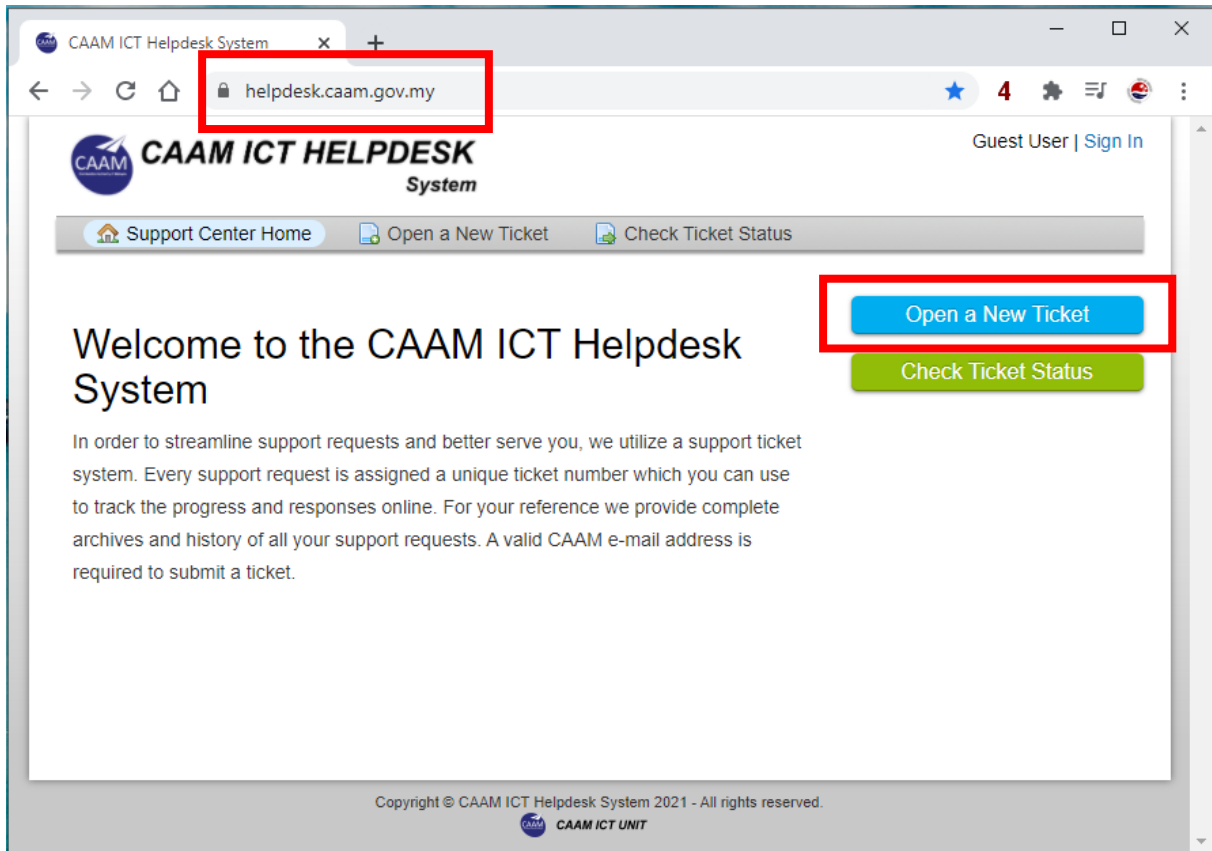




**PANDUAN SISTEM MEJA
BANTUAN ICT CAAM
([HTTPS://HELPDESK.CAAM.GOV.MY](https://helpdesk.caam.gov.my))**

Langkah 1 : Buka pelayar web dan masukkan alamat <https://helpdesk.caam.gov.my>. Klik **Open a New Ticket**.



CAAM ICT Helpdesk System

helpdesk.caam.gov.my

CAAM CAAM ICT HELPDESK System

Guest User | Sign In

Support Center Home Open a New Ticket Check Ticket Status

Welcome to the CAAM ICT Helpdesk System

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid CAAM e-mail address is required to submit a ticket.

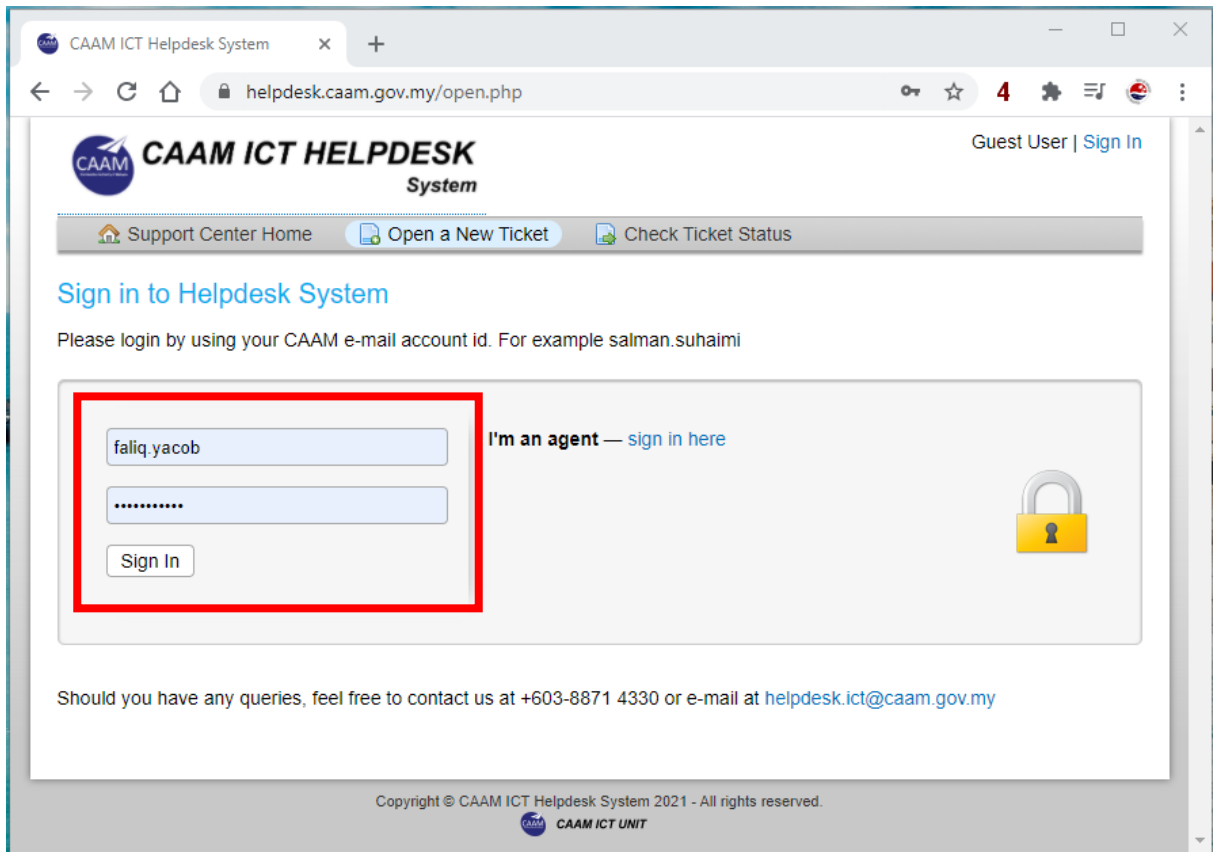
Open a New Ticket

Check Ticket Status

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CAAM CAAM ICT UNIT

Langkah 2 : Masukkan ID e-mel CAAM tuan/puan, dan klik **Sign In**



CAAM ICT Helpdesk System

helpdesk.caam.gov.my/open.php

CAAM ICT HELPDESK System


Guest User | [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

Sign in to Helpdesk System

Please login by using your CAAM e-mail account id. For example salman.suhaimi

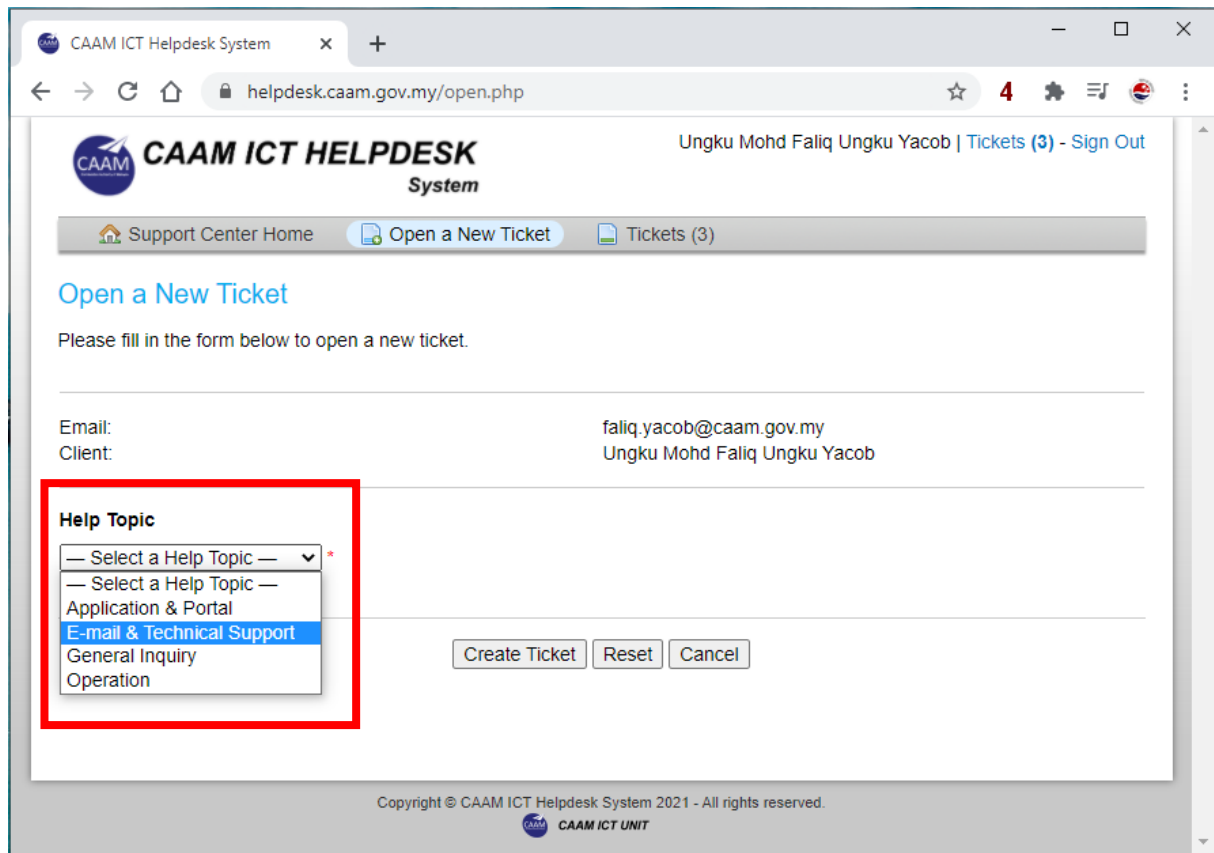
[I'm an agent — sign in here](#)



Should you have any queries, feel free to contact us at +603-8871 4330 or e-mail at helpdesk.ict@caam.gov.my

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Langkah 3: Paparan di bawah akan dipaparkan. Pilih topik berkaitan aduan seperti yang senarai di bahagian **Help Topic**.



CAAM ICT Helpdesk System

helpdesk.caam.gov.my/open.php

Ungku Mohd Faliq Ungku Yacob | Tickets (3) - Sign Out

Support Center Home Open a New Ticket Tickets (3)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: faliq.yacob@caam.gov.my
Client: Ungku Mohd Faliq Ungku Yacob

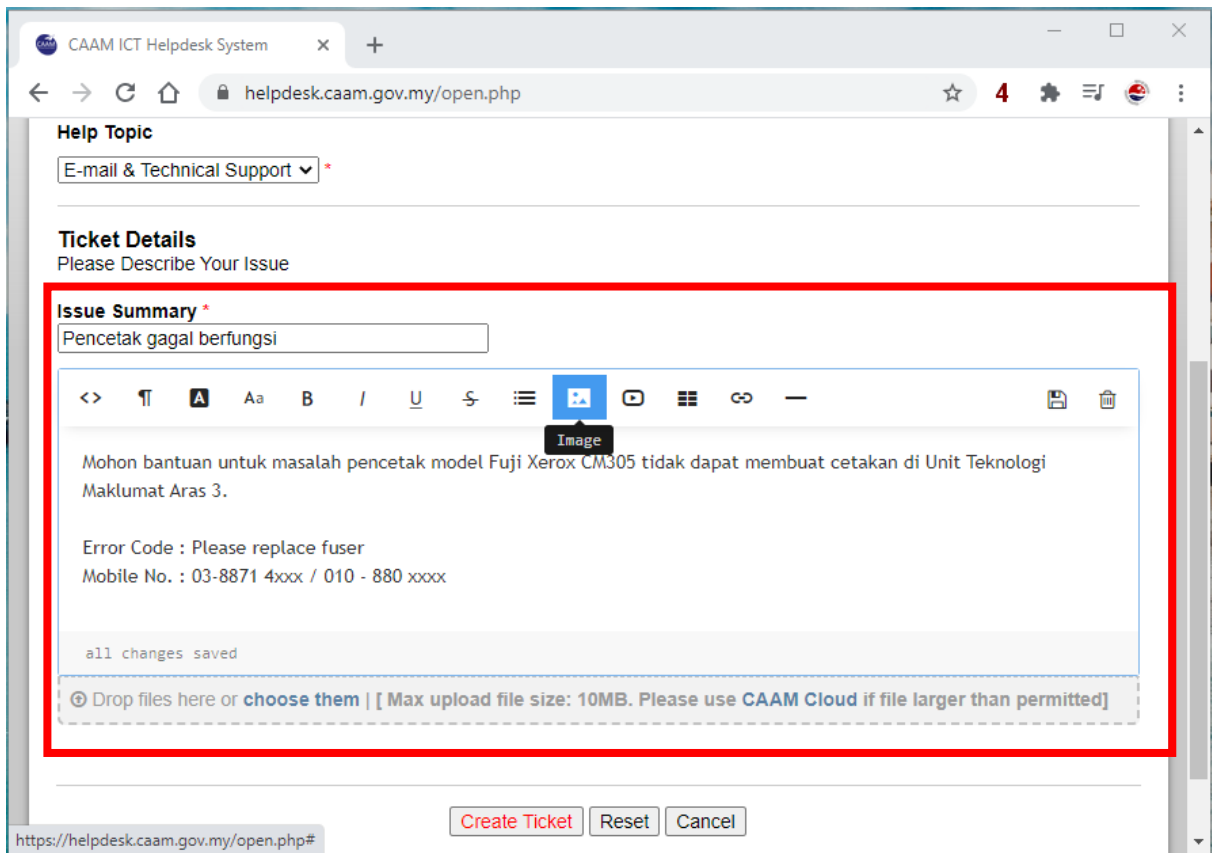
Help Topic

- Select a Help Topic —
- Select a Help Topic —
- Application & Portal
- E-mail & Technical Support**
- General Inquiry
- Operation

Create Ticket Reset Cancel

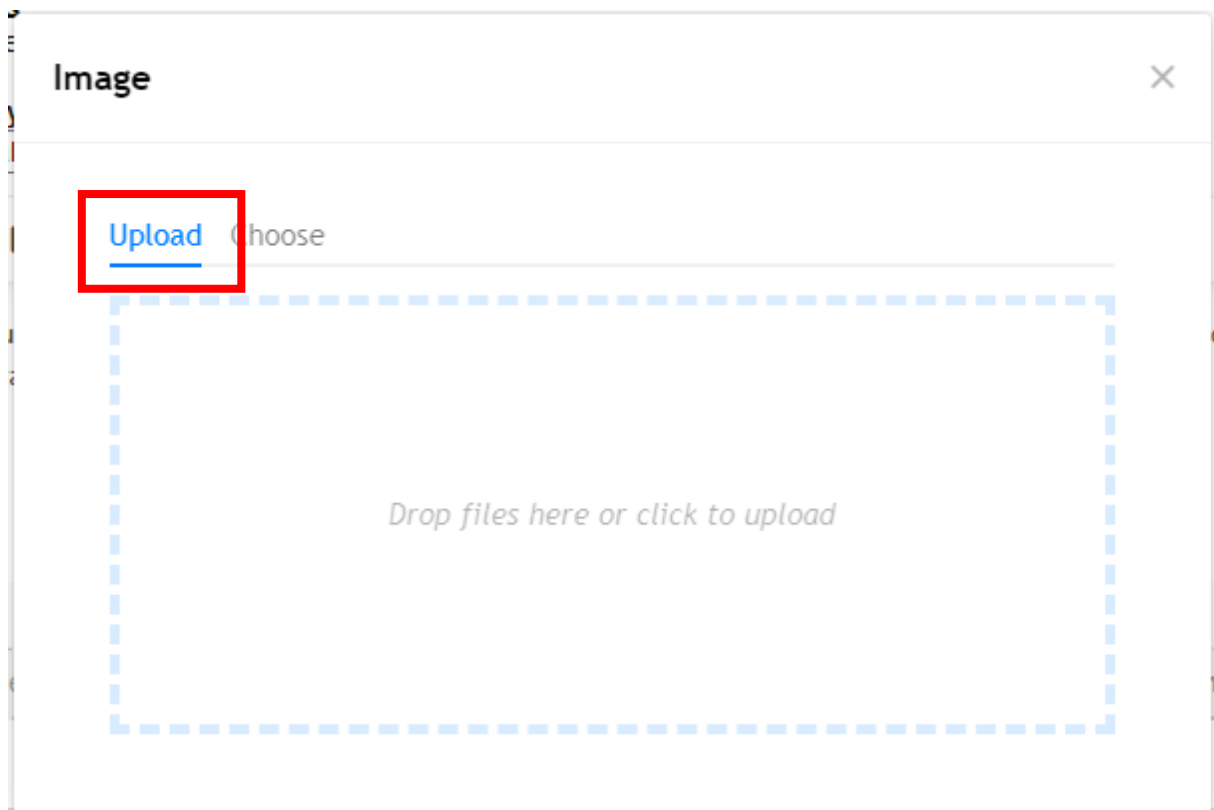
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Langkah 4 : Masukkan tajuk di bahagian **Issue Summary** dan keterangan lanjut di bahagian bawah. Jika tuan/puan ingin sertakan gambar, klik pada icon **Image**. Sekiranya tiada, terus ke Langkah 6.

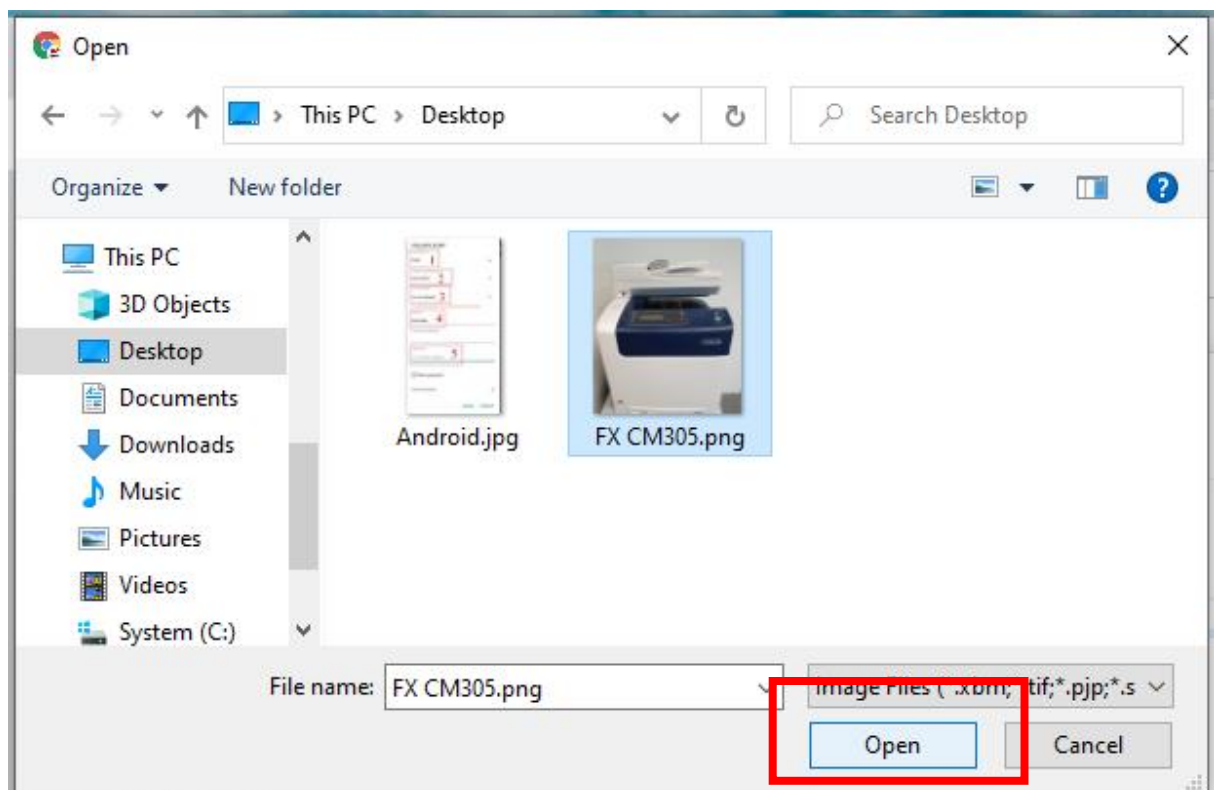


The screenshot shows the CAAM ICT Helpdesk System interface. The browser address bar displays "helpdesk.caam.gov.my/open.php". The "Help Topic" dropdown menu is set to "E-mail & Technical Support". Under "Ticket Details", the instruction "Please Describe Your Issue" is present. The "Issue Summary" field contains the text "Pencetak gagal berfungsi". Below this is a rich text editor with a toolbar containing an "Image" icon, which is highlighted with a red box. The text in the editor reads: "Mohon bantuan untuk masalah pencetak model Fuji Xerox CM305 tidak dapat membuat cetakan di Unit Teknologi Maklumat Aras 3. Error Code : Please replace fuser Mobile No. : 03-8871 4xxx / 010 - 880 xxxx". A status bar below the editor shows "all changes saved". At the bottom of the editor is a file upload area with the text "Drop files here or choose them | [Max upload file size: 10MB. Please use CAAM Cloud if file larger than permitted]". At the bottom of the page, there are three buttons: "Create Ticket", "Reset", and "Cancel". The URL "https://helpdesk.caam.gov.my/open.php#" is visible in the bottom left corner.

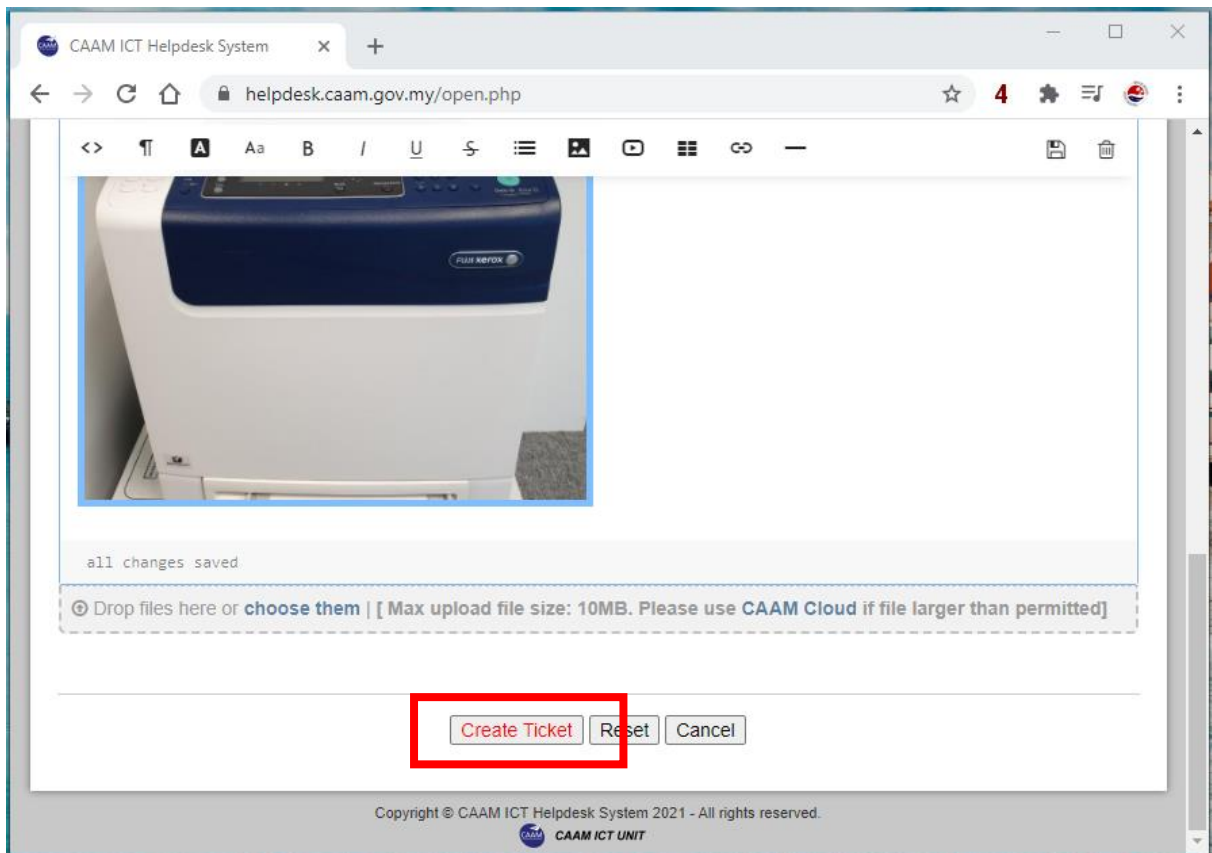
Langkah 5 : Klik **Upload**



Pilih imej yang ingin dimuat naik dari peranti tuan/puan dan klik **Open**.



Langkah 6 : Sila pastikan imej/fail yang ingin dimuat naik tidak melebihi saiz maksimum yang dibenarkan. Sekiranya aduan telah lengkap, klik **Create Ticket**.



Langkah 7 : Sekiranya berjaya, pengguna akan diberikan no log. melalui sistem dan notifikasi ke e-mel pengguna akan dihantar.

