the MAYA Portal. The "Enquiries" tab is highlighted in the top navigation bar. A "Contact Us" button is visible in the top right corner. The main content area has a header "Enquiries" and two sub-sections: "Helpdesk" and "Frequently Asked Questions (FAQ)".

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

MAYA ENQUIRIES

LOG ENQUIRY & UPDATE ENQUIRY

Step 3: Log enquiry



UNIVERSITI MALAYA

Helpdesk | Ask a Question | My Enquiries | My Profile

Please select a category for your enquiry

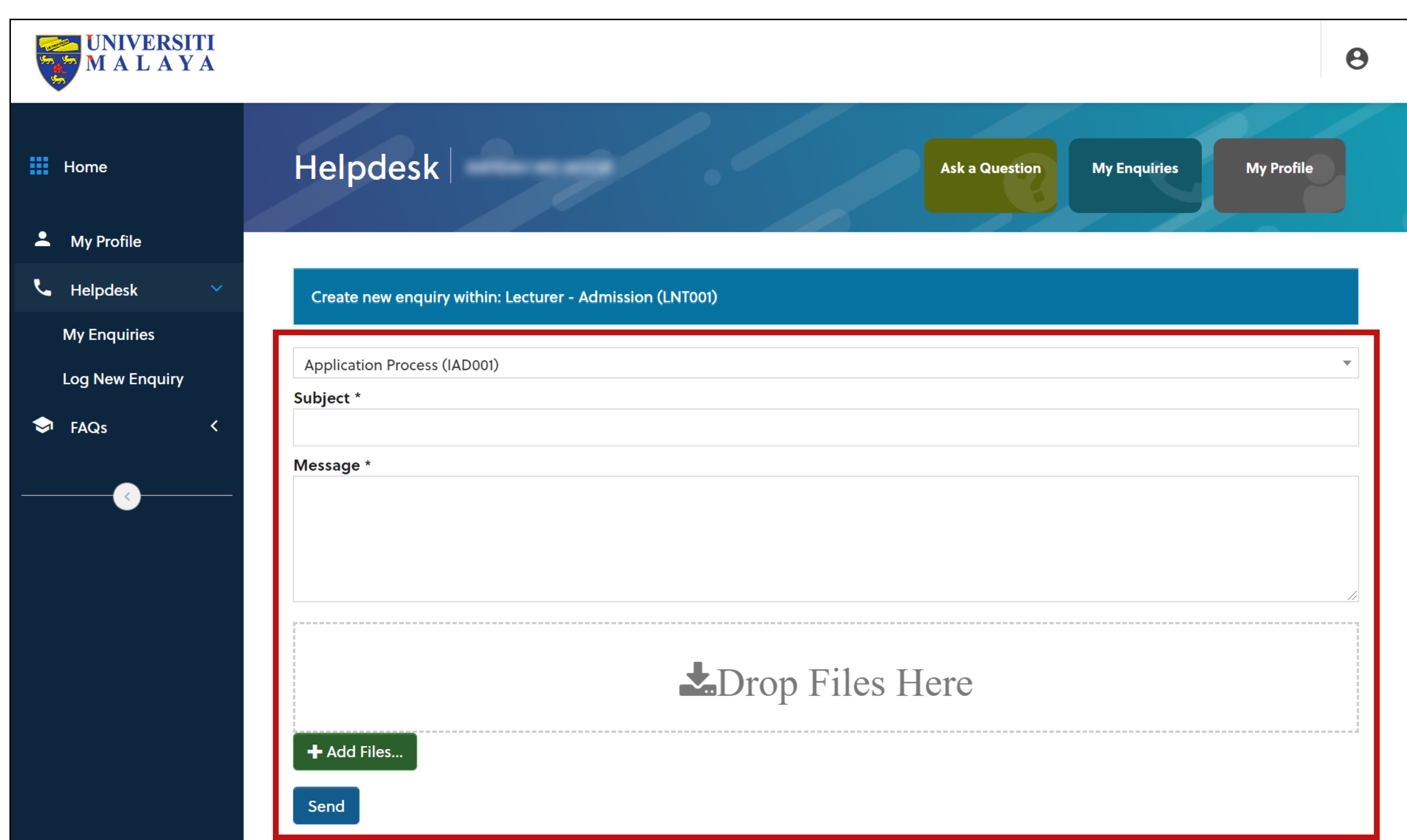
Categories ...

- Admission (IAD000)
- Application Process (IAD001)
- Application Submission (IAD002)
- Acceptance Rejection of Admission Offer (IAD003)
- Offer Letter (IAD004)
- Self-Enrolment (IAD005)

1. Select relevant category.

Important Notes:

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



UNIVERSITI MALAYA

Helpdesk | Ask a Question | My Enquiries | My Profile

Create new enquiry within: Lecturer - Admission (LNT001)

Application Process (IAD001)

Subject *

Message *

Drop Files Here

+ Add Files...

Send

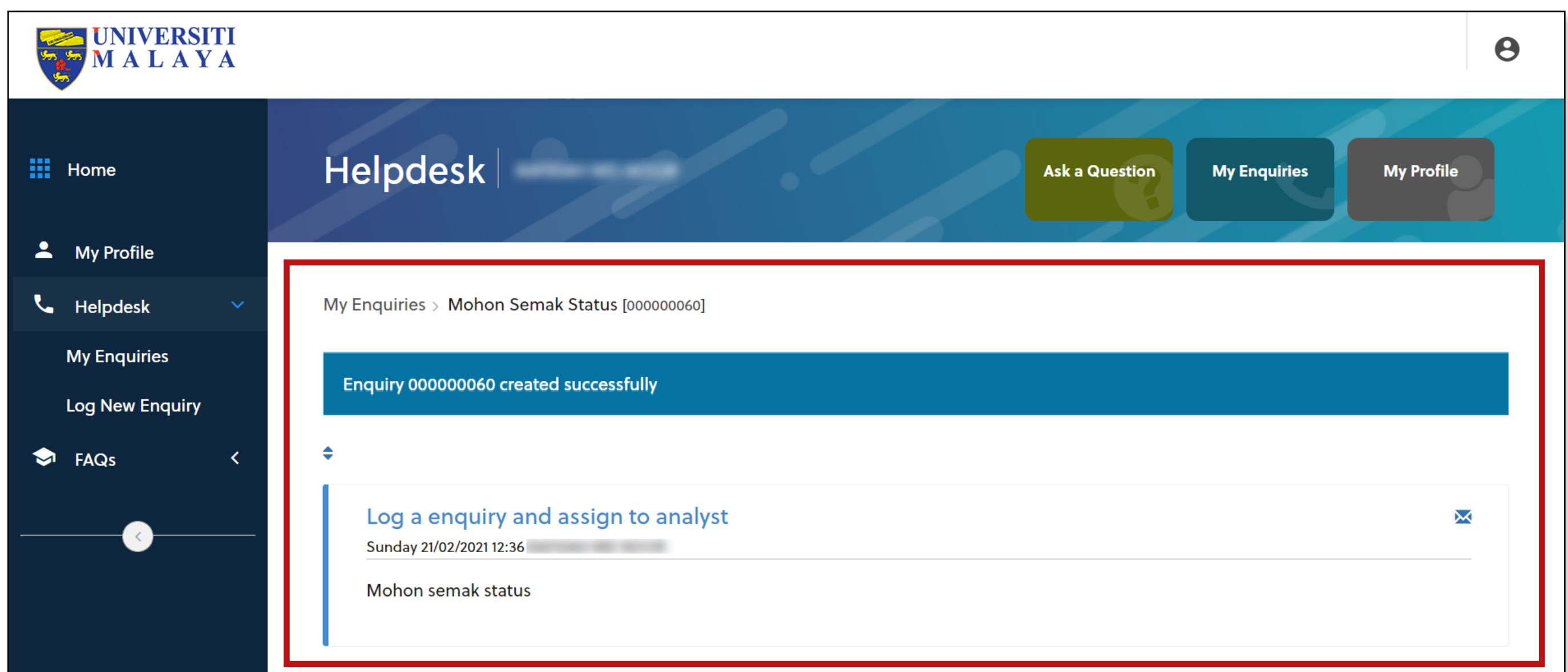
2. Fill in the **Subject** and **Message** accordingly.

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

4. Click **Send**.

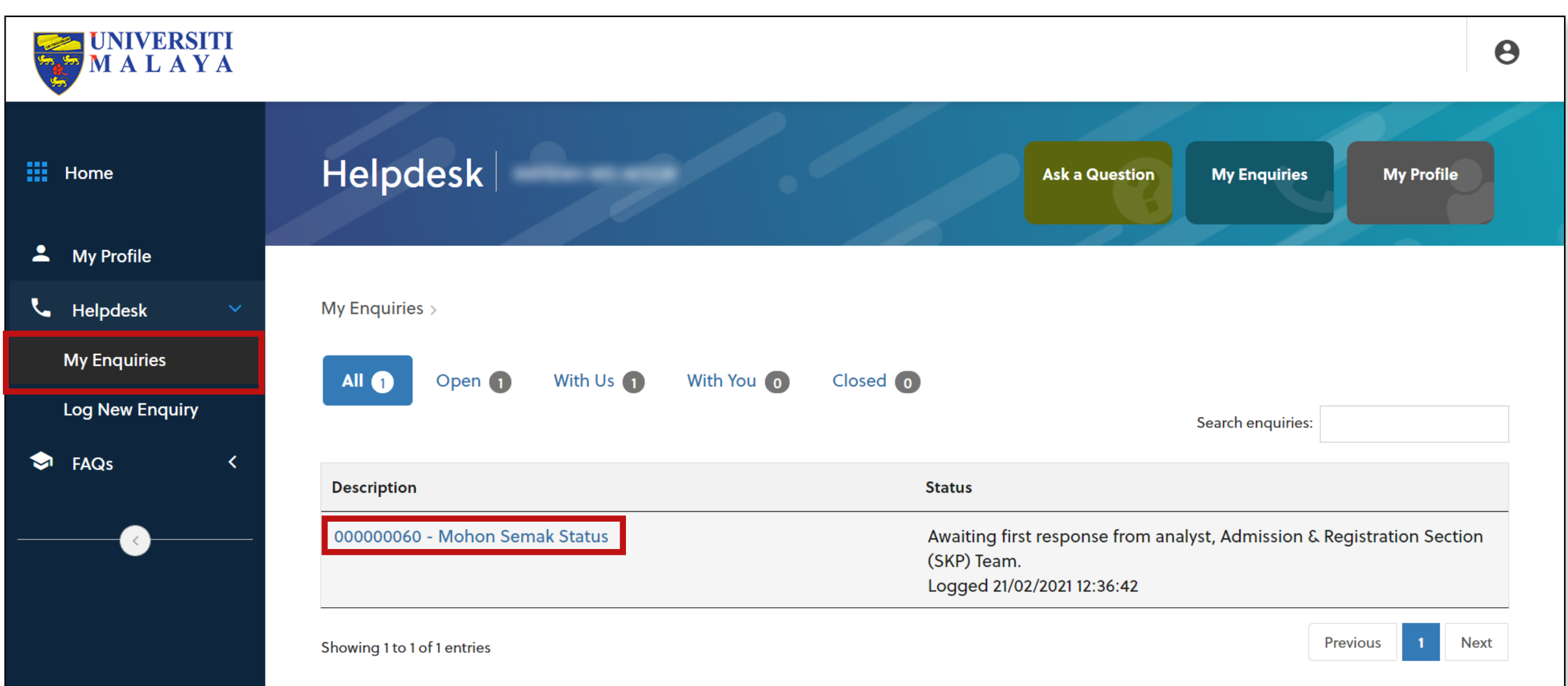
MAYA ENQUIRIES

LOG ENQUIRY & UPDATE ENQUIRY



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.

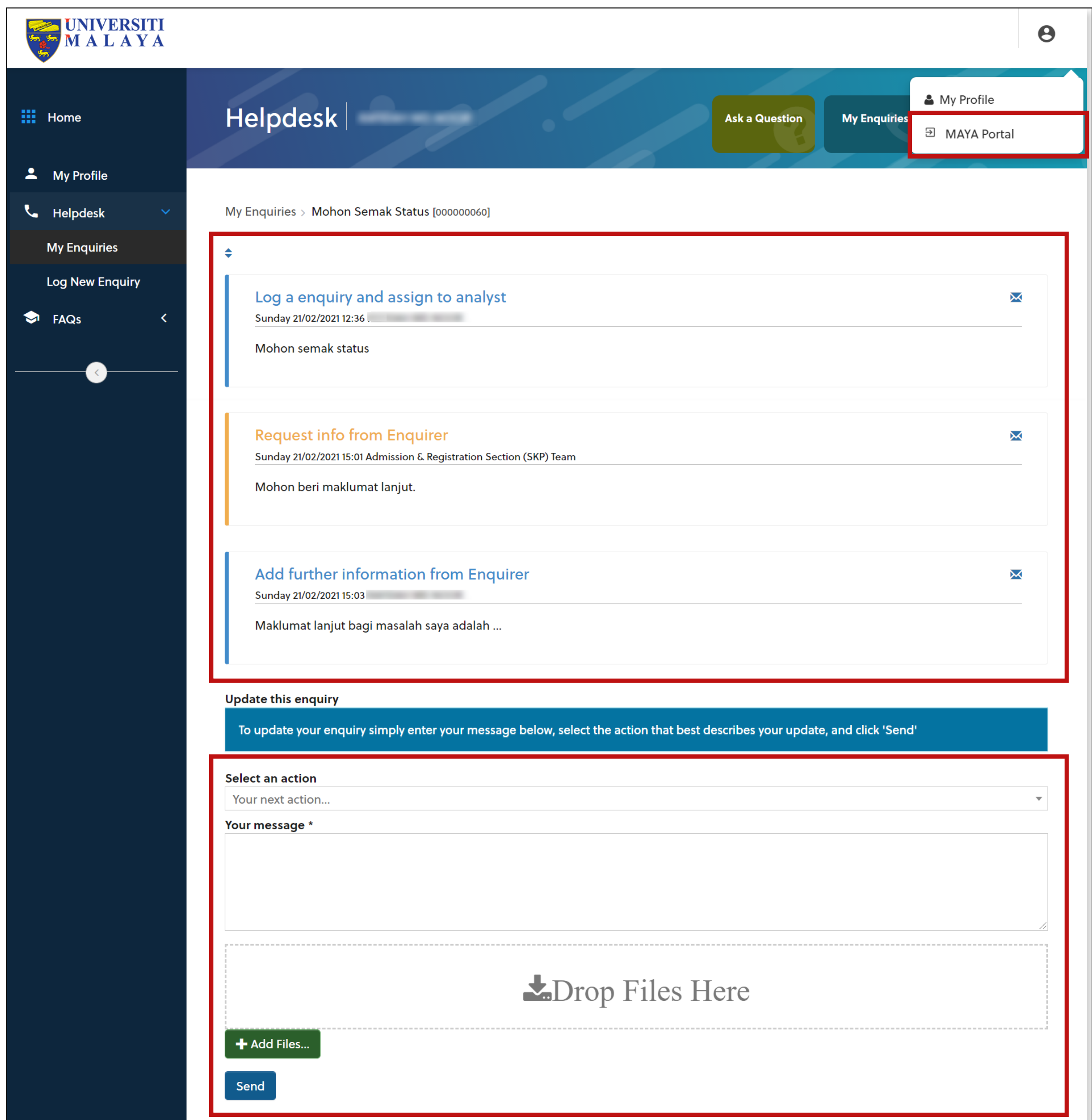
2. Click on the subject in the **Description** column to view the enquiry details and communication between you and analyst and update the enquiry.

Important Note:

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

MAYA ENQUIRIES

LOG ENQUIRY & UPDATE ENQUIRY



The screenshot shows the 'MAYA Enquiries' interface. The top navigation bar includes 'Home', 'Helpdesk', 'Ask a Question', 'My Enquiries', 'My Profile', and 'MAYA Portal'. The left sidebar contains 'Home', 'My Profile', 'Helpdesk', 'My Enquiries', 'Log New Enquiry', and 'FAQs'. The main content area displays 'My Enquiries > Mohon Semak Status [000000060]'. Three enquiry messages are listed, each with a timestamp and a subject line. Below these is the 'Update this enquiry' section, which includes a dropdown menu for 'Select an action', a text area for 'Your message', a file upload area with 'Drop Files Here', and buttons for '+ Add Files...' and 'Send'.

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.