

Manual Pengguna Sistem Helpdesk V.1.2 Versi Bahasa Melayu

Gunakan internet browser untuk akses ke sistem. Disyorkan Mozilla Firefox / Chrome. Anda juga boleh akses ke sistem melalui laman portal universiti malaya dengan klik pada ikon helpdesk. <http://portal.um.edu.my>.

Langkah 1: Taipkan <http://helpdesk.um.edu.my>

Langkah 2: Laman web Helpdesk akan terpapar

Langkah 3: Klik pada butang "Student & Staff"

Langkah 4: Laman Central Authentication System CAS LOGIN akan terpapar. Sila gunakan nama pengguna dan kata laluan yang sama untuk akses UMMAIL untuk akses ke sistem ini.

Langkah 5: Seterusnya skrin pilihan kategori pengguna akan terpapar, sila pilih kategori yang berkenaan sahaja.

Langkah 1

Langkah 2

Langkah 3

Langkah 4

Langkah 5

Information - Reminder

1. Please use your UMMAIL or SISWAMAIL username and password to access the system.
2. Please CHOOSE the appropriate button before continue entering the system.
3. For Vendors please click on "Vendor Show/Hide Panel" text to enter the system.

ICT Contact Number

UMM Helpdesk : +603 7967 4001/6760
Customer Services Division : +603 7967 4001/6760
Network Division : +603 7967 6729/7159/4314
ICT Security, Audit & Training Division : +603 7967 4224/4130/4063
Data Centre Management Division : +603 7967 4045/7114/6726
Administrative Information Systems Division : +603 2246 3257/3270/3269

Welcome to UM Central Authentication Management Service (CAMS)

You may establish UM authentication now in order to access protected services later.
For security reasons, quit your web browser when you are done accessing services that require authentication!
Enter your UM Username and password (UMMail-Staff or Siswa Mail-Student) on the right, then click the Login button to continue.

Important Security Information:
UM CAMS, is the gateway to many different UM sites not just the web site you requested.
Caution: Never enter your password on a web page unless that page's address bar points to casv.um.edu.my or unless you are establishing network connectivity.
Only authorized UM users are permitted to use and access the systems. If you are not an authorized user, do not login to this system.
You agree not to use this system for any illegal purpose or to make any unauthorized use of this system or another party's intellectual property.

If you have UMMail/Siswa Mail account problem, please call : 03-79676726 (UMMail System Administrator)
If you have CAMS page access problem, please call : 03-79676723 (Data Center)
If you have CAMS Wireless page access problem, please call : 03-79676789 (Network-Wireless)

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Best viewed with Mozilla Firefox (with resolution 1024x768)

Information - Please make your choice, click on the radio button

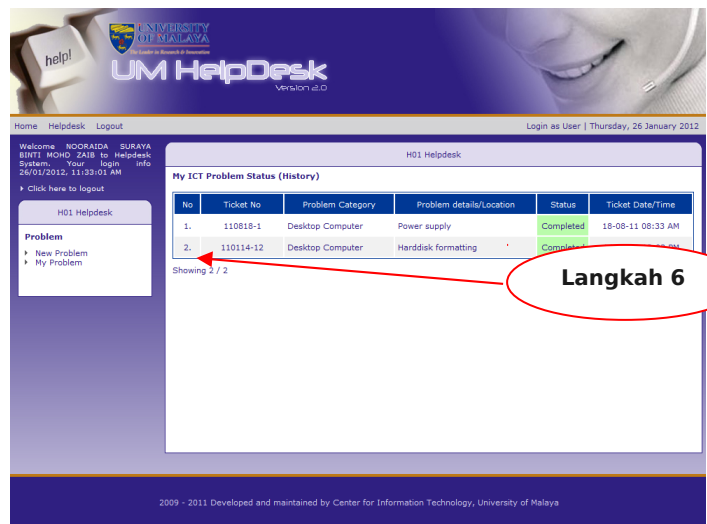
- User
- Administrator

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Langkah 6 : Setelah berjaya log masuk ke sistem, skrin pertama yang akan muncul adalah skrin status / rekod aduan-aduan sebelum ini dan juga aduan yang buat semasa.

Anda boleh melihat maklumat terperinci aduan yang dibuat dengan klik pada kolom Ticket No.

Kolum Status menunjukkan status semasa bagi setiap Tiket No.



Langkah 7: Klik pada jaringan New Problem pada sebelah panel kiri skrin untuk mendaftar aduan baru.

Langkah 8: Skrin mendaftar aduan baru akan muncul dan anda boleh mendaftar aduan anda.

Langkah 8

