

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 interface for the ICT Service Desk. The browser address bar displays `my.iium.edu.my/staff/servicesdesk.php`. The page title is "ICT Service Desk Dashboard".

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.

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

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