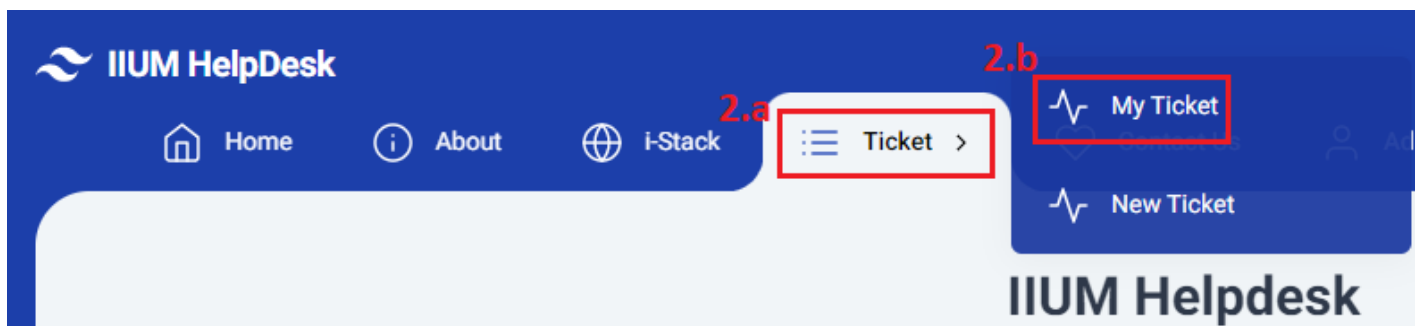


# How do I inquire about my submitted case in the I-FIRST Portal?

You can leave a comment on the ticket details through the IIUM HelpDesk Portal. Not applicable for a close ticket.

1. After logging in to IIUM HelpDesk Portal, you will be viewing the request form.
2. On top of the portal, click menu **Ticket** -> **My Ticket**



3. You may view the list of your tickets.

The screenshot shows the IIUM HelpDesk interface. At the top, there is a navigation bar with links for Home, About, I-Stack, Ticket (selected), and Contact Us. The main header displays 'IIUM Helpdesk' and a user profile icon. Below this is a table of tickets:

TICKET DETAIL	DUE DATE	STATUS
<b>IIUM-1221-1A0CE:</b> Create new meeting for management meeting Created on : 16-12-2021 1 week ago <span>Complaint</span>	-	■
<b>IIUM-1221-82C5A: Wireless Network</b> No network available at Level 3, KICT. Created on : 13-12-2021 2 weeks ago <span>Complaint</span>	15-12-2021	■
<b>IIUM-1221-07A9B:</b> No network available at Level 3, KICT Created on : 13-12-2021 2 weeks ago <span>Complaint</span>	-	■
<b>IIUM-1121-D106B:</b> What is Lorem Ipsum? Lorem Ipsum is simply dummy text of the printing and typesetting industry. L... Created on : 22-11-2021 1 month ago <span>Request</span>	-	■
<b>IIUM-1121-19838: e-Meeting System</b> No wifi yellow blink blink Created on : 16-11-2021 1 month ago <span>Request</span>	22-11-2021	■

Showing 1 to 5 of 7 results

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 P.O. Box 10, 50728 Kuala Lumpur

Dark Mode

4. You may click one of the tickets in the list to view the ticket's progress.

\* For example, ticket number **IIUM-1221-82C5A**

**IIUM-1221-82C5A: Wireless Network**  
 No network available at Level 3, KICT.  
 Created on : 13-12-2021 2 weeks ago Complaint

5. You can leave a comment in the portal.

- Fill in the question or comment you want to ask.
- If there is an attachment, you may drag and drop the file or click the box.
- Click the button Reply to submit the comment.



Post a comment...

**5.a**

**5.b**

Click/Drop file(s) here

**5.c**

Reply

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Revision #5

Created Tue, Dec 28, 2021 3:46 PM by FITRATUL NOVIDA BINTI DASRIZAL

Updated Tue, Sep 10, 2024 10:19 AM by FITRATUL NOVIDA BINTI DASRIZAL