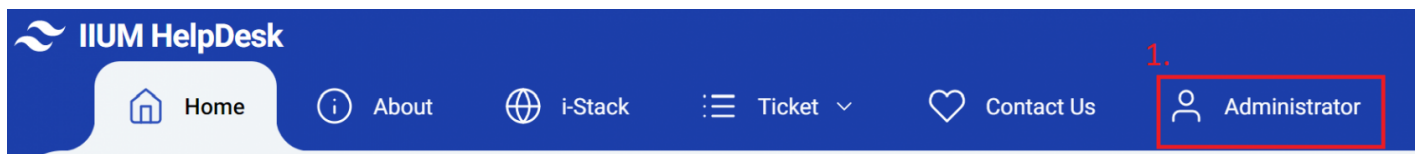


Person In Charge Job Done The Ticket

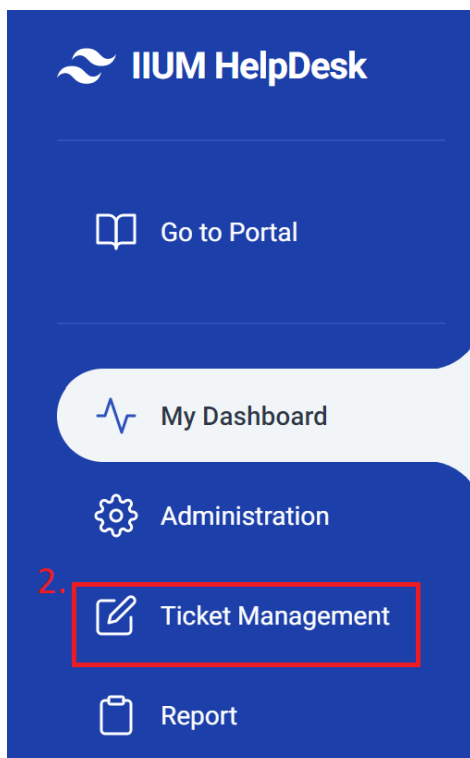
The person in charge logs in to the IIUM HelpDesk to view and manage the ticket.

Click Here

1. On top of the portal, click the menu **Administrator**



2. Click the menu **Ticket Management**



The view of ticket management is shown below.

The person in charge may click Ticket Listing for more details on ticket management.

The screenshot shows the IIUM HelpDesk interface. On the left is a blue sidebar with navigation links: Go to Portal, My Dashboard, Administration, Ticket Management (selected), and Report. The main area is titled 'Ticket Management' and includes a dropdown for 'MY UNIT: COLLABORATIVE & WEB SERVICES', a 'New Ticket' button, and a search bar. Below the search bar are filters: 'Overdue' (red), 'Due Today' (yellow), and 'Clear' (grey). A table displays a list of tickets:

NO	TICKET DETAILS	REQUESTER	DEADLINE	STATUS	AGENT
1	IIUM-0722-66F88 I had a problem to view result in the imalum. Created on: 20 Jul 2022 20 minutes ago Request	ADIBA BINTI ROSLI (Student) 2114202 IRKHS		● ●	

3. The person in charge may filter or search the ticket by typing **their name** in the form. Click the new ticket to update the progress.

This screenshot shows the same IIUM HelpDesk interface, but with the search bar containing the text 'aiman'. The table below shows the results of this search, with one ticket highlighted by a red border:

NO	TICKET DETAILS	REQUESTER	DEADLINE	STATUS	AGENT
1	IIUM-0722-66F88 : i-Ma'luum Student Portal - Application System/Reports/Statistics Problem I had a problem to view result in the imalum. Created on: 20 Jul 2022 2 hours ago Request	ADIBA BINTI ROSLI (Student) 2114202 IRKHS	25 Jul 2022	● ●	MUHAMMAD AIMAN HAKIM BIN JOHAR Unit: 4130 (aimanhakim)

The view of the ticket is shown below.

The person in charge may click Ticket View for more details on the ticket description.

[Go to Portal](#)[My Dashboard](#)[Administration](#)[Ticket Management](#)[Report](#)

IIUM-0722-66F88 : i-Ma'luum Student Portal - Application and System - Application System/Reports/Statistics Problem

#IIUM Gombak Campus
#Kulliyah of Islamic Revealed Knowledge and Human Sciences
#Kulliyah

Description

I had a problem to view result in the imalum.

Specific Location

Level 2 IRKHS

Requester:
ADIBA BINTI ROSLI
2114202
IRKHS
Student
adiba.ar@live.iium.edu.my
0111111111

Created at:
20 Jul 2022
2 hours ago

Updated at:
20 Jul 2022
33 minutes ago



Post a comment...

Choose Files No file chosen

Drop file(s) here

Submit

Activities

Close Activity



MOHD. ZULKIFLI BIN NAWAWI [Reassign](#)

20 Jul 2022 10 seconds ago

updates ticket's details.

[PIC](#) MUHAMMAD AIMAN HAKIM BIN JOHAR



FITRATUL NOVIDA BINTI DASRIZAL [Assign](#)

20 Jul 2022 1 hour ago

updates ticket's details.

OPEN

Reassign

Ticket's De... [Refresh](#)

Type

Request

Priority

Normal

Helpdesk

ICT Services Help Desk - ITD

Workgroup

Collaborative & Web Service

Service Category

Application and System

Service Name

i-Ma'luum Student Portal

Service Spec

Application System/Repr

Assigned To

MUHAMMAD AIMAN HA

Extend Due Date

25 Jul, 2022

Current Due Date

25 Jul 2022

Root Cause (Optional)

-Please Select-

Last Updated

33 minutes ago

Opened since

2 hours ago

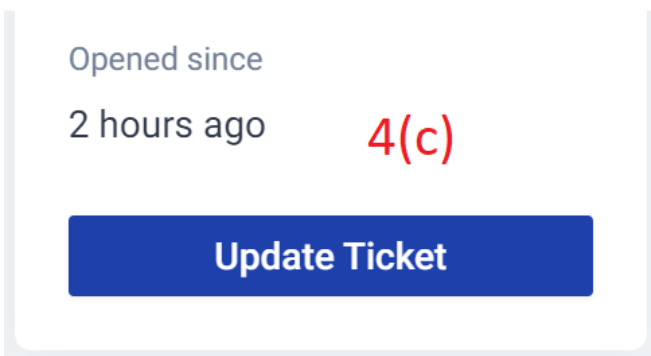
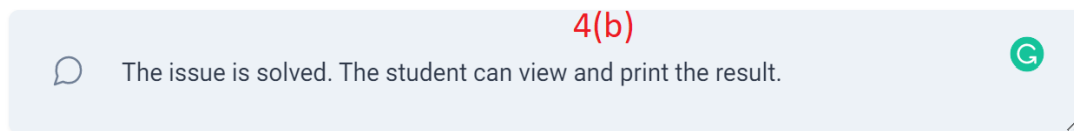
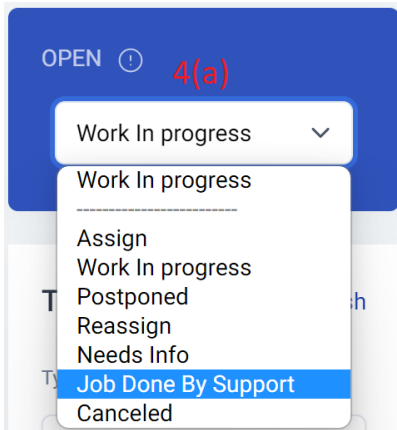
Update Ticket

4. There are some items to be selected by the manager to update the ticket

a) Status of ticket: **Job Done**

b) Ticker Progress: For example, **The issue is solved. The student can view and print the result.**

c) Click the button **Update Ticket**.



Once update, there will be a **success alert pop up** in the ticket management

[Go to Portal](#)[My Dashboard](#)[Administration](#)[Ticket Management](#)[Report](#)

IIUM-0722-66F88 : i-Ma'luum Student Portal - Application and System - Application System/Reports/Statistics Problem

#IIUM Gombak Campus
#Kulliyah of Islamic Revealed Knowledge and Human Sciences
#Kulliyah

Description

I had a problem to view result in the imaluum.

Specific Location

Level 2 IRKHS

Requester:
ADIBA BINTI ROSLI
2114202
IRKHS
Student
adiba.ar@live.iium.edu.my
0111111111

Created at: 20 Jul 2022
3 hours ago

Updated at: 20 Jul 2022
29 seconds ago



Activities

[Close Activity](#)

MUHAMMAD AIMAN HAKIM BIN JOHAR [Job Done By Support](#)

20 Jul 2022 6 seconds ago

[updates](#) ticket's details.

The issue is solved. The student can view and print the result.

PIC MUHAMMAD AIMAN HAKIM BIN JOHAR



ADIBA BINTI ROSLI [Work In progress](#)

20 Jul 2022 29 minutes ago

[updates](#) ticket's details.

Can the issue solved quickly as I need to print the result for my application.

PIC MUHAMMAD AIMAN HAKIM BIN JOHAR



MUHAMMAD AIMAN HAKIM BIN JOHAR [Work In progress](#)

20 Jul 2022 48 minutes ago

[updates](#) ticket's details.

There is a problem with the package. We will check the package with the team database.

PIC MUHAMMAD AIMAN HAKIM BIN JOHAR

Showing 1 to 3 of 5 results

< 1 2 >

[OPEN](#)[Job Done By Support](#)[Ticket's De...](#) [Refresh](#)

Type

[Request](#)

Priority

[Normal](#)

Helpdesk

[ICT Services Help Desk - ITD](#)

Workgroup

[Collaborative & Web Service](#)

Service Category

[Application and System](#)

Service Name

[i-Ma'luum Student Portal](#)

Service Spec

[Application System/Reports](#)

Assigned To

[MUHAMMAD AIMAN HAKIM](#)

Root Cause (Optional)

[-Please Select-](#)

Last Updated

[30 seconds ago](#)

Opened since

[3 hours ago](#)

Revision #2

Created Wed, Jul 20, 2022 12:56 PM by FITRATUL NOVIDA BINTI DASRIZAL

Updated Wed, Jul 20, 2022 1:29 PM by FITRATUL NOVIDA BINTI DASRIZAL