





# **UM HELPDESK REPORT ENROLMENT ISSUES**

## **Step 1: Create New Report/Complaint**

UMHelpDesk	≡ Swan Natasha Nadia									
♥ Home ✓	My Ticket Home / My Ticket									
Q Search O Profile	<b>i Announcements!</b> You may access your older tickets through <u>https://xhelpdesk.um.edu.my</u> until 30th April 2022.								New	
New Inprogress Completed							Search:			
	↑↓	#	Ticket No 🖘	Problem 🖴	Reply 🗠	Report Date 1	Processing Day	Action	$\uparrow \!$	
	No data available in table									
		#	Ticket No	Problem	Reply	Report Date	Processing Day	Action		
Showing 0 to 0 of 0 entries								Previous	Next	
	<b>/Helpdesk</b> All rights res	erved.					Version 4.0			

### 1. Log in to **helpdesk.um.edu.my**

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

### **Step 2: Fill In The Form**

Category	ICT Services				
Product	MAYA Enrolment 🔹				
Receiver					
Туре	MAYA Admission MAYA Assessment Compliment				
	MAYA Assessment Setup				
	MAYA Enrolment				
	MAYA Mark Entry				
Detail	MAYA Nomination of Examiner & Thesis				
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### 1. Select ICT Services for the Category field.

2. Then select the following for the **Product** field:

Problem	Category	Product		
Login & User Management		MAYA Login & User Management		
Offer Letter Acceptance		MAYA Admission		
Siswamail	ICT Services	Siswamail		
Enrolment		MAYA Enrolment		
Timetable		MAYA Teaching Timetable		
SPeCTRUM		SPeCTRUM		

Finance Finance	<ul> <li>Finance-Student Fees &amp; Finance</li> <li>Fees Charges / Caj Yuran</li> <li>Fees Payment / Pembayaran Yuran</li> <li>Fees Refund / Pengembalian Yuran</li> <li>Fees Structure / Struktur Yuran</li> <li>Sponsorship &amp; Invoicing / Penajaan &amp; Inbois</li> <li>Student Statement &amp; Account / Penyata &amp; Akaun Pelajar</li> </ul>
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3. Fill in the form accordingly. Then, click **Submit**.

#### **Important Note:**

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

**Department of Information Technology (JTM)** 

Updated: 12 February 2025

FOR MORE INFORMATION:



