

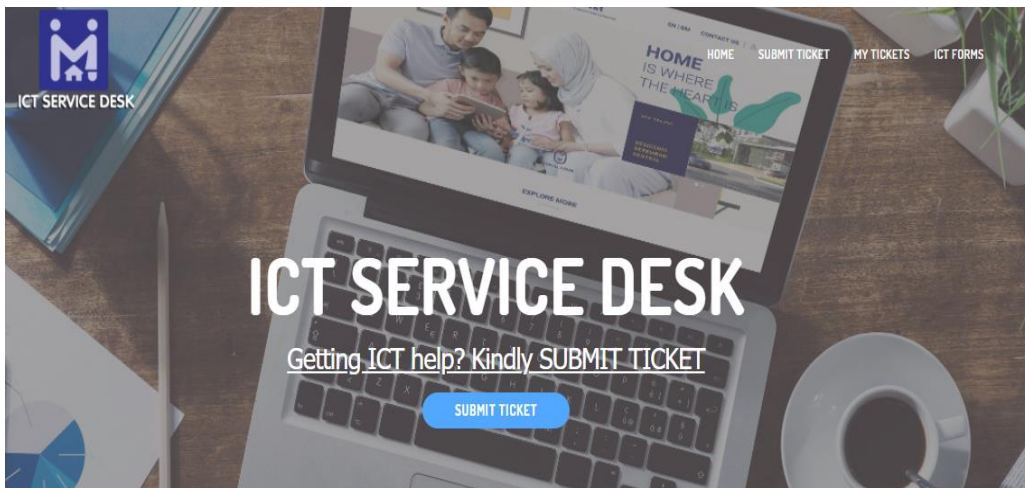


PR1MA ICT Service Desk Portal Guideline

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@pr1ma.my

Password

.....

Remember Me

LOG IN

[Forgot password?](#)

- 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

B I U ABC — ≡ ≡ 🔗 🗑️

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, .mp4, .m4v, .mov, .wmv, .avi, .mpg, .ogv, .3gp, .3g2, .zip

Submit ticket

- 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 Tickets
Open a ticket
Notifications
Privacy
Logout [↗](#)

ID	Status	Date	Product	Department
#3085	Now	October 1, 2020 7:51 pm	Sharepoint	Governance, Risk & Compliance

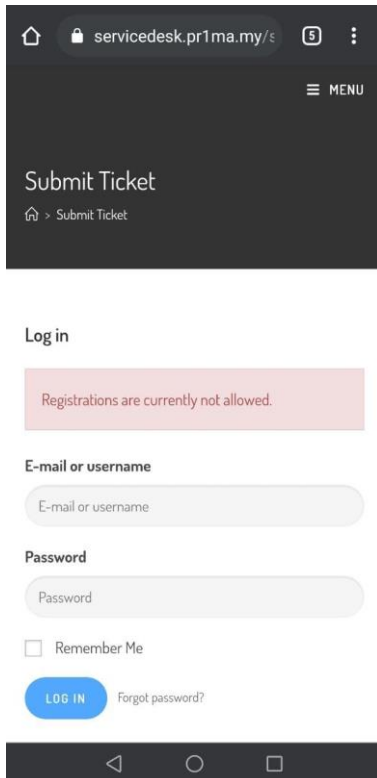
Submit Ticket using Mobile Phone/ Tab (Android/ iOS)

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*).

A screenshot of the mobile app's "Submit Ticket" login page. The page has a dark background. At the top, it says "Submit Ticket" and "Home > Submit Ticket". Below this is a "Log in" section. A pink error message states "Registrations are currently not allowed." There are two input fields: "E-mail or username" and "Password". Below the fields is a "Remember Me" checkbox. At the bottom of the login section is a blue "LOG IN" button and a link for "Forgot password?". The Android navigation bar is visible at the very bottom.

