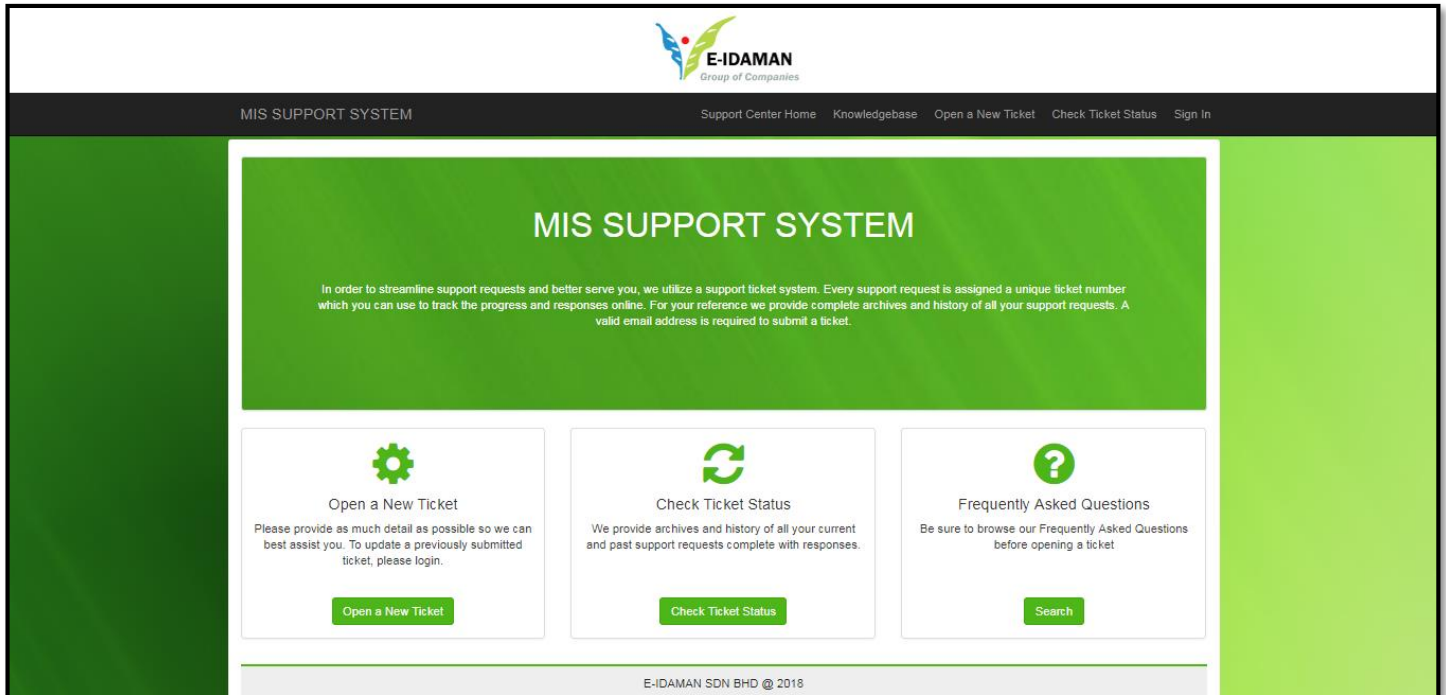


PANDUAN PENGGUNA UNTUK MIS SUPPORT SYSTEM

Selamat Datang ke MIS SUPPORT SYSTEM (<https://mis.e-idaman.com>)



MIS SUPPORT SYSTEM ialah sistem untuk semua pengguna yang mendapat servis daripada MIS seperti emel, komputer riba, pencetak, serta barangan IT yang lain. Sistem ini adalah sebagai medium untuk pengguna melaporkan sebarang masalah yang melibatkan perisian ataupun barangan IT. Selain itu, anda juga boleh mendapatkan Borang Bantuan Perisian & Sistem, Borang Permohonan Barangan IT, Borang Permohonan dan Penamatan AVLS, dan Borang Penetapan Semula AVLS di dalam sistem ini.

Berikut adalah cara-cara untuk menggunakan MIS Support System.

1. Anda akan menerima email seperti di bawah untuk proses pendaftaran. Sila klik pada pautan seperti di dalam kotak merah di bawah.

From: MIS Support System [<mailto:do-not-reply@mis.e-idaman.com>]

Sent: Sunday, 21 October, 2018 9:38 AM

To: shafina@e-idaman.com

Subject: Welcome to E-IDAMAN SDN BHD

Hi Nurul,

We've created an account for you at our help desk at <https://mis.e-idaman.com>.

Please follow the link below to confirm your account and gain access to your tickets.

<https://mis.e-idaman.com/pwreset.php?token=5PIUQPhvkIVZzWZOKV=R=KR0E1wS2fOVQc6npdnKQjoExnAP>

Your friendly Customer Support System
E-IDAMAN SDN BHD

- Setelah anda klik pada pautan di emel tersebut, anda akan terus ke paparan seperti di bawah. Sila isi maklumat yang diperlukan untuk proses pendaftaran.

E-IDAMAN
Group of Companies

MIS SUPPORT SYSTEM

Support Center Home Open a New Ticket Tickets (2) Nurul Shafina Binti Shamsuri

Manage Your Profile Information

Use the forms below to update the information we have on file for your account.

Contact Information

Email Address:
shafina@e-idaman.com

* Required
Full Name:
Nurul Shafina Binti Shamsuri

* Required
Phone Number:
0194575177

Ext:
510

Date & Time

Time Zone:
GMT 8.0 - Beijing, Perth, Singapore, Hong K

Daylight Saving:
☐ Observe daylight saving
Current Time: 10/21/2018 1:50 am

Preferred Language:
English - US (English)

Access Credentials

New Password:

Password must be at least 6 characters

Confirm New Password:

Submit Reset Cancel

E-IDAMAN SDN BHD © 2018

Sila klik pada butang "SUBMIT" setelah anda mengisi kesemua maklumat yang diminta.

- Jika anda mempunyai sebarang aduan yang ingin dikemukakan kepada pihak MIS, anda boleh klik pada butang *OPEN A NEW TICKET* dan terus mengisi maklumat yang diperlukan.

MIS SUPPORT SYSTEM

Support Center Home Open a New Ticket Tickets (3) Nurul Shafina Binti Shamsuri

MIS SUPPORT 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 email address is required to submit a ticket.

Open a New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

Open a New Ticket

Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

Check Ticket Status

E-IDAMAN SDN BHD © 2018

"OPEN A NEW TICKET" adalah untuk membuka tiket (laporan) baru.

-
- MIS SUPPORT SYSTEM
- Support Center Home Open a New Ticket Tickets (2) Nurul Shafina Binti Shamsuri
- ## Open a New Ticket
- Please fill in the form below to open a new ticket.
- Basic Information**
- Help Topic
- Email
 - Select a Help Topic
 - Email**
 - Hardware
 - Internet
 - Network
 - Print
 - Scanner
 - Software
 - System
- Ticket Details**
- Please Describe Your Issue
- Issue Summary:**
- Receiving Error
- Required**
- Issue Details:**
- Dear Support,
- Kindly check my email. I have an error during send receive. Please check image below as the result.
- Outlook Send/Receive Progress
- 3 of 3 Tasks have completed successfully
- Cancel All
- Don't show this dialog box during Send/Receive
- << Details

Issue Details:

Dear Support,

Kindly check my email. I have an error during send receive. Please check image below as the result.

The screenshot shows the 'Outlook Send/Receive Progress' dialog box. It indicates that 3 of 3 tasks have completed successfully. However, there are two error messages listed under the 'Errors' tab. Both errors are related to SharePoint List (SmarterMail) and mention 'An error occurred in this SharePoint List (SmarterMail - Global Address List)' and 'An error occurred in this SharePoint List (SmarterMail - My Calendar)'. The errors are HTTP 500 and state 'The server returned the following error message: Server was unable to process request. ----> The list [ID] does not exist.' The first error ID is [13403059-6a81-4f8a-8652-1b66a2745ed8] and the second is [a81537bf-5501-4da1-8b00-25ab6fca9602].

Masukkan semua maklumat mengenai isu anda

Drop files here or choose them . Maximum filesize: 1MB.

MIS SUPPORT SYSTEM

Support Center HomeOpen a New TicketTickets (2)Nurul Shafina Binti Shamsuri

3 of 3 tasks have completed successfully

Cancel All

☐ Don't show this dialog box during Send/Receive

TasksErrors

Task 'SharePoint' reported error (b00004005) : 'An error occurred in this SharePoint List (SmarterMail - Global Address List). Try updating the folder again. If the problem continues, contact the SharePoint site administrator. HTTP 500. The server returned the following error message: Server was unable to process request. ----> The list [f3403059-6a6f-4f8a-8652-1b66a2745edc] does not exist.'

Task 'SharePoint' reported error (b00004005) : 'An error occurred in this SharePoint List (SmarterMail - My Calendar). Try updating the folder again. If the problem continues, contact the SharePoint site administrator. HTTP 500. The server returned the following error message: Server was unable to process request. ----> The list [a81537bf-5501-4da1-8b00-25ab6fca9602] does not exist.'

Drop files here or choose them . Maximum filesize: 1MB.

Required

Create TicketResetCancel

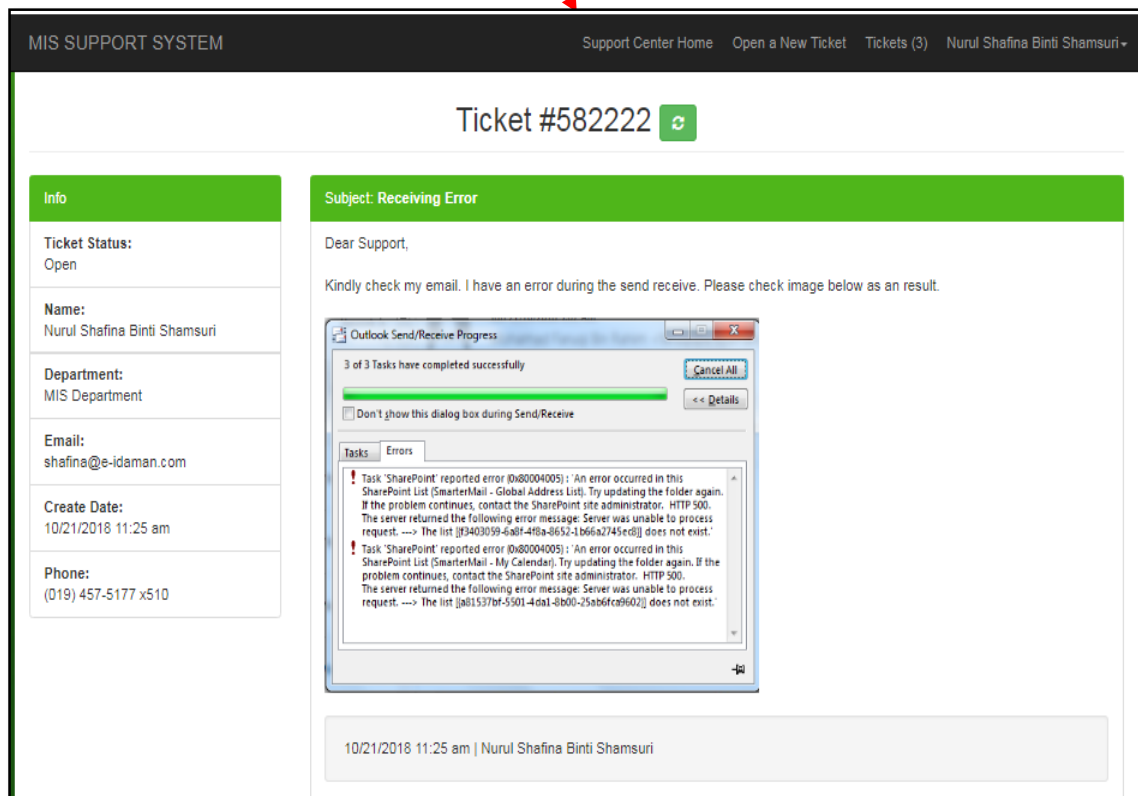
E-IDAMAN SDN BHD © 2018

Sila klik "CREATE TICKET" setelah anda selesai memasukkan semua maklumat yang jelas.

5. Setelah anda SUBMIT tiket tersebut, anda akan menerima emel maklumat nombor tiket anda seperti di bawah. Anda dinasihatkan supaya tidak membalas emel tersebut. Emel tersebut di hantar daripada sistem.



Anda boleh klik pada pautan di atas untuk terus ke status tiket



6. Selain daripada itu, anda juga boleh melihat status tiket anda seperti cara di bawah:

MIS SUPPORT 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 email address is required to submit a ticket.



Open a New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

Open a New Ticket



Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

Check Ticket Status

E-IDAMAN SDN BHD @ 2018

"CHECK TICKET STATUS" adalah untuk semak status tiket yang anda telah buka.

7. Di bawah adalah senarai tiket yang anda telah buka dan yang belum selesai.

Tickets

Advanced Ticket Search

Open (1)
Go

Showing 1 - 1 of 1 Open Tickets

Ticket #	Date	Status	Subject	Department
582222	10/21/2018	Open	Receiving Error	MIS Department

Page: [1]

8. Emel di bawah adalah respons daripada MIS terhadap isu yang telah dilaporkan. Respons ini adalah daripada sistem dan sistem akan menghantar respons tersebut kepada *USER* dalam bentuk emel. Anda dinasihatkan supaya tidak membalas emel tersebut. Emel tersebut di hantar daripada sistem.

Reply Reply All Forward

Sun 21/10/2018 11:55 AM

MIS Support System <do-not-reply@mis.e-idaman.com>

Re: Receiving Error [#582222]

To: Nurul Shafina Binti Shamsuri

Dear Nurul Shafina Binti Shamsuri,

Terima Kasih kerana menghubungi kami.

Isu ini memerlukan penyelesaian daripada Support (Vendor).

Kami akan menghubungi anda semula setelah isu ini selesai.

Terima Kasih.

Your E-IDAMAN SDN BHD Team,
Best Regards,
Mohamad Faruqi Bin Rahim

We hope this response has sufficiently answered your questions. If not, please [login to your account](#) for a complete archive of all your support requests and responses.

9. Pada skrin *CHECK TICKET STATUS*, anda boleh memberi respons dan berkomunikasi dengan pihak MIS untuk memudahkan proses penyelesaian isu anda. Sebarang maklumat ataupun pertanyaan anda boleh mengisi di dalam ruangan *POST A REPLY*.

Post a Reply

Ticket will be reopened on message post *

<> **B** *I* U

Drop files here or [choose them](#) . Maximum filesize: 1MB.

Post Reply

Reset

Cancel

10. Anda boleh melihat kesemua tiket ataupun laporan yang telah selesai. Gambar di bawah adalah senarai laporan yang telah selesai untuk rujukan USER.

Tickets

Advanced Ticket Search

Search

Any Status ▼

Go

Showing 1 - 3 of 3 All Tickets

Ticket #	Date	Status	Subject	Department
660375	10/09/2018	Closed	Email Problem	MIS Department
886038	10/14/2018	Closed	Shared Folder	MIS Department
582222	10/21/2018	Closed	Receiving Error	MIS Department

Page: [1]

E-IDAMAN SDN BHD @ 2018

11. Jika anda ingin menukar kata laluan anda, anda boleh menukarnya di bahagian *Access Credentials* seperti gambar di bawah.

MIS SUPPORT SYSTEM

Support Center Home Open a New Ticket Tickets (3) **Nurul Shafina Binti Shamsuri**

Profile
Tickets (3)
Sign Out

Manage Your Profile Information

Use the forms below to update the information we have on file for your account

Contact Information

Email Address:
shafina@e-idaman.com

* Required
Full Name:
Nurul Shafina Binti Shamsuri

* Required
Phone Number:
0194575177

Ext:
510

Date & Time

Time Zone:
GMT 8.0 - Beijing, Perth, Singapore, Hong K

Daylight Saving:
☐ Observe daylight saving
Current Time: 10/21/2018 8:57 am

Preferred Language:
English - US (English)

Access Credentials

Current Password:

New Password:

Confirm New Password:

Submit Reset Cancel

12. Selain itu, anda juga boleh menukar kata laluan anda di bahagian *Sign In* selepas anda memasukkan kata laluan yang salah. Sila rujuk gambar di bawah untuk rujukan anda.

Access denied

Sign In

Email or Username
shafina@e-idaman.com

Password
...

Sign In

Forgot My Password

I'm an agent sign in here

Klik di sini untuk menukar kata laluan anda

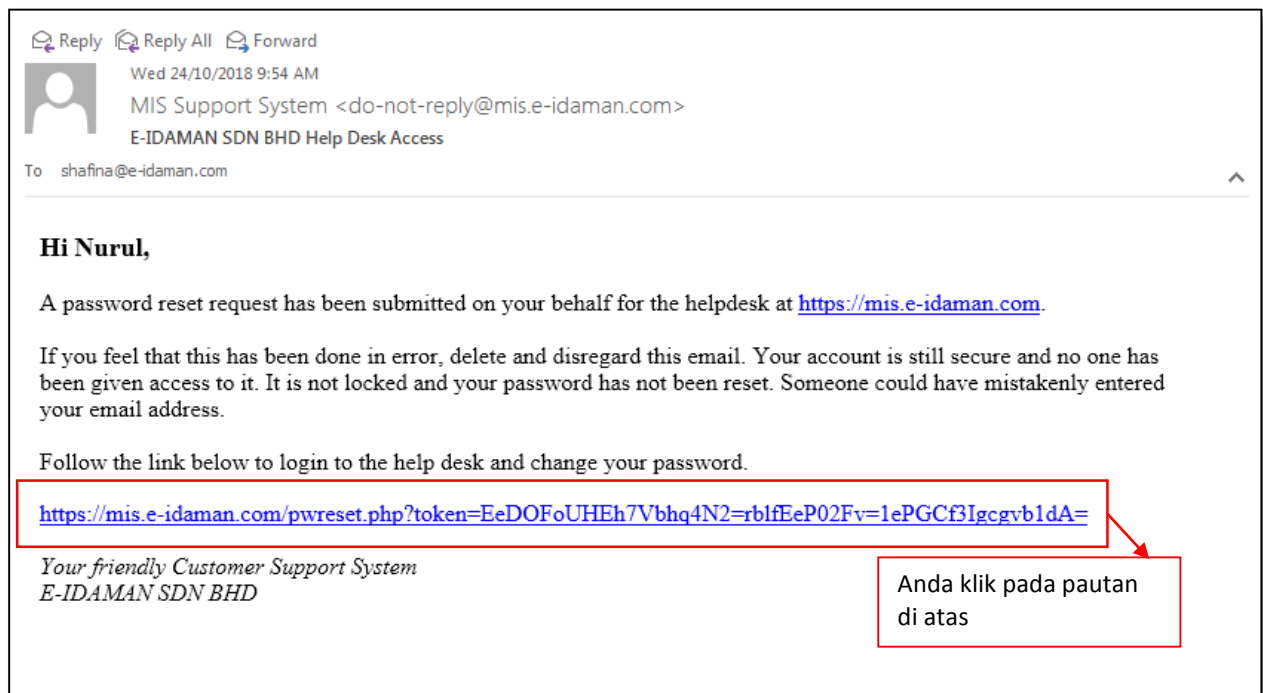
Forgot My Password

Enter your username or email address in the form below and press the Send Email button to have a password reset link sent to your email account on file.

Email or Username
shafina@e-idaman.com

Send Email

Anda masukkan emel anda dan klik Send Email



The screenshot shows a web form titled 'Forgot My Password'. Below the title, there is a text prompt asking the user to enter their username or email address. A text input field contains the email 'shafina@e-idaman.com', which is highlighted with a red box. Below the input field is a green 'Login' button. A red arrow points from the input field to a red box containing the instruction 'Sekali lagi masukkan emel anda dan seterusnya klik Login'.

Forgot My Password

Enter your username or email address again in the form below and press the **Login** to access your account and reset your password.

Email or Username

shafina@e-idaman.com

Login

Sekali lagi masukkan emel anda dan seterusnya klik Login

This screenshot shows a web page titled 'Manage Your Profile Information' with a subtitle 'Use the forms below to update the information we have on file for your account'. The page is divided into three main sections: 'Contact Information', 'Date & Time', and 'Access Credentials'. The 'Access Credentials' section is highlighted with a red box. It contains fields for 'New Password' and 'Confirm New Password'. A red arrow points from this section to a red box containing the instruction 'Seterusnya anda boleh masukkan kata laluan anda yang baru dan klik Submit.'.

Password change required to continue

Manage Your Profile Information

Use the forms below to update the information we have on file for your account

Contact Information

Email Address:
shafina@e-idaman.com

* Required
Full Name:
Nurul Shafina Binti Shamsuri

* Required
Phone Number:
0194575177

Ext:
510

Date & Time

Time Zone:
GMT 8.0 - Beijing, Perth, Singapore, Hong K

Daylight Saving:
☐ Observe daylight saving
Current Time: 10/24/2018 1:58 am

Preferred Language:
English - US (English)

Access Credentials

New Password:
|

Confirm New Password:

Submit Reset Cancel

Seterusnya anda boleh masukkan kata laluan anda yang baru dan klik Submit.

13. Anda boleh mendapatkan borang-borang SOP MIS di dalam *Knowledgebase* menu atau *Frequently Asked Questions*.

The screenshot shows the MIS SUPPORT SYSTEM homepage. At the top, there is a navigation bar with the E-IDAMAN logo and links: Support Center Home, Knowledgebase, Open a New Ticket, Check Ticket Status, and Sign In. The main content area has a green header with 'MIS SUPPORT SYSTEM' and a paragraph explaining the support ticket system. Below this are three white boxes with green icons: 'Open a New Ticket' (gear icon), 'Check Ticket Status' (refresh icon), and 'Frequently Asked Questions' (question mark icon). Each box contains a brief description and a green button. A red box highlights the 'Knowledgebase' link in the navigation bar, and a red arrow points from it to a text box on the right. Another red box highlights the 'Search' button in the 'Frequently Asked Questions' box, and a red arrow points from it to another text box on the right.

Klik di sini untuk mendapatkan borang-borang SOP MIS serta panduan menggunakan MIS Support System.

Anda boleh klik di sini untuk memuat turun borang-borang daripada SOP MIS

The screenshot shows the 'Frequently Asked Questions' page. On the left, there is a search bar with a green 'Search' button. On the right, there is a 'Knowledgebase' section with a green header. Below the header, there is a list of categories. The first category is 'Borang-borang SOP MIS | Thread Count: 1' and the second is 'User Manual | Thread Count: 1'. Red boxes highlight these two categories, and red arrows point from them to text boxes on the right.

Anda boleh klik di sini untuk memuat turun panduan untuk menggunakan MIS Support System

14. Sebarang pertanyaan untuk menggunakan sistem ini, sila hubungi MIS. Terima Kasih.

*****SEMOGA MENJADI PENGGUNA YANG BERHEMAH DAN SELAMAT MENGGUNAKANNYA*****