ROGUE ASIA

INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

Garden of Knowledge and Virtue

This is a guideline for raising a ticket in the IIUM Wi-Fi Support Portal.

TABLE OF CONTENT

HOW TO RAISE A TICKET IN THE IIUM WI-FI SUPPORT PORTAL.

1   Register the account

When you log in to the portal https://iium-wifisupport.freshdesk.com/support/home, you will directed to the portal as shown in the Figure 1.1.
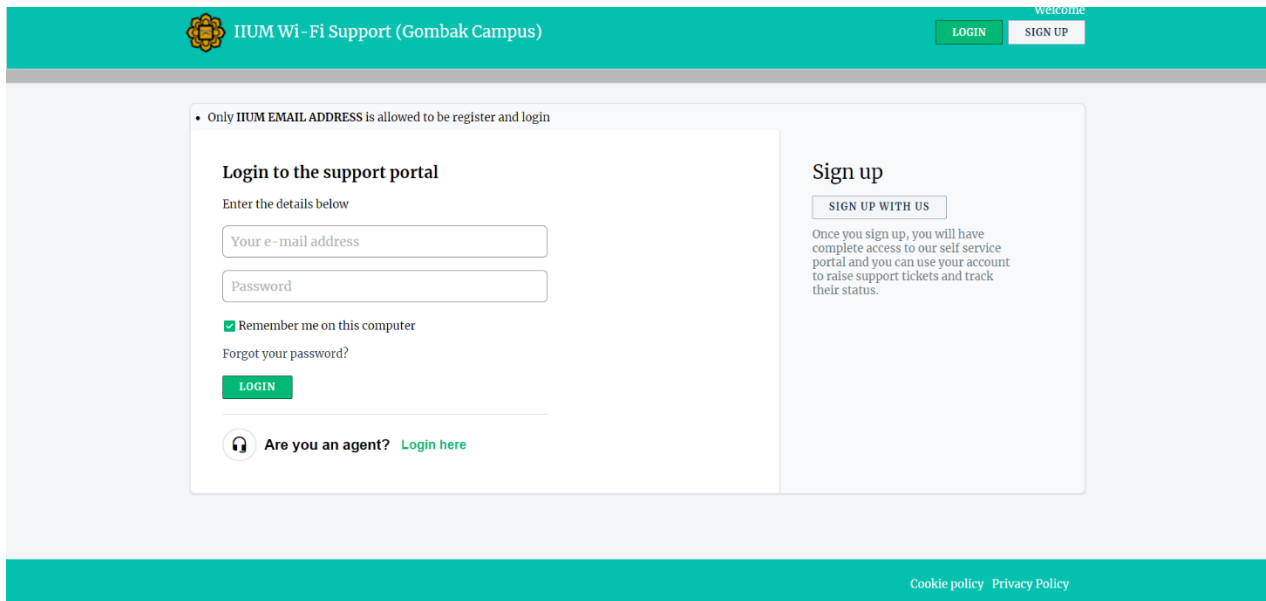

Figure 1.1 Portal Page

If it is your first-time login, you need to sign up first by fill up the detail needed. You can Click on the right above side of the portal to register or Click on the button as shown as Figure 1.2. Strictly note that, you need to register **ONLY** using your IIUM student email address. Example 123@iium.edu.my or 123@live.iium.edu.my.
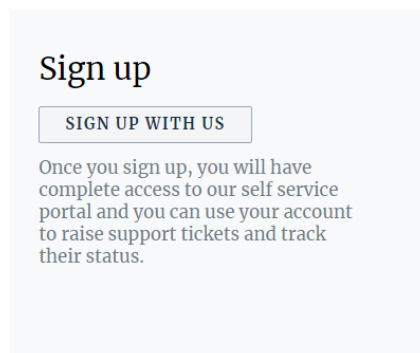

Figure 1.2 Sign Up Button

Once you click on the button, you will be redirect to the page to register your information. Fill up the required information with the red asterisk mark. After you finish fill up the necessary information, click on the reCAPTCHA to ensure you a human then you click on the register to complete your registration. Example shown in Figure 1.3.

Sign up for your IIUM Wi-Fi Support (Gombak Campus) account

Full name *

Email *

Mobile phone *

Mahallah *   ...   ▼

Block *

Level *

Room Number *

Time zone   (GMT+08:00) Kuala Lumpur   ▼

☐ I'm not a robot   reCAPTCHA
   Privacy - Terms

REGISTER   **CANCEL**

Figure 1.3 Register Form

After that, you will receive an activation email. You need to set up your password for you to login to the portal.

2   How to raise the ticket

After you login, you will be directed to the portal page as shown as Figure 2.1.

IIUM Wi-Fi Support (Gombak Campus)

Welcome Shukri Kamal
Agent Portal | Edit profile | Sign out

Home   Solutions   Forums   Tickets

How can we help you today?

Enter your search term here...   🔍

How to raise a ticket : Please use the "(?)Raise Ticket" widget at the bottom of the screen

Knowledge base

About Wifi

General Information (17)
   📖 How far the coverage for one access p...
   📖 How many network devices can I regi...
   📖 How many users can connect at one a...
   📖 How to get the wireless support ?
   📖 How to login and use wireless?
      See all 17 articles

Troubleshooting

WIFI (6)
   📖 I can connect to the WiFi, but why my...
   📖 My phone cannot connect to the inter...
   📖 What to do when Windows Vista sho...
   📖 Why is my laptop WiFi not working?

Account (1)
   📖 I forgot my password, what should I d...

Community forums
No forum topic yet
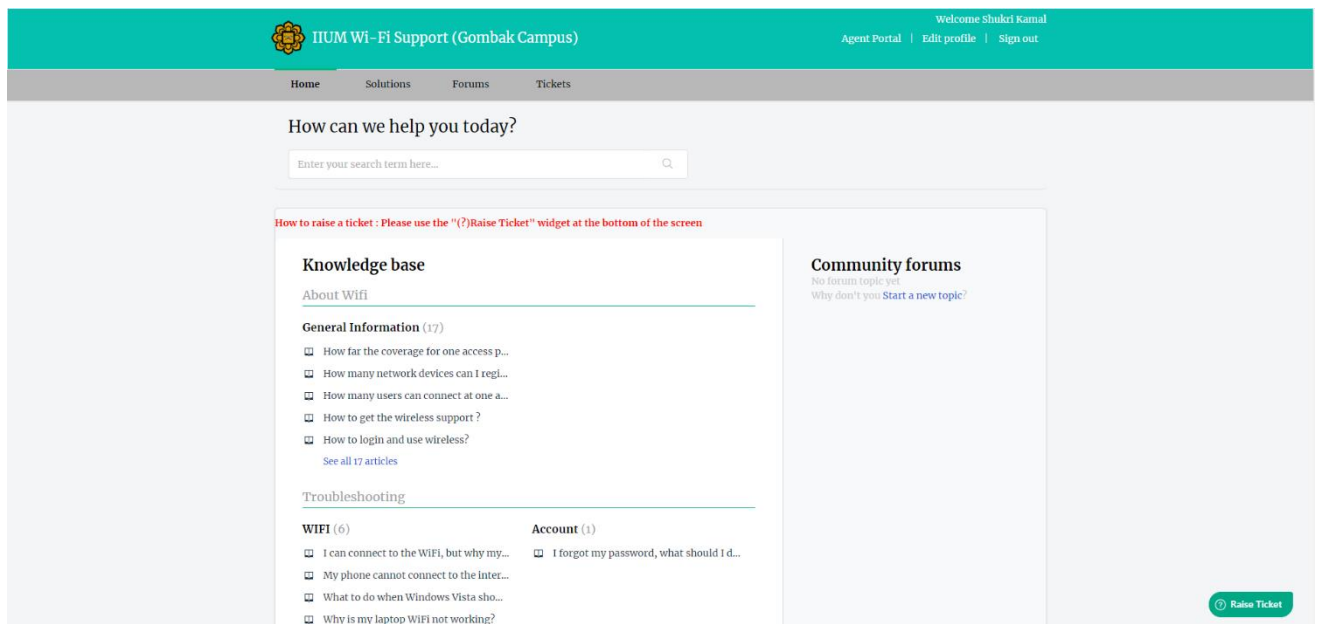Why don't you Start a new topic?

(?) Raise Ticket

Figure 2.1 IIUM Wi-Fi Support Portal

Click on the Widget that on the bottom right of the screen as shown in the Figure 2.1. First, you need to search and do the initial troubleshooting. Example shown in Figure 2.2.
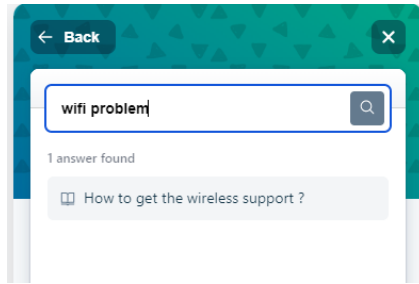
Figure 2.2 Troubleshooting initiation

If you do not find the article helpful, click the "not helpful" button and a ticket form will appear, submit a ticket and it will be sent to the IT Team. Example shown in Figure 2.3 and Figure 2.4.
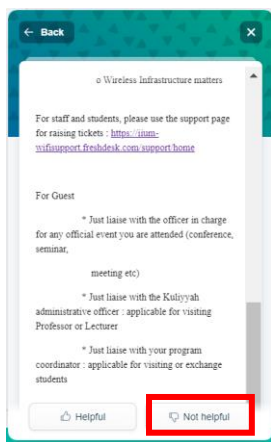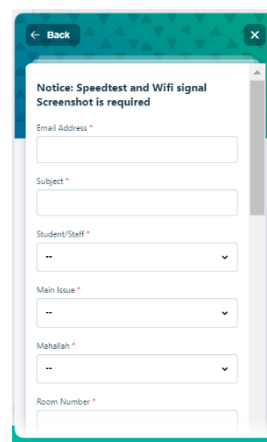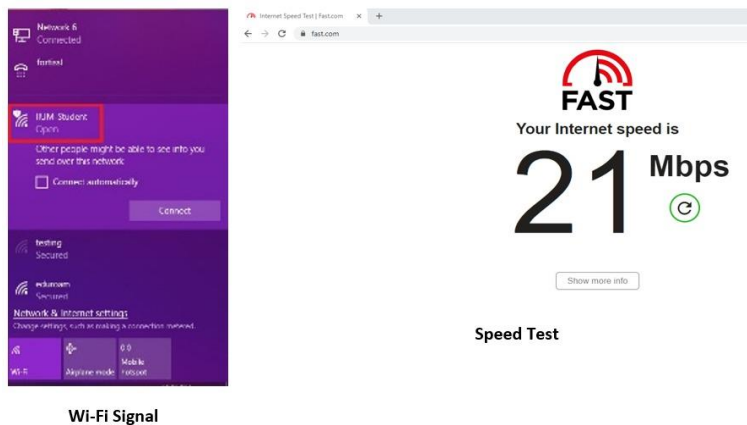

Figure 2.3 Not helpful Guide

Figure 2.4 Ticket Form

Note that, you **REQUIRED** to upload an attachment during your ticket submission. Example shown in Figure 2.5.

Figure 3.5 Example of an Attachment