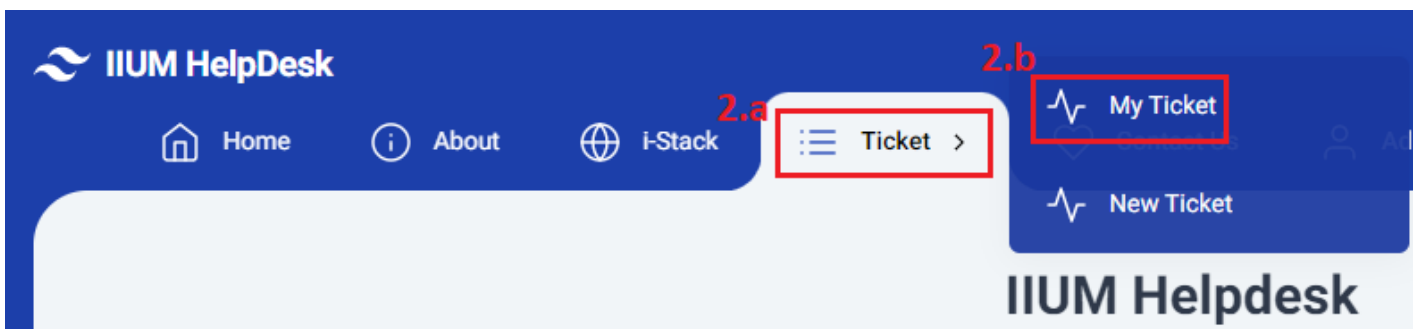


How do I view the status and resolution of my case lodged in the I-FIRST Portal?

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 displays 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 area contains the IIUM Helpdesk logo and a user profile picture. Below this is a table of tickets with columns for Ticket Detail, Due Date, and Status. The table lists five tickets with their respective details, due dates, and status indicators. A pagination control at the bottom of the table shows 'Showing 1 to 5 of 7 results' and navigation arrows. The footer contains copyright information, social media icons, and a Dark Mode toggle.

TICKET DETAIL	DUE DATE	STATUS
IIUM-1221-1A0CE: Create new meeting for management meeting Created on : 16-12-2021 1 week ago Complaint	-	■
IIUM-1221-82C5A: Wireless Network No network available at Level 3, KICT. Created on : 13-12-2021 2 weeks ago Complaint	15-12-2021	■
IIUM-1221-07A9B: No network available at Level 3, KICT Created on : 13-12-2021 2 weeks ago Complaint	-	■
IIUM-1121-D106B: 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 Request	-	■
IIUM-1121-19838: e-Meeting System No wifi yellow blink blink Created on : 16-11-2021 1 month ago Request	22-11-2021	■

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 may view all the details related to your ticket.

- Ticket Number
- Service Name
- The status of the ticket

d. Message and location

e. Attachment and Video URL

7. Activities and comments

IIUM Helpdesk



5.a IIUM-1221-82C5A : Wireless Network-Provide wired network service

5.b

#IIUM Gombak Campus #Kulliyah

Level 3,
KICT

No network available at
Level 3, KICT.

5.d

Requester:
FITRATUL NOVIDA BINTI DASRIZAL
Staff

Created at:
13-Dec-2021



5.e

Activities

Post a comment...

Click/Drop file(s) here

Reply



Agent: Mohd Farisalharisi Bin Mohd Yaziz
Updates Ticket Details

2 weeks ago

5.f



User: Fitratul Novida Binti Dasrizal
test comment 2

2 weeks ago



User: Fitratul Novida Binti Dasrizal
test comment 1

2 weeks ago

Revision #4

Created Tue, Dec 28, 2021 3:17 PM by FITRATUL NOVIDA BINTI DASRIZAL

Updated Tue, Sep 10, 2024 10:18 AM by FITRATUL NOVIDA BINTI DASRIZAL