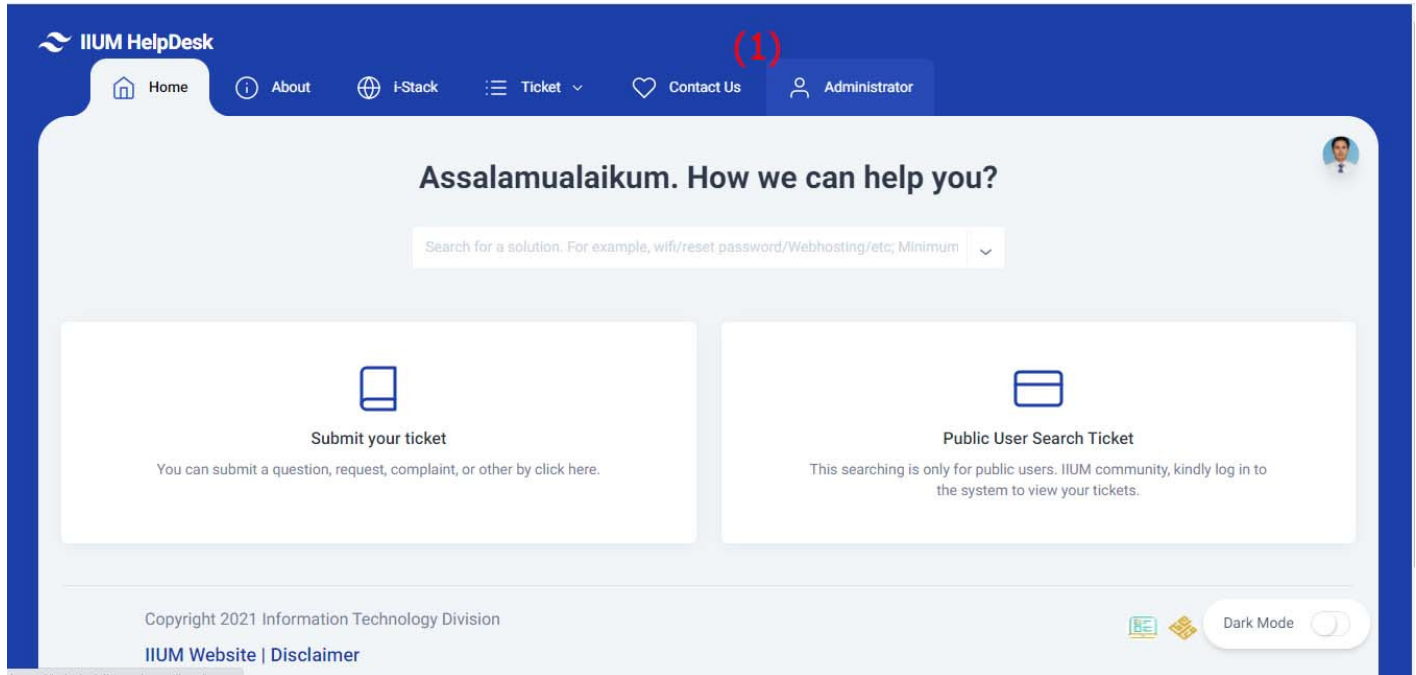
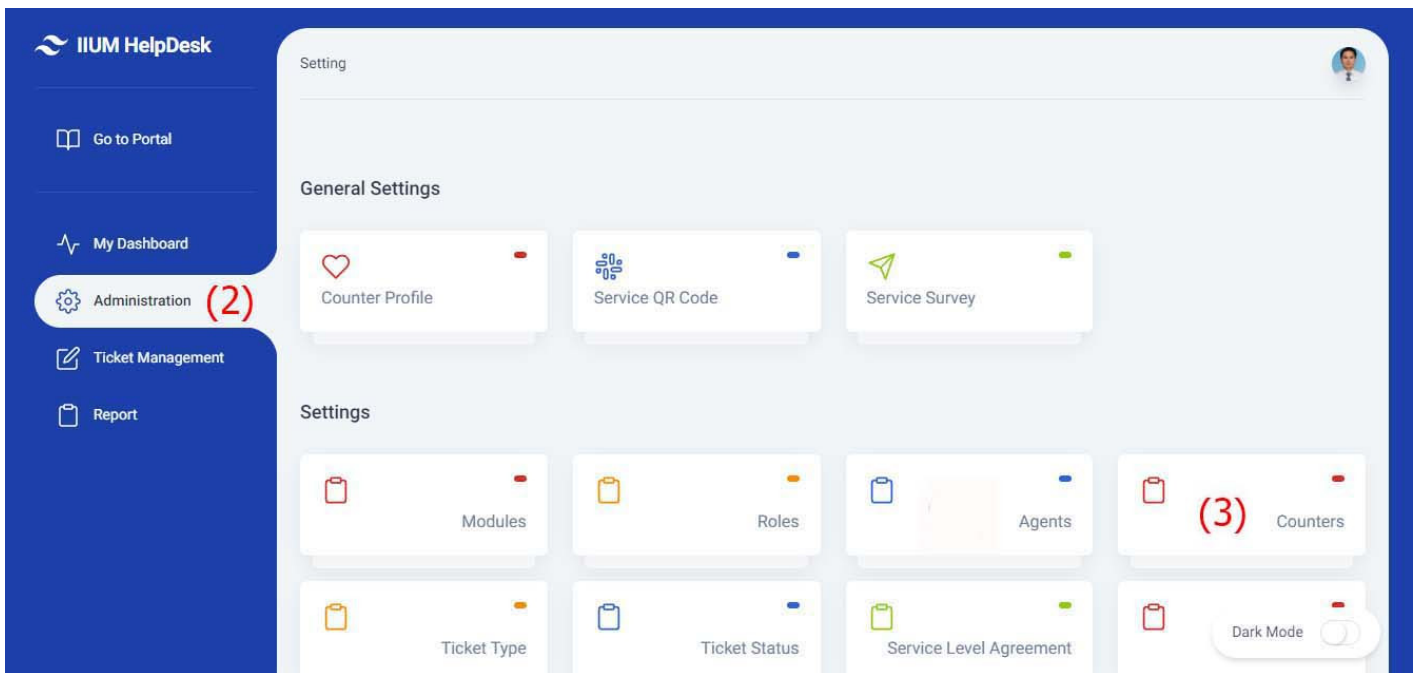


Super Admin - Manage Counters

1. Click Administrator Tab

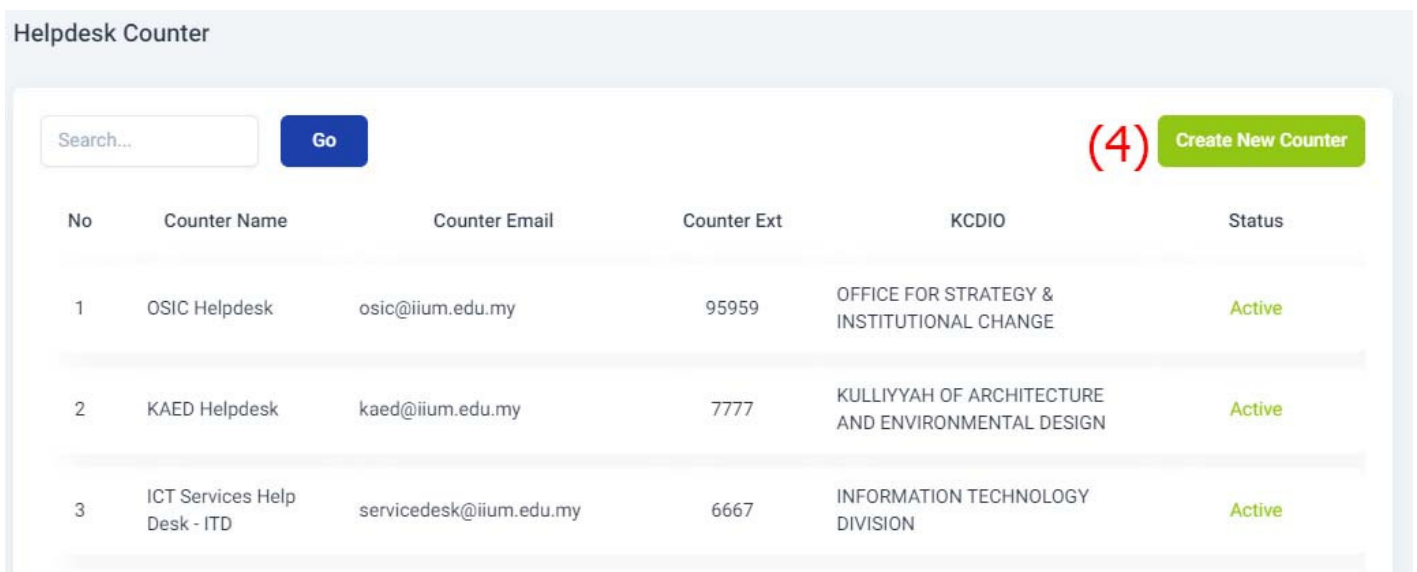


2. Click Administration Menu
3. Click Module Counters



Create New Counter

4. Click Create New Counter button



5. Key in all counter information

6. Click Submit button

Helpdesk Counter

* Counter Name

* Counter Email

* Counter Extension

(5)

* KCDIOM



* Request By

Submit

(6)

Update Counter

7. Select counter from the list

Helpdesk Counter

No	Counter Name	Counter Email	Counter Ext	KCDIO	Status
1	OSIC Helpdesk	osic@iium.edu.my	95959	OFFICE FOR STRATEGY & INSTITUTIONAL CHANGE	Active
2	KAED Helpdesk	kaed@iium.edu.my	7777	KULLIYAH OF ARCHITECTURE AND ENVIRONMENTAL DESIGN	Active
3	ICT Services Help Desk - ITD	servicedesk@iium.edu.my	(7) 6667	INFORMATION TECHNOLOGY DIVISION	Active
4	Mahallah Faruq Counter	faruqmahallah@iium.edu.my	5123	MAHALLAT AL-FARUQ(COLLEGE) :: IIUM GOMBAK CAMPUS	Active

8. Update Counter information details

9. Click Update button

10. To add new counter manager, click button New Manager

Helpdesk Counter

* Counter Name
ICT Services Help Desk - ITD

* Counter Email
servicedesk@iium.edu.my

* Counter Extension
6667

* KCDIOM (8)
INFORMATION TECHNOLOGY DIVISION

* Request By
Fitratul Novida Binti Dasrizal

* Status
ACTIVE

Update

(9)

Helpdesk Manager

No	Staff Number	Staff Name	Status
1	7270	Fitratul Novida Binti Dasrizal	Active
2	7490	Siti Nur Jihan Binti Rahmat	Active
3	4541	Mohd Farisalharisi Bin Mohd Yaziz	Active

(10)

New Manager

Dark Mode ☐

Revision #1

Created Wed, Mar 16, 2022 11:03 AM by MOHD. ZULKIFLI BIN NAWAWI

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