

How to log a ticket in UMHelpdesk?

Step 1: Log in to https://helpdesk.um.edu.my/

- Student and Staff : use your SiswaMail / UMMail login credentials
- Others: Register using a new account and log in to the system using the credentials you registered with.

UMHelpdesk	SIGN	IN
Manage and track	Sign in to start your session Email	
suggestion and feedback better than ever	Sign In - OR - Staff / Student Login G+ Sign in using Google+	
	l forgot my password Register a new account	

Step 2: Create New Report/ Complaint/ Inquiry/ Suggestion/ Compliment

• Click **My Ticket**, then click the **New** icon button to create new report/complaint.

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• Fill in the form accordingly. Then, click **Submit**.

Important Note:

Please ensure that you select the correct **Category** and kindly capture the problem screen and upload the image for us to assist you better.

Category	All 🔻				
Product	E-pay & E-Receipt 🔹				
Receiver	Bendahari / Bahagian Perkhidmatan Kewangan / Financial System Section				
Туре	Complaint Inquiry Suggestion Ocompliment				
	Instruction				
Detail	$- \ \bigcirc \ \bigcirc \ \ \blacksquare \ \ I \ \ \sqcup \ \ \blacksquare \ \ \square \ \square$				

Thank you and we look forward to your continuous support.

FINANCIAL SYSTEM SECTION Financial Services Division

Bursary

