

# Creating ICT Services Help Desk Report

## "ITD, HOW DO I?" TIPS OF THE WEEK : CREATING ICT SERVICES HELP DESK REPORT THROUGH IIUM STAFF PORTAL

The screenshot shows the IIUM Staff Portal ICT Service Desk interface. The browser address bar displays `my.iium.edu.my/staff/servicesdesk.php`. The interface includes a sidebar menu with options like Home, Community, MSD, KCDIO, Academic, and ICT Service Desk. The main content area has a 'Create New Request' button and a 'Get Report' button. A 'Create New Ticket' form is visible, with fields for Information (Name, Email, Phone) and Request (Description). A 'Submit Request' button is at the bottom of the form. Below the form, there is a section for 'AWAITING REQUEST TO APPROVE' showing a request ID and a description. A table at the bottom lists tickets with columns for Ticket No, Status, and Created on. The interface is annotated with five numbered steps: 1. Login to IIUM Staff Portal and go to ICT Service Desk Menu. 2. Click 'Create New Request' to create a new report regarding any ICT services issue. 3. Type your ICT services request/issue and click 'Submit Request'. 4. Wait until ITD ICT Services Help Desk assign you a ticket number. 5. You can check your ticket status & update any information required here.

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INFORMATION TECHNOLOGY DIVISION

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5. You can check your ticket status & update any information required here.

Revision #3

Created Wed, Sep 22, 2021 10:22 AM by MOHD FARISALHARISI BIN MOHD YAZIZ

Updated Fri, Sep 11, 2026 3:36 PM by MOHD FARISALHARISI BIN MOHD YAZIZ