How to log a ticket in UMHelpdesk?

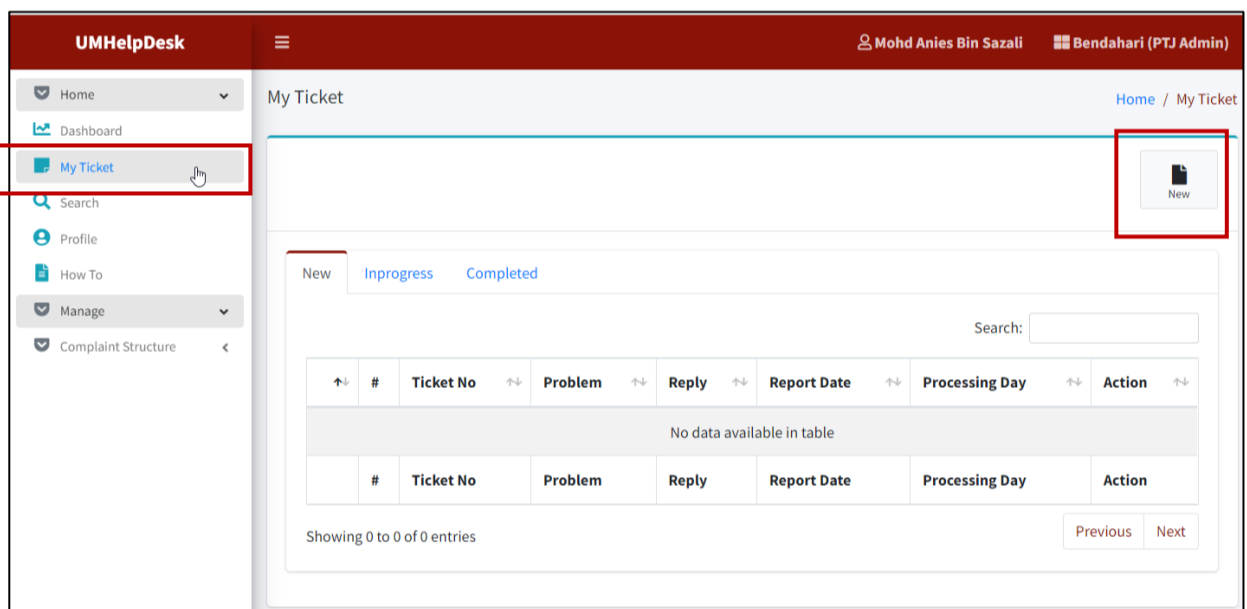## Step 1: Log in to https://helpdesk.um.edu.my/

- Student and Staff : use your SiswaMail / UMMail login credentials
- Others: Register using a new account and log in to the system using the credentials you registered with.
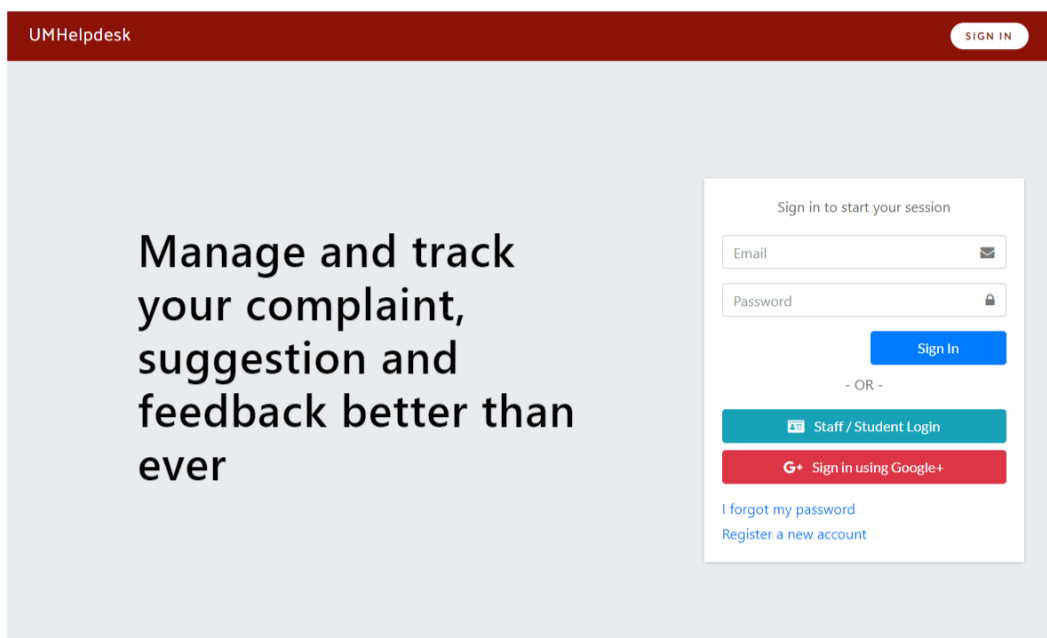
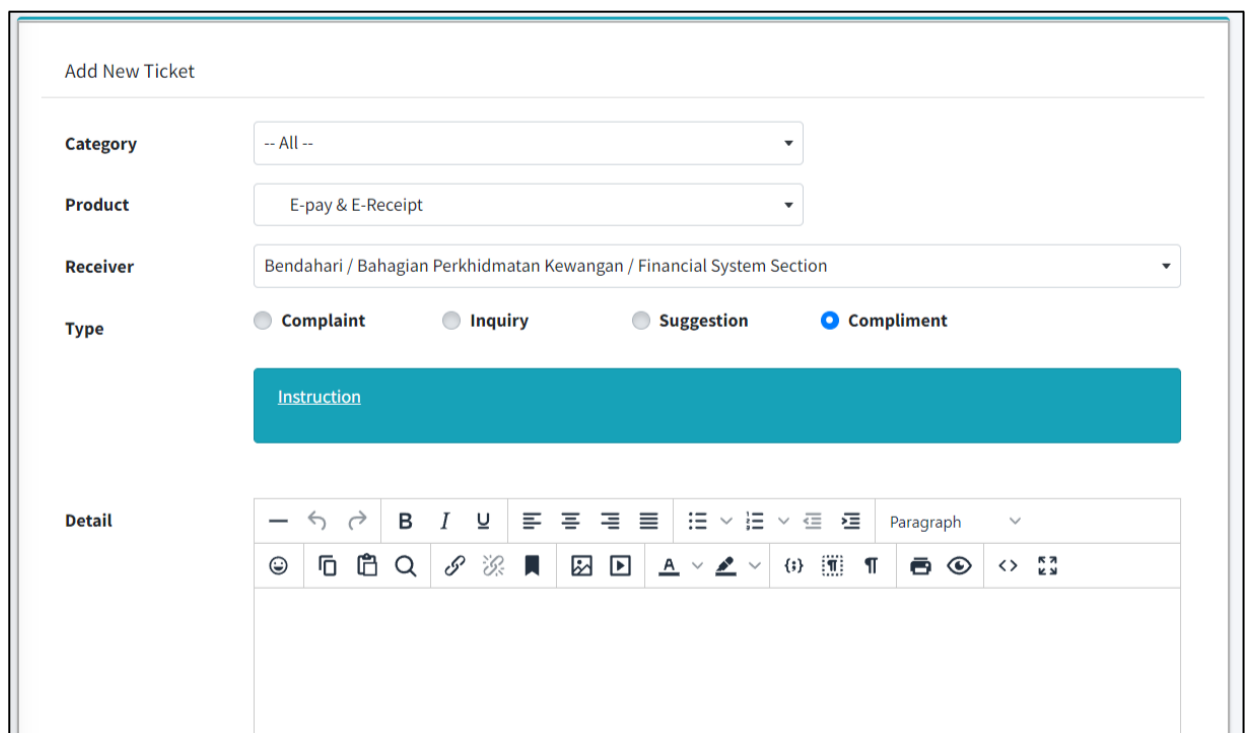## Step 2: Create New Report/ Complaint/ Inquiry/ Suggestion/ Compliment

- Click **My Ticket**, then click the **New** icon button to create new report/complaint.

- Fill in the form accordingly. Then, click **Submit**.

Important Note:
Please ensure that you select the correct **Category** and kindly capture the problem screen and upload the image for us to assist you better.

Thank you and we look forward to your continuous support.

FINANCIAL SYSTEM SECTION
Financial Services Division
Bursary