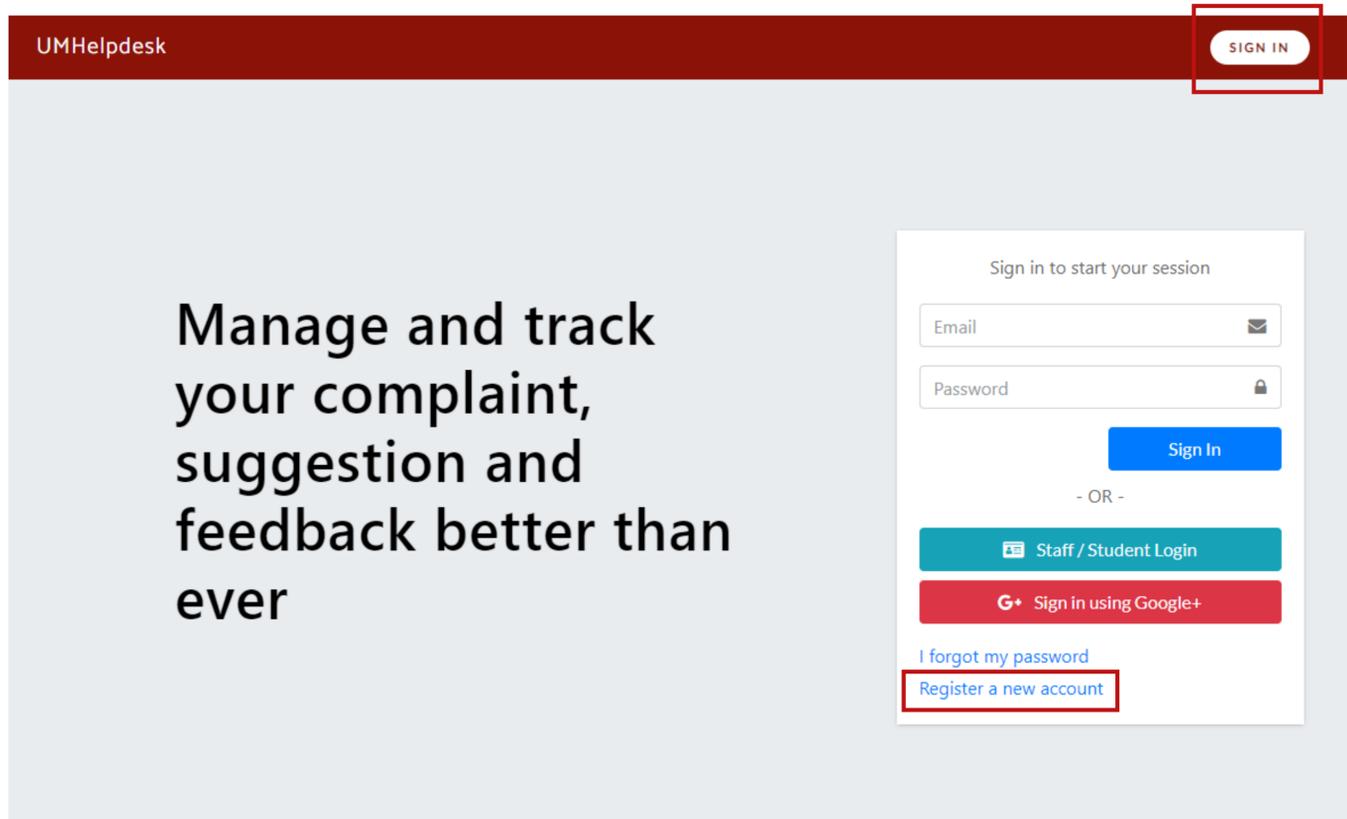
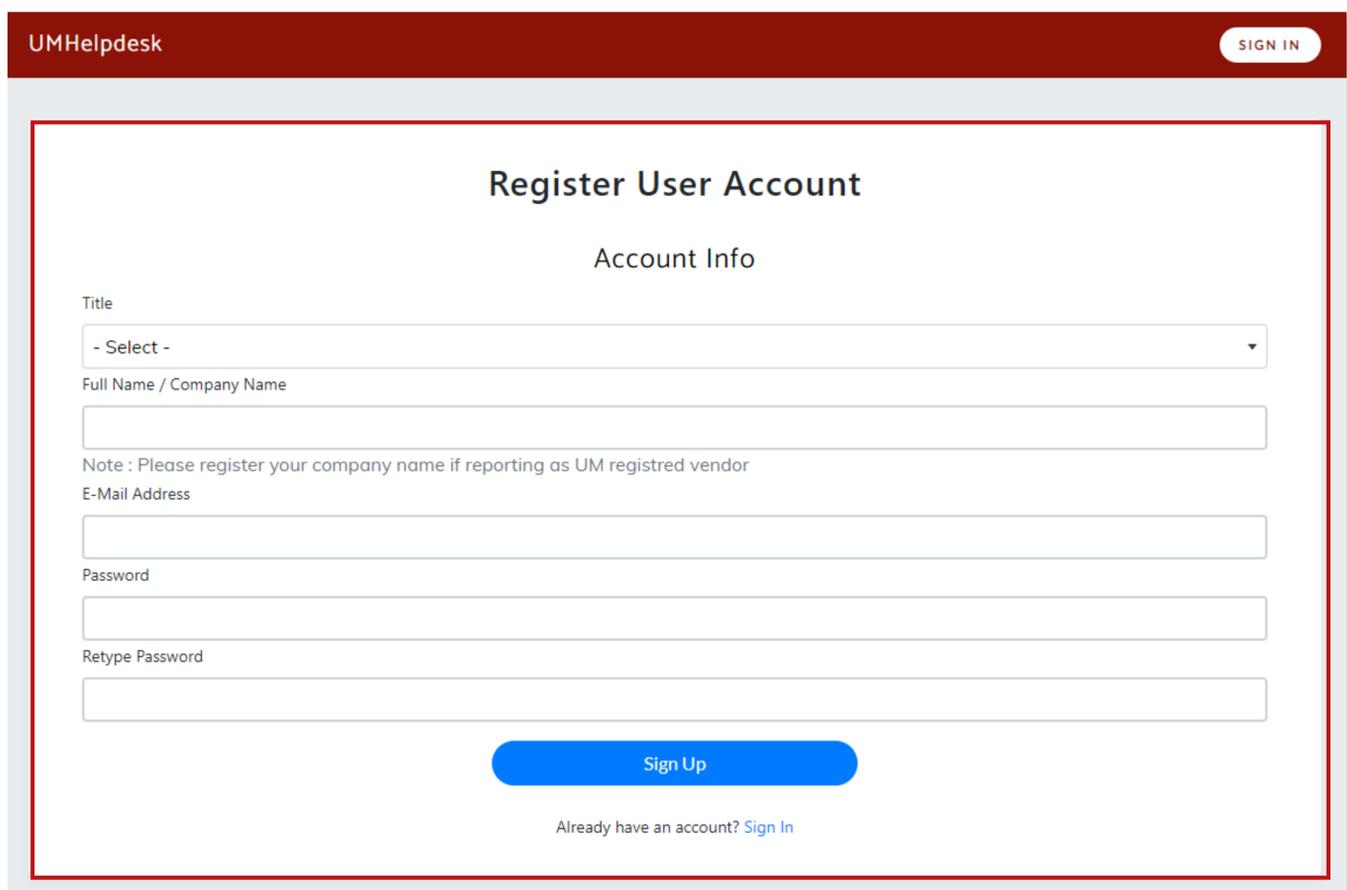


UM HELPDESK REPORT

Step 1: Register a New Account



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



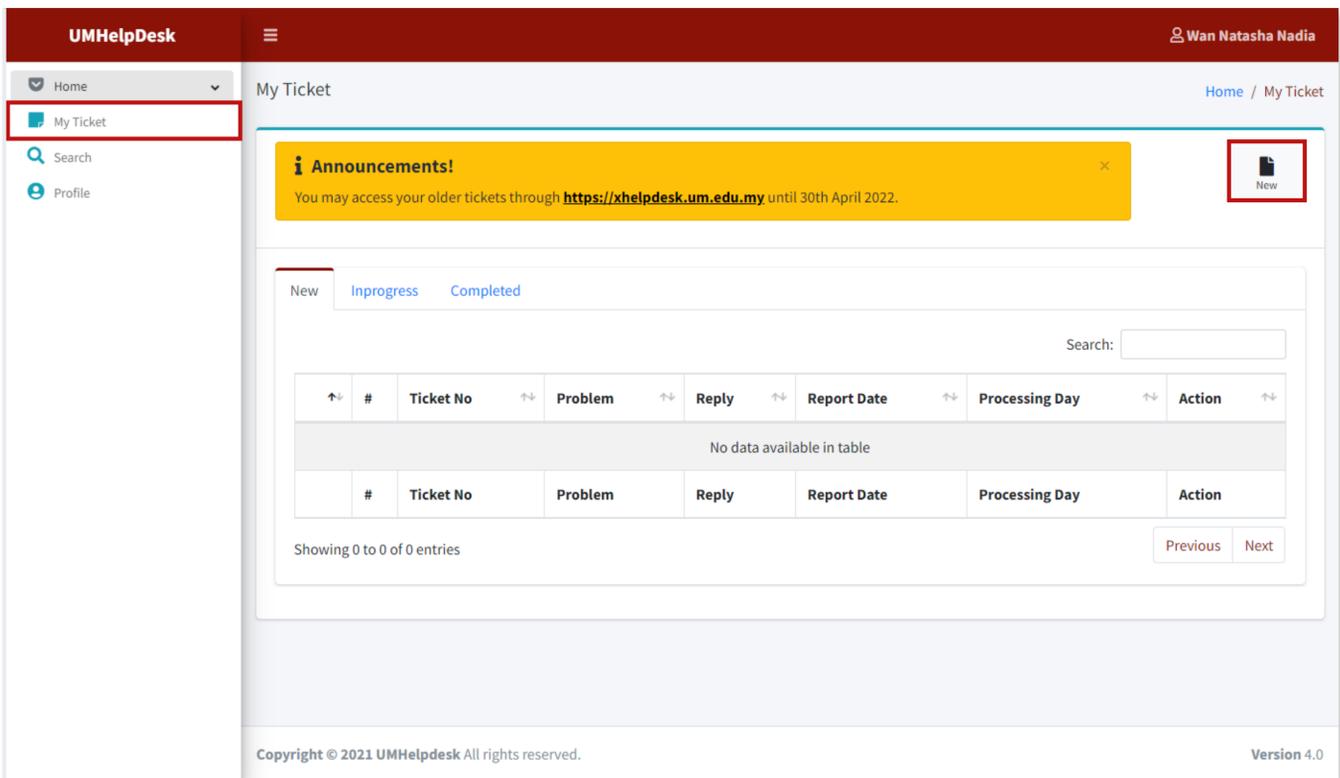
3. Fill in the Register User Account form accordingly, then click Sign Up.
4. Log in to UM Helpdesk using the credentials you registered with.

Important Note:

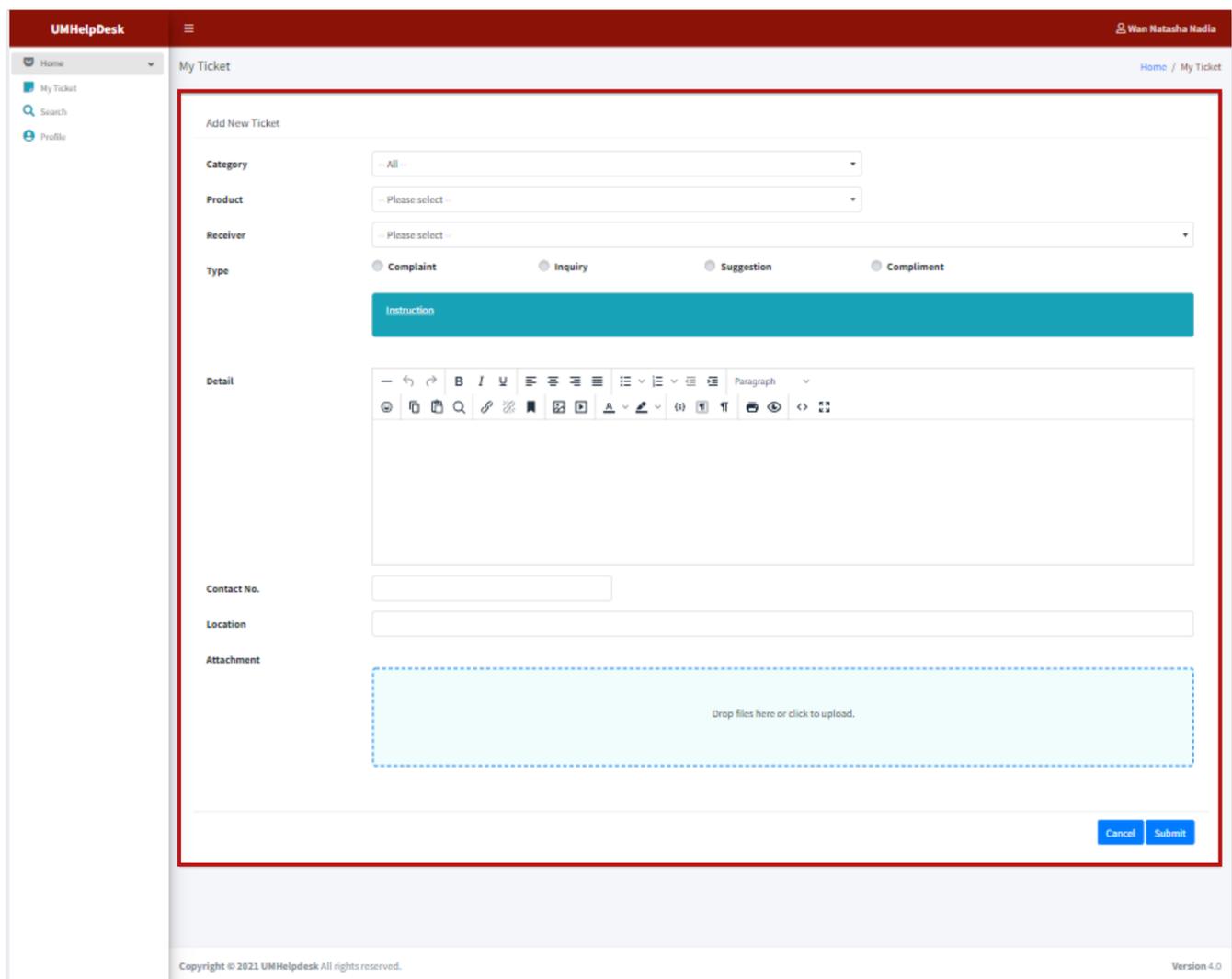
UM Student/Lecturer/Staff, kindly use your SiswaMail / UMMail login credentials to log in to UM Helpdesk.

UM HELPDESK REPORT

Step 2: Create New Report/Complaint



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



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.