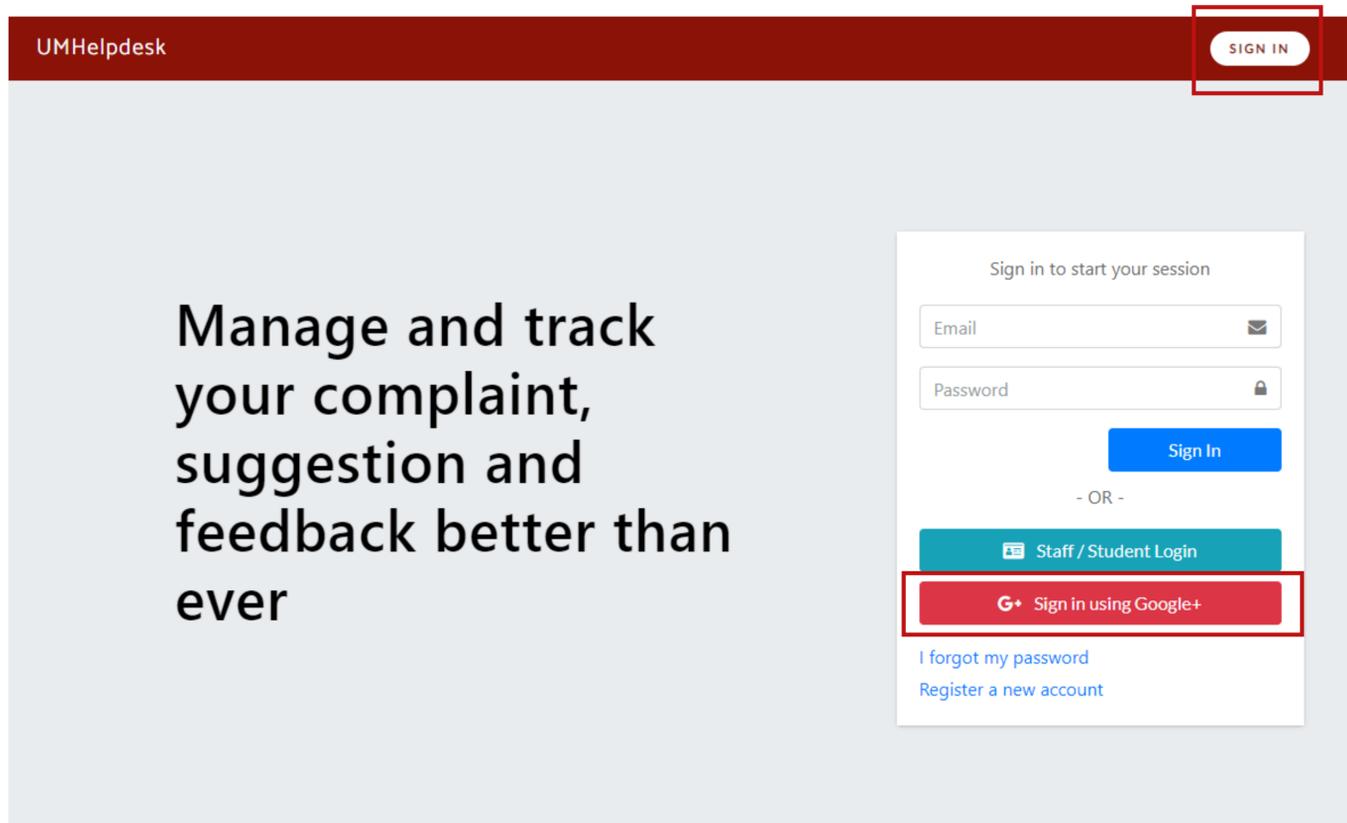
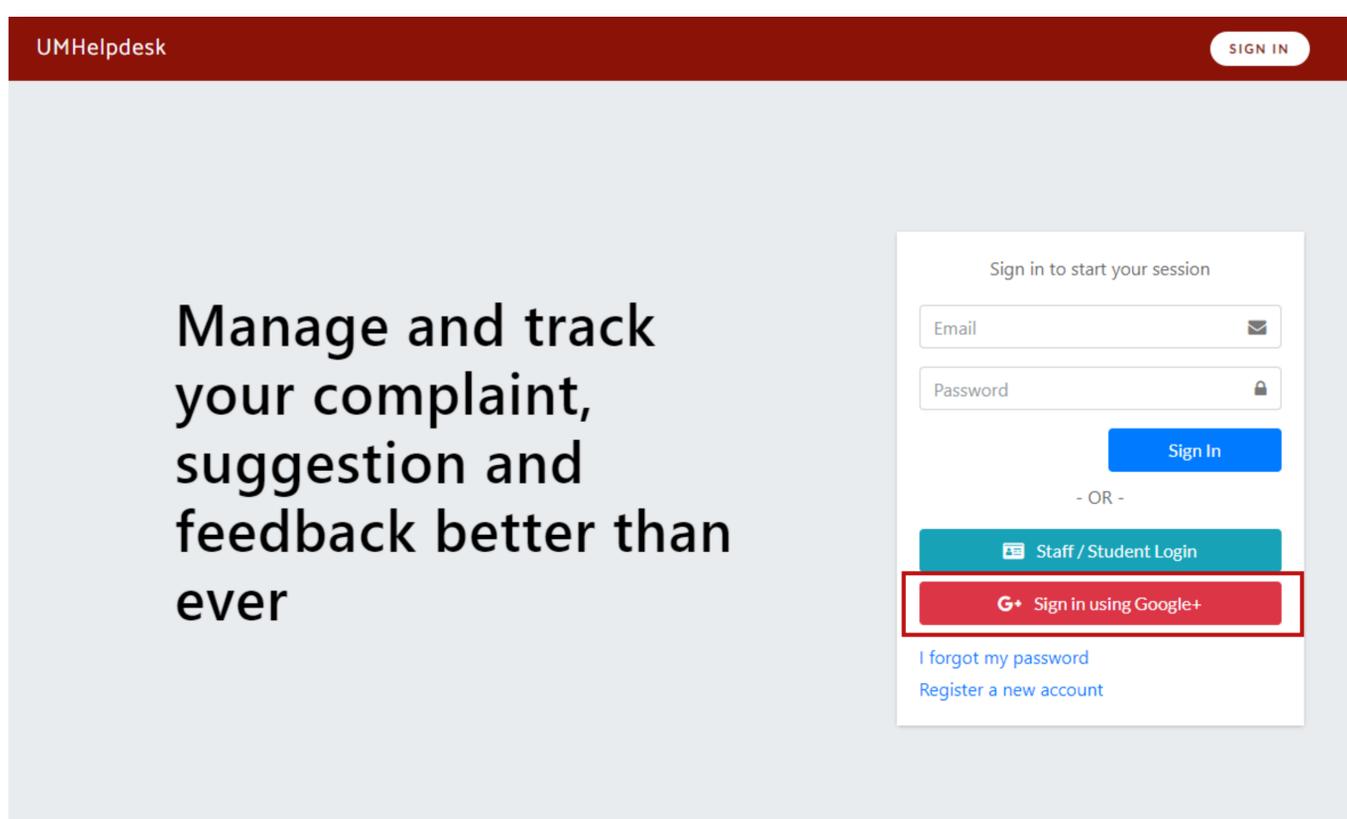


# UM HELPDESK REPORT

## Step 1: Sign in using Google+ or Register a New Account



1. Go to [helpdesk.um.edu.my](https://helpdesk.um.edu.my).
2. Click **Sign in using Google+**, to access UM Helpdesk using your Google credentials.



3. If you don't have a Google account, click **Register a new account** to create your UM Helpdesk account.

# UM HELPDESK REPORT

UMHelpdesk
SIGN IN

## Register User Account

### Account Info

Title

- Select -

Full Name / Company Name

Note : Please register your company name if reporting as UM registered vendor

E-Mail Address

Password

Retype Password

Sign Up

Already have an account? [Sign In](#)

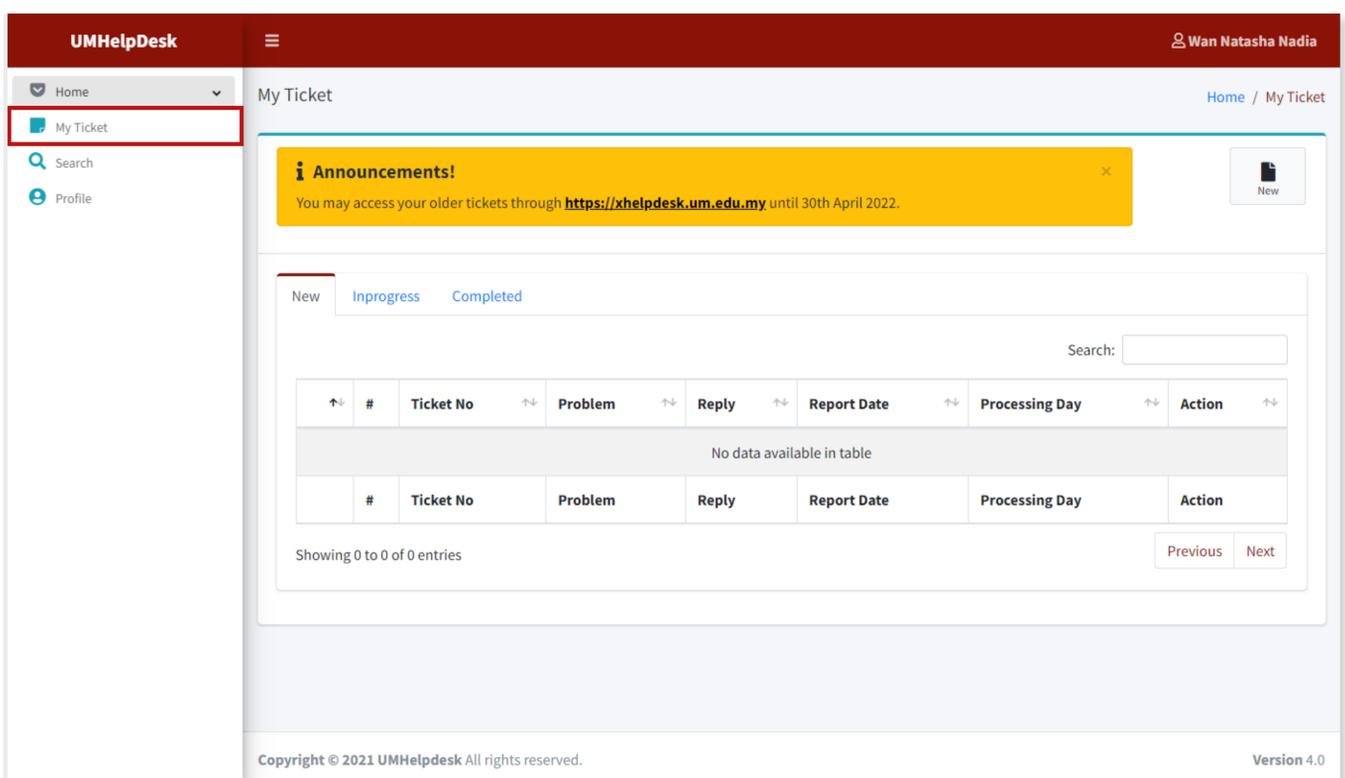
4. Fill in the Register User Account form accordingly, then click Sign Up.

5. 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.

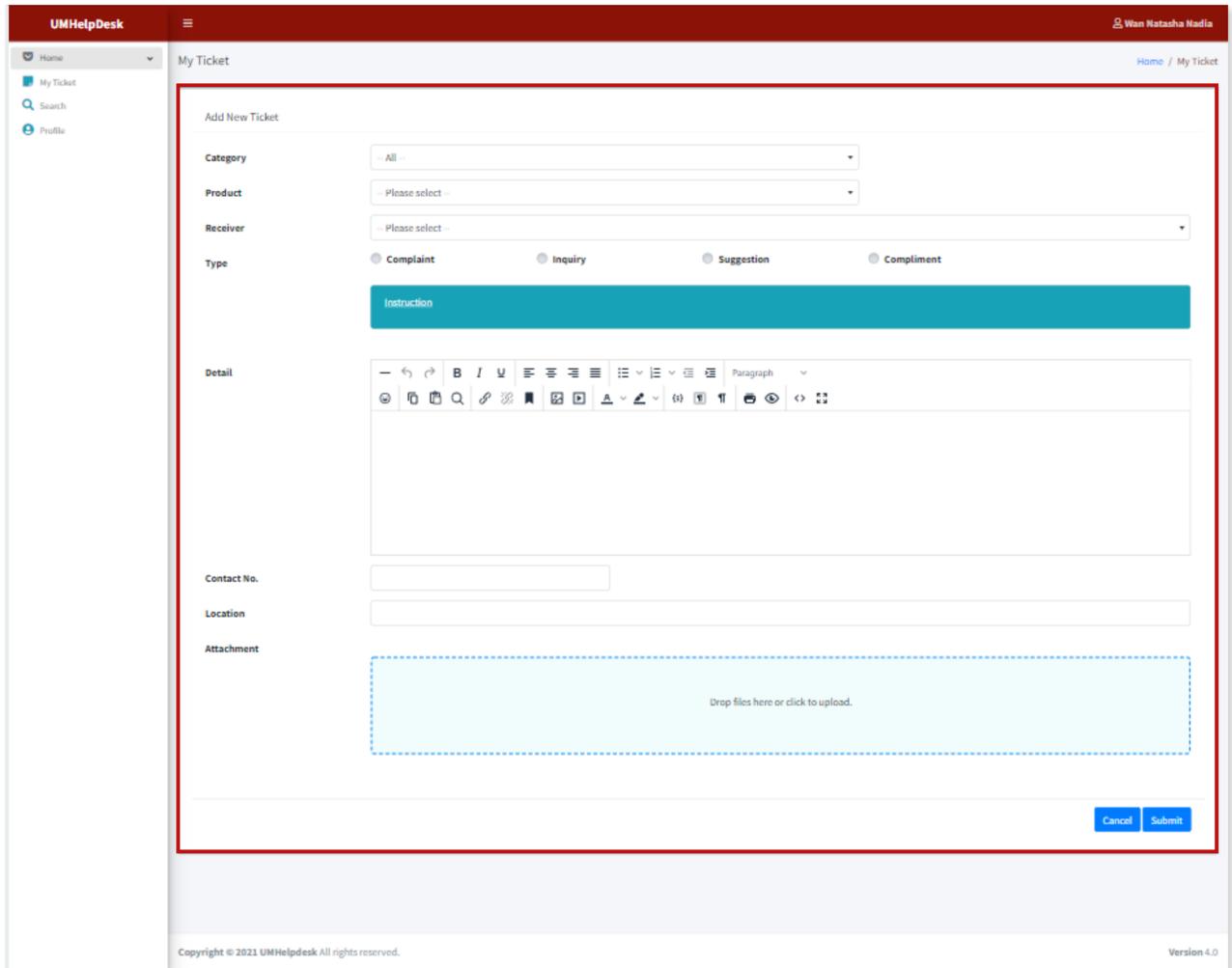
## Step 2: Create New Report/Complaint



The screenshot shows the 'My Ticket' page in the UM Helpdesk system. The user is logged in as 'Wan Natasha Nadia'. The page has a sidebar with 'My Ticket' highlighted. A yellow announcement banner states: 'You may access your older tickets through <https://xhelpdesk.um.edu.my> until 30th April 2022.' Below the banner, there are tabs for 'New', 'Inprogress', and 'Completed'. A search bar is present. A table with columns: '#', 'Ticket No', 'Problem', 'Reply', 'Report Date', 'Processing Day', and 'Action' is shown. The table is currently empty with the message 'No data available in table'. At the bottom, it says 'Showing 0 to 0 of 0 entries' and has 'Previous' and 'Next' buttons. The footer contains 'Copyright © 2021 UMHelpdesk All rights reserved.' and 'Version 4.0'.

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

# UM HELPDESK REPORT



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

**Important Note:**

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

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	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