

PANDUAN SISTEM MEJA BANTUAN ICT CAAM (HTTPS://HELPDESK.CAAM.GOV.MY)



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





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

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Sign in to Helpdesk System Please login by using your CAAM e-mail account id. For example salman.suhaimi [faliq.yacob [sign ln] [si	2	
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**.

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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.

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Langkah 5 : Klik Upload

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

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

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

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