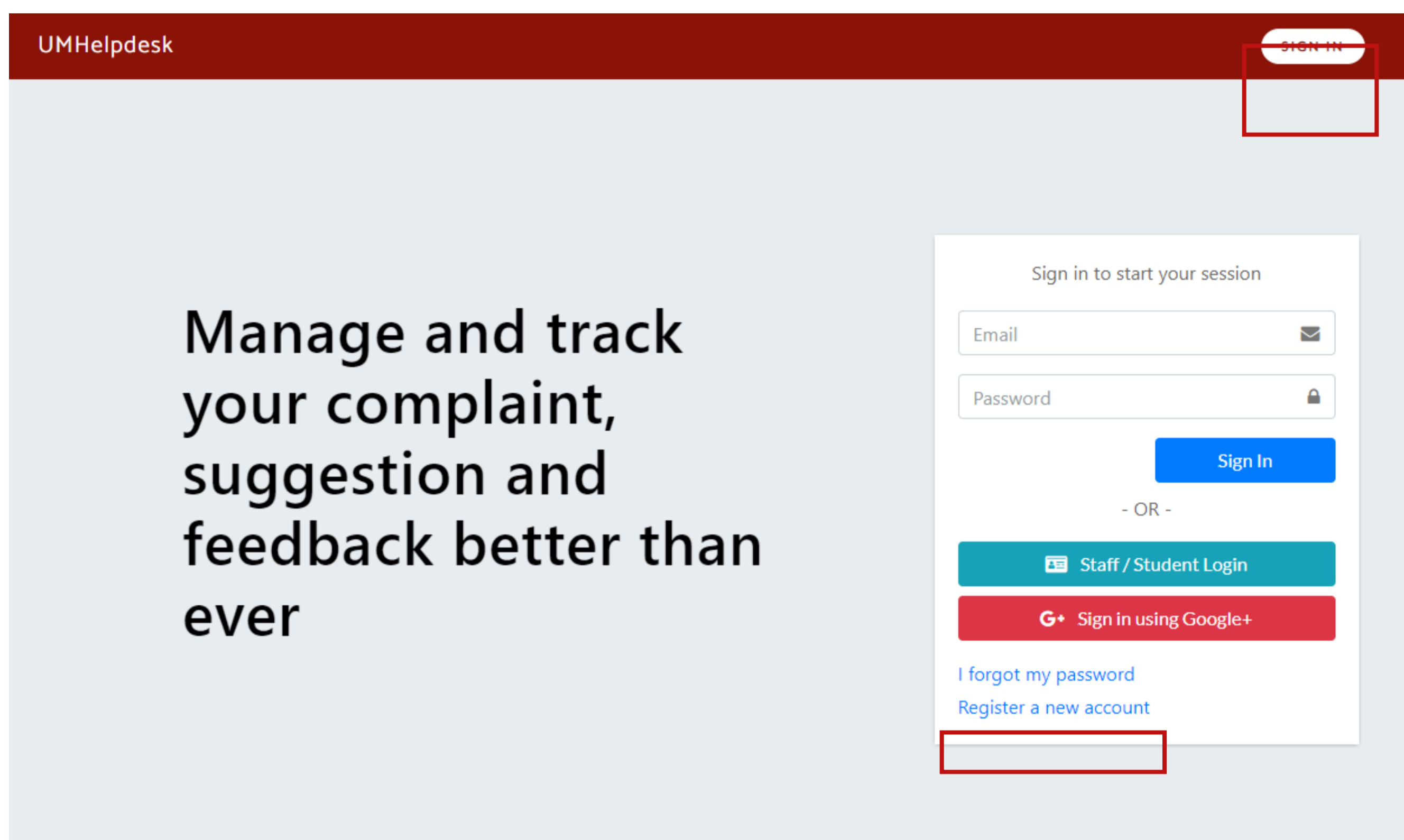


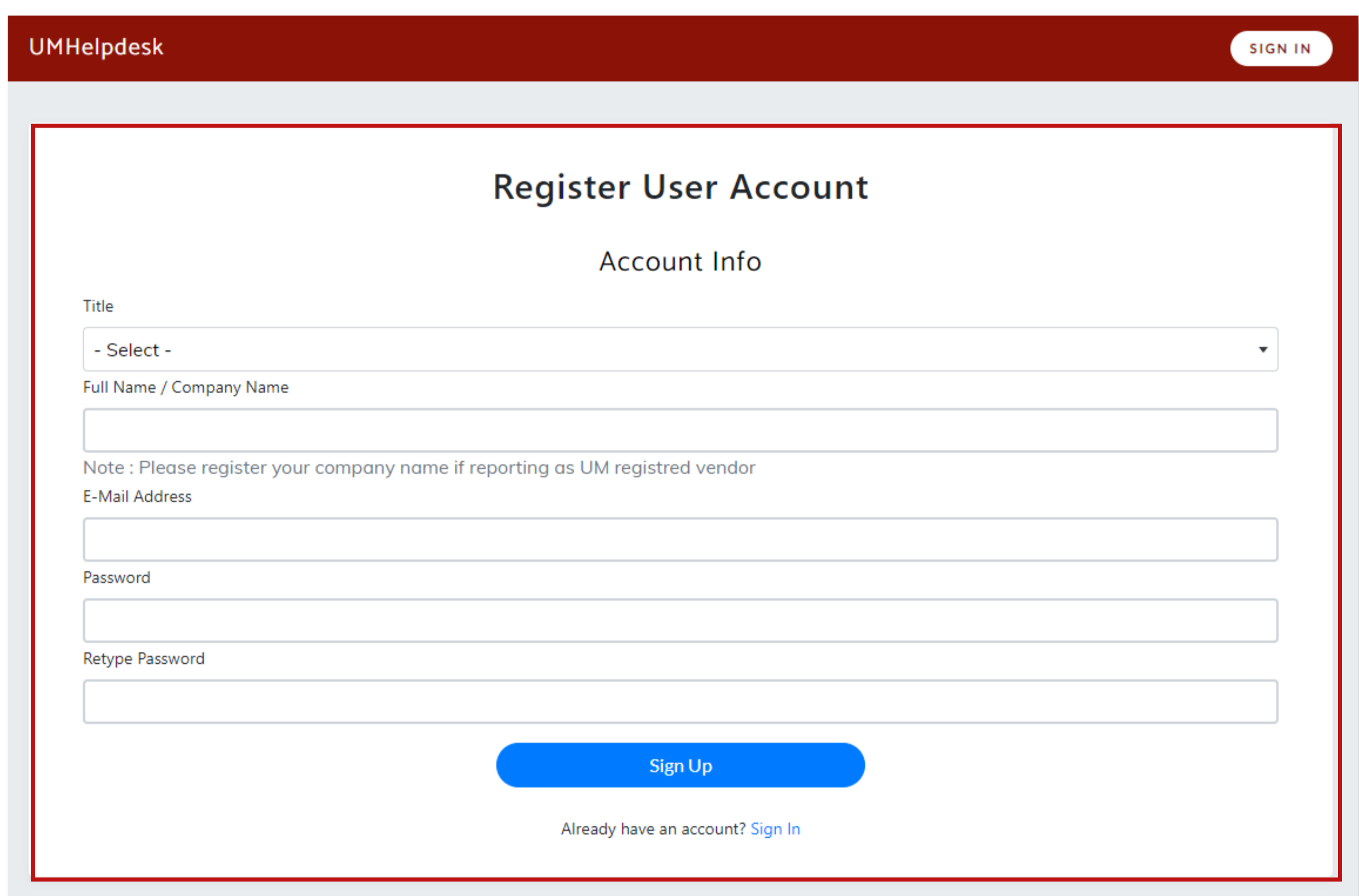
UM HELPDESK REPORT

Step 1: Register a New Account (New Users - Prospect/Applicant/External Examiner)



The screenshot shows the UM Helpdesk Sign In page. The header includes 'UMHelpdesk' and a 'SIGN IN' button. The main content area features a large text block: 'Manage and track your complaint, suggestion and feedback better than ever'. To the right is a sign-in form with fields for 'Email' and 'Password', a 'Sign In' button, and options for 'Staff / Student Login' and 'Sign in using Google+'. Below the form are links for 'I forgot my password' and 'Register a new account'. A red box highlights the 'SIGN IN' button in the top right corner, and another red box highlights the 'Register a new account' link at the bottom of the form.

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



The screenshot shows the 'Register User Account' page. The header includes 'UMHelpdesk' and a 'SIGN IN' button. The main content area is titled 'Register User Account' and 'Account Info'. It contains several input fields: 'Title' (a dropdown menu with '- Select -'), 'Full Name / Company Name', 'E-Mail Address', 'Password', and 'Retype Password'. A note below the 'Full Name / Company Name' field reads: 'Note : Please register your company name if reporting as UM registred vendor'. At the bottom, there is a blue 'Sign Up' button and a link: 'Already have an account? [Sign In](#)'.

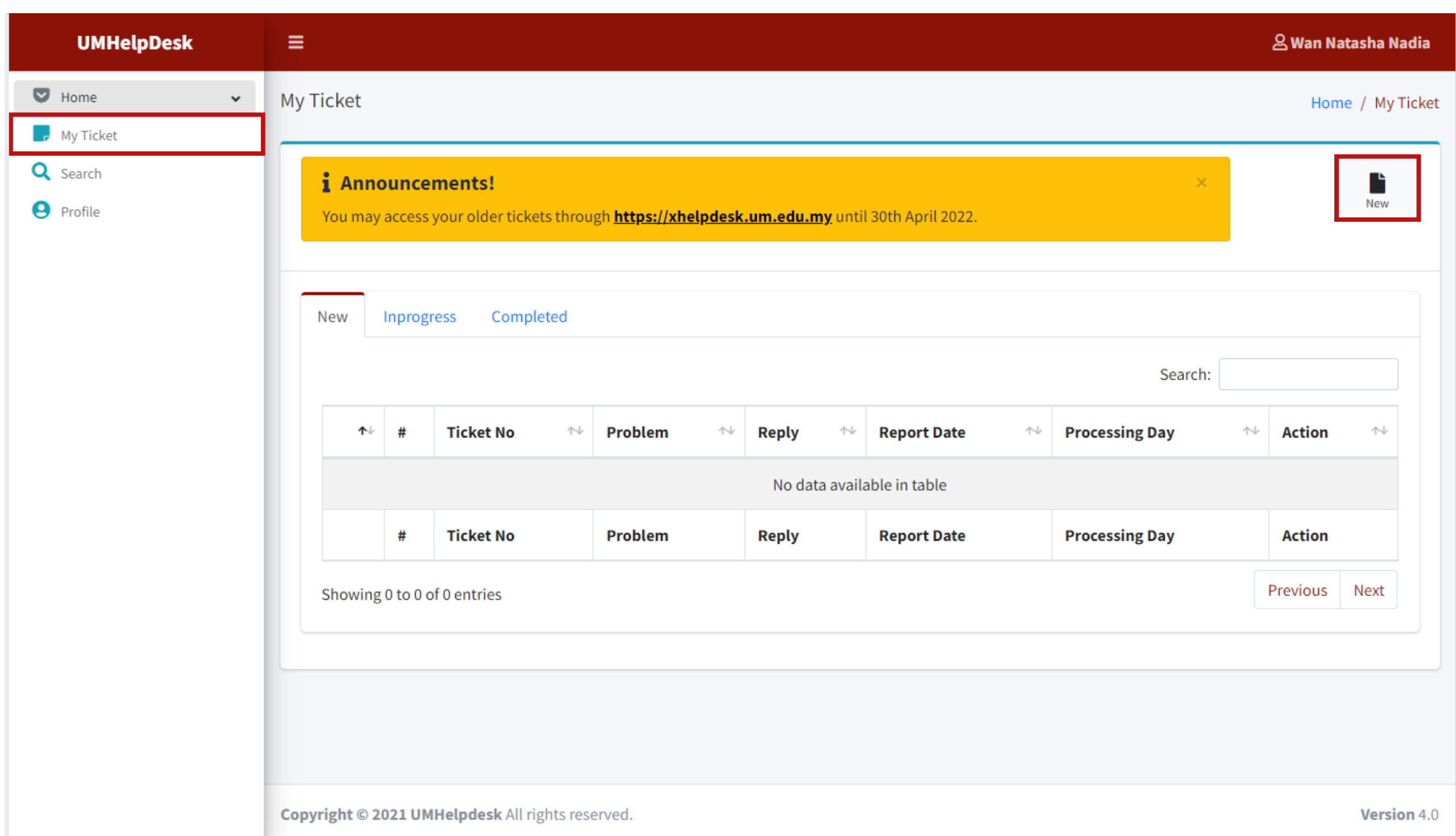
3. Fill in the Register User Account form accordingly, then click Sign Up.
4. Log in to UM Helpdesk using the credentials you registered with.

Important Note:

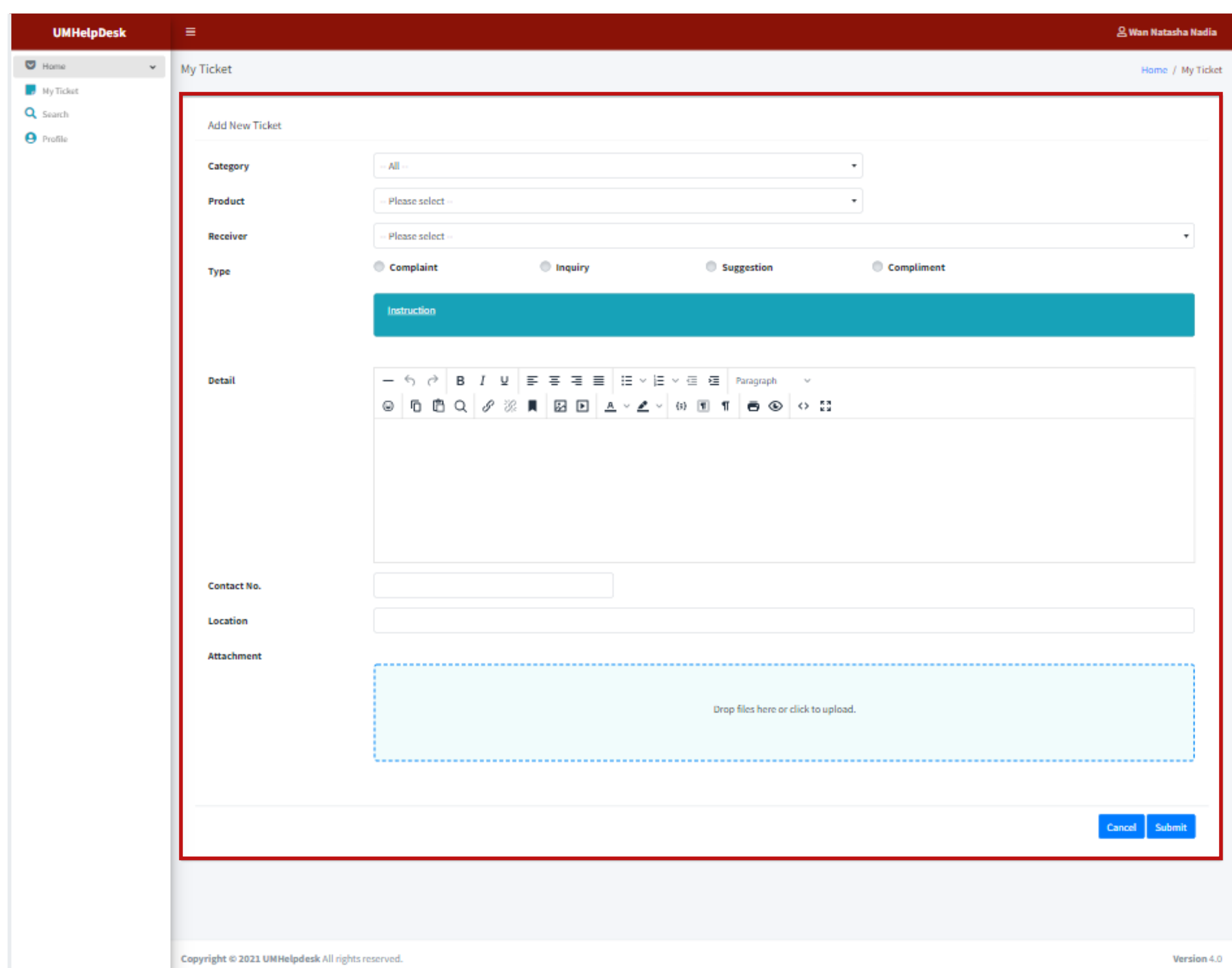
UM Student/Lecturer/Staff, kindly use your SiswaMail / UMMail login credentials to log in to UM Helpdesk.

UM HELPDESK REPORT

Step 2: Create New Report/Complaint



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.