



## SELIA GROUP IT HELPDESKS SYSTEM PORTAL USER GUIDE

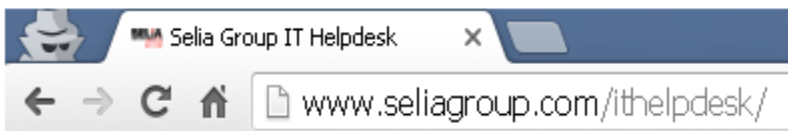
Hello. Thank you for reading this guide. We hope you find it easy to understand.

In just 5 minutes you will learn how to request for support, receive and reply to response, and track your support request.

### **1. REQUEST FOR SUPPORT**

Here are the steps for you to request for support:

1. Open your internet browser and type "<http://www.seliagroup.com/ithelpdesk/>" at the address bar.



2. You will arrive at IT Helpdesk welcome page.



– IT Helpdesk System –

Guest User | [Sign In](#)

[Support Center Home](#)

[Knowledgebase](#)

[Open a New Ticket](#)

[Check Ticket Status](#)





### Hi! Welcome to the IT Helpdesk Center

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.

**FIRST TIMER ?** [CLICK HERE](#) for your guide.

Certain request requires you to attach forms, which are available at [Knowledgebase](#).

#### Featured Questions

[How to delete emails in WorldClient](#)

[E-mail registration form](#)

[Computer service note form](#)

3. Click on the blue "Open a New Ticket" button.

Open a New Ticket

4. You will arrive at the "Open a New Ticket" page. Fill up the form and click "Create Ticket". Refer example below:

## Open a New Ticket

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

### Contact Information

#### Email Address \*

*MAKE SURE you have entered your email address correctly*

sitiasyura@seliagroup.com

#### Full Name \*

Siti Asyura binti Zulkeflee

Phone Number

*Please insert your office phone number*

03-7877 8497

Ext: 207

### Help Topic

Internet/Networking Issue

### IT Helpdesk Ticket Details

*Provide as much detail as possible. State your location if we need to come to your place.*

#### Company \*

Selia Ekuiti Sdn Bhd

#### Department \*

Administration

#### IT Issue Summary \*

*Example: e-HRMS - Cannot approve leave*

Internet connection not available

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I cannot surf the internet and access my email.

My place is at Level 2, KJ3 Office.

Thank You

📎 Drop files here or choose them

Priority Level

High

Create Ticket

Reset

Cancel

6. Your request has been submitted to our support team. An email from IT Helpdesk will be sent to you shortly.



Guest User | [Sign In](#)

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

✔ Support ticket request created

Dear Siti Asyura binti Zulkeflee,

Thank you for contacting us.

A support ticket request has been created and a representative will be getting back to you shortly if necessary.

An email with the ticket number has been sent to **sitiasyura@seliagroup.com**. You'll need the ticket number along with your email to view status and progress online.

If you wish to send additional comments or information regarding same issue, please follow the instructions on the email.

Thank You

7. The emails sent by Selia Group IT Helpdesk System will be like this:

Support Ticket Opened - [Ticket No: 621582]



✓ from: **Selia Group IT Helpdesk System** <seliaithelpdesk@gmail.com>  
 date: 03/04/2019 02:25 PM  
 to: **Siti Asyura binti Zulkeflee** <sitiasyura@seliagroup.com>

--this is automated message. do not reply--

Dear Siti Asyura binti Zulkeflee,

Your request for support has been created and assigned ticket number: "621582". A representative will follow-up with you as soon as possible.

You can view this ticket's progress online here:

<http://www.seliagroup.com/ithelpdesk/view.php?auth=01x1yaaaagdaiaaaXlBIPG9ThOBmg%3D%3D>

If you wish to send additional comments or update information regarding your request, please don't open a new ticket. Simple login using the link above and update the ticket.








Thank You

Selia Group IT Helpdesk Center  
 "More Than Just Helping"

Ticket Number: 621582  
 Ticket Subject: Internet connection not available  
 Ticket Created On: 03/04/2019 2:25 PM

## 2. RECEIVE AND REPLY TO RESPONSE

1. When our support staff responded, you will receive a notification email. Click on the blue link in the email.

Reply From Support - [Ticket No: 621582] - Internet connection not ...        more ▾

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▼ from: **Selia Group IT Helpdesk System** <seliaithelpdesk@gmail.com>  
date: 03/04/2019 02:36 PM  
to: **Siti Asyura binti Zulkeflee** <sitiasyura@seliagroup.com>

---

-- this is an automated message. do not replay --

Dear Siti Asyura binti Zulkeflee,

Our support staff has replied to your ticket number "621582" with the following response:

Hello, I have repaired your internet connection. Please check to verify.

Thank You

Please click on the below to response back:  
<http://www.seliagroup.com/ithelpdesk/view.php?auth=0ix1vaaaagdaiaaaXLfB1PG9ThOBmq&3D&3D>

If there is no response from you within 5 days, we deemed that your request has been resolved and the ticket will be automatically close.

Ticket Number: 621582  
Ticket Subject: Internet connection not available  
Ticket Created On: 03/04/2019 2:25 pm

2. You will arrive at the “**Ticket Status**” page. On this page, you can see the ticket’s status and conversation thread.

**Internet connection not available** #621582

 Print

**Basic Ticket Information**

Ticket Status: Open  
 Department: Group IT Support  
 Create Date: 03/04/2019 2:25 PM

**User Information**

Name: Siti Asyura Binti Zulkeflee  
 Email: sitiasyura@seliagroup.com  
 Phone: (037) 877-8497 x207

**IT Helpdesk Ticket Details**

Company: Selia Ekuiti Sdn Bhd  
 Department: Administration



**Siti Asyura binti Zulkeflee** posted 03/04/2019 2:25 PM

I cannot surf the internet and access my email.

My place is at Level 2, KJ3 Office.

Thank You

 Created by  **Siti Asyura binti Zulkeflee** 03/04/2019 2:25 PM

**Mohd Shahril Mohd Yusof** posted 03/04/2019 2:36 PM



Hello, I have repaired your internet connection. Please check to verify.

Thank You



**Siti Asyura binti Zulkeflee** posted 03/04/2019 2:48 PM

I have regained access to the internet and my email.

Thanks for your help

3. Let's focus on the Ticket Thread area. This area displays all the conversations between you and our support team.

**Siti Asyura binti Zulkeflee** posted 03/04/2019 2:25 PM

I cannot surf the internet and access my email.

My place is at Level 2, KJ3 Office.

Thank You

Created by **Siti Asyura binti Zulkeflee** 03/04/2019 2:25 PM

**Mohd Shahril Mohd Yusof** posted 03/04/2019 2:36 PM

Hello, I have repaired your internet connection. Please check to verify.

Thank You

4. You can respond back to our support team using the "Post a Reply" form.

**Post a Reply**

*To best assist you, we request that you be specific and detailed \**

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I have regained access to the internet and my email.

Thanks for your help

📎 Drop files here or [choose them](#)

Post Reply Reset Cancel

5. Ticket thread will be updated immediately and our support team will be notified upon your reply.

**Internet connection not available** #621582

Print

**Basic Ticket Information**

**User Information**

|                                 |                                   |
|---------------------------------|-----------------------------------|
| Ticket Status: Open             | Name: Siti Asyura Binti Zulkeflee |
| Department: Group IT Support    | Email: sitiasyura@seliagroup.com  |
| Create Date: 03/04/2019 2:25 PM | Phone: (037) 877-8497 x207        |

**IT Helpdesk Ticket Details**

|                               |
|-------------------------------|
| Company: Selia Ekuiti Sdn Bhd |
| Department: Administration    |

**Siti Asyura binti Zulkeflee** posted 03/04/2019 2:25 PM

I cannot surf the internet and access my email.

My place is at Level 2, KJ3 Office.

Thank You

Created by **Siti Asyura binti Zulkeflee** 03/04/2019 2:25 PM

**Mohd Shahril Mohd Yusof** posted 03/04/2019 2:36 PM

Hello, I have repaired your internet connection. Please check to verify.

Thank You

**Siti Asyura binti Zulkeflee** posted 03/04/2019 2:48 PM

I have regained access to the internet and my email.

Thanks for your help

### 3. TRACK YOUR SUPPORT REQUEST

1. To track your support request, click on "Check Ticket Status". Enter your email address and the ticket number (refer to email you received from Selia Group IT Helpdesk System).



Guest User | [Sign Out](#)

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

#### Check Ticket Status

Please provide your email address and a ticket number. An access link will be emailed to you.

Email Address:

Ticket Number:

Have an account with us? [Sign In](#) or [register for an account](#) to access all your tickets.

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

2. You will arrive at the "Ticket Status" page.

**SELIA group**  
— IT Helpdesk System —

Guest User | [Sign Out](#)

[Support Center Home](#) [Knowledgebase](#) [Open a New Ticket](#) [View Ticket Thread](#)

**Looking for your other tickets?**  
[Sign In](#) or [register for an account](#) for the best experience on our help desk.

**Internet connection not available #621582** [Print](#)

| Basic Ticket Information |                    | User Information |                             |
|--------------------------|--------------------|------------------|-----------------------------|
| Ticket Status:           | Open               | Name:            | Siti Asyura Binti Zulkeflee |
| Department:              | Group IT Support   | Email:           | sitiasyura@seliagroup.com   |
| Create Date:             | 03/04/2019 2:25 PM | Phone:           | (037) 877-8497 x207         |

**IT Helpdesk Ticket Details**

|             |                      |
|-------------|----------------------|
| Company:    | Selia Ekuiti Sdn Bhd |
| Department: | Administration       |

**Siti Asyura binti Zulkeflee** posted 03/04/2019 2:25 PM

I cannot surf the internet and access my email.

My place is at Level 2, KJ3 Office.

Thank You

Created by **Siti Asyura binti Zulkeflee** 03/04/2019 2:25 PM

3. Want to check your other tickets? Just click on "My Tickets".

**SELIA group**  
— IT Helpdesk System —

Siti Asyura binti Zulkeflee | [Profile](#) | [Tickets \(1\)](#) - [Sign Out](#)

[Support Center Home](#) [Knowledgebase](#) [Open a New Ticket](#) [Tickets \(1\)](#)

Help Topic: [All Help Topics](#)

**Tickets** [Open \(1\)](#)

**Showing 1 - 1 of 1 Open Tickets**

| Ticket #               | Create Date | Status | Subject   | Department       |
|------------------------|-------------|--------|---|------------------|
| <a href="#">621582</a> | 03/04/2019  | Open   | <a href="#">Internet connection not available</a> | Group IT Support |

Page: **[1]**

4. Click on the subject of the ticket you wanted to check.

**END OF GUIDE. THANK YOU**