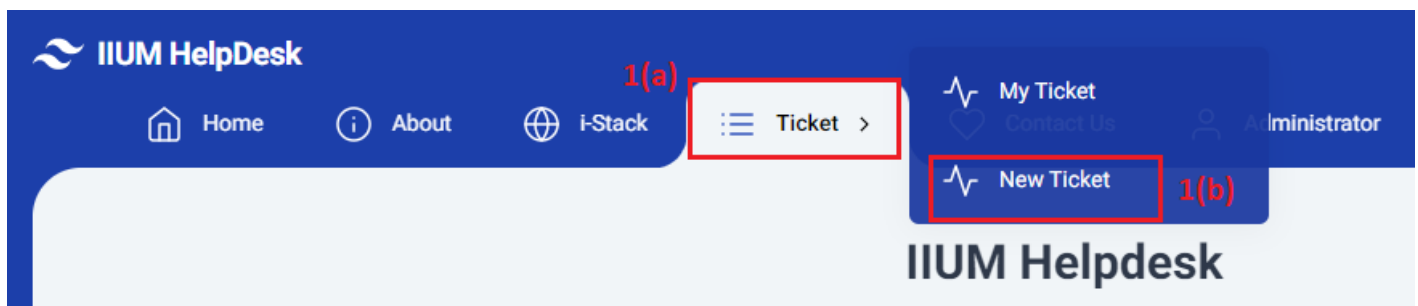


How do I create and submit a case in the I-FIRST Portal?

1. After logging in to IIUM HelpDesk Portal, you will be viewing the request form.

* if you are on the main page, on top of the portal, click menu **Ticket** -> **New Ticket**



 IIUM HelpDesk

[Home](#) [About](#) [I-Stack](#) [Ticket](#) [Contact Us](#)

IIUM Helpdesk

FULL NAME
Staff/Student
xxx@iium.edu.my/xxx@live.iium.edu.my
[Logout](#)

Submit Ticket

* Category

Click here to view the description of each categories

* Report To

* Campus

* Location

* Please Specified

Mahallah Name/Block/Room No/Cafe Name/Floor/Level/Others.

Submit

* Message

Your Message/Request/Complaint/Inquiry.

Attachment (.doc/.docx/.xls/.csv/.pdf/.jpeg/.png)

Click/Drop file(s) here

Video URL

Provide link for video. For example https://youtu.be/YftYwHSoLDs

Click here to for Video URL

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P.O. Box 10, 50728 Kuala Lumpur



Dark Mode ☐

2. Choose the category of ticket you want to submit.

* Category

Click here to view the description of each categories

* You may click "**Click here to view the description of each category**" for more details.

Description of Ticket Category

Complaint

A statement that something is unsatisfactory or unacceptable by user

Incident

An Incident is defined as an unplanned interruption or reduction in quality of an IT service (a Service Interruption).

Inquiry

An act of asking for information

Issue

A subject or problem that people are thinking and talking about

Request

A formal request from users requesting Services

Suggestion

An idea or plan put forward for consideration

Close

3. Choose the counter/KCDIO to submit the ticket.

* For example, if the request is related to ICT services, you may choose Information Technology Division.

* These counter only available to registered KDCIO. If the KCDIO is not on the list, you may walk in to the KCDIO.

*** Report To**

Select the KCDIOM you want to complaint/request

Information Technology Division

Management Service Division

Library

Development Division

Finance Division

4. Choose the campus where the problem happens.

* For example, if there is a problem with the printer in ITD Lab, you may choose IIUM Gombak Campus.

*** Campus**

Select location of the problem

IIUM Gambang Campus

IIUM Gombak Campus

IIUM KL Campus

IIUM Kuantan Campus

IIUM Nilai Campus

5. Choose the location where the problem happens.

* For example, if there is a problem with the door broken at Rauf Building, you may choose Rauf Building.

* Location

^

Select location of the problem

Kulliyyah

Mahallah

Rauf Building

Shah Mosque

6. Describe more on the location the problem happen.

* For example, a problem happens at Mahallah. Write Down "**Mahallah Ali, Block B, Room Number 12**".

* Please Specified

Mahallah Name/Block/Room No/Cafe Name/Floor/Level/Others.

7. Write down your message

* Message

Your Message/Request/Complaint/Inquiry.

8. If there is an attachment, you may drag and drop the file or click the box.

Attachment (.doc/.docx/.xls/.csv/.pdf/.jpeg/.png)

Click/Drop file(s) here

9. If you have a video of the problem, you may insert the URL of the video.

Video URL

Provide link for video. For example <https://youtu.be/YftYwHSoLDs>

[? Click here for Video URL.](#)

* You may click "[Click here for Video URL](#)" for more details.

Guideline for Video URL

If you have a video record, please save the video on any platform such as [YouTube](#), [Google Drive](#), [OneDrive](#), and others. Please make sure the video link is public.

Close

10. Submit your ticket by clicking the button Submit

Submit

Revision #5

Created Tue, Dec 28, 2021 10:54 AM by FITRATUL NOVIDA BINTI DASRIZAL

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