

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's ICT Service Desk interface. The steps are as follows:

- 1** Login to IIUM Staff Portal and go to ICT Service Desk Menu. (The 'ICT Service Desk' link in the left sidebar is highlighted with a red circle.)
- 2** Click Create New Request to create a new report regarding any ICT services issue. (An arrow points to the 'Create New Request' button.)
- 3** Type your ICT services request/issue and click "Submit Request". (An arrow points to the 'Request' text area and the 'Submit Request' button.)
- 4** Wait until ITD ICT Services Help Desk assign you a ticket number. (An arrow points to the 'REQUEST ID: 673' in the 'AWAITING REQUEST TO APPROVE' section.)
- 5** You can check your ticket status & update any information required here. (An arrow points to the ticket details section.)

Information

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Request

Enter your request or issues here

Submit Request

AWAITING REQUEST TO APPROVE

REQUEST ID: 673

I Cannot Print to RICOH Photocopy machine

| Ticket No | Created on |
|-----------|-------------|
| 140160 | 20-Aug-2019 |

INFORMATION TECHNOLOGY DIVISION

Revision #1

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

Updated Wed, Sep 22, 2021 10:23 AM by MOHD FARISALHARISI BIN MOHD YAZIZ