

From: UUMIT
Sent: Rabu, 17 Februari 2021 12:18 ptg
To: UUM - All Staff; UUM - All Students
Subject: MAKLUMAN: Saluran Aduan dan Maklum Balas Perkhidmatan
UUMIT/ANNOUNCEMENT: Channel for UUMIT Service Request and Feedback

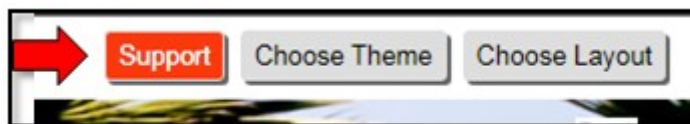
ANNOUNCEMENT

Makluman Saluran Aduan Perkhidmatan UUMIT

Yang dihormati Prof./Prof. Madya/Dr./Tuan/Puan,

Berikut ialah empat (4) saluran yang boleh digunakan untuk membuat aduan atau maklum balas berkaitan perkhidmatan UUMIT:

- 1) Menghubungi Talian Hotline UUMIT: **04-928 6666/6644/6622**
(Isnin – Rabu: 8.00 pagi - 5.00 petang,
Khamis: 8.00 pagi - 3.30 petang)
- 2) Menghantar aduan ke emel IT Services: itservices@uum.edu.my
(menggunakan e-mel rasmi UUM)
- 3) Melalui UUM Portal. Tatacara untuk akses melalui UUM Portal adalah seperti berikut:
 - i. Login ke UUM Portal.
 - ii. Klik Menu '**Support**'
(ikon merah pada bahagian atas kanan skrin anda)



- iii. Pilih '**Report an IT Problem**'



4) Hadir ke kaunter IT Helpdesk UUMIT

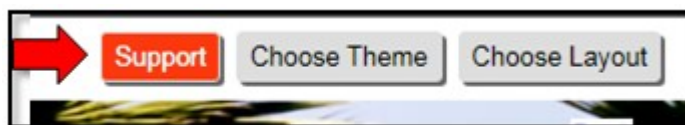
Sekian, terima kasih.

Channel for UUMIT Service Request and Feedback

Dear Prof./Assoc. Prof./Dr./Sir/Madam,

Please be informed, service request and feedback regarding UUMIT services can be done through the following channels:

- 1) UUMIT Hotline: **04-928 6666/6644/6622**
(Monday – Wednesday: 8.00am - 5.00pm,
Thursdays: 8.00am - 3.30pm)
- 2) Email: itservices@uum.edu.my (please use UUM official email)
- 3) UUM Portal: Follow steps below to submit your service request and feedback:
 - i. Login to UUM Portal
 - ii. Click '**Support**' Menu (red icon on the top-right corner of your screen)



- iii. Choose '**Report an IT Problem**'



- 4) Walk-in to UUMIT Helpdesk counter

Thank you.



To Become The Best Connected Campus

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Universiti Utara Malaysia Official Website <http://www.uum.edu.my>

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