

MAYA ENQUIRIES

LOG ENQUIRY & UPDATE ENQUIRY

Dear MAYA Users,

To serve you better, UM is now launching an upgraded enquiry platform called **MAYA ENQUIRIES** starting **2 March 2021**. Please log in to the MAYA portal at maya.um.edu.my and choose tab **Enquiries** to submit any issues/problems related to the MAYA that you are encountering. Users are advised to check the Frequently Asked Questions (FAQ) to get immediate advice on the questions before submitting new enquiries.

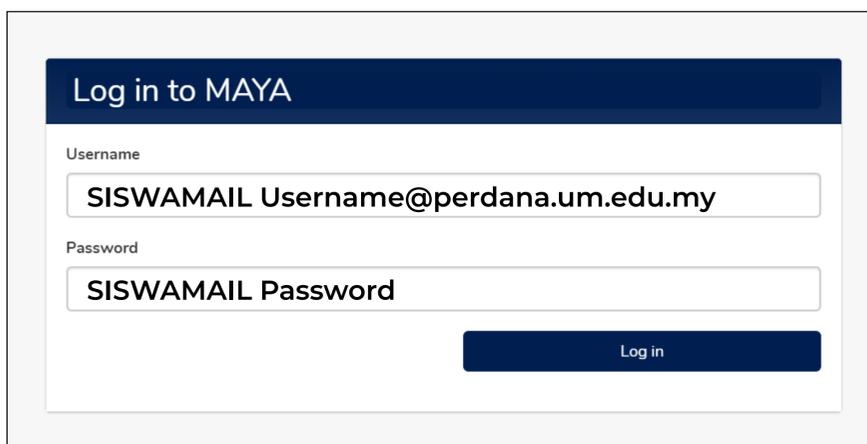
Important Notes:

- i. Select the correct category to allow your problem or enquiry to directly channel to the person in charge.
- ii. For those who have submitted their queries at UM HELPDESK before the above date, please check the status at My Complaint tab for updates. Should there be no response, please re-submit your queries to MAYA ENQUIRIES.

These email will be discontinued from 2 March 2021:

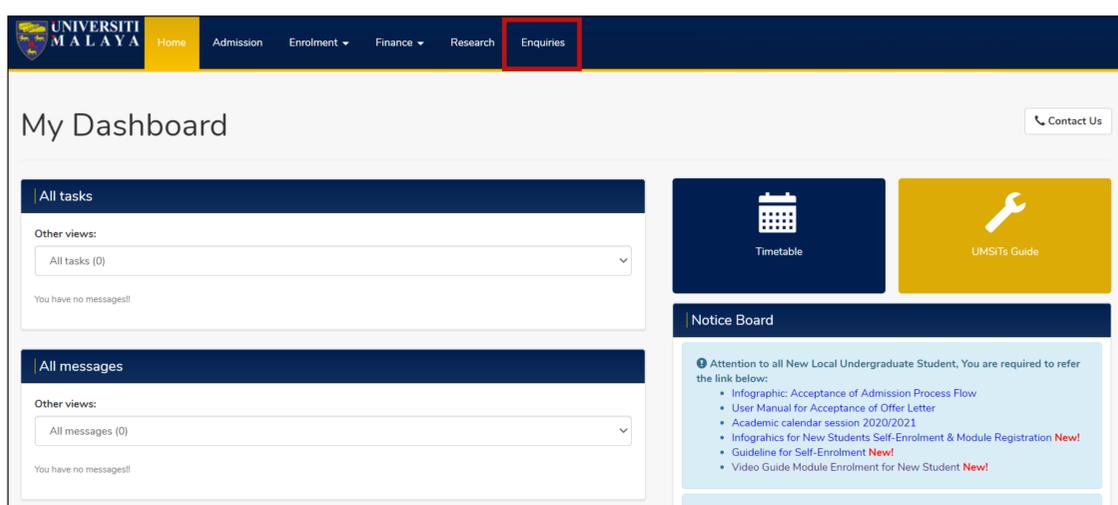
- i. UMSITS.SUPPORT@um.edu.my
- ii. UMSITS.ENROLMENT@um.edu.my
- iii. UMSITS.ADMISSION@um.edu.my

Step 1: Log in to MAYA Portal

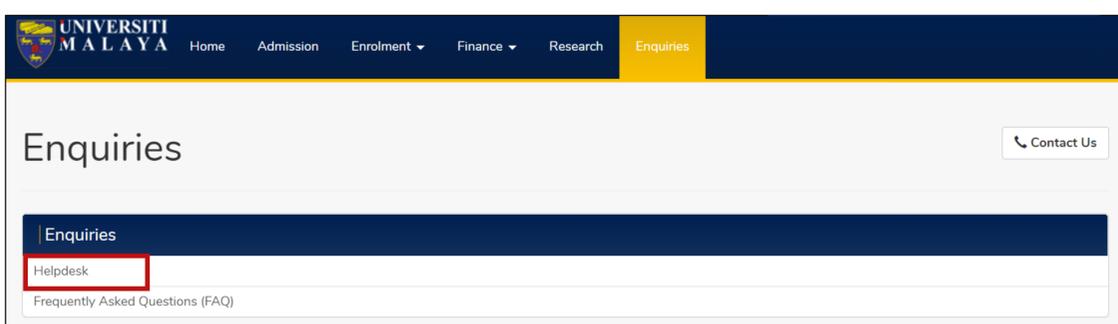


- i. Go to maya.um.edu.my
- ii. Use the login credentials as above to log in.

Step 2: Navigate to Helpdesk



- i. Click **Enquiries** tab.

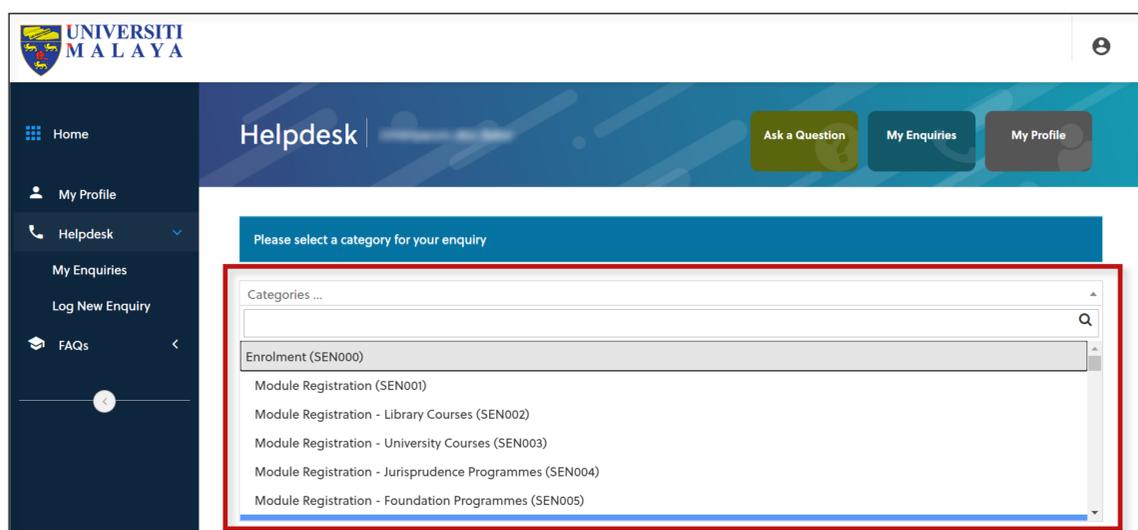


- ii. Click **Helpdesk** to navigate to helpdesk screen.

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Step 3: Log enquiry



UNIVERSITI MALAYA

Helpdesk

Ask a Question My Enquiries My Profile

Please select a category for your enquiry

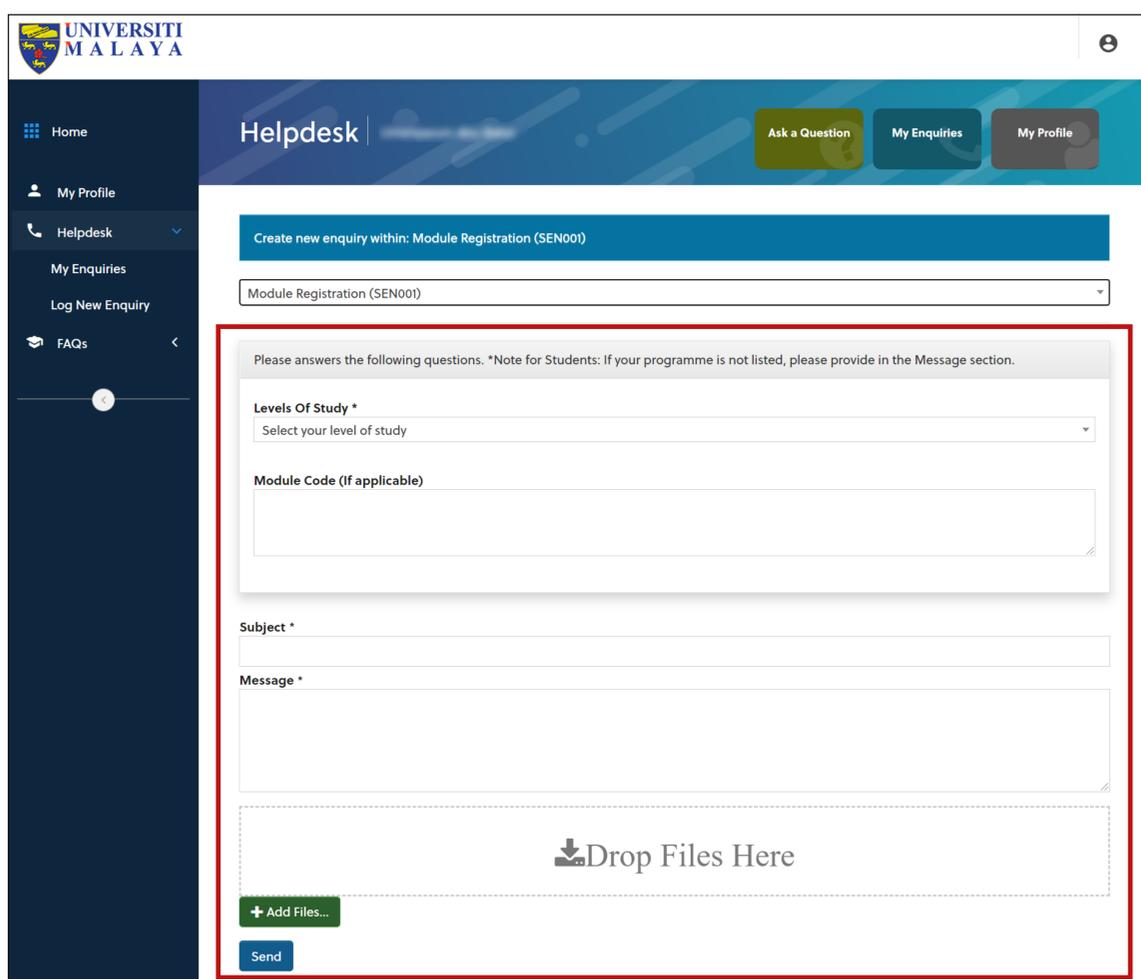
Categories ...

- Enrolment (SEN000)
- Module Registration (SEN001)
- Module Registration - Library Courses (SEN002)
- Module Registration - University Courses (SEN003)
- Module Registration - Jurisprudence Programmes (SEN004)
- Module Registration - Foundation Programmes (SEN005)

i. Select relevant category.

Important Notes:

- It is important to select the correct category.
- System will escalate the problem to the relevant department based on the category selected.



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Helpdesk

Ask a Question My Enquiries My Profile

Create new enquiry within: Module Registration (SEN001)

Module Registration (SEN001)

Please answers the following questions. *Note for Students: If your programme is not listed, please provide in the Message section.

Levels Of Study *

Select your level of study

Module Code (If applicable)

Subject *

Message *

Drop Files Here

+ Add Files...

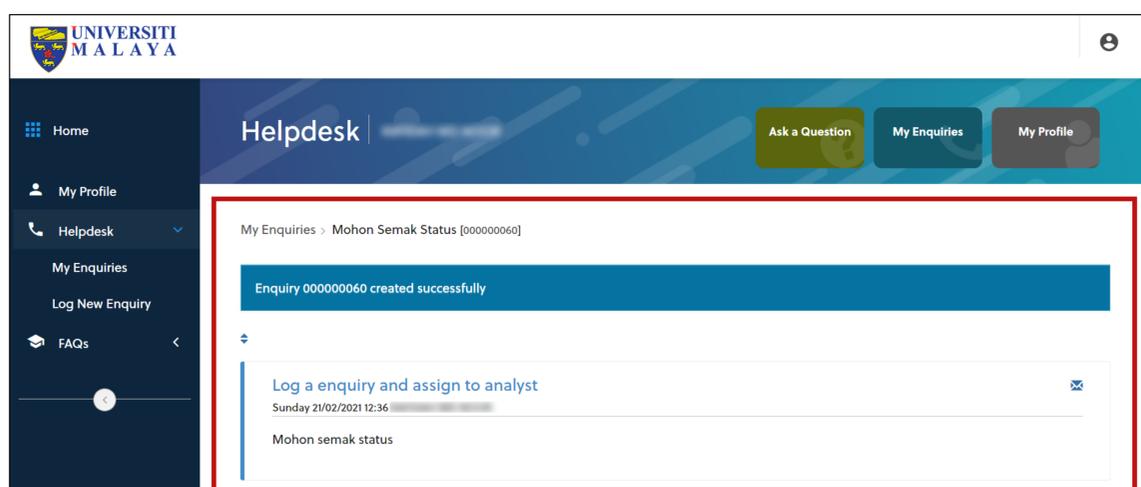
Send

ii. Answer the questions.

iii. Fill in the **Subject** and **Message** accordingly.

iv. **Add Files** to upload document/image (if applicable).

v. Then, click **Send** to submit enquiry.



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Helpdesk

Ask a Question My Enquiries My Profile

My Enquiries > Mohon Semak Status [000000060]

Enquiry 000000060 created successfully

Log a enquiry and assign to analyst

Sunday 21/02/2021 12:36

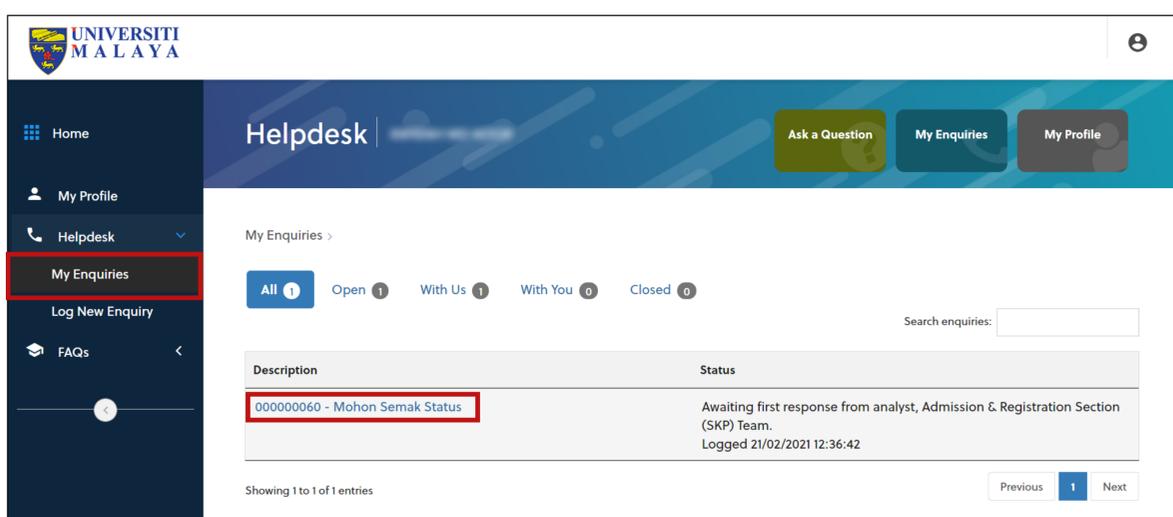
Mohon semak status

vi. The enquiry logged will be displayed as above.

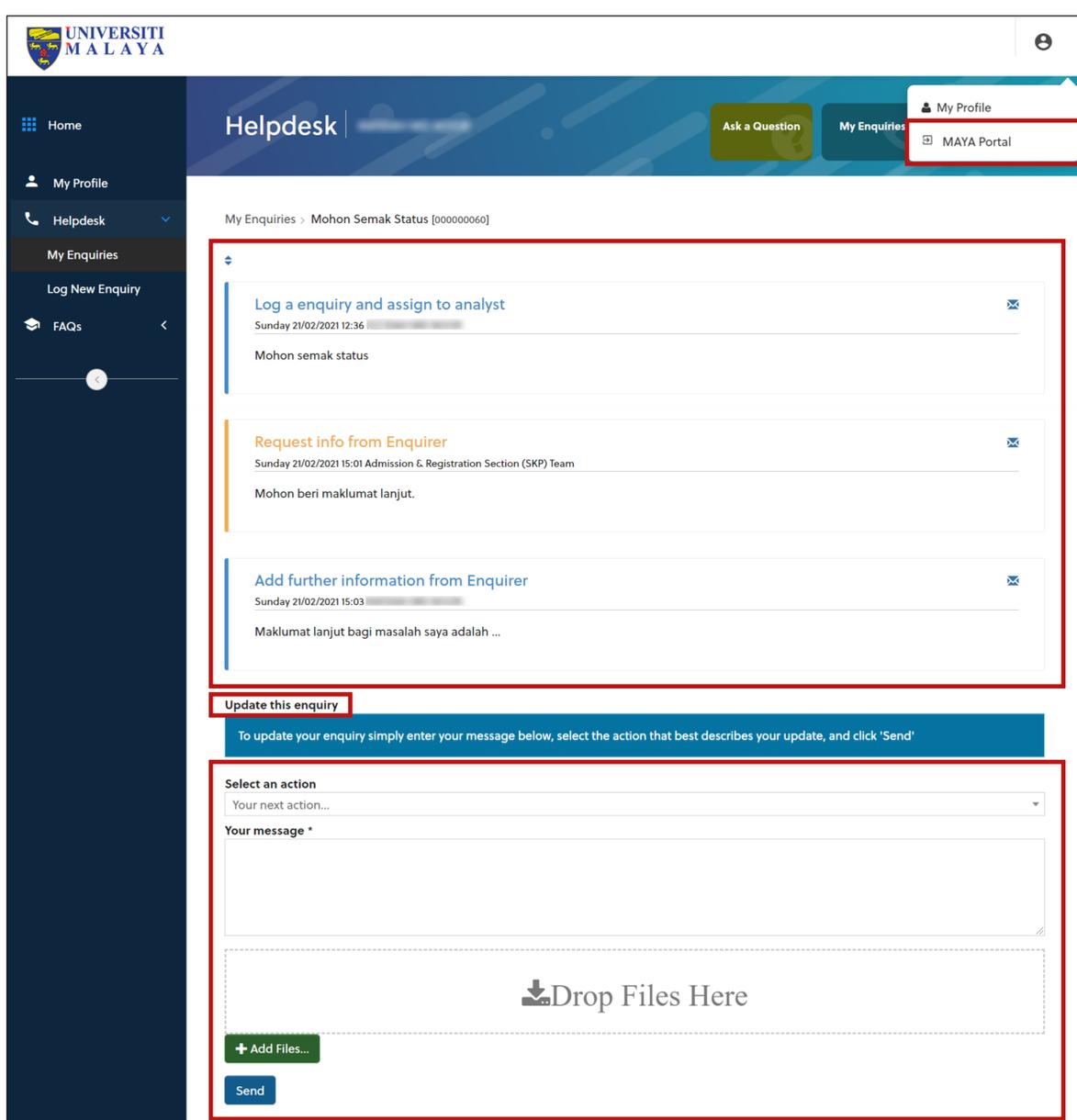
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Step 4: Update enquiry



- i. Click **My Enquiries** to view the list of enquiries.
- ii. Click on the subject in the **Description** column to view the enquiry details.
- iii. Respond by the Helpdesk Admin will be displayed on this screen.



- iv. In the **Update This Enquiry** section, select an action.
There are 2 options:

Add Information from Enquirer

To add more information regarding the enquiry

Close Enquiry at Request of Enquirer

To close the enquiry if there is no longer an outstanding issue.

- v. Fill in the message section.

- vi. Click **Send**.

- vii. Click the profile icon, then click **MAYA Portal** to return to MAYA Portal.

Important Note:

The information that you updated will be displayed at the top section. All the communication will be displayed here.