



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

| Log in to | MAYA |
|-----------|--------------------------------|
| | |
| Jsername | |
| | All Username@perdana.um.edu.mv |

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

Step 2: Navigate to Helpdesk

| MALAYA Home | Admission | Enrolment 🗸 | Finance 🗸 | Research | Enquiries | | | |
|---|-----------|-------------|-----------|----------|-----------|---|--|--|
| My Dashboa | rd | | | | | | | 📞 Contact Us |
| All tasks Other views: | | | | | | | Timetable | LIMSITE Guide |
| All tasks (0) You have no messages!! | | | | | | ~ | Notice Board | |
| All messages | | | | | | | Attention to all New Local Undergrate the link below: Infographic: Acceptance of Admit | duate Student, You are required to refer |
| All messages (0) | | | | | | ~ | User Manual for Acceptance of C Academic calendar session 2020 Infograhics for New Students Se Cuidaling for Cale Foreignment New | Offer Letter)/2021 If-Enrolment & Module Registration New! |

i. Click **Enquiries** tab.

| MALAYA Hor | me Admission | Enrolment 🗸 | Finance 👻 | Research | Enquiries |
|---|--------------|-------------|-----------|----------|--------------|
| Enquiries | | | | | 📞 Contact Us |
| Enquiries | | | | | |
| Helpdesk Frequently Asked Questions (F | FAQ) | | | | |

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



FOR MORE INFORMATION:









MAYA ENQUIRIES LOG ENQUIRY & UPDATE ENQUIRY

Step 3: Log enquiry

| UNIVERSITI M A L A Y A | Θ |
|---|--|
| Home | Helpdesk My Profile |
| 💄 My Profile | |
| 💪 Helpdesk 🛛 🗸 | Please select a category for your enquiry |
| My Enquiries Log New Enquiry TAQs < | Categories Q 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.

| UNIVERSITI M A L A Y A | | θ |
|---------------------------|---|---|
| Home | Helpdesk Ask a Question My Enquiries My Profile | |
| 💄 My Profile | | |
| 📞 Helpdesk 🗸 🗸 | Create new enquiry within: Module Registration (SEN001) | |
| My Enquiries | | |
| Log New Enquiry | Module Registration (SEN001) | ▼ |
| ❤ FAQs < | 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 * | |
| | Lorop Files Here | |
| | 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.



| My Enquiries > Mohon Semak Status [000000060] | 1 |
|---|---|
| | l |
| Enquiry 00000060 created successfully | L |
| ÷ | L |
| Log a enquiry and assign to analyst | L |
| Mohon semak status | l |
| | |
| | My Enquiries > Mohon Semak Status [00000060] Enquiry 00000060 created successfully Cog a enquiry and assign to analyst Sunday 21/02/2021 12:36 Mohon semak status |

vi. The enquiry logged will be displayed as above.



FOR MORE INFORMATION:









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Step 4: Update enquiry

| UNIVERSITI M A L A Y A | | 9 |
|---|-------------------------------------|---|
| Home | Helpdesk | Ask a Question My Enquiries My Profile |
| My Profile | | |
| 📞 Helpdesk 🛛 🗸 | My Enquiries > | |
| My Enquiries | All D Open D With Us D With You D C | osed |
| Log New Enquiry | | Search enquiries: |
| S FAQs K | Description | Status |
| ```````````````````````````````` | 00000060 - Mohon Semak Status | Awaiting first response from analyst, Admission & Registration Section (SKP) Team. Logged 21/02/2021 12:36:42 |
| | Showing 1 to 1 of 1 entries | Previous 1 Next |

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.

| <pre> Home Helpdesk My Profile My Enquiries Log New Enquiry fAQs K Request info from Enquirer Model Mathematical Model Mathematical Model Mathematical Model Mathematical Mathemathematical Mathematical Mathematical</pre> |
|--|
| ▲ My Profile ▶ Helpdesk > My Enquiries ▶ Log New Enquiry ★ FAQs ✓ ✓ ■ Cognet and a stign to analyst > Sunday 21/02/2021 12:36 ■ Mohon semak status ■ Request info from Enquirer |
| Log New Enquiry Image: Second seco |
| Request info from Enquirer |
| Sunday 21/02/2021 15:01 Admission & Registration Section (SKP) Team Mohon beri maklumat lanjut. |
| Add further information from Enquirer Sunday 21/02/2021 15:03 Maklumat lanjut bagi masalah saya adalah |
| Update this enquiry To update your enquiry simply enter your message below, select the action that best describes your update, and click 'Send' |
| Select an action Your next action Your message * |
| La Comp Files Here |

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

- 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.



FOR MORE INFORMATION:



