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PR1MA ICT Service Desk Portal Guideline

Submit Ticket using Laptop/ Desktop

STEP

1. Browse URL http://servicedesk.pr1ma.my/



- 2. Click 'Submit Ticket'. Login by your email or username (your username is your email without @pr1ma.my) and default password is Pr1ma123.
- 3. If you want to change or reset your password just click 'Forgot Password'.

Log in
Registrations are currently not allowed.
E-mail or username
ict@prlma.my
Password
Remember Me
LOG IN Forgot password?

4. Fill in incident request, Subject, Description on the issue/request, Department, Product, attached the form if needed.

Submit Ticket
My Tickets Privacy Logout 🕎
Subject
Description
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A
Department
Please select 🗸
Product
Please select 🗸
Attachments
Choose Files No file chosen
You can upload up to 2 files (maximum 2 MB each) of the following types: .jpg, .jpeg, .png, .gif,
.pdf, .doc, .docx, .ppt, .pptx, .pps, .ppsx, .odt, .xls, .xlsx, .mp3, .m4a, .ogg, .wav,
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Submit ticket

5. Submit Ticket (Done)

Notes:

 To follow up the status of the issue/incident you can login to the portal and click "My Tickets" >> "Status".

My Ticke	ts Ope	n a ticket	Notifications	Privacy	Logout 🗹
ID	Status	Date		Product	Department
#3085	New	October	1, 2020 7:51 pm	Sharepoin	t Governance, Risk & Compliance

Submit Ticket using Mobile Phone/ Tab (Android/ iOS)

STEP

1. Browse URL http://servicedesk.pr1ma.my/



2. Click 'Submit Ticket'. Login by your email or username (your username is your email without @pr1ma.my).



3. Fill in incident request, Subject, Description on the issue/request, Department, Product, attached the form if needed.

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Submit Ticket (Done)

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