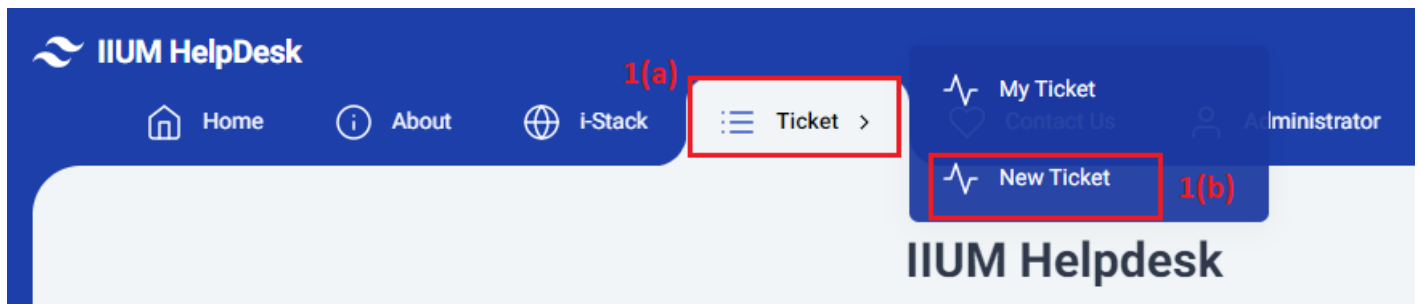


How do I create and submit a case in the I-FIRST Portal?

1. After logging in to IIUM HelpDesk Portal, you will be viewing the request form.

* if you are on the main page, on top of the portal, click menu **Ticket** -> **New Ticket**



IIUM HelpDesk

Home About I-Stack Ticket Contact Us

IIUM Helpdesk

FULL NAME
Staff/Student
xxx@iium.edu.my/xxx@live.iium.edu.my
Logout

Submit Ticket

* Category
▼
[Click here to view the description of each categories](#)

* Report To
▼

* Campus
▼

* Location
▼

* Please Specified
Mahallah Name/Block/Room No/Cafe Name/Floor/Level/Others.

* Message
Your Message/Request/Complaint/Inquiry.

Attachment (.doc/.docx/.xls/.csv/.pdf/.jpeg/.png)
Click/Drop file(s) here

Video URL
Provide link for video. For example https://youtu.be/YftYwHSoLDs
[Click here to for Video URL](#)

Submit

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International Islamic University Malaysia
P.O. Box 10, 50728 Kuala Lumpur

Dark Mode

2. Choose the category of ticket you want to submit.

* Category

▼

[Click here to view the description of each categories](#)

* You may click "[Click here to view the description of each category](#)" for more details.

Description of Ticket Category

Complaint
A statement that something is unsatisfactory or unacceptable by user

Incident
An Incident is defined as an unplanned interruption or reduction in quality of an IT service (a Service Interruption).

Inquiry
An act of asking for information

Issue
A subject or problem that people are thinking and talking about

Request
A formal request from users requesting Services

Suggestion
An idea or plan put forward for consideration

Close

3. Choose the counter/KCDIO to submit the ticket.

* For example, if the request is related to ICT services, you may choose Information Technology Division.

* These counter only available to registered KDCIO. If the KCDIO is not on the list, you may walk in to the KCDIO.

* Report To

- Information Technology Division**
- Management Service Division
- Library
- Development Division
- Finance Division

4. Choose the campus where the problem happens.

* For example, if there is a problem with the printer in ITD Lab, you may choose IIUM Gombak Campus.

* Campus

- IIUM Gambang Campus**
- IIUM Gombak Campus
- IIUM KL Campus
- IIUM Kuantan Campus
- IIUM Nilai Campus

5. Choose the location where the problem happens.

* For example, if there is a problem with the door broken at Rauf Building, you may choose Rauf Building.

* Location

Kulliyah
Mahallah
Rauf Building
Shah Mosque

6. Describe more on the location the problem happen.

* For example, a problem happens at Mahallah. Write Down "**Mahallah Ali, Block B, Room Number 12**".

* Please Specified

7. Write down your message

* Message

8. If there is an attachment, you may drag and drop the file or click the box.

Attachment (.doc/.docx/.xls/.csv/.pdf/.jpeg/.png)

Click/Drop file(s) here

9. If you have a video of the problem, you may insert the URL of the video.

Video URL

Provide link for video. For example <https://youtu.be/YftYwHSoLDs>

[Click here for Video URL.](#)

* You may click "[Click here for Video URL](#)" for more details.

Guideline for Video URL

If you have a video record, please save the video on any platform such as [YouTube](#), [Google Drive](#), [OneDrive](#), and others. Please make sure the video link is public.

Close

10. Submit your ticket by clicking the button Submit

Submit

Revision #5

Created Tue, Dec 28, 2021 10:54 AM by FITRATUL NOVIDA BINTI DASRIZAL

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