

## **UM HELPDESK REPORT**

### **Step 1: Register a New Account**

 UMHelpdesk
 SIGN IN

 Manage and track your complaint, our complaint, our complaint, our complaint, our constient and out of the start your complaint.
 Sign in to start your session





- 1. Go to **helpdesk.um.edu.my.**
- 2. Click **Sign In**, then click **Register a new account** to create your UM Helpdesk account.

Helpdesk	SIGN IN
	Register User Account
	Account Info
Title	
- Select -	•
Full Name / Company Name	
Note : Please register your comp	any name if reporting as UM registred vendor
Password	
Retype Password	
	Sign Up
	Already have an account? Sign In

3. Fill in the Register User Account form accordingly, then click Sign Up.

4. Log in to UM Helpdesk using the credentials you registered with.

#### **Important Note:**

UM Student/Lecturer/Staff, kindly use your SiswaMail / UMMail login credentials to log in to UM Helpdesk.





## **UM HELPDESK REPORT**

### **Step 2: Create New Report/Complaint**

UMHelpDesk	≡							오 Wan Na	atasha Nadia
✓ Home ✓	My Ticket	Home / My Ticket							
<ul><li>Q Search</li><li>Profile</li></ul>	i Announcements! You may access your older tickets through <u>https://xhelpdesk.um.edu.my</u> until 30th April 2022.							New	
	New	Inprog	Ticket No	Problem 🛝	Penly 斗	Penort Date	Search:	Action	~+
		No data available in table							
		#	Ticket No	Problem	Reply	Report Date	Processing Day	Action	
	Showin	g 0 to 0	of 0 entries					Previous	Next
	Copyright ©	2021 UN	<b>Helpdesk</b> All rights res	erved.					Version 4.0

# 1. Click **My Ticket**, then click the **New** icon button to create new report/complaint.

UMHelpDesk	≡					은 Wan Natasha Nadia
Home	My Ticket					Home / My Ticket
Q Search Profile	Add New Ticket					
	Category	All			•	
	Product	Please select			•	
	Receiver	Please select				•
	Туре	Complaint	Inquiry	Suggestion	Compliment	
		Instruction				
	Detail	— რ උ B ⊌ ნ টি Q	I⊻≡≡∃≡ ∦∞∎⊠⊵≜∽	> E < E < Paragraph < 2 < (0) ■ ¶ < ③ < ○		
	Contact No.					



2. Fill in the form accordingly. Then, click Submit.

#### **Important Note:**

Please ensure that you select the correct **Category** and for technical issues, kindly capture the problem screen and upload the image for us to assist you better.

