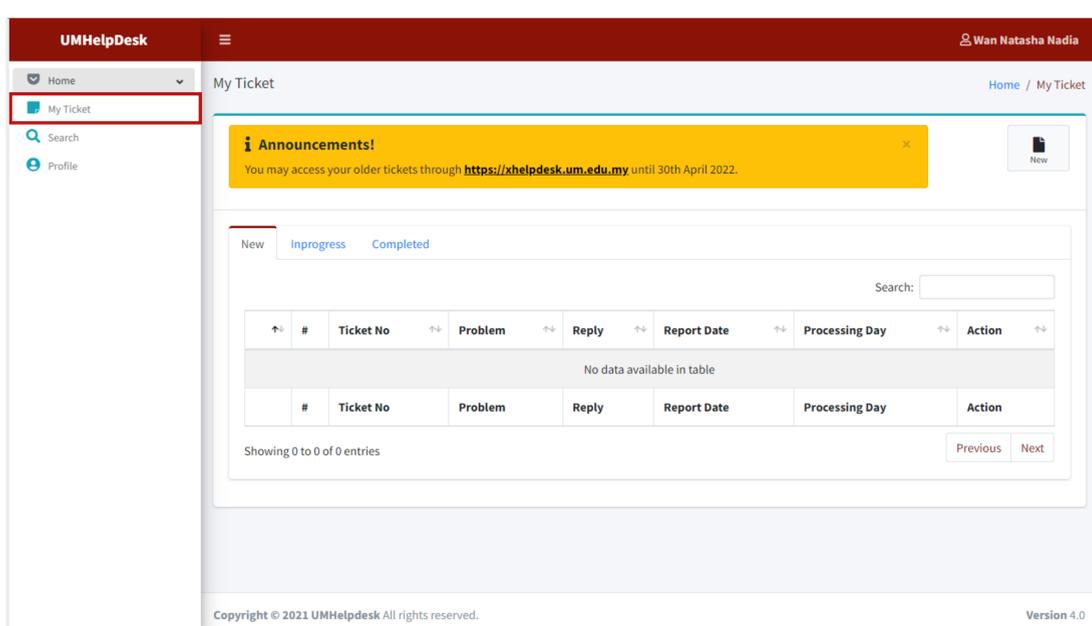


UM HELPDESK REPORT

ENROLMENT ISSUES

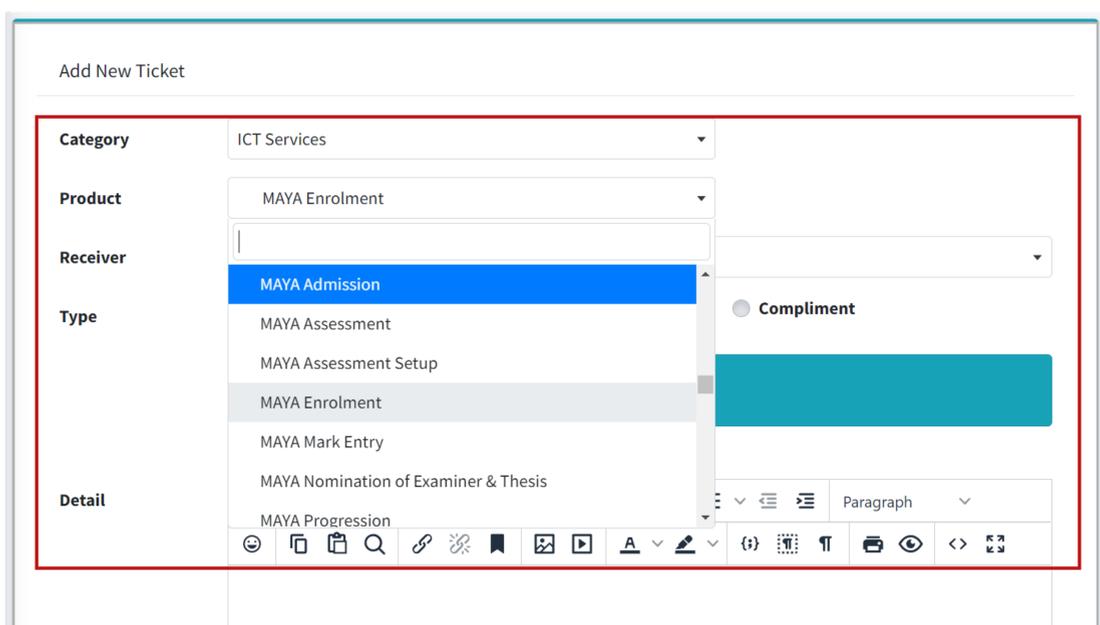
Step 1: Create New Report/Complaint



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



1. Select **ICT Services** for the **Category** field.

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

Problem	Category	Product
Login & User Management	ICT Services	MAYA Login & User Management
Offer Letter Acceptance		MAYA Admission
Siswamail		Siswamail
Enrolment		MAYA Enrolment
Timetable		MAYA Teaching Timetable
SPeCTRUM		SPeCTRUM
Finance	Finance	Finance-Student Fees & Finance • Fees Charges / Caj Yuran • Fees Payment / Pembayaran Yuran • Fees Refund / Pengembalian Yuran • Fees Structure / Struktur Yuran • Sponsorship & Invoicing / Penajaan & Inbois • Student Statement & Account / Penyata & Akaun Pelajar

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)

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