

# 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 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. (The 'Create New Request' button is highlighted with a yellow box.)
- 3** Type your ICT services request/issue and click "Submit Request". (The 'Request' text area and 'Submit Request' button are highlighted with a yellow box.)
- 4** Wait until ITD ICT Services Help Desk assign you a ticket number. (The 'REQUEST ID: 673' and the request description 'I Cannot Print to RICOH Photocopy machine' are highlighted with a yellow box.)
- 5** You can check your ticket status & update any information required here. (The 'Ticket No' and 'Created on' columns in the table below are highlighted with a yellow box.)

**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